

Make Sure You Get The Most Out Of Your Qwest Choice TV.

QWEST CHOICE™ TV

Welcome Kit

Qwest Choice™ TV and OnLine Services Customer Privacy Policy

Our business records contain information about our subscribers.

In order to provide television and online service to you, we maintain business records that contain certain information about you.

I. This information includes your name, address and telephone number; information about the services you subscribe to or use; information about the equipment used to provide service to you; and accounting records reflecting payments you have made for services (“personal account information”). Except in the following circumstances, we do not make such personal account information available to others without your permission:

- Where necessary to perform maintenance or repair services, we may make your name, address, telephone number or services and equipment information available to qualified repair contractors or engineers
- To perform auditing, bookkeeping, billing and collection functions, we may also make personal account information available to accountants, program providers, computer service bureaus and others engaged in maintaining, auditing or reviewing our financial records, and in the billing and collection of accounts
- When necessary to render services and related services to our subscribers, Qwest Choice TV & OnLine may also provide personal account information to other outside agents such as cable program guide distributors, customer satisfaction polling services or system testing services who assist us in providing service
- Qwest® is required to provide appropriate personal account information to governmental agencies if a court order is issued requiring us to do so. Unless directed not to, we will promptly inform any affected subscriber if we receive such an order

II. From time to time, Qwest may alert you by mail or telephone about our services or about other products and services that we think will interest our subscribers. Some of these offers will be for products or services we think may be of particular interest to you, based on the type of Qwest Choice TV & OnLine services that you purchase. On occasion, we are also asked by charities or businesses for the names, addresses and telephone numbers of subscribers to one or more of our services, so that those entities can contact subscribers to seek charitable contributions or to make offers of products or services. Qwest’s general policy is not to provide this information to others, although we can make certain exceptions where we believe the matter may be of particular interest to our subscribers. If you do not wish for us to disclose your name, address and telephone number to others for purposes not related to Qwest’s services, please contact us at the appropriate customer service number on the next page.

Customer Privacy Policy

- III. Our business records containing personal account information are retained for the period that an individual remains a Qwest Choice TV & OnLine subscriber and are destroyed after the individual ceases to be a subscriber, all billing and collections functions are completed, and record retention periods imposed by law have elapsed. Qwest employees, contractors and agents are permitted access to personal account information to maintain and repair your account, manage our overall network and business operations, and to provide you with Qwest products and services. When Qwest agents or contractors access or use personal account information, they are bound by the same confidentiality commitments that Qwest makes to you here. They are fully trained in their obligation to maintain the confidentiality of such information and to prevent access by unauthorized persons.
- IV. You have the right to examine all personal account information that Qwest maintains. If you believe any of the information in our records is incorrect, we will make every reasonable effort to correct any error. Call the appropriate number below.
- V. Federal law [47 U.S.C. 551(f)] provides that, in addition to other remedies, subscribers to Qwest Choice TV & OnLine who believe their federal rights have been violated may institute civil suit in federal court. Remedies for violation of such rights include actual damages or liquidated damages (of up to \$1,000), punitive damages and reasonable attorney fees and costs.

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Customer Service:

Phoenix: 1 602-266-1700

Denver: 1 303-383-9400

Guarantees and Licensing

Qwest Choice™ TV

Our service guarantees mean you can always expect the best service at a terrific value.

On-time service calls

We are committed to making our installation and service appointments fit your schedule. Installation appointments are scheduled at your convenience for a two-hour window. Repair appointments are scheduled for a four-hour window. In either case, if for any reason we're not there within 30 minutes of the close of the scheduled appointment, you'll receive a \$20 credit on your next bill.

Rapid response

If you ever experience a problem with your TV service, call us before 6 p.m., and if it's a problem with the Qwest® network, we'll fix it within the same day. Call after 6 p.m., and we'll have it corrected by noon the next day. If it is determined by Qwest that Qwest is responsible for the problem, we will credit you for the portion of the monthly recurring charge for Service for the period of the outage.

One-stop shopping

Get your digital-quality TV, Internet and local telephone service from one convenient source—and see all your monthly charges together on one itemized bill. Call Qwest for details and to find out about our convenient payment options.

Arizona Customers

Where to send your payment:

If you're a Qwest telephone customer and:

- Your Qwest bill is over \$100:
Qwest
P.O. Box 29060
Phoenix, AZ 85038
- Your Qwest bill is under \$100:
Qwest
P.O. Box 29013
Phoenix, AZ 85038

If you're not a Qwest telephone customer:

- Qwest
P.O. Box 29025
Phoenix, AZ 85038

Colorado Customers

Where to send your payment:

If you're a Qwest telephone customer:

- Qwest
P.O. Box 173754
Denver, CO 80217-3754

If you're not a Qwest telephone customer:

- Qwest
P.O. Box 29025
Phoenix, AZ 85038

Guarantees and Licensing

Local Arizona

Cable Licensing Authorities

This list of local licensing authorities is provided for the convenience of our customers. These cities and counties have approved or are considering Qwest's request for a license, allowing the delivery of TV and online service to homes within their city or county boundaries.

Please call the Qwest Choice™ TV offices at 1 602-266-1700 with any questions or problems that you may be experiencing with your service. Our goal is your complete satisfaction. If for any reason you are not satisfied after speaking with us about your Choice TV service, you may call your local city or town's cable television contact listed here.

City of Chandler
Chandler Licensing Authority
55 N. Arizona Place
Chandler, AZ 85225
1 480-782-2195

Town of Gilbert
Town Clerk
1025 South Gilbert Road
Gilbert, AZ 85296
1 480-503-6000

City of Glendale
License Administrator
5850 West. Glendale Avenue
Glendale, AZ 85301
1 623-930-2214

Maricopa County
Office of Cable Communications
3324 West Gibson Lane
Phoenix, AZ 85009
1 602-506-3432

City of Phoenix
Cable Television Office
251 West Washington Street,
6th Floor
Phoenix, AZ 85003
1 602-495-0102

City of Scottsdale
Office of Telecommunications
7384 East 2nd Street
Scottsdale, AZ 85251
1 480-312-6500

Local Colorado

Cable Licensing Authorities

This list of local licensing authorities is provided for the convenience of our customers. These cities and counties have approved or are considering Qwest's request for a license, allowing the delivery of TV and online service to homes within their city or county boundaries.

Please call the Qwest Choice TV offices at 1 303-383-9400 with any questions or problems that you may be experiencing with your service. Our goal is your complete satisfaction. If for any reason you are not satisfied after speaking with us, you may call your local city or town's cable television contact listed here.

Town of Paradise Valley
Town Manager
6401 East Lincoln Drive
Paradise Valley, AZ 85253
1 480-948-7411

City of Peoria
Peoria Licensing Authority
8401 West Monroe Street
Peoria, AZ 85345
1 623-773-7300

Douglas County Colorado
Cable Television Administrator
100 Third Street
Castle Rock, CO 80104
1 303-660-7400

Satisfaction

Watch Qwest Choice™ TV for 30 days — if for any reason you're not satisfied, we'll credit your account for your regular monthly charges. Installation charges are not refundable. And if you ever have concerns about your Qwest Choice TV services or Qwest® telephone services, please call us at 1 303-383-9400 and we will answer your questions right away. If you have a concern with your bill, please call us immediately at 1 303-383-9400. We'll be happy to explain the charges that have appeared on your bill, as well as investigate any charges you feel have been wrongly applied.

Terms and Conditions

Qwest Choice TV services are governed by Terms and Conditions, which are located at qwest.com/legal. Qwest routinely updates the Terms and Conditions from time to time. Your continued use of the Service(s) constitutes your acceptance of any changes.

Everything Your Remote Controls is Right Here.



QWEST CHOICE™ TV User's Guide

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GUIDE Plus+ is a trademark of Gemstar Development Corporation. The GUIDE Plus+ Interactive Program Guide is provided under license from VCR Index Systems B.V. This product is covered by one or more of the following U.S. patents: 4,706,121; 5,151,789; 5,335,277; 5,353,121; 5,479,266; and 5,479,268. Use rights reserved.

VCR required for recording. Gemstar is not in any way liable for the accuracy of the program schedule information provided by the GUIDE Plus+ Interactive Program Guide. In no event shall Gemstar be liable for any amounts representing loss of profits, loss of business, or indirect, special or consequential damages in connection with the provision or use of any information, equipment or services relating to the GUIDE Plus+ system.

This guide is written to Release 6.2/RG 2.1 capabilities.

Version: February 2006

Table of Contents

WELCOME TO QWEST CHOICE™ TV

Using the Qwest Choice TV User's Guide	1
Overview	1

SECTION 1: Qwest Choice TV Quick Start Guide

Introducing the Digital Gateway	2
The Choice TV Remote Control	3
GUIDE Plus+ Interactive Program Guide	3
Watching TV	3
Turning on your TV and changing channels	3
Grid Guide	3
Channel Guide	4
Search programs by theme	4
Search programs by title	5
Pay-Per-View (PPV)	6
Music Guide	7
Other GUIDE Plus+ features	8
Using your VCR with Qwest Choice TV	8
Using Optional Telephone Services	8
TV Caller ID	8
Caller ID Log	8
TV Voice Mail	9

SECTION 2: The Digital Gateway

Three video streams in one box	10
One Gateway, three remotes	10
Customized setup for your home	11
Connecting to other audio-video equipment	11
Sample home wiring configuration	11
Moving your Digital Gateway or adding equipment	11

Two setups for Qwest Choice TV	12
Standard Setup	12
Optional Setup	12
Front panel of the Digital Gateway	13
Back panel of the Digital Gateway	13
Cables and connectors	15

SECTION 3: Choice TV Remote Control

Using your remote control	16
Matching the remote controls and the Digital Gateway	16
Programming the TV code	16
Identifying the Gateway ID and remote IDs for the remote control	19
Accessing the remote control setup menu	19

SECTION 4: Interactive Program Guide

Navigating the IPG	20
GUIDE Plus+ Main Menu	20
GUIDE Plus+ Navigational Tabs	21
Program guides and search tools	22
Grid Guide	22
Channel Guide	23
Ordering Pay-Per-View	24
Music Guide	25
Search programs by theme	26
Search programs by title	27
Channel Browsing	28
Viewing Program Information	28

Using special action commands and personalized IPG settings	29
Automatic Tune	29
Parental Control Passwords	30
Parental Control Locks	31
Purchase Control Passwords	31
Scheduled Events List	32
Favorite Channels	32
Change Channel Order	33
Add/Remove Channels	34
TV Caller ID display and setup	34
TV Voice Mail display and setup	36
Reset the Digital Gateway	37
Adjusting Display Position	37

SECTION 5: Using Your VCR with Qwest Choice TV

Two setups for Qwest Choice TV	39
Standard Setup	39
Optional Setup	39
Watching a videotape	40
Recording a program	41
Recording a program while watching a different program	42
Recording a program using your VCR timer	44
Recording multiple programs at different times	45

SECTION 6: Troubleshooting

Common issues	47
Quick reference	48

SECTION 7: Digital Gateway Connections

About connecting the system	51
-----------------------------	----

Moving your Digital Gateway or adding equipment	51
Common connections	51
Home Wiring Configuration	52

SECTION 8: Special Features

TV setup options	54
Closed captioning capability	54
Accessing the TV setup menu	54
Setting up Spanish (Español) language audio	55
Setting up Emergency Alert System devices	55

SECTION 9: Safety Information

Important safeguards about your Digital Gateway	57
Safety	59
Specifications	60
FCC statement of compliance	60
What Qwest Supports	61
Index	63
Your Choice TV Settings	65
Customer Support	66

Welcome to Qwest Choice TV!

Thanks for choosing Qwest Choice™ TV, the leading edge in quality home entertainment. Here at Qwest®, we know you have a choice for TV services, and we appreciate your business. We hope you will enjoy your Qwest Choice TV service, and stand ready to assist you with world-class customer support if you ever need to call on us.

USING THE QWEST CHOICE TV USER'S GUIDE

This guide describes the features of the Digital Gateway and provides all the information you need to watch and record TV programs, use the Digital Gateway telephone services, rewire the Digital Gateway to add additional audio/video equipment, access the Interactive Program Guide and personalize Qwest Choice TV settings to meet your needs.

OVERVIEW

- **Section 1: Qwest Choice TV Quick Start Guide** provides the basic information you need to watch Qwest Choice TV channels and shows you how to use on-screen display windows to program features like Pay-Per-View, TV Caller ID and TV Voice mail
- **Section 2: The Digital Gateway** provides the information you need to become familiar with the Digital Gateway and its components
- **Section 3: Choice TV Remote Control** outlines the information you need to use and program the Choice TV remote control
- **Section 4: Interactive Program Guide** describes the many features of the GUIDE Plus+ Interactive Program Guide and provides step-by-step instructions for using these powerful controls
- **Section 5: Using Your VCR with Qwest Choice TV** explains how to watch and record programs using your VCR
- **Section 6: Troubleshooting** contains helpful information for solving common problems with the Digital Gateway, Choice TV remote and more
- **Section 7: Digital Gateway Connections** instructs you on how to connect and configure your Digital Gateway with other electronic devices that are part of your home entertainment system
- **Section 8: Special Features** provides instructions on setting up Spanish (Español) language programming (Secondary Audio) and configuring your Digital Gateway for Emergency Alert System messages
- **Section 9: Safety Information** provides important safety information about the Digital Gateway system
- **What Qwest Supports** provides information about the installation, customer support and repair services offered by Qwest
- **Your Qwest Choice TV Settings** provides space for you to write down your customized channel settings, home setup and remote control programming codes

SECTION 1

Qwest Choice TV Quick Start Guide

This chapter gives you all the basic information you need to watch TV, find programs using the Interactive Program Guide (IPG), watch and record programs, and use the telephone features that come with Qwest Choice TV.



Qwest Choice™ TV is designed for problem-free use. Even so, problems and questions occasionally arise. If you have questions, help is available 24 hours a day. Please refer to the Customer Support

resources on page 66 if you need to contact us for any reason.

INTRODUCING THE DIGITAL GATEWAY

The Digital Gateway (Figure 1) is your command center for entertainment and information with Qwest Choice TV. The Digital Gateway functions like three cable set-top boxes and a high-speed modem, all in one. With the Digital Gateway, you can watch different programs on up to three different TVs in the house.

TV1 is your primary viewing location and is connected directly to the Digital Gateway.

TV2 and **TV3** are your secondary viewing locations and are connected to the Digital Gateway through cable wall outlets in your home.



Figure 1

THE CHOICE TV REMOTE CONTROL

Your Qwest Choice™ TV service comes with a Choice TV remote control (Figure 2) for each TV connected to the Digital Gateway in your home. Each remote is programmed for a specific TV, which means you cannot use a remote for one TV to change channels on another TV.

Choice TV remotes only control your TV and Digital Gateway. You'll need to use the remote that came with your VCR, DVD player, stereo receiver or other equipment if you need to use those devices at one of your Qwest Choice TV locations.



Figure 2

GUIDE PLUS+ INTERACTIVE PROGRAM GUIDE

The GUIDE Plus+ Interactive Program Guide (IPG) (Figure 3) is a powerful tool that allows you to search program listings, set up your personal preferences, use the Parental Control feature and order Pay-Per-View selections — all right on your TV screen.

To see all the features of GUIDE Plus+, press the MENU button on your remote control. To go directly to on-screen program listings, press the GUIDE button on your remote.



Figure 3

WATCHING TV

Turning on your TV and changing channels

To turn on your TV, press the green POWER button on your Choice TV remote.

To change program channels, press the gray CHAN button on your Choice TV remote. You can also change the channel by using the remote's number keys, then pressing the blue SELECT button. (Example: For channel 12, press 1, then 2, then SELECT.)

To turn your TV off, press the green POWER button on your Choice TV remote.

Grid Guide

The Grid Guide (Figure 4) shows program information and time schedules for all Qwest Choice TV channels. This guide is organized by time, displaying programs and show times in 30-minute increments up to one week ahead. To view the Grid Guide, press the blue GUIDE button on your Choice TV remote.



Figure 4

USING THE GRID GUIDE

To move the yellow highlight to different channels, press the blue up or down arrow button on your Choice TV remote.



