



# New User Guide

Welcome to iTV-3, and congratulations on making the switch to fiber optics! We look forward to bringing you the sharpest picture, the fastest internet, and crystal clear call quality. It is our goal to ensure you are 100% satisfied, so please let us know if there is anything we can do to improve your experience. Should you have any problems, this quick reference guide may answer some of your questions. However, if you require additional assistance, please contact the support desk by calling (309) 689-0711.

## HOW TO GUIDE: TELEVISION

I want to...	
<b>Set a DVR to record</b>	<ul style="list-style-type: none"> <li>• Highlight your selection in the Guide, and press the “REC” or Ⓜ button. You should see a <b>red</b> dot appear next to your selection.</li> <li>• To record the entire series, highlight your selection in the Guide, and press the “REC” or Ⓜ button twice. You should see a <b>red</b> dot with a <b>+</b> next to it.</li> <li>• To record only new episodes (new episodes are marked with a star next to the name), highlight your selection in the Guide, and press the “OK” button. Select Edit Recording, and change the recording option to “new only”.</li> </ul>
<b>Change DVR recording settings</b>	<ul style="list-style-type: none"> <li>• Highlight your recording in the Guide and press “OK”.</li> <li>• Choose “Edit Series Recording”. Change “Episodes” to “New Only”.</li> </ul>
<b>View previous recordings</b>	<ul style="list-style-type: none"> <li>• Press the red “DVR” button.</li> <li>• Choose “Recordings”.</li> <li>• Use the arrow keys and the “OK” button to play or resume a recording.</li> </ul>
<b>Access TV Video on Demand</b>	<ul style="list-style-type: none"> <li>• Press the “Menu” button on your remote.</li> <li>• Select “Packages”. Press the “OK” button.</li> <li>• Select your desired network and press the “OK” button.</li> <li>• Choose the program you wish to view and press the “OK” button.</li> </ul>
<b>Access Movies on Demand</b>	<ul style="list-style-type: none"> <li>• Press the “VOD” button or blue “Movie” button on your remote.</li> <li>• Choose the content you wish to purchase and press the “OK” button.</li> <li>• Content is available for 24 hours unless otherwise specified.</li> </ul>
<b>Access or resume a current saved rental</b>	<ul style="list-style-type: none"> <li>• Press the “Menu” button on your remote.</li> <li>• Select “My Library”.</li> <li>• Choose your current rental to resume.</li> </ul>
<b>Change my subscribed channel package</b>	<ul style="list-style-type: none"> <li>• Please call the support desk.</li> </ul>
<b>Whole Home DVR</b>	<ul style="list-style-type: none"> <li>• Whole Home DVR is turned off of your account by default. We are awaiting a software update from the Set Top Box manufacturers that fixes some known issues with Whole Home DVR. Once this is rectified, we will notify you and enable this free service on your account.</li> </ul>

## HOW TO GUIDE: TELEVISION

I want to...	
<p><b>Change the Primary User's password/PIN</b></p> <p>The Primary User is an administrator account that allows you to make changes to any other user on your devices.</p> <p>Your password is a set of numbers used to login to the user account, as well as other features such as unlocking parental controls (see Parental Control Guide).</p> <p>Your PIN is for various administrative functions, such as making changes to a user (such as changing the password) as well as purchasing VOD movies.</p>	<ul style="list-style-type: none"> <li>• Press the Menu button on your remote.</li> <li>• Using the arrow keys in the center of the remote, use the left and right buttons to navigate to the Settings option. Press OK on your remote to select this.</li> <li>• Enter your password by pressing the number keys on your remote (default: 0). Press OK.</li> <li>• Navigate to "Users". Press OK to select it. Navigate to "Edit". Press OK to select it.</li> <li>• Here you will enter a Password and a PIN for the primary user of the Set Top Box. Using the number keys, enter your current password (default: 0) in the Password field, and a new password in the next two boxes.</li> <li>• Enter your current PIN (default: 0) in the PIN field, and a new PIN in the next two boxes.</li> <li>• Record the Password and PIN in the box below.</li> <li>• Navigate to the "Enable PIN" option. Press OK to select it.</li> <li>• Navigate to Submit and press the OK button to return to the Users menu.</li> </ul>
<p><b>Set up a new user</b></p> <p>Your set top box/DVR can be set up to have multiple users on it. Each user can have its own set of Favorites and Parental Controls.</p> <p>Setting up a user on one set top box/DVR also sets the same user up on all set top boxes/DVRs in your home.</p>	<ul style="list-style-type: none"> <li>• Press the Menu button on your remote.</li> <li>• Using the arrow keys, use the left and right buttons to navigate to the Settings option. Press OK on your remote to select it.</li> <li>• Enter your password by pressing the number keys on your remote (default: 0). Press OK.</li> <li>• Navigate to "Users". Press OK to select it. Navigate to "Add". Press OK to select it.</li> <li>• Navigate to the "New Login" field. Press OK. This is where you will set the name of the first user. Using your arrow keys and OK button, enter the name for the first user profile.</li> <li>• Navigate to "Done" and press OK.</li> <li>• Navigate to "New Password", then using number pad on remote, choose a password for this user. Repeat this step for the "Confirm Password" field.</li> <li>• Record the Password in the box below.</li> <li>• If you wish for this user to have an allowance to spend each month on VOD rentals, you can enter a dollar amount in the Allowance field. If you choose not to allow this leave this blank.</li> <li>• Enter the PIN you have set from the Primary User Account (default: 0).</li> <li>• Navigate cursor to "Continue" and press OK. Select Submit.</li> <li>• Repeat this process for any additional users you wish to add.</li> <li>• After adding all desired users, reboot all boxes by unplugging the AC power cable from each box, waiting for one minute, and plugging them back in.</li> </ul>
<p><b>Enable, change, or disable parental controls</b></p>	<ul style="list-style-type: none"> <li>• Please see the Parental Control Guide for more information.</li> </ul>

