CenturyLink™ Prism
Quick User Guide
See TV in a whole new light.
## Your Guide To What’s Inside

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Enjoy your CenturyLink™ Prism™ experience.
Getting Started.

The TV basics.

1. Turn on your TV and **POWER** on your remote.
2. Press **MENU** on the remote to get started.
3. Search what’s on TV – Live TV, Recorded TV, Video On Demand, Extras and Settings.
4. Press any button and go – it’s that easy.

Interactive Program Guide.

Now finding what you really want to watch is easier than ever. Search through all of your channels with the push of a button.

1. Press **GUIDE** to see show listings.
2. Use up/down arrows to scroll through channels.
3. To view more details, highlight a program and press **INFO**.
4. To exit, press **GUIDE** again to return to program you were watching.

*Note: We've placed remote buttons in **UPPERCASE** letters in order to make this guide easy to follow.*
Using Your Whole Home DVR.

Whole Home DVR. DVR in every room. Brilliant.

Upstairs. Downstairs. Living room. Bedroom. Whatever room you want to watch it in – Whole Home DVR lets you. It turns your entire house into an entertainment venue with up to 113 hours of HD record time or up to 284 hours of SD record time*.

Recording with your DVR.

- In Guide mode, record any show, current or future, simply by pressing RECORD (a red dot will appear after the show title in listings).
- Access recorded shows by pressing RECORDED TV remote button or by selecting RECORDED TV from the main menu screen.
- You can also record an entire TV series by first runs and repeats – even record on certain channels – or extend recording times by pressing RECORD a second time.
- To cancel a recording, press RECORD a third time.

You can also record instantly by pressing RECORD while watching another program.

Schedule recordings of upcoming shows or series.

- In Guide mode, use the arrow buttons to scroll through shows and highlight listings.
- Also, use Search to find shows by title, category and actor, then select a program and press RECORD.

*Whole Home DVR is subject to availability. Recording time capacity varies between XX and XXX hours with both SD and HD recordings. Despicable Me: ©2010 Universal Studios. All Rights Reserved. Shrek Forever After: ©2010 DreamWorks Animation LLC. All Rights Reserved.
Pause, play, rewind and replay Live TV.

It’s more than TV on your time. It’s TV the way you live. Your DVR stores up to 90 minutes of standard-def Live TV or 30 minutes of high-def Live TV on the channel you’re watching. So you can:

- Pause a Live TV show for a snack, then resume playing where you left off – even skip commercials after you’ve paused TV.
- Press the REW button to rewind or press it 2 or 3 times to increase rewinding speed.
- Missed something? No problem, press REPLAY to back up 7 seconds.
- If you’ve paused or replayed Live TV, you can use the FF and SKIP buttons to go forward if you have not changed channels.
- FF can also be pressed 2 or 3 times to increase speed.

**Note:** Controlling Live TV only works on the TV to which the DVR box is connected.

How to program your DVR remotely.

Working late? Out of town? Whatever your excuse, now you can manage your DVR library, set recordings and customize your online guide from any Internet-enabled PC.

**To record a program remotely:**
1. Visit CenturyLink.net and log into your account.
2. Select Prism TV under the Home drop down or click the Manage Your Prism DVR Online remote control image.
3. Select the program you wish to record/manage.
4. On the Details screen, choose to Record this show or entire series.
5. Add space to the end of the program’s scheduled end time if needed.
6. Choose Save Recording.
7. The guide will highlight the program and label with REC.

**To delete a recording:**
1. Select the recorded program.
2. Choose Cancel Recording from the Details screen.
Find-It-Fast Navigation.

Easily find what you want, when you want.

Quickly search for shows by title, category and actor – then record them to your DVR at the push of a button. It’s that simple.

1 Press **MENU**, then scroll down to Search and press **SELECT**.
2 Select letters using the arrow keys and **OK** to search by title, category or even actor.
3 A list of results appears as you type; then use the right arrow and highlight a show for playing times.
4 Push **OK** to view the program or press **RECORD** to record it on your DVR.

Miss part of the show? Press **INFO** while watching a program to see additional upcoming showtimes.

Picture-In-Picture Navigation.

See what’s playing on one channel while watching another.

1 While watching TV, press the up/down arrows to view a second picture-in-picture window of what’s on other channels.
2 Press the right arrow to view titles of upcoming shows on your current channel.
3 Press **INFO** to see program details.
Create a guide for your favorites.

Check what’s playing on all of your favorite channels fast.

