About This Quick Guide

The best way to learn the ins and outs of your new TDS TV system is through hands-on experience. The more you navigate around it, the more you’ll get to know it.

With that in mind, we created this Quick Guide. It contains the top 8 things to know about TDS TV in order to start exploring it on your own:

1. Your Equipment
2. The Main Menu
3. The Program Guide
4. The Browse Panel
5. The Info. Screen
6. Parental Controls
7. Your Connected-Home DVR
8. TDS Companion App
9. On-Demand, Pay-Per-View, and TV Everywhere

For comprehensive, step-by-step instructions for all TDS TV’s features and functions, download the *TDS TV User Guide*. It’s available at tdstv.com/support.
1st Thing to Know: Your Equipment

Lots of technology works together to bring TDS TV programming into your home. Here’s a quick overview of the equipment that may be in your home:

**RESIDENTIAL GATEWAY**

This connects your home to the TDS® network, enabling you to get TDS TV and really fast Internet service.

*Quick hint:* To reboot (power cycle) your gateway, unplug it from a power source for 30 seconds, then plug it back in.

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**SET-TOP BOX**

Every TV that displays TDS TV programming has a box like this attached to it. The boxes may look different, depending on the model of set-top box you have (standard, wireless, or Connected-Home DVR models are available).

*Quick hint:* Keep your set-top box plugged in to a power source at all times. If it gets disconnected, it may take 3–4 minutes to reboot.
**WIRELESS ACCESS POINT**

This piece of technology transmits TDS TV programming to your wireless set-top box(es).

*Quick hint: Anytime you disconnect your wireless set-top box from power, you’ll need to pair it to your Wireless Access Point. You’ll get a “Wireless Pairing Required” message on-screen when this happens—and directions on how to pair.*

*Only included with wireless set-top box(es).*

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**TDS TV REMOTE CONTROL**

This universal remote is pre-programmed to work with your set-top box. So you can change channels, access TDS TV Menu, and more. One remote control is included with each set-top box. Colors/models may vary but functionality is similar.

*Quick hint: To program your remote to work additional equipment (like a DVD player, audio system, etc.), refer to the TDS TV User Guide for instructions.*
Access Interactive Program Guide

Returns you to the previous screen

Program description and original air date

Access DVR recordings

Power on/off for devices programmed to work with remote

Access On-Demand Store

Access TDS TV main MENU and features

Advance by day through the Guide

Navigate through TDS TV MENU with arrow buttons

Displays last 5 channels viewed

Accessory Controls:

Adjust volume and change channels

Numerical Keys:

Enters channel numbers, text, parental control PIN, and voice mail PIN

Quick Key:

Access favorites list, parental controls, and closed captioning

Control Buttons:

Control recordings and DVR (or other device) functions

Access DVR recordings
2nd Thing to Know: The Main Menu

At the heart of TDS TV is the Main Menu. It gives you access to all TDS TV features, functions, and settings. To access it, press the MENU button or the LEFT ARROW on your remote. Use the UP or DOWN ARROW buttons on your remote to navigate through the vertical menu bar:

**Live TV**—Here’s where you can get to the Program Guide, channel categories, favorites lists, and search options.

**Recorded TV**—See a list of your recordings, a schedule of what you’ve set to record, plus set new recordings, or determine DVR free space here.

**Video On Demand**—This is where you can access TDS TV on-demand content, including movies.

**TDS Applications**—Access your caller ID log, on-screen voice mail, and personal media options here.

**Settings**—To modify sound effects, system information, program guide style, closed captioning, screen aspect ratio, audio settings, parental controls, and much, much more, go here.

Questions? Call 1-866-44-TDSTV or visit tdstv.com/support.
3rd Thing to Know: The Program Guide

With more than 260+ channels offered, there’s a lot to watch on TDS TV! To see what’s on now—and up to 12 days in the future—use the Program Guide. To get to it, press GUIDE on your remote. The Program Guide grid will overlay the channel you’re currently tuned to.

• Use RIGHT or LEFT ARROW buttons on your remote to scan programs in half-hour increments.

• UseREW or FF buttons (right or left double-arrow buttons) on your remote to scan programs in 24-hour increments.

• Use UP or DOWN ARROW buttons or ch/pg buttons to scroll through channels.

• Press the OK button on your remote when you find a program you want to watch. Your TV will automatically tune to the channel. If the program occurs in the future, you’ll see your recording options.