User	Password	PIN
Primary User		

Television Location	STB/DVR Input

## HOW TO GUIDE: PHONE

<b>I want to...</b>		<b>1 - Check New Messages</b> 5 Repeat current message 7 Delete current message 8 Forward current message 9 Save current message <b>2 - Change Folders</b> <b>3 - Advanced Options</b> <b>0 - Mailbox/Greeting Options</b>
<b>Set up voicemail</b>	<ul style="list-style-type: none"> <li>Contact Technical Support to set up your personalized voicemail number.</li> <li>Dial your voicemail number. Press the * key before the prompt ends.</li> <li>Enter your password.</li> </ul>	
<b>Access advanced features on my phone</b>	<ul style="list-style-type: none"> <li>Call Forwarding – Dial *72 or contact Technical Support to set up call forwarding.</li> <li>Your service includes full Caller ID with name and number.</li> <li>Contact Technical Support for more information on advanced features.</li> </ul>	

## HOW TO GUIDE: INTERNET

<b>I want to...</b>	
<b>Check my email</b>	<ul style="list-style-type: none"> <li>Go to <a href="http://webmail.itv-3.com">http://webmail.itv-3.com</a>. Login with your username and password.</li> <li>When prompted for username type in the beginning of your email address. So if your email is joesmith@itv-3.com your user name would be “joesmith”.</li> <li>If you require an email login, please contact Technical Support.</li> </ul>
<b>Set up email on a third-party email software (Outlook, Thunderbird, Windows Live Mail, etc.)</b>	<ul style="list-style-type: none"> <li>Please visit <a href="http://support.microsoft.com">http://support.microsoft.com</a> for more information on setting up Outlook, Outlook Express, Windows Mail or Windows Live Mail.</li> <li>For information on how to set up any other email client, please contact the manufacturer. The following information and settings will be needed to complete your setup.</li> <li>POP3: mail.itv-3.com   SMTP: mail.itv-3.com   Incoming Port: 110   Outgoing Port: 25</li> </ul>

