

# Congratulations!

## New User Guide







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Welcome to iTV-3, and congratulations on making the switch to our fiber optic network! We look forward to bringing you crystal clear call quality, the sharpest picture, and the fastest internet speeds in the area.

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 guide may answer some of your questions. However, if you require additional assistance, please contact our office with one of the following methods:

|                          |   |
|--------------------------|---|
| Customer Service         | (309) 670-1221 (or 611 on iTV-3 phones) |
| Email: Technical Support | support@itv-3.com                       |
| Email: General Questions | info@itv-3.com                          |

#### Office Hours

Mon-Fri 8a - 10p | Sat-Sun 9a - 5p

On call technicians are available after-hours for technical emergencies.  
Dial option 4 after-hours to be connected to an on call technician.

|                                    |       |    |
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## What's so special about fiber optics?

iTV-3 is building a brand new communications network that is 100% fiber optic. This means that your data moves at the speed of light.

Fiber optics make for the perfect upgrade because everything moves digitally giving you superb HD picture quality, crystal clear voice, and super-fast Internet speeds. This is the advanced communications network you've been waiting for.

Our fiber optic network is installed completely underground so its less susceptible to inclement weather and easier to maintain. This assures you better availability and lower prices.

## Is the price promotional?

Our prices are as advertised. No tricks.

For your first few months you will receive a promotion which will reduce the cost of your bill by half and give you access to our Everything Package at no additional cost. At the end of this promotion, we will contact you to see if you wish to stay on the Everything Package. If we don't get a hold of you, we will automatically remove the additional channels—unlike some companies, we don't hope you forget about it so we can charge you more.

## What if I have a friend that is interested in service?

Have them mention your name and address as a referral when they sign up. When they are installed, your next bill will be at half price for one month!

## How does the TV service work?

iTV-3's fiber optics go all the way to your home and are then connected to your existing coaxial cable, which plugs into the set-top box that we connect to your TV.

## What does the Set Top Box (STB) do?

It allows us to bring you hundreds of Standard and High Definition TV channels all in crystal clear digital quality, at a level that only fiber optics can provide. It also provides the channel guide, control of your Digital Video Recorder (DVR), Parental Controls, and many more features that are being added all the time.

## What is HD? Does it cost extra?

HD stands for High Definition and is a high quality picture that most widescreens and newer tvs can take advantage of. All of our packages include HD channels at no additional cost.

## What internet speeds are available?

We offer many speeds starting at 3Mbps to over 100Mbps.

## Is there a limit on how much I can download per month?

No. With iTV-3 you can download, stream, and browse as much as you want with no caps or ceilings.

## Can I get an email account?

Yes! You can add up to 5 email addresses with your account.

## What features are included with my phone service?

Voicemail, caller ID number, call waiting, call forwarding, and E911 are just some of the features that come standard with your phone service. See Page 30 for details.

## Will my phones still work if the power goes out?

With our battery backup, a corded phone will still function for up to 12 hours after the power goes out.

CALL BEFORE YOU  DIG.

*Prior to digging in your yard  
call 811 for JULIE.  
It's the law.*



Know what's below.  
**Call** before you dig.



# High Definition Television

---

Stunning high definition television with Dolby Digital sound.

- Over 300 available channels
- Over 100 available High Definition channels
- Crystal clear, High Definition video is included
- Thousands of movies on demand
- All digital, uncompressed video quality, all of the time
- DVR allows you to easily record your favorite shows
- Pause, rewind, and play back live TV at the touch of a button
- Over 50 fully digital music channels

# High Speed Internet

---

True broadband that you don't share with your neighbors.

- 100% Fiber optic network, faster than DSL and Cable
- Unlimited usage, no metering
- Connection is always on
- Not shared with your neighbors
- True and dedicated 10 and 20 Mbps speeds, up to 100Mbps
- Low ping times optimized for gamers

# Phone Service

---

Crystal clear sound and free, unlimited calling to anywhere in the US and Canada.

- Advanced features included: call waiting, call forwarding, and more!
- Unlimited calling within US/Canada with an Unlimited package
- Keep your existing phone number
- Caller ID
- Works with your existing phones
- Battery back-up: your phone works even during a power outage

## Essential TV

|     |                                |     |                              |     |                                  |
|-----|--------------------------------|-----|------------------------------|-----|----------------------------------|
| 127 | A&E Network                    | 122 | FX                           | 55  | TBN Enlace USA                   |
| 527 | A&E Network HD                 | 522 | FX HD                        | 466 | TBN HD                           |
| 141 | ABC Family Channel             | 22  | Government Access            | 120 | TBS Superstation                 |
| 541 | ABC Family Channel HD          | 101 | Hallmark Channel             | 520 | TBS Superstation HD              |
| 208 | American Movie Classics        | 68  | Halogen TV                   | 52  | The Church Channel TCC           |
| 608 | American Movie Classics HD     | 468 | Halogen TV HD                | 160 | The Discovery Channel            |
| 168 | Animal Planet                  | 181 | Headline News (CNN)          | 560 | The Discovery Channel HD         |
| 568 | Animal Planet HD               | 581 | Headline News HD (CNN)       | 139 | The Disney Channel               |
| 188 | BBC America                    | 195 | HGTV                         | 539 | The Disney Channel HD            |
| 137 | BET                            | 595 | HGTV HD                      | 86  | The Golf Channel                 |
| 89  | Big Ten Network                | 162 | History                      | 486 | The Golf Channel HD              |
| 489 | Big Ten Network HD             | 562 | History HD                   | 169 | The Hub                          |
| 125 | Bravo                          | 60  | Home Shopping Network HSN    | 161 | The Learning Channel             |
| 525 | Bravo HD                       | 460 | Home Shopping Network HSN HD | 561 | The Learning Channel HD          |
| 180 | Cable News Network CNN         | 67  | Inspirational Network        | 81  | The NFL Network                  |
| 580 | Cable News Network CNN HD      | 51  | Jesus Christ Television JCTV | 481 | The NFL Network HD               |
| 126 | Chiller                        | 63  | Jewelry Television           | 73  | The Weather Channel              |
| 217 | CMT                            | 463 | Jewelry Television HD        | 473 | The Weather Channel HD           |
| 184 | CNBC                           | 103 | Lifetime Movie Network       | 64  | The World Network The World      |
| 584 | CNBC HD                        | 503 | Lifetime Movie Network HD    | 521 | TNT HD                           |
| 316 | CNN International              | 102 | Lifetime Television          | 205 | Travel Channel                   |
| 490 | ComCast SportsNet HD           | 502 | Lifetime Television HD       | 605 | Travel Channel HD                |
| 90  | ComCast SportsNet Chicago      | 583 | Microsoft NBC HD MSNBC       | 66  | Trinity Broadcasting Network TBN |
| 91  | ComCast SportsNet Chicago Plus | 183 | Microsoft NBC MSNBC          | 121 | Turner Network Television TNT    |
| 491 | ComCast SportsNet Plus HD      | 84  | MLB Network                  | 124 | TV Land                          |
| 131 | Comedy Central                 | 484 | MLB Network HD               | 123 | USA Network                      |
| 531 | Comedy Central HD              | 210 | MTV                          | 523 | USA Network HD                   |
| 70  | CSPAN                          | 610 | MTV HD                       | 480 | Versus HD NBC Sports             |
| 71  | CSPAN2                         | 230 | Mun2                         | 80  | Versus NBC Sports                |
| 72  | CSPAN3                         | 166 | National Geographic Channel  | 220 | VH1                              |
| 140 | Disney Jr.                     | 566 | National Geographic HD       | 620 | VH1 HD                           |
| 540 | Disney Jr. HD                  | 83  | NHL Network                  | 59  | WAOE UPN                         |
| 142 | Disney XD                      | 483 | NHL Network HD               | 459 | WAOE UPN HD                      |
| 542 | Disney XD HD                   | 147 | Nick Jr.                     | 25  | WEEK NBC                         |
| 106 | E! Entertainment Style         | 145 | Nickelodeon                  | 425 | WEEK HD NBC                      |
| 130 | E! Entertainment Television    | 545 | Nickelodeon HD               | 26  | WEEK NBC Weather Plus            |
| 530 | E! HD                          | 203 | OWN                          | 9   | WGN America                      |
| 75  | ESPN                           | 105 | Oxygen                       | 409 | WGN America HD                   |
| 79  | ESPN 2                         | 474 | Quality Value Network HD QVC | 19  | WHOI ABC                         |
| 479 | ESPN 2 HD                      | 74  | Quality Value Network QVC    | 20  | WHOI CW+                         |
| 475 | ESPN HD                        | 61  | Shop NBC                     | 419 | WHOI HD ABC                      |
| 65  | EWTN                           | 50  | Smile of a Child             | 31  | WBMD CBS                         |
| 465 | EWTN HD                        | 100 | SoapNet                      | 431 | WBMD CBS HD                      |
| 196 | Food Network                   | 85  | Speed Channel                | 48  | WTVP Create                      |
| 596 | Food Network HDTV              | 485 | Speed Channel HD             | 47  | WTVP PBS                         |
| 182 | Fox News Channel               | 136 | Spike TV                     | 447 | WTVP PBS HD                      |
| 582 | Fox News Channel HD            | 536 | Spike TV HD                  | 49  | WTVP World                       |
| 92  | Fox Sports Midwest             | 135 | Syfy                         | 43  | WYZZ FOX                         |
| 492 | Fox Sports Midwest HD          | 535 | Syfy HD                      | 443 | WYZZ FOX HD                      |



## Essential+ TV

|     |                                  |     |                                |     |                              |
|-----|----------------------------------|-----|--------------------------------|-----|------------------------------|
| 187 | ABC News Now                     | 143 | Fuel                           | 710 | Outdoor HD                   |
| 215 | BET Gospel                       | 134 | G4                             | 625 | Palladia                     |
| 314 | Bloomberg                        | 534 | G4 HD                          | 150 | PBS Kids Sprout              |
| 315 | Boomerang                        | 948 | Galaxie, Your Musical Universe | 202 | Planet Green                 |
| 144 | Cartoon Network                  | 219 | Great American Country         | 602 | Planet Green HD              |
| 544 | Cartoon Network HD               | 313 | GSN: Game Show                 | 311 | ReelzChannel                 |
| 88  | CBS College Sports               | 303 | H2                             | 711 | ReelzChannel HD              |
| 488 | CBS College Sports HD            | 304 | Hallmark Movies                | 165 | Science                      |
| 216 | CENTRIC                          | 704 | Hallmark Movies HD             | 565 | Science HD                   |
| 132 | Cloot                            | 775 | HDNet                          | 148 | Teen Nick                    |
| 218 | CMT Pure Country                 | 776 | HDNet Movies                   | 309 | Tennis Channel               |
| 185 | CNBC World                       | 703 | History International HD H2    | 709 | Tennis Channel HD            |
| 301 | Crime & Investigation Network    | 164 | Investigation Discovery        | 302 | The Biography Channel        |
| 701 | Crime & Investigation Network HD | 564 | Investigation Discovery HD     | 702 | The Biography Channel HD     |
| 197 | Do It Yourself Network           | 104 | Lifetime Real Women            | 199 | The Cooking Channel          |
| 77  | ESPN Classics                    | 133 | Logo                           | 128 | truTV                        |
| 76  | ESPN News                        | 163 | Military Channel               | 528 | truTV HD                     |
| 476 | ESPN News HD                     | 300 | Military History               | 606 | Turner Classic Movies HD TCM |
| 78  | ESPN U                           | 211 | MTV 2                          | 206 | Turner Classic Movies TCM    |
| 478 | ESPN U HD                        | 212 | MTV Hits                       | 760 | Universal HD                 |
| 204 | Fit TV                           | 213 | MTV Jams                       | 755 | Velocity Channel HD          |
| 186 | Fox Business Network             | 223 | MTVTr3s                        | 221 | VH1 Classic Rock             |
| 586 | Fox Business Network HD          | 214 | MTVU                           | 222 | VH1 Soul                     |
| 306 | Fox College Sports (Atlantic)    | 167 | Nat Geo Wild                   | 317 | Wealth Television            |
| 307 | Fox College Sports (Central)     | 146 | Nickelodeon Too                | 717 | Wealth Television HD         |
| 308 | Fox College Sports (Pacific)     | 149 | Nicktoons Network              |     | 50 Music Channels            |
| 207 | Fox Movie Channel                | 310 | Outdoor Channel                |     |                              |

## Showtime / TMC

|     |                |     |                 |     |                      |
|-----|----------------|-----|-----------------|-----|----------------------|
| 800 | FLIX           | 809 | Showcase        | 817 | SHO Women            |
| 802 | SHO            | 810 | Showcase HD     | 819 | The Movie Channel    |
| 804 | SHO HD         | 811 | SHO Beyond      | 820 | The Movie Channel HD |
| 805 | SHO Extreme    | 813 | SHO Family Zone | 821 | TMC XTRA             |
| 806 | SHO Extreme HD | 815 | SHO 2           | 822 | TMC XTRA HD          |
| 807 | SHO Next       | 816 | Showtime 2 HD   |     |                      |

## Starz / Encore

|     |                |     |                 |     |                        |
|-----|----------------|-----|-----------------|-----|------------------------|
| 830 | Encore         | 842 | Encore WAM      | 856 | Starz Comedy HD        |
| 832 | Encore HD      | 844 | Encore Westerns | 858 | Starz Edge             |
| 834 | Encore Action  | 850 | Starz           | 860 | Starz Edge HD          |
| 836 | Encore Drama   | 851 | Starz HD        | 862 | Starz in Black         |
| 838 | Encore Love    | 852 | Starz Cinema    | 864 | Starz Kids & Family    |
| 840 | Encore Mystery | 854 | Starz Comedy    | 866 | Starz Kids & Family HD |

## HBO

|     |         |     |                  |     |               |
|-----|---------|-----|------------------|-----|---------------|
| 900 | HBO     | 904 | HBO Family       | 908 | HBO Comedy    |
| 901 | HBO HD  | 905 | HBO Family HD    | 909 | HBO Comedy HD |
| 902 | HBO 2   | 906 | HBO Signature    | 910 | HBO Zone      |
| 903 | HBO2 HD | 907 | HBO Signature HD | 911 | HBO Zone HD   |

## Cinemax

|     |            |     |                |     |             |
|-----|------------|-----|----------------|-----|-------------|
| 920 | Cinemax    | 925 | ActionMax HD   | 930 | WMAX        |
| 921 | Cinemax HD | 926 | ThrillerMax    | 931 | WMAX HD     |
| 922 | MoreMax    | 927 | ThrillerMax HD | 932 | OuterMax    |
| 923 | MoreMax HD | 928 | 5StarMax       | 933 | OuterMax HD |
| 924 | ActionMax  | 929 | 5StarMax HD    | 934 | AtMax       |