To see more channel listings for the same day, press the blue PAGE up or PAGE down button.



To highlight programs ahead or behind in 30-minute increments, press the blue left or right arrow button.



To see more channel listings for additional days, press the DAY left or DAY right button.



SELECTING A PROGRAM TO WATCH

First move the yellow highlight to the program you want to watch, then press the blue SELECT button. In the information pop-up window that appears, move the yellow highlight to the TUNE option, then press the blue SELECT button again. If you select a Pay-Per-View program, the Pay-Per-View Marquee will appear.

Channel Guide

The Channel Guide (Figure 5) is very similar in operation to the Grid Guide but displays all programs on a selected channel by time. To view the Channel Guide, press the blue GUIDE button again while the Grid Guide is on your screen.



Figure 5

Use the left and right arrow buttons on your Choice TV remote control to change the channel being displayed. You can then choose a program by pressing the SELECT button, just as with the Grid Guide.

TO EXIT THE GRID GUIDE OR CHANNEL GUIDE

Press the blue EXIT button once to return to the previous menu, or multiple times to return to the last channel you were watching.

Search programs by theme

The Theme Search (Figure 6) displays programs by category. You can choose a category, then choose a subcategory to narrow your choices.

To begin searching by category press the blue MENU button on your Choice TV remote, press the blue down arrow button to move the yellow highlight to Theme Search, then press the blue SELECT button.



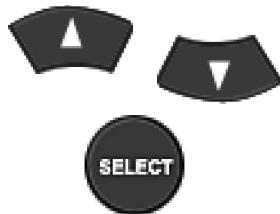
Figure 6

USING THEME SEARCH

To navigate through Theme Search, press the blue up or down arrow button on your Choice TV remote to move the yellow highlight to a category, then press the blue SELECT button.



To highlight a subcategory, press the blue up or down arrow button, then press the blue SELECT button. Programs that fit the subcategory are displayed with day, time and title information. The title of each highlighted program also appears.



To sort program listings (by time or channel), press the blue left or right arrow button. To select a program to watch, first move the yellow highlight to it, then press the blue SELECT button. In the information pop-up that appears, move the yellow highlight to the **TUNE** option, then press the blue SELECT button again.



TO EXIT THEME SEARCH

Press the blue EXIT button once to return to the previous menu, or multiple times to return to the last channel you were watching.

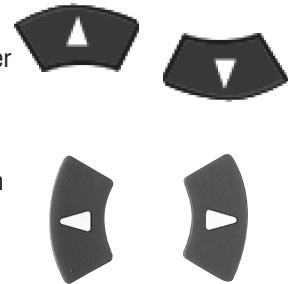
Search programs by title

The Title Search (Figure 7) displays programs by name, in alphabetical order. You can view a list of programs beginning with a particular initial letter or number you specify.

To begin a title search press the blue MENU button on your Choice TV remote. Next press the blue down arrow button to move the yellow highlight to **Title Search**, then press the blue SELECT button.

USING TITLE SEARCH

Use the blue arrow buttons on your Choice TV remote to highlight the first letter or number of the program title you want to search for, then press the blue SELECT button. A list of all the program titles within your search criteria will appear to the right.



To narrow your search, you may enter more than one character.

To erase a letter, highlight the **BACK** button and press SELECT. The last letter or number you entered for your search will be erased.



To clear all the letters you've selected, highlight the **RESET** button and press SELECT. All letters and/or numbers you have entered will be cleared.



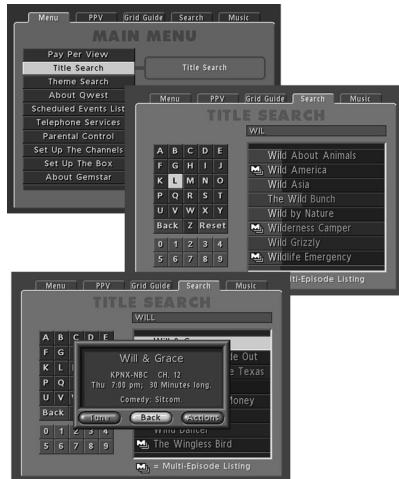


Figure 7

Use the up and down arrow buttons on your remote to highlight the program you want, then press SELECT to see more information and command options for that program.



TO EXIT TITLE SEARCH

Press the blue EXIT button once to return to the previous menu, or multiple times to return to the last channel you were watching.

Pay-Per-View

You can order optional Pay-Per-View (PPV) movies and events directly by using your Choice TV remote. Prices for events shown on optional PPV channels vary by event.

ORDERING A PAY-PER-VIEW PROGRAM

To view the Pay-Per-View programs available for purchase, press the blue PPV button on your Choice TV remote. The Pay-Per-View Guide will appear.



To select a PPV program, press the blue up or down arrow button on your Choice TV remote to move the yellow highlight to the program you want to order, then press the blue SELECT button. The PPV Marquee (Figure 8) will appear.



Figure 8

To order the program, move the yellow highlight to the **BUY** option, then press the blue SELECT button. If you have a password set up, a password window will pop up. Enter your password to purchase the program. If your password is entered correctly, the Purchase Confirmation pop-up will appear.



To confirm your purchase, press the blue SELECT button. If the purchase is successful, a thank-you pop-up window will appear. If the purchase did not go through, a message will appear describing why the purchase didn't succeed. If the program is scheduled for a later time, the Digital Gateway will automatically tune to your PPV program at the scheduled time.



VIEWING THE SCHEDULED EVENTS LIST

If you want to make sure that a Pay-Per-View title has been ordered, take a look at the Scheduled Events List (Figure 9). Just press the blue MENU button on your remote control, highlight the **Scheduled Events List** option, and press SELECT. This list displays all pending PPV purchases as well as the programs you have set for Autotune (see page 29 for more information on the Automatic Tune feature).

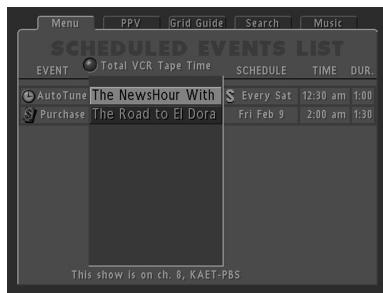


Figure 9

TO EXIT PAY-PER-VIEW

Press the blue EXIT button once to return to the previous menu, or multiple times to return to the last channel you were watching.

Music Guide

The Music Guide (Figure 10) displays digital audio selections for all of Qwest's Music Choice channels. This guide is organized in a similar fashion to the Grid Guide or Pay-Per-View Guide. To view the Music Guide, press the blue GUIDE button on your Choice TV remote, use the blue directional arrows to highlight the **MUSIC** tab at the top of your Grid Guide screen and press the SELECT button.



Figure 10

NAVIGATING THE MUSIC GUIDE

To move the yellow highlight to different channels, press the blue up or down arrow button on your Choice TV remote.



To see more channel listings for the same day, press the blue PAGE up or PAGE down button.



To see more channel listings for additional days, press the DAY left or DAY right button.



Tuning to a Music Choice channel using the Music Guide

First move the yellow highlight to the channel you want, then press the blue SELECT button. The Music Choice information screen, including the song title and name of the artist, will appear.

Other GUIDE Plus+ features

Your GUIDE Plus+ Interactive Program Guide includes a number of other powerful features, such as:

- Parental Control Locks
- Purchase Control Passwords
- Favorite Channel Settings
- Change Channel Order
- Caller ID Setup
- Voice Mail Setup
- Add/Remove Channels from on-screen guides

See **Section 4: Interactive Program Guide** for detailed information on these services.

Using your VCR with Qwest Choice™ TV

Watching and recording programs using your VCR with Choice TV requires some procedures that differ somewhat from using these functions with other cable services.

Section 5: Using Your VCR with Qwest Choice TV includes detailed instructions for the most common VCR functions:

- Watching a videotape
- Recording a program you are watching
- Watching a program other than the one you are recording
- Recording a single program with your TV off (using your VCR timer)
- Recording multiple programs at different times with your TV off

USING OPTIONAL TELEPHONE SERVICES

TV Caller ID

If you subscribe to the optional Qwest® Caller ID service on your telephone line, a small Caller ID box identifying the caller will pop up on your TV screen when the phone rings (Figure 11).



Figure 11

To clear the Caller ID pop-up from your TV screen, move the yellow highlight to the on-screen EXIT option, then press the blue SELECT button on your Choice TV remote.

Caller ID Log

The Caller ID Log displays a list of up to the last 50 calls received (Figure 12).

CALLER ID LOG				
		PHONE #	DATE	TIME
George Jessel	New!	(800) 555-0001	Mon May 19	2:22 pm
John Doe	New!	(800) 555-0000	Mon May 19	2:00 pm

Figure 12

USING THE CALLER ID LOG

To view the Caller ID Log, press the blue CALL ID button on your Choice TV remote. You can view and delete log entries from this screen.



TV Voice Mail

If you subscribe to Qwest® Voice Mail on your telephone line, a voice mail pop-up window that says “You have voice mail” will intermittently appear on your TV screen when you have a new voice mail message (Figure 13).



Figure 13

To clear the TV voice mail pop-up box, move the yellow highlight to the on-screen EXIT option, then press the blue SELECT button on your Choice TV remote. The voice mail pop-up will continue to reappear until you listen to the message.

SECTION 2

The Digital Gateway

The Digital Gateway is your command center for entertainment and information with Qwest Choice™ TV. The gateway functions like three cable set-top boxes and a high-speed modem all in one. With the Digital Gateway, you can simultaneously watch different programs on up to three different TVs in the house.¹

TV1 is your primary viewing location and is connected directly to the Digital Gateway.

TV2 and **TV3** are your secondary viewing locations and are connected to the Digital Gateway through cable wall outlets in your home.

THREE VIDEO STREAMS IN ONE BOX

The Digital Gateway is unique in that it delivers up to three separate, independent video sources at the same time (Figure 14). Traditional cable boxes and digital satellite receivers deliver one video and audio channel to just one TV or VCR at a time.

This means that with just one Digital Gateway set-top box, you can view complete channel lineups with hundreds of program channels on multiple TVs throughout your home.

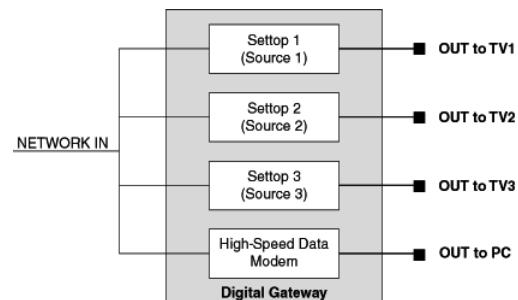


Figure 14: Digital Gateway outputs

ONE GATEWAY, THREE REMOTES

Each TV has its own remote control. It's important that you make sure you are using the right remote for the right TV by checking the sticker on the back of your remote. **Section 3** contains detailed information on using and programming your Choice TV remote controls.

¹Depending on your geographic location, you may have a model of the Digital Gateway that provides a maximum of two digital video streams rather than three.

CUSTOMIZED SETUP FOR YOUR HOME

The Digital Gateway is designed to provide the best possible TV viewing for your own home setup, using the best wiring options for your TVs, VCRs and other audio-video electronics, such as stereo sound systems.

The advantage of a customized setup is that you'll be sure to enjoy the best possible quality of digital video and audio when you use Qwest Choice™ TV. The challenging part of this approach, is that it means your system may work a bit differently for different TVs when you use certain functions.

The most common configurations, the **Standard Setup** and **Optional Setup**, are described later in this section. The Standard and Optional setups are especially important to keep in mind when you're watching or recording programs with your VCR. (See **Section 5** for more information about Standard and Optional setups and how they affect using your VCR with Qwest Choice TV.)

CONNECTING YOUR DIGITAL GATEWAY TO OTHER AUDIO-VIDEO EQUIPMENT

When you're hooking up your Digital Gateway to other equipment, remember that nothing plugs into the Digital Gateway. The gateway only sends video and audio signals out. So all you need to think about is what needs to get a signal from the Digital Gateway. You don't need to worry about anything sending a signal to the Digital Gateway.

Take a look at **Section 7: Digital Gateway Connections** for help with connecting and setting up the other equipment in your home entertainment system.

SAMPLE HOME WIRING CONFIGURATION WITH A DIGITAL GATEWAY

The Digital Gateway allows maximum flexibility for connecting your home entertainment and communications systems. Figure 15 shows how the Digital Gateway can provide services to any room in a typical home setting. If you desire advanced connections such as composite (RCA) video, S-Video and digital audio to improve picture and sound quality, the Digital Gateway should be located in the same room as the primary TV or home entertainment center.

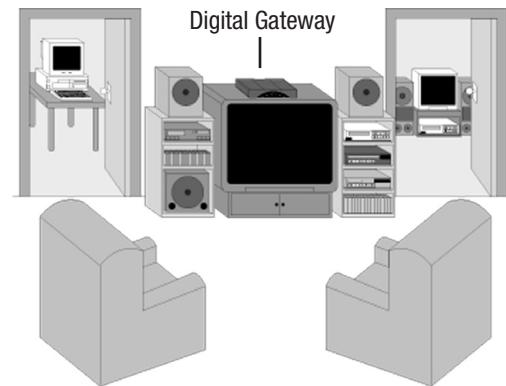


Figure 15

MOVING YOUR DIGITAL GATEWAY OR ADDING EQUIPMENT

When the Qwest® technician installed your Qwest Choice TV service, he or she wired your Digital Gateway in a custom configuration designed to make the most of your TV viewing experience. In doing so, the technician may have used some special techniques to get the best performance out of your system.

Before you move your Digital Gateway, TVs or other connected electronics: Please read the following and **Section 7: Digital Gateway Connections** to determine the safest, most effective way to relocate your Digital Gateway, rewire your equipment or add new components. If you still have questions after reading these sections, feel free to contact Qwest’s Customer Support Center (see page 62) before you begin, and we’ll be happy to advise you on the best way to reconfigure your system. An improper setup could result in poor performance of your Qwest Choice TV system – or even worse, service problems that interrupt your enjoyment of Qwest Choice TV.

TWO SETUPS FOR QWEST CHOICE TV: STANDARD SETUP OR OPTIONAL SETUP

To get the most out of your equipment, your Qwest Choice TV service may be set up differently in different household locations. Some Qwest Choice TV features, especially VCR functions, are used differently depending on the setup type. See **Section 5** for detailed instructions on using your VCR with Qwest Choice TV.

Check page 62 of this User’s Guide for information about your Qwest Choice TV setup, or look at the sticker on the back of your remote control. If you still have questions about which setup you have at a particular TV location, refer to the following detailed descriptions.

Standard Setup

The Standard Setup is used at TV1 when your TV uses traditional coaxial cable inputs (Figure 16). The Standard Setup is always used at TV2 and TV3 locations.



Figure 16: Coaxial cable connector

If you have Standard Setup at your primary viewing location, your TV and VCR should both be set to the following channels:

	TV Channel Settings	
	Denver-area Customers	Phoenix-area Customers
TV1 and VCR	3	4 or 6
TV2 and VCR	10	7
TV3 and VCR	13	13

For locations with the Standard Setup, you should leave your VCR off while watching TV.

Optional Setup

The Optional Setup is used in cases where your primary TV uses composite (RCA) (Figure 17) or S-Video cable inputs (Figure 18). The Optional Setup is never used at secondary TV locations.

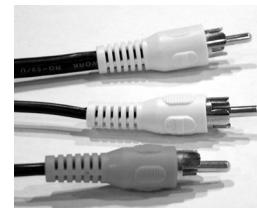


Figure 17: Yellow, white, and red composite (RCA) connectors

If you have Optional Setup at your primary viewing location, your TV and VCR should be set up as follows:



Figure 18: S-Video connector

	TV Channel Settings	
	Denver-area Customers	Phoenix-area Customers
TV1	Video 1 or Video 2	Video 1 or Video 2
TV2	10	7
TV3	13	13

	VCR Output Settings	
	Denver-area Customers	Phoenix-area Customers
VCR at TV1	Line, Aux or Video	Line, Aux or Video
VCR at TV2	10	7
VCR at TV3	13	13

LOOKING AT THE FRONT PANEL OF THE DIGITAL GATEWAY

The indicator lights on the front of the Digital Gateway (Figure 19) can help you determine whether or not your Qwest Choice™ TV service is ready and working properly. The functions of these lights are described on the following table.