## HOW TO GUIDE: MISC

<b>I want to...</b>									
<b>Login to iTV-3.com</b>	<ul style="list-style-type: none"> <li>Go to <a href="http://www.itv-3.com">http://www.itv-3.com</a>. Click My iTV-3 and login with your website account login and password. You can check your bill and make payments from here.</li> <li>If you require a billing login, please contact Technical Support.</li> <li>If you forget your password, click on “If You Forgot Your Username or Password”.</li> </ul>								
<b>Pay my bill</b>	<table border="1" style="width: 100%;"> <tr> <td style="background-color: #e0e0e0;"><b>Online (\$5/month)</b></td> <td>When logged into My iTV-3, click “Pay My Bill” at the top.</td> </tr> <tr> <td style="background-color: #e0e0e0;"><b>Automatically (free!)</b></td> <td>When logged into My iTV-3, click “AutoPay” at the top. You can save \$5 to \$10 per month and prevent late charges by using AutoPay.</td> </tr> <tr> <td style="background-color: #e0e0e0;"><b>Family Video (\$5/month)</b></td> <td>You can pay your bill at your local Family Video.</td> </tr> <tr> <td style="background-color: #e0e0e0;"><b>Paper Bill (\$5/month)</b></td> <td>Mail your payment to 331 Fulton St. Suite 300, Peoria, IL 61601.</td> </tr> </table>	<b>Online (\$5/month)</b>	When logged into My iTV-3, click “Pay My Bill” at the top.	<b>Automatically (free!)</b>	When logged into My iTV-3, click “AutoPay” at the top. You can save \$5 to \$10 per month and prevent late charges by using AutoPay.	<b>Family Video (\$5/month)</b>	You can pay your bill at your local Family Video.	<b>Paper Bill (\$5/month)</b>	Mail your payment to 331 Fulton St. Suite 300, Peoria, IL 61601.
	<b>Online (\$5/month)</b>	When logged into My iTV-3, click “Pay My Bill” at the top.							
	<b>Automatically (free!)</b>	When logged into My iTV-3, click “AutoPay” at the top. You can save \$5 to \$10 per month and prevent late charges by using AutoPay.							
	<b>Family Video (\$5/month)</b>	You can pay your bill at your local Family Video.							
<b>Paper Bill (\$5/month)</b>	Mail your payment to 331 Fulton St. Suite 300, Peoria, IL 61601.								
<b>Find out when the fiber line to my home will be buried after installation</b>	<ul style="list-style-type: none"> <li>If you recently were installed, you may have a line of fiber exposed. Our team will bury this line within 7-10 days of installation. If you notice that your cable has become damaged, please contact Technical Support.</li> </ul>								
<b>Contact iTV-3</b>	<ul style="list-style-type: none"> <li>You can dial 611 from any iTV-3 phone to reach Customer Service. From a non-iTV-3 phone, dial (309) 689-0711 or dial (877) 976-0711. You may also email <a href="mailto:support@itv-3.com">support@itv-3.com</a>.</li> </ul>								