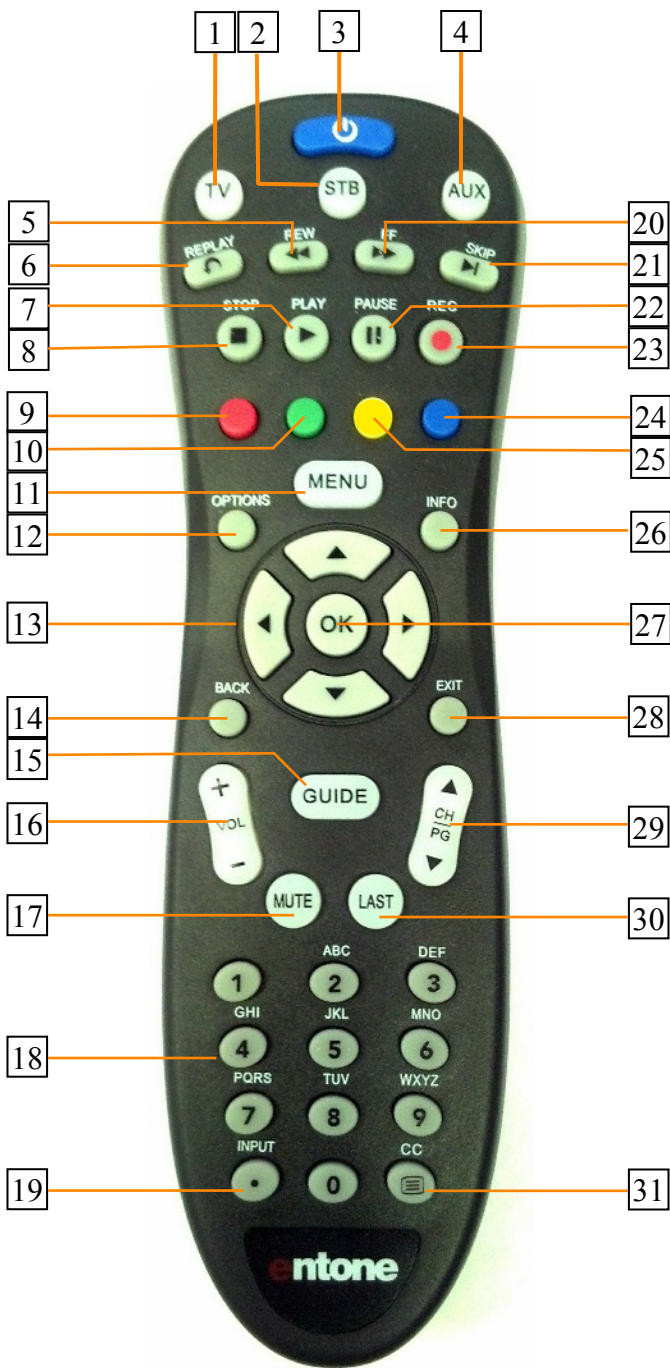
The diagram and list provide a brief description of remote control features for Entone boxes.

Please note that your remote may vary slightly from the one pictured, although the layout is identical.

1. **TV** – Puts remote control in TV mode.
2. **STB** – Puts remote control in STB mode.
3. **POWER** – Switches the power on/off for the currently selected device. Switches STB to power on/standby mode.
4. **AUX** – Selects to control AUX device.
5. **FAST REVERSE** – Starts fast reverse for VOD / DVR / live channel.
6. **REPLAY** – Replays the last 30 seconds of programming..
7. **PLAY** – Play button for VOD / DVR / live channel.
8. **STOP** – Stop button for VOD / DVR / live channel.
9. **RED / DVR** – Shortcuts to DVR Menu (if available).
10. **GREEN / LIVE** – Shows the currently playing live channel.
11. **MENU** – Shows the on-screen menu
12. **OPTION** – Changes the size of the screen/screen aspect.
13. **ARROW KEYS** – Navigates right, left, up, down in the Guide and menus..
14. **BACK** – Changes channel to the most recently viewed channel
15. **GUIDE** – Shows the Guide.
16. **VOL + / -** – Increases or decreases volume of the currently selected device.
17. **MUTE** – Turns the volume of the currently selected device off.
18. **NUMBER KEYS** – Allows direct access to specific channels and menu items.
19. **INPUT** – Changes the current A/V input of the selected device.
20. **FAST FORWARD** – Starts fast forward for VOD / DVR / live channel
21. **SKIP** – Goes to next movie chapter for VOD.
22. **PAUSE** – Pause button for VOD / DVR / live channel
23. **RECORD** – Records live channel
24. **BLUE / VOD** – Shortcuts to Movies On Demand.
25. **YELLOW / MEDIA** – Shortcuts to My Library.
26. **INFO** – Shows on-screen information about the current TV / VOD / DVR program.
27. **OK** – Executes the currently selected menu option.
28. **EXIT** – Exits all currently opened menus and returns to Live TV.
29. **CH UP/DOWN** – Changes channel up or down.
30. **LANG** – Toggle different language in TV audio
31. **CC.** – Enables or disables closed captioning on the TV.

To program your remote to a new TV: see Pages 33-37.

Remember to always use fresh AA Alkaline batteries to ensure remote control performance. Never re-use old batteries.



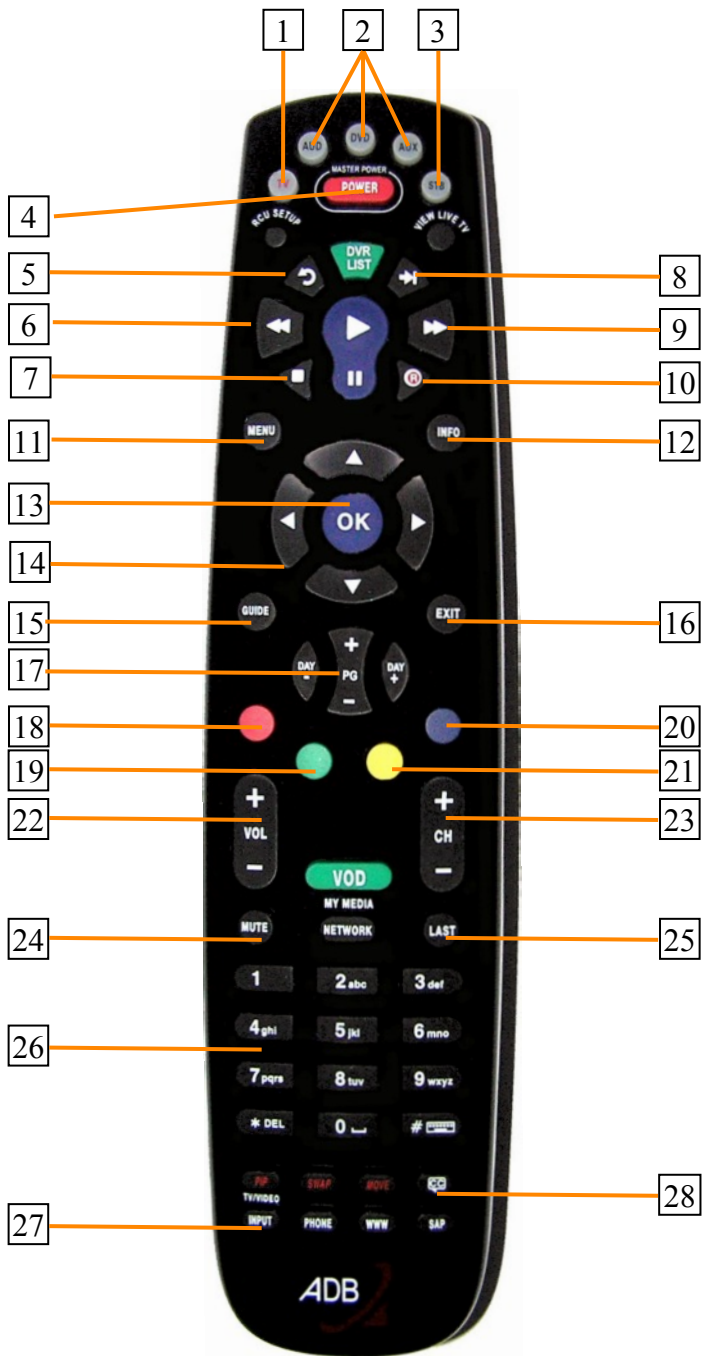
The diagram and list provide a brief description of remote control features for ADB boxes.

Please note that your remote may vary slightly from the one pictured, although the layout is identical.

1. **TV** – Puts remote control in TV mode.
2. **AUD/DVD/AUX** – Selects to control alternate devices attached to your TV.
3. **STB** – Puts remote control in STB mode.
4. **POWER** – Switches the power on/off for the currently selected device. Switches STB to power on/standby mode.
5. **REPLAY** – Replays the last 30 seconds of programming..
6. **FAST REVERSE** – Starts fast reverse for VOD / DVR / live channel.
7. **STOP** – Stop button for VOD / DVR / live channel.
8. **SKIP** – Goes to next movie chapter for VOD..
9. **FAST FORWARD** – Starts fast forward for VOD / DVR / live channel
10. **RECORD** – Records live channel
11. **MENU** – Shows the on-screen menu
12. **INFO** – Shows on-screen information about the current TV / VOD / DVR program.
13. **OK** – Executes the currently selected menu option.
14. **ARROW KEYS** – Navigates right, left, up, down in the Guide and menus.
15. **GUIDE** – Shows the Guide.
16. **EXIT** – Exits all currently opened menus and returns to Live TV.
17. **PAGE + / -** – Scroll through the guide an entire page at a time.
18. **RED / DVR** – Shortcuts to DVR Menu (if available).
19. **GREEN / LIVE** – Shows the currently playing live channel.
20. **BLUE / VOD** – Shortcuts to Movies On Demand.
21. **YELLOW / MEDIA** – Shortcuts to My Library.
22. **VOL + / -** – Increases or decreases volume of the currently selected device.
23. **CH UP/DOWN** – Changes channel up or down.
24. **MUTE** – Turns the volume of the currently selected device off.
25. **LAST** – Changes channel to the most recently viewed channel
26. **NUMBER KEYS** – Allows direct access to specific channels and menu items.
27. **INPUT** – Changes the current A/V input of the selected device.
28. **CC.** – Enables or disables closed captioning on the TV.

To program your remote to a new TV: see Page 38.

Remember to always use fresh AA Alkaline batteries to ensure remote control performance. Never re-use old batteries.



The menu is where you will control most of your watching experience. From here you can access the Guide, change Parental Controls, change settings on each of your boxes, and more. Pressing the MENU button on your remote will open the Menu Bar.



The menu bar.

Use the LEFT ARROW and RIGHT ARROW buttons to navigate to your choice, then press the OK button to select it. To exit, press the EXIT or BACK button, or wait a few seconds.



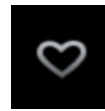
#### SEARCH

Search the Guide or On Demand content for specific programming.



#### SETTINGS

Change various settings on your STB/DVR.



#### FAVORITES

Set up your favorite channels in an easy to surf list.



#### PPV

Shows a listing of current Pay-Per-View programming available.



#### GUIDE

Opens the Guide, an interactive list of channels and programming.



#### VIDEO ON DEMAND

A list of On Demand movies and events you can play anytime.



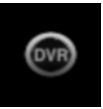
#### MY LIBRARY

Shows a list of scheduled events and purchased On Demand content.



#### TV ON DEMAND

Access On Demand episodes of your favorite shows any day, any time.



#### DVR

(DVR boxes only)  
Check current saved and scheduled recordings.

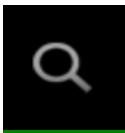


#### CONTROL ON/OFF

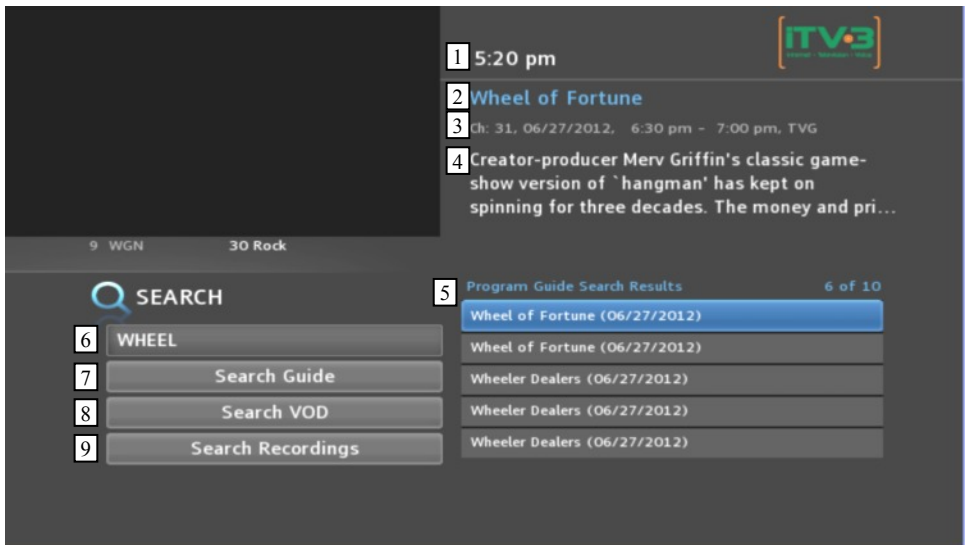
Lock/unlock Parental Controls. See Page 26 for details.

The following pages explain each option in greater detail.

Please note that these icons and screenshots use the NuBlu aesthetic theme which is default on most boxes. Depending on your aesthetic theme settings, your options may be in slightly different locations. See Page 16 for more information on aesthetic skins.



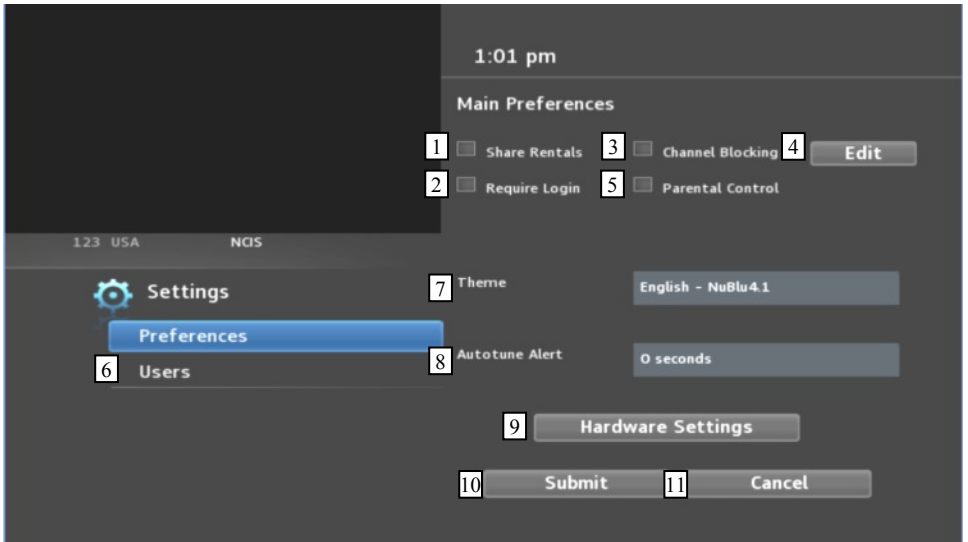
Opens the Search menu. Find shows quickly and easily by searching by name, actors or description. See a preview of the channel and read information about the show, set a reminder to tune in the channel at a certain time, or set your DVR to automatically record the show so you can watch later.