The buttons on the front of the Digital Gateway (Figure 19) only work at the main TV (TV1) in the same room as the Digital Gateway. The following table describes the functions of these buttons.



Figure 19

LIGHT	FUNCTION
POWER	RED means OK.
	FLASHING RED means that the Digital Gateway is rebooting and will probably be ready for use soon.
	OFF means the Digital Gateway is not ready for use.
FAIL	RED indicates the Digital Gateway is rebooting and will probably be ready soon. If the light remains RED for 15 minutes and no other lights are on, contact Qwest®.
	AMBER indicates that the Digital Gateway is not ready for use.
	OFF means the Digital Gateway is ready.
MESSAGE	GREEN indicates a voice mail message is present.
	OFF indicates there are no voice mail messages.
ONLINE	GREEN means that there is a PC turned on and connected to the Digital Gateway.
	AMBER means there is a PC turned on and connected to the Digital Gateway, but the gateway is not ready for use.
	OFF means that there is no PC turned on, or no PC is connected to the Digital Gateway.
NETWORK	GREEN means the Digital Gateway is connected to Qwest and is ready to receive Qwest Choice TV channels.

NETWORK Continued	AMBER means the Digital Gateway is connected to Qwest, but is not ready to use.
	RED means the Digital Gateway is trying to get Qwest Choice TV channels from Qwest, but is not ready to use.
	OFF means either the Digital Gateway is unplugged or power is not getting to the Digital Gateway.
BUTTON	FUNCTION
CHANNEL UP	Selects the next-highest Qwest Choice TV channel.
CHANNEL DN	Selects the next-lowest Qwest Choice TV channel.
UP Arrow	Moves the selection up in the Interactive Program Guide (IPG) or on-screen menu.
DOWN Arrow	Moves the selection down in the IPG or on-screen menu.
LEFT Arrow	Moves the selection left in the IPG or on-screen menu.
RIGHT Arrow	Moves the selection right in the IPG or on-screen menu.
MENU	Shows the gateway Menu.
GUIDE	Shows the IPG Grid Guide on the TV or on-screen menu.
SELECT	Selects the choice on the IPG highlighted in yellow.
POWER	Reboots the Digital Gateway when pressed for approximately 10 seconds.

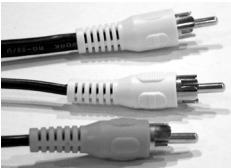
LOOKING AT THE BACK PANEL OF THE DIGITAL GATEWAY



Figure 20

Output Port	Function
UHF RECEIVER	The UHF Receiver helps to amplify the remote control signals from TV2 and TV3. Qwest uses several different devices to perform this function in different homes. This receiver is not related in any way to broadcast program reception.
OUT TO TV3	Coaxial output for Video Stream 3 (covered by the silver VDSL Interface Device).
OUT TO TV2	Coaxial output for Video Stream 2 (covered by the silver VDSL Interface Device).
OUT TO TV1	Coaxial output for Video Stream 1 (covered by the silver VDSL Interface Device).
S-VIDEO	Output for S-Video cable at TV1 (not used when yellow RCA cable is used for video output at TV1).
VIDEO	Composite (RCA) output for the video source at TV1 (not used when S-Video cable is used for video output at TV1).
AUDIO L	Composite (RCA) output for the left audio channel at TV1.
AUDIO R	Composite (RCA) output for the right audio channel at TV1.
DIGITAL AUDIO	Coaxial output for Dolby AC-3 surround sound (5.1 channel) at TV1. The Digital Gateway does not have an optical output for AC-3 digital audio, but most stereo receivers and surround sound systems support both optical and digital coaxial inputs for Dolby AC-3. Please note that not all Qwest Choice TV's channels are broadcast in AC-3 audio format.
TEL LINE	RJ-11 input for the telephone line. This connection enables the TV Caller ID and TV Voice mail (only if you subscribe to these services on your telephone line).
OUT TO PC	RJ-45 Ethernet port for your PC (only used if you also subscribe to Qwest Choice™ OnLine).
IR TRANSMITTER	Reserved for future use.
NETWORK IN	This is the primary connection to Qwest's network. Depending on your configuration, the input may either be a Category 5 cable from the Network Interface Device in your home or a short, black connection cord from the silver VDSL Interface Device attached to your Digital Gateway.
AC IN/Power Cord	This is the power supply connector from the house current. Note: Some models of the Digital Gateway have a fixed power cord, while others have a plug.

CABLES AND CONNECTORS USED WITH THE DIGITAL GATEWAY

Diagram	Type of Cable	Purpose
	Coaxial cable	RG59 or RG6 coaxial cable is typically used for connections between the Digital Gateway and TV2/TV3. You may also use coaxial connections to other audio-video devices such as VCRs.
	Composite (RCA) cables	There are three types of color-coded composite (also known as RCA) cables. Yellow composite cables are used for video connections, red composite cables are used for left audio sources and white composite cables are used for right audio sources. Composite connectors are frequently used for home electronics such as VCRs and video game consoles. The yellow composite cable is not used when an S-Video cable is installed.
	S-Video cable	S-Video cables are used for newer model TVs, VCRs, DVD players, digital video recorders (such as TiVo or ReplayTV) and other devices. When an S-Video cable is installed, yellow composite cables are not necessary, but red and white composite connections are generally still necessary for left and right channel stereo audio output.
	AC-3 surround sound connector (digital coaxial)	Coaxial connector for support of Dolby AC-3 surround sound (5.1 channel). Most stereo receivers and surround sound systems support both digital coaxial and optical inputs for Dolby AC-3 audio. The Digital Gateway does not include an optical output.
	RJ-11 connector with Category 3 cable	Traditional phone jack connector, frequently used with Category 3 telephone cord.
	RJ-45 connector with Category 5 cable	Wider than the RJ-11 connector, the RJ-45 is frequently used for Category 5 wiring, including Ethernet cables for PC connections.

SECTION 3

Choice TV Remote Control

USING YOUR REMOTE CONTROL

Your Qwest Choice™ TV service comes with a Choice TV remote control (Figure 21) for each TV connected to the Digital Gateway in your home. Each remote is programmed for a specific TV, which means you cannot use a remote for one TV to change channels, for example, on another TV.

Choice TV remotes only control your TV and Digital Gateway. You'll need to use the remote that came with your VCR, DVD player, stereo receiver or other equipment if you need to use those devices at one of your Qwest Choice TV locations.

Matching the remote controls and the Digital Gateway

Each remote control is programmed to work with one specific TV and will not work when used to control another TV in a different viewing location. Check the sticker on the back of your remote control to find out which TV it is programmed for.

Programming the TV code

You may need to reprogram your Choice TV remote if its batteries fail, if you connect your service to a new TV or if the remote stops working properly. You will need to program the TV code (model information) into the remote control in order to operate your TV.

You can obtain the code by scanning, as follows:

1. Locate the remote that originally came with your TV.
2. Locate the Choice TV remote assigned to the TV you're trying to control. Check the sticker on the back of your Choice TV remote to make sure you're programming the right one.
3. Turn your TV set on with your original TV remote or by using the control panel on your TV set.
4. Press the MUTE button on your Choice TV remote control and hold it until the red light flashes; the light will continue to flash after you take your finger off the button.
5. Press the POWER button; the red light will stop flashing but will remain illuminated.
6. Press the blue down arrow on your Choice TV remote control to retrieve the next manufacturer code. Release the down arrow for one full second. The red light will turn off while you are pressing the down arrow button, but will turn back on when you release the button. When you have reached the correct TV code, the TV will automatically turn off.
7. Press the SELECT button to program the manufacturer's code. After you press the SELECT button, the red light will flash several times quickly, then turn off, and the remote control will return to normal operation.

SRC-200 REMOTE CONTROL KEYS

- A. **"A"**: Starts Remote ID programming sequence and VOD, if provided.
- B. **PPV**: Displays Pay-Per-View menu.
- C. **Call ID**: Opens Caller ID screen.
- D. **Exit**: Exits current menu and returns you to previous screen.
- E. **Directionals**: Arrows move cursor in program guide and menu screens.
- F. **Fav**: Scans through favorite channels.
- G. **Vol**: Adjusts TV volume.
- H. **Mute**: Mutes TV sound. When pressed and held, initiates TV Remote setup.
- I. **Number pad**: Selects channels.
- J. **Day forward**: Moves program guide back 24 hours.
- K. **"B"**: Starts gateway ID programming sequence and browser, if provided.
- L. **Power**: Powers TV on/off and tunes to default channel.
- M. **Menu**: Displays Main Menu.
- N. **Page up and down**: Pages up and down in program guide and menu screens.
- O. **Guide**: Displays Interactive Program Guide.
- P. **Select**: Selects highlighted option.
- Q. **LastCh**: Tunes to last channel.
- R. **Info**: Displays current channel and program information.
- S. **Chan**: Changes program channel.
- T. **Day forward**: Moves program guide forward 24 hours.

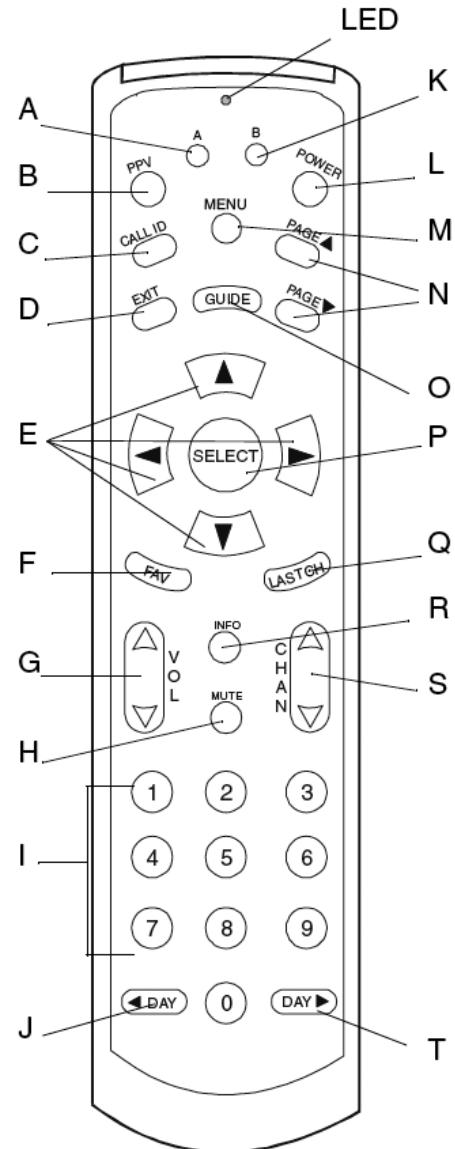


Figure 21

SRC-300 REMOTE CONTROL KEYS

- A. **LED:** Lights when any button on the remote is pressed. Also, when pressed and held starts programming sequences.
- B. **Exit:** Exits the current function.
- C. **Directionals:** Move cursor in program guide and menus.
- D. **Info:** Displays current channel and program guide and menus.
- E. **Day back:** Moves program guide back 24 hours.
- F. **Fav:** Scans through favorite channels.
- G. **Vol:** Adjusts TV volume.
- H. **Last:** Tunes to last channel.
- I. **Call ID:** Opens Caller ID screen.
- J. **Home*:** Displays Web browser, if provided.
- K. **Number pad:** Selects channels.
- L. **Mute:** Mutes and unmutes TV sound.
- M. **Power:** Powers TV on/off and tunes to default channel.
- N. **A, B, C, D and Text*:** Reserved for Teletext functions.
- O. **Page up and down:** Pages up and down in Interactive Program Guide and menus.
- P. **Select:** Selects highlighted option.
- Q. **Day forward:** Moves program guide forward 24 hours.
- R. **Play*, Record, Pause* and Stop*:** Video on demand controls.
- S. **Ch:** Changes program channel.
- T. **Guide:** Displays Interactive Program Guide.
- U. **PPV:** Displays Pay-Per-View menu.
- V. **VOD*:** Launches VOD (video on demand) menu, if provided.
- W. **Menu:** Displays main menu.
- X. **Back*:** In the browser, moves back to the previous screen.

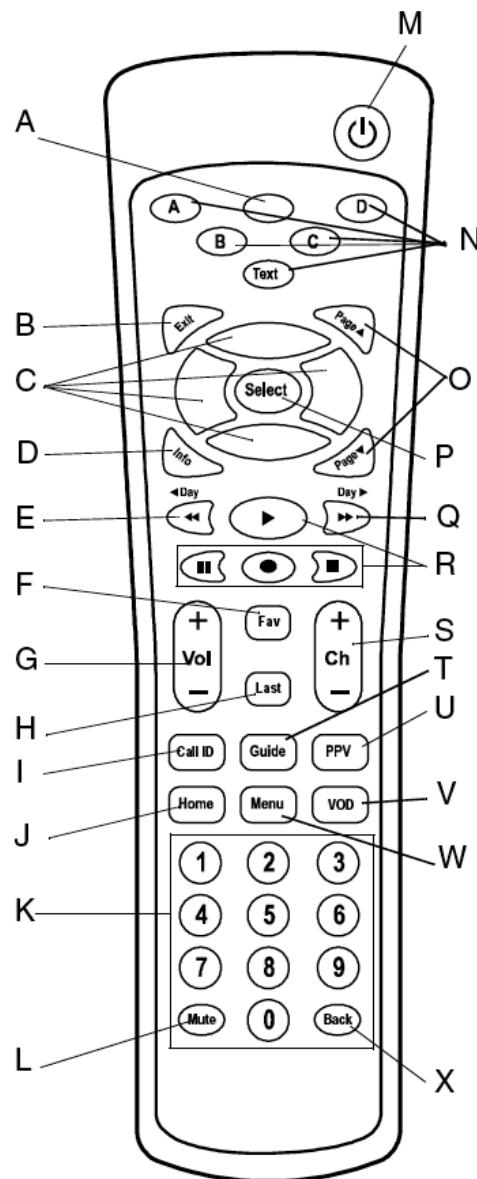


Figure 21 (Continued)

* Key not available on simplified remotes.

Identifying the Gateway ID and remote IDs for the remote control

If the remote control is not functioning, you may be using a remote control that is programmed to operate a different TV. Check the sticker on the back of your Choice TV remote control to be sure you are using the correct remote for the TV you are trying to control.

Accessing the remote control setup menu

1. Press the MENU button on the front panel of your Digital Gateway to open the Gateway Menu, then use the up and down arrows on the front panel to move the highlight to **Remote Control Setup** (Figure 22).

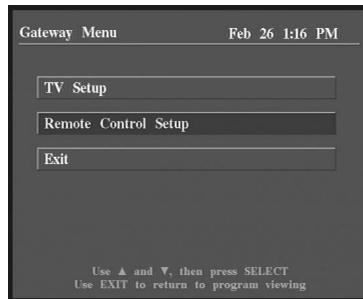


Figure 22

2. Press the SELECT button on the front panel of the Digital Gateway to open the Remote Control Setup Menu (Figure 23).

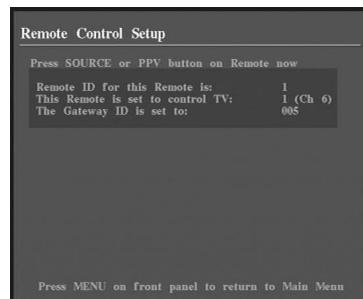


Figure 23

3. Press the PPV button on the Choice TV remote. Information about the remote control will be displayed in a box in the upper half of the screen.

If the Gateway ID is incorrect, the screen shown in Figure 24 will appear. If the Gateway ID for the remote you are using is incorrect (that is, it has an invalid setting), contact Qwest® Customer Support (see page 62).