# Channel Lineup

<b>VALUE TV</b>	C-Span	70	Home Shopping Network	60	Local-FOX HD (WYZZ)	443	QVC HD	474		
	C-Span 2	71	INSP (Inspiration Network)	67	Local-My Network TV (WAOE)	59	Shop NBC	61		
	C-Span 3	72	JCTV	51	Local-My TV HD (WAOE)	459	SOAC-Smile of a Child	50		
	Enlace	55	Jewelry TV	63	Local-NBC (WEEK)	25	TBN	66		
	EWTN	65	Jewelry TV HD	463	Local-NBC HD (WEEK)	425	TBN HD	466		
	EWTN HD	465	Local-ABC (WHOI 19.1)	19	Local-NBC Plus (Week 25.2)	26	TCC-The Church Channel	52		
	Family Video Channel	1	Local-ABC HD (WHOI 19.1)	419	Local-PBS (WTVP 47.1)	47	The Weather Channel	73		
	Government Access Channel	22	Local-CBS (WMBD)	31	Local-PBS Create (WTVP 47.3 SD)	49	The Weather Channel HD	473		
	Halogen	68	Local-CBS HD (WMBD)	431	Local-PBS HD (WTVP 47.1)	447	The Word	64		
	Halogen HD	468	Local-CW (WHOI 19.2)	20	Local-PBS World (WTVP 47.2 SD)	48	WGN	9		
Home Shopping Net HD	460	Local-FOX (WYZZ)	43	QVC	74	WGN HD	409			
<b>ULTRA TV</b>	A&E Entertainment	127	Discovery Channel	160	History	162	Nicktoons	149		
	A&E HD	527	Discovery HD	560	History HD	562	Oprah Winfrey Network (OWN)	203		
	ABC Family	141	Disney Channel	140	HUB	169	Oxygen Network	105		
	ABC Family HD	541	Disney Channel HD	540	Investigation Discovery	164	Palladia (fka MHD)	625		
	ABC News Now	187	Disney XD	142	Investigation Discovery HD	564	PBS Kids Sprout	150		
	AMC	208	Do It Yourself Network (DIY)	197	Lifetime (East)	102	Planet Green	202		
	AMC HD	608	E! Entertainment	130	Lifetime HD	502	Planet Green HD	602		
	Animal Planet	168	E! Entertainment HD	530	Lifetime Movie Network	103	Sleuth	132		
	Animal Planet HD	568	ESPN	75	Lifetime Movie Network HD	503	SoapNet	100		
	BBC America	188	ESPN Classics	77	Lifetime Real Women	104	Speed Channel	85		
	BET	137	ESPN HD	475	Logo	133	Speed HD	485		
	BET Gospel	215	ESPN News	76	Military Channel	163	Spike TV	136		
	Big Ten Network	89	ESPN News HD	476	MLB Network	84	Spike TV HD	536		
	Big Ten Network HD	489	ESPN U	78	MLB Network HD	484	SyFy	135		
	Bravo	125	ESPN U HD	478	MSNBC	183	SyFy HD	535		
	Bravo HD	525	ESPN2	79	MSNBC HD	583	TBS	120		
	Cartoon Network	144	ESPN2 HD	479	MTV	210	TBS HD	520		
	Cartoon Network HD	544	Fit TV	204	MTV HD	610	Teen Nick (fka The N)	148		
	CBS College Sports	88	Food Network (East)	196	MTV Hits	212	The Learning Channel	161		
	CBS College Sports HD	488	Food Network HD	596	MTV Jams	213	The Science Channel	165		
	CENTRIC (fka BET J)	216	Fox Business Network	186	MTV2	211	The Science Channel HD	565		
	Chiller	126	Fox Business Network HD	586	MTVTr3s	223	The Travel Channel (East)	205		
	CMT	217	Fox Movie Channel	207	MTVU	214	The Travel Channel HD	605		
	CMT Pure Country	218	Fox News Channel	182	MUN2	230	TLC HD	561		
	CNBC	184	Fox News HD	582	Nat Geo Wild	167	TNT	121		
	CNBC HD	584	Fox Sports Midwest	92	National Geographic	166	TNT HD	521		
	CNBC World	185	Fox Sports Midwest HD	492	National Geographic HD	566	Toon Disney HD (Dis XD)	542		
	CNN	180	Fuel	143	National Geographic Wild	567	truTV	128		
	CNN HD	580	FX	122	NBC Sports (Prev. Versus)	80	truTV HD	528		
	CNN Headline News	181	FX HD	522	NBC Sports HD	480	Turner Classic Movies (TCM)	206		
	CNN Headline News HD	581	Golf	86	NFL Network	81	Turner Classic Movies HD	606		
	Comcast SportsNet Chicago	90	Golf HD	486	NFL Network HD	481	TV Land	124		
	Comcast SportsNet Chicago Alt	91	Great American Country (GAC)	219	NHL Network	83	USA HD	523		
	Comcast SportsNet Chicago HD	490	Hallmark Channel	101	NHL Network HD	483	USA Network	123		
	Comcast SportsNet Chicago HD Alt	491	Hallmark Channel HD	501	Nick Jr. (fka Noggin)	147	VH1	220		
	Comedy Central	131	Halogen HD	468	Nick2	146	VH1 Classic Rock	221		
	Comedy Central HD	531	HGTV (East)	195	Nickelodeon	145	VH1 HD	620		
	Cooking Channel	199	HGTV HD	595	Nickelodeon HD	545	VH1 Soul	222		
	<b>ULTIMATE TV</b>	<b>EXPANDED</b>	BIO	302	Discovery HD Theater	755	HDNet	775	ReelzChannel HD	711
			BIO HD	702	Fox College Sports (Atlantic)	306	HDNet Movies	776	Tennis Channel	309
Bloomberg			314	Fox College Sports (Central)	307	H2 (Prev. History International)	303	Tennis Channel HD	709	
Boomerang			315	Fox College Sports (Pacific)	308	H2 HD	703	Universal HD	760	
CNN International			316	Galaxie, Your Musical Universe	948	Military History	300	Wealth Television	317	
<b>SHOWTIME TMC</b>		Crime & Investigation Network	301	GSN: Game Show	313	Outdoor Channel	310	Wealth Television HD	717	
		Crime & Investigation Network HD	701	Hallmark Movies	304	Outdoor HD	710			
		Current TV	305	Hallmark Movies HD	704	ReelzChannel	311	“50 Music Channels”	997	
		FLIX (East)	800	SHO Extreme (East)	805	Showcase (East)	809	TMC XTRA (East)	821	
		SHO (East)	802	SHO Extreme HD	806	Showcase HD	810	TMC XTRA HD	822	
<b>STARZ ENCORE</b>		SHO (East) HD	804	SHO Family Zone (East)	813	Showtime 2 HD	816			
		SHO 2 (East)	815	SHO Next (East)	807	The Movie Channel (East)	819			
		SHO Beyond (East)	811	SHO Women (East)	817	The Movie Channel HD	820			
		Encore (East)	830	Encore Mystery (East)	840	Starz Cinema (East)	852	Starz in Black (East)	862	
		Encore HD	832	Encore WAM (East)	842	Starz Comedy (East)	854	Starz Kids & Family (East)	864	
<b>HBO</b>		Encore Action (East)	834	Encore Westerns (East)	844	Starz Comedy HD	856	Starz Kids & Family HD (East)	866	
		Encore Drama (East)	836	Starz (East)	850	Starz Edge (East)	858			
		Encore Love (East)	838	Starz HD (East)	851	Starz Edge HD	860			
		HBO	900	HBO Family	904	HBO Comedy	908	HBO Latino	912	
		HBO HD	901	HBO Family HD	905	HBO Comedy HD	909	HBO Latino HD	913	
<b>CINEMAX</b>	HBO 2	902	HBO Signature	906	HBO Zone	910				
	HBO2 HD	903	HBO Signature HD	907	HBO Zone HD	911				
	5StarMax	938	ATMax	944	MoreMax	932	ThrillerMax	936		
	5StarMax HD	939	ATMax HD	945	MoreMax HD	933	ThrillerMax HD	937		
	ActionMax	934	Cinemax	930	OuterMax	942	WMAX	940		
ActionMax HD	935	Cinemax HD	931	OuterMax HD	943	WMAX HD	941			

