



Annual Cable Subscriber Notice Table of Contents

For more information on our legacy TV upgrade visit
<https://www.etex.net/services/digital-tv/>

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Etex Communications Cable Service Policies

1. Cable Installation

Cable installations are generally completed within 7 to 10 business days. Changes to your cable service may be subject to additional service charges.

Additional information about Etex's services are available by calling us at 903-797-HELP or online at <https://www.etex.net/services/digital-tv/>.

2. Equipment Compatibility

Etex delivers cable service to your home via fiber optic cable with Internet protocol (IP) signaling. This technology requires special equipment provided by Etex to convert the IP signal to a signal that commercially available television sets can receive. One difference between Internet protocol television (IPTV) and traditional cable signals is that only signals for the channels being viewed or recorded are transmitted in an IPTV system. This means the tuners on currently available television sets, VCRs, or other consumer electronics do not interface with this IP technology. As a result, you may not be able to use some of the special functions in televisions, VCRs, DVRs, etc. For example, you may not be able to view one program while recording another, record two or more consecutive programs appearing on different channels, use advanced features such as "picture-in-picture," channel review or use any features that necessitate channel selection by the television set or VCR/DVR

Etex TV App Supported Devices

1. Roku (OS 10.5 or Greater)
2. Amazon Fire TV (OS 7 or Greater)
3. Apple TV (OS 15.3 or Greater)
4. Android (OS 12 or Greater)
5. Apple Device (iOS 15 or Greater)

3. Cable Service Maintenance

Customers are required to use Etex equipment for the operation of all cable services provided by Etex. Etex equipment includes, but is not limited to, cabling, related electronic devices, modems and routers, etc. To ensure optimal operating performance, Etex may remove or change-out any Etex cable equipment at the customer's premises. Any removal of or changes to Etex equipment by a customer may cause an interruption to the customer's service and could result in additional charges **unless authorized by Etex**. Etex will determine the best placement of its equipment at the customer's premises in order to provide optimum performance. There will be an additional charge for any customer-requested relocation of equipment. Customers are responsible for the charges associated with the loss, repair, or replacement of any Etex equipment that is not returned to us undamaged.

In the event of a TV interruption (loss of picture, sound or channels), Etex Communications (Etex) will repair the TV interruption by offering you the next available repair appointment within 24-hours of the next business day following the TV interruption. If the assigned appointment time is not convenient you may request an appointment for a later time.

4. Complaint Resolution

Etex endeavors to provide the highest quality cable service to meet or exceed customer expectations. Should you have any complaint regarding services or billing that you have been

unable to resolve after calling our customer service department at (903) 797-2711, you may file a written complaint with us.

- a. All complaints concerning the technical quality of the cable television signals we provide or billing issues should be put in writing and sent to: Matt Faggione, Business Manager, Etex Communications LLC, PO Box 130, Gilmer Texas 75644.
- b. All complaints received concerning the technical quality of cable television signals will be logged in on the same day of receipt, and will include the date, time and nature of the complaint, as well as the name, address, and telephone number of the complaining subscriber.
- c. A network technician will analyze the complaint and make an initial assessment of its probable cause. A service technician will investigate complaints concerning the technical quality of cable television signals within 24 hours of receipt if the service technician has access to your premises (if required to resolve the complaint). If it is able to be resolved without a service call to your premises, you will be advised of this immediately and the resolution of the complaint will be noted in the log book.
- d. All efforts will be made by our service technicians and other employees to resolve any complaints concerning the technical quality of service promptly and efficiently. If our service technician fails to correct the problem, you may contact Etex and we will review the complaint and take corrective action. If we are not able to correct the problem, we will promptly inform you of our determination and the reasons we cannot correct the problem. If you believe our investigation and handling of a complaint is deficient in some manner, you may contact your local municipal authority.
- e. Customer service representatives will investigate all complaints received concerning billing issues and a response will be provided within 15 business days of receipt of the complaint.

5. Privacy

Etex's Privacy Policy outlines what personal information we collect, use, disclose, and access based on what you voluntarily give us when you access our website or when you subscribe to one or more of our services. There are two different types of personal information: (1) personally identifiable information (PII) and customer proprietary network information (CPNI). PII is information such as a customer's name, street address, email address, telephone number and billing address. CPNI is information pertaining to technological usage (e.g. the phone numbers of calls made and received and the frequency, duration, and timing of such calls) and information regarding any services purchased by the customer such as call waiting and voicemail.

Etex automatically collects and stores certain information as you browse through our website, read pages or download information. The information we collect and store includes:

- a. the date and time you access our site;
- b. the pages you visit on our site;
- c. if you navigate to our site by clicking a link, the location of that link;
- d. the technical capabilities of the computer you use to access our site;
- e. the Internet service provider you use to connect to our site; and
- f. the IP address from which you access our site.

Etex uses this aggregated information to make our website more useful to visitors, to detect operational problems and to improve the website's overall security.

Etex does not collect personally identifiable information unless you choose to provide it to us by filling out a form and submitting it through our website. This information is only used to respond to your email message and to help us provide you with the information or services you request.



digital television

HD CHANNEL LINEUP		additional \$14.95/mo			
A&E HD East	674	Fox Sports Southwest HD	625	Science Channel HD	654
AMC HD	695	FX Network HD	699	SEC A HD	632
American Heroes HD	663	FXX HD	702	SEC HD	631
Animal Planet HD	650	Game Show Network HD	661	Showtime HD	800
BET HD	753	HGTV HD	678	Showtime 2 HD	802
Bravo HD	706	Hallmark Channel HD	690	Showtime Showcase HD	806
CMT HD	754	Hallmark Movie Channel HD	691	STARZ HD	820
CNBC HD	616	History HD	672	STARZ Comedy HD (East)	808
Comedy Central HD	687	Investigation Discovery HD	655	STARZ Edge HD (East)	809
Destination America HD	662	Lifetime HD	688	STARZ Kids & Family HD (East)	810
Discovery Channel HD	652	Lifetime Movie Network HD	689	Syfy HD	700
Discovery Life HD	657	Longhorn Network HD	633	The Biography Channel HD	653
Disney HD	723	MSNBC HD	617	The Golf Channel HD	642
Disney Jr HD	724	MTV HD	750	The Hub HD	736
Disney XD HD	725	MTV2 HD	751	TLC HD	656
DIY HD	682	NFL Network HD	630	TMC (Digital) HD	804
E! Entertainment Television HD	701	NatGeo Wild HD	659	TNT HD	608
ENCORE HD (East)	807	National Geographic HD	660	Travel Channel HD	676
EPG Weather HD	601	ACC Net HD	629	TV Land HD	651
ESPN University HD	637	Nick HD	720	Universal HD	710
ESPN2 HD	635	Nick Jr HD	722	NewsMax HD	644
ESPNEWS HD	636	Nicktoons HD	721	USA Network HD	696
ESPNHD	634	OWN HD	692	Velocity HD	658
Food HD	680	Outdoor Channel HD	639	VH1 HD	752
Fox Business Network HD	618	Oxygen HD (East/West)	693	WE HD	694
Fox Movie Channel HD	686	PALLADIA HD	744		
Fox News Channel HD	619	Paramount Network HD	698		
Fox Sports 1 HD	640	QVC HD	683		

