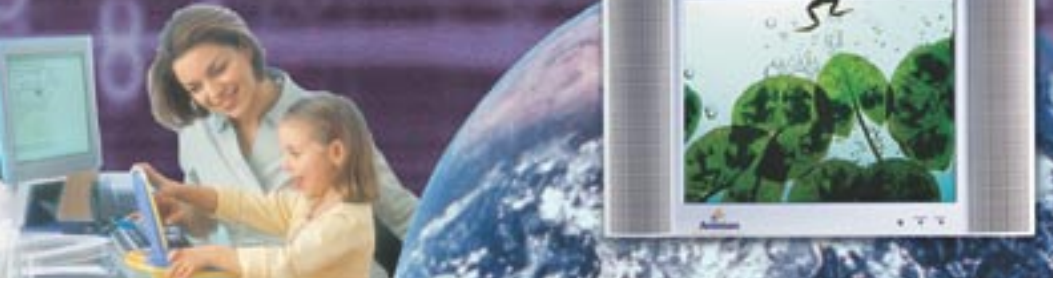


# Customer Handbook



***A Local Company You Trust!***

## **Welcome**

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Thank you for choosing Antietam Cable Television as your entertainment and information source! As our slogan states, Antietam Cable Television brings the world to your home. With our digital cable service, we offer hundreds of top-quality cable networks featuring movies, news, sports, and variety programming. We also offer compelling, exclusive coverage of local events that are important to you. Our cable modem service brings you a high-speed broadband Internet connection for your home or office. Antietam's state-of-the-art fiber optic technology assures that you will receive a highly reliable service free from most technical interruptions. On the rare occasion that a problem would occur, Antietam Cable's trained technical experts will correct it **FREE OF CHARGE**.



Our top priority is to give you the finest products and outstanding service at a reasonable cost. We are quite pleased to have been awarded the Seal of Good Customer Service from the National Cable Television Association for achieving and maintaining the highest standards of customer service. Everyone on our team stands ready to assist you in every way we can. We have designed this handbook as an easy reference to our company and services. We hope you find it to be a valuable resource. Feel free to contact us with your questions, comments, or suggestions!

**V. Gene Hager**  
*President and General Manager*  
*Antietam Cable Television, Inc.*

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# Getting to know the remote

## **POWER**

Turn the selected device ON or OFF

## **Audio, DVD/VCR, TV, Cable** Select a device

### **VOD**

Direct access to Video On Demand (VOD), where available

### **PPV**

Direct access to Pay Per View (PPV) programming (where available)

## **REW**

Rewind VCR, DVD, VOD, DVR or HTIB

## **PLAY**

Play VCR, DVD, VOD, DVR, or HTIB

## **FFWD**

Fast Forward VCR, DVD, VOD, DVR, or HTIB

## **RECORD**

Record to VCR or DVR

## **PAUSE**

Pause VCR, DVD, VOD or DVR

## **STOP**

Stop VCR, DVD, VOD or DVR

## **REPLAY**

Replay the previous few seconds of a program (only available with DVR models)

## **LIST**

Display a list of programs that you recorded. This will allow you to select one for viewing (only available with DVR models)

## **LIVE TV**

Displays live television programming (only available with DVR models)

## **MUTE**

Mute current audio feed

## **FAV**

Jump among pre-selected favorite channels (only available in CABLE mode)

Note: Favorite channels must be pre-selected through the Electronic Programming Guide before this key works.

## **HELP**

Display the help screen (only available in CABLE mode)

## **LAST**

Return to last selected channel

## **VOL +/-**

Increase or decrease volume

## **CH +/-**

Select the next or previous channel

## **PAGE**

Move up or down through menu screens or the Electronic Program Guide

## **EXIT**

Exit any On-Screen Display (OSD) and return to regular viewing

## **INFO**

Display channel and program information

## **GUIDE**

Access the cable guide

## **MENU**

Access any OSD for the currently selected device



Move up through any OSD or cable guide menu



Move down through any OSD or cable guide menu



Move left through any OSD or cable guide menu



Move right through any OSD or cable guide menu

## **OK**

Select the currently highlighted OSD menu or cable guide choice



View the previous or next day's cable guide

### A - B - C

These functions are set by your cable provider

### Keypad

Enter a channel or device code number. To access channels lower than 100, you may need to enter 3 digits. For example, to access channel 2, press 0-0-1. For channel 22, press 0-2-2.