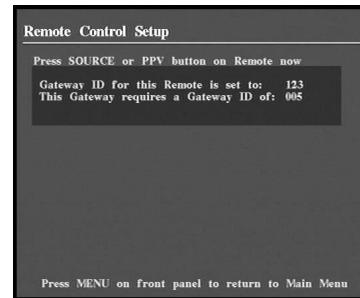


Figure 24

If the Gateway ID is correct, the screen shown in Figure 25 will appear.

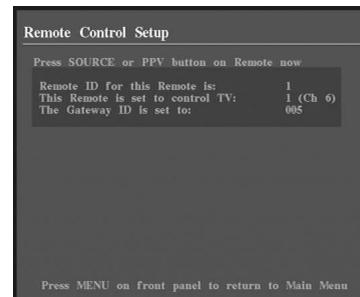


Figure 25

The **Remote Control Setup** screen window confirms the following:

- The remote you are using (remote ID 1, 2 or 3)
- The TV to which the remote is assigned (TV1, TV2 or TV3)
- The TV channel setting that is used (example in Figure 25 shows channel 6)
- The correct Gateway ID (example in Figure 25 shows 005)

SECTION 4

Interactive Program Guide

The GUIDE Plus+ Interactive Program Guide (IPG) is a powerful tool that allows you to search through program listings, set up your personal preferences, use the Parental Control feature and order Pay-Per-View selections — all right on your TV screen.

NAVIGATING THE IPG

As you explore the Interactive Program Guide, you will find that most of its features can be accessed in several different ways. The most common ways of accessing the various IPG features offered by Qwest Choice™ TV are:

- GUIDE Plus+ Main Menu
- GUIDE Plus+ Navigational Tabs
- Buttons on your Choice TV remote control

GUIDE Plus+ Main Menu

To display the Main Menu, just press the MENU button on your Choice TV remote control. Use the blue up and down arrow buttons to highlight the menu option you want, then press SELECT to go to that feature. As you highlight the various options, a window with more information on that selection will appear on the right side of the screen (Figure 26).



Figure 26

GUIDE Plus+ Navigational Tabs

The Navigational Tabs appear in a row across the top of the IPG display screen. By highlighting and selecting one of the tabs, you can quickly move from one section of GUIDE Plus+ to another. To select a tab, press the up arrow button on your Choice TV remote until one of the tabs is highlighted, use the left and right arrow buttons to select the desired tab, then press the blue SELECT button to go to the main screen for that tab.

CHOICE TV REMOTE CONTROL BUTTONS

Press the GUIDE button to display the Grid Guide. Press GUIDE again to display the Channel Guide.



Press the MENU button to go directly to the Main Menu from any TV program or GUIDE Plus+ screen.



Press the CALL ID button to display the Caller ID Log.



Press the PPV button to display the Pay-Per-View Guide.



PROGRAM GUIDES AND SEARCH TOOLS

With as many channels as Qwest Choice TV has, you need some special tools to organize your channels and search program listings for the shows you want to watch. GUIDE Plus+ gives you four different program guides, plus several other ways to search for shows to watch, depending on your own personal preferences. The program guides, search and information tools are:

- Grid Guide
- Channel Guide
- Pay-Per-View Guide
- Music Guide
- Search Programs by Theme
- Channel Browsing
- Search Programs by Title
- Program Information Windows

Grid Guide

The Grid Guide (Figure 27) shows program information and time schedules for all Qwest Choice TV channels, including premium channels that may not be part of your subscription package. This guide is organized by time, displaying programs and show times in 30-minute increments for the current day and up to one week ahead. To view the Grid Guide, press the blue GUIDE button on your Choice TV remote.

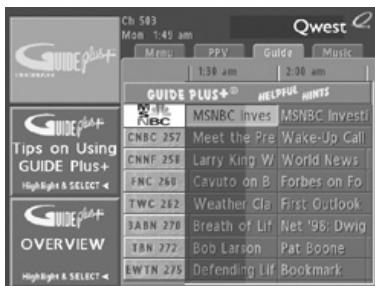


Figure 27

CHOOSING A PROGRAM ON THE GRID GUIDE

First, move the yellow highlight to a program, then press the blue SELECT button. In the information pop-up that appears (Figure 28), move the yellow highlight to the TUNE option, then press the blue SELECT button again. If the channel selected is a Pay-Per-View program, the Pay-Per-View Marquee will display.



Figure 28

OTHER GRID GUIDE COMMANDS

To move the yellow highlight to different channels, press the blue up or down arrow button on your Choice TV remote.



To see more channel listings for the same day, press the blue PAGE up or PAGE down button.



To display the Channel Guide, press the blue GUIDE button.



To highlight programs ahead or behind in 30-minute increments, press the blue left or right arrow button.



To see more channel listings for additional days, press the DAY left or DAY right button.



CHANNEL GUIDE

The Channel Guide (Figure 29) is very similar in function to the Grid Guide but displays all programs on the selected channel by time. To view the Channel Guide, press the blue GUIDE button again while the Grid Guide is on your screen.

Use the left and right arrow buttons on your Choice TV remote to change the channel listings being displayed. You can then choose a program to watch by pressing the SELECT button, just as with the Grid Guide.



Figure 29

TO EXIT THE GRID GUIDE OR CHANNEL GUIDE

Press the blue EXIT button once to return to the previous menu, or multiple times to return to the last channel you were watching.

PROGRAM TUNING ACTIONS

Any time you choose a show to watch in one of Qwest Choice TV's program guides, you may highlight the ACTIONS button on the informational pop-up and press the SELECT button to display the Actions menu (Figure 30).

Use the up and down arrows on your Choice TV remote to highlight the desired action, then press SELECT to execute the action.



Figure 30

EXPLANATION OF PROGRAM TUNING ACTIONS

Back	Exits the Actions menu and returns you to the previous screen.
Tune to Channel	Tunes directly to the channel you have selected.
Schedule Automatic Tune	Sets a "reminder" to automatically tune to the selected channel when the program begins. See page 29 for more information on Automatic Tune.
Lock This Channel	Engages Parental Control Locks for this channel.
Make This a Favorite Channel	Designate the selected channel as one of your Favorites. See page 32 for instructions on setting up your Favorite Channels.
Unlock All Locks	Unlocks all Parental Control Locks; requires your Parental Control password. See page 31 for more on using Parental Control Locks.

Ordering Pay-Per-View

You can order Pay-Per-View movies and events directly by using your Choice TV remote and the Pay-Per-View Guide (Figure 31).

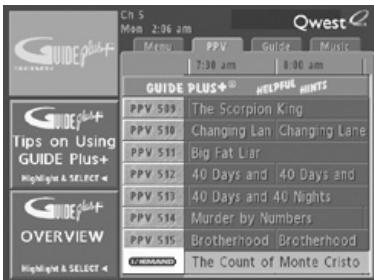


Figure 31

ORDERING A PPV PROGRAM

To view the PPV programs available for purchase, press the blue PPV button on your Choice TV remote.



To select a PPV program, press the blue up or down arrow button on your Choice TV remote to move the yellow highlight to the program you want to order, then press the blue SELECT button. The PPV Marquee will appear.



To order the program, move the yellow highlight to the **BUY** option, then press the blue SELECT button. If you have a password set up, a password window will pop up. Enter your password to purchase the program. If your password is entered correctly, the Purchase Confirmation pop-up will appear.



To confirm your purchase, press the blue SELECT button. If the purchase is successful, a thank-you pop-up window will appear. If the purchase did not go through, a message will appear describing why the purchase didn't succeed. If the program is not available for viewing immediately, the Digital Gateway will automatically tune to your PPV program at the scheduled time.



TO EXIT PAY-PER-VIEW

Press the blue EXIT button once to return to the previous menu, or multiple times to return to the last channel you were watching.

VIEWING THE SCHEDULED EVENTS LIST

If you want to make sure that a Pay-Per-View title has been ordered, take a look at the Scheduled Events List (Figure 32). Just press the blue MENU button on your remote control, highlight the **Scheduled Events List** option, and press SELECT. This list displays all pending PPV purchases as well as the programs you have set for Autotune (see page 21 for more information on the Automatic Tune feature).

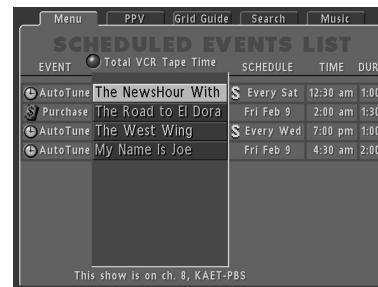


Figure 32

Music Guide

The Music Guide (Figure 33) displays digital audio selections for all of Qwest's Music Choice channels. This guide is organized in a similar fashion to the Grid Guide or Pay-Per-View Guide. To view the Music Guide, press the blue GUIDE button on your Choice TV remote, use the blue directional arrows to highlight the **MUSIC** tab at the top of your Grid Guide screen, then press the SELECT button.



Figure 33

NAVIGATING THE MUSIC GUIDE

To move the yellow highlight to different channels, press the blue up or down arrow button on your Choice TV remote.



To see more channel listings for the same day, press the blue PAGE up or PAGE down button.



To see more channel listings for additional days, press the DAY left or DAY right button.



TUNING TO A MUSIC CHOICE CHANNEL USING THE MUSIC GUIDE

First, move the yellow highlight to the channel you want, then press the blue SELECT button. The Music Choice information screen, including the song title and name of the artist, will appear.

USING THE MUSIC CHOICE INFORMATION SCREEN

After you have tuned to a Music Choice channel, a display screen appears (Figure 34) that provides information about the song title, artist and album being played currently. It normally takes up to one minute for the song information to appear on the Music Choice screen, especially when you first tune to a channel.

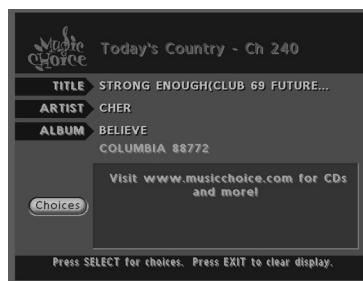


Figure 34

DISPLAYING OR CLEARING THE MUSIC CHOICE INFORMATION SCREEN

1. Press EXIT to clear the Music Choice display. Your screen will go black, but you will still hear the digital audio for the channel to which you are tuned.
2. Press the SELECT button on your remote control to display the Music Choice information screen again. Please note that this screen automatically times out after 60 seconds of inactivity.

VIEWING PREVIOUS SONG INFORMATION

1. Highlight the **CHOICES** option and press the SELECT button to view information about the last three songs played.
2. Highlight **BACK** and press the SELECT button to return to the Music Choice information screen.

Search programs by theme

The Theme Search displays programs by category. You can choose a category, then choose a subcategory to narrow your choices.

USING THEME SEARCH

1. Press the MENU button on your Choice TV remote control. The Main Menu will appear.
2. Press the blue up and down arrow buttons until the **Theme Search** option is highlighted in yellow (Figure 35), then press SELECT on the remote control. The Theme Search menu will appear.
3. Highlight the category you wish to search, such as **Children's Programming**, and press the SELECT button. The Theme Search subcategories screen will appear (Figure 35).
4. Highlight the subcategory you wish to search, such as **Cable in the Classroom**, and press the SELECT button on your remote control. The detailed Theme Search menu will appear.
5. To sort programs by time or channel in the detailed Theme Search menu, use the left and right arrow buttons on your remote control to move the yellow highlight bar to **TIME** or **CHANNEL**.
6. Use the up and down arrows on your remote control to highlight the program you want, then press **SELECT** to see more information and options for that program.
7. If you want to exit Theme Search without tuning to a program, just press the EXIT button on your remote control until you return to TV viewing.

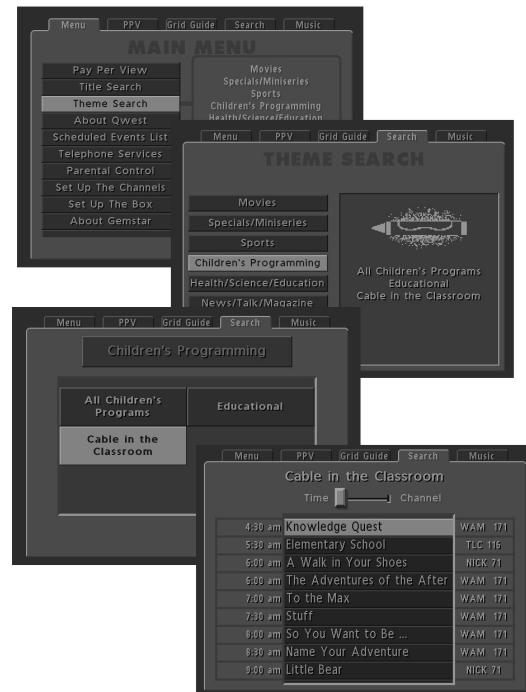


Figure 35

Search programs by title

The Title Search displays programs by name, in alphabetical order. You can view a list of programs beginning with a particular initial letter or number you specify.

USING TITLE SEARCH

1. Press the MENU button on your Choice TV remote control. The Main Menu will appear.
2. Press the blue up and down arrow buttons until **Title Search** is highlighted in yellow (Figure 36), then press SELECT on the remote control. The Title Search screen will appear.



Figure 36

3. Highlight the first letter or number of the title you want to find, then press SELECT on your remote control. A list of all the program titles within your search criteria will appear to the right.
4. To narrow your search, you may enter more than one character. For example, if you enter W-I-L, Title Search will list all the program titles that begin with WIL, such as *Wild America* or *Wilderness Camper* (Figure 37).
5. Use the up and down arrows on your remote control to highlight the program you want, then press SELECT on your remote to see more information and options for that program.



Figure 37

6. If you want to exit Title Search without tuning to a program, just press the EXIT button on your remote until you return to TV viewing.

To erase a letter, highlight the **BACK** button and press SELECT on the remote control. The last letter or number you entered for your search will be erased.

To clear all the letters you've selected, highlight the **RESET** button and press SELECT on the remote control. All letters and/or numbers you have entered for your search will be cleared.

Channel Browsing

The Channel Browsing feature allows you to view information about programs on other channels while you continue watching the current channel. If you desire, you can change to the channel about which you are viewing information.

USING CHANNEL BROWSING

While viewing a program, press the blue up or down arrow button on your Choice TV remote control.

The Channel Browsing window will appear, displaying information about the program on the next (up arrow) or previous (down arrow) channel (Figure 38).



Figure 38

If you do not press any other buttons on the remote control, the Channel Browsing window will disappear 15 seconds after it first appears.

Otherwise, when the Channel Browsing window is displayed on your screen, you have three options:

1. Press SELECT to tune to the channel displayed in the Channel Browsing window.

2. Press the blue up or down arrow buttons to view program information for a different channel.
3. Press the EXIT button on your remote control to clear the Channel Browsing window from your screen.

Viewing Program Information

When you tune to a channel from the Grid Guide, Channel Guide or Theme Guide, a brief Program Information window automatically appears. This window provides basic information on the channel, name of the show and time left before the show ends (Figure 39).



Figure 39

TO EXIT THE PROGRAM INFORMATION WINDOW

Press the EXIT button on your remote control to clear the Program Information window from your screen. If you do not press any other buttons on the remote control, the Program Information window will disappear five seconds after it first appears.

USING SPECIAL ACTION COMMANDS AND PERSONALIZED IPG SETTINGS

The GUIDE Plus+ IPG provides a number of options for Qwest Choice™ TV viewers who want to customize and control their TV viewing experience. The following pages highlight 12 special action commands and personalized settings:

- Automatic Tune
- Parental Control Passwords
- Parental Control Locks
- Purchase Control Passwords
- Scheduled Events List
- Favorite Channels
- Change Channel Order
- Add/Remove Channels from Program Guides
- TV Caller ID Setup
- TV Voice Mail Setup
- Reset the Digital Gateway
- Adjust IPG Display Position

Automatic Tune

The Automatic Tune (Autotune) feature allows you to schedule programs you have indicated you want to watch. This can be useful if you have previously scheduled a program, forgotten about it and are watching another program when your scheduled program begins. Autotune reminds you of this previously scheduled event with a pop-up window. You can schedule Autotune as a single event or a recurring series.