1 Press **MENU**, use arrows to select **FAVORITES**.

2 Select **SET UP FAVORITE CHANNELS LIST** and press **OK**; a list of all available channels appears.

3 Use up/down arrows and press **OK** to select channels. Then, scroll to save them.

4 To view your new Favorites guide, press **MENU**, use arrows to select **LIVE TV**, then **FAVORITES** to add them.

5 To return to a full list of channels, press **GUIDE**.

6 To change favorites, from the favorites guide, select **ENTER** button on the lower right of your remote and, under **SETTINGS**, select **CHANGE FAVORITES**, then scroll and select **SAVE**.

Warp-Speed Channel Change.

Unlike with cable and satellite, there’s virtually no lag time between one channel and the next.

Note: You can even view picture-in-picture while searching through the guide.
Watch what you want, when you want with more entertainment On Demand.

We make it easy to access Video On Demand and Pay Per View all in one place. Many videos are available FREE. And if there’s a charge, it’s simply added to your monthly bill. No hassles, no late fees, no driving back and forth to the video store. You can even set a passcode for purchasing.

- Access hundreds of movies and shows On Demand.
- Free movie previews before you rent.
- Enjoy movies On Demand the same day they are released on DVD.
- 24-hour rental period – watch a show, pause and finish it later, or replay the show several times.
- No waiting or downloading required.
- Many titles, including kids programming, for FREE.

Note: Video On Demand cannot be recorded to the DVR.

Selecting On Demand & Pay Per View

VIDEO ON DEMAND

1 To watch a video that starts when you’re ready, press VIDEO ON DEMAND on your remote, or you can access by pressing MENU, then VIDEO ON DEMAND.

2 Use arrows on remote to browse shows by genre – even select by subcategories.

3 Select the video you want – from RENTAL or FREE content.

4 You can watch a preview of many Video On Demand and Pay Per View titles by clicking on the title name, then Preview.

TIP

You can watch any On Demand program for up to 24 hours, so feel free to start over or pause and continue watching your program later.
PAY PER VIEW
1  To watch a Pay Per View title, select a Pay Per View channel as indicated in the guide.
2  To view that program, follow the on-screen instructions to rent the Pay Per View title.
3  You may rent a Pay Per View title from one hour before it begins until 50% of the program is complete.

HD Magnified.

To change the Aspect Ratio Settings to fit your TV:

1  Press MENU, select Options, then System Settings and then Aspect Ratio.
2  Use the arrows to select 1080i on HD screen, 720p on HD screen, Widescreen Standard Def, or 4:3 Standard Def.
3  Use the arrows to select Continue and press OK.

Press ENTER button on remote to quickly change the Aspect Ratio Setting on your TV.

Watch all your favorite HD channels in reach-out-and-touch-it picture quality with the ability to deliver up to 1080i picture resolution.

If you’re a true pigskin fan, then the NFL Network isn’t just a channel, it’s a way of life. Watch all the gridiron action in razor-sharp definition from the best seat – your sofa.

Note: In order to use CenturyLink™ Prism™ HD service, you must have an HDTV and our Prism™ HDTV package.
Share photos and music on your TV.

With Personal Media Sharing, you can access your stored personal photos and music from your PC and show them to family and friends on your TV. It’s technology like this that makes CenturyLink™ Prism™ TV truly advanced.

**Note:** Requires a Windows-based PC with Windows Media Player 11 or higher.

1. First, open Windows Media Player on your PC by clicking on the desktop shortcut.
2. Then, locate the Library button on the Windows Media Player toolbar.
3. Click the Library button and then click the Media Sharing button.
4. Select the Share My Media check box and click on the generic device icon labeled Unknown Device.
5. Then press the **OK** button.

**Note:** If multiple generic device icons appear, don’t worry. Select and allow all of these devices. Your PC will then be configured to share media with your set-top box.
Playing music on your TV.
1 Select a Windows Media Connect server and use the up/down arrow buttons on your remote to select a music category.
2 Then press the OK button.
3 Select a song or playlist and then press the OK button. The media will begin playing and metadata will be displayed.

Viewing photos on your TV.
1 Select a Windows Media Connect server and use the up/down arrow buttons on your remote to select a photo category.
2 Then press the OK button.
3 Use the up/down arrow buttons on your remote. As the photo name is highlighted, a thumbnail is displayed.
4 Press the OK button to display an individual photo or a slideshow.

Play music and view photos at the same time.
1 Select a photo, playlist or song.
2 Press the BACK button and select another photo, playlist or song and then press the OK button. Note: This media can’t be the same type as the previous selection.
3 To exit, press the MENU button selected in step 1.
Interactive News and Information Dashboard.

Brilliant TV starts with brilliant features.

Want local news and weather, daily updates on gas prices as well as personal info? The Prism News and Information Dashboard gives you everything you need – right on your TV. You can even get your horoscope, recipes and lottery numbers on whatever channel you’re watching, too.