### Input

Select the video source

### Aspect

Change the viewing aspect (if available)

### PIP ON/OFF

Turn Picture-in-Picture (PIP) on or off (if available)

### PIP SWAP

Swap the PIP signal to the main display (if available)

### PIP Move

Move the position of the PIP display

### PIP CH +/-

Select the next or previous channel in the PIP display (the main display does not change)



The all new interactive programming guide from TV Guide. **i-Guide gives you The Power of i™**. It's intuitive, intelligent and inspiring. It unlocks a world of greater choice, convenience and control as you watch television.

**With i-Guide you'll enjoy:**

- A sleek, new design
- A convenient, time-saving **Quick Menu**
- A friendlier display with a full 90 minutes of programming listings
- Enhanced searching
- Increased speed
- And **Mini Guide**, a whole new way to watch TV and surf at the same time


**Try i-Guide.** In no time, you'll be able to **Set Reminders, Favorites, Parental Locks**, and use our **Mini-Guide** to find out what's next, while you continue to watch your favorite shows. Plus, you'll have access to great features like **On Demand** and **Digital Video Recording\***.

With **i-Guide**, the world is at your fingertips.

**That's the Power of i.**

## Remote Control Features

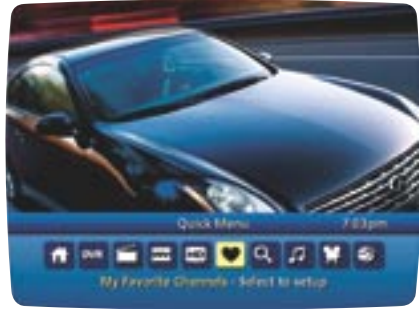
### Basic Navigation


- Yellow is always the highlight color. As you navigate listings using the remote, the highlight appears on screen to indicate the current selection.
- Press  the buttons to move the highlight.
- Press **OK** to make a selection.
- Press the **EXIT** button to return to watching TV.



## Quick Menu: Quick And Easy.

The **Quick Menu** offers short-cuts to key **i-Guide** features. Just press the **MENU** from anywhere in the guide — or even while you're watching a program — and you'll have access to features like the **Search**, **Favorites**, Digital Music and more.



Press the  on your remote to highlight an option, press **OK** and you're on your way.

## All Access With Main Menu.

**Main Menu\*** gives you easy access to all features. Simply press **MENU** twice, then select from the options available, including **TV Listings By Time**, viewing options by category, **Parental Locks**, **Favorites**, **Local Weather** and more.



Press **MENU** button twice for the **Main Menu**.

## Enhanced Searching.

With **i-Guide**, you can sort and view program **Listings By Time**, **Listings By Channel**, or by categories such as Movies, Sports, Children and more. Select a category from the **Main Menu** or **Quick Menu** to display listings.



Subcategories let you focus your search even further. For example, you can search for movies that fit your mood: comedies, dramas, adventure and more.

## Program Information At Your Fingertips.

**i-Guide** provides **Instant Information** while you view program listings, including program title, start/end time, program rating, a brief program description and helpful indicators that identify your settings, such as **Reminders, Recordings** and **Favorites**.



For more detailed information, press the **INFO** button on your remote.



## Easy-To-Understand Listings.

TV Listings appear in a grid format with channel numbers and network call letters down the left side and times along the top. Listings are color coded to help you identify different types of programs.

- Blue** – Regular programs
- Purple** – Movies
- Green** – Sports
- Light Blue** – Children's programs

## Smart Channel Surfing.

The **Flip Bar** lets you see program information as you change channels.



When you find a program you like, press **OK** to make the **Flip Bar** disappear or press **INFO** for more program details.



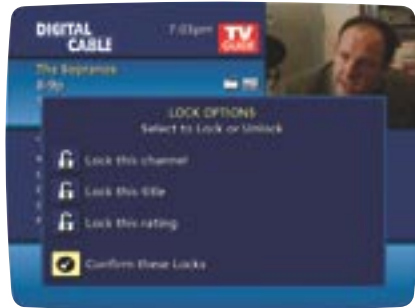
The **Mini Guide** lets you watch television and view listings without having to leave your program. To access, press **OK** or **INFO** then use the **◀▶** buttons to browse time and use the **▼▲** buttons to browse channels.

