

Your guide to Cloud DVR



optimum.

Welcome to Cloud DVR

Take total control of your TV-viewing experience and watch your recorded shows whenever you want.

- + Record up to 15 shows simultaneously while watching any live or pre-recorded show, from any cable box in the house.
- + Store up to 300 hours of SD or 75 hours of HD programs in your program library.
- + Start watching a recorded show in one room and finish it in another.
- + Rewind live TV for up to 30 minutes on the channel you're currently watching and the previous channel watched.
- + Watch DVR recordings anywhere in your home on a mobile device with the Altice One App.
- + Set preferences to make recording your favorite show, or an entire series, simple.
- + Adjust record settings during a show if your program runs longer than expected.
- + Use an unlimited number of TVs for whole-home viewing.
- + Control your viewing choices and more with parental controls.
- + Manage your DVR, schedule recordings and more, either with the Altice One App or online.

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Find


The search for programs that interest you is fast and easy.










Using your voice

Press and hold  on your remote and speak naturally in English, just as you would to another person. You'll see on your TV that the microphone is on and listening for your request. When done speaking, release  and your search results from live TV and On Demand will quickly appear. Search by keyword as well as by phrase to:

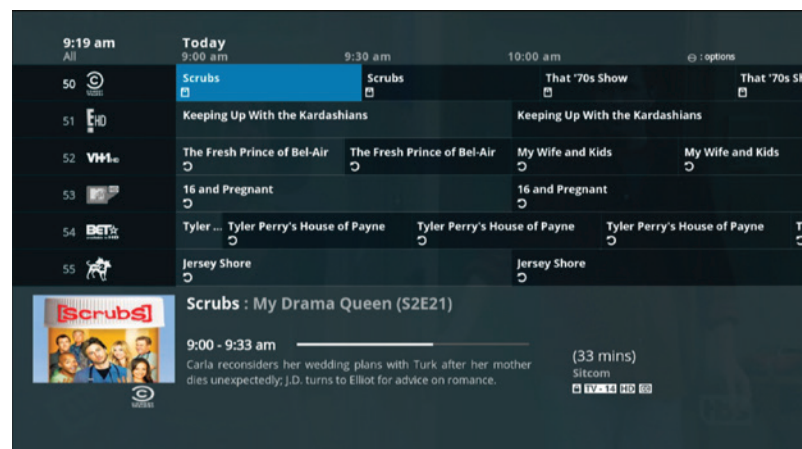
- + tune to a channel by network name or number: "Watch ESPN"
- + search by title for movies or TV shows: "Friends"
- + search by actor or director: "Tom Hanks"
- + search by genre: "Show me kids shows"
- + search by keyword: "Sharks"
- + find a sports teams: "New York Yankees"

Using the guide

Press  to bring up the main menu and select **Guide**. Listings appear in a grid format, with channel numbers and network names down the left side and show times along the top. You can navigate through programming up to 12 days in advance the following ways:

- + Use the     to move through the program listings one at a time. Press and hold     in the direction you want to browse to move through the listings rapidly.
- + Use  to scroll a whole page up or down.
- + Enter the channel number.

For information on a program just press .



Control

Easily pause, rewind and re-watch a favorite scene over and over again — all with a push of a few buttons on your remote.




Playback controls

Status bar




The status bar appears whenever you use a playback control such as rewind or fast-forward. It gives you details about the progress of the program you're watching.

- + The light grey portion of the bar shows anything that has aired.
- + The white line shows how much of the program is available in memory to watch.
- + The O indicates where you are in the program you're watching.
- + The dark grey portion of the bar indicates programming not yet recorded or watched.



Pause live TV

When you need to pause live TV, press  and the program will stay paused for up to 15 minutes. Press  a second time when you want your program to resume or press  to record your program.