PREMIUM CHANNELS

HBO
\$19.95/mo

HBO (East)	310	HBO Signature	313
HBO Family	311	HBO Comedy	314
HBO2	312		

SHOWTIME
\$18.95/mo

Showtime (East)	330	Showtime Women	335
Showtime Showcase	311	Showtime Family	336
Showtime Too	332	FLIX	338
Showtime Next	333	The Movie Channel	339
Showtime Beyond	334	Xtra	340

CINEMAX
\$15.95/mo

Cinemax (East)	350	ActionMAX	352
MoreMAX	351	ThrillerMAX	353

STARZ
\$14.95/mo

STARZ (East)	370	STARZ ENCORE Action	376
STARZ Cinema (East)	371	STARZ ENCORE Classic	377
STARZ Edge	372	STARZ ENCORE Suspense	378
STARZ Kids & Family	373	STARZ ENCORE Black	379
STARZ in Black	374	STARZ ENCORE Westerns	380
STARZ ENCORE (East)	375		

*All Digital TV Packages are available in selected areas only.
 **Local channels available are restricted by the county in which you receive service. Call 903-797-4357 for availability.
 All prices are before taxes and surcharges, and are subject to change. All channel line-ups are subject to change at anytime.
 ***Additional Set Top Boxes \$4.95/mo
 ****Extra Remote - \$15.99/each

MUSIC CHANNELS Included in all packages

Audio Urge Swerve	199	Electronica	203	Rap	204
70's	220	Gospel	209	Reggae	210
80's	239	Hip Hop and R&B	201	Retro Rock	212
90's Channel	219	Hip Hop Classics	205	Rock	217
Adult Alternative	216	Hit List	240	Swingers & Swing	237
Alternative	214	Jazz	225	Smooth Jazz	226
Blues	236	Kidz Only!	223	Soft Rock	218
Classic Alternative	215	Light Classical	235	Solid Gold Oldies	246
Classic Country	230	Mix Tape	202	Sounds of the Season	232
Classic R&B	207	Metal	213	Soundscapes	227
Classic Rock	211	Mexicana	243	Stage & Screen	222
Classical Masterpieces	233	Musica Urbana	244	Tejano	234
Contemporary Christian	231	Party Favorites	221	Throwback Jamz	206
Contemporary Instrumentals	200	Pop Latino	241	Today's Country	228
Easy Listening	238	R&B and Soul	208	Toddler Tunes	224



Etex TV App LINEUP (All Channels in HD/SD)

\$124.95* /mo

Etex Local Access	1	MSNBC	36	FYI	67	Nick Toons	112	Teen nick	113
Etex Local 2	2	CNN	37	A&E Network	68	Boomerang	114	TBN	82
ABC	3	Fox News	39	DIY	69	Disney Jr	115	GAC	132
CBS	4	Fox Business	40	Natgeo Wild	71	USA	120	KYTX CW	170
FOX	5	CSPAN	41	BYU	80	Paramount	121		
WGN	6	CSPAN 2	42	EWTN	81	Syfy	122		
TBS	7	CSPAN 3	43	Inspiration	83	Comedy Channel	123		
ESPN	12	NewsMax	44	Lifetime	84	FX	124		
CW	13	TruTV	45	Lifetime Real Women	90	E! Entertainment	125		
TNT	14	FXX	49	WE	91	Bravo	126		
ACC	18	Travel	50	Hallmark	92	Motor Trend	127		
Longhorn Network	19	Discovery	51	Oxygen	93	CMT	131		
ESPNU	20	American Heroes	52	QVC	94	MTV	133		
ESPN NEWS	21	Investigation Discovery	53	HSN	95	MTV2	134		
ESPN2	22	OWN	54	GSN	96	MTV Hits	136		
ESPN Classic	23	Destination America	55	Lifetime Movie	100	VH1	137		
Bally's Sports	24	Discovery Family	56	AMC	101	MTV Classic	138		
Bally's Sports 2	25	Science	57	TCM	102	VH1 Soul	139		
GOLF	26	Animal Planet	58	Fox Movie	103	CMT Music	140		
Outdoor	27	RFD TV	59	Hallmark Movie	104	BET Jams	141		
FOX Sports 1	29	Cowboy Channel	60	Freeform	105	Mun2	162		
NFLNET	30	TLC	61	Nick	106	KLTV Bounce	168		
Fox College Sports	31	Natgeo	62	TV Land	107	KLTV DT3	169		
SEC	32	HGTV	63	Disney	108	KYTX MeTV	171		
SECA	33	Food	64	Disney XD	109	KFXK MyNet	172		
Weather	34	History	65	Cartoon Network	110	CNN Headline	38		
CNBC	35	History International	66	Nick Jr	111	Discovery Life	70		

* Includes Network DVR with 50 hours of cloud storage

* All channels are in HD (Bandwidth limitations can apply)

* Includes Restart TV on applicable channels

* The Etex TV App is located on the Apple & Android App stores. An Etex subscription is needed for use of the Etex TV app.