- 1. Time:** Displays the current time.
- 2. Selected Program Name:** Displays the name of the currently selected program.
- 3. Selected Program Airtime:** Displays the channel, date and time that the currently selected program will air.
- 4. Selected Program Information:** Displays a short description of the currently selected program.
- 5. Search Results:** Shows the results of the last search. Press OK on any of these to set up automatic scheduling such as recording or autotune.
- 6. Search Box:** Press OK on the Search Box to open a keyboard where you can type in the name of any program to search for. You may enter the whole name or part of a name and Search will look at the title, actors, and the description of the program. (For example, to find the movie Groundhog Day, you could enter “Groundhog Day”, “Groundhog”, “Bill Murray” or even “Punxsutawney Phil”.)
- 7. Search Guide:** Begins a search on the Guide for the words entered in the Search Box.
- 8. Search VOD:** Begins a search through both free and paid Video on Demand content.
- 9. Search Recordings:** (DVR Only) Begins a search through saved and scheduled recordings.



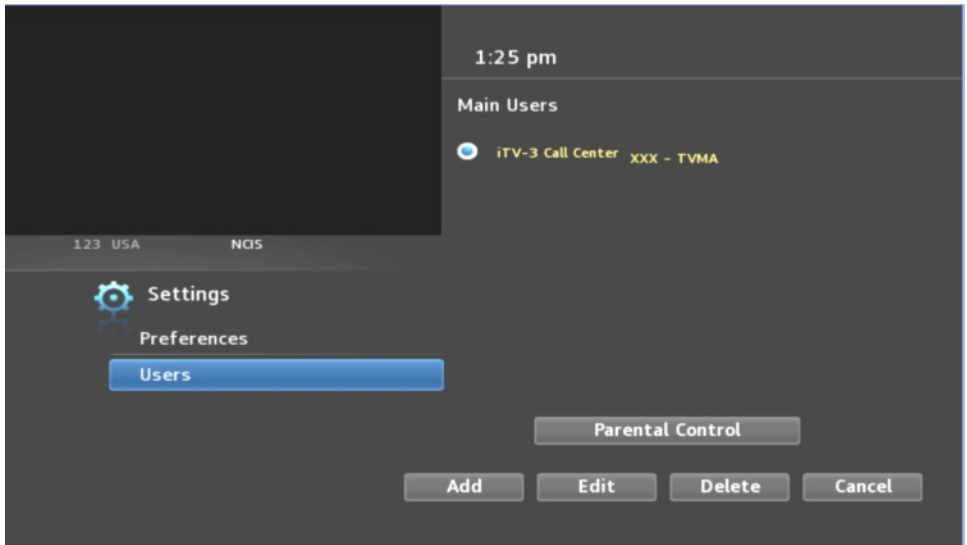
Opens the Settings menu. From here you can change various options that affect your viewing experience such as Parental Controls and aesthetic themes.



- 1. Share Rentals:** Allows rentals purchased on one user to be viewed by all users on a STB.
- 2. Require Login:** Requires user login on startup.
- 3. Channel Blocking:** Allows specific channels to be removed from view.
- 4. Edit Channel Blocking:** Changes which specific channels are removed from view when Channel Blocking is enabled.
- 5. Parental Control:** Activates Parental Controls on this box (see Page 26 for more details).
- 6. Users:** Opens the Users menu (see the next page or Page 26 for more details).
- 7. Theme:** Changes the aesthetic theme of the menu and guide. **Changing this option will cause the STB/DVR to reboot.**
- 8. Autotune Alert:** Sets the time before the STB changes to a scheduled Autotune channel (see Guide for more details).
- 9. Hardware Settings:** Opens the Hardware Settings menu. **Hardware Settings are advanced settings and should only be edited by an iTV-3 technician.**
- 10. Submit:** Saves changes made and applies them, returning to live TV.
- 11. Cancel:** Ignores all changes made and exits, returning to live TV.



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.

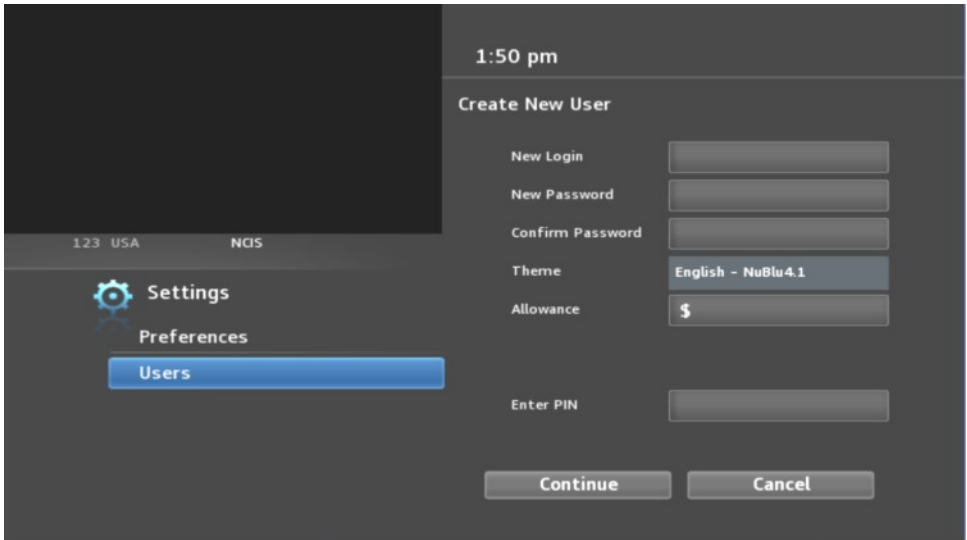


**Add:** Adds a new user to the STB/DVR.

**Edit:** Edits the currently selected user (requires PIN).

**Delete:** Deletes the currently selected user (requires PIN).

**Parental Control:** Opens the Parental Control settings for the selected user (see Page 26).



**New Login:** The name of the user.

**Password:** The login password of the user. **Note that this is different from the primary user PIN.**

**Theme:** The preferred aesthetic theme of the menu and guide.


**Allowance:** The monthly allowance for VoD and PPV content.

**Enter PIN:** The primary user's PIN, required to create or edit users.

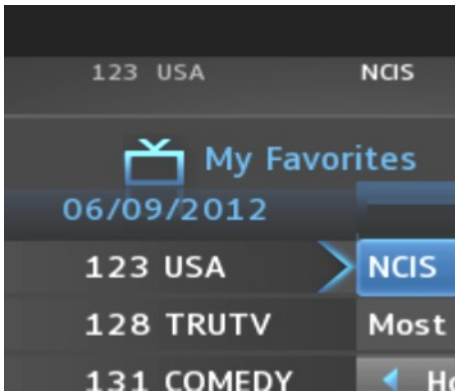


Opens the Favorites menu. Setting Favorites allows you to set a specific list of channels that will appear on your guide—for example, you could set a “Kids Choice” favorite list with Disney, Nickelodeon, and Cartoon Network, and only these channels will be displayed.



Select your preferred channel favorites from the list on the left. Channels with a  symbol will be included in your Favorites list.

Pressing the Guide button while the Guide is already open will cycle the Guide Filter.



**All:** Shows all channels, even ones you don't subscribe to. Channels you do not subscribe to will say “Video Signal Blocked”

**Subscribed:** Shows only channels you subscribe to in your current package.

**HD:** Shows only HD channels in your current package.

**PPV:** Shows only PPV channels.

The Guide Filter will also cycle through your Favorites list (as shown on the left) to only show your favorite channels.






Opens the Guide, which shows a listing of all currently playing programs as well as programs for up to seven days from the current day. You can also set reminders to let you know when your favorite shows are playing, and if you have DVR service, record programs automatically as new episodes premiere.

The screenshot shows a TV guide interface. At the top right is the 'ITV3' logo. Below it, a program 'BBC World News' is highlighted in blue. To the left of the program name, the time '2:10 pm' is displayed. Below the program name, a short description reads 'New 2:00 pm - 2:30 pm, NR'. Below the description, a small square icon with a white 'CC' (closed captioning) symbol is visible. In the top left corner, the channel '123 USA' and the program name 'NCIS' are shown. Below the channel and program name, a filter icon (a TV with a magnifying glass) and the word 'All' are visible. Below the filter, the date '06/09/2012' is shown. Below the date, a grid of program listings is displayed. The first row of the grid is highlighted in blue and contains the following information: '189 BBC WN', '2:00 pm', 'BBC World News', 'Click', and 'Reporters'. The second row contains '195 HGTV', 'Income Property', 'Income Property', and 'Income Property'. The third row contains '196 FOOD', 'Sweet Genius', and 'Diners, Drive-Ins an...'. The fourth row contains '197 DIY', 'Indoors Out', 'Yard Crashers', and 'Yard Crashers'. The fifth row contains '199 COOKING', 'Rachael Ray's Week in a Day', and 'Kelsey's Essentials'.

**1. Time:** Displays the current time.

**2. Selected Program Name:** Displays the name of the currently selected program.

**3. Selected Program Airtime:** Displays the time that the currently selected program will air.

**4. Selected Program Information:** Displays a short description of the currently selected program. The  logo will appear where closed captioning is available.

**5. Current Channel:** Displays the currently playing channel. The program currently playing will display in the top left corner.

**6. Current Program:** Displays the name of the currently playing program.

**7. Guide Filter:** Displays the current guide filter (see page 18).

**8. Date:** Displays the date for the current selection on the Guide.

**9. Guide:** The current selection is highlighted in blue.



This show is set to record. It will automatically begin recording when the episode begins playing.



This show is set to record as a series. All episodes of this series will be recorded. This show is set to record.



The show is set to record as a series but this specific episode will be skipped.



This is a new (or live) episode of this series.



This show is scheduled to Autotune. When the episode begins playing, the STB/DVR will automatically change channel to the program.



This show is scheduled as a Reminder. When the episode begins playing, a message will appear on the STB/DVR to remind you the program is being aired.

Pressing OK will select the highlighted program, bringing up the following menu.



**Schedule Event:** Opens the menu below for specific event scheduling.

**Record Program:** (DVR Only) Schedules the program to record. It will automatically begin recording when the episode begins playing.

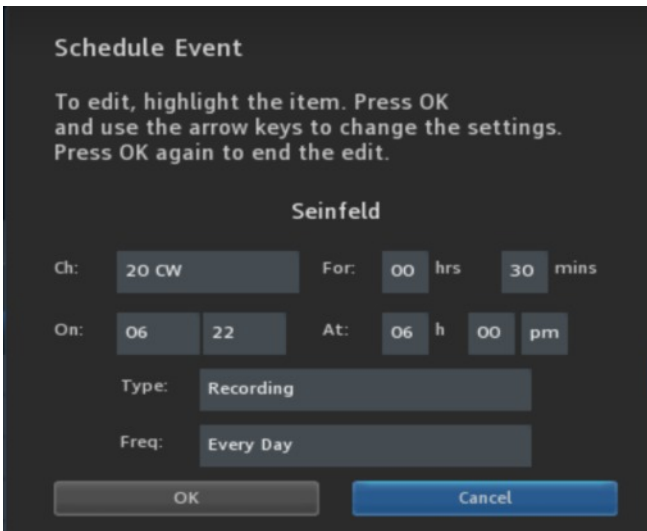
**Record Series:** (DVR Only) Schedules the program to record as a series. All episodes of this series will be recorded.

**Set Reminder:** Sets a reminder for the show. When the episode begins playing, a message will appear on the STB/DVR to remind you the program is being aired.

**Set Autotune:** Schedules the program to Autotune. When the episode begins playing, the STB/DVR will automatically change channel to the program.

**Expanded Info:** Shows a full description of the selected program.

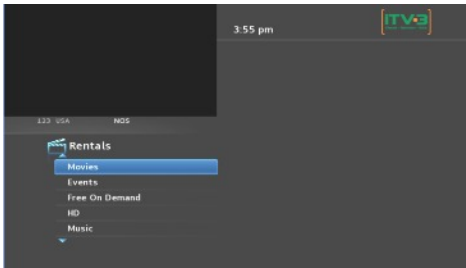
**Cancel:** Returns to the Guide.



The Schedule Event menu allows you more specific control on scheduling events. You can set an event to record or autotune daily, weekly, or monthly at a specific time.



Opens the Movies on Demand menu. The Movies on Demand menu contains a large list of rentable movies, events and music playlists for your selection, in addition to a free On Demand selection.



Each movie or event has a different price for rental which is shown next to the title of the movie or event.

Content is available for 24 hours from purchase unless otherwise specified.

Rentals and PPV charges will appear on your next month's bill.



Opens the PPV page.

This is a shortcut to changing the Guide Filter to PPV Only. More content will be added at a later time.

If you do not see this as an option on your account, please contact Customer Support to have this enabled on your account.

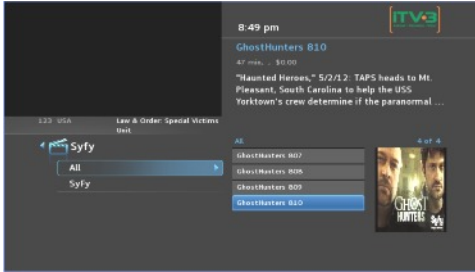
Content is available for 24 hours from purchase unless otherwise specified.

Rentals and PPV charges will appear on your next month's bill.



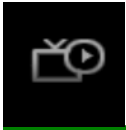
Opens the TV on Demand menu. Many channels provide free Video on Demand content so you can watch episodes of your favorite shows any time, any day.

Select the channel in which you wish to display TV on Demand content. Some channels may further divide their TV on Demand content into categories for easier browsing. Select the show that you wish to view and press OK to begin playing the content.

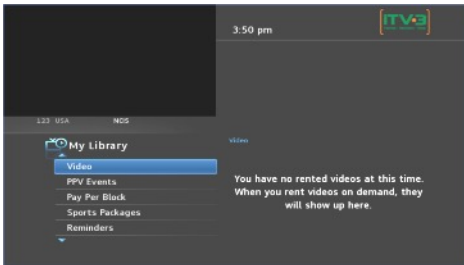


Please note that not all channels carry Video on Demand content. We are constantly adding new VoD content, so check back often for your favorite shows.