Rewind/Fast-forward

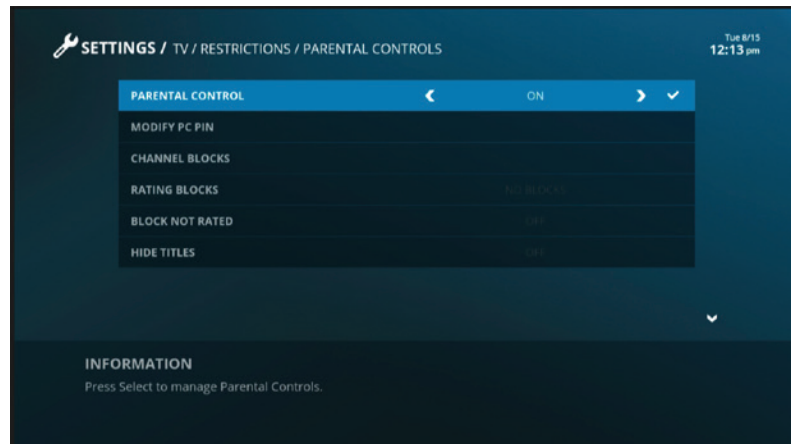
Press  or  to move up to five times faster than normal. The arrows on the status bar show what speed you're rewinding or fast-forwarding at. Press  to resume watching at normal speed. You can only fast-forward up to the point of the live "real time" broadcast.

Skip back or ahead

To repeat the last 10 seconds of a live program or a recording press . Press  to jump ahead 30 seconds on a recording or a previously viewed portion of a live TV program.


Parental controls

We believe our customers should decide what TV content is best for their family. That's why we give you the tools to block programming that you determine is inappropriate. Whether you want to block certain channels or titles, we make it easy. You can even block programs by rating and hide titles so they won't appear in the program guide.




Create a PIN

To use parental controls, you need to create a personal identification number (PIN).


- + Press  on your remote.
- + Use the ARROWS to highlight **Settings** and press SELECT.
- + Highlight **TV** and press SELECT.
- + Choose **Restrictions** and press SELECT.
- + Highlight **Parental Controls** and press SELECT.
- + Enter your new 4-digit PIN and press SELECT.
- + Re-enter the same PIN for confirmation and the PIN is set.

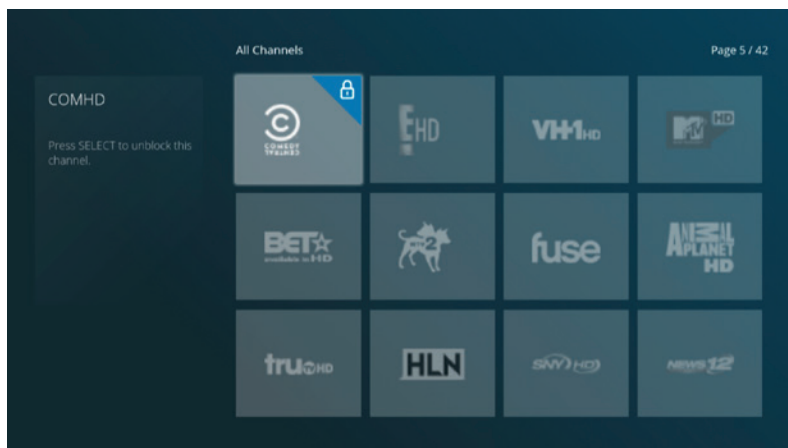
To update or change your PIN, repeat the steps above.

Tip: To quickly turn parental controls on/off or block a channel, press  to open the **Quick Settings** menu.

Block it




When you decide certain programs aren't appropriate for your family, simply block them by using your remote.

- + Press  on your remote.
- + Use the ARROWS to highlight **Settings** and press SELECT.
- + Highlight **TV** and press SELECT.
- + Choose **Restrictions** and press SELECT.
- + Highlight **Parental Controls** and press SELECT.
- + Enter your 4-digit PIN and press SELECT.
- + Select **Channel Blocks**, **Ratings Blocks**, **Block Not Rated**, or **Hide Titles** from the menu and set your personal preferences.