## Action Icon Shortcuts.


From the Program Information screen, you can use the **Action Icons** at the bottom of the screen to set a **Reminder**, see other air times and more.





Select **Setup** from the **Main Menu** or to set up **Locks and PINs**.



## Go Ahead, Play Favorites.

**i-Guide's Favorites** feature lets you quickly access the channels you've designated as your **Favorites**. Just select Favorites from the **Main Menu** or  from the **Quick Menu**.



Use the arrow   buttons to highlight an icon, a description will appear just above the icons.

## Parental Locks To Protect Your Family.

**Parental Locks** let you restrict viewing and purchases of TV programming based on your preferences. Set a personalized 4-digit **PIN** and you can place locks on selected ratings, channels and titles. You can also hide adult titles from being displayed on screen.



## Pay-Per-View\*\*, Made Easy.

Ordering **PPV** movies and events is easy with **i-Guide**. From the **Main Menu** or Quick Menu, select any of the PPV options to see a list of available programs. Use your remote to get detailed information and order. You can even cancel through **i-Guide**. And if you do not tune in to the program, you won't be charged for it.

*If your PPV program is scheduled to air at a future time, a Reminder is automatically set to appear before your program begins.*



## On Demand\*\* Brings The Video Store To You.

Rent an **On Demand** program or package and you can watch it at your convenience, as many times as you want within the rental period. You can even pause, fast-forward and rewind.



*Access On Demand programming from Main Menu, Quick Menu or a channel in the TV Listings.*

## Digital Video Recording (DVR)\*\* Puts You In Control.

Pause live television. Rewind and replay programs. Record your favorites all season long. With **DVR**, you're in control. Now you can record up to 60 hours of programming, or up to 10 hours of High Definition programming — all without rentals, tapes or returns.



### Control Live TV.

Any time you tune to a channel, the **DVR** starts a temporary recording. So you can **PAUSE** if the phone rings, **REWIND** the scene you missed and **FAST-FORWARD** to skip what you don't want to watch.

### Three Ways To Record.

Press **RECORD** on your remote any time while watching TV or navigating through the guide for easy, one-touch recording. Or, you can record interactively by program or manually schedule your recording.

### Many Ways To Play.

Your **DVR** offers many playback controls.

< **Pause** > Press **PAUSE** to freeze, press **PLAY** to resume.

< **Rewind** > Press **REWIND**. Press it again up to 4 times to increase the rewind speed.

< **Fast Forward** > Press **FAST FORWARD**. Press it again up to 4 times to increase the speed.

< **Slow Motion** > Press **PAUSE** and then **FAST FORWARD** or **PAUSE** and then **REWIND**. To return to regular speed, press **PLAY**.

< **Instant Replay** > Press **PAGE**  to replay the last 15 seconds. Press repeatedly to continue skipping back in 15-second intervals.

< **Return to Live TV** > To return to the live TV you have paused or re-wound, press the 6 button.

Some remotes have **Instant Replay** and **Live** buttons.

\*Menu selections vary depending on the services your cable provider offers.



- 1 ACCOUNT NUMBER** - Number identifying your account. We ask that you write this number on your check or money order.
- 2 ACCOUNT NAME** - This is the name of the primary account holder who is responsible for all account transactions.
- 3 ADDRESS AT WHICH SERVICE IS PROVIDED** - Service is installed at this address. It may be different from the mailing address of the bill.
- 4 BILLING PERIOD** - These dates are from/through dates reflected on the bill.
- 5 PREVIOUS BALANCE** – This is the amount that remains unpaid from a previous bill.
- 6 PAYMENTS / ADJUSTMENTS** - This is the amount paid or adjusted for each transaction.
- 7 ONE TIME CHARGES** – This is an amount that will not recur each month.
- 8 CURRENT CHARGES** – This is the amount owed for the specified billing period (see #4).
- 9 BALANCE DUE** - The amount shown here is due upon receipt or by due date specified.
- 10 DUE DATE** - To ensure proper credit on your next bill please pay your bill by this date.
- 11 DESCRIPTION** - This is the description of transactions entered on your account for the current billing period.
- 12 LOCAL OFFICE ADDRESS** - Checks and money orders should be made payable to the name shown here.
- 13 CREDIT CARD PAYMENT INFO.** – If paying by credit card, select the type of card, enter the account number, expiration date, and sign on the signature line.
- 14 AMOUNT ENCLOSED** - Please write the amount of your check or money order here. This will help speed up the processing of your payment. **DO NOT SEND CASH.**
- 15 PAYMENT ADDRESS** - Address to which payments are mailed. Please be sure this address appears in the window of return envelope. Other written correspondence should be sent to the local office address.
- 16 FRANCHISE INFORMATION** – If you live in an area (city, town, municipality) that has an Agreement with our company, you live in a “franchise area.” Appropriate information will be included here if it applies to your account.