USING AUTOTUNE

Two minutes before the program scheduled for viewing begins, a pop-up window appears to warn you that the Digital Gateway is about to tune. Select **OK** to permit the Autotune, or select **CANCEL** to stop the Autotune. If you do nothing, the window closes and Autotune proceeds.

SCHEDULING AUTOMATIC TUNE

You can select a program for Autotune any time the Program Actions window is displayed for a future program (Figure 40). The **Schedule Automatic Tune** option appears in gray and cannot be selected for programs currently showing.



Figure 40

1. Press the GUIDE button on your remote control. The Grid Guide window will appear.
2. Move the yellow highlight to the future program of your choice and press the SELECT button. An informational window will appear.
3. Move the yellow highlight to **ACTIONS** and press the SELECT button. The Program Actions window will appear.
4. In the Program Actions window, move the highlight to **Schedule Automatic Tune** and press the SELECT button. A second window showing your Autotune options will appear.

5. Select the **One Time** option to schedule just one episode of this program for tuning; or
6. Select the **Every Mon-Fri** option to schedule an Autotune every weekday at the same time on the same channel. If you schedule an Autotune on a weekend program, you cannot select the **Every Mon-Fri** option on the Autotune window; or
7. Select the **Once a Week** option to schedule an Autotune once a week at the same time on the same channel.
8. If the channel or program you selected has been locked using the Parental Control feature, you must enter the correct password before the event can be scheduled.
9. A “clock” symbol will appear on the program you have scheduled to indicate that it has been selected for Automatic Tune.
10. Press the EXIT button on your remote control until you return to TV viewing.

CANCELING AUTOMATIC TUNE

1. Highlight the scheduled program in the Grid Guide or Scheduled Events List and press SELECT.
2. Move the yellow highlight to **ACTIONS** and press the SELECT button. The Program Actions window will appear.
3. Move the yellow highlight to **Cancel This Automatic Tune** and press the SELECT button. A pop-up window confirming your cancellation will appear and the “clock” symbol will be removed from the Guide.

Parental Control passwords

Establishing a Parental Control password allows you to control access to specific channels and programs using Parental Control Locks. By default, no passwords are set up in the IPG. Until you set up the appropriate passwords, there are no restrictions on viewing any program.

ESTABLISHING OR CHANGING YOUR PARENTAL CONTROL PASSWORD

1. Press the MENU button on your remote control. The Main Menu will appear.
2. Press the blue up or down arrow button on the remote control until **Parental Control** is highlighted in yellow, then press SELECT on your Choice TV remote.
3. Move the yellow highlight to **Set Up Passwords** and press the SELECT button. The Set Up Passwords menu will appear (Figure 41).

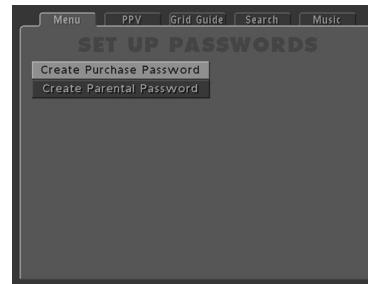


Figure 41

4. Move the yellow highlight to **Create Parental Password** and press the SELECT button. A pop-up window will prompt you to enter your new Parental Control password.
5. Enter the new Parental Control password, then enter it again to confirm it. The Set Up Passwords menu will reappear.
6. Press EXIT until you return to TV viewing.

Parental Control Locks

The GUIDE Plus+ IPG includes several types of Parental Control Locks, as shown in Figure 42.



Figure 42

- **Lock Set-Top Box.** You can use this feature to restrict all TV viewing on the Digital Gateway
- **Lock by Channel.** You can use this feature to restrict viewing of one or more channels
- **Lock by Time.** You can use this feature to lock all TV viewing at a particular time you specify
- **Lock by Rating and Content.** You can use this feature to lock out programs according to rating and content

ESTABLISHING OR MODIFYING PARENTAL CONTROL SETTINGS

1. Choose **Parental Control** from the GUIDE Plus+ Main Menu and press SELECT on your Choice TV remote.
2. Choose the type of Parental Control Locks you would like to set or modify, then follow the on-screen instructions.
3. A pop-up window will prompt you for the Parental Control password. When you enter the correct password the Parental Control Locks Menu will appear.
4. A “padlock” symbol will appear next to any program or channel that has been locked.
5. Press EXIT until you return to TV viewing.

Purchase Control passwords

Setting a Purchase Control password ensures that only authorized viewers can purchase Pay-Per-View events on the Qwest Choice TV service. **Please note that your Purchase Control password is completely separate from the Parental Control password.**

ESTABLISHING OR CHANGING YOUR PURCHASE CONTROL PASSWORD

1. Press the MENU button on your remote control. The Main Menu will appear.
2. Press the blue up or down arrow button on the remote control until **Parental Control** is highlighted in yellow, then press SELECT on your Choice TV remote.
3. Move the yellow highlight to **Set Up Passwords** and press the SELECT button. The Set Up Passwords menu will appear.
4. Move the yellow highlight to **Create Purchase Password** and press the SELECT button. A pop-up window will prompt you to enter your new Purchase Control password.
5. Enter the new Purchase Control password, then enter it again to confirm it (Figure 43). The Set Up Passwords menu will reappear.
6. Press EXIT until you return to TV viewing.



Figure 43

SPECIAL NOTES ABOUT PASSWORDS

- Parental Control and Purchase Control passwords must be set up separately at **each** TV location in your home
- Passwords remain in force even if your Digital Gateway loses power or is reset by a user. If you have forgotten your password and need it reset, you must call Qwest® Customer Support

Scheduled Events List

The Scheduled Events List (Figure 44) is a summary of the Pay-Per-View purchases and Autotune events scheduled for all TVs in your home. The Event Manager can hold up to 20 unique entries.

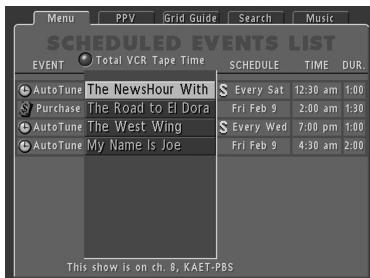


Figure 44

VIEWING THE SCHEDULED EVENTS LIST

The Scheduled Events List is accessible directly from the GUIDE Plus+ Main Menu.

1. Press the MENU button on your remote control. The Main Menu will appear.
2. Press the blue up or down arrow button on the remote control until **Scheduled Events List** is highlighted in yellow, then press SELECT on your Choice TV remote.
3. To get information about an event in the Scheduled Events List, highlight the program you want and press the SELECT button.

Favorite Channels

The Favorite Channels feature allows you to set up your favorite channels and browse only those channels when you press the FAV button on your Choice TV remote.

SETTING UP A FAVORITE CHANNELS LIST

1. Press the MENU button on your remote control. The Main Menu will appear.
2. Press the blue up or down arrow button on the remote control until **Set Up the Channels** is highlighted in yellow, then press SELECT on your Choice TV remote control and the Set Up the Channels menu will appear (Figure 45).

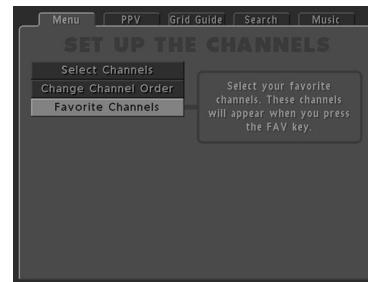


Figure 45

3. Move the yellow highlight to **Favorite Channels** and press the SELECT button. The Favorite Channels screen will appear.
4. Move the yellow highlight to a channel you want to designate as a favorite channel and press the SELECT button on your remote control. A "star" symbol will appear next to the channel (Figure 46).
5. To add other favorite channels, repeat step 4. You can use the PAGE up and PAGE down buttons on your remote to see more pages of channel selections.



Figure 46

6. To remove the Favorite status from a channel, move the yellow highlight to the channel and press the SELECT button on your remote. The “star” symbol will be removed, indicating that the channel is no longer a Favorite.
7. To remove the Favorite status from all channels, move the yellow highlight to **RESET** and press the SELECT button on your remote. The “star” symbols will disappear from all channels previously designated as Favorites.
8. Press EXIT until you return to TV viewing.

USING FAVORITE CHANNELS IN A PROGRAM GUIDE

1. View the program guide (such as the Grid Guide, Channel Guide or Pay-Per-View Guide).
2. Press the FAV button on your remote control.
3. To cycle through only those channels you have added to your Favorite Channels list, press the FAV button again. Repeat until the channel you want to view is displayed in the guide.

USING THE FAVORITE CHANNELS WHILE BROWSING

1. While watching TV, press the FAV button on your Choice TV remote control. The Favorite channel that falls next in the channel lineup will be displayed.

2. To surf through only those channels you have added to your Favorite Channels list, press the FAV button again. Repeat until the channel you want to view is displayed in the informational pop-up window.

Change Channel Order

The Change Channel Order feature (Figure 47) allows you to determine the order in which the channels you have subscribed to appear in the program guide.

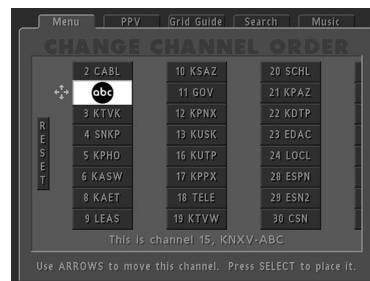


Figure 47

CHANGING YOUR CHANNEL ORDER

1. Select **Set Up the Channels** from the GUIDE Plus+ Main Menu, then choose **Change Channel Order** from the Set Up the Channels menu. The Change Channel Order screen will appear.
2. To move a channel, press the blue up or down arrow button on your remote control until the channel you want to reorder is highlighted in yellow, then press the SELECT button.
3. Press the blue arrow buttons on your remote to move the channel where you want it to appear in the channel lineup.
4. When you are satisfied with the channel placement in the lineup, press the SELECT button on your remote control.

5. To move more channels, repeat steps 2 through 4.
6. To reset all channels to the default order, move the yellow highlight to **RESET** and press the SELECT button on your Choice TV remote control. All channels will be placed in their default order.
7. Press EXIT until you return to TV viewing.

Add/Remove Channels

The Add/Remove Channels feature allows you to decide whether or not you want the channel to be displayed in the IPG channel lineups.

USING THE ADD/REMOVE CHANNELS FEATURE

1. Select **Set Up the Channels** from the GUIDE Plus+ Main Menu, then choose the **Select Channels** option from the Set Up the Channels Menu. The Select Channels screen will appear (Figure 48).

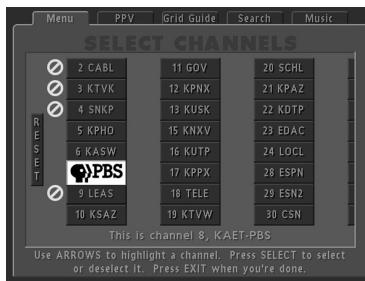


Figure 48

2. To remove a channel, press the blue up or down arrow button on your remote control until the channel you want to remove is highlighted in yellow, then press the SELECT button. A “canceled” symbol will appear next to the channel.
3. To remove other channels, repeat step 2. Use the PAGE up and PAGE down buttons to view more pages of channel listings.

4. To add a removed channel, highlight the channel and press SELECT again. The “canceled” symbol will disappear from the screen.
5. To add back all removed channels, move the yellow highlight to **RESET** and press the SELECT button on your remote control. After you select **OK** to confirm, all the “canceled” symbols will disappear from the screen and all channels will appear in your program guide.
6. Press EXIT until you return to TV viewing.

TV Caller ID display and setup

If you have subscribed to optional Qwest® Caller ID service on your telephone line, TV Caller ID is enabled as soon as your Digital Gateway is connected to a telephone wall jack.

If the Caller ID feature is enabled, a pop-up window will appear on your TV screen when you have an incoming call (Figure 49). You can view specific information about the incoming call, such as the caller's name and phone number (if available).



Figure 49

REMOVING THE CALLER ID POP-UP WINDOW FROM YOUR TV SCREEN

1. Move the yellow highlight to **EXIT** and press the SELECT button on your Choice TV remote.
2. If you do not remove the Caller ID pop-up, it automatically disappears after a specified period of time. For more information, see **Setting the Caller ID display time**.

DISPLAYING THE CALLER ID LOG

1. Press the CALL ID button on your Choice TV remote control. The Caller ID Log will appear on your screen (Figure 50).

	PHONE #	DATE	TIME
Fred Rogers NEW	(800) 555-0003	Fri Feb 9	2:05 am
Mary Smith NEW	555-0002	Fri Feb 9	2:05 am
not available NEW	(800) 555-0001	Fri Feb 9	2:05 am
Santa Claus NEW	555-0000	Fri Feb 9	2:04 am

Figure 50

2. To delete a call from the Caller ID Log, highlight it and press SELECT on your remote. A pop-up window will give you the option of deleting either the selected call or all entries in the log.
3. Press EXIT until you return to TV viewing.

TURNING TV CALLER ID ON AND OFF

You may wish to turn the TV Caller ID feature off while recording programs, because the TV Caller ID pop-up will also be recorded if it displays while you are recording.

1. Select **Telephone Services** from the GUIDE Plus+ Main Menu, then choose **Caller ID Setup** from the Telephone Services menu. The Caller ID Setup screen will appear.
2. If you see the words **Turn Caller ID ON on this TV**, press SELECT to activate the Caller ID feature; or
3. If you see the words **Turn Caller ID OFF on this TV**, press SELECT to deactivate Caller ID.
4. Press EXIT until you return to TV viewing.

SETTING THE CALLER ID DISPLAY TIME

1. Select **Telephone Services** from the GUIDE Plus+ Main Menu, then choose **Caller ID Setup** from the Telephone Services menu. The Caller ID Setup screen will appear.
2. Highlight **Set Caller ID Display Time** on the Caller ID Setup menu, then press the right and left arrow buttons on your remote to adjust the display time between 1 and 59 seconds. The default display time for the Caller ID pop-up window is 15 seconds.
3. Press EXIT until you return to TV viewing.

TV Voice Mail display and setup

If you have subscribed to Qwest Voice Mail service on your telephone line, TV Voice Mail is enabled as soon as your Digital Gateway is connected to a telephone wall jack.

If the voice mail feature is enabled, a pop-up window will appear on your TV screen when you have a new voice mail message (Figure 51). The MESSAGE light on the front of your Digital Gateway also lights up when there are new messages in your voice mail box.



Figure 51

REMOVING THE VOICE MAIL POP-UP WINDOW FROM YOUR TV SCREEN

1. Move the yellow highlight to **EXIT** and press the SELECT button on your Choice TV remote. The pop-up window will be removed, but it will appear again periodically until you listen to the voice mail message.
2. If you do not remove the voice mail pop-up, it automatically disappears after a specified period of time. For more information, see **Setting the voice mail display time**.

TURNING TV VOICE MAIL ON AND OFF

You may wish to turn the voice mail feature off while recording programs, because the voice mail pop-up will also be recorded if it displays while you are recording.

1. Select **Telephone Services** from the GUIDE Plus+ Main Menu, then choose **Voice Mail Setup** from the Telephone Services menu. The Voice Mail Setup screen (Figure 52) will appear.
2. If you see the words **Turn Voice Mail ON on this TV**, press SELECT to activate the voice mail feature; or
3. If you see the words **Turn Voice Mail OFF on this TV**, press SELECT to deactivate voice mail.
4. Press EXIT until you return to TV viewing.

SETTING THE VOICE MAIL DISPLAY TIME

1. Select **Telephone Services** from the GUIDE Plus+ Main Menu, then choose **Voice Mail Setup** from the Telephone Services menu. The Voice Mail Setup screen (Figure 52) will appear.



Figure 52

2. Highlight **Set Voice Mail Display Time** on the Voice Mail Setup menu, then press the right and left arrow buttons on your remote control to adjust the display time between 1 and 59 seconds. The default display time for the voice mail pop-up window is 15 seconds.
3. Press EXIT until you return to TV viewing.

Reset the Digital Gateway

If you want to cancel personalized settings such as Channel Order, Favorite Channels and Add/Remove Channels, you can reset the Digital Gateway to its original factory settings. Your passwords and Parental Control Locks will not be affected when you perform this procedure.