• Press the **GO INTERACTIVE** button on your remote or
• Press the **MENU** button on your remote, then select the Extras category and choose **TV DASHBOARD** or
• Navigate to Channel 91 and press **OK**.

After entering the dashboard, enter your location to ensure that the correct local information is provided. To do this, first select the letters of your state by scrolling up or down to the correct letter and pressing **OK**.

Then select the correct state and press **OK** again.

To get specific information regarding the city in which you live, select the letters of your city and press **OK**.

Once you’ve completed this, you’ll need to confirm your selection.

**Note:** Be sure not to abbreviate and to enter spaces.
After entering your location, scroll up and down to access the different components:

- Weather
- Lottery
- Horoscopes
- Gas Prices
- Stocks
- Quotes
- Settings
- Applications

Scroll right to enter the component and scroll left to return to the main screen.

Games. Games. Games.

Play popular games like Simon, Sudoku and Urban Jumble with the family or while watching a show.

- Press the **MENU** button on your remote, then select Extras category and choose one of the games.
- Select the Application component from the Prism™ TV Dashboard, then select one of the games and press **OK** or
- Navigate to Channel 92, and then select one of the games and press **OK**.
Advanced Parental Controls.

Manage who watches what with locking controls.

To access Parental Controls, you will need your system PIN provided to you at installation. Or, call 866.314.4148 to establish a new PIN.

1  Press MENU on your remote.
2  Use the right arrow to highlight Settings.
3  Select General, then select Parental Controls and press OK.
4  Select Parental Locking – you will be prompted for your system PIN.
5  You may then enter or create a viewing PIN.
6  After entering the PIN, you will be able to control viewing by rating, channel, program, etc.

To view a restricted channel or program, select Unlock on the screen and enter your PIN.

Locking On Demand video rentals.

1  From Parental Locking screen, use the down arrow to select Change next to rentals and press OK.
2  Use right arrow to select Lock Renting and press OK.
3  Use left arrow to select Save and press OK.
4  Press EXIT to return to Live TV.
Troubleshooting.

Access the 411 channel for system options and future instructions.

Quick Tips.
Check here to see if you can troubleshoot easily. Try resetting your Set-top Digital Box.

1. Unplug power cord from back of Set-top Digital Box and leave unplugged for 5 seconds.
2. Plug power cord back into Set-top Digital Box.

Other Quick Fixes.
1. Be sure your TV/VIDEO Channel Input is set correctly on your remote.
2. Make sure the volume is turned up on the TV and the Set-top Box.

Frequently Asked Questions.

- How do I access Caller ID on my TV?
  To access: Press MENU – Settings – Call Log.

- How do I turn on Caller ID on my TV?
  To turn on/off: Press MENU – Settings – Caller ID/on or off.

- What if my Set-top Digital Box won’t turn on?
  1. Check to make sure the Set-top Box is plugged into a live electrical outlet.
  2. If the answer is yes, try resetting the box as described in Quick Tips.

- The remote won’t control the Set-top Box.
  1. Ensure that the remote has fresh batteries.
  2. Ensure that the upper left button flashes when receiver control buttons are pressed. If not, press that button and try again.

- I have video but no sound.
  Check the physical connections between the receiver and the audio player (TV, stereo receiver, etc.).

- The receiver will not respond.
  Try resetting the box as described above, in Quick Tips.

- How many receivers with DVR functions can I have in my home?
  You need one receiver for each TV from which you want to view the Prism service.

- How many hours of recording time does my DVR have?
  133 Standard Definition, 37 hours of HD programming

- Will my DVR record on more than one TV in my home?
  Yes, your DVR’s recording function can be accessed on up to 4 TVs in the home.

- Can you record with the DVR and watch another channel?
  Yes, you can watch or record up to 4 shows simultaneously.

- Can parental locking be used with Video On Demand?
  Yes.

- If a program is locked, do I need a PIN to record it?
  Yes.
Using Your Remote Control.

TV you control. Any show, anytime, anywhere.

Take a few moments to get to know your remote control and buttons. We’ll be referencing them throughout this guide.

Record what’s on TV in a snap.

Replay live TV in 7-second segments.

View all Video On Demand options in an instant.

Control your personal settings.

Return to last screen or TV channel.

Exit from menu screen to TV.

View the interactive program guide, with a live picture-in-picture window.

Edit text on your program search screen by keyword, title, or subject.

Fast-Forward 30 seconds through programming.

Check all of your DVR options in an instant.

Coming soon! View personalized weather, sports and traffic.

Navigate channels, menus, and screens using arrows.

View program info on plot, actors, ratings and recommendations.

View your phone Call Log.

Return to previously viewed live TV channel.