Etex 2023 Video Rates

Products & Services	Fees	Period
Lifeline*	\$32.95	Monthly
Basic Digital*	\$99.95	Monthly
Enhanced Digital*	\$116.95	Monthly
HBO*	\$19.95	Monthly
Starz*	\$14.95	Monthly
Max*	\$15.95	Monthly
Showtime*	\$18.95	Monthly
HD*	\$14.95	Monthly
DVR*	\$6.99	Monthly
HD/DVR*	\$19.95	Monthly
Streaming Bundle*	\$104.95	Monthly
Extra Set Top Box*	\$4.95	Monthly
Extra Remote*	\$15.99	Each
TV App	\$124.95	Monthly

* Applies to Etex Legacy TV service and not the Etex TV App

E-Vision Digital TV



USER GUIDE

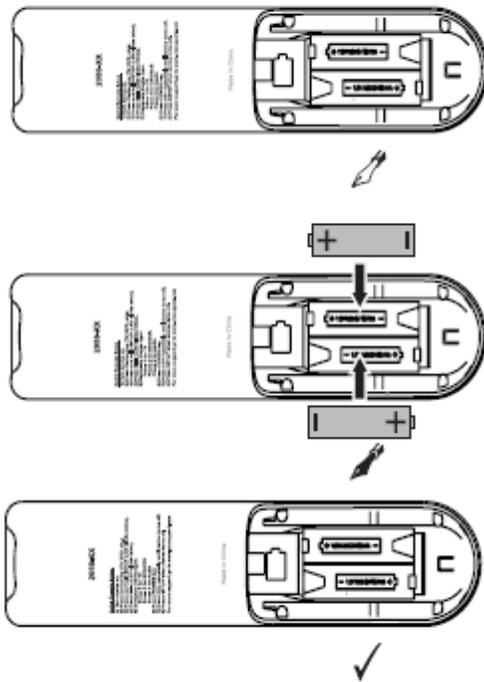
Etex Technical Support - 24 hour
903-797-8324

Remote User Guide – Remote A



Key	Function
	Use PAGE+ (or PAGE-) to page up (or page down) through menu screens and the program guide.
	Use A, B, C, or D as shortcuts to access additional features available on our set-top box menu screens, program guide, and interactive applications.
	Use VOL+ (or VOL-) to raise (or lower) the audio volume.
	Press ON DEMAND for direct access to On-Demand programming and other interactive services.
	Use CH+ (or CH-) to select the next higher (or lower) channel. For DVD players, use these keys to skip forward (or reverse) through chapters. For amplifiers/receivers, use these keys to select the next higher (or lower) preset station.
	Press MUTE once to turn sound off; press again to turn sound back on.
	Use FAV to cycle through your favorite channels stored on your service provider's set-top box.
	Use the keypad numbers (1-9 , and 0) to directly tune channels (e.g., 09). For amplifiers/receivers, use the keypad numbers to select inputs 1 through 10.
	In TV mode, press INPUT to view other video sources (A or B) instead of cable. In all other modes, use INPUT to select an input source for that device.
	Press ASPECT once to change the aspect ratio (4:3 or 16:9) on your STB or TV.

INSTALLING BATTERIES



1. On the back of the remote control, press your thumb on the indentation on the battery door and slide the battery door off.
2. Locate the two (2) enclosed AA batteries. Match the + and - marks with those in the battery case, then insert them.



The Guide

The ON SCREEN GUIDE functions as your main tool to control the programs you watch. The following sections describe the features and how to use this guide. On your remote press the “GUIDE” button to view the guide.



Guide Screen

Preview Screen – The top left of your screen is a small screen version of the current program your TV is tuned to or you have chosen to preview.

Program Description – The top right is the information about the program showing on the preview screen. The information will change as you scroll through the channels, but the Preview screen will remain the same.

Channels – A list of current and future programming, including channel numbers program name and time of programming (for example: ABC, NBC, CBS, History, etc.) are presented down the left side.

Tab Headers – The center left of your screen shows Tab Headers. These tabs show channels, groupings or names. Pressing the guide button repeatedly will scroll through the tabs. Once you have gone through all the headings, you will return to your previous program.

Tabs include:

Subscribed – A list of the channels to which you are subscribed.

PPV - A list of Pay-Per-View channels

Favorites – A list of the channels you have programmed in as your favorites. See Programming Favorites Section.

SD - A list of standard definition channels offered

HD- A list of high definition channels offered. (If customer is not subscribed the screen will be black)

All – A list of the channels to which you are subscribed (same as Subscribed)

Scrolling Through the Guide

Use the arrow keys on your remote to scroll down for more channels or across for future programming on those channels.

Purple Background – movie being played

Blue Background – regular programming

Choose a Program

To preview a current program listed on the guide, press okay once. The top Preview Screen will change to show what is currently playing. Press OK again to go to the full screen viewing of that channel.

Programming Future Events

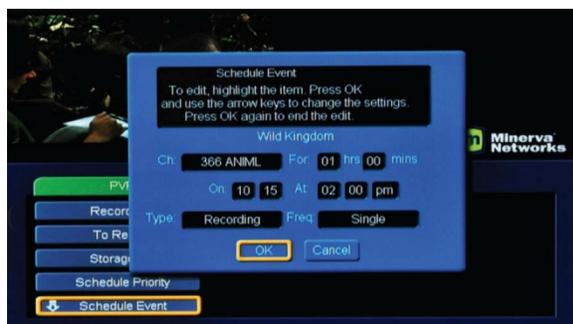
While on the guide screen and using your remote, scroll with the arrow keys to a desired program. Press OK.



A Menu screen will appear. Scroll to the desired function and press okay again. To cancel, select the program again and press OK then select the “Cancel” button, press OK.

From this screen you can:

1. **Set Recording** – You can view and set recording for up to three days of programming with this function. (see PVR section). You must have a PVR set-top box to see or use this function.
2. **Set Reminder** – This function will remind you that a particular show you want to watch is about to begin.
3. **Autotune** – At the time and date a program begins, the Autotune feature will change your TV to that channel automatically.
4. **Schedule Event** – This is an in-depth option for programming all the features above from one screen. From here you can set any channel for Autotune, Reminder or Recording options. Scroll through to access settings, press okay to edit them. You can set single, weekly, every Monday to Friday or Every Day.