We want to hear from you! Let us know your questions, comments, or concerns.

Please call us at (309) 689-0711 or send us an email at [support@itv-3.com](mailto:support@itv-3.com).

Thanks again, from all of us at iTV-3!

## TROUBLESHOOTING: PHONE

<b>I don't have a dial tone.</b>	
<b>Ensure no phones are off the hook.</b>	<ul style="list-style-type: none"> <li>• If one is off the hook, you will not receive a dial tone.</li> <li>• Be sure and set cordless phones back on the base station to charge.</li> </ul>
<b>Reset all phones.</b>	<ul style="list-style-type: none"> <li>• Unplug all phones from the wall jack.</li> <li>• Wait one minute. Plug all phones back in.</li> <li>• If this does not work, unplug all phones from the wall jack.</li> <li>• Wait on minute. Plug only one phone in. This will help verify if there is another phone on your line causing an issue.</li> </ul>
<b>I'm still having issues.</b>	<ul style="list-style-type: none"> <li>• Contact Technical Support. We will be happy to assist you with this problem.</li> </ul>

<b>I have static on my line.</b>	
<b>Try a different phone.</b>	<ul style="list-style-type: none"> <li>• Try plugging a different phone into the same wall jack.</li> </ul>
<b>Try a different wall jack.</b>	<ul style="list-style-type: none"> <li>• Try moving the phone to a different wall jack.</li> </ul>
<b>I'm still having issues.</b>	<ul style="list-style-type: none"> <li>• Contact Technical Support. We will be happy to assist you with this problem.</li> </ul>

## TROUBLESHOOTING: TELEVISION

<b>My Set Top Box (STB)/Digital Video Recorder (DVR) isn't responding.</b>		
<b>Check the light on the front of the STB/DVR.</b>	<b>STB has a blue ring or green dot on front</b>	<ul style="list-style-type: none"> <li>• The STB/DVR has power.</li> </ul>
	<b>STB has a red ring or dot on front</b>	<ul style="list-style-type: none"> <li>• The STB/DVR has power but is off. Press the POWER button.</li> </ul>
	<b>STB has no lights on front</b>	<ul style="list-style-type: none"> <li>• The STB/DVR does not have power. Check the power cable.</li> <li>• Is the STB/DVR plugged into an outlet controlled by a light switch?</li> </ul>
<b>Is the remote set to control the STB/DVR? Press the Channel Up button on your remote and watch the top row of buttons.</b>	<b>The STB button lights up</b>	<ul style="list-style-type: none"> <li>• The remote is correctly set to STB mode.</li> </ul>
	<b>Any other button lights up</b>	<ul style="list-style-type: none"> <li>• The remote is not in STB mode. Press the STB button once.</li> </ul>
	<b>No buttons light up</b>	<ul style="list-style-type: none"> <li>• The remote's batteries may be depleted. Change the batteries.</li> <li>• If the remote does not respond with fresh batteries, please contact the office for a replacement remote.</li> </ul>
<b>I'm still having issues.</b>	<ul style="list-style-type: none"> <li>• Be sure to point the remote directly at the STB, not your TV.</li> <li>• Restart the STB by unplugging the AC power cable, waiting 30 seconds, and plugging it back in.</li> <li>• Contact Technical Support. We will be happy to assist you with this problem.</li> </ul>	

