

GUIDE Plus+ GOLD SYSTEM



Manufacturer Support Manual

GUIDE Plus+ GOLD SYSTEM

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GUIDE Plus+ GOLD SYSTEM OVERVIEW

GUIDE Plus+ GOLD is an interactive on-screen television programming guide integrated into televisions and VCRs carrying this technology. This system is available at no monthly charge and offers program listings, one-touch recording, and remote control over TVs, VCRs, and cable boxes.

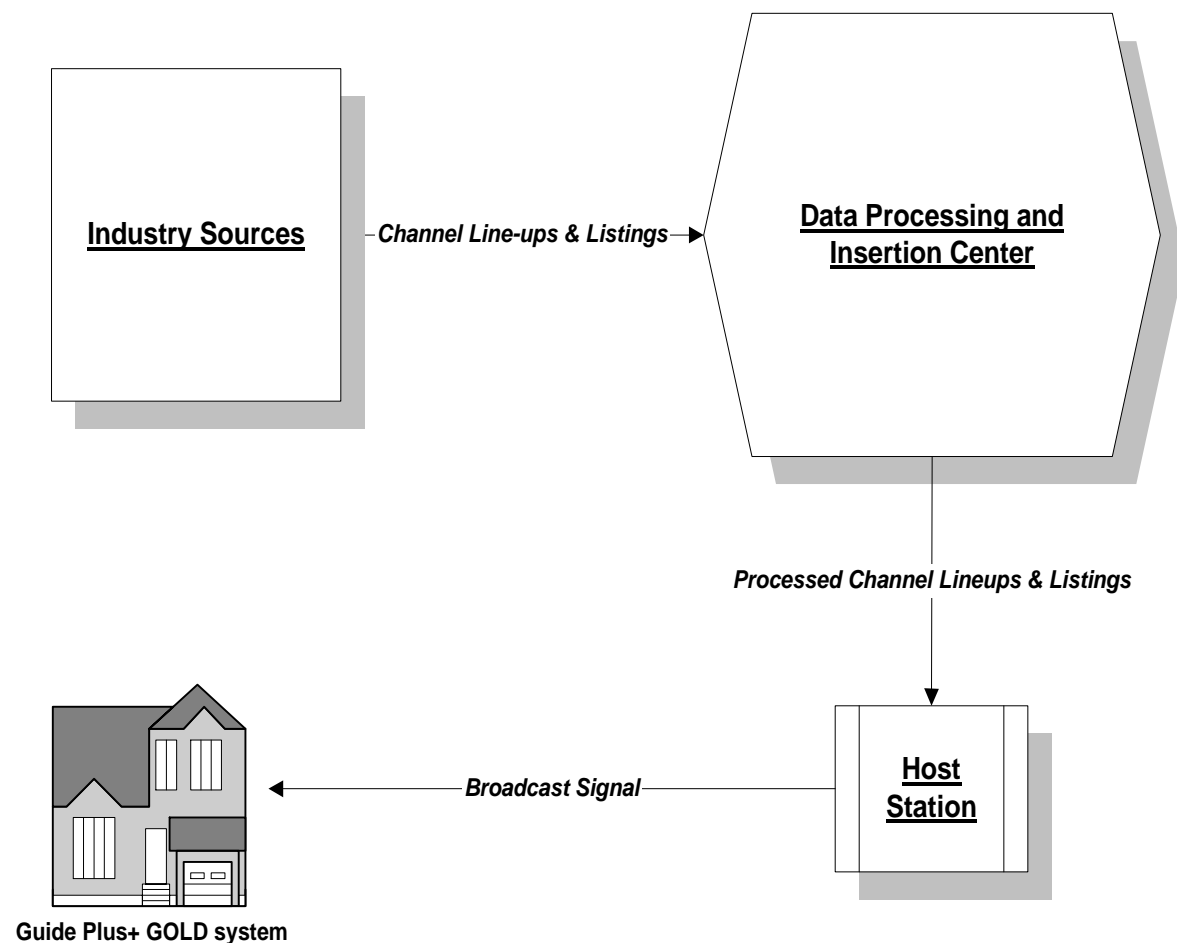
What does the GUIDE Plus+ GOLD system bring to the television screen?

By pressing the “**GUIDE**” button on the remote control, GUIDE Plus+ GOLD brings the following to the user’s screen:

- Three days of program listings for each of their local broadcast and/or cable channels (up to 120); and
- Up to eight days of program listings for various categories such as movies, sports and children’s programming.

How does the GUIDE Plus+ GOLD system in televisions receive data?

- GUIDE Plus+ GOLD data is transmitted by local television broadcasting stations (referred to as “Hosts”) throughout the United States and Canada on a daily basis. Often, more than one host television station serves the same geographical area.



GUIDE Plus+ GOLD OVERVIEW

Where does the GUIDE Plus+ GOLD system information originate?

- Program listing information is obtained from sources in the broadcast industry.
- The information from these sources is entered into a database where it is then sorted by geographical regions and edited into a format compatible with the GUIDE Plus+ GOLD system.

What other features does the GUIDE Plus+ GOLD system offer?

- One-touch point and shoot watch/record programming
- Short descriptions of programs just like the weekly program listing guide.
- Video Window - (not offered in some models)
- Automatic clock set-up
- Flexibility to customize channel listings
- News Guide (not available in GUIDE Plus+ GOLD '98 systems)
- And much more!

GUIDE Plus+ GOLD SET-UP

This next section provides basic step-by-step instructions through the GUIDE Plus+ GOLD set-up prompts. It is imperative that the user enters accurate information during these prompts so that the correct programming data will download to the user's GUIDE Plus+ GOLD system. *(Note: GUIDE Plus+ GOLD set-up will vary upon television or VCR manufacturer.)*

GUIDE Plus+ GOLD Menu Screens

From the regular television on-screen menu, select the "**Setup**" option or simply press **GUIDE** on your TV or VCR remote. The screen which appears next will provide the user with the following options:

- **Setup:** Prompts the user for important information that will allow the GUIDE Plus+ GOLD to control your TV or VCR.
- **View Demo:** Provides an interactive demonstration of the GUIDE Plus+ GOLD system's operating screens and features.
- **Options:** Permits user to enable or disable the GUIDE Plus+ GOLD auto display feature ON or OFF.
- **Exit:** Permits the user to exit GUIDE Plus+ GOLD system set-up menu screen.

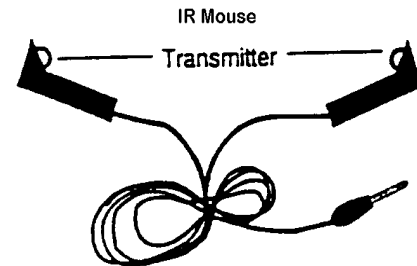
HELPFUL HINT

1. Recommended that the user views the built-in demo prior to beginning actual set-up.

Equipment Configuration

Prior to beginning the GUIDE Plus+ GOLD set-up, the user must configure all components (TV, VCR, cable box, etc.) as specified by the manufacturer.

[**Important:** Make sure that the infra-red (IR) mouse is properly connected to the GUIDE Plus+ GOLD television or VCR and correctly positioned beneath the remote sensor of the cable box and/or VCR.]



INITIAL SET-UP

To begin set-up, the user selects the "**Setup**" option and follows all the prompts, as described in detail below.

Very Important! The manner in which the user selects their options throughout the system may vary according to specific models. For example: some screens may prompt the user to press the **SELECT** button on their remote control while other models may require the **ENTER** or **OK** button for choosing options. Please follow the screen prompts to access the correct button on the remote control.

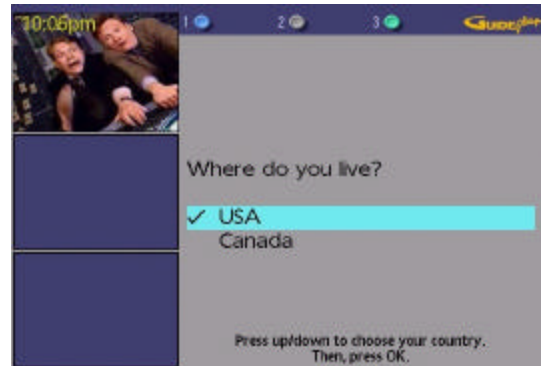
GUIDE Plus+ GOLD SET-UP

INITIAL SET-UP

Step 1: "Where do you live?"

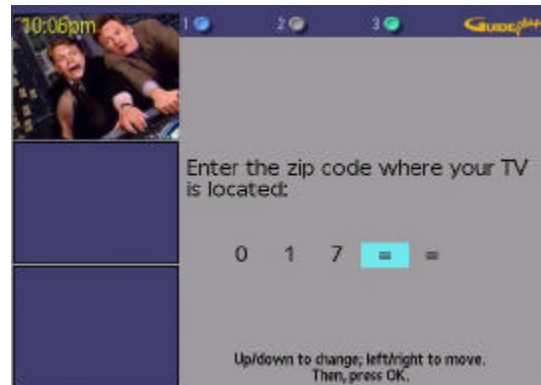
**USA or
Canada**

- Using the up/down arrows on the TV or VCR remote, select the correct country.



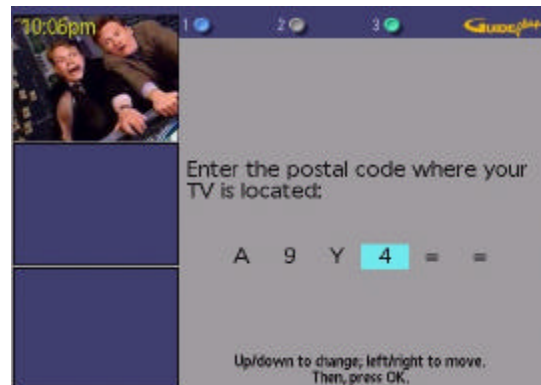
Step 2a: USA "Enter the zip code . . ."

- Using the number pad on the TV or VCR remote, enter the five digit *zip code*.



Step 2b: CANADA "Enter the postal code . . ."

- Using the up/down arrows on the TV or VCR remote, enter the six digit postal code.
- Once the correct number/letter appears, move over to the next space and repeat step 1 until postal code is complete.



HELPFUL HINT

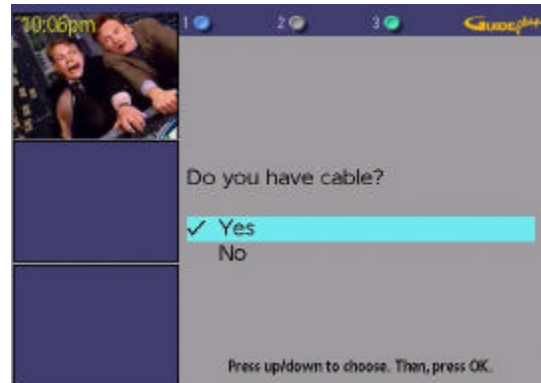
- To correct entry errors, highlight the incorrect entry and re-enter the correct character.

GUIDE Plus+ GOLD SET-UP

INITIAL SET-UP

Step 3: "Do you have cable?"

- If cable is received, select **"Yes"** and continue to **Step 4**.
- If cable is not received, select **"No"** and **skip** to **Step 7**.

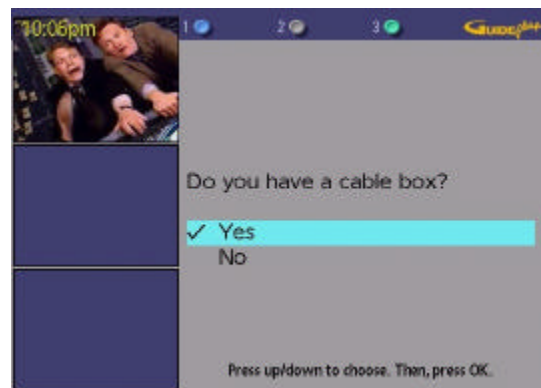


HELPFUL HINT

1. If the user incorrectly selected options in Steps 1, 2, or 3, the user should return to the GUIDE Plus+ GOLD menu screen and begin the initial set-up process again.