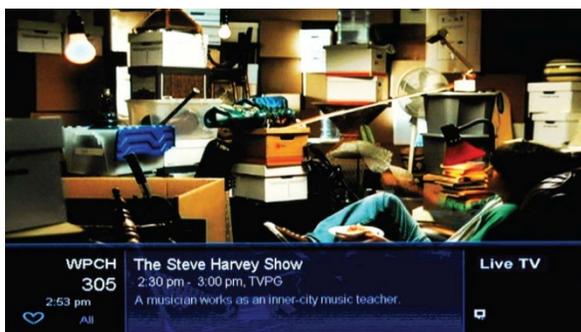
To edit or cancel an event: press okay on the channel whose event you want to change. Scroll to desired function.

5. **Favorites** – This adds the channel to your favorites list/tab. (See Favorites)
6. **More Info** – The description of the program as you would see on your preview screen.
7. **Press Cancel** to get out of that screen.

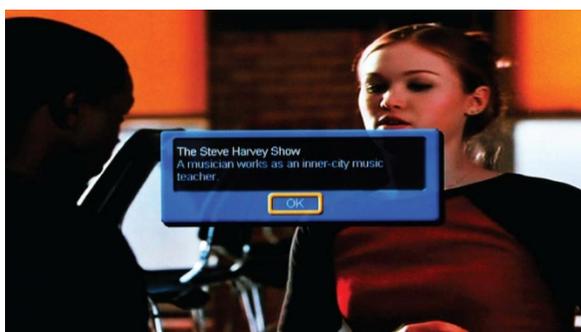
For more advanced information on programming future events, see Scheduling Events.

CURRENT PROGRAM INFORMATION

While watching TV (not in the guide), press the “INFO” key once on your remote. This will show what you are currently watching, how long the program runs, the current time, and program information.



You can also view future programming details by using the right arrow key on the remote. Press “INFO” twice on your remote and it will show additional information such as the director, the actors and the time of the next program. This feature will automatically time out.



ACCESSING IMPORTANT MESSAGES

We may need to send you messages on technical issues, events, product updates, outages, or other pertinent information. This can be done through the message screen. Please explore this feature on a regular basis to stay up-to-date on information coming to you.

You may also notice an information box while viewing a program. This will advise you to check the messages.

Accessing Messages:

1. If the message box appears while you are watching TV, press OK and the message will appear.
2. To retrieve messages, press the Menu button, scroll to Vault and press ok.
3. Scroll down to Messages and press OK. Messages will appear. You can delete messages by pressing OK and choosing the delete option.
4. Press the EXIT button on the remote to leave the message section.

To use other features in the Vault or Menu, please refer to the Advanced Settings section.

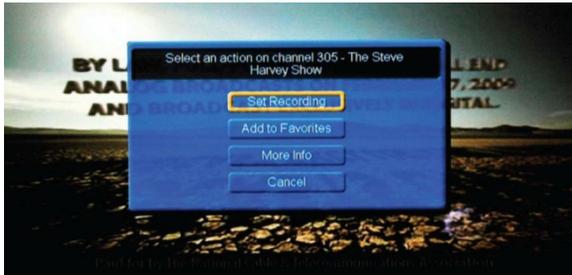
PVR Capabilities

(Please note: you will only have these capabilities if you are subscribed to PVR service and have a PVR capable Set-Top-Box.)

PVR stands for Personal Video Recorder. You can record a live event or schedule a recording of a program airing in the future. The PVR Quick Reference Menu (in the Menu) allows you to organize and watch previously recorded videos.

Recording a LIVE program

While you are watching a program, press the RECORD button on your remote. A red light will turn on in the info bar of the set top box and recording will begin immediately.



You can also press OK on the remote while watching a program and a “select an action box” appears. Choose Start Recording.

Another way to start a quick record is in the guide. Press GUIDE, highlight a program you want to record using the arrow buttons and press record. If the program is currently on, recording will begin immediately.

Schedule a Recording

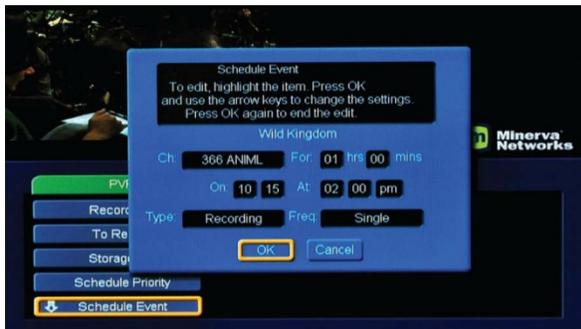
Option #1: Record through guide

- 1) Press GUIDE on remote
- 2) Arrow to the program you want to record
- 3) Press OK
- 4) Select Set Recording, press OK
- 5) A red record icon will appear next to the program you are scheduled to record.



Option #2: Record through Menu

- 1) Press MENU on remote.
- 2) Arrow to PVR, press OK.
- 3) Arrow to Schedule Event, press OK.
- 4) Enter correct information (see Scheduling Events).
- 5) A red dot will appear beside the program indicating it is on the list to record.
- 6) Press EXIT on remote to return to TV.



Option #3: Record through a search

- 1) Do a search for the program(s) you wish to record (see Searching).
- 2) Arrow to the program on the list, press OK.
- 3) Arrow to Set Recording, press OK.
- 4) A red dot will appear beside the program indicating it is on the list to record.
- 5) Press EXIT on remote to return to TV.



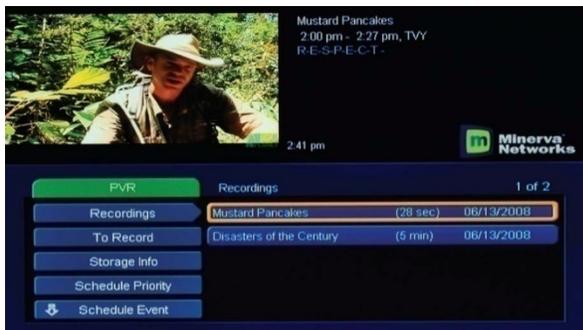
PVR Quick Reference Menu

Getting to PVR Quick Reference Menu

- 1) Press MENU on your remote.
- 2) Arrow to PVR and press OK.
- 3) Navigate around Menu by using the arrow and OK buttons.



Recordings – Lists programs you have already recorded.



Press OK while Recordings is highlighted and you are given the option to watch, lock or delete the recorded programs.

Locking a recording prevents the system from deleting a program to make space for new ones.

To Record – Lists all events you have scheduled.