## TROUBLESHOOTING: TELEVISION

### I'm missing channels on my Guide.

<b>Not all channels are available on some packages.</b>	<ul style="list-style-type: none"> <li>Your current television package should be reflected on your bill.</li> <li>You can check channel listings and package information at <a href="http://www.itv-3.com">www.itv-3.com</a>.</li> </ul>	
<b>Press the Guide button to open the Guide. Directly above the date, you can view your current channel filter.</b>	<b>Filter says All or Subscribed</b>	<ul style="list-style-type: none"> <li>You are currently viewing the guide normally. Contact Technical Support.</li> </ul>
	<b>Filter does not say All or Subscribed</b>	<ul style="list-style-type: none"> <li>The Guide is currently filtering channels to only show channels set as Favorites.</li> <li>Press the Guide button repeatedly to change the filter to All (shows all channels) or Subscribed (shows only channels you subscribe to).</li> </ul>

### I have no picture.

<b>Check the light on the front of the STB/DVR.</b>	<b>STB has a blue ring or green dot on front</b>	<ul style="list-style-type: none"> <li>The STB/DVR has power.</li> </ul>
	<b>STB has a red ring or dot on front</b>	<ul style="list-style-type: none"> <li>The STB/DVR has power but is off. Press the POWER button.</li> </ul>
	<b>STB has no lights on front</b>	<ul style="list-style-type: none"> <li>The STB/DVR does not have power. Check the power cable.</li> <li>Is the STB/DVR plugged into an outlet controlled by a light switch?</li> </ul>
<b>Is the TV powered?</b>  *There are many TV models, so these instructions may not be specific. Please consult your TV's instruction manual.	<b>TV has a blue or green light on front</b>	<ul style="list-style-type: none"> <li>The television is powered.</li> </ul>
	<b>TV has a red or amber light on front</b>	<ul style="list-style-type: none"> <li>The television may be on standby. Press the POWER button.</li> </ul>
	<b>TV has no light on front</b>	<ul style="list-style-type: none"> <li>The television may be off or is not receiving power. Press the POWER button and check the power cable.</li> </ul>
<b>Is your screen blue or snowy?</b>	<ul style="list-style-type: none"> <li>Change the TV channel to 03.</li> <li>If you still cannot view your content, change the TV channel to 04.</li> <li>If this still does not work, continue to the next troubleshooting step.</li> </ul>	
<b>Ensure the TV is set to the proper input.</b>  Check the "Television Location and Input" under the How To guide to find which input your box has.  Press the INPUT button on your remote to cycle video input.	<b>One input does not work</b>	<ul style="list-style-type: none"> <li>A television may have more than one input. Continue to press the Input button to cycle through them. Your STB/DVR is likely connected to one of the HDMI ports.</li> </ul>
	<b>No inputs work</b>	<ul style="list-style-type: none"> <li>Check the cable going from your television to your STB/DVR. Make sure it fits snugly inside the ports on both the box and the television.</li> </ul>

## TROUBLESHOOTING: INTERNET

### I cannot connect to the internet.

iTV-3 does not support customer supplied devices (such as routers and switches, or repairing computer problems), but we are happy to go the extra mile to assist you or locate someone who can.

<b>Check your connection to your router.</b>	<ul style="list-style-type: none"><li>• Try restarting the device.</li><li>• Verify the connection between the device and your router. Ensure that all Ethernet cables are firmly connected. Verify that the router is powered on.</li><li>• If you are connecting to your router wirelessly, ensure that you are connected.</li><li>• Some laptops may have a wireless (WLAN) switch on the front or side, or a wireless button on or near the keyboard. Make sure this is set to the ON (or blue) position.</li><li>• For more information on how your network is set up, please contact a local computer expert, or contact Technical Support.</li></ul>
<b>Try performing a power cycle.</b>	<ul style="list-style-type: none"><li>• Unplug the power to your router.</li><li>• Turn off all devices. Wait one minute.</li><li>• Plug the power back into your router. Wait one minute.</li><li>• Power all devices back on.</li></ul>
<b>If you have a router, try bypassing it.</b>	<ul style="list-style-type: none"><li>• Unplug the Ethernet cable from your router and plug it directly into your computer.</li><li>• If this works, the problem may lie in your router. Please contact your local computer support technician.</li><li>• If this does not work, restart your computer. If you are still having issues, please contact Technical Support.</li></ul>
<b>I'm still having issues.</b>	<ul style="list-style-type: none"><li>• Contact Technical Support. We will be happy to assist you with this problem.</li></ul>