RESETTING THE DIGITAL GATEWAY

1. Select **Set Up The Box** from the GUIDE Plus+ Main Menu, then choose **Reset Your Box** from the Set Up the Box menu. The Reset Your Box screen (Figure 53) will appear.



Figure 53

2. Press the SELECT button on your remote control to reset your Digital Gateway to its factory defaults.
3. A pop-up window allows you either to confirm the reset by highlighting **OK** and pressing the SELECT button or to retain your current settings by moving the yellow highlight to **CANCEL** and pressing the SELECT button on your remote.
4. Press EXIT until you return to TV viewing.

Adjust Display Position

If part of your IPG display appears cut off at the edge of your TV screen, you can use the Adjust Display Position feature (Figure 54) to modify the placement of GUIDE Plus+ screens. Use this option if a portion of the Interactive Program Guide is cut off on your TV screen.



Figure 54

ADJUSTING THE DISPLAY POSITION

1. Select **Set Up The Box** from the GUIDE Plus+ Main Menu, then choose **Adjust Display Position** from the Set Up the Box menu. The Adjust Display Position screen appears.
2. Use the up, down, left and right arrow buttons on your Choice TV remote control to adjust the display position.
3. When you are satisfied with the position, press EXIT until you return to TV viewing.



SECTION 5

Using Your VCR with Qwest Choice TV

Two setups for Qwest Choice TV: Standard Setup or Optional Setup

To get the most out of your equipment, your Qwest Choice™ TV service may be set up differently in different household locations. Some Qwest Choice TV features, especially VCR functions, are used differently depending on the setup type. This section contains detailed instructions on using your VCR with Qwest Choice TV.

Check page 61 of this User's Guide for information about your Qwest Choice TV setup, or look at the sticker on the back of your remote control. If you still have questions about which setup you have at a particular TV location, refer to the following detailed descriptions.

Standard Setup

The Standard Setup is used at TV1 when your TV uses traditional coaxial cable inputs (Figure 55). The Standard Setup is always used at TV2 and TV3 locations.



Figure 55: Coaxial cable connector

If you have Standard Setup at your primary viewing location, your TV and VCR should both be set to the following channels:

	TV Channel Settings	
	Denver-area Customers	Phoenix-area Customers
TV1 and VCR	3	4 or 6
TV2 and VCR	10	7
TV3 and VCR	13	13

For locations with the Standard Setup, you should leave your VCR off while watching TV.

Optional Setup

The Optional Setup is used in cases where your primary TV uses composite (RCA) (Figure 56) or S-Video cable inputs (Figure 57). The Optional Setup is never used at secondary TV locations.

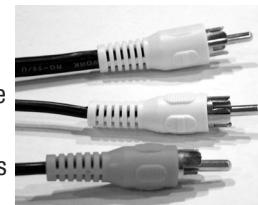


Figure 56: Yellow, white and red composite (RCA) connectors

If you have Optional Setup at your primary viewing location, your TV and VCR should be set up as follows:



Figure 57: S-Video connector

	TV Channel Settings	
	Denver-area Customers	Phoenix-area Customers
TV1	Video 1 or Video 2	Video 1 or Video 2
TV2	10	7
TV3	13	13

	VCR Output Settings	
	Denver-area Customers	Phoenix-area Customers
VCR at TV1	Line, Aux or Video	Line, Aux or Video
VCR at TV2	10	7
VCR at TV3	13	13

WATCHING A VIDEOTAPE: STANDARD SETUP

Before you start, you need the following remotes:

- Choice TV remote
- Original TV remote
- VCR remote

PLAYING A VIDEOTAPE

1. Turn on your TV using your Choice TV remote.
2. Turn on your VCR using your VCR remote.
3. Using the remote that originally came with your TV set, tune your TV to the proper channel to receive the output from your VCR (either channel 3 or 4). At this point, you should have a picture on your TV screen.
4. Insert the videotape and press PLAY on your VCR remote.

If you can't see the videotape playing on your TV:

- Be sure that your TV is tuned to the channel that matches the VCR output (either channel 3 or 4). To do this, see step 3
- If your TV has multiple video inputs, be sure that the TV is set on Antenna. To do this, use the remote that originally came with your TV to access your TV setup menu. Refer to your TV owner's manual for additional information about the Antenna input

RETURNING TO TV VIEWING AFTER WATCHING A VIDEOTAPE

1. Turn off your VCR using your VCR remote.
2. Retune your TV to the correct channel setting to receive the video signal from the Digital Gateway. First find TV Channel on the sticker on the back of your Choice TV remote. Then, using the remote that originally came with your TV set (or the controls on your TV), tune to the correct channel.
3. To change program channels, press the gray CHAN button on your Choice TV remote.

WATCHING A VIDEOTAPE: OPTIONAL SETUP

Before you start, you need the following remotes:

- Choice TV remote
- VCR remote

PLAYING A VIDEOTAPE

1. Turn on your TV using your Choice TV remote.
2. Turn on your VCR using your VCR remote. Your VCR should be set on Line (or Video).
3. Insert the videotape and press PLAY on your VCR remote.

If you can't see the videotape playing on your TV:

- Be sure that your VCR is set on Line, Aux or Video (this input name varies by VCR manufacturer, so check the instruction manual that came with your VCR for more detail) to receive the video source from the Digital Gateway
- If your TV has multiple video inputs, be sure that the TV is set on Video 1 or Video 2 (whichever the VCR video input is set to). To do this, use the remote that originally came with your TV to access your TV setup menu. Refer to your TV owner's manual for additional information about the video input and how to access the menu for your TV

RETURNING TO VIEWING AFTER PLAYING A TAPE

Stop the videotape and leave the VCR on.

If you can't see TV programming after you stop the videotape:

- Be sure that your VCR is still on (the VCR provides the video to your TV)
- Be sure that your TV is set on Video 1 or Video 2 (wherever the VCR video input is set to). To do this, use the remote that originally came with your TV to access your TV setup menu. Refer to your TV owner's manual for additional information about the video input and how to access the menu for your TV

RECORDING A PROGRAM: STANDARD SETUP

Before you start, you will need the following remotes:

- Choice TV remote
- Original TV remote
- VCR remote

WATCHING AND RECORDING A PROGRAM AT THE SAME TIME

1. Turn on your TV using your Choice TV remote.
2. Turn on your VCR using your VCR remote.
3. Using the remote that originally came with your TV (or the controls on your TV), tune your TV to the proper channel to receive the output from your VCR (either channel 3 or 4). At this point, you should have a picture on your TV screen. If you do not have a picture, try pressing the TV/VIDEO or TV/VCR button on your VCR remote.
4. Press the gray CHAN button on your Choice TV remote to select the program channel you want to record.
5. Insert the videotape in the VCR and press the RECORD button on the VCR.

If you are unable to get a picture on your screen:

- Be sure that your TV is tuned to the channel that matches the VCR video output (channel 3 or 4). To do this, see step 3
- If your TV has multiple video inputs, be sure that the TV is set on Antenna. To do this, use the remote that originally came with your TV to access your TV setup menu. Refer to your TV owner's manual for additional information about the Antenna input
- Be sure that your VCR is tuned to the correct channel for receiving the video source from the Digital Gateway (check the table on page 11 for proper channel settings). This information should appear on the sticker on the back of your Choice TV remote. Use the VCR remote to tune your VCR to the correct channel

RECORDING A PROGRAM: OPTIONAL SETUP

Before you start, you will need the following remotes:

- Choice TV remote
- VCR remote

WATCHING AND RECORDING A PROGRAM AT THE SAME TIME

1. Turn on your TV using your Choice TV remote.
2. Turn on your VCR using your VCR remote. Your VCR should be set on Line (or Video).
3. Press the gray CHAN button on your Choice TV remote to select the program channel you want to record.
4. Insert the videotape in the VCR and press the RECORD button on the VCR.

If you are unable to get a picture on your screen:

- Be sure that your VCR is set on Line, Aux or Video (this input name varies by VCR manufacturer, so check the instruction manual that came with your VCR for more details) to receive the video source from the Digital Gateway
- If your TV has multiple video inputs be sure that the TV is set on Video 1 or Video 2 (whichever the VCR video input is set to). To do this, use the remote that originally came with your TV to access your TV setup menu. Refer to your TV owner's manual for additional information about the video input and how to access the menu for your TV

RETURNING TO TV VIEWING AFTER RECORDING

Stop the videotape and leave the VCR on.

RECORDING A PROGRAM WHILE WATCHING A DIFFERENT PROGRAM: STANDARD SETUP

Before you start, you will need the following remotes:

- Choice TV remote 1
- Choice TV remote 2 or 3
- Original TV remote
- VCR remote

To watch a different program than the one you are recording:

1. With your TV on, turn on the VCR using your VCR remote or the controls on the front of your VCR.
2. Using the remote that originally came with your TV set, tune your TV to the proper channel to receive the output from your VCR (either channel 3 or 4).
3. Press the CHAN up or down arrows or the number buttons on your Choice TV remote to select the program channel you want to record.
4. Insert the videotape into the VCR and press the RECORD button on the VCR.
5. Locate a second Choice TV remote and bring it to the household location where you are recording.
6. Turn the second Choice TV remote over and identify the TV channel setting on the sticker on the back of the remote.
7. Using the original TV remote, or the controls on the front of your TV, tune your TV set to the channel shown on the back of the second Choice TV remote.
8. To change program channels, press the CHAN up or down arrows or the number buttons on the second Choice TV remote.
9. Go to the next page for instructions on returning your TV to its original setting after recording one show while watching another.

RECORDING A PROGRAM WHILE WATCHING A DIFFERENT PROGRAM: OPTIONAL SETUP

Before you start, you will need the following remotes:

- Choice TV remote 1
- Choice TV remote 2 or 3
- Original TV remote
- VCR remote

To watch a different program than the one you are recording:

1. Turn on your TV and VCR.
2. Press the blue CHAN up or down arrows or the number buttons on your Choice TV remote to select the program channel you want to record.
3. Insert the videotape into the VCR and press the RECORD button on the VCR.
4. Locate a second Choice TV remote and bring it to the household location where you are recording.
5. Turn the second Choice TV remote over and identify the TV channel setting on the sticker on the back of the remote.
6. Using the original TV remote, or the controls on the front of your TV, tune your TV set to the channel shown on the back of the second Choice TV remote.
7. To change program channels, press the CHAN up or down arrows or the number buttons on the second Choice TV remote.
8. To control TV volume or mute, use the original TV remote or the controls on the front of your TV.
9. Go to the next page for instructions on returning your TV to its original setting after recording one show while watching another.

RECORDING A PROGRAM WHILE WATCHING A DIFFERENT PROGRAM: STANDARD SETUP

Before you start, you will need the following remotes:

- Choice TV remote 1
- Original TV remote
- VCR remote

To return your TV to its original setting after recording one show while watching another:

1. Turn off the VCR using your VCR remote or the controls on the front of your VCR.
2. Locate the first Choice TV remote (the one you normally use at this location).
3. Using the original TV remote, or the controls on the front of your TV, tune your TV set to the channel shown on the back of the first Choice TV remote.
4. To change program channels, press the CHAN up or down arrows or the number buttons on the first Choice TV remote.

RECORDING A PROGRAM WHILE WATCHING A DIFFERENT PROGRAM: OPTIONAL SETUP

Before you start, you will need the following remotes:

- Choice TV remote 1
- Original TV remote

To return your TV to its original setting after recording one show while watching another:

1. When you are done watching and recording, locate the first Choice TV remote (the one you normally use at this location).
2. Using the original TV remote, or the controls on the front of your TV, tune your TV set to the setting (usually Video 1 or Video 2) shown on the back of the first Choice TV remote.
3. To change program channels, press the CHAN up or down arrows or the number buttons on the first Choice TV remote. You can also adjust TV volume and mute with the first Choice TV remote.

RECORDING A PROGRAM USING YOUR VCR TIMER: STANDARD SETUP

Before you start, you will need the following remotes:

- Choice TV remote
- VCR remote

To record a single program with your TV off (using your VCR timer):

1. With your TV on, turn on the VCR using your VCR remote or the controls on the front of your VCR.
2. Press the blue GUIDE button on your Choice TV remote, highlight the program you want to record, then press the SELECT button.
3. Move the yellow highlight to **ACTIONS**, then press the SELECT button on the remote control.
4. Move the yellow highlight to **Schedule Automatic Tune**, then press the SELECT button on the remote control.
5. Move the yellow highlight to the frequency of your choice, then press the SELECT button on the remote control.
6. Once confirmed, press the blue EXIT button until the Interactive Program Guide disappears.
7. Insert the videotape into the VCR and use your VCR controls to set the VCR to record using the timer. Be sure to turn the VCR off after setting the timer.
8. Turn the TV off using your Choice TV remote.

RECORDING A PROGRAM USING YOUR VCR TIMER: OPTIONAL SETUP

Before you start, you will need the following remotes:

- Choice TV remote
- VCR remote

To record a single program with your TV off (using your VCR timer):

1. Turn on your TV and VCR.
2. Press the blue GUIDE button on your Choice TV remote, move the yellow highlight to the program you want to record, then press the blue SELECT button.
3. Move the yellow highlight to the **ACTIONS** option, then press the blue SELECT button.
4. Move the yellow highlight to **Schedule Automatic Tune**, then press the blue SELECT button on your Choice TV remote.
5. Move the yellow highlight to the frequency of your choice, then press the blue SELECT button.
6. Once confirmed, press the blue EXIT button until the Interactive Program Guide disappears.
7. Insert the videotape into the VCR and use your VCR controls to set the VCR to record using the timer. Be sure to turn the VCR off after setting the timer.
8. Turn the TV off using your Choice TV remote.

RECORDING MULTIPLE PROGRAMS AT DIFFERENT TIMES: STANDARD SETUP

Before you start, you will need the following remotes:

- Choice TV remote
- VCR remote

To record multiple programs (all locations) at different times with your TV off:

1. With your TV on, turn on the VCR using your VCR remote or the controls on the front of your VCR.
2. Press the blue GUIDE button on your Choice TV remote, highlight the program you want to record, then press the SELECT button.
3. Move the yellow highlight to **ACTIONS**, then press the SELECT button on the remote control.
4. Move the yellow highlight to **Schedule Automatic Tune**, then press the SELECT button on your remote control.
5. Move the yellow highlight to the frequency of your choice, then press the SELECT button on the remote control.
6. Once confirmed, press the blue EXIT button until the Interactive Program Guide disappears.
7. Insert the videotape into the VCR and use your VCR controls to set the VCR to record using the timer.
8. For each additional program that you wish to record, repeat steps 2 through 6 and set the VCR to record using the timer.
9. Be sure to turn the VCR off after setting the timer.
10. Turn the TV off using your Choice TV remote.

RECORDING MULTIPLE PROGRAMS AT DIFFERENT TIMES: OPTIONAL SETUP

Before you start, you will need the following remotes:

- Choice TV remote
- VCR remote

To record multiple programs (all locations) at different times with your TV off:

1. Turn on your TV and VCR.
2. Press the blue GUIDE button on your Choice TV remote, highlight the program you want to record, then press the SELECT button.
3. In the pop-up window that appears, move the yellow highlight to **ACTIONS**, then press the SELECT button on your Choice TV remote.
4. Move the yellow highlight to **Schedule Automatic Tune**, then press the SELECT button on your remote control.
5. Move the yellow highlight to the frequency of your choice, then press the SELECT button on the remote control.
6. Once confirmed, press the blue EXIT button until the Interactive Program Guide disappears.
7. Insert the videotape into the VCR and use your VCR controls to set the VCR to record using the timer.
8. For each additional program that you wish to record, repeat steps 2 through 6 and set the VCR to record using the timer.
9. Be sure to turn the VCR off after setting the timer.
10. Turn the TV off using your Choice TV remote.

SECTION 6

Troubleshooting

COMMON ISSUES

This section covers some of the problems most frequently reported by Qwest Choice™ TV subscribers. If these troubleshooting steps do not solve your problem, refer to the Quick Reference section later in this chapter. If trouble persists, feel free to contact Qwest® Customer Support (see page 66).