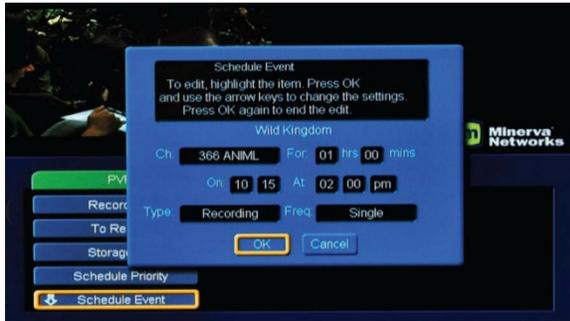


Press OK while To Record is highlighted and you are given the option to cancel any future recording events.

Storage Info – Displays your total disk space, how much space you have used of your disk space, and how many total items you have recorded.

Schedule Priority – Lists the programs that you are scheduled to record when on a recurring basis.

Schedule Event – Allows you to create a recording, reminder or Autotune event for individual or recurring programs.



Record History – is a log of when recordings start, complete or are cancelled.

Delete History – logs any deleted recordings.

Scheduling Events

Using scheduling for Reminders or Recording:

Event timers allow you to generate a reminder on your receiver to tune in and/or record a future program. You can create a specific Timer for a future program with start and stop times.

You are able to access the options several ways:

1. While viewing a show use the 'v' button to display program info, use the '>' button to
2. Select a future program, once the future program is selected. Press OK.
3. Upon pressing OK you are now able to view the different options for scheduling a reminder, recording, event, Autotune or add to favorites.

OR

1. Press the 'GUIDE' button, use the '>' buttons to select a future program to view;
2. Press the 'MENU' button, use the '>' buttons to select PVR, press OK.
3. Use the 'v' buttons to navigate to Scheduled Event, press OK.
4. Upon pressing OK you are now able to view the different options for scheduling a reminder, recording, event, Autotune or add to favorites.



OR

1. Access options through Event Timer.
2. Press the GUIDE button, or if currently viewing a program, press the 'v' to display the banner guide across your screen.
3. Use the '<' '>' buttons to select a future program. Once selected, press OK.
4. Select the type of event you wish to set up, press OK.
5. Use the '^ v' buttons to change the field. Use the '<' '>' buttons to shift over to the next field.



6. Shift over to the OK at the bottom of the screen, press OK to save and apply settings.

Event Timer Types

Recording - Tunes the receiver to the program when it begins, starts recording the program with the PVR.

Autotune - Reminds you that a program is about to start; tunes the receiver to the program when it begins.

Reminder - Reminds you that a program is about to start.

Favorites - Adds program to Favorites, see page 6 for more information.

Event Timer Frequency

Once: A one-time event.

Mon – Fri: An event that is scheduled for Monday – Friday on the same channel, at the same time each day.

Daily: An event that is scheduled Monday – Sunday on the same channel at the same time each day.

Weekly: An event that is scheduled for once a week on the same channel on the same time, on the same day.

Editing the Scheduled Event

Select the scheduled recording, to do this you have two options:

Option 1

1. Press GUIDE.
2. Use the '<' '>' '^ v' buttons to find the program with the reminder/ autotune event, press OK.
3. From there you can use the '^ v' buttons to select: Set Recording, Cancel Reminder/ Autotune, Schedule Event, Remove from Favorites, More Info, or Cancel.
4. Once you have selected your action, press OK. Your recording has been edited.

Option 2

1. Press MENU.
2. Use the '<>' buttons to select Vault , press OK.
3. Use the 'V' buttons to shift down to 'Reminders' Press OK.
4. Use the '<> ^ v' buttons to highlight the reminder to be edited, press OK.
5. Use the '^ v' buttons to select; Cancel Reminder/Autotune, or Cancel.
6. Once you have selected your action, press OK. Your recording has been edited.

Editing the Scheduled Recording

1. Press MENU.
 2. Use the '<>' buttons to select PVR , press OK.
 3. Use the '^ v' buttons to shift down to To Record. Press OK.
 4. Use the '^ v <>' buttons to highlight the recording to be edited, press OK.
 5. Use the '^ v' buttons to select; Cancel Recording, or Edit Schedule.
 6. Once you have selected your action press OK. Your recording has been edited.
- * If you are currently viewing your recording and would like to edit it, you can also access the action window by pressing the 'v' button, and pressing OK.

Event Timers Tips & Tricks

Overlapping Event Timers: If you try to create event timers for overlapping programs the receiver will prompt you to delete or edit one of the timers. You are not able to display more than one event at one time.

Maximum Number of Event Timers: The receiver is only able to create a limited amount of event timers. Once you have reached this limit, you must edit or delete a timer to create a new one.

Power Off: If the receiver power is off at the time of a reminder or Autotune event, the receiver will not turn on. If the receiver is off during a scheduled recording, the program will record on the PVR.

Favorites

Creating a Favorites List

1. Press MENU and use ^ v <> arrows to toggle to Favorites then select Create.

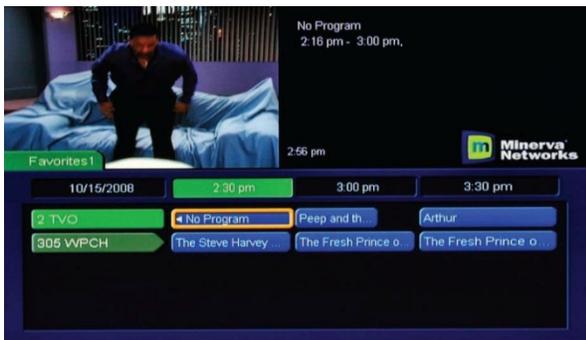


2. To name your favorite list you will press OK while in the white text box. A full alphabet and number pad will pop up and you can use '^ < > v' to find the letters. Press OK to add the letters to your text box.
 3. Select channels by using '^ < > v' arrows. Press OK to add the channel to your Favorites. A little heart will appear beside the channels you have tagged as Favorites.
- NOTE: You can add channels to your favorites list, not specific shows.
4. Press Update to submit your Favorites list.

How to Access your Favorites List

Accessing Favorites in Guide:

Press GUIDE until the green tab on the top of the channel listings reads Favorites1, Favorites2, etc. or if you have named your Favorites list, it will appear.



