

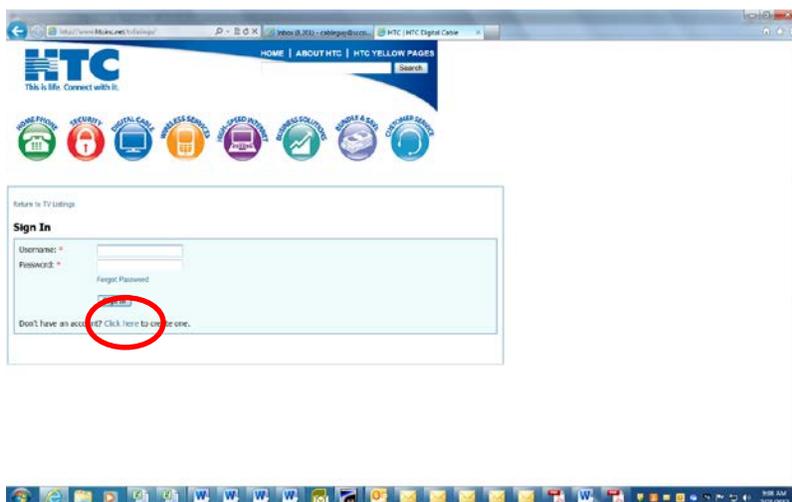
Remote DVR Scheduling

New Account Set-up Instructions

To begin the set-up process customers will visit <https://www.htcinc.net/residential/digital-cable/what-to-watch/> and click the Sign In link on the TV Listings grid (shown below).



After choosing Sign In, if a customer has not already set-up a Remote DVR Scheduling account, they should click on "Don't have an Account" link.



Customers will now go through a simple 3-step registration process to create a username, choose the channel line-up and add their DVR(s).

Step 1: Create a Username

The customer is prompted to create a username, add their e-mail and set-up a password. The username and password is separate from their HTC Internet or HTC My Account information, but customers can use the same information if it is available.

Sign In
Return to TV Listings

Sign Up

Create a Username > Choose Channel Lineup > Add your DVR (optional)

Username

Email

Password

Retype Password

*Username must be a minimum of 4 characters, starting with a letter.
Letters, numbers and _ . @ - only.

*Password must be between 5-25 characters and cannot contain spaces.

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9:10 AM
2/21/2013

Customers should press Next to move to Step 2.

Step 2 – Choose Channel Line-up

The customer is prompted to select their local channel line-up. The customer is prompted to enter their zip code to display relevant channel line-ups. Any HTC Digital Cable zip code will bring back HTC as the only option for a customer to choose.

The screenshot shows a web browser window at the URL <http://www.htcinc.net/tvlistings/>. The page is titled "Sign Up" and has a navigation bar with three steps: "Create a Username", "Choose Channel Lineup" (the current step), and "Add your DVR (optional)".

Under the "Choose Channel Lineup" step, there are two input fields: "Country" with a dropdown menu set to "United States", and "Zip Code" with the value "29526".

Below the input fields is a list box titled "Cable" containing one option: "Conway - Horry Telephone Cooperative", which is selected with a checkmark.

At the bottom of the form are two buttons: "Back" and "Sign Up".

The browser's taskbar at the bottom shows various application icons and the system clock indicating 9:18 AM on 2/21/2013.

Once HTC has been selected, customers will click the "Sign Up" button to move to Step 3.

Step 3 – Add DVR

Customers are prompted to create a name for their DVR and register their DVR using a temporary code provided from the i-Guide Remote Access Setup (screenshots available in Appendix A).

After adding the DVR name and temporary code, customers should press the “Submit” button. Pressing the “Submit” button authenticates the DVR with the TV Listings application and the customer can begin scheduling their DVR remotely.

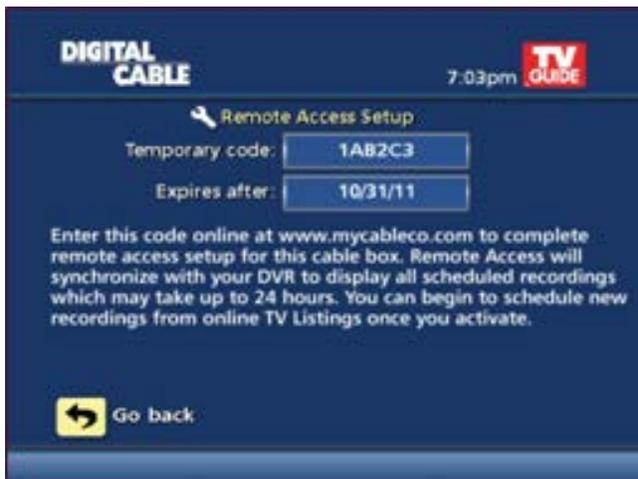
If the customer chooses the “Add Later” button, they will be able to add their DVR or additional DVRs from the Manage tab on the TV Listings. Details are provided in Appendix B.

The screenshot shows a web browser window with the URL <http://www.htcinc.net/tvlistings/>. The page is titled "Sign Up" and has a progress bar with three steps: "Create a Username", "Choose Channel Lineup", and "Add your DVR (optional)". A green banner at the top of the form area says "Success! Thank you for registering!". Below this, there are two input fields: "DVR Name" and "Temporary Code". At the bottom of the form are two buttons: "Add Later" and "Submit". The browser's taskbar at the bottom shows various application icons and the system clock indicating 9:30 AM on 2/21/2013.

Appendix A – Obtaining Temporary Code

To obtain the “temporary code” from the DVR:

- Select the Remote Access button found in the “DVR” or “Set-up” Menu
- Click the “View Code” icon
- The Temporary Code will be displayed
 - Temporary Code is case sensitive
 - Code will expire if not used in a few days, expiration date shown directly under code
 - Code will only be available on boxes not already set-up for Remote DVR scheduling



Appendix B – Managing Remote DVR Scheduling

Q. How can a customer rename their DVR?

A. Customers can rename their DVR(s) by selecting the “Manage” tab

Q. How can customers add another DVR?

A. If you have another DVR installed in your home follow the steps previously outlined to activate Remote Access from the set-top box.

1. Select Remote Access Setup from Setup Menu on the guide to secure a Temporary Code for that DVR.
2. From www.htcinc.net/tvlistings, go to TV Listings and select the Manage Tab, then select “Add Device”. Enter your Temporary Code to activate.

Q. How can a customer change my user name, password?

A. Customers can change their password from the “Manage” tab by selecting “Change Password”. Users can also change their first and last names. Users cannot change their email address at this time.

Q. What should a customer do if they forgot their login password?

A. The Sign In window includes a “Forgot Password” option the user can select. The user is asked to enter their email address. The user will receive an email containing a link that allows them to reset their password.

Q. How can a customer cancel their Remote Access service?

A. Customers can cancel Remote Access in one of two ways:

- From the Manage tab by selecting “Unregister” next to the name of their DVR set-top box, or
- From Remote Access Setup menu on the set-top box and selecting “Cancel”

Once the DVR is deregistered, to reactivate their DVR, consumers will need to follow the steps as described in the “Getting Started” section above.