Step 4: "Do you have a cable box?"

- If a cable box is used, select **"Yes"** and continue to **Step 5**.
- If a cable box is not used, select **"No"** and **skip** to **Step 7**.



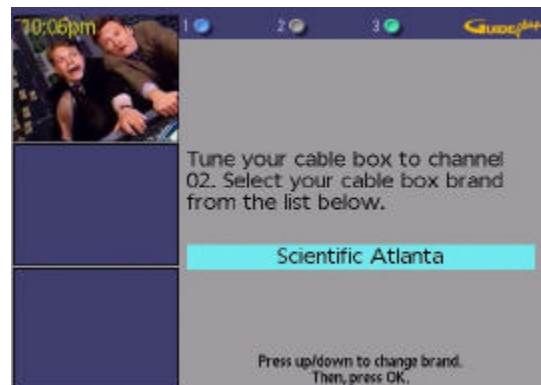
HELPFUL HINT

1. If the user incorrectly selected **"Yes"** or **"No"** then, advise the user to return to the GUIDE Plus+ GOLD menu screen and begin the initial set-up process again.

Step 5: "Select your cable box brand..."

[**Important:** Make sure that the infra-red (IR) mouse is properly connected to the GUIDE Plus+ GOLD television and correctly positioned beneath the remote sensor of the cable box.]

1. Make sure that the cable box is turned on and tuned to channel 02.
2. Use the up/down arrows to scroll through a list of cable box brands.



GUIDE Plus+ GOLD SET-UP

INITIAL SET-UP

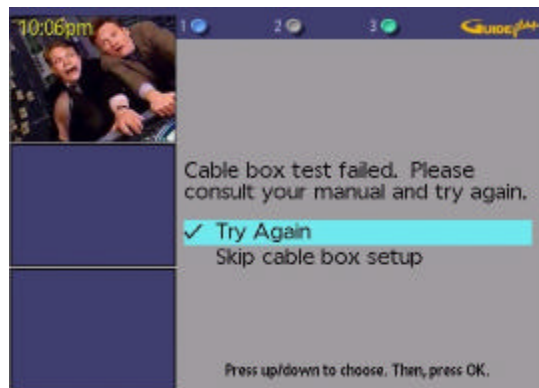
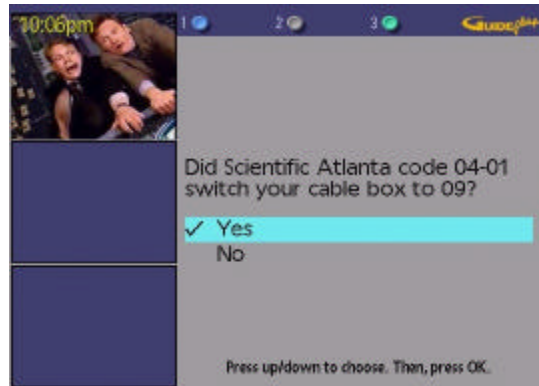
Step 5: "Select your cable box brand..." (cont.)

3. Select the correct brand of cable box once it appears. The GUIDE Plus+ GOLD system will begin testing the first code for the brand selected. (For example, **Scientific Atlanta** code **04-01**.)
4. a) Select "**Yes**" if the cable box changes to channel "09" and continue to **Step 6**.
b) Select "**No**" if the cable box did not change to channel "09".

(Note: The next cable box brand code will appear on the television screen.)

5. Continue this process until the cable box changes to channel "09", then select "**Yes**" and continue to **Step 6**.

(Note: If the cable box does not change to channel "09", a "**Cable Box Test Failed . . .**" message will appear on the TV screen, advise the user to reposition the infra-red (IR) mouse in front of the cable box and select "**Try Again**". This will return the user to the **Cable box brand selection...** screen. Repeat cable box set-up steps. If channel "09" does not appear after several attempts, refer to the **GUIDE Plus+ GOLD Troubleshooting Guide**.)

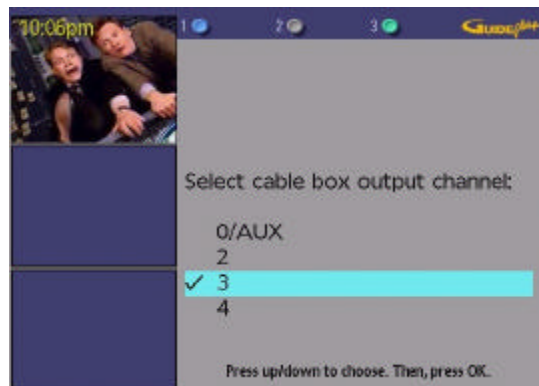


HELPFUL HINTS

1. If the cable box turns off, advise the user to turn it on and continue entering the cable box brand codes.
2. If the cable box changes to a channel other than "09", select "**No**" until channel "09" is displayed.

Step 6: "Select cable box output channel"

- Use the up/down arrows on the TV or VCR remote to select the local cable company's output channel.



HELPFUL HINT

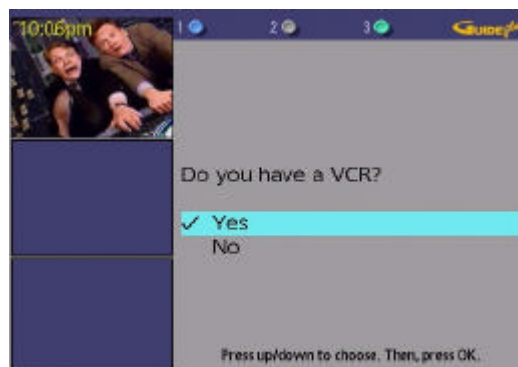
1. If the incorrect output channel was selected, advise the user to return to the GUIDE Plus+ GOLD menu screen and begin the initial set-up process again.

GUIDE Plus+ GOLD SET-UP

INITIAL SET-UP

Step 7: "Do you have a VCR?"

- If a VCR is used, select **"Yes"** and continue to **Step 8**.
- If a VCR is not used, select **"No"**. GUIDE Plus+ set-up is complete. Follow screen prompts to **EXIT** set-up.



HELPFUL HINTS

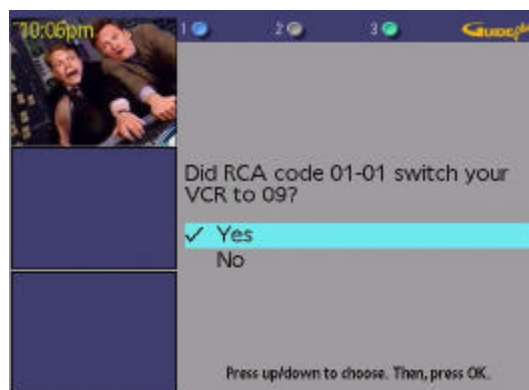
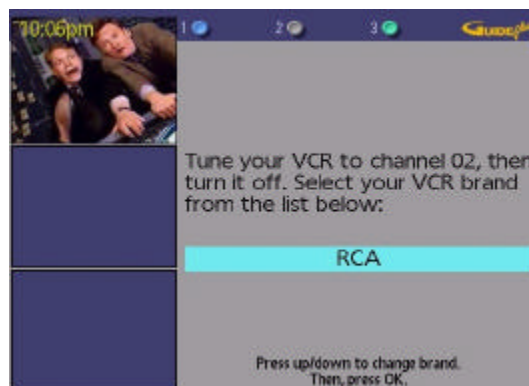
1. If the user incorrectly selected **"Yes"** or **"No"**, advise the user to return to the GUIDE Plus+ GOLD menu screen and begin the entire initial set-up procedure again.

Step 8: "Select your VCR brand..."

[**Important:** Make sure that the infra-red (IR) mouse is properly connected to the GUIDE Plus+ GOLD television and correctly positioned beneath the remote sensor of the VCR.]

1. Make sure that the VCR is tuned to channel 02 and turned off.
2. Use the up/down arrows to scroll through a list of VCR brands.
3. Select the correct brand of VCR once it appears. The GUIDE Plus+ GOLD system will begin testing the first code for the brand selected. (For example, **RCA** code **01-01**)
4. a) Select **"YES"** if the VCR turns on and changes to channel "09". GUIDE Plus+ GOLD set-up is complete. Follow screen prompts to **EXIT** setup.
b) Select **"NO"** if the VCR did not change to channel "09".

(Note: The next VCR brand code will appear on the television screen.)



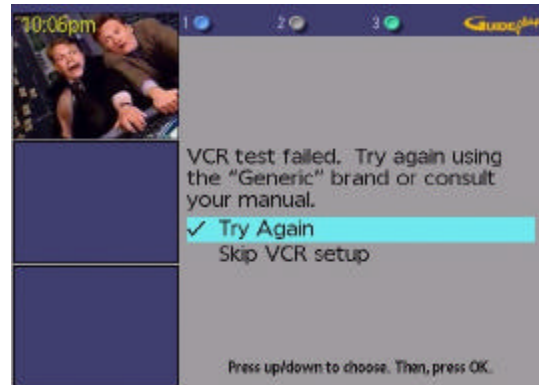
GUIDE Plus+ GOLD SET-UP

INITIAL SET-UP

Step 8: "Select your VCR brand..." (cont.)

- Continue this process until the VCR turns on and changes to channel "09", then select **"YES"**. GUIDE Plus+ GOLD set-up is complete. Follow screen prompts to **EXIT** set-up.

(Note: If the VCR does not power on, a **"VCR Test Failed . . ."** message will appear on the TV screen, advise the user to reposition the infra-red (IR) mouse in front of the VCR and select **"Try Again"**. This will return the user to the **VCR brand selection...** screen.

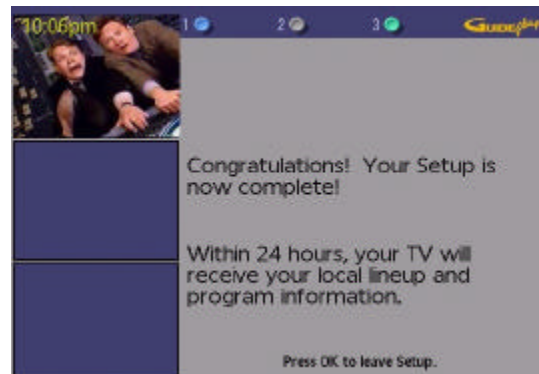


HELPFUL HINTS

- If the VCR powers on and changes to a channel other than 9, and a cable box is used, simply return the VCR to the cable box output channel and select **Yes**.
- If user does not have a cable box, refer to the Guide Plus+ GOLD Troubleshooting Guide. (Note: Repeat VCR set-up steps. If channel "09" does not appear after several attempts, refer to the GUIDE Plus+ GOLD Troubleshooting Guide.)

The initial set-up of the GUIDE Plus+ GOLD system is now complete and the user is ready to receive local channel line-up and program information. A screen will appear notifying the user that **"Within 24 hours, your TV will receive your local lineup and program information."**

(Note: If any steps were "skipped" during initial set-up, the screen will prompt the user to re-do initial set-up properly.)



During the final set-up process, the GUIDE Plus+ GOLD system will automatically search for and download the TV channel line-up and program listings applicable to the user's home.

This is done in two steps:

- 1) The **Search Mode** during which the GUIDE Plus+ GOLD system automatically searches for and locates the host channel and then downloads the channel line-up for the user's home.
- 2) The **Host Download** during which the GUIDE Plus+ GOLD system downloads the complete TV listings (program titles and descriptions) associated with this channel line-up.

GUIDE Plus+ GOLD SET-UP

SEARCH MODE

As mentioned previously, this Search mode provides the GUIDE Plus+ GOLD system with the local broadcast and/or cable channel line-ups. This process is based on the equipment that the user selects during the initial set-up menus. The differences are based on whether the user uses an antenna or cable, with or without a box. The specifics of each are described below.