All of the channel listings under the tab that you choose will be of your favorite channels.

Accessing Favorites in Menu:

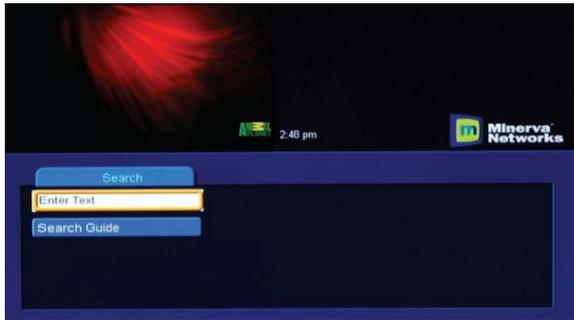
1. Press MENU then use the '^ v < >' arrows to find Favorites and press OK.
2. Select Choose.
3. Use '^ v < >' to choose the favorite list you are looking for.



You will be directed to your Favorites list in the Guide.

Searching

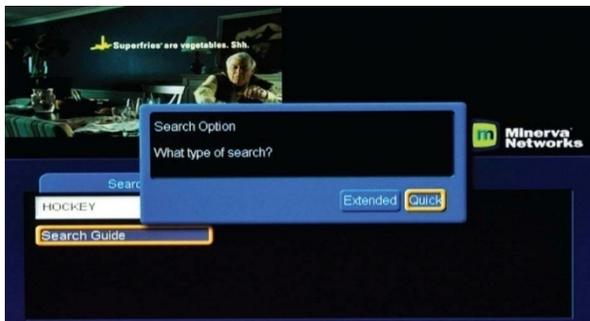
1. Press the MENU button on your remote.
2. Use the '^ v < >' buttons to find SEARCH in the Menu bar and press OK.



3. Press OK to bring up a full alphabet and number pad.



4. Use the '^ v < >' buttons to select (use the OK button to select) letters.
5. When finished select Done.
6. Use down button to go to Search Guide.
7. You will then choose whether you would like it to do an Extended Search or Quick Search.



Extended Search will search all shows up to 3 days in the future.

Quick Search will search shows that are currently on.

8. Use '^ v < >' buttons to choose the channel you would like to watch.



Pause TV

(Pause TV is a feature of PVR services that you must be subscribed to)

If you subscribe to E-Vision's Pause TV, you have the ability to pause live TV and continue to watch at either the point when you paused the program, or catch up to real-time.

Using Pause TV

1. Press the Pause (II) button, and your program will be paused.
2. To resume where you left off, press pause (II) or play (I>).
3. To resume up to real-time, press Fast Forward FF (>>) until the play logo (I>) is displayed in the top left corner of the screen. Then press play.

Caller ID

Caller ID is an additional feature that may need to be added to your account. Please contact our business office to do so at: 903-797-4357.

Parental Controls

Parental Controls allows you to determine which shows your children can watch and which shows are restricted to adults only. Parental Controls also allows you to temporarily disable or enable all parental controls.

Set up Parental Controls:

1. Press Menu button on remote.
2. Arrow to Settings and press OK.
3. Enter your password and press OK.
(To set up password you may have to call Etex Technical Support at 903-797-8324)

4. Arrow to Preferences tab.
5. Arrow down to Parental Controls and press OK. (A check mark will indicate that parental controls have been activated.)
6. Arrow right (>) to Edit to make changes and press OK.



Making Changes

1. Arrow down (v) to appropriate box and press OK. Use the left or right (< >) arrow to make changes.

Program Rating

Movie Ratings

- R Restricted - (Under 17 needs parent)
- NC-17 Not recommended for kids under the age of 17
- AO Adult only
- X Adult only
- XX Adult only
- XXX Adult only
- G General Audiences
- PG Parental Guidance recommended
- PG-13 Parental Guidance strongly recommended

TV Ratings

- TVMA Mature Audiences
- TVY Recommended for All Children
- TVY7 Recommended for Children over 7
- TVG General Audience
- TVPG Parental Guidance
- TV 14 Parents Cautioned

Unlock Timeout - Can be increased in increments of 30 minutes by pressing the right arrow button up to 270 minutes.

Block Unrated - Press OK to block all programs that are not rated

Show Blocked Program Info - Press OK to be notified by message when you attempt to watch a blocked program.

Content Ratings

1. Scroll down (v) to Content Rating. By pressing OK at any of these ratings, a check mark will appear to indicate rating has been activated.

S Sexual Situations
L Language
D Suggestive Dialogue
F Fantasy Violence
V Violence

2. When finished making changes, press Submit and exit.

Using Advanced Settings

Getting to Settings

- 1) Press MENU on your remote.
- 2) Scroll to Settings using '< ^ v>' buttons.
- 3) Type in your password. (Default:1-2-3-4)



Channel Blocking

- 1) Press MENU on your remote.
- 2) Scroll to Settings using '< ^ v>' buttons, press OK.
- 3) Enter Current Password.
- 4) Go to Preferences tab.
- 5) Scroll to Channel Blocking, press OK.



- 6) Select which channels you want blocked by pressing OK on the desired boxes.

8) Press EXIT to get out of Settings.

Parental Control – (See Parental Controls)

Program Alarm – Choose how long your alarms will stay on your TV. If you have your Program Alarm set to 30 seconds and you have a reminder that a show is on, that reminder will stay on screen for 30 seconds.

To use this function, highlight the Program Alarm box and press OK. Scroll through your options using '< ^ v>' buttons and when you find your desired Program Alarm time, press OK. Scroll down to the bottom right corner, highlight Submit and press OK.

Caller ID Time out – Choose how long you would like the Caller ID to remain on the screen when someone calls before timing out. Scroll to that box and press OK. You can then toggle through options using '< ^ v>' buttons and press OK to choose. Scroll down to the bottom right corner, highlight Submit and press OK.

Theme – This is where you can change the color/layout theme of your guide. Currently E-Vision only offers a standard theme, but new themes may be offered in the future. Scroll to that box and press OK. You can then toggle through options using '< ^ v>' buttons and press OK to choose. Scroll down to the bottom right corner, highlight Submit and press OK.