Please note: you may see a message that says "You have not subscribed to this SVOD package". Please call 877-YES-ITV3 to get this package". You may ignore this. You can still access channels you subscribe to.

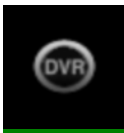


Opens the Library menu.

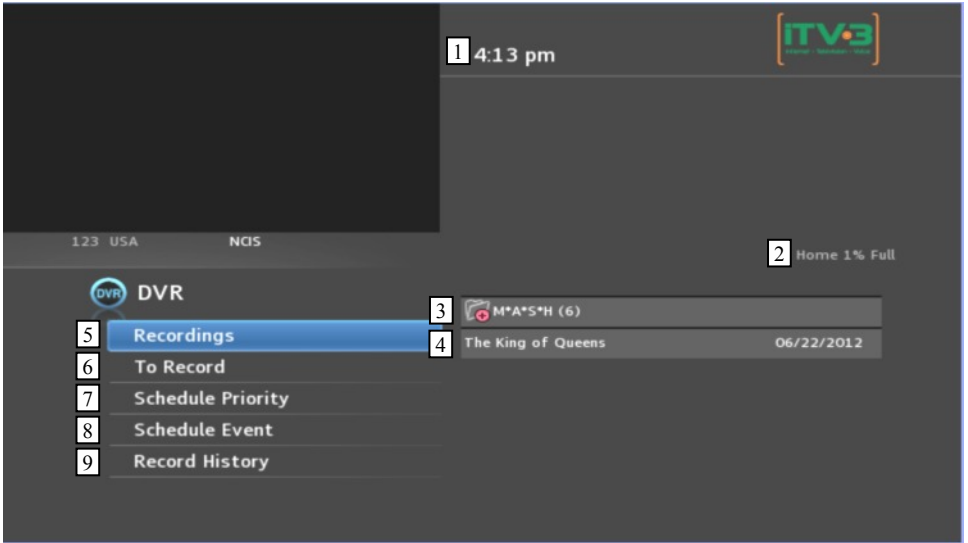


From here, you can quickly access rented videos and events, as well as check scheduled reminders and Autotunes.

Messages from iTV-3 will also appear in the Library. You will receive service notifications here, as well as when new content is added.



Opens the DVR menu. From here you can record your favorite shows, even if you aren't home, so you never have to worry about missing your favorite episodes.



**1. Time:** Displays the current time.

**2. DVR Space Used:** Displays the percentage of hard drive used. **When this reaches 100% you will be unable to record new programs.** Delete old and unwanted programs to free up space.

**3. Series Recording Folder:** Recording a series creates a folder for that series. Selecting the folder will open it so you can select individual episodes to view.

**4. Single Episode Recording:** A single recording. Highlight the recording and press OK to view or delete the recording.

**5. Recordings:** Shows a list of currently saved recordings.

**6. To Record:** Shows a list of currently scheduled recordings, including series recordings.



**7. Schedule Priority:** Shows a list of currently scheduled recordings, including series recordings, in the order that they will be recorded. In the event that more than two recordings coincide, programs higher on this list will be recorded. From this list, you may adjust the priority of scheduled recordings, as well as delete scheduled recordings.

**8. Schedule Event:** Shows a list of specifically scheduled recordings, when a time, date and duration is specified instead of an episode.






**9. Record History:** Shows a history of previous recordings. Shows recording start and stop date/times, as well as deletion start/stop times.



## Setting a DVR to record

- Highlight your selection in the Guide, and press the “REC” or  button. You should see a **red** dot appear next to your selection. 

## Recording an entire series

- To record the entire series, highlight your selection in the Guide, and press the “REC” or  button twice. You should see a **red** dot with a + next to it. 
- 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 “Episodes” option to “New Only”.
- From the Edit Recording menu, you can also set the recording to begin early or end late, or limit the number of recordings of up to 10 episodes.
- To skip a particular episode in a series, press the REC or  button on an episode that is set to record as a series (has the  icon next to it). The icon will turn grey , skipping that episode.

## Playing a previous recording

To play a recording, select it under Recordings, then select Play Recording to play or resume a previously recorded program.

## Deleting a recording

To delete a recording, select it under Recordings, then select Delete Recording.

Please note that **once you delete a recording it is permanently removed**. Technical Support cannot retrieve deleted recordings.

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.

## ENABLING PARENTAL CONTROLS

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

- Press the Menu button on your remote.
- Select "Settings".
- Enter your password by pressing the number keys on your remote (default: 0). Press OK.
- Select "Users", then "Parental Control".
- Change the settings as desired (see "Parental Controls Settings", below).
- Select "Submit". This will save your settings.
- Select "Preferences".
- Navigate to the "Parental Control" option. Press OK to check it.
- Select "Submit". 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.

- **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 all unrated programs.
- 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.
- Select "Settings".
- Enter your password by pressing the number keys on your remote (default: 0). Press OK.
- Select "Preferences".
- Navigate to the "Parental Control" option. Press OK to check it.
- Navigate to the "Require Login" option. Press OK to check it.
- Select "Submit". 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.
- Select "Control On".
- 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. Select "Log Out".
- 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 Ages 2 and Older

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. These programs are not expected to frighten younger children.

TV-Y Examples: Sesame Street, Dora the Explorer, Max and Ruby, Team Umizoomi



### Directed to Children 7 and Older

Shows with this rating may not be appropriate for some children under the age of seven. They may contain crude or suggestive humor, mild fantasy violence, or content too frightening to be shown to children less than seven years of age.

TV-Y7-FV is an alternate version for shows with notably more fantasy violence.

TV-Y7 Examples: Spongebob Squarepants, iCarly, Avatar: The Last Airbender  
TV-Y7-FV Examples: Ben 10, Power Rangers, G.I. Joe, Transformers, Thundercats, Justice League



### General Audience

Shows that can be enjoyed by a variety of age groups. Networks that air informational, religious, how-to, or otherwise generally inoffensive content usually apply a TV-G rating to all of their shows.

Examples: Most cooking shows, gardening shows, home repair shows



### Parental Guidance Suggested

This rating signifies that the program may be unsuitable for younger children without the guidance of a parent. Many parents may want to watch it with their younger children. Various game shows and most reality shows are rated TV-PG for their suggestive dialog, suggestive humor, and/or coarse language.

TV-PG Examples: Everybody Loves Raymond, Seinfeld, Adventure Time, The Simpsons



### Parents Strongly Cautioned

These programs contain material that many parents would find unsuitable for children under 14. Parents are strongly urged to exercise greater care in monitoring this program and are cautioned against letting children under 14 watch unattended.

TV-14 Examples: Saturday Night Live, House, Family Guy, Futurama, CSI, Grey’s Anatomy



### Mature Audience Only

These programs are specifically designed for adults and are unsuitable for children under 17. The program may contain graphic violence, strong language, nudity or sexual content.

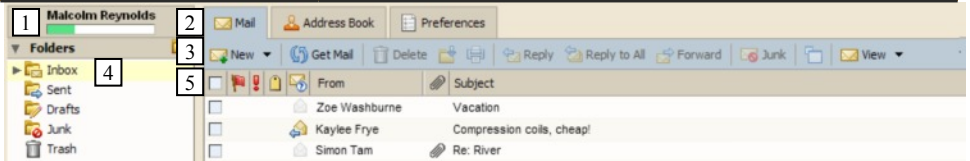
TV-M Examples: South Park, Nip/Tuck, Dexter, The Shield, Game of Thrones

The television industry is pleased to provide the TV Parental Guidelines as a public service and welcomes your feedback. The TV Parental Guidelines Monitoring Board handles public comments and information on the rating system. For more information on the TV Parental Guidelines, please visit their website at [www.tvguidelines.org](http://www.tvguidelines.org).

Contact Customer Support to add a new email account. You may have up to 5 email accounts.

Check your email at <http://webmail.itv-3.com> or by clicking Check your Email on our website.

## The Zimbra Email Client



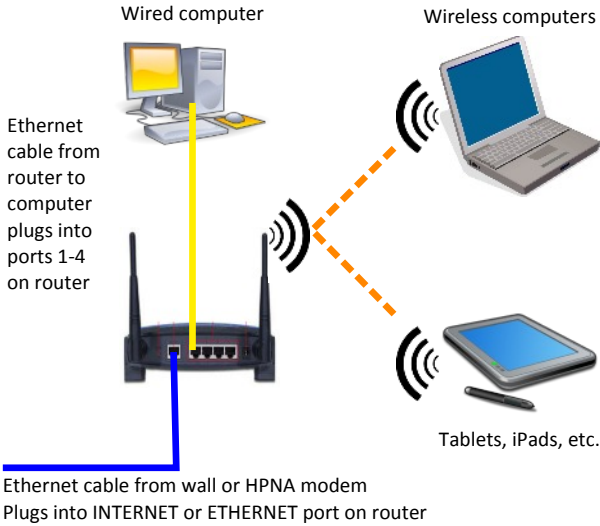
1. Displays the currently logged in user. The green bar represents how full your mailbox is—if it fills completely you will be unable to receive new mail. Empty your trash frequently to avoid this (see below).
2. Zimbra Features. Click a tab to open a Feature.
  - Email - Read, send, and sort email.
  - Address Book - Create and manage multiple address books.
  - Preferences - Manage preferences such as signatures and color schemes.
3. Email commands.
  - New - Create a new email message.
  - Get Mail - Refreshes your inbox. If you are expecting an email and it has not arrived yet, click this button.
  - Delete - Deletes the selected email. Delete old emails often to clean up your Inbox.
  - Reply/Reply All/Forward - Opens the appropriate dialogue for handling email.
  - Junk - Marks the email as Junk, forwarding similar email to the Junk folder.
4. Folders.
  - Inbox - Received mail.
  - Sent - Sent mail.
  - Drafts - Mail that has been created but not yet sent.
  - Junk - Mail that has been deemed as Junk (or spam).
  - Trash - Deleted mail. **To empty your Trash, rightclick on it and select Empty Trash.**
5. Email list. Defaults to show the Inbox. Doubleclick on an email to read it. An email with a paperclip signifies that the email has an attachment.

## Setting up Outlook, Windows Live Mail, etc.

### Server Information

- Account Type: POP3
- Display Name: The name you wish to display on outgoing email.
- E-mail: Your full @itv-3.com email address.
- Incoming mail: mail.itv-3.com Port: 110
- Outgoing mail: mail.itv-3.com Port: 25
- Account name: Your full @itv-3.com email address.
- Password: Your email address password.
- No authentication/encryption.

iTV-3 service works with wireless routers, however we cannot provide technical support for these products. This short guide is meant as a general step-by-step to setting up a wireless router with our service. For more information, please refer to your product's instruction manual or contact the manufacturer for technical support for these programs.



## Setting up wireless internet

Consult your device's installation guide for more information on this process.

Generally, your device will come with a setup CD that can be run on a computer that is attached via ethernet to your router. Running this CD will set up a wireless password on your network. **ITV-3 cannot and does not keep record of your wireless password. Please note your wireless settings below.**

| Wireless Network Name (SSID) | Wireless Password (Encryption Key) | Encryption Type   |
|------------------------------|------------------------------------|---|
|                              |                                    | <input type="checkbox"/> WEP <input type="checkbox"/> WPA <input type="checkbox"/> WPA2 |

## Accessing voicemail for the first time

- Contact Technical Support to set up your personalized voicemail number.
- Dial your voicemail number.
- You will hear a message that says “the person at this extension is not available”. Press the \* key before this prompt ends.
- Type in the password you provided.
- Press 0, then 1 to change the opening greeting.

Note: If you changed the opening recording to dead air or nothing, press \* before it beeps (usually 2 seconds after you dial the last number of your voicemail number). Press 0, then 1 to re-record your greeting.

## Accessing your voicemail after the first time

- Dial your voicemail number.
- Press the \* key before your greeting ends.
- Type in the password you provided.

### 1 - Check New Messages

- 5 Repeat current message
- 7 Delete current message
- 8 Forward current message
- 9 Save current message

### 2 - Change Folders

### 3 - Advanced Options

### 5 - Leave a message

### 0 - Mailbox/Greeting Options

- 1 Record message to play when unavailable
- 2 Record message to play when phone is busy
- 3 Record your name
- 4 Record temporary greeting
- 5 Change voicemail password
- \* Return to the main menu

## N11 Codes

4-1-1 - Directory Assistance  
Search directory assistance (\$2.00/call).

6-1-1 - Customer Service  
Dials iTV-3 customer/technical service.

7-1-1 - TDD relay for the deaf  
Relay service to translate speech to TDD.

8-1-1 - JULIE Locate  
Free service for underground utility info.

9-1-1 - Emergency services  
Contacts emergency services.

## I want to set up call forwarding.

### Enabling call forwarding

- Dial \*72, then the 10-digit number you wish to forward to.
- The number you wish to forward to will ring—answer it to enable call forwarding to this number.

### Disabling call forwarding

- Dial \*73. This will disable call forwarding.

## Phone Packages and Pricing

|                       | All Incoming Calls | Outgoing Calls to IL                                     | Outgoing Calls to US/Canada | International Calls | Additional Line |
|-----------------------|--------------------|--|-----------------------------|---------------------|-----------------|
| Metered Phone         | Free               | 2.9¢/min.  | 4.9¢/min.                   | Varies              | \$9.95/mo.      |
| Unlimited IL          | Free               | Free   | 4.9¢/min.                   | Varies              | \$19.95/mo.     |
| Unlimited US/Canada   | Free               | Free   | Free                        | Varies              | \$29.95/mo.     |
| International Calling | Free               | Please call the office or check our website for pricing. |                             |                     |                 |

## My Voicemail Number

## Voicemail Password

## I have no picture.

### Check the light on the front of the STB/DVR.

- STB has a **blue** ring or **green** dot on front      The STB/DVR has power.
- STB has a **red** ring or dot on front      The STB/DVR has power but is off. Press the POWER button.
- STB has no lights on front      The STB/DVR does not have power. Check the power cable. Is the STB/DVR plugged into an outlet controlled by a light switch?

### Is the TV powered?

\*There are many TV models, so these instructions may not be specific. Please consult your TV's instruction manual.

- TV has a **blue** or **green** light on front      The television is powered.
- TV has a **red** or **amber** light on front      The television may be on standby. Press the POWER button.
- TV has no light on front      The television may be off or is not receiving power. Press the POWER button and check the power cable.

### Is your screen blue or snowy?

- Change the TV channel to 03.
- If you still cannot view your content, change the TV channel to 04.
- If this still does not work, continue to the next troubleshooting step.

### Ensure the TV is set to the proper input.

Check the next page to find out which input your TV is set to.  
Press the INPUT button on your remote to cycle video input.

- One input does not work      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.
- No inputs work      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.