As you scroll through the Program Guide, the picture-in-picture screen in the corner of your TV changes to reflect what’s currently showing on the channel(s).
SELECTING THE PRIMARY GUIDE
The primary Guide is the first guide in the GUIDE rotation. To set the primary Guide for GUIDE rotation:

1. Press **MENU** button or the **LEFT ARROW** on your set-top box remote control.
2. Press **DOWN ARROW** to select Settings on the Main menu, and then press **OK**.
3. Select Television, and then press **OK**.
4. Select Primary Guide Style, and then press **OK**.
5. Select the style for the first guide in the GUIDE rotation, and then press **OK**.
6. Select Save, and then press **OK**.

SELECTING ADDITIONAL GUIDES
In addition to the primary guide, you can select other guides for the GUIDE rotation. To set other guides for GUIDE rotation:

1. Press **MENU** button or the **LEFT ARROW** on your set-top box remote control.
2. Press **DOWN ARROW** to select Settings on the Main menu, and then press **OK**.
3. Select Television, and then press **OK**.
4. Select Primary Guide Style, and then press **OK**.
5. Select Guide rotation, and then press **OK**.
6. For each Guide you want to include in the rotation, select the check box and then press **OK**. A check mark in the check box includes the Guide in the rotation.
7. Select Save, and then press **OK** to save the Guide rotation settings.
8. Select Save, and then press **OK** to exit.
4th Thing To Know: The Browse Panel

The Browse Panel lets you see what’s playing on other channels (currently and in the future) without changing channels. Here’s how:

While watching a program on your TV, press the **UP** or **DOWN ARROW** on your remote. The Browse Panel appears at the bottom of your TV screen, along with a picture-in-picture, the title of the program currently airing, time remaining, and name of the next program.

- Use the **RIGHT ARROW** buttons to see what programs are playing later on the channel you’re currently tuned to or navigate through the previous five channels you visited.
- Use the **UP** or **DOWN ARROW** buttons to scroll through other channels. For each channel you’ll see the title of the program, and a picture-in-picture of the program.
- Press the **OK** button to tune to a program shown in the Browse Panel (and away from the program you’re currently watching).
5th Thing to Know: The Info. Screen

The Info. Screen gives you detailed information about the program you’re watching (or one that airs in the future). This information includes: title, description, original airdate, and cast.

To access it, press the **INFO** button on your remote while tuned to a program, or when you’ve highlighted a program name in the Program Guide. From the Info. Screen, you can:

- **Watch**: takes you to the live program (when you’re in the guide)
- **Record**: by episode or series (if applicable)
- **See More Showtimes**: a list of when the program is on will appear
6th Thing to Know: Parental Controls

Parental Controls let you specify what types of programming your family can watch based on channel, content, and/or rating.

CREATE A PIN

To turn Parental Controls on, you need a four-digit PIN (Personal Identification Number). Here’s how to create one:

1. Go to the TDS TV Main Menu (press the **MENU** button or the **LEFT ARROW** button on your remote) and select Settings.
2. Choose Parental Controls, then select Parental Locking. Press **OK** on your remote.
3. Enter a PIN when prompted and confirm it.

To change your PIN at any time, navigate to the Parental Locking screen (you’ll need your current PIN), choose Change PIN, then press **OK** on your remote.

Once your PIN is established, you’ll see the Parental Locking Settings Screen. From here you specify what kinds of content can be watched. Simply select “Change” by the category you want to restrict (Specific channels, adult content, movie and TV ratings, etc.) and follow on-screen instructions.
Note: When you lock programs based on Rating, you select the lowest rating you want to lock. That means if you select PG programs as your minimum, all programs rated PG and above are prohibited without a PIN.

For detailed instructions, see the TDS TV User Guide.

Once content is locked, a viewer needs to enter the correct PIN to see it. You can, however, temporarily suspend Parental Locking restrictions and allow viewers to watch any program with a PIN. Here’s how:

**TEMPORARILY TURN OFF PARENTAL LOCKING**

1. Press **MENU** button or the **LEFT ARROW** button on your remote, select Settings, and select Parental Controls.
2. Select Parental locking and press **OK** on your remote.
3. Enter your PIN.
4. Select Turn off locking and press **OK**.
5. Select Unlock all TV for 4 hours and press **OK**.

If you turn your set-top box off during the four-hour period, your Parental Locking settings are automatically restored.