**BILL MESSAGES** - Messages of interest to our customers will appear on the reverse side of the billing statement.

## On Time Guarantee

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Wouldn't it be nice if everything were guaranteed like cable television? On-time performance is hard to find. But with Antietam Cable Television, it's guaranteed! Lots of businesses say that customer satisfaction matters most. Antietam Cable **proves it!**

### On-time service guarantee

- *We will be on time for your cable installation. If we are not, you will get the installation for FREE!*
- *We will be on time for any service appointments. If we are not, you will get a \$20 CREDIT on your bill!*

On-time service appointments and on-time installation. Guaranteed. Because your time is valuable.

## How to Contact Us

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Email us at [info@myactv.net](mailto:info@myactv.net)

**Telephone us:** (301) 797-5000 for Customer Service  
(301) 797-5008 for Technical Assistance and Repair

**Online:** [www.antietamcable.com](http://www.antietamcable.com)

### Office Location

Antietam Cable Television  
1000 Willow Circle  
Hagerstown, Maryland 21740

### Directions:

From Frederick Street, turn onto Commonwealth Avenue. You will pass the Washington Co. Board of Education. Continue on Commonwealth Ave. until you reach the end. Antietam Cable is right there!

### Hours:

#### Drive Through Window

Monday through Friday,  
8:30 a.m. – 7:00 p.m.  
Saturday: 9:00 a.m. - 12:00 noon

#### Lobby

Monday through Friday,  
8:30 a.m. - 5:00 p.m.  
Saturday, 9:00am - 12 noon  
Sunday and major holidays – closed

### Business Calls:

Monday through Friday,  
8:30 a.m. – 5:00 p.m.

### Service Calls:

Monday through Sunday,  
8:30 a.m. - 9:00 p.m.

### Internet Technical Support

24 hours a day, 7 days a week.

### Demonstration Center

Valley Mall, Hagerstown

Our phone lines are open 24 hours a day, seven days a week to assist you. If you call after business hours, your call will be taken by our professional answering service.

# Policies and Procedures

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## Billing Statements

Antietam Cable Television will send you a billing statement once every month. All services are billed one month in advance, with the exception of Pay-Per-View movies or events you have purchased during the month, which are billed after they have aired. Any changes you have made to your service will be reflected from the date of the change to the end of the billing period.

## Billing Questions

Every effort is made to ensure that your bill is correct. If you have any questions about any of the charges on your bill, you must contact our office within **30 days** after the billing date of the disputed charge. Otherwise, all charges are considered accurate and are due.

## Payment Options

We offer a variety of payment options for your convenience.

- *Pay in person at our office during regular business hours.*
- *Pay in person after business hours by placing your payment in our drop box located outside in the front of our building.*
- *Mail your payment to the address on your billing statement.*
- *Pay by phone with a debit/credit card or by check.*
- *Pay automatically every month via your debit/credit card. Contact our office for details.*
- *Pay online at [www.antietamcable.com](http://www.antietamcable.com)*

## Late Fee

A late fee will be assessed on your account if payment is not received before the next bill is rendered.

## Late Notice

Antietam Cable Television will mail a late notice for any account past due. This will serve as your final notice before your service is disconnected.

## Delinquent Disconnects

If your account has a balance due that is over 31 days old, you are subject to disconnection of your service. Once your service has been disconnected, the entire balance due, a reconnection fee, and one month's service in advance must be paid prior to reconnection. Once payment has been made, your service will be reconnected at the first available opportunity.

## Transferring Your Service

If you are moving within Antietam Cable Television's service area, please call our office to schedule a date to connect your new service, and sup-

ply us with the date to disconnect service at your old address. There will be a nominal transfer fee charged to your account. If you plan to move outside Antietam's service area, please contact us with the date to disconnect your service. Please bear in mind, it is your responsibility to return all of Antietam's equipment to our office, make sure your account is paid in full by the due date, and notify us of your forwarding address in the event you are owed a refund.