### I'm still having issues.

- Contact Technical Support. We will be happy to assist you. Please let us know if the previous steps did not fix your issue, as this may enable us to serve you better.

## I'm missing channels on my Guide.

### Not all channels are available on some packages.

- Your current television package should be reflected on your bill.
- You can check channel listings and package information at [www.itv-3.com](http://www.itv-3.com).

### Press the Guide button to open the Guide. Directly above the date, you can view your current channel filter.

- Filter says All or Subscribed      You are currently viewing the guide normally. Contact Technical Support.
- Filter does not say All or Subscribed      The Guide is currently filtering channels to only show channels set as Favorites. Press the Guide button repeatedly to change the filter to All or Subscribed. See Page 20 for more details.

## My STB/DVR is not responding.

|   |  |   |
|---|--|---|
|   | <ul style="list-style-type: none"> <li>▪ STB has a <b>blue</b> ring or <b>green</b> dot on front</li> </ul>  | The STB/DVR has power.  |
| <b>Check the light on the front of the STB/DVR.</b>   | <ul style="list-style-type: none"> <li>▪ STB has a <b>red</b> ring or dot on front</li> </ul>  | The STB/DVR has power but is off. Press the POWER button.     |
|   | <ul style="list-style-type: none"> <li>▪ STB has no lights on front</li> </ul>   | The STB/DVR does not have power. Check the power cable.       |
| <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> | <ul style="list-style-type: none"> <li>▪ The STB button lights up</li> </ul>   | The remote is correctly set to STB mode.                      |
|   | <ul style="list-style-type: none"> <li>▪ Any other button lights up</li> </ul>   | The remote is not in STB mode. Press the STB button once.     |
|   | <ul style="list-style-type: none"> <li>▪ No buttons light up</li> </ul>  | The remote's batteries may be depleted. Change the batteries. |
| <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> </ul>                                  |   |
|   | <ul style="list-style-type: none"> <li>▪ Restart the STB by unplugging the AC power cable, waiting 30 seconds, and plugging it back in.</li> </ul> |   |
|   | <ul style="list-style-type: none"> <li>▪ Contact Technical Support. We will be happy to assist you with this problem.</li> </ul>                   |   |

## My remote does not control my TV.

|   |   |  |
|---|---|--|
|   | <ul style="list-style-type: none"> <li>▪ TV has a <b>blue</b> or <b>green</b> light on front</li> </ul>   | The television is powered.   |
| <b>Is the TV powered?</b>                           | <ul style="list-style-type: none"> <li>▪ TV has a <b>red</b> or <b>amber</b> light on front</li> </ul>  | The television may be on standby. Press the POWER button.  |
|   | <ul style="list-style-type: none"> <li>▪ TV has no light on front</li> </ul>  | The television may be off or is not receiving power. Press the POWER button and check the power cable. |
| <b>Is the remote properly programmed to the TV?</b> | <ul style="list-style-type: none"> <li>▪ If you have recently replaced your remote or TV, the remote may not be properly programmed to control the TV.</li> </ul> |  |
|   | <ul style="list-style-type: none"> <li>▪ For more extensive remote programming instructions, see Page 33.</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> </ul>   |  |
|   | <ul style="list-style-type: none"> <li>▪ Contact Technical Support. We will be happy to assist you with this problem.</li> </ul>                                  |  |

| User         | Password | PIN |
|--------------|----------|-----|
| Primary User |          |     |
|              |          |     |
|              |          |     |
|              |          |     |
|              |          |     |
|              |          |     |

| TV Location | STB/DVR Input |
|-------------|---------------|
|             |               |
|             |               |
|             |               |
|             |               |
|             |               |
|             |               |



These instructions are provided to help you program your Entone remote to control your TV, DVD or VCR. **For ADB remote programming, please refer to page 38.**

As part of your installation process we program your remote to work with your TV; however, if you receive a new remote or TV you may require these directions to program your remote to work with the new device.

1. Locate the device code for your desired device in the device code table provided in the appendix below. If you could not find the device code for your device or it does not work after trying the listed device codes for your device brand, please call Technical Support.
2. Turn on your device and with media inserted (if applicable, for a VCR/DVD player and the like).
3. On the remote control, press a device mode key for 5 seconds (i.e., "TV" or "AUX"). The device mode key will light up.  
NOTE: Use the "AUX" mode key to program control of VCR, DVD player, cable box, satellite set-top-box and audio device.
4. Enter the four-digit device code for you device. If you perform this procedure correctly, the selected device mode key backlight will blink twice. NOTE: If you enter an invalid device code, the selected device mode key will fast blink 7 times. Device program mode will be terminated.
5. Aim the remote control at your device and press the "POWER" once. The device should be turned off. If it does not respond, repeat the above steps.

If your device does not respond to the remote control after trying all devices codes listed for your brand, or if your brand is not listed at all, try searching for your device code as follows:

1. Power on the device and on the remote control, press a device mode key (i.e., "TV" or "AUX") and hold for 5s. The device mode key will light up.  
NOTE: Use the "AUX" mode key to program control of VCR, DVD player, cable box, satellite set-top-box and audio device.
2. Press the "POWER" key once and aim your new remote at the device.
3. Press either the "CHANNEL UP" key or "CHANNEL DOWN" key to do device auto-scan.
4. In this search mode, the remote control will send IR codes from the library in 5 second intervals. The device key will be on and blink every 5 seconds while in the device scan mode.
5. If the device turns off, a working code has been found. Press "OK" once to lock in the code. The selected mode key will blink twice.

## Entone Device Codes

| TELEVISIONS                   |                        | Panasonic                | 0311, 0012             | Sears                               | 0184             | Zenith                        | 0018             |
|-------------------------------|------------------------|--------------------------|------------------------|-------------------------------------|------------------|-------------------------------|------------------|
| <b>TV - Digital TV</b>        |                        | Philips                  | 0192, 0303, 0000, 0244 | <b>TV - HDTV Projection Monitor</b> |                  | <b>TV - LCD Projection TV</b> |                  |
| Samsung                       | 0163                   | Proscan                  | 0138                   | Panasonic                           | 0215, 0299, 0310 | Epson                         | 0247             |
| Zenith                        | 0165                   | RCA                      | 0138, 0158, 0140, 0262 | Pioneer                             | 0010, 0058       | LG                            | 0207             |
| <b>TV - HD Plasma Display</b> |                        |                          |                        | Zenith                              | 0091             | Panasonic                     | 0033             |
| RCA                           | 0242, 0262             | Sampo                    | 0055                   | <b>TV - HDTV Projection TV</b>      |                  | Sony                          | 0243, 0053, 0292 |
| <b>TV - HDTV</b>              |                        | Sharp                    | 0198                   | Panasonic                           | 0196             | <b>TV - LCD TV</b>            |                  |
| Apex                          | 0083                   | Sony                     | 0236, 0035, 0043, 0231 | Sony                                | 0236             | Akai                          | 0270             |
| Daewoo                        | 0267                   |                          |                        | <b>TV - LCD HDTV</b>                |                  | AOC                           | 0275             |
| Hitachi                       | 0091                   | Zenith                   | 0103, 0105             | Akai                                | 0108             | Audiovox                      | 0205, 0003, 0150 |
| ILO                           | 0094                   | <b>TV - HDTV Monitor</b> |                        | ILO                                 | 0059             | Benq                          | 0028             |
| JVC                           | 0071                   | Brilliant                | 0184                   | Olevia                              | 0142             | Coby                          | 0306             |
| Mitsubishi                    | 0111, 0238, 0013, 0147 | Panasonic                | 0161                   | Polaroid                            | 0212             | Dell                          | 0070, 0256, 0230 |
|                               |                        | Philips                  | 0217                   | Syntax                              | 0142             | Emerson                       | 0115             |
|                               |                        | RCA                      | 0282                   | Westinghouse                        | 0021             | Emprex                        | 0134             |

|                                |  |                               |  |               |  |              |  |
|--------------------------------|--|-------------------------------|--|---------------|--|--------------|--|
| Funai                          | 0144   | LG                            | 0133, 0172                               | Brooksonic    | 0097, 0288, 0032, 0046, 0199   | Insignia     | 0001, 0278, 0211                               |
| Hisense                        | 0109   | Magnavox                      | 0047, 0025                               | Candle        | 0143, 0308   | Janeil       | 0143   |
| HP                             | 0191   | Panasonic                     | 0033, 0104, 0179                         | Carver        | 0122   | JBL          | 0122   |
| Initial                        | 0271   | Pioneer                       | 0213                                     | Celebrity     | 0153   | JC Penney    | 0017, 0239, 0221, 0308                         |
| Insignia                       | 0139   | Samsung                       | 0166, 0254                               | Celera        | 0227   | JCB          | 0153   |
| JVC                            | 0251, 0101, 0194   | Sony                          | 0155                                     | Chng hong     | 0227   | Jensen       | 0308   |
| LG                             | 0148, 0308, 0040, 0172   | SVA                           | 0185                                     | Citizen       | 0182, 0221, 0308, 0061   | JVC          | 0102, 0175, 0297, 0259, 0096, 0121             |
| Magnavox                       | 0044, 0271   | Viewsonic                     | 0080                                     | Clarion       | 0097   | Kawasho      | 0153, 0308                                     |
| Maxent                         | 0098   | Vizio                         | 0002                                     | Colorzyme     | 0308   | KEC          | 0097   |
| Mintek                         | 0271   | <b>TV - Plasma TV Monitor</b> |  | Colt          | 0076   | Kenwood      | 0308   |
| Mitsubishi                     | 0238   | Akai                          | 0170                                     | Concerto      | 0308   | KLH          | 0227   |
| NEC                            | 0149   | Fujitsu                       | 0252, 0049, 0260, 0186, 0257             | Contec        | 0097   | KlossNova    | 0182, 0143                                     |
| NET-TV                         | 0197   | Hitachi                       | 0091, 0041, 0080, 0314                   | Cony          | 0182   | KTV          | 0182, 0097                                     |
| Norcent                        | 0275   | Marantz                       | 0224                                     | Craig         | 0182, 0097   | LG           | 0239   |
| Olevia                         | 0168   | NEC                           | 0224                                     | Crosley       | 0122   | Lloyd's      | 0169   |
| Panasonic                      | 0253, 0038, 0285, 0117, 0291                                     | NET-TV                        | 0004                                     | Crown         | 0182, 0097   | Logik        | 0223   |
| Philips                        | 0034, 0112   | Panasonic                     | 0039                                     | CTX           | 0027   | Luxman       | 0308   |
| Polaroid                       | 0130, 0089, 0078, 0281, 0167                                     | Pioneer                       | 0208                                     | Curtis Mathes | 0017, 0014, 0221, 0122, 0209, 0308, 0129                               | LXI          | 0017, 0014, 0122                               |
| RCA                            | 0242   | Plasmasync                    | 0224                                     | CXC           | 0182, 0097   | Magnasonic   | 0061   |
| Samsung                        | 0187, 0166, 0234, 0177, 0057, 0093, 0283, 0296, 0180             | Sony                          | 0289, 0086                               | Cytron        | 0051, 0220   | Magnavox     | 0122, 0022, 0009, 0308, 0276, 0169             |
| Sansui                         | 0199   | Toshiba                       | 0224, 0120                               | Daewoo        | 0239, 0062, 0274, 0308, 0061   | Magnin       | 0245   |
| Sanyo                          | 0031, 0298   | Zenith                        | 0011                                     | Daytron       | 0308   | Majestic     | 0223   |
| Sharp                          | 0008, 0160, 0219, 0084, 0241, 0060, 0294, 0074                   | <b>TV - Projection TV</b>     |  | Denon         | 0209   | Marantz      | 0122, 0308                                     |
| Sony                           | 0243, 0155, 0035, 0126, 0090                                     | Hitachi                       | 0091, 0066, 0141, 0100, 0020, 0261, 0235 | Diamond Vsm   | 0045, 0216, 0188   | Maxent       | 0228   |
| Sylvania                       | 0144, 0115, 0284   | JVC                           | 0071, 0248                               | Dimensia      | 0017   | Megatron     | 0209   |
| Syntax                         | 0168   | Magnavox                      | 0202                                     | Dumont        | 0286, 0308   | Memorex      | 0223, 0239, 0014, 0288, 0144, 0019, 0075, 0030 |
| Tatung                         | 0092   | Mitsubishi                    | 0263, 0111, 0238, 0013, 0147, 0073, 0137 | Durabrand     | 0048, 0295, 0097, 0288   | MGA          | 0239, 0308, 0245                               |
| Toshiba                        | 0042, 0222, 0064   | Panasonic                     | 0033, 0196, 0110                         | Dwin          | 0129   | Midland      | 0286   |
| Trutech                        | 0206   | Philips                       | 0132                                     | Electrobnd    | 0153   | Mitsubishi   | 0239, 0263, 0308, 0129, 0087                   |
| Viewsonic                      | 0021, 0085, 0107, 0026, 0290, 0174, 0082, 0277, 0255, 0069, 0304 | Pioneer                       | 0152                                     | Electrogrph   | 0228   | Mntgmry      | 0223   |
| Vizio                          | 0002   | RCA                           | 0138, 0158                               | Electrohme    | 0153, 0279, 0308   | Motorola     | 0279, 0129                                     |
| Westinghouse                   | 0021, 0063, 0054   | Samsung                       | 0007, 0300, 0218, 0119                   | Emerson       | 0182, 0268, 0014, 0295, 0097, 0288, 0062, 0032, 0162, 0308, 0276, 0061 | MTC          | 0239, 0221, 0308                               |
| Zenith                         | 0146   | Sharp                         | 0127, 0313, 0246                         | Envision      | 0308   | Multitech    | 0182, 0097                                     |
| <b>TV - LCD TV/PC Monitor</b>  |  | Sony                          | 0243, 0178, 0135, 0125                   | Epson         | 0301   | NEC          | 0279, 0239, 0308                               |
| Sampo                          | 0280   | Toshiba                       | 0307, 0159, 0081, 0006                   | ESA           | 0295, 0177   | Net-TV       | 0228   |
| <b>TV - LCD TV/Tuner Combo</b> |  | Zenith                        | 0164                                     | Fisher        | 0014   | Norcent      | 0116   |
| Polaroid                       | 0130   | <b>TV - TV</b>                |  | Fujitsu       | 0268   | Onwa         | 0182, 0097                                     |
| <b>TV - Plasma Display</b>     |  | Admiral                       | 0223, 0288, 0129                         | Funai         | 0182, 0268, 0295, 0097, 0169   | Optimus      | 0075   |
| Acer                           | 0229   | Advent                        | 0312                                     | Futuretech    | 0182, 0097   | Optonica     | 0225, 0129                                     |
| Daewoo                         | 0067   | Adventura                     | 0143                                     | Gateway       | 0228, 0173   | Orion        | 0288, 0001, 0032                               |
| Fujitsu                        | 0240   | Aiwa                          | 0124                                     | GE            | 0017, 0279, 0309, 0138, 0308, 0245, 0087                               | Panasonic    | 0279, 0056, 0036, 0196, 0190, 0176, 0029, 0075 |
| Funai                          | 0250   | Akai                          | 0153, 0177, 0046, 0287                   | Gibraltar     | 0286, 0308   | Penney       | 0245, 0030                                     |
| Panasonic                      | 0195   | Alleron                       | 0268                                     | Goldstar      | 0239, 0308, 0030   | Philco       | 0279, 0239, 0122, 0050, 0308                   |
| Pioneer                        | 0203, 0077, 0065   | Amra Act                      | 0097                                     | Grunpy        | 0182, 0268, 0097   | Philips      | 0279, 0122, 0068, 0128, 0114, 0016, 0308       |
| Samsung                        | 0171, 0118, 0095, 0258   | Amtron                        | 0182                                     | Haier         | 0048   | PhilipMagnvx | 0068, 0022, 0114                               |
| Toshiba                        | 0099   | Anam                          | 0097                                     | Hallmark      | 0308   | Pilot        | 0308   |
| Viewsonic                      | 0156, 0106   | Anam Nationl                  | 0279, 0182                               | Harley        | 0169   | Pioneer      | 0308   |
| Zenith                         | 0183, 0214, 0226   | AOC                           | 0239, 0308                               | Hrnm/Krd      | 0122   | Polaroid     | 0227, 0204                                     |
| <b>TV - PLASMA TV</b>          |  | Apex                          | 0249, 0264                               | Harvard       | 0182, 0097   | Portland     | 0239, 0308                                     |
| Akai                           | 0201   | Apex Digital                  | 0227                                     | Havermy       | 0129   | Price Club   | 0221   |
| Elite                          | 0213   | Audiovox                      | 0182, 0097                               | Hisense       | 0116   | Prima        | 0312   |
| Gateway                        | 0269   | Aventura                      | 0295                                     | Hitachi       | 0209, 0091, 0273, 0308, 0169   | Proscan      | 0017, 0138                                     |
| HP                             | 0191, 0123   | Belcor                        | 0308                                     | Ilo           | 0271   | Proton       | 0308   |
| ILO                            | 0237   | B&H                           | 0223, 0014                               | IMA           | 0182   | Pulsar       | 0286, 0308                                     |
|                                |  | Benq                          | 0079                                     | Infinity      | 0122   | Quasar       | 0279, 0075                                     |
|                                |  | Bradford                      | 0182, 0097                               |               |  | Radio Shack  | 0014, 0097, 0169                               |
|                                |  | Brockwod                      | 0308                                     |               |  |              |  |