Search Mode: Antenna

At any time during the day, the GUIDE Plus+ GOLD search mode will finish approximately two (2) hours and thirty (30) minutes after the GUIDE Plus+ GOLD system is turned OFF.*

**Most television brands/models should be powered off during Search Mode.*

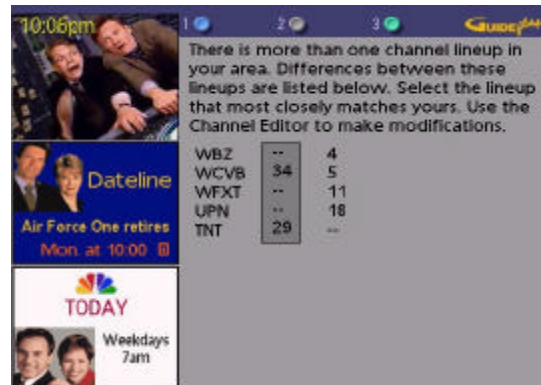
Search Mode: Cable (without cable box)

At any time during the day, the GUIDE Plus+ GOLD search mode will finish approximately three (3) hours after the GUIDE Plus+ GOLD system is turned OFF.*

**Most television brands/models should be powered off during Search Mode.*

When GUIDE Plus+ GOLD is turned on by the user two possible scenarios may occur:

1. If the user turns the GUIDE Plus+ GOLD system on before the host download cycle (defined on pg. 13) occurs, the phrase **"NO LISTING"** will appear to the right of each channel listed. This message demonstrates that the GUIDE Plus+ GOLD system was able to identify the user's cable system, but no program information has been received from the host. Within the next 24 hours, this message should be replaced by current program listings.
2. If there is more than one cable company servicing the user's local area, the host search may yield the **"CHANNEL MAP SELECTION"** screen (see figure on the right). This will appear the first time the user presses the **"GUIDE"** button so that the user can identify which cable line-up to select. It will display two or more possible channel line-ups. Press the right/left arrow keys on the remote to choose the user's correct channel line-up.



Search Mode: Cable (with cable box)

This scenario is slightly different from the other scenarios because of the cable box. **The television and VCR must be powered off**, however, **the cable box must be left on!** The cable box will begin scrolling through channels. This process should **not be interrupted**.

GUIDE Plus+ GOLD SET-UP

SEARCH MODE/HOST DOWNLOAD

Search Mode: Cable (with cable box) cont.

Once the cable box surfs through all of the channels, it will stop on a single channel called the local host station. The user **must not change the cable channel or use the television for approximately three (3) hours until Search mode is complete.** When GUIDE Plus+ GOLD is turned on by the user three (3) hours later, two possible scenarios may occur:

1. If the user turns on the GUIDE Plus+ GOLD system before the host download cycle occurs, the phrase **"NO LISTING"** will appear to the right of each channel listed. This message demonstrates that GUIDE Plus+ GOLD system was able to identify the user's cable system, but no program information has been received by the host. After 24 hours, this message should be replaced by current program listings.
2. If there is more than one cable company servicing the user's local area, the host search may yield the **"CHANNEL MAP SELECTION"** screen (see figure on page 12). This will appear the first time the user presses the **"GUIDE"** button so that the user can identify which cable line-up to use. It will display two or more rows of possible channel line-ups. Press the right/left arrow keys on the TV or VCR remote to choose the user's correct channel line-up.

HELPFUL HINT

1. If the GUIDE Plus+ GOLD system will not turn on after the search mode is complete, it may be unable to identify its local host station. The user must begin the initial set-up process again.

Host Download

The GUIDE Plus+ GOLD data is transmitted to television broadcasting stations (referred to as "Hosts") throughout the United States and Canada. Often, more than one host television station serves the same geographical area. These hosts are responsible for broadcasting the signals carrying the GUIDE Plus+ GOLD data to each individual television set within its sector.

The host download cycles occur four (4) times per day at various times, and the cycles last for approximately two (2) hours and thirty (30) minutes. During this time period, **most televisions must be powered OFF** in order to receive the program listing information broadcast. These cycles usually occur during the early to mid-morning and early afternoon hours.

GUIDE Plus+ GOLD OPERATING MODES & FEATURES

Once the initial set-up for GUIDE Plus+ GOLD is complete and the necessary data is downloaded properly, the user can begin to use its many features. This next section provides a general description of those modes and their features.

The two menu bars used to navigate throughout the system are: the **Main Menu Bar** and the **Action Bar**. The **Main Menu Bar** provides access to all other areas of the GUIDE Plus+ GOLD (**Grid**, **Sort**, **News Guide**, **Schedule**, **Messages**, **Editor**, and **Setup**). The **Action Bar** is located at the top of the viewing screen and provides the user with various options depending on the user's location in the system.

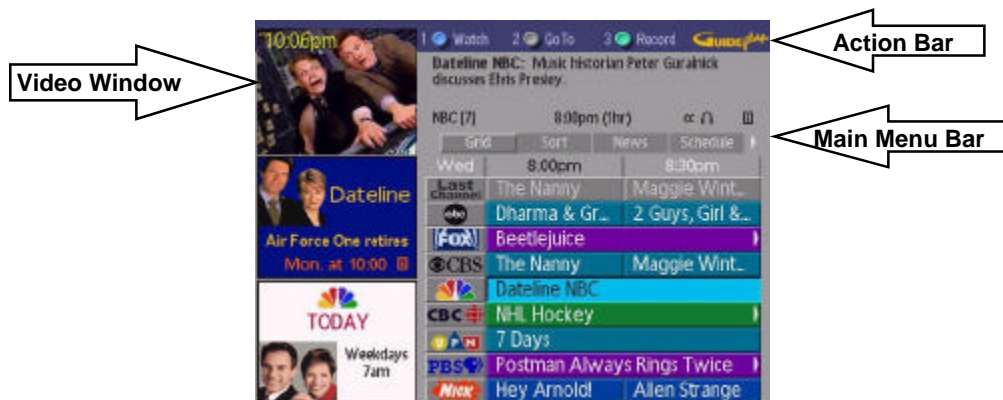
Main Menu Bar

To access the options on these bars, do the following:

1. Use the up/down arrow keys on the TV or VCR remote to highlight the **Main Menu Bar**.
2. Use the left/right arrow keys on the TV or VCR remote to choose the desired destination.

Action Bar

To choose options on the **Action Bar**, press the corresponding keys on the TV or VCR remote which access the buttons on the **Action Bar**.



Video Window

Displays the current on air broadcast for the channel being viewed prior to accessing the GUIDE Plus+ GOLD system. As the user moves the dark blue highlighting bar up or down, the video viewing window will tune to the channel highlighted.

GRID MODE

GRID is the default or first screen displayed when the "GUIDE" button on the remote is pressed. This mode allows the user to scroll through current and future program listings by using the up/down or left/right arrow keys on the TV or VCR remote. As the user moves the highlighting bar up or down, the video window will tune to the channel highlighted. By using the left or right arrow keys, the user can scroll from present to future program listings.

(Note: If a cable box is used, a short delay of approximately two seconds from the time a line is highlighted, to the time the box tunes, is normal.)

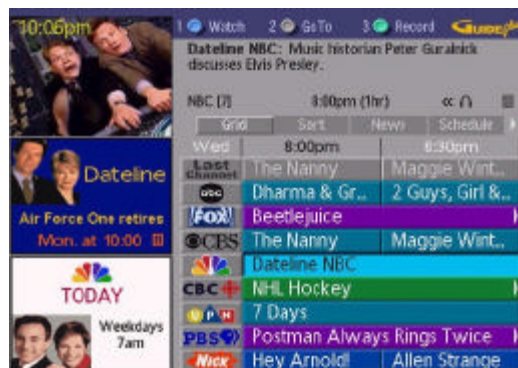
GUIDE Plus+ GOLD OPERATING MODES & FEATURES

GRID MODE


Information Box

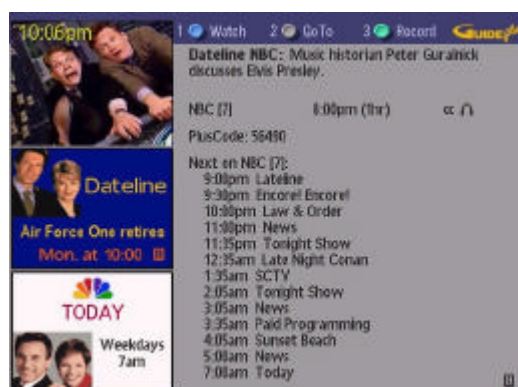
Displayed in the upper part of the television screen, the **Information Box** provides the user with the following program information:

- Title
- Time
- Length
- Content & Ratings
(not available for all listings)



Expanded Information Box

Available when the “**Information icon**”  is displayed, this feature provides the user with additional program information and/or PlusCode numbers. To display the “**Expanded Information Box**”, the user must press the **INFO** key on the TV or VCR remote, and to exit the “**Expanded Information Box**”, the user must press the **INFO** key a second time.

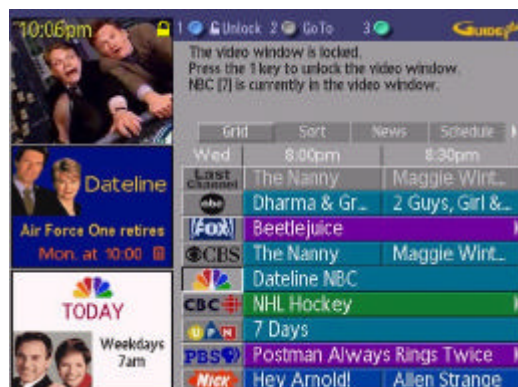
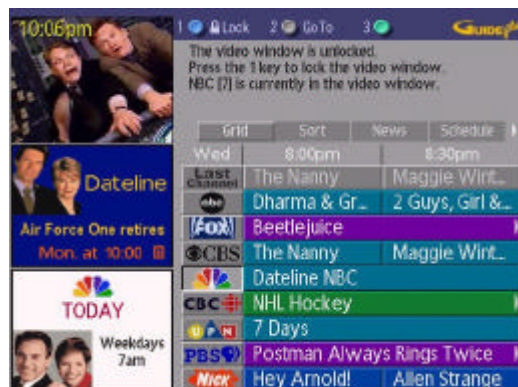


Locking/Unlocking the Video Window

This feature allows the user to continue viewing a desired program while scrolling through the GUIDE Plus+ GOLD listings.

To use this feature, do the following:

1. Using the left/right arrow keys on the TV or VCR remote, highlight the station in the **Last Channel** column.
2. When the lock icon appears on the **Action Bar** (see illustration on top right), select **Lock**.
3. An additional lock icon will appear in the view window.
4. To unlock the video window, repeat steps 1 and 2, and then select **Unlock** on the **Action Bar**.