### I cannot send or receive email.

<b>Check your webmail.</b>	<ul style="list-style-type: none"><li>• See "I Want To: Check my email" under the New User Guide.</li><li>• If this works, and you are using a program such as Outlook, please see "I Want To: Set up email on a third-party email software" under the New User Guide.</li></ul>
<b>Ensure that your mailbox is not full.</b>	<ul style="list-style-type: none"><li>• There is a bar underneath the "Zimbra" icon at the top left of your screen. This bar measures how much space is left. If your email address is full the bar will be colored in.</li><li>• To make more space, log into your webmail and delete old emails <b>as well as</b> empty trash to clear space.</li><li>• To empty your trash, click "Trash" on the left panel to access your Trash. If you delete an email from your Trash, it is permanently deleted, freeing up space in your inbox.</li></ul>

### My emails are duplicating in my third-party email program.

<b>Your email is set up to leave copies of the message on the server.</b>	<ul style="list-style-type: none"><li>• Please visit <a href="http://support.microsoft.com">http://support.microsoft.com</a> for more information on setting up Outlook, Outlook Express, Windows Mail or Windows Live Mail.</li><li>• For information on how to set up any other email client, please contact the manufacturer.</li></ul>
---	--

## TROUBLESHOOTING: MISCELLANEOUS

<b>All my services are down.</b>		
<p><b>Check your battery backup.</b></p> <p>For each installation, we install a battery backup for all your services. This is a white box about the size of a phone book and can usually be located in your basement or garage. If it becomes unplugged for any reason, even if the rest of your home is powered, your service will be interrupted in 8-12 hours once the battery has drained.</p>	<b>First two lights are green</b>	<ul style="list-style-type: none"> <li>Your battery backup is working normally.</li> </ul>
	<b>First light is amber</b>	<ul style="list-style-type: none"> <li>Your battery backup is not receiving power. Plug in the battery backup to any wall outlet. Ensure that the outlet is not controlled by a light switch.</li> </ul>
	<b>All lights are off</b>	<ul style="list-style-type: none"> <li>The battery backup has run out of power. Plug in the battery backup to any wall outlet. Ensure that the outlet is not controlled by a light switch.</li> </ul>
	<b>Last light is amber or red</b>	<ul style="list-style-type: none"> <li>The battery backup may have failed. Call Technical Support.</li> </ul>
<p><b>Check your fiber line if you have been recently installed.</b></p>	<ul style="list-style-type: none"> <li>If you recently were installed, you may have a line of fiber exposed. Our team will bury this line within 7-10 days of installation. If it has already been buried, do not attempt to tamper with or unbury it.</li> <li>Normally, walking on or driving on the cable will not damage it.</li> <li>If you notice that your cable has become damaged (for example, by animal, weather, lawnmower, etc.) do not attempt to touch it. Please contact Technical Support.</li> </ul>	
<p><b>I'm still having issues.</b></p>	<ul style="list-style-type: none"> <li>Contact Technical Support. We will be happy to assist you with this problem.</li> </ul>	

<b>I have a question about my bill.</b>	
<p><b>Check your bill.</b></p>	<ul style="list-style-type: none"> <li>Go to <a href="http://www.itv-3.com">http://www.itv-3.com</a>. Click My iTV-3 and login with your website account login and password. If you require a billing login, or if you forget your password, please contact Technical Support.</li> </ul>
<p><b>I'm still having issues.</b></p>	<ul style="list-style-type: none"> <li>Contact Customer Support. We will be happy to assist you with this problem.</li> </ul>

If you require additional assistance, or your issue is not listed here, please contact the support desk by calling (309) 689-0711. We are here to help you!



# Parental Control Guide

ITV-3 provides over 300 channels of television and thousands of Video on Demand choices. With so many programs and movies from action-packed thrillers to nature documentaries to the evening news, it's becoming harder for parents to monitor what their children are watching. ITV-3 provides a parental control option to help parents control what their children may view.

For additional assistance with this process, please call (309) 689-0711.

## ENABLING PARENTAL CONTROLS

**Use this set of instructions to enable parental controls on your set top boxes.**

- Press the Menu button on your remote.
- Using the arrow keys, use the left and right buttons to navigate to the Settings option. Press OK on your remote to select it.
- Enter your password by pressing the number keys on your remote (default: 0). Press OK.
- Navigate to "Users". Press OK to select it.
- Navigate to "Parental Control". Press OK.
- Change the settings as desired (see "Parental Controls Settings", below).
- Navigate to Submit, Press OK. This will save your settings.
- Navigate to "Preferences". Press OK to select it.
- Navigate to the "Parental Control" option. Press OK to check it.
- Navigate to Submit, Press OK. This will save your settings.
- Press Exit to close the menu. You now have enabled parental controls.