### **Changing Your Service**

Please contact us anytime you wish to upgrade or change your service. In certain instances, such as adding or relocating a cable outlet, a service call may be required. A time will be scheduled for one of our trained technicians to stop by your home. There may be a fee to upgrade or change your service. A Customer Service Representative can assist you in determining what, if any, costs are associated with the change you are requesting.

### **Equipment Rentals and Returns**

All Digital Consumer Terminals (DCT's), analog converters, remotes, cable modems, and other related equipment that you rent from Antietam for your services remain the property of Antietam Cable Television, Inc. You are responsible for all equipment while in your possession. Damages beyond normal use, or failure to return said equipment, will result in additional fees.

### **Theft of Cable Services**

Theft of cable services is against Federal and State laws. Such theft results in both increased cost and degradation of the quality of reception to honest customers. Antietam Cable Television will continue to prosecute those guilty of stealing cable services to the fullest extent allowed by Federal and State laws. All reports of theft will be fully investigated and appropriate action will be taken.

## Equipment Compatibility

Here are some things you should know about how Antietam Cable Television works with your TV or VCR.

### Converter Boxes

One of the reasons you subscribe to Antietam Cable TV is that we offer many more channels of programming than you are able to receive off-the-air. Some of you may have TV receivers and VCRs that can tune to all channels we provide. Others may have older sets that do not tune to all the cable channels. In this case, Antietam Cable TV will provide you with a set-top converter for a small fee per month, or you may choose to buy a converter at a retail outlet.

Even if you have a TV or VCR that was advertised as being able to receive all cable channels, some of you may still need a converter. This is because there have been no standards governing the reception of cable channels and so your television or VCR, however it may have been advertised, may not tune to all the channels we provide. According to new government rules, By October 31, 1994, TVs and VCRs sold in the U.S. cannot be called "cable ready" unless they comply with new requirements, including the ability to properly tune cable channels. In addition, some TVs and VCRs cannot tune all cable channels without some interference. If this is the case with your equipment, call us because you may also need to use a converter. Also, because Antietam Cable scrambles certain channels we offer such as HBO, Cinemax, etc., you will need a converter with a built-in descrambler should you wish to receive these channels even if you have a receiver that tunes our cable channels. In addition, no TV set is capable of receiving digital cable channels without a digital converter known as a DCT (digital consumer terminal.) Even if you have a digital television, you will need to contact us to arrange for a digital cable installation and a DCT.

The set-top converter will "convert" the cable channels to channel 3 on your TV. Please understand that the process of converting all of our channels to channel 3 means that you only receive one channel at a time through the converter. This means that there may be certain features of your TV and VCR that depend on channel tuning of these devices that you will not be able to use. For instance, taping one program while watching another, recording two or more consecutive programs that appear on different channels, and the use of picture-in-picture may not be possible without additional equipment.

Should you wish to use some of the features noted above, Antietam Cable will provide you with supplemental equipment. This equipment might include an additional converter, or if you have a receiver that can tune all our cable channels, a switch that will enable you to by-pass the converter and tune all unscrambled channels with your TV or VCR. Please contact us regarding your wishes and we will be happy to give you a schedule of

charges for such equipment. In addition, you may purchase by-pass switches and additional converters at retail outlets. Please remember, however, that converters with descrambling capability can only be obtained from Antietam Cable. In fact, should you see advertisements for cable converters that have descramblers in them (so-called “pirate boxes” or “black boxes”) you should understand that these devices are illegal to sell or use, unless authorized by your cable company. Because of the need to protect our scrambled services, Antietam Cable will not authorize the use of any converter/descrambler not provided by the system. People who use illegal converters/descramblers are actually stealing cable service and this practice unfairly results in increased prices to our honest subscribers.

### **Remote Controls**

The standard analog converters used by Antietam Cable TV can be operated by a hand-held remote control device. We provide a remote control device for sale. It is possible that the remote control that may have come with your TV or VCR is capable of controlling our converter box as well. In that case, feel free to use it. If you choose, you can buy a “universal” remote control device that is capable of working with our converters from a retail outlet.

*Note: We provide a universal remote control for our digital service.*

We hope this information is useful. If you have any questions, please contact us at 301-797-5000.