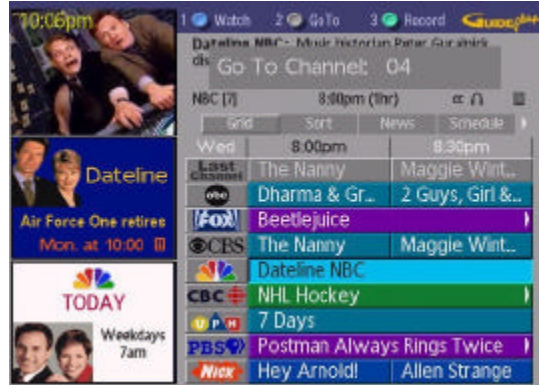


GUIDE Plus+ GOLD OPERATING MODES & FEATURES

GRID MODE

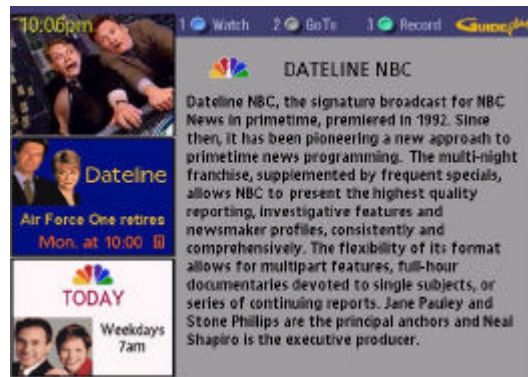
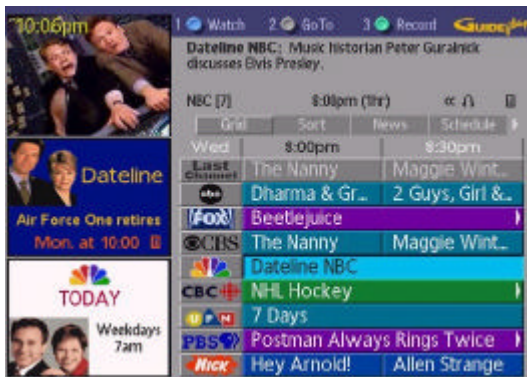
Direct Dialing

The user may jump directly to any channel in the **Grid** by pressing the "2" key on the TV or VCR remote (**Go To Channel: __** screen appears) then keying in the desired channel number. The highlight bar will skip to the channel requested. If the channel requested does not exist in the lineup or is turned **OFF** (see **Editor** section, pg. 22), "**Channel ## is not available**" will appear in the **Information Box**.



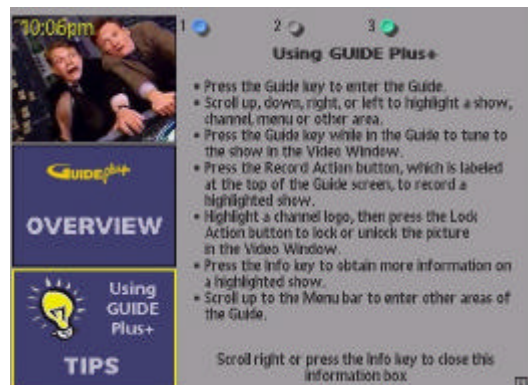
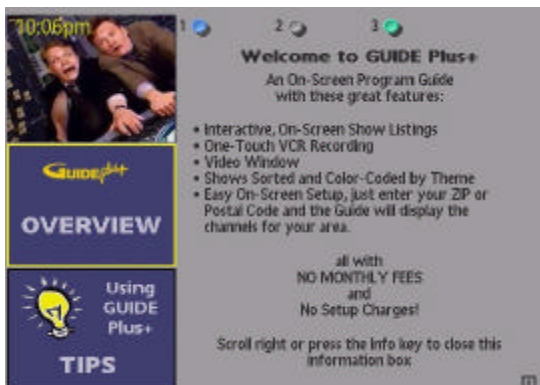
Display Panels

The Display Panels located to the far left of the GUIDE Plus+ GOLD screen provide additional program or product-related information. When a Display Panel is highlighted by pressing the left/right arrow key on the TV or VCR remote, information will expand to fill the entire screen. Multiple pages of text and/or graphics can be seen. Display Panels may change periodically throughout the day. Additionally, when the Display Panel is highlighted, the **Action Bar** will provide the user with programming options. (See pg. 17 & 18 for further details on **Watch & Record**.)



Default Display Panels

After the set-up process is complete, Default Display Panels provide the user with an overview and general tips for using the GUIDE Plus+ GOLD system. To access this information: Press the left/right arrow keys on the TV or VCR remote to highlight the panel.



GUIDE Plus+ GOLD OPERATING MODES & FEATURES

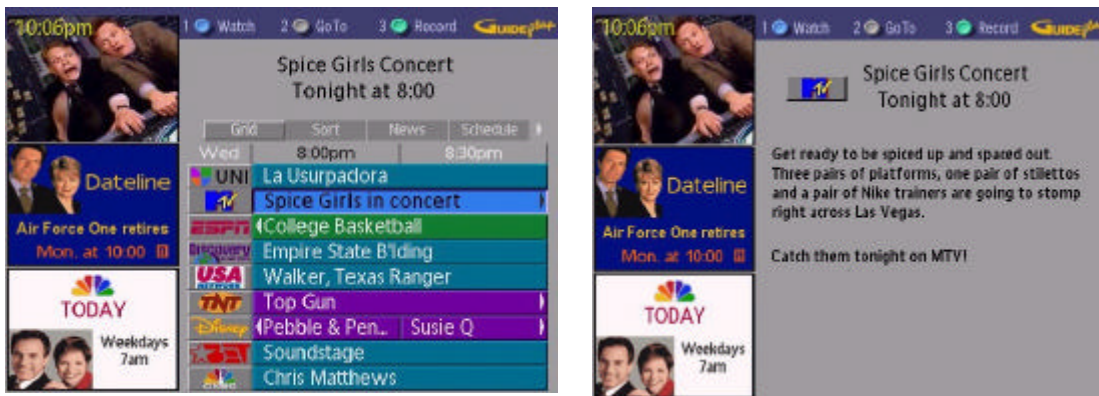
Channel Ads

Channel Ads can be located anywhere on the program grid. In the following screen samples, the MTV Spice Girl Channel Ad is located between CBS and UPN. Please note that the user cannot tune directly to this program as it is merely a station advertisement.

To access the information from the **Channel Ad**:

1. Press the up/down arrows on the TV or VCR remote to highlight the ad.
2. Press the **INFO** key on the remote to expand the **Information Box**.

Just as with the Display Panels, the **Channel Ads** will provide the user with programming options from the **Action Bar**.



Watch Feature

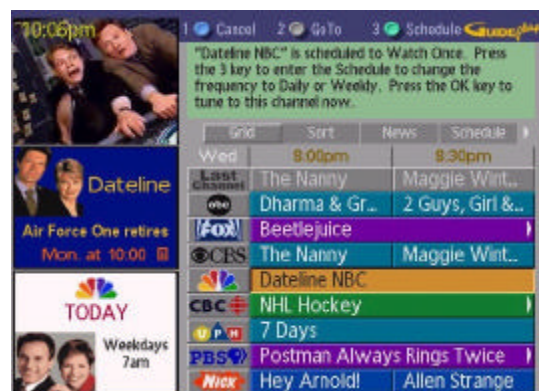
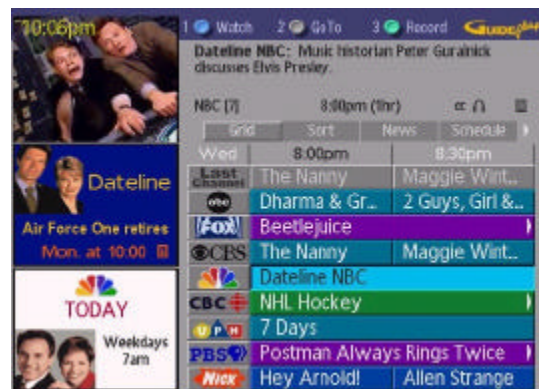
This feature is located on the **Action Bar** and provides the user with the option to select programs for live viewing. The **Watch** feature will not record a program, instead, it will automatically turn on the television and tune to the selected program for the user's immediate viewing. If the TV is already on, the **Watch** feature will move to the selected program only if the user is viewing a different program.

To use the **Watch** feature, simply do the following:

1. Use the up/down or left/right arrow keys on the remote to highlight the desired show.
2. Select the **Watch** action button to schedule a show once for watching.

(Note: If the user would like to change the frequency of the program for watching to **Daily** or **Weekly**, they must access the **Schedule** mode by either pressing the **Schedule** button on the Action bar or by selecting the **Schedule** box on the **Main Menu Bar**. See pg. 21)

3. A confirmation message will appear on the screen and the show will be highlighted in orange on the **Grid**.



GUIDE Plus+ GOLD OPERATING MODES & FEATURES

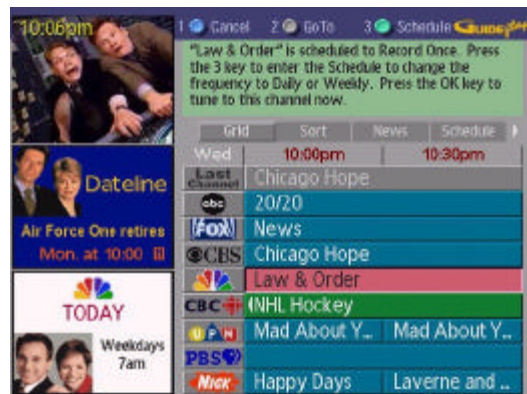
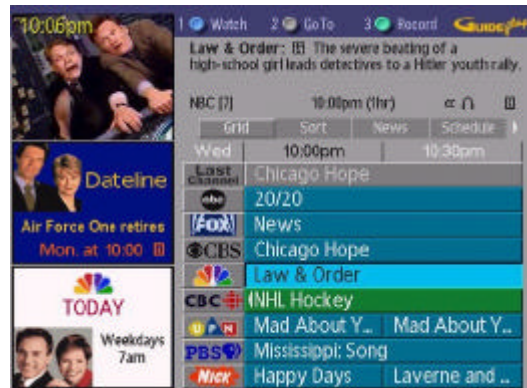
Record Feature

This feature is also located on the **Action Bar** and provides the user with one-touch VCR recording. To use this feature simply do the following:

1. Use the up/down or left/right arrow keys on the TV or VCR remote to highlight the desired show.
2. Select the **Record** action button to schedule a show for recording **Once**.

(Note: If the user would like to change the frequency of the program for recording to **Daily** or **Weekly**, they must access the **Schedule** mode by either pressing the **Schedule** button on the Action bar or by selecting the **Schedule** box on the **Main Menu Bar**. See pg. 21 **Schedule** mode)

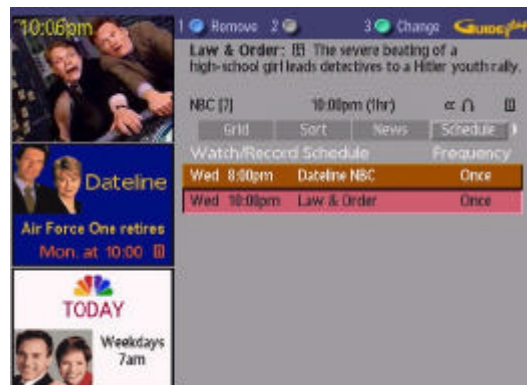
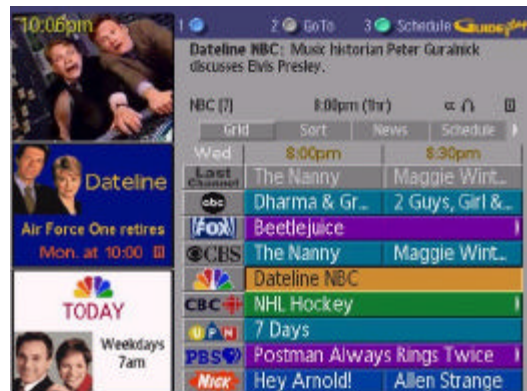
3. A confirmation message will appear on the screen and the show will be highlighted in red on the **Grid**.
4. After step 3 occurs, the user will have a **Cancel** option appear on the **Action Bar** to delete the selected program. This is the only time the **Cancel** button will appear. For program cancellation, please review the section below.



Watch/Record: Program Cancellation

To remove a scheduled program at any time, do the following:

1. Highlight the show to be cancelled, then select the **Schedule** button on the Action Bar. (See additional information on **Schedule** mode on pg. 21.)
OR
Select the **Schedule** box on the Main Menu Bar.
2. Use the up/down arrow keys to highlight the desired program.
3. Select the **Remove** action button to delete this program from the **Watch** or **Record** group.