My TV screen is snowy.

Before you start, you may need the following remotes:

- Choice TV remote
- Original TV remote

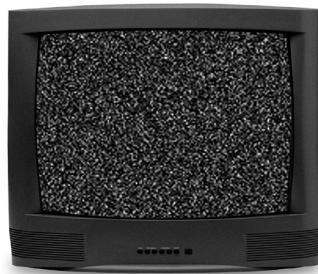


Figure 58

YOUR TV MAY BE TUNED TO THE INCORRECT TV CHANNEL FOR VIEWING.

For the correct channel, turn over your Choice TV remote and look for the channel number next to the words “TV Channel” on the sticker. Use the remote that originally came with your TV set (or the controls on your TV) to tune to that TV channel setting.

My TV screen is blue.

Before you start, you may need the following remotes:

- Choice TV remote
- Original TV remote
- VCR remote

IF YOU'RE TRYING TO WATCH A VIDEOTAPE

Using the remote that originally came with your TV set, tune your TV to channel 3 or 4 (whichever your VCR is set on).

IF YOU ARE TRYING TO WATCH TV

1. Turn your VCR off (you may have a snowy or black screen at this point).
2. Your TV may be tuned to an incorrect channel for TV viewing. For the correct channel, turn over your Choice TV remote and look for the channel number next to the words "TV Channel" on the sticker. Use the remote that originally came with your TV set (or the controls on your TV) to tune to that TV channel setting.

I have a picture but I can't change channels.

Before you start, you may need the following remotes:

- Choice TV remote
- Original TV remote

1. Check the sticker on the back of your Choice TV remote control to confirm that you are using the correct remote.
2. Your TV may be tuned to an incorrect channel for TV viewing. For the correct channel, turn over your Choice TV remote and find the channel number next to the words "TV Channel" on the sticker. Use the remote that originally came with your TV set (or the controls on your TV) to tune to that TV channel setting.



Figure 59



Figure 60

QUICK REFERENCE

The following table describes procedures to correct various problems you may encounter. If the steps refer to Standard Setup or Optional Setup, refer to page 39 to determine which type of setup you have. If you are unable to resolve a problem yourself, contact Qwest® Customer Support for assistance.

Problem	Try This
<p>No picture or snowy picture</p>	<p>Standard Setup: The TV may be tuned to the incorrect TV channel for viewing. For the correct channel, turn over your Choice TV remote and look for the words “TV Channel” on the sticker. Use the remote that originally came with your TV set (or the controls on your TV) to tune to that TV channel setting.</p> <p>Optional Setup:</p> <ol style="list-style-type: none"> 1. First, make sure your VCR is turned on and is set on Line, Aux or Video. The input name varies by VCR manufacturer. Check your VCR owner’s manual for more details. 2. Your TV may not be set to the correct video input to receive the Digital Gateway output. If your TV has multiple video inputs, make sure the TV is set on Video 1 or Video 2 (whichever the VCR video input is plugged into). Use your TV remote to access your TV’s setup menu. 3. Press the TV/VIDEO or TV/VCR button on the VCR remote control.
<p>Unable to change channels</p>	<p>Check the sticker on the back of your Choice TV remote to confirm that you are using the correct remote.</p> <p>Standard Setup: The TV may be tuned to the incorrect TV channel for viewing. For the correct channel, turn over your Choice TV remote and find the channel number next to the words “TV Channel” on the sticker. Use the remote that originally came with your TV set (or the controls on your TV) to tune to that TV channel setting.</p> <p>Optional Setup: Your TV may not be set to the correct video input to receive the video feed. If your TV has multiple video inputs, make sure the TV is set on Video 1 or Video 2 (whichever the VCR video input is set to). Use your TV remote to access your TV setup menu.</p>
<p>Blue or black TV screen</p>	<p>Standard Setup:</p> <ol style="list-style-type: none"> 1. If you’re trying to watch a videotape, using the remote that originally came with your TV set, tune your TV to channel 3 or 4 (whichever the VCR is set on). 2. If you’re trying to watch TV, either turn your VCR off and/or tune your TV to the correct channel for TV viewing. For the correct channel, turn over your Choice TV remote and look for the channel number next to the words “TV Channel” on the sticker. Use the remote that originally came with your TV set (or the controls on your TV) to tune to that TV channel setting. <p>Optional Setup:</p> <ol style="list-style-type: none"> 1. Make sure your VCR is turned on and is set on Line, Aux or Video. The input name varies by VCR manufacturer. Check your VCR owner’s manual for more details. 2. Your TV may not be set to the correct video input to receive the video feed. If your TV has multiple video inputs, make sure the TV is set on Video 1 or Video 2 (whichever the VCR video input is set to). Use your TV remote to access your TV setup menu.

Problem	Try This
Only one stereo speaker has sound	Reconnect audio connections. Check to make sure that no wires are frayed and no plugs are bent or broken.
No sound	Press MUTE on the remote to restore volume level or increase the volume on the TV.
No power	Check to make sure that the Digital Gateway is plugged into a working electrical outlet. Note: If the outlet is controlled by a wall switch, make sure the switch is on.
Remote does not work	<ol style="list-style-type: none"> 1. Replace the batteries in your remote control. 2. Make sure that nothing is on or blocking a clear line of sight between the Digital Gateway and the remote if you are watching TV in the room where the Digital Gateway is. 3. Check the sticker on the back of your Choice TV remote to confirm you that are using the correct remote. 4. Press the SELECT button on the remote control. 5. If none of these steps works, you must reprogram your remote control using the procedure described on page 19.
Remote will not accept programming changes	Replace the batteries in your remote control.
Remote will not operate at secondary locations	<ol style="list-style-type: none"> 1. Replace the batteries in your remote control. 2. Confirm Gateway ID setting using the steps outlined on page 16.
Remote needs to be reprogrammed to control a new TV	Reprogram the remote to control a new TV set (see instructions on page 19).
VCR will not record	<ol style="list-style-type: none"> 1. Using the remote that originally came with your VCR, tune your VCR to the channel shown on the sticker on the back of the Choice TV remote. 2. Refer to the VCR owner's manual. 3. See Section 7: Digital Gateway Connections to make sure your VCR is properly connected to your TV and the Digital Gateway. 4. Program the VCR to LINE input. This can be accomplished using the VCR menu or changing the VCR channel until the display on the VCR indicates LINE. Refer to the manual that came with your VCR for additional instructions on this procedure. 5. If you have a Standard Setup, the VCR must usually be turned off prior to recording (the Digital Gateway will attempt to turn on your VCR automatically). 6. If you have an Optional Setup, the VCR must usually be turned on prior to recording (the Digital Gateway assumes that you will turn on your VCR yourself). 7. Use a new tape.

Problem	Try This
VCR will not play tapes	<p>Standard Setup: Using the remote that originally came with your TV set, tune your TV to channel 3 or 4 (whichever the VCR is set on).</p> <p>Optional Setup: If your TV has multiple video inputs, make sure the TV is set on Video 1 or Video 2 (whichever the VCR video input is set to). Use your TV remote to access your TV setup menu. See Section 7: Digital Gateway Connections to make sure your VCR is properly connected to your TV and the Digital Gateway.</p>
Picture or sound is distorted or missing	Reconnect or tighten all cable connections on the back panel of your Digital Gateway.
Amber FAIL light on Digital Gateway	If the light stays on for more than 10 minutes, unplug the power connection from your Digital Gateway (either at the wall outlet or from the back panel, depending on the type of power cord used on your gateway model), wait 30 seconds, then reconnect the power.
Amber ON-LINE light on Digital Gateway	Contact Qwest® Customer Support (see page 66).
Amber NETWORK light on Digital Gateway	If the light stays on for more than 10 minutes, unplug the power connection from your Digital Gateway (either at the wall outlet or from the back panel, depending on the type of power cord used on your gateway model), wait 30 seconds, then reconnect the power connection.
Gateway freezes or controls will not respond	First, check to see if other TV locations in your home are working properly. If they are, try reprogramming your Choice TV remote control at the problem location, using the procedure described on page 16.

SECTION 7

Digital Gateway Connections

ABOUT CONNECTING THE SYSTEM

During your Qwest Choice™ TV installation, the Qwest® technician will install your Digital Gateway and connect it to your TVs, VCRs and stereo system as part of the Standard Installation package. You may need the information in this section if you want to move existing devices to a different location, add new devices to your system or reconfigure existing connections. You may also be asked to refer to this section during calls for assistance to Qwest. Section 2 provides a detailed explanation of the Digital Gateway, its connection ports and the types of cables and connectors used for Qwest Choice TV service.

Please read **What Qwest Supports** on page 61 of this manual before making changes to your Qwest Choice TV setup.

MOVING YOUR DIGITAL GATEWAY OR ADDING EQUIPMENT

During installation, your Qwest Choice TV technician wired your Digital Gateway in a custom configuration designed to make the most of your TV viewing experience. In doing so, he or she may have used some special “tricks of the trade” to optimize your system.

Before you move your Digital Gateway, TVs or other electronics:

Please consult this chapter to determine the safest, most effective way of relocating your Digital Gateway, rewiring your equipment or adding new components. If you still have questions, feel free to contact Qwest’s Customer Support center — it’s better if you do this before you move or add equipment — using one of the methods described on page 66, and we’ll be happy to advise you on the best way to reconfigure your system. An improper setup could result in poor performance of your system — or, even worse, service problems that interrupt your enjoyment of Qwest Choice TV.

COMMON CONNECTIONS

The Digital Gateway box should be located in the same area as your primary TV and entertainment center. The common inputs and outputs of the Digital Gateway include power, network and telephone line.

Unplug all electronic devices (such as TV, VCR, etc.) and the Digital Gateway from electrical outlets before connecting cables between these devices. After you have connected the cables, plug in the Digital Gateway first, then plug in the other electronic devices.

Note: If you do not subscribe to optional voice mail or Caller ID through Qwest, the telephone line input is not necessary. Choice TV service operates separately from these optional services. Purchase of optional services is not necessary to subscribe to Choice TV service.

1. Viewing the back of the Digital Gateway (see page 14), locate the TEL LINE input.
2. Using the existing telephone line, connect the telephone (RJ-11) connector from the primary telephone jack to the TEL LINE socket on the Digital Gateway.
3. Locate the NETWORK IN input.
4. Using Category 5 cable (see page 15 under “RJ-45” to see what a Category 5 cable looks like), connect the Category 5 connector from your network wall jack (Category 5 Configuration) or the silver VDSL Interface Device already connected to your Digital Gateway (Coaxial Configuration) to the NETWORK IN input on the back panel of the Digital Gateway.
5. Locate the AC IN cord.
6. Plug the AC IN cord into the electrical socket in the wall.

HOME WIRING CONFIGURATIONS

The diagrams below provide an overview of the way your Digital Gateway is connected to other TVs and electronics in your home. Depending on your home setup, the Qwest installation technician used either the Coaxial Configuration or the Category 5 Configuration. Wiring other components is slightly different, depending on which of these configurations you have, so make a note of which one you have before making any changes to your setup.

- **Coaxial Configuration** (Figure 61) uses the existing coaxial cable (see page 15) between the Network Interface Device on the outside of your home and the Digital Gateway. If your home uses the Coaxial Configuration, the black network cable on your silver VDSL interface device (connected to the OUT TO TV1, OUT TO TV2 and OUT TO TV3 ports on the back panel of your Digital Gateway) should be plugged into the NETWORK IN port on the gateway

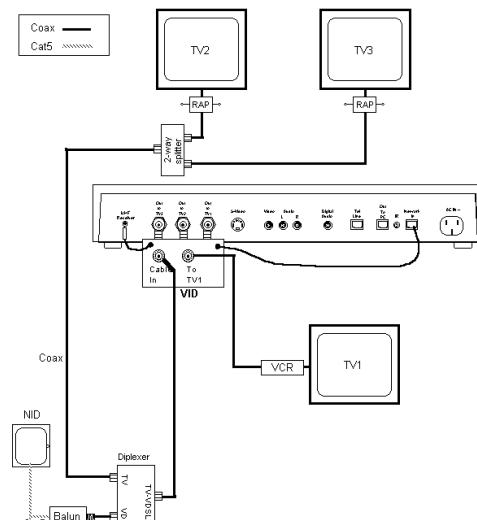


Figure 61: Coaxial home wiring configuration

- **Category 5 Configuration** (Figure 62) uses Category 5 cable between the Network Interface Device on the outside of your home and the Digital Gateway. If your home uses the Category 5 Configuration, the black network cable on your silver VDSL interface device (connected to the output ports on the back panel of your Digital Gateway) should not be connected to anything, and a Category 5 cable will run from a network jack behind TV1 to the NETWORK IN port on the gateway

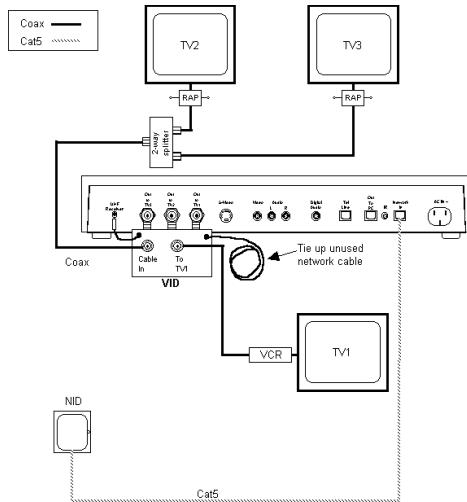


Figure 62: Category 5 home wiring configuration

SECTION 8

Special Features

TV SETUP OPTIONS

You can set up special features through the TV Setup Menu on your Digital Gateway. Special features include:

- Spanish (Español) language (Secondary Audio)
- Emergency Alert Services

Closed Captioning Capability

The Digital Gateway supports closed captioning capability. Refer to the user's guide that came with your TV set for instructions about how to access this capability.

Accessing the TV Setup Menu

The TV Setup Menu allows you to set up separate preferences for each video stream (TV1, TV2 or TV3).

1. Press the MENU button on the front panel of your Digital Gateway box. The Gateway Menu will appear on your TV screen (Figure 63).
2. In the Gateway Menu, use the Channel UP and Channel DN buttons on the front panel of the Digital Gateway to move the highlight to the **TV Setup** option.

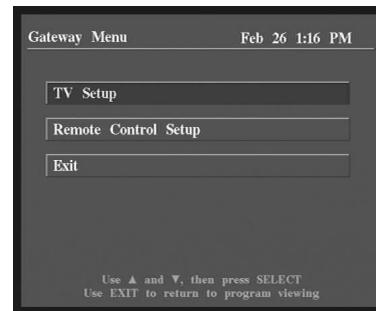


Figure 63

3. Press the SELECT button on the front panel. The TV Setup Menu will appear.
4. Use the up and down arrow buttons on the front panel of the Digital Gateway to move the highlight to the video source (TV1, TV2 or TV3) you want to modify.
5. Press the SELECT button on the front panel. The setup menu for the TV you have selected appears on the screen.

Setting up Spanish (Español) Language Audio

The Secondary Audio feature allows you to receive a secondary audio channel (such as Spanish) when provided with the broadcast program.

1. In the TV Setup Menu, use the up and down arrow buttons on the front panel of the Digital Gateway to move the highlight to **Secondary Audio**.
2. Press the blue right or left arrow button to select the Secondary Audio language you want for this TV (Figure 64).
3. Press the EXIT button on your Choice TV remote control to return to the previous menu screen.
4. To return to TV viewing, press the EXIT button again. Repeat until the program is displayed.

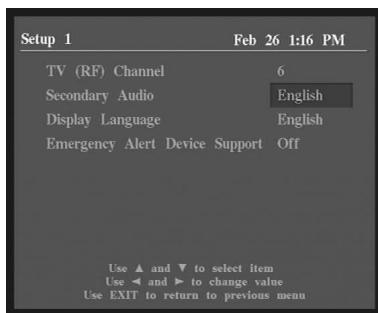


Figure 64

Setting up Emergency Alert System devices

Customers who need to enable support for a special Emergency Alert System (EAS) device will have to activate the device separately for each TV/video source.