Changing Hardware Settings

In the settings Menu, arrow down to the bottom left corner to the box labeled Hardware Settings. To change any of these Hardware Settings, scroll over to the particular box and press OK. Use the < > buttons on the remote to find the option you want and press OK, then scroll down to the bottom left corner, highlight Submit and press OK.



RF Output Channel: If you have an analog TV that is connected to the Set Top Box through a coax cable, you must have your television set tuned to the same channel as you named in your RF Output Channel in settings. If your RF Output Channel is 3, then your TV must be set to channel 3 in order for your Set Top Box to work.

Audio Language: Scroll through different language options

HDMI Comp Resolution: Change the resolution (1080i, 720p, etc.) of the picture coming from the Set Top Box.

Frame Format: Change your screen's aspect ratio (16:9 Full, 4:3, etc.) here.

Audio Output: Toggle between Stereo and Surround Sound audio.

Changing Languages

1. Go to settings Menu.
2. Scroll down (v) to Hardware Settings, Press OK.
3. Scroll down (v) to Audio Language, Press OK.
4. Scroll through list using < > to find your language of choice.
5. Press OK.
6. Scroll down (v) to Submit at bottom of page and press OK.

Users

Within your set top box, you can have different users set up to have their own individual preferences, favorites, and parental settings. Parents can be one user accessing all channels available, while children might have only certain channels available.

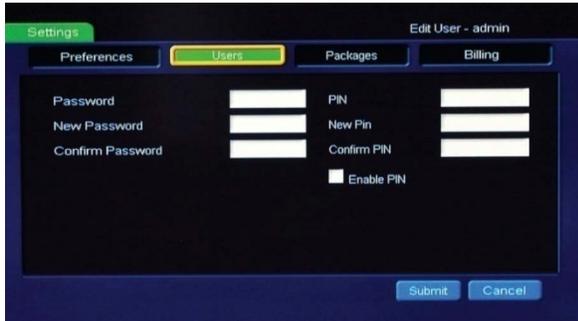


Add User – You can add Users for different people in your house that access your TV or any other use that requires separate settings and channels. Here is how to add a new user;

1. While in the Settings section of the Menu, scroll over to the Users tab.
2. Scroll down to Add at bottom of page and press OK.
3. Scroll down to the text boxes where are you required to enter information.
4. Press OK at the text box and a full letter and number keypad will appear. Use this to enter your information.
5. Scroll down to Submit at bottom of the screen.
6. You will be then asked to enter your Parental Controls information. (See Parental Controls)

Change Password – Password are set so you cannot access other peoples settings/preferences. The following is how to set your password:

1. While in the Settings section of the Menu, scroll over to the Users tab.
2. Scroll down with '< ^ v>' buttons to the user you would like to edit and press OK.
3. Scroll down to edit, press OK.



4. Enter your old password in the first box with remote. (Default is 1-2-3-4)
5. Enter your new password next and then re-enter it in the box below to confirm.
6. When you are done, scroll to the bottom left corner on the screen and select Submit.

User Parental Control – You can specify parental control settings for certain users. This is how you allocate these settings to specific users.

1. While in the Settings section of the Menu, scroll over to the Users tab.
2. Scroll down to the user you would like to edit.
3. Scroll down to the bottom left corner to Parental Controls and press OK.
4. Make the appropriate changes.

View Packages and Features currently being used

1. Go to Settings in the Menu.
2. Scroll left to Packages.
3. A list appears of all packages and features you are currently subscribed to.



Etex TV App Quickstart Guide

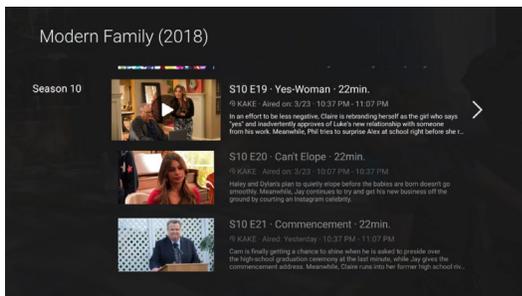
Download and install the Etex TV app to your device

Login using the account ID and Password from by your Service Provider



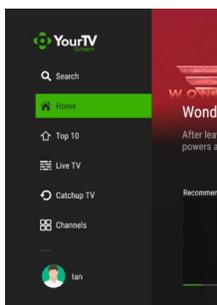
Welcome Screen

Browse TV shows and Movies displayed in rows grouped by content type, genre, editor picks, trending or personalized recommendations.



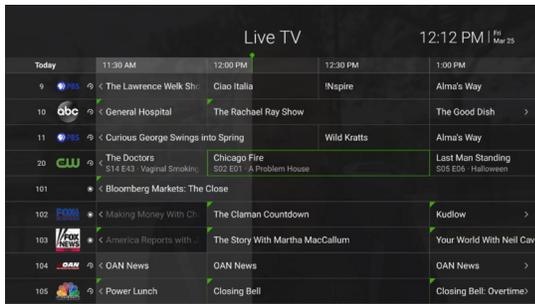
Info Page

Select any poster to show a description of the content with available actions you can take - watch, record, or set as favorite. Depending on the content, you may watch, record, rent or set as a favorite. You can also browse similar programs or search for other shows with the same actors or genres.



Menu Panel

Press the Menu button to display the Menu Panel on the left side of the screen. Here you can select options to search, show the program guide, see your recordings and more. Just scroll and select any of the items in the list. The Home option will return you to the Welcome Screen.



Program Guide (EPG)

Select the Menu option Live TV or press the = button on your remote control to display the Program Guide. This is a grid of all the live programs on all the channels available to you. Use the arrow buttons on your remote control to scroll up and down the channels and scroll right to see what's showing next, or scroll left to browse and watch programs that have already aired. Press select to get more information about any program. Press select again to jump to the Info Page.

Cool features in the Program guide.



This icon means the channel is recordable.



This means the channel has catchup TV recordings. Scrolling left allows you to play Catchup TV recordings from the past 24 hours



Watching a Program

Select Play from the Program Guide or Info Page to start watching TV. While watching TV you can Press OK/Select button to display the viewing controls
 PAUSE
 Restart*
 STOP (return to live TV)
 Record*
 Subtitles

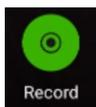
Info (return to the info page)
 Fast Forward and Rewind*

Cool Features while watching TV

The top of the screen shows posters for last watched channels. Quickly switch back to your favorite channels. It also shows a progress bar for the current show on the other channels.