GUIDE Plus+ GOLD OPERATING MODES & FEATURES

SORT MODE

This mode provides the user with the ability to preview program listings for various categories, such as movies, sports and children shows for up to eight days. Each category contains unique sub-categories. For example, a few of the sub-categories for movies include: action, adventure, and comedy.

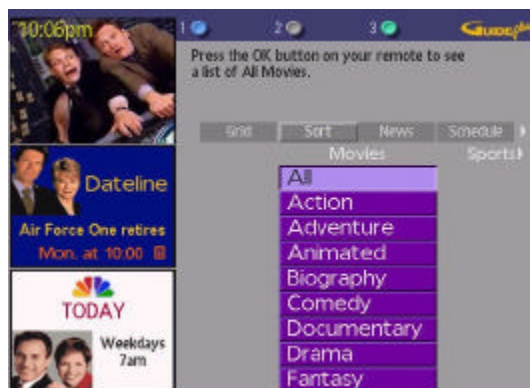
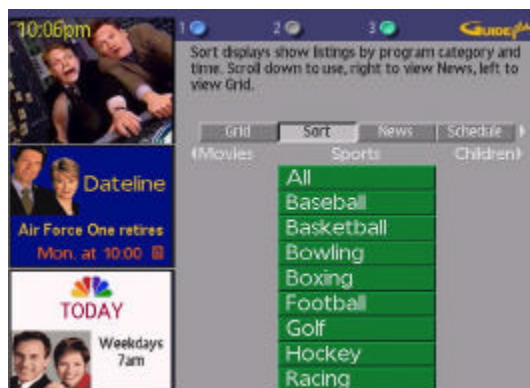
To use this feature, do the following:

1. From the **Main Menu Bar**, use the right/left arrow keys on the TV or VCR remote to select **Sort**.
2. Use the down arrow key on the TV or VCR remote to move from the **Sort** box to the program category bar under the **Main Menu Bar** (see screen on right).
3. Use the left/right arrow keys on the TV or VCR remote to highlight the desired program category.
4. Use the up/down arrow keys on the TV or VCR remote to highlight the desired sub-category and select.
5. To scroll through the listings, use the up/down arrow keys on the TV or VCR remote.
6. To exit this feature, return to the **Main Menu Bar** by using the up arrow key on the TV or VCR remote.

(Note: Programs of a particular theme are categorized by color in the **Grid** (i.e. all sports are colored green))

Many of the features discussed in the **Grid** mode can also be used in the **Sort** mode, such as:

- **Information Box**
- **Expanded Information Box**
- **Display Panels**
- **Watch Feature**
- **Record Feature**



GUIDE Plus+ GOLD OPERATING MODES & FEATURES

NEWS GUIDE

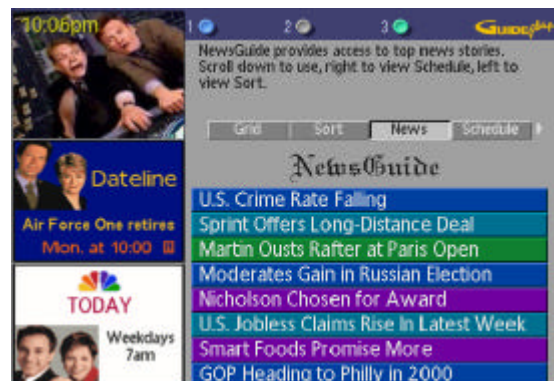
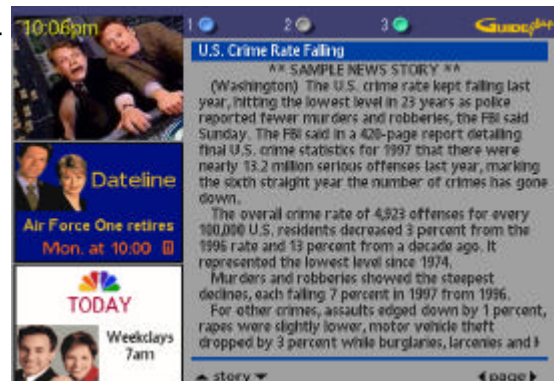
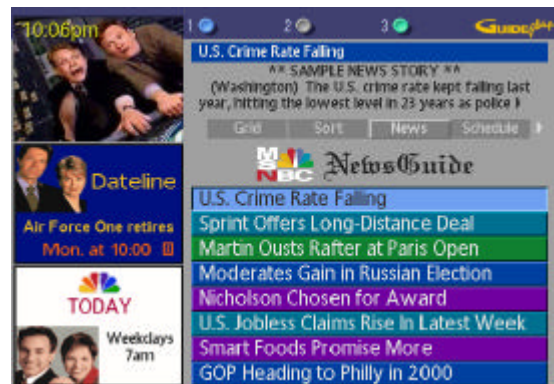
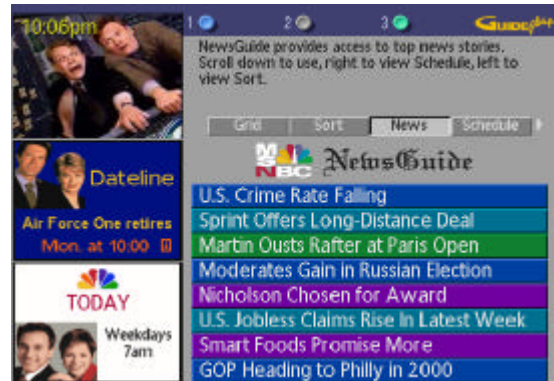
This feature provides the user with the ability to review current news stories in the GUIDE Plus+ system. If the user receives the MSNBC news channel, News Guide stories can be updated either when the feature is in use or when the television is tuned to MSNBC. If the user does not receive MSNBC, News Guide will receive updates from the local broadcast Host station during pre-designated download times. *This feature not available in GUIDE Plus+ '98 systems.

To use this feature, do the following:

1. Select **News*** from the **Main Menu Bar**, by using the right/left arrow keys on the TV or VCR remote .
2. Move from the **News** box to the headline menu, by pressing the down arrow key on the TV or VCR remote .
3. Highlight the desired headline, by using the up/down arrow key on the TV or VCR remote . When a headline is highlighted a synopsis of that story will appear in the **Information Box**.
4. To display additional text for a desired headline, press the right arrow key on the TV or VCR remote and the **Information Box** will expand to fill the entire **Grid**.
5. To scroll through the pages of a selected story, press the right/left arrow keys on the TV or VCR remote.
6. To view a different story while the **Information Box** is expanded, press the up/down arrow keys on the TV or VCR remote.
7. To return to the headline menu, press the right/left arrow keys or press Enter, OK, or Select (see screen prompt) using the TV or VCR remote.
8. To exit this feature, first return to the headline menu (step 7) then return to the **Main Menu Bar** by using the up arrow key on the TV or VCR remote.

***Note:** If the user receives MSNBC, the TV, VCR or cable box will automatically tune to MSNBC when News is selected on the **Main Menu Bar**.

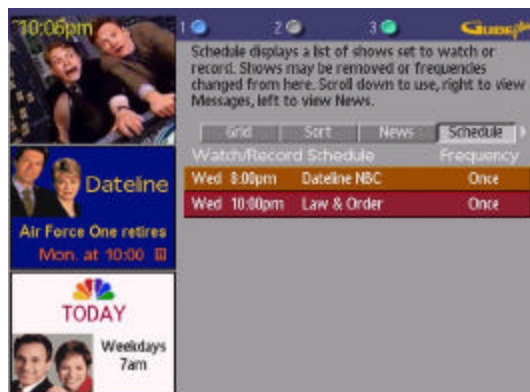
BRANDING: If the user receives MSNBC the News Guide header will read "MSNBC News Guide", otherwise it will read "News Guide" (see screen on right).



GUIDE Plus+ GOLD OPERATING MODES & FEATURES

SCHEDULE MODE

The **Schedule** mode is accessed on the **Main Menu Bar** or as an action button while using the **Watch/Record** feature. The list of programs designated for **Watch/Record** are viewed in this mode. (**Watch** is highlighted in orange, **Record** is highlighted in red.) At least fourteen (14) shows may be scheduled (up to twenty or more in some models). In addition to reviewing this list, the user may also remove the show or change the frequency of the shows selected.

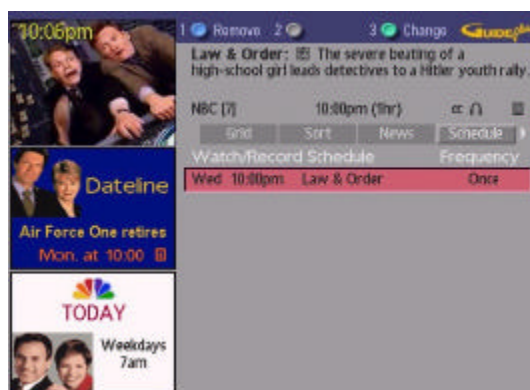


To **Remove** a scheduled program:

1. Use the up/down arrow keys to highlight the desired program.
2. Select the **Remove** action button to delete the program.

To **Change** the frequency of a scheduled program:

1. Use the up/down arrow keys to highlight the desired program.
2. Select the **Change** action button to choose **Once/Weekly/Daily**.



[**Important:** Make sure that the infra-red (IR) mouse is properly connected to the GUIDE Plus+ GOLD television or VCR and correctly positioned beneath the remote sensor of the VCR and/or cable box.]

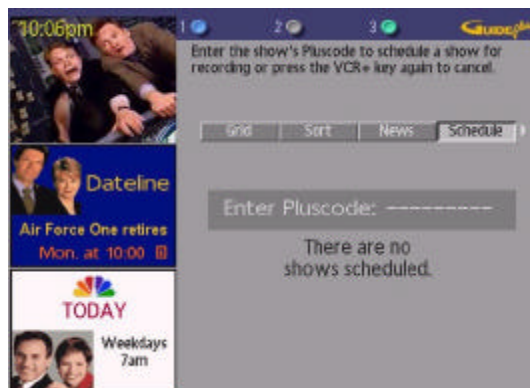
PlusCode Number Recording

The GUIDE Plus+ GOLD system also provides the user with the ability to record using PlusCode numbers obtained from their local publication's TV listings. To record shows using a PlusCode number simply do the following (while in the television's normal viewing mode):

1. Press the **VCR Plus+** or **Record** key on the remote. The user will be moved into the **Schedule** mode.
2. Use the number pad on the remote to type in the PlusCode number.
3. Press **Select/OK/Enter** key (see screen prompt).

A list of all programs selected for **Watch** or **Record** will appear on the screen.

(Note: Check the confirmation message on the **Schedule** screen. The information displayed should match the show the user desires to record. If the confirmation message contains incorrect information, highlight the program and select the **Remove** action button, then repeat steps 1-3).



GUIDE Plus+ GOLD OPERATING MODES & FEATURES

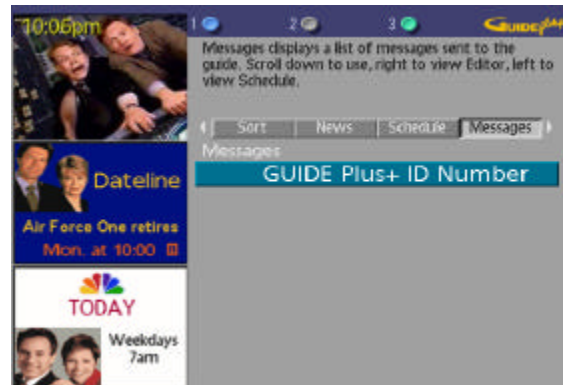
Recording Tips

Here are just a few questions to ask if the user is experiencing recording problems:

- Is there a tape in the VCR for recording?
- Is the VCR turned OFF?
- If the cable box is being used, has the VCR been stationed on the correct output channel before turning it off (usually 3 or 4)?
- If using a cable box, is it turned ON?