Turn on or off parental controls

Once you have set a parental control PIN, you must turn on parental controls on each box for your block settings to apply. If you don't, all channels and content with all ratings will be accessible to all household members.

- + Press  on your remote.
- + Use the ARROWS to highlight **Settings** and press SELECT.
- + Choose **TV** and press SELECT.
- + Highlight **Restrictions** and press SELECT.
- + Highlight **Parental Controls** and press SELECT.
- + Enter your 4-digit PIN and press SELECT.
- + Choose **Parental Controls** and press SELECT.
- + Use the  or  to turn **ON** or **OFF**.

For additional information on parental controls, visit optimum.net/parentalcontrol

Preferences

If the way you want it is the way you want it, you've got the ability to customize your experience to match your desires. Manage your personal program library whenever and as often as you like.


Recording options

Depending on whether you're recording a show just once or if you're recording the entire series, you have a range of recording options.

	One-Time Recording	Series Recording
Start – Choose up to 15 minutes when modifying or set in preferences.	✓	✓
Stop – Change the recording's stop time from on time (default) to up to 3 hours after airing.	✓	✓
Keep Until – Choose until you delete, until space is needed (default) or up to 14 days.	✓	✓
Record – Choose this episode only (default) or series.	✓	✓
Save Latest – Choose to record all episodes (default), or up to 5 episodes.		✓
Series Option – Choose to record all new and repeat episodes (default), new episodes only, or those that air at a specific time and/or day.		✓

Set your preferences

You can customize your own personal preferences for when you record an episode or a series.


- + Press  on your remote.
- + Highlight **Settings** and press SELECT.
- + Choose **TV** and press SELECT.
- + Highlight **Preferences** and press SELECT.
- + Highlight **Recording Preferences** and press SELECT.
- + Choose **Series Preferences** or **Episode Preferences**.

Record

Record up to 15 programs at once, even while you're watching something else.

Record a program that you're watching


If you like what you're watching, it's easy to start recording it.

- + Press  to get to Recording Options.
- + Use the ARROWS to highlight **Record** and press SELECT.


By choosing **Record**, you instantly begin recording the program using default settings or your personal preferences.



Record a program from the program guide

- + Press  on your remote.
- + Use the ARROWS to highlight **Guide** and press SELECT.
- + Find the channel with the program you want to record.
- + See above and follow the steps for "Record a program you're watching".


Record a series that you're watching

- + Press  to get to Recording Options.
- + Use the ARROWS to highlight the first instance of **Record** and press SELECT.
- + Select **Series** then press SELECT.
- + Use the ARROWS to highlight **Record** at the bottom of the screen and press SELECT.



By choosing **Record**, you instantly begin recording using default settings or your personal preferences. If you want to customize this recording, you are given the choice to change the recording options for this recording only.

Record a series from the program guide

- + Press  on your remote.
- + + Use the ARROWS to highlight **Guide** and press SELECT.
- + Find the channel with the program you want to record.
- + See above and follow the steps for "Record a series that you're watching".

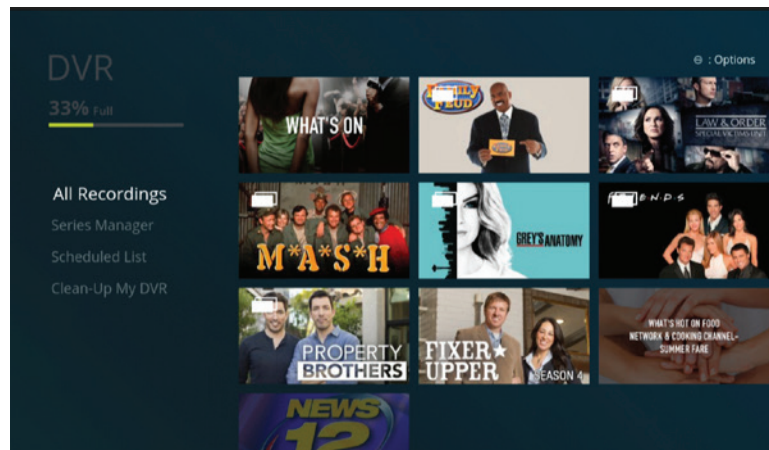
Watch

When you're ready to watch the programs you've recorded, just follow these easy instructions.