## **Installation and Service Policies**

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### **Installations**

All installations of Antietam Cable services will be completed by fully trained technicians. Your satisfaction is guaranteed! Please refer to our On-Time Service Guarantee in this manual.

Antietam Cable Television will complete installations located within 200 feet of our existing cable system. Appointments are scheduled within four hour windows. You may request that we call you first before arriving at your home. All appointments are subject to availability and are scheduled on a “first come, first served” basis.

If you ever experience problems with your television service, please contact us at 301-797-5008.

### **Additional Outlets**

There is no monthly charge for additional outlets, but there is a one time nominal installation charge. If you wish to add an additional outlet of cable service, contact Antietam Cable and we will be happy to schedule an installation at the earliest convenient date. Installation involves placing an additional

line along the outer wall to the new cable outlet location. If you wish to have the wiring installed within your walls, you may do this yourself or contact an electrician. We do not provide inter-wall wiring. If you choose inter-wall wiring and the cable outlet has been installed, we will schedule the actual hook-up and activation.

The service drop to each home can support up to four cable outlets with no degradation in the quality of your service. If you need more than four outlets, additional amplification may be required.

### **Cable System Maintenance and Upgrades**

It is necessary to occasionally interrupt cable service to perform required FCC testing and planned maintenance and upgrades to the cable system. Please be assured that we do everything we can to keep these instances to a minimum, and to schedule these interruptions at the most convenient time possible for our customers. Notices of planned service interruptions will be advertised in the newspaper and on our web site.

On rare occasions, there may be unscheduled interruptions of your service. Antietam Cable Television has trained service technicians on call 24 hours a day who will respond on these occasions. During these outages, phone lines may be overloaded due to an increased number of calls. In most cases, our technicians are already aware of the problem and are working on repairing it. We thank you for your patience as we speed to return your service to its normal high standard.

In the event that there is a reported and verified interruption of your service of more than 24 hours, you can request a credit equal to the time you were without service. We will not issue credits if the service interruption was caused by you, someone in your household, or someone under your supervision or control. Please call, write or email your request to Antietam Cable Television.

# Frequently Asked Questions

## 1. How do I find out if service is available to my home?

Please fill out the “**Check service availability**” form on our web site, or call our office at (301) 797-5000. Our customer service professionals will be able to tell immediately if cable has ever been connected to your home. If so, we can service it. However, if your home has never had cable service before, one of our technicians will stop by to see if we can service your location. The technician will not have to come in your home at this time, so there is no need for you to be there. He will then notify our office of his findings, and we will contact you. The entire notification process takes 2 days to one week, depending on the number of requests ahead of yours.

## 2. How soon can I get my cable connected?

Usually within one week if the address where you live has had cable previously. If your home has never had cable, the length of time depends on your location and will be estimated on an individual case basis.

## 3. How long must I wait for the installer the day of installation?

Your time is valuable! That’s why we set up appointments. Please see our “**On-Time Service Guarantee**” in this handbook for our promise to you!

## 4. What if I forget the date of my installation?

Feel free to contact our office anytime you have a question. As a courtesy, we will call you the day before your installation appointment as a reminder.

## 5. If I miss the installer, what should I do?

You know you missed the installer if you find a yellow tag on your front door saying “Sorry we missed you!” Call our office and we will send the installer back that day if possible, or reschedule your appointment for a more convenient time.

## 6. What channels/services are available and at what price?

Please refer to the information in the Welcome Pack, or consult our online channel line up and rate card at [www.antietamcable.com](http://www.antietamcable.com). Always feel free to contact our office at 301-797-5000.

## 7. Do you have a program guide for your channels?

We have several!

- Tune to channel 25 to view our 24-hour-a-day Electronic Program Guide: a continuously scrolling list of what is on each of our channels.
- Use this web site to hyperlink to the **Prevue Interactive** web site, and search the channel listings anytime at all!
- We offer TV GUIDE mailed directly to your home.

- If you have any of our premium channels (HBO, Cinemax, etc.) a guide will be sent directly to your home.
- You may pick up selected program guides from our office.
- Link to listings online at [www.antietamcable.com](http://www.antietamcable.com)

**8. Do I need a converter box?**

- If your TV or VCR is not cable ready for more than 140 channels, you will need a converter. Please consult the "Equipment Compatibility" section in this manual for clarification.
- If you subscribe to a premium service, or use pay-per-view, you will need a converter.