|                        |  |                                    |                              |  |  |  |
|------------------------|--|------------------------------------|------------------------------|--|--|--|
| RdoShk/Real            | 0017, 0182, 0014, 0225, 0308   | <b>TV - TV/DVD/Tuner Combo</b>     | Panasonic 0176               | <b>VCR - VCR</b>   | ABS 3053   | LG 3043, 3075, 3082, 3081  |
| RCA                    | 0017, 0279, 0239, 0266, 0138, 0157, 0242, 0023, 0308, 0005, 0262, 0245 | <b>TV - TV/DVD/VCR/Tuner Combo</b> | Sony 0126                    | Adventura 3062   | Linksys 3053   | Lloyd's 3062, 3091   |
| Realistic              | 0014, 0097   | <b>TV - TV/Tuner</b>               | Polaroid 0281                | Aiwa 3062  | LXI 3043   | Magnasonic 3097  |
| Runco                  | 0286   | <b>TV - TV/VCR Combo</b>           | Audiovox 0205, 0003          | Alienware 3053   | Magnavox 3021, 3073, 3013, 3085, 3003, 3091  | Magnin 3043, 3069  |
| Sampo                  | 0228, 0265, 0308   |                                    | Broksonic 0032               | American Hi 3021   | Marantz 3024, 3083, 3021   | Marta 3043   |
| Samsung                | 0239, 0221, 0232, 0233, 0177, 0193, 0308                               |                                    | Citizen 0061                 | Asha 3052  | Matsushita 3021  | Media Center PC 3053   |
| Sansui                 | 0288, 0316, 0001, 0032, 0046, 0199, 0169                               |                                    | Colt 0076                    | Bell & Howell 3083   | MEI 3021   | Memorex 3083, 3052, 3043, 3021, 3062, 3073, 3038, 3090, 3067, 3009, 3092, 3001 |
| Sanyo                  | 0014, 0308, 0245   |                                    | Daewoo 0061                  | Broksonic 3051, 3067, 3060, 3022   | MGA 3069   | MGN Technology 3052  |
| Scott                  | 0182, 0268, 0097, 0308   | Harley Davidson 0169               | Emerson 0032, 0061           | Calix 3043   | Microsoft 3053   | Mind 3053  |
| Sears                  | 0017, 0268, 0014, 0145, 0122, 0295, 0308, 0169, 0030                   | Hitachi 0169                       | Funai 0169                   | Candle 3052, 3043  | Mitsubishi 3031, 3019  | Motorola 3021  |
| Sharp                  | 0225, 0308, 0113, 0129   | Lloyd's 0169                       | GE 0245, 0087                | Canon 3021   | MTC 3052   | Multitech 3052, 3062   |
| Sheng Chia             | 0129   | Magnasonic 0061                    | Goldstar 0030                | Citizen 3052, 3043, 3097   | NEC 3024, 3083   | Nikko 3043   |
| Shogun                 | 0308   | Magnavox 0169                      | Harley Davidson 0169         | Colortyme 3024   | Niveus Media 3053  | Noblex 3052  |
| Signature              | 0223   | Magnin 0245                        | Hitachi 0169                 | Colt 3008  | Northgate 3053   | Olympus 3021   |
| Sony                   | 0153, 0243, 0072, 0154, 0302, 0305, 0037, 0169                         | Memorex 0075, 0030                 | MGA 0245                     | Craig 3052, 3043   | Optimus 3043, 3092   | Orion 3038, 3022   |
| Sndesign               | 0182, 0268, 0097, 0308   | Mitsubishi 0087                    | Orion 0032                   | Curtis Mathes 3020, 3024, 3052, 3021, 3011   | Panasonic 3021, 3040, 3023, 3096, 3070, 3076, 3092   | Penney 3069, 3001  |
| Sqreview               | 0145, 0295   | Optimus 0075                       | Penney 0245, 0030            | Cybernex 3052  | Philco 3021  | Philips 3021, 3013, 3063, 3074   |
| SSS                    | 0182, 0097, 0308   | Quasar 0075                        | RadioShack 0169              | Cyperpower 3053  | Philips Magnavox 3013  | Pilot 3043   |
| Starlite               | 0182, 0097   | RCA 0245, 0087                     | Sansui 0032, 0169            | Daewoo 3062, 3010, 3055, 3097  | Pioneer 3002   | Polaroid 3059, 3077  |
| Superscan              | 0276, 0129   | Sanyo 0245                         | Sanyo 0245                   | DBX 3024   | Presidian 3063   | Proscan 3020, 3011, 3016   |
| Supremacy              | 0143   | Sears 0169, 0030                   | Sony 0169                    | Dell 3053  | Pulsar 3073  | Quarter 3083   |
| Supreme                | 0153   | Symphonic 0169                     | Symphonic 0169               | Diamond Vision 3058  | Quartz 3083  | Quasar 3021, 3092  |
| Sylvania               | 0122, 0295, 0024, 0315, 0308, 0276                                     | Thomas 0169                        | Thomas 0169                  | Dimensia 3020, 3011  | Radio Shack 3043, 3091   | Radio Shack/Realistic 3083, 3052, 3043, 3021, 3062                             |
| Symphonic              | 0182, 0145, 0295, 0097, 0272, 0169                                     | Zenith 0032, 0169                  | <b>TV - TV/DVD Combo</b>     | Durabrand 3073   | Radix 3043   | Randex 3043  |
| Tandy                  | 0129   | Aiwa 0124                          | Aiwa 0124                    | Dynatech 3062  | RCA 3020, 3052, 3021, 3011, 3069, 3019   | RCA 3020, 3052, 3021, 3011, 3088, 3035, 3000, 3079, 3069, 3019                 |
| Tatung                 | 0279, 0173   | Akai 0046, 0270                    | Akai 0046, 0270              | Electrohome 3043   | Go Video 3011, 3069, 3019  | Realistic 3083, 3052, 3043, 021, 3062  |
| Techwood               | 0308   | Apex 0264                          | Apex 0264                    | Electrographic 3043  | Goldstar 3024, 3043, 3064, 3001  | Ricoh 3026   |
| Teknika                | 0223, 0239, 0182, 0268, 0221, 0122, 0097, 0308                         | Audiobook 0150                     | Audiobook 0150               | Emerson 3043, 3021, 3062, 3063, 3049, 3003, 3097, 3022                                       | Gradiente 3062   | Rinco 3073   |
| Thomas                 | 0169   | Broksonic 0046, 0199               | Broksonic 0046, 0199         | ESA 3007   | Harley Davidson 3062, 3091   | Samsung 3052, 3048, 3012   |
| TMK                    | 0308   | Coby 0306                          | Coby 0306                    | Fisher 3083, 3050, 3087  | Harman/Kardon 3024   | Sanky 3073   |
| Toshiba                | 0014, 0221, 0200, 0136, 0015, 0293, 0189, 0046, 0052, 0210, 0151       | Cytron 0220                        | Cytron 0220                  | Fuji 3068, 3021  | Headquarter 3083   | Sansui 3038, 3047, 3067, 091, 3022   |
| TVS                    | 0288   | Diamndn Visn 0216                  | Diamndn Visn 0216            | Funai 3062, 3037, 3063, 3091   | Hitachi 3066, 3014, 3091   | Sanyo 3083, 3052, 3050, 087, 3093, 3069  |
| Vidikron               | 0122   | Emerson 0162                       | Emerson 0162                 | Garrard 3062   | Howard Computers 3053  | Sears 3083, 3043, 3021, 091, 3001  |
| Vidtech                | 0239, 0308   | Ilo 0271                           | Ilo 0271                     | Gateway 3053   | HP 3053  | Sharp 3084, 3065, 3086, 078, 3015, 3056, 0018                                  |
| Viewsonic              | 0228   | Initial 0271                       | Initial 0271                 | GE 3020, 3052, 3021, 3011, 3069, 3019  | Hush 3053  |  |
| Viking                 | 0143   | JVC 0121                           | JVC 0121                     | Go Video 3011, 3069, 3019  | iBUYPOWER 3053   |  |
| Vizio                  | 0173   | LG 0308, 0040                      | LG 0308, 0040                | Goldstar 3024, 3043, 3064, 3001  | Insignia 3082  |  |
| Wards                  | 0017, 0223, 0239, 0268, 0225, 0122, 0308                               | Magnavox 0271                      | Magnavox 0271                | Gradiente 3062   | Instant Replay 3021  |  |
| White Westinghouse     | 0288, 0062   | Mintek 0271                        | Mintek 0271                  | Harley Davidson 3062, 3091   | JC Penney 3024, 3083, 3052, 3043, 3021   |  |
| Yamaha                 | 0239, 0308   | Panasonic 0190                     | Panasonic 0190               | Harman/Kardon 3024   | JCL 3021   |  |
| Zenith                 | 0223, 0288, 0286, 0088, 0032, 0308, 0169                               | Philips 0016, 0271                 | Philips 0016, 0271           | Headquarter 3083   | JVC 3024, 3083, 3098, 3044, 3041, 3089, 3028, 3017, 3025, 3034, 3071, 3046, 3054, 3094, 3030 |  |
| <b>TV - TV Monitor</b> |  | RCA 0023                           | RCA 0023                     | Hitachi 3066, 3014, 3091   | Kenwood 3024, 3083   |  |
| Sony                   | 0181   | Samsung 0193                       | Samsung 0193                 | Howard Computers 3053  | Kodak 3043, 3021   |  |
|                        |  | Sanyo 0046, 0199, 0199             | Sanyo 0046, 0199, 0199       | Howard Computers 3053  |  |  |
|                        |  | Sylvania 0315, 0284                | Sylvania 0315, 0284          | HP 3053  |  |  |
|                        |  | Toshiba 0046, 0052, 0210           | Toshiba 0046, 0052, 0210     | Hush 3053  |  |  |
|                        |  | <b>TV - TV/DVD/VCR Combo</b>       | <b>TV - TV/DVD/VCR Combo</b> | iBUYPOWER 3053   |  |  |
|                        |  | Akai 0287                          | Akai 0287                    | Insignia 3082  |  |  |
|                        |  | Diamnd Visn 0188                   | Diamnd Visn 0188             | Instant Replay 3021  |  |  |
|                        |  | Emerson 0276                       | Emerson 0276                 | JC Penney 3024, 3083, 3052, 3043, 3021   |  |  |
|                        |  | Magnavox 0276                      | Magnavox 0276                | JCL 3021   |  |  |
|                        |  | Memorex 0019                       | Memorex 0019                 | JVC 3024, 3083, 3098, 3044, 3041, 3089, 3028, 3017, 3025, 3034, 3071, 3046, 3054, 3094, 3030 |  |  |
|                        |  | Panasonic 0029                     | Panasonic 0029               | Kenwood 3024, 3083   |  |  |
|                        |  | Polaroid 0204                      | Polaroid 0204                | Kodak 3043, 3021   |  |  |
|                        |  | RCA 0005                           | RCA 0005                     |  |  |  |
|                        |  | Samsung 0193                       | Samsung 0193                 |  |  |  |
|                        |  | Sharp 0113                         | Sharp 0113                   |  |  |  |
|                        |  | Superscan 0276                     | Superscan 0276               |  |  |  |
|                        |  | Sylvania 0276                      | Sylvania 0276                |  |  |  |
|                        |  | Toshiba 0151                       | Toshiba 0151                 |  |  |  |