Find your recordings

All of your recorded programs and programs that are currently recording can be found under **All Recordings**. To get to this section, press **DVR** on your remote or select **DVR** from the main menu.

Programs of the same name are automatically put into folders for easy access. You can tell your recordings have been grouped when a folder icon appears in the top left hand corner of the programming artwork. Highlight the folder and press **SELECT** to view the programming in it.



Watch your recordings

- + Press **DVR** on your remote
- + Use the **ARROWS** to highlight what you want to watch and press **SELECT**.
- + Highlight **Play** and press **SELECT**.

Continue watching a recorded program

Pick up right where you left off. If you're interrupted while watching a program you recorded, it's automatically bookmarked, so you won't lose your place.

- + Press **DVR** on your remote.
- + Use the **ARROWS** to highlight the program you want to watch and press **SELECT**.
- + Highlight **Play** and choose **Continue Watching** or **Play from beginning** and press **SELECT**.

Manage

You can edit or cancel scheduled recordings for a program or series in no time.

Check your recording space

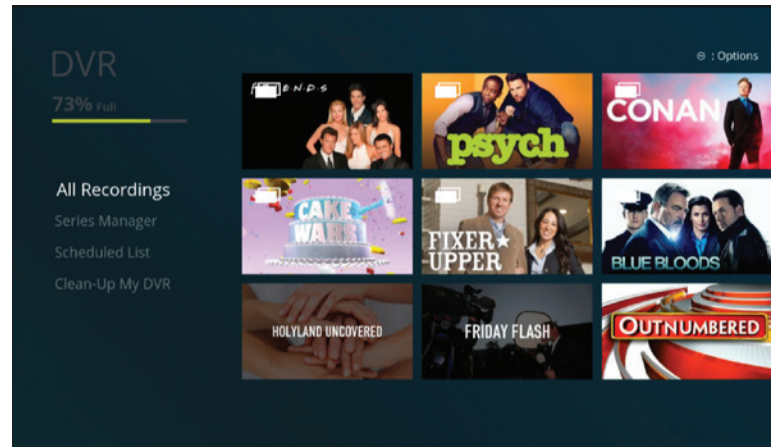
- + Press **DVR** on your remote.
- + At the top of the screen, you'll see the percentage of space currently being used.

Edit your scheduled recordings

- + Press **DVR** on your remote.
- + Highlight **Scheduled List** and press SELECT.
- + Use the ARROWS to highlight a program from the list you wish to change and press SELECT.
- + Highlight **Modify** and press SELECT.
- + Highlight any option you wish to change and press SELECT. Use **<** or **>** to make the change and press SELECT
- + When the change is made, highlight **I'm Done** and press SELECT.

Modify a series recording

- + Press **DVR** on your remote.
- + Highlight **Series Manager** and use the ARROW to navigate to the series options.
- + Use the ARROWS to highlight the series you wish to change and press SELECT.
- + Select **Edit Series** press SELECT.
- + Highlight any option you wish to change and press SELECT. Use **<** or **>** to make the change and press SELECT
- + When the change is made, highlight **I'm Done** and press SELECT.



Modify a recording in progress

- + Press **DVR** on your remote.
- + Use the ARROWS to select the program that is currently recording and press **SELECT**. An active recording will have a red dot next to its name.
- + A list of options will appear. Choose **Extend Stop Time**, **Stop and Save**, **Keep Until** or **Delete** and press **SELECT**.



