Rovi DTA Guide FAQ

FAQs to support customer education and training for Rovi DTA Guide (HD & SD versions)

Updated 9.3.2014

Overview

Q. What is Rovi DTA Guide?

A. The Rovi DTA Guide is an Interactive Program Guide for Digital Terminal Adapters (DTAs) available for both SD and HD DTA boxes. Subscribers enjoy all the benefits of an on-screen guide including popular features like TV listings by time, program information and parental controls.

Q. What are the benefits?

A. There are many benefits to the Rovi DTA Guide.

  a. Program Information: The Rovi DTA Guide lists synopsis, ratings, start and end times, cast info and more for most programs. The current program can be viewed in the upper right hand corner of the screen while you are browsing.
  b. User-Friendly TV Listings Grid: The Rovi DTA Guide contains up to 24 hours of continuous programming within an easy-to-read full-screen grid. The guide displays up to a 90-minute view at a time, with color-coding to easily discern program type.
  c. Parental Controls & Settings: Parental controls are embedded throughout the guide, allowing access to restrict viewing by channel and/or rating. The guide also supports multiple languages - including English and Spanish - for display text and audio.

Rovi HD DTA Guide

Q. How will Rovi HD DTA Guide design be different from the SD DTA design?

A. The design, UI and functionality is exactly the same, but displays in the wide-screen 16:9 HD format (stretched). Two additional Settings features are added for HD DTA boxes: HDMI resolution setup, and Closed Captioning setup.

Q. What are the HDMI Settings?

A. When a user connects an HD DTA box to their HDTV, the HDMI setting will be default to "Auto", which means the setting will automatically adjust to the best resolution the TV has. The user can adjust this setting manually to any of the following options by selecting Menu on the remote, then HDMI Setup:

Auto	
1080i normal	480p (16:9)
1080i wide	480p (4:3)
720p normal	480i
720p wide	

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Q. What is the user experience when tuning to an SD channel?
    A. Depending on the HDMI Setting, the video output format will vary for HD and SD channels as the chart below illustrates.

HDMI Setting	Source	Video Output Format
1080i normal	SD	Sidebar
	HD	Full Screen
1080i wide	SD	Stretch
	HD	Full Screen
720p normal	SD	Sidebar
	HD	Full Screen
720p wide	SD	Stretch
	HD	Full Screen
480p (16:9)	SD	Full Screen
	HD	Letterbox
480p (4:3)	SD	Full Screen
	HD	Letterbox
480i	SD	Full Screen
	HD	Letterbox

Q. What are the Closed Captioning Settings?
    A. Per FCC regulation, the Rovi HD DTA provides extensive options for users to adjust the CC settings based on their preferences. The default setting is OFF. Users can turn on CC, and adjust the setting they prefer by selecting Menu on the remote, then Closed Captioning:

Auto – provides CC when available by the content provider in the default format
Custom – allows user to customize how text appears on screen based on their preferences
- Font style, size, color and opacity
- Font edge style and color
- Background color and opacity
- Window color and opacity (when utilized by content provider)

Getting Started with the Rovi DTA Guide

Q. Do I need special equipment?
    A. No additional consumer equipment is necessary. The Rovi DTA Guide integrates with DTA equipment providers and existing remote controls. A system software upgrade is all it takes to get the Rovi DTA guide into existing homes and future installations.

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Q. How do I configure my remote control to work with Rovi DTA Guide?
   A. The Rovi DTA Guide works with a variety of remote controls. To configure the type of remote control to your particular cable system, press MENU on the remote control and then press the DOWN arrow to highlight **General Setup.** Press RIGHT to move to the second column. Press DOWN to highlight the Remote Help Display.

   Press OK to display the remote selection screen. Available options are presented. Use number keys on the remote control to select the option that most closely resembles the remote control for the DTA. The screen will highlight the selection. Press OK to activate.

Q. How do I access the guide?
   A. There are three ways to access the guide using the remote control: select GUIDE, press the 'Channel Up' or 'Channel Down' buttons, or select INFO.
   a. GUIDE: Selecting the GUIDE button takes you to the TV Listings Grid, with up to 24 hours of programming data for the channel lineup associated with your cable service. The screen shows seven channels at any given time with 90 minutes of programming for each.
   b. CHANNEL UP/DOWN: Changing the channel with the 'Channel Up' and 'Channel Down' buttons will instantly pull up an On Now/On Next banner, with a panel of information on what's playing now and what's coming up next. Press the GUIDE button to access the TV Listings Grid.
   c. INFO: Pressing the INFO button once brings you to the On Now/On Next banner with its panel of program information. Pressing INFO again (or pressing it quickly twice while watching TV) will bring you to the TV Listings Grid. Press INFO once more (or press INFO quickly three times while watching TV) and you'll be on the Program Info Screen.