*Where available

Recording**



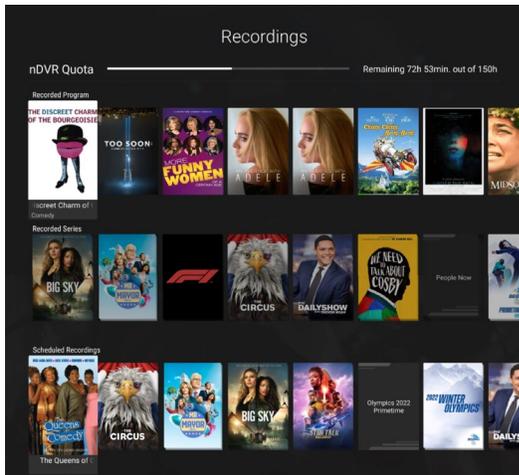
Current Program: Press OK/Select to display the viewing controls. Select the recording button to start a live recording. Recording will automatically stop at the end of the program.



Scheduled Recordings: Select a future TV program, (from Program Guide, Search, Home Screen) Select Record

Options include Record episode, Record Series, New Episodes only, Current Channel only and how many episodes to keep in your cloud storage.

Watch Recordings: Select Recordings from the Menu Panel. This displays Recorded Programs, Recorded Series and upcoming scheduled recordings. It also shows your recording hours Quota.

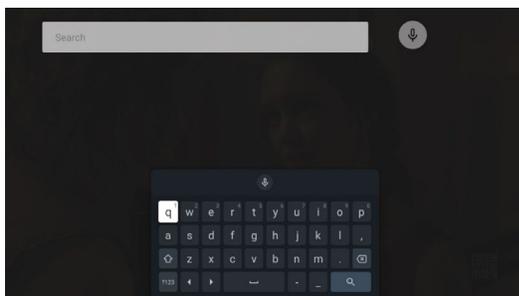


Cool Features of Recordings

You can schedule simultaneous recordings. There is no limit to the number of shows that can be recorded at the same time.

The only limit is the quota of recording hours in your account.

**Permission to record TV programs is set by the broadcaster and may not be available for all channels



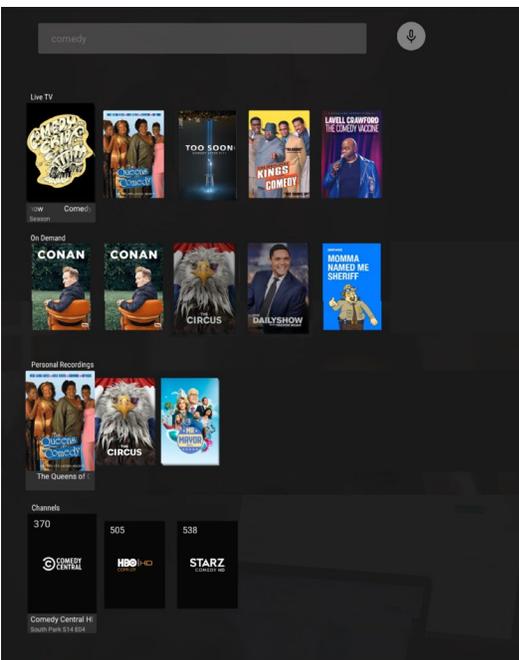
Searching

Select SEARCH from the Menu Panel

Enter search words with the on-screen keyboard and remote control arrow keys the click search

Or

Select the on-screen*** microphone button and then speak into your remote control

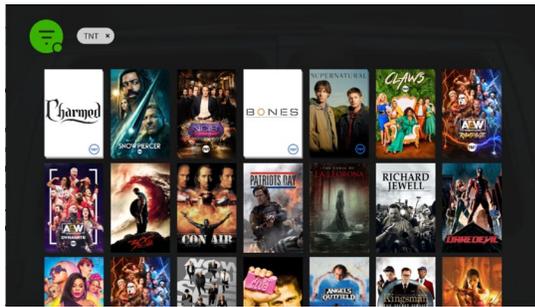


Cool Features of Search

Search results are for all content available to the user. Including Live, On-Demand, Recordings and Channels.

Search is also available from the Info Page. Just click the name of any genre, actor or director to search for their programs.

*** This is different from the microphone button on the remote control which will not return search results for the YourTV service.



On Demand Library (optional)

20,000+ hours of Hollywood movies and premium TV shows and episodes

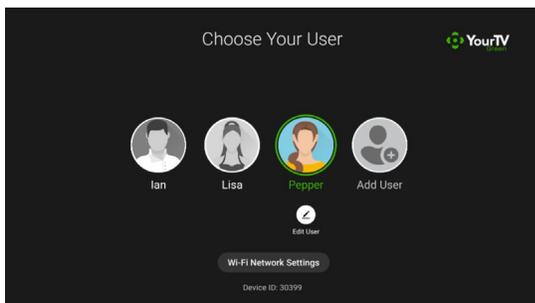
Find your favorite personalized content or see what's trending

Bookmarks keep track of any programs you are watching

Cool Features in the On Demand Library

If you Show All, you can use the Filter Button to find any mix of content and genre

Binge watch your favorite TV series with Play Next



Parental Controls

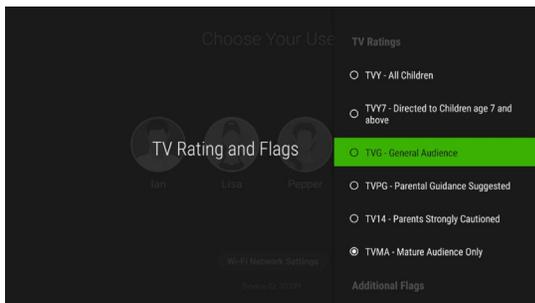
Scroll to the bottom of the Menu Panel and select the User Profile Icon

Select Users and Add User (you will need to enter the account Master PIN)

Name and Save a user for the restricted access

Select Edit User and configure Parental Controls

This profile will not see restricted channels or programs.



Cool Features in the Profiles

Parents can configure both Movie and TV Ratings
Parents can budget an allowance to the profile to manage any movie rental expenses

The TV service will learn the viewing preferences of the restricted viewer and display age appropriate recommendations.