MESSAGE MODE

From time to time, the user may be prompted to refer to the **Messages** area in the GUIDE Plus+ GOLD system. This is where additional product, program, or other information can be received and displayed by the GUIDE Plus+ GOLD system. This feature is accessed from the **Main Menu Bar**. The serial number specific to the user's GUIDE Plus+ GOLD system can also be found on this screen.



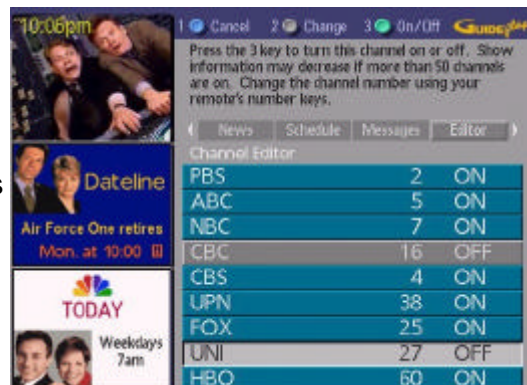
EDITOR MODE

EDITOR mode allows the user to customize the list of channels displayed on-screen by turning the channels **ON** or **OFF**. Additionally, the user has the option of changing the assigned channel number of a specific station. The user may make immediate channel line-up changes should the cable company periodically revise its channel assignment.

To access this feature, use the right/left arrows on the TV or VCR remote to select **Editor** from the **Main Menu Bar**. Using the up/down arrows on the TV or VCR remote, the user can scroll through the **Editor** screen.

1. To turn **ON** or **OFF** a channel, highlight the channel using the up/down arrows on the TV or VCR remote, and then select the **ON/OFF** action button.
2. To reassign a channel, highlight the station using the up/down arrows on the TV or VCR remote, press the "2" key, then use the 0-9 remote keypad to change the assigned channel number.

Important! If the **Cancel** button on the **Action Bar** is selected, it will reverse all changes made in steps 1 and 2 above to prior status. Also, channels recently turned on will show "**No Listing**" until the next "**Host Download**" cycle occurs.



GUIDE Plus+ GOLD FREQUENTLY ASKED QUESTIONS

The following questions and answers are provided to assist the customer service representatives in addressing some of the most common customer inquiries. The answers given represent the most likely explanations to these inquiries.

INITIAL SET-UP

1. **Q: What if I move and my zip code or postal code changes?**
2. **Q: What if I change my cable hook-up to antenna or vice versa?**
3. **Q: What if I change cable boxes?**
4. **Q: I used to have a cable box, but now I get direct cable. What do I do?**

Answer: (Q:1-4) Re-do Initial set-up. In some cases it may take up to 24 hours for updated information to be received and displayed on the GUIDE Plus+ GOLD system.

5. **Q: Why does it take 24 hours for the GUIDE Plus+ GOLD system to be ready for use?**

Answer: Once the GUIDE Plus+ GOLD completes search mode (approx. two hours and 30 minutes after the initial set-up is completed without cable and three hours with cable) the next host transmission scheduled will appear in the **Information Box**. If the user powers off the television just before the next scheduled download, the transmission will only take approximately two (2) hours and (30) minutes from the listed time and GUIDE Plus+ GOLD can be ready earlier. However, to insure that all complete data is captured, a 24-hour waiting period is recommended.

6. **Q: I completed the initial set-up for my GUIDE Plus+ GOLD hours ago, but when I try to turn it on, a screen message tells me to input the correct set-up information. What's wrong?**

Answer: There are four possibilities:

- 1) Initial set-up was done incorrectly. (i.e.: The user entered wrong country, zip/postal code or cable box information.)
- 2) The priority host station for your Metro is not currently transmitting data. The GUIDE Plus+ GOLD was unable to identify the priority host station for your Metro. Turn the TV off and check again later.
- 3) The cable box was turned OFF. The television must be OFF and the cable box powered on.
- 4) The VCR was turned OFF. If the connection includes stereo cables with cable box to VCR, stereo connection from VCR to the television, the VCR must be powered on. (Only applicable to models allowing 0/Aux cable box output, channel setup. See owner's manual.)

GUIDE Plus+ GOLD FREQUENTLY ASKED QUESTIONS

INITIAL SET-UP

7. Q: I had a power failure and my GUIDE Plus+ GOLD will not turn on. Do I need to re-do the initial set-up once the power is restored?

Answer: No, the TV or VCR will retain the GUIDE Plus+ GOLD set-up information, however, the user's channel line-ups and program listings may be lost. As soon as power is restored, the GUIDE Plus+ GOLD system will automatically scan the priority host in your Metro for channel line-up information via search mode. Then, program listings will be re-stored at the next host transmission.

(Note: For cable box users and TVs without a secondary tuner for PIP, the TV must be OFF and the cable box must be left ON for the GUIDE Plus+ **GOLD** system to receive channel line-up information.)

CHANNEL LINE-UPS & LISTINGS

1. Q: Why aren't all my channels initially displayed?

Answer: In the beginning, approximately one hundred (100) channels applicable to GUIDE '99 or fifty (50) channels for GUIDE '98 are automatically displayed. The hardware that makes the GUIDE Plus+ GOLD system possible is a computer chip which has limited storage space. Turning **ON** approximately one hundred (100) channels for GUIDE '99 or fifty (50) channels for GUIDE '98 allows the system to display **detailed program descriptions** for a maximum number of channels. Even though a user has the option of enabling up to 120 channels, the chip may not have the memory capacity to hold **detailed program descriptions** for all 120 channels.

2. Q: Why do all my channels display "No Listing?"

Answer: There are two possibilities:

- 1) The user just experienced either a power failure or the TV was unplugged.
- 2) The GUIDE Plus+ GOLD system has not yet received data from its local host station. (Check local host schedule.)

In either case, the phrase "No Listings" will be replaced with program information during the next host download cycle. Downloads will occur within the next 24 hour period.

3. Q: Why do some of my channels display "No Listing?"

Answer: There are six possibilities:

- 1) The channels in question were recently turned **ON** (in the **Editor** screen) and GUIDE Plus+ GOLD has yet to receive its first data host transmission.
- 2) After completing the initial set-up, the first host transmission of the day was interrupted by powering the TV on.
- 3) After completing the initial set-up, the first host transmission of the day was interrupted by a VCR Plus+ recording. (This only applies to cable box set-up.)

GUIDE Plus+ GOLD FREQUENTLY ASKED QUESTIONS

CHANNEL LINE-UPS & LISTINGS

3. Q: Why do some of my channels display “No Listing?” (cont.)

- 4) The TV was left powered on for an extended period of time and GUIDE Plus+ GOLD was unable to receive program listings during normal host transmission cycles.
- 5) During the host transmission, the primary host station was down or off line for part or all of the day.
- 6) Poor reception of the host station caused some of the data to be missed.
- 7) The cable box was turned OFF. The television must be OFF and the cable box ON.
- 8) The VCR was turned OFF. IF the connection includes stereo cables with cable box to VCR, stereo connection from VCR to television the VCR must be powered on. (Only applicable to models allowing “0/Aux cable box output channel” setup.)

4. Q: How long are host transmissions?

Answer: The host station transmits data at varying times four times per day, and the cycles last approximately two (2) hours and thirty (30) minutes. The GUIDE Plus+ GOLD system only requires one transmission a day to maintain up-to-date program listings. Because the TV or VCR must be powered off in order to receive new information, multiple transmissions are conveniently scheduled early to mid-morning and early afternoon hours.

5. Q: How often do host transmissions take place?

Answer: Updated program information can be received by the GUIDE Plus+ GOLD system four times a day. Set-up information is transmitted 24 hours a day, 7 days a week.

6. Q: How do I add, delete or change the assigned number of channels on the GUIDE Plus+ GOLD system?

Answer: See the “EDITOR” section in the “The GUIDE Plus+ GOLD set-up” instructions.

7. Q: If a channel is displayed on my GUIDE Plus+ GOLD listing, does that mean I should be able to watch it?

Answer: Not necessarily because GUIDE Plus+ GOLD only displays the local channel line-up. If the user has cable, the channels received are determined by their cable company.

8. Q: Why doesn't my favorite channel have more information in the Information Box or Expanded Information Box?

Answer: The hardware that makes GUIDE Plus+ GOLD possible is a computer chip which has limited storage space. Factors used in determining which programs display detailed program information are number of channels turned **ON**, and availability of detailed information.

GUIDE Plus+ GOLD FREQUENTLY ASKED QUESTIONS

CHANNEL LINE-UPS & LISTINGS

9. Q: Why are some of my broadcast or cable channels not listed on the “EDITOR” screen?

Answer: Presently, a maximum of 120 channels are supported in any given broadcast area or Metro due to VBI bandwidth considerations. As a result, channels are supported primarily on a “majority rules” basis. Channels with the highest potential viewer-ship are given top priority. Also, availability of program listings are another consideration.

10. Q: Can I move my favorite stations to the top of the GUIDE Plus+ GOLD display screen?

Answer: No, channel display order is pre-determined and cannot be modified by the TV or VCR user.

11. Q: Why are some of my channels listed on the wrong number?

Answer: There are three possibilities:

- 1) Initial set-up was done incorrectly. (i.e. The user entered wrong zip/postal code or selected incorrect channel map.)
- 2) The cable company did not inform industry sources of their channel line-up changes.
- 3) The user is receiving broadcasts through a modified or boosted antenna system or satellite dish (not supported by GUIDE Plus+ GOLD system). Use the ‘Editor’ mode to make corrections.

12. Q: Why doesn’t the program highlighted match up with the video window on my TV screen?

Answer: There are four possibilities:

- 1) Incorrect program listing information was transmitted to the GUIDE Plus+ GOLD system.
- 2) The station in question made a late change to its scheduled program listing and the GUIDE Plus+ GOLD system has not yet been updated.
- 3) The user is receiving broadcasts through a modified or boosted antenna system or a satellite dish (not supported by GUIDE Plus+ GOLD system).
- 4) Initial set-up was done incorrectly. (i.e. The user entered the incorrect zip or postal code or selected the incorrect channel line-up.)

13. Q: I get two stations on the same channel, BRAVO in the morning and CSPN2 in the evening. Why is only BRAVO listed?

Answer: Channels like these are called “Split” channels. When a “Split” channel occurs only one channel is usually displayed. However, if the user wishes to have both channels displayed this can be accomplished through the **EDITOR** mode. The reason for this situation is because it is too difficult to maintain current and correct listings for “Split” channels.

GUIDE Plus+ GOLD FREQUENTLY ASKED QUESTIONS

CHANNEL LINE-UPS & LISTINGS

14. Q: Why was that movie listed as a three star (*) movie? Who provides these ratings?**

Answer: All listing information, including movie ratings, is provided by sources in the broadcast industry.

OPERATIONS

1. Q: When I'm using my GUIDE Plus+ GOLD to channel surf, my cable box doesn't change right away. Is this normal?

Answer: Yes, there is a short delay of approximately two (2) seconds from the time the user selects a channel to the time the cable box changes.

2. Q: My cable box will not change channels with GUIDE Plus+ GOLD system. What's wrong?

Answer: There are five possibilities:

- 1) The cable box has no remote capability and is incompatible.
- 2) The cable box sensor has not been activated so the user must contact their local cable company.
- 3) The incorrect cable box code was entered during the GUIDE Plus+ GOLD initial set-up. The user must re-do the initial set-up.
- 4) The user has an "odd" brand cable box which may be incompatible.
- 5) The user has incorrectly placed or connected the infra-red (IR) mouse.

3. Q: How do I exit the Information Box?

Answer: Simply press the **INFO** key on the TV or VCR remote, again. It works like a toggle switch.

4. Q: What kind of information might be seen in the MESSAGES center of the GUIDE?

Answer: Useful Product Related Information (PRI) such as alerting the user to new features or data available through the GUIDE Plus+ GOLD system.