**PERMANENTLY TURN OFF PARENTAL LOCKING**

To remove all parental locking settings, follow steps 1-4 above, then select Reset all parental locks and press **OK** on your remote.
7th Thing to Know: Your Connected-Home DVR

The state-of-the-art Connected-Home DVR, which is included with your TDS TV service, extends DVR capabilities to all TVs in your house. That means you can:

• Record programming from any TV
• Watch your recordings on any TV
• Store hundreds of hours of recordings
  (400 standard-definition or 150 hours of high-definition)

HERE’S HOW TO RECORD…

...a program you’re currently watching: press Record on your remote to record it. “Recording” will flash on screen and a light will appear on your DVR. Recording stops at the end of the program. To record all episodes of the program (if it’s a series), press Record two times.

...a program that’s on in the future: press Guide on your remote. Then, navigate to the program you want to record. Press Record on your remote:

• one time for single-episode recording
  (one red dot will appear next to the program’s name in the guide).

• two times for series recording
  (three red dots will appear next to the program’s name in the guide).

• three times to cancel a recording (all red dots will disappear).
Then, press **OK** on your remote to add time to the end of your recording or access additional recording options (like how long the recording will be stored, or whether you record First run or rerun shows.)

...**using the Browse Panel:**

- Press the **UP** or **DOWN ARROW** on your remote. Then, use the arrow buttons to find the program you want to record.
- Highlight the program and press **RECORD** on your remote one time for single-episode recording, two times for series recording, or three times to cancel the recording.
- A red dot appears next to the program’s name in the Browse Panel if a single episode is to record. Three red dots will appear if you’ve scheduled the series to record. If the program is currently playing, recording begins immediately.
REMOTE MANAGE YOUR DVR

With TDS TV’s Online DVR Manager, you can set your DVR to record (or delete scheduled recordings) from anywhere in the world as long as you have an Internet connection.

Here’s how:

1. Visit tds.net and click My Account in the top navigation bar.
2. Enter your TDS Email/User Name and Password, click log in.

4. From here you can:

   Record a program—search for the program you want to record by date, time, channel, or title. When you find it, select its title. Then choose your Keep Until preference, when to Stop Recording, or if you want to Record the series.
**View recording schedule**—click the Scheduled Shows tab at the top of online grid. The programs you have scheduled to record will be listed.

**Cancel a recording**—Click the Scheduled Shows tab at the top of the online grid. Select a program’s name and click the red box in the cancel column.

**HOW MUCH SPACE IS LEFT ON YOUR DVR?**

To find out press **MENU** button or the **LEFT ARROW** on your remote. Then, navigate to the TDS Apps section. Select DVR Free Space and press **OK**. A pie chart appears telling you how much storage space you have left.

If your DVR reaches maximum capacity TDS TV automatically makes room for new recordings by deleting old ones (oldest recordings are deleted first unless you’ve specified differently in the “Keep Until” setting.)
8th Thing to Know: TDS Companion App

The TDS Companion App lets you:

• Use your tablet or phone as a remote control for your Set-Top-Boxes
• Browse programming in an easy-to-filter grid guide
• Search programming by a variety of criteria
• Schedule and manage recordings

DOWNLOADING THE TDS COMPANION APP

You can find the TDS Companion App in Google Play and the iTunes store.

Once you’ve downloaded the mobile app, you’ll need to pair it with your Set-Top-Box. You can do following the easy steps below:

1. From your device, tap the TDS Companion App icon.
2. The first time you launch the app, you will be prompted to pair your device with your receiver. If you do not get prompted, tap the MENU button and tap SETTINGS and tap ADD RECEIVER.
3. The Add receiver screen appears. Tap NEXT to display the pairing code on your TV.
4. Enter the 4-digit code on the Step 2: Enter pairing code screen.
5. Tap PAIR DEVICE.
6. Provide a name for your receiver so you can easily identify it. You can select
from the drop-down menu or type a nickname for the receiver.

7. Type a nickname for your device and tap **NEXT**.

8. Once your device has paired with the receiver, the Pairing Successful screen appears. You are now ready to use your **TDS Companion App**.
9th Thing to Know: On-Demand, Pay-Per-View, and TV Everywhere

In addition to regular TV programming, TDS TV offers on-demand programming, pay-per-view events, and TDS TV Everywhere. Here’s a quick snapshot of what’s what:

<table>
<thead>
<tr>
<th></th>
<th>On-Demand</th>
<th>Pay-Per-View</th>
<th>TV Everywhere</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Cost</strong></td>
<td>Free w/ TDS TV or minimal rental fee.</td>
<td>Per-event charge varies.</td>
<td>Free w/TDS TV subscription.</td>
</tr>
<tr>
<td><strong>Availability</strong></td>
<td>24/7</td>
<td>Available only during set time frames.</td>
<td>24/7</td>
</tr>
<tr>
<td><strong>Repeat Watching?</strong></td>
<td>Yes, including purchased content, which can be re-watched during set time period.</td>
<td>No. The event must be watched at the scheduled time.</td>
<td>Yes. Watch as much as you want.</td>
</tr>
<tr>
<td><strong>How to Access</strong></td>
<td>Press On Demand on your remote.</td>
<td>Pay-Per-View Events appear as channels in your Program Guide.</td>
<td>Visit tdstv.com/onthego</td>
</tr>
</tbody>
</table>
Before You Call Tech Support...