|                    |                   |                               |                   |                        |                   |                |                   |
|--------------------|-------------------|-------------------------------|-------------------|------------------------|-------------------|----------------|-------------------|
| Shintom            | 3068              | Symphonic                     | 3091              | Desay                  | 4176              | Samsung        | 4017, 4180, 4032, |
| Shogun             | 3052              | Thomas                        | 3091              | Diamond Vision         |                   |                | 4051, 4082, 4241, |
| Singer             | 3021, 3026        | Zenith                        | 3091, 3022        |                        | 4158, 4075, 4014  |                | 4135, 4146        |
| Sony               | 3068, 3042, 3053, | <b>VCR - TV/DVD/VCR Combo</b> |                   | Disney                 | 4049              | Sansui         | 4093, 4088, 4173, |
|                    | 3005, 3033, 3004, | Akai                          | 3039              | Emerson                | 4165, 4049, 4181, |                | 4251              |
|                    | 3072, 3029, 3091  | Diamond Vision                |                   | 4208, 4030, 4206, 4079 |                   | Sanyo          | 4093, 4132, 4213  |
| Stack              | 3053              |                               | 3058              | ESA                    | 4167              | Sharp          | 4049, 4204, 4131, |
| STS                | 3021              | Emerson                       | 3003              | Fisher                 | 4065              |                | 4202, 4115        |
| Superscan          | 3003              | Magnavox                      | 3003              | Funai                  | 4049, 4181, 4208  | Sherwood       | 4177, 4203        |
| Sylvania           | 3021, 3062, 3063, | Memorex                       | 3009              | GE                     | 4224, 4111        | Shinco         | 4008              |
|                    | 3032, 3003        | Panasonic                     | 3076              | Go Video               | 4072              | Shinasonic     | 4205              |
| Symphonic          | 3062, 3037, 3063, | Polaroid                      | 3077              | Goldstar               | 4162              | Sony           | 4205, 4216, 4174, |
|                    | 3091              | RCA                           | 3079              | GPX                    | 4220              |                | 4045, 4169, 4166, |
| Systemax           | 3053              | Samsung                       | 3012              | Gradiente              | 4017              |                | 4189, 4240, 4094, |
| Tagar              | 3053              | Sharp                         | 3018              | Greenhill              | 4111              |                | 4211, 4154, 4048, |
| Tandy              | 3083              | Superscan                     | 3003              | Grundig                | 4085              |                | 4127, 4142, 4249, |
| Tashiko            | 3043              | Sylvania                      | 3003              | Harman/Kardon          |                   |                | 4217              |
| Teac               | 3062              | Toshiba                       | 3036              |                        | 4244              | Sungale        | 4228              |
| Technics           | 3021              | <b>VCR - DVD/VCR Combo</b>    |                   | Hitachi                | 4180, 4156, 4028  | Superscan      | 4165              |
| Teknika            | 3043, 3021, 3062  | Brooksonic                    | 3051, 3067, 3060  | Ilo                    | 4066              | Sylvania       | 4165, 4049, 4181, |
| Thomas             | 3091              | Daewoo                        | 3055              | Initial                | 4111, 4060        |                | 4208, 4187, 4112, |
| TMK                | 3052              | Emerson                       | 3063, 3049        | Insignia               | 4121              |                | 4001              |
| Toshiba            | 3053, 3057, 3095, | Funai                         | 3063              | Integra                | 4209, 4117        | Symphonic      | 4049, 4104, 4208  |
|                    | 3006, 3045, 3036  | Go Video                      | 3027              | JBL                    | 4221              | Teac           | 4118, 4015        |
| Totevision         | 3052, 3043        | Goldstar                      | 3064              | Jensen                 | 4149              | Technics       | 4017, 4222        |
| Touch              | 3053              | Hitachi                       | 3066, 3014        | JVC                    | 4152, 4006, 4212, | Teewood        | 4137              |
| Unitech            | 3052              | Insignia                      | 3082              |                        | 4056, 4245, 4186, | Theta Digital  | 4117              |
| Vector             | 3024              | JVC                           | 3028, 3025, 3034, |                        | 4123, 4064, 4195  | Toshiba        | 4093, 4198, 4184, |
| Video Concepts     |                   |                               | 3046, 3030        | Kawasaki               | 4118              |                | 4071, 4088, 4024, |
|                    | 3024              | LG                            | 3075, 3075, 3082, | Kenwood                | 4017, 4031        |                | 4173, 4175, 4100  |
| Videosonic         | 3052              |                               | 3081              | KLH                    | 4118, 4111, 4214  | Trutech        | 4059              |
| Viewsonic          | 3053              | Magnavox                      | 3085              | Konka                  | 4010              | Urban Concepts |                   |
| Voodoo             | 3053              | Memorex                       | 3067              | Koss                   | 4002, 4011, 4052, |                | 4198              |
| Wards              | 3052, 3043, 3021, | Panasonic                     | 3070              |                        | 4099, 4239        | Venturer       | 4118, 4036        |
|                    | 3062              | Philips                       | 3063, 3074        | Lasonic                | 4210              | Xbox           | 4224              |
| White Westinghouse |                   | Pioneer                       | 3002              | Lenoxx                 | 4061              | Yamaha         | 4017, 4085, 4106, |
|                    | 3037              | Polaroid                      | 3059              | LG                     | 4105, 4223, 4029  |                | 4101              |
| XR-1000            | 3021, 3062        | Presidian                     | 3063              | Liquid Video           | 4011              | Zenith         | 4198, 4025, 4021  |
| Yamaha             | 3024, 3083        | RCA                           | 3000              | Magnavox               | 4165, 4198, 4085, |                |                   |
| Zenith             | 3068, 3026, 3073, | Samsung                       | 3048              |                        | 4049, 4050, 4060  |                |                   |
|                    | 3061, 3082, 3099, | Sansui                        | 3067, 3047        | Marantz                | 4085, 4168, 4193  |                |                   |
|                    | 3091, 3022        | Sanyo                         | 3093              | Memorex                | 4093, 4225, 4012  |                |                   |
| ZT Group           | 3053              | Sharp                         | 3015, 3078, 3056  | Microsoft              | 4224              |                |                   |
|                    |                   | Sony                          | 3072, 3029        | Mintek                 | 4111, 4237, 4060  |                |                   |
|                    |                   | Sylvania                      | 3063, 3032        | Mitsubishi             | 4207, 4155        |                |                   |
|                    |                   | Symphonic                     | 3063              | NAD                    | 4157              |                |                   |
|                    |                   | Toshiba                       | 3006, 3045        | Nakamichi              | 4191              |                |                   |
|                    |                   | Zenith                        | 3082, 3099        | Nesa                   | 4111              |                |                   |
|                    |                   | <b>DVD - DVD</b>              |                   | Norcent                | 4243, 4083, 4073, |                |                   |
|                    |                   | Advent                        | 4234              |                        | 4232              |                |                   |
|                    |                   | Aiwa                          | 4077              | Onkyo                  | 4209, 4198, 4027, |                |                   |
|                    |                   | Akai                          | 4093, 4088, 4129, |                        | 4062, 4159, 4133, |                |                   |
|                    |                   |                               | 4199              |                        | 4058              |                |                   |
|                    |                   | Alco                          | 4118              | Oritron                | 4002, 4011        |                |                   |
|                    |                   | Alpine                        | 4040              | Panasonic              | 4017, 4198, 4120, |                |                   |
|                    |                   | Amphion MediaWorks            |                   |                        | 4081, 4222, 4091, |                |                   |
|                    |                   |                               | 4023              |                        | 4200, 4038, 4143, |                |                   |
|                    |                   | AMW                           | 4023              |                        | 4080, 4044, 4013  |                |                   |
|                    |                   | Apex                          | 4201, 4074, 4124  | Philips                | 4198, 4085, 4049, |                |                   |
|                    |                   | Apex Digital                  | 4111              |                        | 4199, 4070, 4208, |                |                   |
|                    |                   | Aspire Digital                | 4246              |                        | 4247, 4078, 4009, |                |                   |
|                    |                   | Audiovox                      | 4118, 4229, 4041, |                        | 4161              |                |                   |
|                    |                   |                               | 4022              | Pioneer                | 4163, 4117, 4153, |                |                   |
|                    |                   | Blaupunkt                     | 4111, 4188        |                        | 4194, 4130, 4119  |                |                   |
|                    |                   | Blue Parade                   | 4117              | Polaroid               | 4230, 4016, 4069, |                |                   |
|                    |                   | BOSE                          | 4095, 4235        |                        | 4102              |                |                   |
|                    |                   | Broksonic                     | 4093, 4088, 4173  | Polk Audio             | 4085              |                |                   |
|                    |                   | California Audio Labs         |                   | Presidian              | 4049, 4208        |                |                   |
|                    |                   |                               | 4017              | Proscan                | 4224, 4226        |                |                   |
|                    |                   | CambridgeSoundWorks           |                   | Qwestar                | 4002              |                |                   |
|                    |                   |                               | 4144              | RCA                    | 4118, 4224, 4117, |                |                   |
|                    |                   | Clarion                       | 4242              |                        | 4111, 4007, 4226, |                |                   |
|                    |                   | Classic                       | 4218, 4140        |                        | 4042, 4086, 4185, |                |                   |
|                    |                   | Coby                          | 4243, 4149, 4089, |                        | 4160              |                |                   |
|                    |                   |                               | 4147              | Regent                 | 4061              |                |                   |
|                    |                   | CyberHome                     | 4107              | Rotel                  | 4152              |                |                   |
|                    |                   | Cytron                        | 4116              | Rowa                   | 4092              |                |                   |
|                    |                   | Daewoo                        | 4035, 4067        | Sampo                  | 4182              |                |                   |
|                    |                   | Denon                         | 4017, 4222, 4054, |                        |                   |                |                   |
|                    |                   |                               | 4037, 4090, 4047  |                        |                   |                |                   |

## DVD PLAYERS

### DVD - DVD Recorder

|                      |                   |
|----------------------|-------------------|
| Apex                 | 4097              |
| Broksonic            | 4026              |
| Gateway              | 4190              |
| Go Video             | 4190              |
| Hitachi              | 4150, 4171        |
| Insignia             | 4145              |
| Irradio              | 4126              |
| JVC                  | 4046, 4000, 4057, |
|                      | 4003, 4164, 4179, |
|                      | 4227, 4098        |
| LG                   | 4148, 4076, 4170  |
| LiteON               | 4248, 4238, 4215, |
|                      | 005, 4190         |
| Panasonic            | 4084, 4043, 4151, |
|                      | 039               |
| Philips              | 4250, 4192, 4231, |
|                      | 053               |
| Pioneer              | 4068, 4138        |
| RCA                  | 4219              |
| Samsung              | 4150, 4136, 4178  |
| Sansui               | 4063              |
| Sanyo                | 4034              |
| Sensory Science      |                   |
|                      | 4190              |
| Sharp                | 4096, 4108, 4087, |
|                      | 109               |
| Sony                 | 4183              |
| Sylvania             | 4233, 4033        |
| Toshiba              | 4020, 4236, 4114  |
| Yamaha               | 4139              |
| Zenith               | 4018, 4122, 4170  |
| <b>DVD - DVD-DVR</b> |                   |
| JVC                  | 4004, 4113, 4128, |
|                      | 196               |
| Pioneer              | 4055              |
| RCA                  | 4103              |
| Toshiba              | 4125, 4110, 4134  |

**DVD - DVD-DVR/VCR Combo**  
 JVC 4004, 4113, 4128, 196  
**DVD - TV/DVD/Tuner Combo**  
 Panasonic 4143  
 Polaroid 4069  
 Sony 4127  
**DVD - TV/DVD Combo**  
 Aiwa 4077  
 Akai 4088, 4129  
 Apex 4124  
 Audiovox 4229  
 Broksonic 4088, 4173  
 Coby 4089  
 Cyttron 4116  
 Diamond Vision 4075  
 Emerson 4206  
 Ilo 4066  
 Initial 4060  
 JVC 4186  
 LG 4223, 4029  
 Magnavox 4060  
 Mintek 4060  
 Panasonic 4038  
 Philips 4078, 4060  
 RCA 4086  
 Samsung 4082  
 Sansui 4088, 4173, 4251  
 Sylvania 4112, 4001  
 Toshiba 4088, 4024, 4173  
**DVD - TV/DVD/VCR Combo**  
 Akai 4199  
 Diamond Vision 4014  
 Emerson 4165  
 Magnavox 4165  
 Memorex 4012  
 Panasonic 4080  
 Polaroid 4102  
 RCA 4185  
 Samsung 4241  
 Sharp 4202  
 SuperScan 4165  
 Sylvania 4165  
 Toshiba 4175  
**DVD - DVD/VCR Combo**  
 Broksonic 4093, 4026, 4173  
 Daewoo 4067  
 Emerson 4208, 4030  
 Funai 4208  
 Go Video 4072  
 Goldstar 4162  
 Hitachi 4171, 4028  
 Insignia 4145  
 JVC 4000, 4245, 4057, 003, 4164  
 LG 4148, 4076, 4170, 105  
 Magnavox 4050  
 Memorex 4093  
 Panasonic 4200  
 Philips 4208, 4247  
 Pioneer 4138  
 Polaroid 4016  
 Presidian 4208  
 RCA 4042  
 Samsung 4051  
 Sansui 4093, 4063  
 Sanyo 4132  
 Sharp 4108, 4087, 4131  
 Sony 4154, 4048  
 Sylvania 4208, 4187  
 Symphonic 4208  
 Toshiba 4114, 4071  
 Zenith 4170, 4021  
**DVD - HTIB**  
 Audiovox 4041, 4022  
 BOSE 4235

CambridgeSoundWorks 4144  
 Classic 4140  
 Coby 4147  
 Denon 4047  
 Emerson 4079  
 Insignia 4121  
 JBL 4221  
 JVC 4123, 4064, 4195  
 Koss 4099, 4239  
 Onkyo 4159, 4133, 4058  
 Panasonic 4044, 4013, 4197  
 Philips 4009, 4161  
 Pioneer 4194, 4130, 4119  
 RCA 4219  
 Samsung 4135, 4146  
 Sanyo 4213  
 Sharp 4115  
 Sherwood 4203  
 Sony 4172, 4142, 4249, 4217, 4141  
 Toshiba 4100  
 Venturer 4036  
 Yamaha 4106, 4101

## AUDIO SYSTEMS

**AUDIO - Amplifier**  
 Denon 2041  
 JBL 2090  
 Krell 2068  
 Magnavox 2013  
 Marantz 2098  
 Parasound 2034, 2103  
 Pioneer 2070, 2031  
 RCA 2010  
 Rotel 2011  
 Soundmatters 2039  
 Technics 2008  
 Yamaha 2079, 2026  
**AUDIO - Audio Cassette**  
 Curtis Mathes 2070  
 Magnavox 2013  
 Marantz 2008, 2013  
 Optimus 2070  
 Pioneer 2070  
 Technics 2008  
**AUDIO - Audio System**  
 Curtis Mathes 2070  
 Pioneer 2070  
**AUDIO - LCD TV/Tuner Combo**  
 Polaroid 2028  
**AUDIO - Phono**  
 Magnavox 2013  
 Marantz 2013  
 Pioneer 2070  
**AUDIO - Receiver**  
 JBL 2020  
 Sanyo 2071  
**AUDIO - Receiver/Amplifier**  
 Yamaha 2026  
**AUDIO - Receiver/Tuner**  
 Adcom 2078  
 Aiwa 2085, 2037, 2093  
 Audiovox 2077, 2036  
 BOSE 2060, 2032  
 CambridgeSoundWorks 2053  
 Carver 2085  
 Classic 2009  
 Coby 2045  
 Denon 2016  
 Emerson 2014  
 Insignia 2038  
 JBL 2020  
 JVC 2006, 2000, 2024  
 Koss 2018, 2018  
 Onkyo 2057, 2100, 2065  
 Panasonic 2051, 2066, 2102  
 Philips 2096, 2047  
 Pioneer 2027, 2022, 2049  
 RCA 2059  
 Samsung 2064, 2021  
 Sanyo 2071  
 Sharp 2001  
 Sherwood 2015  
 Sony 2101, 2025, 2025, 2025, 2005