The On Now/On Next Banner

Q. What kind of information is listed on the On Now/On Next Banner?
   A. The On Now/On Next Banner loads on the bottom of the screen in an easy-to-read panel over live TV when you change channels or press the INFO Button. The top panel displays the channel number and the call letters, and an orange highlight indicates whether the information being displayed is what's 'On Now' or what's 'On Next.' By default, the banner always loads with 'On Now' information.

   Below the top row you'll find information about the program: the title, start/end times and a short synopsis that also may include category and cast info (when available.) The last 'row' of information includes navigational elements and configuration options.

Q. How do I toggle between what's ON NOW and what's ON NEXT?
   A. While the On Now/On Next banner is on screen, press the RIGHT button on the remote control. The On Next section will be highlighted and information will refresh into the second row for what's 'On Next.' To revisit the information for what's 'On Now,' press the LEFT button.

Q. **Can I browse the On Now/On Next Banner on other channels without interrupting my current program?**
A. Yes. Instead of using the Channel +/- button, use the UP and DOWN buttons. The On Now/On Next banner will display information for that channel without interrupting your current program. If you'd like to tune to the channel you are browsing, press OK from the On Now Banner.

TV Listings Grid

Q. **What is the TV Listings Grid?**
A. The TV Listings Grid is a full-screen guide that displays up to 24 hours of programming info. The grid gives you information for seven channels at a time with 90 minutes of programming for each. Live TV is in view at the top of the screen in a scaled video view.

Q. **What do the colors represent on various programs?**
A. The Rovi DTA Guide provides a quick way to tell what kind of program is in the listing by using colors for the following genres:
- Orange: Active Selection
- Blue: General Programs
- Green: Sports
- Magenta: Kids
- Purple: Movies

Q. **How do I navigate the TV Listings Grid?**
A. It's simple to browse programs in the TV Listings Grid in several different ways. Press the GUIDE button to access up to 24 hours of program listings information for your channel lineup. Use your arrow keys (up, down, left, right) to navigate the grid. Press OK for a currently airing program, and tune to that channel. Please note: the Rovi DTA Guide does not display programs in the past.

Q. **What type of information is displayed for programs on the TV Listings Grid?**
A. The information for each selection refreshes in the upper left hand corner with the title, brief synopsis and category.

Q. **Can I tune from the TV Listings Grid?**
A. Yes, if the program is currently airing. Simply press OK to tune and change the channel on the program that you are browsing.

Program Information Screen

Q. **What information does the Program Information Screen contain?**
A. The Program Information Screen gives customers the details about a selection. Information may include a synopsis, the rating, channel and call letters, time slot, series information, cast, production date and duration of program. It also gives you the ability to set an easy one-step parental lock on the channel or rating.

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Q. **How do you access the Program Information Screen?**
A. You can access the Program Information Screen by highlighting a program in the TV Listings Grid and pressing INFO. Or press INFO 3x from Live TV.

Q. **How do you return to the TV Listings Grid?**
A. Press LAST or GUIDE to return to the TV Listings Grid.

Parental Controls

Q. **How do Parental Controls work?**
A. Parental Controls allow you to set viewing restrictions by channel and/or rating, and can be set from either the Settings menu or the Program Information Screen. Before Parental Controls are used, users must set up a PIN (Personal Identification Number).

Q. **How do I set up my PIN?**
A. Press MENU on the remote control. Parental Controls will be the default. Press RIGHT to Set PIN. A pop-up window appears. Here, you enter a 4 digit PIN of your choice. The system will prompt you to confirm your PIN again.

Q. **What can I control with Parental Controls?**
A. You can lock programs by channel, ratings and also hide titles that may have adult themes. These options are all controlled in the third column of the Parental Control menu.

Q. **What are the lock/unlock options?**
A. The lock icon indicates the selected item is 'locked' and requires a PIN for access. The unlock icon indicates the selected icon is 'unlocked' and the channel or program may be viewed.

General Setup and Language

Q. **What is available to configure in the General Setup menu?**
A. Customers can select different language options for the Guide's display text. The Rovi DTA Guide can also provide audio in other languages (if available) when watching a program.

Q. **How do I access General Setup?**
A. Press MENU on the Remote Control. Press DOWN to highlight General Setup and then RIGHT to move to the second column.
Display (Text) Language: The default language is shown. In this area you can change the language of the menus and overlays.
Audio Language: Press DOWN for options to change the language soundtrack (when available). The third column lists the options available. Press RIGHT to access.