On occasion there will be glitches with technology or hiccups with the system, which might cause TDS TV and/or your Internet service to not work quite right.

When this happens there are two things you should try first:

**REBOOT YOUR GATEWAY**

If your Internet service doesn’t work your TDS TV service won’t work. So, try rebooting your gateway:

1. Unplug the gateway from its power source.
2. Wait 30 seconds, then plug your gateway back in.
   - The Power indicator will flash, then become steady.
   - The WAN Ethernet indicator will turn green.
   - Then, the Internet indicator will turn green.

Following these steps should resolve any Internet-related problems. If it doesn’t, try rebooting your gateway a second time. Then, reboot your Connected-Home DVR and other set-top boxes.
REBOOT YOUR SET-TOP BOX

If your Internet is working (as indicated by green lights on the Residential Gateway), but your TDS TV service is not, you need to power cycle your set-top box. Here’s how:

1. Press **MENU** button or the **LEFT ARROW** on your remote.
2. Use the **DOWN ARROW** button to select Settings on the vertical menu bar.
3. Use the **DOWN ARROW** button to select Restart System on the vertical menu bar.
4. Press **OK** on your remote twice.
5. Use the **DOWN ARROW** button to select Restart, then press the **OK** button.

Following these steps will resolve most TDS TV problems. If not please follow the steps below:

1. Unplug your set-top box from its power source.
2. Wait 30 seconds then plug the set-top box back in.

*Note: ONLY unplug your set-top box when you need to reboot it. Otherwise, keep it plugged into a power source at all other times in order to ensure it gets system updates.*

If you continue to experience problems after rebooting, contact TDS Tech Support.

**Call us 24/7:** 1-866-448-3788  |  **Chat with us:** tdstelecom.com/ContactUs

What’s more, tdstv.com/support contains helpful how-to videos, user guides, and a troubleshooting guide.
FCC REQUIRED INFORMATION

Products and Services Offered
TDS TV Basic service offered by TDS Telecommunications Corp. ("TDS") is the lowest level of service available, providing 20 or more channels. It includes local programming and may include franchise-required channels. Programming varies by community and is subject to change at any time. TDS TV Expanded provides additional channels to the Basic. A customer must receive Basic to be eligible to receive Expanded. Subscription to Expanded also includes Music channels. TDS TV Expanded Plus provides additional channels to Expanded. A customer must receive both Basic and Expanded to be eligible to receive the Expanded Plus. Subscription to Expanded Plus also includes Music channels. High-Definition (HD) programming is offered with Basic, Expanded, and Expanded Plus for an additional monthly technology fee and requires a HD set-top box. Premium Channel subscriptions, like HBO®, Showtime®, Cinemax®, and STARZ®, are offered for an additional monthly charge.

In addition to the programming services, TDS TV may also offer (at an additional monthly charge) the rental of set-top boxes, DVR service, Video-on-Demand, Pay-per-View service, high-speed Internet service, and telephone service. TDS continually reviews programming options and frequently updates the channel lineup. For the most current information about programming included in the above tiers, please visit our Web site at tdstv.com. All TDS TV tiers require a set-top box for each television. The electronic program guide is included with any TDS TV subscription.

Billing Terms and Conditions
Services are provided at the rates and terms set forth by TDS at tdstv.com and by local tariff, if applicable. All bills are due 30 days from date of bill. If allowed under applicable tariff, a late charge of 1-1/2% per month, or the highest permissible amount chargeable by law, whichever is less, may be charged on any unpaid balance owed to TDS that remains unpaid for 30 days or more after the date of the bill. For current pricing and availability of TDS TV products and service, please visit www.tdstv.com or call us at 1-866-448-3788.

Requesting Service
Customers can request TDS TV service by calling 1-866-448-3788 or by accessing information on our Web site at tdstv.com. Upon receipt of request for service, customers will be advised of installation details and pricing information. TDS does not require a downpayment or deposit to get service. However, deposit payments may be required when possible fraud is suspected.