JVC 2097, 2073, 2029, 2006, 2000, 2024  
 Kenwood 2019, 2072, 2044, 2089, 2099, 2012  
 Linn 2085  
 Magnavox 2013, 2085  
 Marantz 2008, 2013, 2085, 2056  
 Mitsubishi 2080  
 NAD 2095  
 Nakamichi 2033  
 Onkyo 2067, 2017, 2002, 2057, 2100, 2065  
 Optimus 2070, 2054  
 Panasonic 2008, 2088, 2058, 2007, 2051, 2066  
 Philips 2085, 2096, 2047  
 Pioneer 2070, 2048, 2062, 2074, 2030, 2027, 2022, 2049  
 Polk Audio 2050  
 Quasar 2008  
 RCA 2059  
 Rotel 2011  
 Samsung 2064, 2021  
 Sansui 2085  
 Sharp 2001  
 Sherwood 2046, 2015  
 Sony 2086, 2081, 2092, 2061, 2083, 2069, 2101, 2025  
 Technics 2008, 2088, 2058  
 Toshiba 2084  
 Wards 2085  
 Yamaha 2075, 2003, 2040, 2076  
**AUDIO - Tuner**  
 Aiwa 2043  
 Audiovox 2087  
 Koss 2018  
 Panasonic 2007, 2004, 2042  
 Polaroid 2028, 2035  
 Sony 2055, 2025  
 Venturer 2036  
**AUDIO - Tuner/CD Combo**  
 Aiwa 2043  
 BOSE 2060  
 Panasonic 2042  
**AUDIO - TV/DVD/Tuner Combo**  
 Panasonic 2004  
 Polaroid 2035  
 Sony 2055  
**AUDIO - TV/Tuner**  
 Audiovox 2087  
**AUDIO - TV/VCR/Tuner Combo**  
 Panasonic 2007  
**AUDIO - HTIB**  
 Audiovox 2077, 2036  
 BOSE 2032  
 CambridgeSoundWorks 2053  
 Classic 2009  
 Coby 2045  
 Denon 2016  
 Emerson 2014  
 Insignia 2038  
 JBL 2020  
 JVC 2006, 2000, 2024  
 Koss 2018, 2018  
 Onkyo 2057, 2100, 2065  
 Panasonic 2051, 2066, 2102  
 Philips 2096, 2047  
 Pioneer 2027, 2022, 2049  
 RCA 2059  
 Samsung 2064, 2021  
 Sanyo 2071  
 Sharp 2001  
 Sherwood 2015  
 Sony 2101, 2025, 2025, 2025, 2005

Toshiba 2084  
 Venturer 2036  
 Yamaha 2040, 2076

## CD PLAYERS

**CD - CD**  
 ADC 4274  
 Aiwa 4272  
 BOSE 4269  
 Denon 4273  
 Harman Kardon 4270  
 JVC 4261, 4259  
 Kenwood 4263  
 Marantz 4275  
 McIntosh 4265  
 Nakamichi 4271  
 Onkyo 4257, 4278  
 Panasonic 4254, 4264  
 Philips 4262  
 Pioneer 4255  
 RCA 4256  
 Sanyo 4258  
 Sherwood 4268  
 Sony 4276, 4266, 4252  
 Teac 4277  
 Technics 4267  
 Yamaha 4260  
**CD - CD/CD Recorder**  
 Philips 4262  
**CD - Tuner/CD Combo**  
 Aiwa 4272  
 BOSE 4269  
 Panasonic 4254

These instructions are provided to help you program your ADB remote to control your TV, DVD or VCR. **For Entone remote programming, please refer to page 33.**

As part of your installation process we program your remote to work with your TV; however, if you receive a new remote or TV you may require these directions to program your remote to work with the new device.

1. Make sure your TV is powered off.
2. Press the "TV" button on your remote.
3. Press and hold "RCU Setup" on your remote until the TV button flashes twice.
4. Press 991 on your number pad.
5. Press the "Power" button on your remote.
6. Press "Channel Up" until your TV turns on.
7. Press "Power" to turn your TV off again.
8. If you pressed "Channel Up" too many times, use "Channel Down" until TV turns on or off, then confirm with power button again.
9. Press and hold "RCU Setup" until the TV button on your remote blinks twice.
10. Press the "STB" button on your remote.
11. Press and hold "RCU Setup" until the STB button flashes twice.
12. Press 995 on your number pad.
13. Press Power.
14. Press STB.
15. Press Power.
16. Press TV.
17. Press Power.
18. Press STB.
19. Press and hold "RCU Setup" until the STB button flashes twice.

## I cannot connect to the internet.

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

### Check your connection to your router.

- Try restarting the device.
- Verify the connection between the device and your router. Ensure that all Ethernet cables are firmly connected. Verify that the router is powered on.
- If you are connecting to your router wirelessly, ensure that you are connected.
- 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.
- For more information on how your network is set up, please contact a local computer expert, or contact Technical Support.

### Try performing a power cycle.

- Unplug the power to your router (and modem, if applicable).
- Turn off all devices. Wait one minute.
- Plug the power back into your router (and modem, if applicable). Wait one minute.
- Power all devices back on.

### If you have a router, try bypassing it.

- Unplug the Ethernet cable from your router and plug it directly into your computer.
- If this works, the problem may lie in your router. Please contact your local computer support technician.
- If this does not work, restart your computer. If you are still having issues, please contact Technical Support.

### I'm still having issues.

- Contact Technical Support. We will be happy to assist you. Please let us know if the previous steps did not fix your issue, as this may enable us to serve you better.

## I cannot connect to my wireless internet.

**If you can connect a hard-wired computer to the internet, but not connect wirelessly, this is likely an issue with your wireless router or the wireless device.**

- iTV-3 cannot support troubleshooting for this issue.
- Please contact the manufacturer for technical support.
- If you do not have the manufacturer contact information, please see Page 43, or contact Technical Support.

## I want to check my email.

### Check your email online anywhere, anytime.

- Go to our website at [www.itv-3.com](http://www.itv-3.com) and click Check Your Email at the bottom. Login with your username and password.
- When prompted for username, type in the beginning of your email address. So if your email is [joesmith@itv-3.com](mailto:joesmith@itv-3.com) your user name would be "joesmith".
- If you require an email login, please contact Technical Support.

## I cannot send or receive email.

### Check your webmail.

- You may check your email at <http://webmail.itv-3.com>.
- If you are using a program such as Outlook, please see "I want to set up email on third-party email software" on the next page.

### Ensure that your mailbox is not full.

- 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.
- To make more space, log into your webmail and delete old emails as well as empty trash to clear space.
- To empty your trash, rightclick the "Trash" icon on the left and select "Empty Trash". If you empty your Trash, it is permanently deleted, freeing up space in your inbox.

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

### Your email is set up to leave copies of the message on the server.

- Please visit <http://support.microsoft.com> for more information on setting up Outlook, Outlook Express, Windows Mail or Windows Live Mail.
- For information on how to set up any other email client, please contact the manufacturer.

## Setting up email in a third party program

iTV-3 email works with third party programs via a POP3 connection, however our technical support is limited for these programs. If these steps do not help you, please contact the manufacturer for technical support for these programs.

### Server Information

- Account Type: POP3
- Display Name: The name you wish to display on outgoing email.
- E-mail: Your full @itv-3.com email address.
- Incoming mail: mail.itv-3.com Port: 110
- Outgoing mail: mail.itv-3.com Port: 25
- Account name: Your full @itv-3.com email address.
- Password: Your email address password.
- No authentication/encryption.

### Outlook Express, Windows Mail, and Windows Live Mail

- Click Tools, then Accounts. Click Add on the right side, then Mail.
- For Windows Mail or Live Mail, click the Accounts tab, then Email.

### Microsoft Outlook 2003, 2007, 2010

- Click Tools, then Email Accounts. Click Add.
- If prompted, select to Manually Configure Settings.
- Select POP3 server.

### Apple Mail

- Click File, then Add Account.

### Thunderbird

- Click Tools, then Account Settings, then Add Account.
- Select Email Account, then click Next.

### Incredimail

- Click Tools, then Accounts. Click Add on the right side.
- Choose "Let me Configure Settings Myself"



## I don't have a dial tone.

- **Ensure no phones are off the hook.**
  - If one is off the hook, you will not receive a dial tone.
  - Be sure and set cordless phones back on the base station to charge.
- **Reset all phones.**
  - Unplug all phones from the wall jack.
  - Wait one minute. Plug all phones back in.
  - If this does not work, unplug all phones from the wall jack.
  - Wait on minute. Plug only one phone in. This will help verify if there is another phone on your line causing an issue.
- **I'm still having issues.**
  - Contact Technical Support. We will be happy to assist you. Please let us know if the previous steps did not fix your issue, as this may enable us to serve you better.

## I have static on my line.

- **Try a different phone.**
  - Plug a different phone into the same wall jack.
- **Try a different wall jack.**
  - Move the phone to a different wall jack.
- **I'm still having issues.**
  - Contact Technical Support. We will be happy to assist you. Please let us know if the previous steps did not fix your issue, as this may enable us to serve you better.

## I do not seem to be receiving calls.

- **Confirm that you are receiving a phone call.**
  - If you have an alternate phone such as a cell, call your home phone to ensure that the phone does not actually ring.
- **Check the ringer volume or mute button.**
  - Ensure that the ringer volume on the phone is at an audible level. The location of this setting will vary depending on your device.
  - Some phones are equipped with a Ringer Mute button. Ensure this is not active.
- **I'm still having issues.**
  - Contact Technical Support. We will be happy to assist you. Please let us know if the previous steps did not fix your issue, as this may enable us to serve you better.

## All my services are down.

### Check your battery backup.

For each installation, we install a battery backup for all your services.



If it becomes unplugged for any reason, your service will be interrupted in 8-12 hours once the battery has drained.

- First two lights are **green**
  - Your battery backup is working normally.
- First light is **amber**
  - 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.
- All lights are off
  - Your 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.
- Last light is **amber or red**
  - The battery backup may have failed. Call Technical Support.
- 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.
- Normally, walking on or driving on the cable will not damage it.
- 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 immediately.

### Check your fiber line if you have been recently installed.

### I'm still having issues.

- Contact Technical Support. We will be happy to assist you.

## I have a line of fiber in my yard.

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.

## My bill is higher than normal.

For your first few months you will receive a promotion which will reduce the cost of your bill by half and give you access to our Everything package at no additional cost. During this promotion, your bill will seem like it is higher than normal; the state of Illinois requires us to show the full charges for all services provided. However, we pay for a large part of the bill—at the bottom of your bill you will notice a line that says “ITV-3 Promotion” that covers the additional content as well as the other half of your bill.

Please note that Video on Demand content, international calls, bounced check fees and 411 informational calls can add additional charges to your bill. If you feel you are being billed incorrectly, please don't hesitate to call us.

## I wish to pay or review my bill online, or set up AutoPay.

You may do this at our website at [www.itv-3.com](http://www.itv-3.com) (click on MyITV-3, then sign in with your website login).  
 Account Info: Shows which package you are currently signed up with, as well as when your next bill runs.  
 Account History: Shows your recent bills, recent payments, and how much you currently owe.  
 Make a Payment: Allows you to make a payment via check or credit card.  
 AutoPay: Allows you to set up automatic payments via check or credit card.

\* This option will save you \$5 a month!

Contact Us: Sends an email to our support staff for any questions you may have.

***While we will try to go the extra mile to serve you as best we can, we cannot provide official technical support for customer supplied equipment (i.e. televisions, computers, routers, home networking, etc.). This list of popular manufacturers and local service technicians may help you find support where we cannot provide it.***

Please note: This list is provided as a convenience to you. These companies are not affiliated with iTV-3 or Family Video. We can make no guarantee to the quality of service these companies perform.

| Television Manufacturers |              |                   |
|--------------------------|--------------|-------------------|
| Hitachi                  | 800-448-2244 | www.hitachi.us    |
| LG                       | 800-243-0000 | www.lge.com       |
| Panasonic                | 800-211-7262 | www.panasonic.com |
| Philips                  | 888-744-5477 | www.philips.com   |
| RCA                      | 877-506-3411 | www.rca.com       |
| Samsung                  | 800-726-7864 | www.samsung.com   |
| Sanyo                    | 800-877-5032 | www.sanyo.com     |
| Sharp                    | 800-237-4277 | www.sharpusa.com  |
| Sony/Visio               | 800-222-7669 | www.sony.com      |
| Yamaha                   | 714-522-9105 | www.yamaha.com    |

| Computer Manufacturers |              |                 |
|------------------------|--------------|-----------------|
| Acer                   | 800-816-2237 | www.acer.com    |
| Apple                  | 800-275-2273 | www.apple.com   |
| Asus                   | 888-678-3688 | www.asus.com    |
| Compaq                 | 800-474-6838 | www.compaq.com  |
| Dell                   | 800-624-9896 | www.dell.com    |
| Gateway                | 800-846-2301 | www.gateway.com |
| HP                     | 800-474-6838 | www.hp.com      |
| Samsung                | 800-726-7864 | www.samsung.com |
| Sony/Vaio              | 888-476-6972 | www.sony.com    |
| Toshiba                | 800-457-7777 | www.toshiba.com |

| Router Manufacturers |              |                 |
|----------------------|--------------|-----------------|
| Belkin               | 877-736-5771 | www.belkin.com  |
| D-Link               | 800-326-1688 | www.d-link.com  |
| Linksys / Cisco      | 800-326-7114 | www.linksys.com |
| Netgear              | 888-638-4327 | www.netgear.com |

| Local Computer Repair         |              |                             |
|-------------------------------|--------------|-----------------------------|
| Computer Deli - Peoria        | 309-692-4100 | www.computerdeli.com        |
| Going Green Computers - Pekin | 309-241-2229 | www.goinggreencomputers.com |
| Nerds On Call - Peoria        | 309-689-3900 | www.callnerds.com           |
| Staples - Pekin               | 309-347-2664 | www.staples.com             |

| Local Television Repair       |              |                                |
|-------------------------------|--------------|--------------------------------|
| Bulb Solutions - Peoria       | 309-697-2678 | www.bulbsolutions.com          |
| Larry's TV & Computer - Pekin | 309-347-2881 | N/A                            |
| Peoria TV Repair - Peoria     | 309-265-0846 | www.peoriatelevisionrepair.com |









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