

Here we answer some common questions about your nTelos Video.

? Will the DVR record on more than one TV in my home?

Presently, DVR features work on one DVR receiver connected to any TV.

? Can you record with the DVR and watch another channel?

Yes, you can record at least one program on your DVR and still watch another channel.

? Can parental locking be used with Video On Demand (VOD)?

Yes, once you set up a PIN, parental controls can be used for Video On Demand, TV and movies. All parental controls will require the use of a PIN. Please remember to keep your PIN in a safe place because the PIN-reset process is not immediate and parental control functionality will experience downtime.

? If a program is locked, do I need a PIN to record it?

You do not have to enter a PIN to schedule recordings for programs locked by the parental locking feature, but viewers do have to enter a PIN to watch the program while it's recording or to view it at any time thereafter.

? How many receivers with DVR functionality can I have in my home?

nTelos Video offers two receivers with DVR functions per household at a low monthly rate.

? If I get an HDTV, do I need a different receiver?

No, all nTelos standard and DVR receiver are high-definition capable. Simply contact nTelos Customer Care and let us know you now have an HDTV.

? Can anyone in my family report trouble to Customer Care?

Yes, any one in your family may call and should be ready to provide your telephone number, a description of the problem, and how often it occurs. To report service interruption or request repair:

- Press 5 – Information on Video Services
- Press 5 – Video Repair
- Report any problems you encounter to the service representative

Need Help?

Dial 611 from your nTelos home phone or 1-877-4NTELOS.

Listen to the prompts for Video Service and select the following options:

For instructional assistance:

- Press 5 – Information on Video Services
- Press 4 – Help operating your remote, DVR or Channel Guide
- Ask the service representative for operational assistance

To report service interruption or request repair:

- Press 5 – Information on Video Services
- Press 5 – Video Repair
- You may also send any questions by email to videohelp@ntelos.net

If you ever experience problems, first try these steps.

The receiver won't turn on.

Check that the unit is plugged in. If it is, try plugging another device into the socket to make sure power is flowing to it. If the power is working, there may be something wrong with your remote control.

The remote won't control the receiver.

Unplug the device for a few seconds and then plug it back in.

There is video, but no sound.

First check to see if the volume is muted by pressing **MUTE** or **+** on the **VOL** button. Try changing the channel to see if the problem is only with that one channel. If your system uses standard video or s-video connectors, be sure that you have connected the audio-out jacks on the receiver to the audio-in jacks on your TV or audio receiver.

Sound is good, but picture is poor.

Check the connections of your video cables to make sure they are properly connected. Also, try changing the channel to be sure that the problem is not just on that one channel. If you do not have a connection after five minutes, make sure all the connections to your receiver are secure. If you're still having problems, call nTelos at 611 on your home phone or call 1-877-4NTELOS and select the prompt for Video Repair.

Onscreen message says "Signal temporarily not available".

Try changing the channel to see if the problem is only with that one channel. If it appears on more than one channel, there is a problem with the signal. Call nTelos at 611 on your home phone or call 1-877-4NTELOS and select the prompt for Video Repair.

My receiver will not respond.

The green LED surrounding the receiver's power button should flash each time a remote button is pressed. If this happens, but the receiver does not respond to your commands, you may need to perform a restart. To restart your receiver, press and hold the **POWER** button for 5 seconds. If you are still experiencing problems, call nTelos at 611 on your home phone or call 1-877-4NTELOS and select the prompt for Video Repair.

The remote is not working.

Make sure there isn't anything in the path between the remote and the remote sensor on your receiver. Be sure you are aiming your remote at the receiver. You have to be within 20 feet of the receiver for the remote to work properly. If these steps don't solve the problem, try replacing the batteries in your remote. (For remote battery replacement instructions, see p. 5.) Call nTelos at 611 on your home phone or call 1-877-4NTELOS and select the prompt for Video Repair.