TDS bills services in advance. Customers may see more than one line with charges per service listed. This is true if the new service covers more than one invoicing period. Information about reading a TDS bill is available at tdstv.com.

Installation
All installations will be scheduled a minimum of 5 business days from the time of order. This allows processing, network readiness, and underground line location to be complete. Typical installations at the home will take 4–6 hours. A person 18 years of age or older must be present for the installation.

Access
Access to the customer premise is necessary. By ordering service, TDS has the right to enter your property at the service address to install service, audit, and repair and/or maintain equipment. By accepting service, you also grant TDS any easement or rights-of-way needed to render services to your property. If TDS is unable to gain reasonable access to your property to initiate or maintain service, TDS reserves the right to discontinue service. Additionally, if you rent your residence, your landlord may need to provide permission prior to installing our IPTV facilities. If customer is not able to gain permission from the owner and/or controlling party, TDS is not obligated to provide service.

Home Wiring and Equipment
For new and existing single unit installations, the wiring from the demarcation point, as defined by the Federal Communications Commission (FCC), shall become a fixture to the realty upon installation.

A Field Service Technician will assess wiring requirements at the time of installation and inform the customer prior to work being performed. Additional wiring may be subject to normal labor rates and billed for the first hour, then in 15-minute increments.
TDS provides a defined quantity of set-top boxes to be installed and wired with the initial installation of TDS TV service. Specifications about the installation can be found in promotional disclaimers and at www.tdstv.com. Customers may order additional set-top boxes for an additional monthly rental fee. If a customer requires additional TV locations or adds set-top boxes after the initial installation, normal labor rates will apply and be billed for the first hour, then in 15-minute increments.

The set-top box or boxes and residential gateway are provided to the customer for use in connection with the receipt of the TDS TV service, and remain the property of TDS. Upon any termination of the service, customer agrees to return all set-top boxes (including remotes and any other related equipment provided) and residential gateway in good working condition to TDS, or the customer will be responsible for the full cost of the equipment. The customer is responsible for any damage to set-top boxes or other equipment provided by TDS.

Rental and Leased Properties
If you do not own your premises or your unit is part of a multi-tenant environment (e.g., apartment building, condominium, private subdivision), you warrant that you have obtained permission from any necessary party, including but not limited to the owner, landlord, or building manager, to allow TDS and its subcontractors reasonable access to install, maintain, and repair the Service and to make any alterations TDS deems appropriate for the work to be performed. You acknowledge that TDS may use existing wiring, including altering the wiring and removing accessories, located within your unit ("Inside Wiring"). You warrant that you own or control the Inside Wiring, and give TDS permission to use, alter, and remove equipment from, such wiring. Without limiting any other provisions of this document, you agree to indemnify TDS from and against all claims by an owner, landlord, building manager, or other party in connection with installation, maintenance, repair, or provision of the Services.

Reporting a Problem
If the customer has a technical problem related to the TDS TV network, no charges for the trouble call will apply. In all other cases, and where the problem is a result of unauthorized tampering with equipment owned by TDS, a trouble call charge may be assessed. To report a problem with your TDS TV service, please call 1-866-448-3788. For non-urgent TDS TV problems, visit tdstv.com.

Using TDS TV
Information on how to use TDS TV services can be found in the TDS TV User Guide, which is provided at the time of the installation. For the most current User Guide, please visit tdstv.com.

TDS TV Programming
A channel lineup for your community is included in the installation kit. For the most current channel lineup, please visit tdstv.com.

Problem and Complaint Procedure
The TDS help desk is available to assist with any problems 24 hours a day, 7 days a week. Local Field Service Technicians are available to address service-related issues requiring a home visit Monday through Friday during normal business hours. To report a problem, please call 1-866-448-3788 to determine if your problem can be resolved over the phone or if it requires a home visit. TDS follows the Customer Service guidelines set forth by the FCC. TDS makes all attempts to resolve issues using our local personnel. If, after working with local personnel, a customer has an unresolved complaint with service or equipment, write a brief explanation of the complaint and actions taken and mail it to our corporate office:

TDS
ATTN: TDS TV Product Support
525 Junction Rd.
Madison, WI 53717
Or email it to tdstv@tdstelecom.com.

The local franchise authority is also available to help resolve complaints and ensure compliance with laws and regulations. Please consult the local franchise authority listed in the TDS TV section on the monthly bill statement.