5. Q: Can I return to the GUIDE's "MAIN MENU BAR" without having to cursor through all the channels?

Answer: Yes, if the TV or VCR remote has a MENU key it can be used to jump directly to the GUIDE Plus+ GOLD "MAIN MENU BAR".

GUIDE Plus+ GOLD FREQUENTLY ASKED QUESTIONS

OPERATIONS

6. Q: Is there a way to go directly to the next days listings without scrolling through each time slot?

Answer: Yes, in the SORT mode the user can skip to the next days listings by pressing the right or left arrow keys on the TV or VCR remote.

RECORDINGS

1. Q: Why won't my VCR turn on?

Answer: There are six possibilities:

- 1) The wire remote VCR is incompatible.
- 2) The VCR does not have remote power capability. The user must leave the VCR on for recording.
- 3) The VCR remote mode was set to "B" or "2." The remote should be set to "A" or "1."
- 4) The incorrect or no VCR code was entered during the GUIDE Plus+ GOLD initial set-up. The user must re-do initial set-up.
- 5) The VCR record timer is engaged. The user must disengage timer.
- 6) The user has incorrectly placed or connected the infra-red (IR) mouse.

2. Q: Why won't my VCR change channels or it changes to the wrong channel?

Answer: There are five possibilities:

- 1) The cable box code was entered when **no cable box** is used. The user must re-do initial set-up.
- 2) The manual preset VCR must be left on the channel to be recorded.
- 3) The electronic preset VCR is incompatible unless used in conjunction with a cable box.
- 4) The VCR channels are not programmed into VCR memory. Refer the user to their VCR owner's manual for procedures.
- 5) The VCR's "CATV" mode was set incorrectly. (For problems with channels 14 and above. Refer the user to their VCR owner's manual.)

3. Q: Why can't I record a show? All I get is snow or a blue screen.

Answer: There are five possibilities **(without a cable box)**:

- 1) The TV/CATV mode was set incorrectly. Refer user to VCR owner's manual.
- 2) The VCR channels were not programmed into the VCR's memory. Refer user to VCR owner's manual.
- 3) The VCR was not hooked up correctly for recording. Refer the user to VCR owner's manual.
- 4) The user selected the incorrect channel mapping. User must re-do the GUIDE Plus+ GOLD system initial set-up with the correct information.

GUIDE Plus+ GOLD FREQUENTLY ASKED QUESTIONS

RECORDINGS

3. Q: Why can't I record a show? All I get is snow or a blue screen. (cont.)

- 5) Dirty or defective tape heads. Refer the user to the VCR owner's manual for maintenance tips.

Answer: There are three possibilities (**with a cable box**):

- 1) The VCR is not set on the correct output channel. Set the VCR to 3, 4 or which ever output channel is set by your cable system.
- 2) The VCR and/or cable box is hooked up incorrectly. Refer the user to the VCR owner's manual or contact cable company for proper wiring procedure.
- 3) The cable box was left off. The user should always leave the cable box on and the VCR off.

4. Q: Can I record one channel while watching another?

Answer: (without a cable box)

Yes. If the TV picture becomes "fuzzy" when the VCR turns on to record, simply press the TV/VCR button on your VCR remote.

Answer: (with a cable box)

No. The user cannot watch one program and record another unless a splitter or some special type of "watch n' record" device is in use. Advise the user to contact their local cable company or an electronics dealer for more information.

5. Q: How many programs can be scheduled for WATCH/RECORD in the GUIDE?

Answer: Although this number is dependent on manufacturer implementation, the GUIDE can support at least fourteen scheduled programs and up to twenty or more in some models.

6. Q: If a program is scheduled to RECORD on a DAILY basis, does it count as five?

Answer: No, whether a program is scheduled **ONCE**, **DAILY** or **WEEKLY** it only counts as one show in the **RECORD** stack memory.

7. Q: Why does my schedule screen only show the channel number of the show I'm recording instead of the title?

Answer: When a recording is scheduled for a SPLIT channel (two different stations occupying the same channel number) the GUIDE displays the channel number instead of the title of the program.

GUIDE Plus+ GOLD FREQUENTLY ASKED QUESTIONS

RECORDINGS

8. Q: If I have a power failure, will I need to reset the recorded shows I have already programmed?

Answer: Depending on the manufacturer's implementation, the shows that have been programmed will be retained in the memory of the GUIDE Plus+ GOLD system. (Please see owner's manual for specifics.)

GUIDE PLUS+ GOLD TROUBLESHOOTING GUIDE

SYMPTOM	CAUSE	REMEDY
INITIAL SETUP		
<i>Screen is requesting Postal code when it should be requesting zip code or vice versa</i>	1) Wrong country entered CANADA was selected instead of USA or vice versa	1) Return to the initial set-up menu screen and begin set-up again
<u>Cable box</u> will not change channels	1) Cable box does not have remote capability	1) Cable box must be left on channel to be recorded
	2) Cable box infra-red (IR) sensor not activated	2) Contact cable company for infra-red (IR) sensor activation
	3) Incorrect cable box brand code selected	3) Enter correct cable box brand code
	4) Cable box was left off	4) Cable box must be on to receive channel commands
	5) After market brand cable box	5) May not be compatible with GUIDE Plus+ GOLD system
	6) Placement or positioning of infra-red (IR) mouse	6) Try different placement or positioning of infra-red (IR) mouse
<u>Cable box</u> shuts off or changes to a channel other than 09	1) Incorrect cable box brand code selected	1) Turn cable box back on, if off, and continue with cable box set-up
<u>VCR</u> will not turn on	1) Wired remote VCR	1) Incompatible with GUIDE Plus+ GOLD system
	2) No power button on remote	2) Manual preset VCR must be left on
	3) VCR has an A/B or ½ setting	3) Must be set to VCR A or VCR 1 mode

GUIDE PLUS+ GOLD TROUBLESHOOTING GUIDE

SYMPTOM	CAUSE	REMEDY
INITIAL SETUP		
<u>VCR</u> will not turn on (cont.)	4) Incorrect VCR brand code selected	4) Enter correct VCR brand code as part of set-up and allow system to complete search mode
	5) Timer engaged on VCR	5) Disengage VCR timer
	6) Placement or positioning	6) Try different placement or positioning of infra-red (IR) mouse
<u>VCR</u> will not change channels or changes to a channel other than 09 during set-	1) VCR channels are not programmed into VCR memory	1) Program channels into VCR memory
	2) Manual Preset VCR (No 0-9 key pad on VCR remote)	2) Set VCR to desired channel before recording
	3) Electronic Preset VCR	3) Incompatible without cable box
<u>VCR</u> will not turn off	1) Placement or positioning of infra-red (IR) mouse	1) Try different placement or positioning of infra-red (IR) mouse
	2) Separate power on/off button on VCR remote	2) Try an alternate sub-code for VCR
SEARCH MODE		
<u>GUIDE Plus+ GOLD</u> will not turn on for <u>Over-The-Air</u> (OTA) configuration:	1) Set-up has not been completed	1) Complete set-up
	2) Search mode has not been completed	2) Allow system to complete Search mode
	3) TV remote switch (TV/VCR/CATV) not set to TV	3) Set TV remote switch to "TV"

GUIDE PLUS+ GOLD TROUBLESHOOTING GUIDE

SYMPTOM	CAUSE	REMEDY
SEARCH MODE		
GUIDE Plus+ GOLD will not turn on for <u>Over-The-Air</u> (OTA) configuration:	4) Zip or postal code is wrong	4) Re-do initial set-up and enter correct zip or postal code. Then, allow system to complete search mode.
	5) Wrong country selected	5) Re-do initial set-up and enter correct country code. Then, allow system to complete search mode.
	6) Actual equipment configuration differs from information input during initial set-up.	6) Re-do initial set-up and enter the correct equipment configuration information and allow system to complete search mode.
	7) Bad reception from host channel	7) Either purchase cable from the local cable company or try a VHF antenna (rabbit ears) to correct the signal problem. Re-do initial set-up and allow system to complete search mode
GUIDE Plus+ GOLD will not turn on for cable user <u>without</u> cable box	(see 1 - 7)	
GUIDE Plus+ GOLD will not turn on for cable user <u>with</u> cable box:	(see 1 - 7)	
	8) Infra-red (IR) mouse not connected or improperly connected	8) Connect infra-red (IR) mouse properly, re-do initial set-up and allow system to complete search mode

GUIDE PLUS+ GOLD TROUBLESHOOTING GUIDE

SYMPTOM	CAUSE	REMEDY
SEARCH MODE		
<i>GUIDE Plus+ GOLD will not turn on for cable user <u>with</u> cable box:</i>	9) Cable box off following set-up mode exit	9) Turn cable box on, re-do initial set-up and allow system to complete search mode
	10) No cable box code entered	10) Re-do initial set-up, including cable box code, and allow system to complete search mode
	11) Incorrect output channel selected	11) Correct output channel as part of initial set-up and allow system to complete search mode
	12) Cable box channel changed by viewer before search mode was complete	12) Re-do initial set-up and allow system to complete search mode without disturbing it
	13) VCR on and not on neutral channel	13) Turn VCR off, re-do initial set-up and allow system to complete search mode
DATA DISPLAY		
<i>Channels in GUIDE Plus+ GOLD don't match tunable channels</i>	1) Wrong configuration was entered. Ex: <i>"Do you have Cable?"</i> "Yes" was selected when "No" should have been or vice versa	1) Re-do initial set-up and allow system to complete search mode
	2) Wrong zip code was entered	2) Re-do initial set-up and allow system to complete search mode
	3) Wrong channel map selection	3) Re-do initial set-up, allow system to complete search mode and select correct channel map
	4) Incorrect channels are turned ON or OFF	4) Enter the "Editor" screen and turn ON or OFF channels

GUIDE PLUS+ GOLD TROUBLESHOOTING GUIDE

SYMPTOM	CAUSE	REMEDY
DATA DISPLAY		
<i>Channels in GUIDE Plus+ GOLD don't match tunable channels</i>	5) Channels in question have been "screened"	5) See "Data Delivery" section of manual
	6) Channel line-up information has not yet been updated	6) Instruct the user to wait for the cable channel line-up to be automatically updated or to use the " Editor " menu to update the line-up manually.
<i>No program listings</i>	1) Initial host download has not been completed.	1) Turn GUIDE Plus+ GOLD system on and position cursor on one of the "No Listing" titles. Before the next download, turn the TV off and allow the system to download data.
	2) Power failure since last host download	"
<i>Incomplete program listings</i>	1) Channel has been turned ON since last host download and no new listings have been added for that channel yet.	1) Turn GUIDE Plus+ GOLD on and position cursor on one of the "No Listing" titles. Before the time shown for next download, turn the TV off and allow the system to download data.
	2) First download since completing set-up was interrupted.	"
	3) First download of the day was interrupted.	"
<i>"No Listing" for all tomorrow program slots</i> (After midnight but before first download of the day)	1) Since the calendar day has been incremented, what were tomorrow's listings are now today's. New listings for the following day will be received during the next host download.	1) Turn GUIDE Plus+ GOLD on and position cursor on one of the "No Listing" titles. Before the time shown for next download, turn the TV off and allow the system to download data.