Note: The Choice TV remote control will be disabled during national and required monthly testing alerts. The only button that will continue to function is the POWER button, which can be used to turn the TV/video source on or off during the EAS broadcast.

ACTIVATING EMERGENCY ALERT SYSTEM DEVICE SUPPORT:

1. In the TV Setup Menu, use the up and down arrow buttons on the front panel of your Digital Gateway to move the highlight to **Emergency Alert Device Support**.
2. Press the right or left arrow buttons to turn Emergency Alert Device Support on or off.
3. Press the EXIT button on your Choice TV remote control to return to the previous menu screen.
4. To return to TV viewing, press the EXIT button again. Repeat until the program is displayed.

The Digital Gateway automatically tunes your TV to the EAS broadcast channel during all national alerts and required monthly testing alerts. Qwest® may set up your system to automatically tune your TV to the EAS broadcast station during other types of EAS broadcasts as well.

Note: EAS broadcasts will override any other on-screen displays, such as the Interactive Program Guide.

The Digital Gateway will automatically tune your TV to the channel that you were viewing before the EAS broadcast following national or required monthly testing alerts or if Emergency Alert Device Support is enabled. For all other alerts, or if Emergency Alert Device Support is not enabled, you will need to tune your TV to the desired channel manually when the EAS transmission is complete.

If Emergency Alert Device Support is turned on, you will hear a two-tone attention signal during EAS broadcasts, and the Digital Gateway will automatically tune your TV to the channel that is broadcasting the EAS message. A message banner will appear at the top of your TV screen displaying emergency information (Figure 65).



Figure 65

If Emergency Alert Device Support is not turned on, you will hear a two-tone attention signal and a pop-up message (Figure 66) will appear on your TV screen advising you what type of emergency has occurred and what channel you should tune to for more information. (For national and required monthly testing alerts, the Digital Gateway continues to tune your TV to the EAS broadcast channel automatically.)



Figure 66

SECTION 9

Safety Information

Important Information about your Digital Gateway

Accessories. Do not place this product on an unstable cart, stand, tripod or table. The product may fall, causing serious injury and/or serious damage to the product.

Three-wire grounding. This product may be equipped with a three-wire grounding-type plug, a plug having a third grounding pin. This pin will only fit into a three-pin grounding-type outlet. If you do not have a three-wire grounding-type outlet, contact an electrician to replace your outlet.

Attachments. Do not use attachments that are not recommended because they may create a hazard.

Cleaning. Do not use liquid or aerosol cleaners to dust this product. Use a cloth lightly dampened with water for cleaning.

Damage requiring service. Unplug this product from the wall outlet and refer servicing to qualified service personnel under the following conditions:

- The power supply cord or plug is damaged
- Liquid has been spilled or objects have fallen into the equipment
- The product does not operate normally according to the operating instructions
- The product has been dropped or the housing has been damaged
- The product exhibits a distinct change in performance

Ground or polarization. This product may be equipped with a polarized alternating current line plug (a plug having one blade larger than the other). This plug will fit into the power outlet in only one way. This is a safety feature. If you are unable to insert the plug fully into the outlet, try reversing the plug. If the plug should still fail to fit into the outlet, contact an electrician to replace your obsolete outlet.

Lightning. For added protection for this product during a lightning storm, or when it is left unattended, unplug it from the wall outlet. This will prevent damage to the video product due to lightning and power line surges.

Network input connection. Do not connect this product to a standard telephone outlet. This product is only intended to be connected to a Network Interface Device (NID) approved by Qwest® for this application.

Object and liquid entry. Never push objects of any kind into this product through openings as they may touch dangerous voltage points or short out parts that could result in a fire or electrical shock. Never spill liquid of any kind on the product.

Overloading. Do not overload wall outlets and extension cords, because this can result in a fire or electrical shock.

Power cord protection. Power cords should be routed so they are not likely to be walked on or pinched by items placed on or against them. Pay particular attention to cords in plugs, convenience receptacles and the point where the plugs exit from the product.

Power socket outlet. Use a power socket outlet located near the equipment that is easily accessible.

Power sources. This product should be operated only from the type of power source indicated on the marking label. If you are not sure what type of power is supplied to your home, consult your local power company. For equipment intended to operate from battery power or other sources, refer to the operating instructions.

Safety check. On completion of any service or repairs to the product, ask the service technician to perform safety checks to determine that the product is operating properly.

Servicing. Do not attempt to service this equipment yourself. Opening or removing covers may expose you to dangerous voltage or other hazards. Refer all servicing to qualified service personnel.

Ventilation. Slots and openings in the product housing are provided for ventilation, to ensure reliable operation of the product and to protect it from overheating. The openings should never be blocked by placing the product on a bed, sofa or similar surface that may block openings. Equipment should never be placed near or over a radiator or heat register, or in a built-in installation such as a bookcase or rack unless proper ventilation is provided.

Water and moisture. Do not use this product near water; for example, near a bath tub, wash bowl, kitchen sink or laundry tub, in a wet basement or near a swimming pool.

SAFETY

This section reviews important safety concepts for working with the optical and electrical equipment covered in this guide.

Warning Labels

The following table describes important warning notices that are located on the back of the Digital Gateway.

Symbol	Type of Notice	Problem Prevented
	Electric shock hazard	Bodily injury
	Ground symbol (Ground terminal as specified, refer to UL 1950 CSA C22.2 No. 950)	Bodily injury
	Caution	Bodily injury

Failure to heed these warnings and similar danger, caution or warning notices can result in serious personal injury, service interruption and equipment damage.

Electrical safety

The Qwest Choice™ TV system components use voltages that are dangerous to installers. If possible, turn off power before performing any installation procedure. Follow Qwest's safety guidelines for working with hazardous voltages.



Repairs

If your unit is in need of repair, contact Qwest for repair or replacement.

WARNING! Disconnect the unit before servicing.

SPECIFICATIONS

Cabling requirements

Cable	Type
NETWORK IN	CAT 5 Ethernet cable
TEL LINE	Standard telephone cable
DIGITAL AUDIO	Shielded phono cable
AUDIO L/R	Shielded phono cable
VIDEO	Shielded phono cable
S-VIDEO	S-Video
OUT-TO-TV	F-Coax
OUT TO PC CAT 5	Ethernet cable
UHF Receiver	3.5 mm phone jack
AC IN	Grounded electrical plug
IR Transmitter	3.5 mm phone jack

Power requirements

Condition	Power Consumption (watts)
Normal operation	40 watts, 100 to 125 VAC at 60 Hz

Environmental

Temperature range	0 to 45°C
Short-term extreme or storage range	-40°C to +80°C
Humidity range (noncondensing)	5% to 95%

Certifications

FCC Title 47 Part 15, Class B

UL 1950

FCC statement of compliance

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

Note: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the antenna
- Reorient or relocate the receiving antenna
- Increase the separation between the equipment and receiver
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected
- Consult the dealer or an experienced radio/TV technician for help

WHAT QWEST SUPPORTS

Standard installation services

The Qwest Choice™ TV Standard Installation package includes installation and connection of the following devices by an authorized Qwest® technician:

- One (1) Digital Gateway box with up to three (3) remote controls
- Activation of up to three (3) outlets
- Up to three (3) VCR hookups
- One (1) stereo system hookup
- Inside wiring between the Network Interface Device (NID) and the Digital Gateway

Note: Qwest technicians are not authorized to move customer furniture and may be unable to complete the installation if moving furniture is required.

Premium installation services

In addition to the standard installation services, premium installation services are available for an additional charge. Consult the pricing sheet in your Qwest Choice TV Welcome Kit or contact a Qwest representative for information about custom installation services. Examples of additional installation services are:

- Additional Digital Gateways or remote controls
- Activation or installation of additional outlets
- Additional VCR connections
- Additional stereo system connections
- Additional inside wiring between interior walls

Other cable or satellite services

Qwest technicians will not install Qwest Choice TV on a TV set that is connected to another cable service (such as Comcast or Cox) or digital satellite service (such as DIRECTV or DISH Network).

Qwest provides no customer support, assistance or repair service for customer TVs that are connected to other cable or satellite TV services.

Customer support and repair service

Qwest provides Customer Support by telephone for the Digital Gateway, Choice TV remote controls, GUIDE Plus+ Interactive Program Guide and all other components of the Qwest Choice TV system supplied by Qwest.

For problems requiring the dispatch of a Qwest service technician, all repair work that is a result of Qwest network or Qwest equipment problems will be performed free of charge.

Qwest Choice TV customers will be charged for the repair or replacement of any Qwest Choice TV equipment or installation components that are caused by customer error, misuse, abuse or negligence as determined by Qwest at our sole discretion. No such repair service will be completed without prior authorization from the Qwest Choice TV subscriber.

Support for customer equipment

The Customer Support Center and service technicians are not responsible for providing assistance with audio video and electronic equipment other than the Qwest Choice™ TV components supplied by Qwest®. If you have questions about other devices, you should contact the original dealer or manufacturer of your equipment.

Such nonsupported devices and components include:

- TVs and original TV remote controls
- VCRs and original VCR remote controls
- Home theater, stereo and surround sound systems
- DVD players and original DVD remote controls
- Digital Video Recorders (such as TiVo or ReplayTV)
- Video game consoles
- Internet TV devices (such as WebTV or AOL TV)
- Universal remote controls not supplied by Qwest

INDEX

- Actions, program tuning, 23
- Add channel, 34
- Adding equipment, 51
- Automatic Tune, 29–30
 - Scheduled Events List, 32
- Browsing, Channel, 28
- Cables
 - Digital Gateway, 14
 - TV-Optional setup, 12
 - TV-Standard setup, 12
 - VCR-Optional setup, 39
 - VCR-Standard setup, 39
- Cabling Requirements, 60
- Caller ID, 8, 34
- Caller ID Log, 8, 35
- Category 5 hookup, 53
- Category search, 4, 26
- Certifications, 60
- Change Channel Order, 33
- Changing Channels, 3
- Channel Browsing, 28
- Channel Guide, 4, 23
- Channel Order Change, 33–34
- Closed Captioning, 54
- Coaxial hookup, 52
- Connections,
 - common, 51
- Connectors, types of, 15
- Customer support, 66
- Digital Gateway
 - adding equipment, 10, 51
 - back panel, 14
 - cables, 15
 - Category 5 configuration, 52
 - Coaxial configuration, 52
 - Common connections, 51
 - Connections, 51
 - front panel buttons, 13
 - front panel lights, 13
 - ID, 19
 - moving equipment, 11
 - overview, 10
 - reset to factory settings, 37
 - troubleshooting, 46
- Display, adjusting GUIDE Plus+ screens, 37
- EAS, 55
- Emergency Alert Services, 55
- Español, 55
- Favorite Channels feature, 32
- FCC, 60
- Grid Guide, 3, 22
 - choosing a program, 22
- GUIDE Plus +, 3, 21
 - Adjusting position of menus, 37
 - Channel Browsing, 28
 - Channel Guide, 4–5, 23
 - Customize, 29
 - Grid Guide, 3, 22
 - Main menu, 20
 - Navigational tabs, 21
 - Pay-Per-View (PPV), 24
 - Program information, 28
 - Search by theme, 26
 - Search by title, 27
- Installation, 61
- Interactive Program Guide, 2, 20
- Menus, adjusting display position, 37
- Moving equipment, 11, 51
- Music Choice information screen, 25
- Music Guide, 7, 25
- Optional setup
 - Advanced recording, 42–43
 - Basics, 11
 - Cables, 39
 - Recording a program, 41
 - Watching a videotape, 40
- Options, TV setup, 54
- Ordering Pay-Per-View, 6
- Parental Control
 - Locks, 31
 - Password, 30
- Password
 - Parental Control, 30
 - Purchase Control, 31
- Pay-Per-View (PPV), 6, 24
 - Ordering a program, 5, 24
 - Scheduled Events list, 7, 24, 32
- Power requirements, 60
- Product support, inside back cover
- Program information, 28
- Program tuning actions, 23
- Purchase Control, 31
- Quick Start Guide, 2

- Qwest
 - E-mail address, inside back cover
 - Product support, 66
 - Repair services, 59
 - Telephone support, inside back cover
 - Web site, inside back cover
- Remote control, 16
 - Explanation of buttons, 17-18
 - ID, 19
 - Programming TV code, 16
 - Setup Menu, 19
- Remove channel, 34
- Repair services, 59
- Reset the Digital Gateway, 37
- Safety information, 57
- Scheduled Events List
 - Automatic tune, 29
 - Pay-Per-View (PPV), 24
- Search by
 - Category, 3, 26
 - Theme, 3, 26
 - Title, 5, 27
- Spanish Language (Español) Audio, 55
- Special features, 55
- Specifications, 60
- Standard setup
 - Advanced recording, 42-43
 - Basics, 12
 - Cables, 39
 - Recording a program, 41
 - Watching a videotape, 40
- Technical support, inside back cover
- Telephone Services, 8
 - Caller ID, 8
 - Caller ID Log, 8
 - Voice Mail, 9
- Theme search, 4, 26
- Title search, 5, 27
- Troubleshooting, 46
 - Blue screen, 47, 48
 - Can't change channels, 48, 49
 - Connections, 51
 - Quick Reference table, 48-50
 - Remote control, 49
 - Snowy screen, 46, 48
 - Sound problems, 49
 - VCR, 49
- TV channel settings, 54
- TV Code, 16
- TV setup menu, 54
- VCR, 38
 - Advanced recording,
 - Optional setup, 42-45
 - Advanced recording,
 - Standard setup, 42-45
 - Cables, Optional setup, 39
 - Cables, Standard setup, 39
 - Recording, Optional setup, 41-45
 - Recording, Standard setup, 41-45
 - Watching a tape, Optional setup, 40
 - Watching a tape, Standard setup, 40
- Voice Mail, 9, 36
- Wiring diagram
 - Category, 53
 - Coaxial configuration, 52

YOUR QWEST CHOICE™ TV SETTINGS

Write down your remote control IDs and the corresponding TV channel setting here.

You may want to label each Choice TV remote control so you can easily identify which TV or video source it has been programmed to control.

Ask your Qwest® representative for labels if they have not already been provided for you.

TV Designation	Room Allocation	Type of Setup	This TV Must Be Set on TV Channel Number:
TV1		<input type="checkbox"/> STANDARD <input type="checkbox"/> OPTIONAL	
TV2		<input type="checkbox"/> STANDARD <input type="checkbox"/> OPTIONAL	
TV3		<input type="checkbox"/> STANDARD <input type="checkbox"/> OPTIONAL	

For easy reference, you may want to write other codes as well, such as the Gateway IDs, TV codes and VCR codes.

TV1 _____ TV2 _____ TV3 _____

VCR1 (TV1) _____ VCR2 (TV2) _____ VCR3 (TV3) _____

Gateway ID(s) _____

CUSTOMER SUPPORT

The Qwest Choice™ TV User's Guide includes everything you need to get started with Qwest Choice TV and is a handy reference if you have additional questions about the features or capabilities of your service. If you need help on issues not covered by this manual, want to make changes to your account or have questions about your bill, Qwest has several different ways to help you:

- **Self-help on the Web:** The Qwest Choice TV Web site includes a great deal of information on specific questions not addressed in this User's Guide. Just point your Internet browser to **qwestchoice.com** and check out the wealth of Qwest Choice TV information on the site
- **E-mail support:** If you don't find what you're looking for on the Qwest Choice TV Web site, or need changes made to your account, just send an e-mail message to **choice@qwest.com**. A customer support representative will respond to your request, usually within 24 hours

- **Telephone support:** If you need immediate help or can't find the information you're looking for in this manual, call us. Qwest representatives are available to assist you 24 hours a day

Customers in the Denver metro area:

1 303-383-9400

Customers in the Phoenix metro area:

1 602-266-1700

- **Repair services:** If your Qwest Choice TV service does not appear to be working properly, just give us a call. Our representatives are frequently able to help you troubleshoot and fix your problem right over the phone. If you still require on-site assistance, a Qwest technician will be dispatched to repair your service

Customers in the Denver metro area:

1 303-383-9400

Customers in the Phoenix metro area:

1 602-266-1700