Cancel a program scheduled to record

- + Press **DVR** on your remote.
- + Highlight **Scheduled List** and press **SELECT**.
- + Choose the program from the list you wish to cancel and press **SELECT**.
- + Highlight **Cancel Recording** and press **SELECT**.
- + On the warning screen, highlight **Yes** and press **SELECT**.

Cancel a series scheduled to record

- + Press **DVR** on your remote.
- + Highlight **Series Manager** and press **SELECT**.
- + Use the ARROWS to highlight **Series Manager** and press **SELECT**.
- + Highlight **Cancel Series** and press **SELECT**.
- + On the warning screen, highlight **Yes** and press **SELECT**.

Canceling a series will affect only the future episodes of the series and won't affect the episodes that have been recorded already.

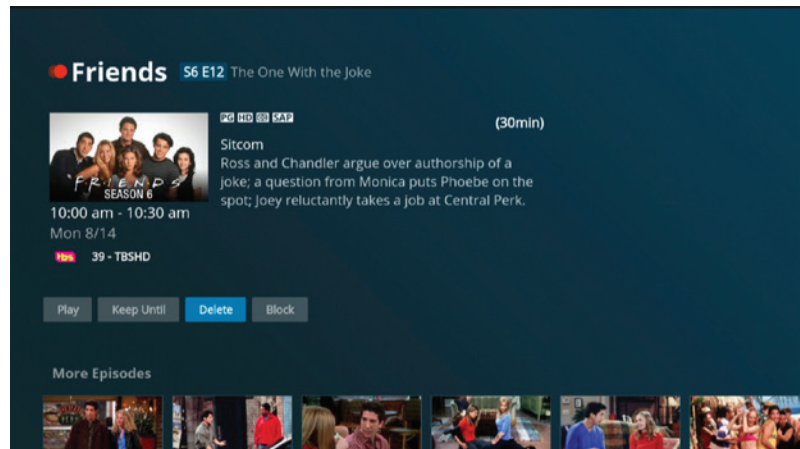
Delete

When you're finished watching a program, you can delete it easily.

Delete a program

- + Press **DVR** on your remote.
- + Use the ARROWS to highlight the program you want to delete and press SELECT.
- + Highlight **Delete** and press SELECT.
- + On the warning screen, highlight **Yes** and press SELECT

Once a program has been deleted, it will no longer be available.



Delete a program from Clean-up My DVR

- + Press **DVR** on your remote.
- + Highlight **Clean-up My DVR** and press SELECT.
- + Use the ARROWS to highlight the program you wish to delete and press SELECT to instantly delete it.

Once a program has been deleted, it will no longer be available.

Delete a series from Clean-up My DVR

- + Press **DVR** on your remote.
- + Highlight **Clean-up My DVR** and press SELECT.
- + Use the ARROWS to highlight a series and press SELECT.
- + Highlight **Delete All** and press SELECT to instantly delete it.

Once a folder has been deleted, the recordings in that folder will no longer be available.

Altice One App

You can watch your DVR recordings on your iOS, Android and Kindle devices using the Altice One app anywhere in your home.



Don't have the app? Download it at optimum.net/app. You'll need an Optimum ID. If you don't have one or don't remember it, go to optimum.net/idhelp.



Record

- + Open the Altice One App and login with your Optimum ID and password.
- + Find the program you want to record and tap it to open the info screen.
- + Tap **Record**.
- + Choose **This episode only** or **Series** and if desired, select your other preferred recording options.
- + Tap **Record**.

Watch

- + Open the Altice One App and login with your Optimum ID and password.
- + Tap  and select **DVR**.
- + Under Recorded, scroll to the program you want to watch and tap it to open the info screen.
- + Tap  in the window to playback the recording.

Tip: Discover your in-progress and most recent recordings in the **Recently Recorded** section of My Picks. Pick up where you left off with a recording in the **Continue Watching** section of My Picks.

Still have questions? You'll find more answers online at optimum.net/support