GUIDE PLUS+ GOLD TROUBLESHOOTING GUIDE

SYMPTOM

CAUSE

REMEDY

OPERATIONS

<u>Cable box</u> will not change channels	1) Cable box does not have remote capability	1) Cable box must be left on channel to be recorded
	2) Cable box infra-red (IR) sensor not activated	2) Contact cable company for infra-red (IR) sensor activation
	3) Incorrect cable box brand code entered during set-up	3) Enter correct cable box brand code as part of set-up and allow system to complete search mode
	4) Cable box was left off	4) Cable box must be on to receive channel commands
	5) After market brand cable box	5) May not be compatible with GUIDE Plus+ GOLD system
	6) Placement or positioning of infra-red (IR) mouse	6) Try different placement or positioning of infra-red (IR) mouse

RECORDING

<u>VCR</u> will not turn on	1) Wired remote VCR	1) Incompatible with GUIDE Plus+ GOLD system
	2) No power button on remote	2) Manual preset VCR must be left on
	3) VCR has an A/B or ½ setting	3) Must be set to VCR A or VCR 1 mode
	4) Incorrect VCR brand code entered	4) Enter correct VCR brand code as part of set-up. Data will not be lost if this is the only set-up information changed.
	5) Timer engaged on VCR	5) Disengage VCR timer

GUIDE PLUS+ GOLD TROUBLESHOOTING GUIDE

SYMPTOM	CAUSE	REMEDY
RECORDING		
<u>VCR</u> will not turn on	6) Placement or positioning	6) Try different placement or positioning of (infra-red) IR mouse
<u>VCR</u> will not turn off	1) Placement or positioning of unit	1) Try different placement or positioning of IR mouse.
	2) Separate power on/off button on VCR remote	2) Try an alternate sub-code for VCR.
<u>VCR</u> will not change channels	1) Cable Box brand code entered for non-cable box configuration	1) Re-do initial set-up and select "No" as answer to " <i>Do you have a cable box?</i> " and allow system to complete search mode.
	2) VCR channels not programmed into VCR memory.	2) Program channels into VCR memory.
	3) Manual Preset VCR (No 0-9 key pad on VCR remote)	3) Set VCR to desired channel before recording
	4) Cable TV/Antennae mode is set incorrectly on VCR (for channels above 13).	4) Refer to VCR owner's manual for proper procedure.
	5) Electronic Preset VCR	5) Incompatible without cable box
<u>VCR</u> will not go into Record mode	1) Safety tab punched out of video tape.	1) Use a new tape or one with tab in place.
	2) Dirty or defective tape heads	2) Refer to VCR owner's manual for maintenance suggestions.
	3) Placement or positioning of infra-red (IR) mouse	3) Try different placement or positioning of infra-red (IR) mouse.

GUIDE PLUS+ GOLD TROUBLESHOOTING GUIDE

SYMPTOM	CAUSE	REMEDY
RECORDING		
<u>VCR</u> will not go into Record mode	4) No tape in VCR.	4) Always be sure that there is a tape in the VCR and that it is off.
	5) VCR left on during set-up or recording.	5) VCR must be left off.
Recording "snow" or a blue screen (<u>without</u> a cable box)	1) Incorrect channel mapping.	1) Re-do initial set-up, allow system to complete search mode and select correct channel map or use " Editor " to manually adjust channels.
	2) Cable TV/Antenna mode is set incorrectly on VCR (for channels above 13).	2) Refer to VCR owner's manual for proper procedure.
	3) VCR channels not programmed into VCR memory	3) Program channels into VCR memory
	4) Recording one program while watching another (without a cable box).	4) Refer to VCR owner's manual for proper hook up.
	5) Dirty or defective tape heads	5) Refer to VCR owner's manual for suggestions.
Recording "snow" or a blue screen (<u>with</u> a cable box)	1) VCR is not set on the correct output channel.	1) Set the VCR to correct output channel (usually 3 or 4)
	2) VCR and/or Cable box equipment are hooked up incorrectly.	2) Refer to VCR owner's manual or contact local cable company for proper wiring procedure.
	3) Cable box left off	3) Cable box must be left on for proper tuning and recording.

GUIDE PLUS+ GOLD TROUBLESHOOTING GUIDE

SYMPTOM

CAUSE

REMEDY

RECORDING

Recording one program while watching another (without a cable box)

1) TV/VCR mode must be correctly set.

1) Press the TV/VCR button on your VCR remote. TV mode will allow you to watch one show while recording another.

Recording one program while watching another (with a cable box)

1) You cannot watch one program and record another when using a cable box unless some type of "watch 'n record" device is in use.

1) Refer to your local cable company or electronics dealer for more information on "watch 'n record" devices.

GUIDE PLUS+ GOLD GLOSSARY OF TERMS

- **A/B channels** - Some cable companies must use two separate cables to transmit their complete lineup of channels. The converter boxes used to decode these channels designate them as “A” and “B” channels. The GUIDE Plus+ GOLD system cannot toggle the A/B switch on these boxes. Only the “A” channels are supported by the GUIDE Plus+ GOLD system. This type of cable system is therefore partially compatible.
- **Action Bar** – Provides a means of choosing various functions depending on mode or screen displayed in the GUIDE.
- **Antenna** - A device used to receive over-the-air broadcast signals from various radio and television sources.
- **Blue screen** - A bright blue background image which appears on the television monitor when an “on-screen display” (OSD) VCR is either receiving no broadcast signal or set to the incorrect neutral channel.
- **Brand Code** - The designated code number used for duplicating a specific manufacturer’s remote signal.
- **Broadcast Industry Sources** - Companies which provide television channel lineup and program listing information for the U.S. and Canada.
- **Broadcast signal** - The process in which various television stations transmit their daily programming to TV and VCR receivers.
- **Cable Ready** - Does not require a cable box to receive cable.
- **CATV mode** - The mode a “cable ready” TV or VCR must be set to in order to receive cable signals.
- **Channel Ads**– A station advertisement for an upcoming show.
- **Channel Map** - A complete list of channels present in a given cable or antenna lineup.
- **Channel Map Selection** - The means by which the GUIDE Plus+ GOLD system discriminates between multiple cable lineups broadcast in a common zip or postalcode (see: Data insertion).
- **Data insertion** - The process by which television channel line-ups and program listings are processed and transmitted into GUIDE Plus+ GOLD television’s and VCR’s throughout the U.S. and Canada.
- **Display panel** – The are located below the video window which displays Product or Program Related information.
- **“Download” cycle** - The amount of time it takes for the system to receive current program information from its designated “Host” station (see: Host Download).
- **Downloading** - The act of transmitting channel lineups and program listings through television broadcast signals to GUIDE Plus+ GOLD receivers built into consumer television’s and VCR’s.
- **DSS** - Digital Satellite System. Incompatible with GUIDE Plus+ GOLD system.
- **Editor** – A mode accessed on the Main Menu Bar which provides manual channel mapping capability and allows channel customization.
- **Electronic Preset VCR** - A VCR which uses an old style manually programmable tuner. Channels must be set into the VCR memory by the user. Tuner capacity is usually limited to a maximum of 12 to 16 channels (incompatible with GUIDE Plus+ GOLD system unless a cable box is being used).

GUIDE PLUS+ GOLD GLOSSARY OF TERMS

- **Expanded Information Box** - GUIDE Plus+ GOLD screen which displays program title, PlusCode number and, in some cases, a detailed plot description, list of cast members and production points of interest. Additional program titles may also be displayed.
- **F.A.Q.'s** - "Frequently Asked Questions". A list of answers to questions most likely to be asked by customers based on past product experience.
- **Filtering** - The process by which channel lineups are converted into a usable format for the GUIDE Plus+ GOLD system (see: Data Insertion).
- **Gemstar Clock (G-Clock)** - A name given to the "time" packet portion of GUIDE Plus+ GOLD set-up data. Includes: current time, date, time zone and daylight savings information.
- **Global Filter** - Reduces the size of channel line-ups by "filtering" out low priority channels such as public access stations, stations with no listings or stations with listings that are unverifiable.
- **Grid** - The mode on the Main Menu Bar used to display GUIDE program listings.
- **Host Station or "Host"** - A term used to indicate a broadcast station which maintains a Gemstar data insertion device for GUIDE Plus+ and Index Plus+ products.
- **Host Download** - Periodic transmission of Guide Plus+ GOLD data through designated television broadcast signals to GUIDE Plus+ televisions and VCR's. This process is used to maintain current television listings in the GUIDE Plus+ GOLD system.
- **Information Box** - GUIDE Plus+ GOLD screen which displays program title, starting time, length and, in some cases, a brief plot description, list of cast members and quality rating (***) .
- **Initial Setup** - The first time entry of setup information required for the proper orientation and operation of the GUIDE Plus+ GOLD system.
- **Insertion Center** - A department of Gemstar responsible for the processing and transmission of GUIDE Plus+ and Index Plus+ data.
- **IR Mouse** - A small infrared remote "blaster" which is connected to the back of a TV or VCR and used to send remote commands to a separate VCR or cable box.
- **Line-ups** - Channels available in a given broadcast or cable system.
- **Listings** - Titles and descriptions of programs being broadcast by television stations.
- **Lock/Unlock Video Window** - This function on the Action Bar allows continual viewing of a desired program while scrolling through the program listings.
- **Manual Preset VCR** - See "Electronic Preset VCR".
- **Main Menu Bar** - Provides a means to navigate between an expandable list of GUIDE Plus+ services
- **Merge Filter** - It is used to combine the duplicate cable box and cable ready line-ups within a common cable system.
- **Messages** - A mode accessed on the Main Menu Bar which allows product related information to be retrieved by consumers.
- **Metro** - The geographical area serviced by a given broadcast station.
- **OTA** - "Over-The-Air": refers to a television or VCR which receives broadcast signals by antenna as opposed to cable.
- **Packetization** - Refers to the process of combining GUIDE Plus+ GOLD set-up information such as zip code, source map and Host schedules with channel line-ups and program listings to form a complete data package.

GUIDE PLUS+ GOLD GLOSSARY OF TERMS

- **Picture in Picture (PIP)** - A small viewing screen superimposed onto the larger main viewing screen of a television monitor.
- **Point and Shoot recording** - GUIDE Plus+ GOLD feature which allows a user to program a show for recording simply by highlighting it and pressing "record" or "VCR+" on their remote (see: Operating modes").
- **Quality rating** - A system used to inform the viewer of a television shows quality. Usually using a star system (****). The more stars present the better the rating.
- **Remote sensor** - The receiving eye on a TV, VCR or cable box which picks up the infrared commands sent by a user's remote control.
- **Schedule** - A mode that can be either accessed from the Action Bar when using the Watch/Record feature or through the Main Menu Bar. It lists programs selected for Watch or Record and allows removal or frequency changes to the programs.
- **Search Mode** - The mode a GUIDE Plus+ GOLD system is in when scanning local broadcast channels for set-up information.
- **Snow** - A term used to describe the loud hissing sound and distorted picture displayed on a television screen when a reception problem exists.
- **Sort** - A mode accessed on the Main Menu Bar which previews program listings for various categories such as movies, sports and children's shows for up to eight days.
- **Source Map** - A list of all channels supported by GUIDE Plus+ GOLD in a given ADL.
- **Split channels** - Multiple television stations broadcasting on the same channel number at different times of the day.
- **Split Filter** - The process which removes some "split channels" from Gemstar's cable line-up information.
- **Symbols** - **cc**: Closed Caption
i: Additional program information available in Expanded Information Box.
W: In stereo
- **Truncate** - To shorten or abbreviate.
- **TV/VCR mode** - A toggle mode used to switch from watching a television picture to a VCR picture or vice versa.
- **Uploading** - The act of sending information from transmission point to reception point.
- **VBI insertion device** - A device used to insert data into the VBI portion of a television broadcast signal (see: Vertical Blanking Interval).
- **VCR A/B or 1/2** - Auxiliary remote modes, present in some models, which allow a user to control two identical VCR's independently using the same remote control.
- **Vertical Blanking Interval (VBI)** - An unseen portion of the television picture located in the uppermost part of the monitor used to transmit "closed captioning" and other data services.
- **Video Window** - The small viewing screen located on the upper left corner of the GUIDE Plus+ GOLD system which allows continual viewing of current program.
- **Watch-n-Record** - The capability of watching one show while recording another.
- **Wire Remote** - A remote control device which is physically connected to a VCR or cable box by a wire cable (incompatible with GUIDE Plus+ GOLD system).

GUIDE PLUS+ GOLD MANUFACTURER SUPPORT MANUAL

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