## PARENTAL CONTROLS SETTINGS

**This box explains the different Parental Control settings available. See [www.tvguidelines.org](http://www.tvguidelines.org) for more information on ratings.**

- **Movie Rating:** The highest Video on Demand content the user can view.
- **TV Rating:** The highest TV content the user can view.
- **Unlock Timer:** Primary User Only. If set, you may press Menu and select "Control On" to unlock Parental Controls for this amount of time.
- **Unrated Programs:** Primary User Only. This will block
- Specific content may also be blocked using the boxes below. Navigate your cursor to the option you wish to block and press the OK button to select it.

## MULTIPLE USER PARENTAL LOCK

**Use this set of instructions to have different parental controls on each TV.**

- Press the Menu button on your remote.
- Using the arrow keys, use the left and right buttons to navigate to the Settings option. Press OK on your remote to select it.
- Enter your password by pressing the number keys on your remote (default: 0). Press OK.
- Navigate to "Preferences". Press OK to select it.
- Navigate to the "Parental Control" option. Press OK to check it.
- Navigate to the "Require Login" option. Press OK to check it.
- Navigate to Submit, Press OK. This will save your settings.
- You now have enabled parental controls.

## UNLOCKING PARENTAL CONTROLS

**Use these instructions to temporarily disable parental controls or change users.**

To temporarily disable parental controls (Primary User only):

- Press the Menu button on your remote. Navigate to "Control On". Press the OK button on your remote.
- Enter your password for the primary user (default: 0). This will temporarily disable parental controls. You will be required to re-enter your password after the amount of time set for the Unlock Timer (see Parental Control Settings, above).

To change users (if using Multiple User Parental Lock):

- Press the Menu button on your remote. Navigate to "Log Out". Press the OK button on your remote.
- This will log the current user out. You will need to select a new user and enter their password to continue viewing.

# THE TV PARENTAL GUIDELINES

## THE RATINGS

**Audience:** indicates the audience for which a television program is appropriate. →

**Content Label:** indicates a show may contain higher levels of violence, sex, adult language, or suggestive dialogue. →



### The Content Labels

TV Parental Guidelines may have one or more letters added to the basic rating to let parents know when a show may contain violence, sex, adult language or suggestive dialogue.

**D** – suggestive dialogue (usually means talks about sex)

**L** – coarse or crude language

**S** – sexual situations

**V** – violence

**FV** – fantasy violence (children’s programming only)



### All Children

This program is designed to be appropriate for all children. Whether animated or live-action, the themes and elements in this program are specifically designed for a very young audience, including children from ages 2-6. This program is not expected to frighten younger children.



### Directed to Older Children

This program is designed for children age 7 and above. It may be more appropriate for children who have acquired the developmental skills needed to distinguish between make-believe and reality. Themes and elements in this program may include mild fantasy violence or comedic violence, or may frighten children under the age of 7. Therefore, parents may wish to consider the suitability of this program for their very young children.



### Directed to Older Children – Fantasy Violence

For those programs where fantasy violence may be more intense or more combative than other programs in this category, such programs will be designated TV-Y7-FV.



### General Audience

Most parents would find this program suitable for all ages. Although this rating does not signify a program designed specifically for children, most parents may let younger children watch this program unattended. It contains little or no violence, no strong language and little or no sexual dialogue or situations.



### Parental Guidance Suggested

This program contains material that parents may find unsuitable for younger children. Many parents may want to watch it with their younger children. The theme itself may call for parental guidance and/or the program may contain one or more of the following: some suggestive dialogue (D), infrequent coarse language (L), some sexual situations (S), or moderate violence (V).



### Parents Strongly Cautioned

This program contains some material that many parents would find unsuitable for children under 14 years of age. Parents are strongly urged to exercise greater care in monitoring this program and are cautioned against letting children under the age of 14 watch unattended. This program may contain one or more of the following: intensely suggestive dialogue (D), strong coarse language (L), intense sexual situations (S), or intense violence (V).



### Mature Audience Only

This program is specifically designed to be viewed by adults and therefore may be unsuitable for children under 17. This program may contain one or more of the following: crude indecent language (L), explicit sexual activity (S), or graphic violence (V).