**9. How do I get a remote control for my converter?**

Remotes are available from our office for a one time charge.

**10. How do I order PPV?**

- Our digital service offers direct ordering from our interactive program guide.
- Consult our pay-per-view information in the "Products and Services" section in this manual.

**11. I would like to hook up cable to additional TV'S in my house. Is there any charge?**

There is absolutely NO MONTHLY CHARGE for extra outlets. They are free with your cable service! There is a one time installation charge. If your TV or VCR is not cable ready and you need an additional converter, there will be a monthly rental fee.

**12. What should I do if I experience technical problems with my cable?**

Please refer to our troubleshooting guide in this handbook or online. You may fill out a **Technical Problems form** online at [www.antietamcable.com](http://www.antietamcable.com) and submit it to us. Always feel free to contact our office via our technical assistance line 24 hours a day at (301) 797-5008.

**13. How much does technical/repair service cost?**

ABSOLUTELY NOTHING! Unlike satellite dish repair service which can cost hundreds of dollars, your cable repair service is FREE!

# Troubleshooting Tips

Antietam Cable Television has trained technical service representatives available to help with any cable related technical problem you may have. To better serve you, we have included the following checklists that may also help you in identifying and solving your problem!

## 1. Snowy picture

- *Make sure all cable wires to the converter, VCR, and television are firmly fastened.*
- *Television set should be on channel 3.*
- *If you have a VCR:*
  - *Make sure it is turned off, or*
  - *If it is turned on, make sure it is on TV mode, or*
  - *If it is on VCR mode, make sure it is set to channel 3 and that it is fine tuned for channel 3.*
  - *See your VCR instruction book for information on your make/model of VCR.*
- *If you have more than one television connected to cable in your home, check to see if the problem is on all of the sets.*

## 2. No picture

- *Check all of the items listed above for snowy picture.*
- *Make sure your TV set, VCR and/or converter are all plugged into a working electrical outlet.*
- *If the outlet is operated by a light switch, make certain the switch is in the "on" position.*

## 3. Stations are off by one channel

- *Make sure the television is on channel 3.*
- *Make sure the television is fine tuned properly.*
- *(Some sets have an automatic fine tuner, others have a manual fine tuner. If you have an automatic fine tuner and the set is cable-ready, hit the auto program button on the television. This should fine tune the channels back into memory. If you have a converter, tune the television down to channel 2, up to channel 4, and back to channel 3. This should reset the fine tuner. If the fine tuner is manual, there will usually be a round wheel near the channel selector. Turn the wheel gently to the left or right until the picture comes in clearly, and the channels are where they are supposed to be. Consult your television instruction book that came with your TV set when you purchased it for specific information about your make/model of television.)*

## 4. Audio is in a different language, or is for the wrong channel

- *Make sure the SAP (Second Audio Program) button on the television is "off."*

## 5. There is a black square in the middle of the picture

- *Make sure the closed captioning feature on your TV set is turned "off."*

## 6. Remote control doesn't work

- *Please try putting in fresh batteries.*

## 7. Lines through the picture

- Make sure the TV is on channel 3.
- Make sure the VCR is on channel 3.
- Adjust the vertical and horizontal hold on your TV.

## 8. Picture is scrambled

- Make sure television is on channel 3.
- Make sure the VCR is on channel 3.
- Make sure the hookup is correct. Please consult the appropriate diagram on this web site.

## 9. No sound/have picture

- Make sure the volume on the TV set is turned up and it is not on a "mute" setting.
- Make sure the TV is on channel 3.
- If your television has internal/external speakers, make sure the switch is on external.

## 10. Not getting channels above 13

- Make sure the hookup is correct. Please consult the appropriate diagram in this manual or on our web site.
- Make sure the VCR is on channel 3.
- If your television is cable ready, make sure it is on the CATV position
- If you have a converter, and your TV has a CATV button, make sure it is in the CATV position.
- If you have an AB switch, make sure it is on the A side.

## 11. The following symptoms may indicate a problem with your TV set. If you are in doubt, always feel free to contact us first!

- Picture is too small horizontally and/or vertically.
- Horizontal white bar across the screen.
- No sound, after you've tried the tips listed previously in this section.
- Blank screen, after you've tried the tips listed previously in this section.
- Color problem, after you've tried to adjust the color controls on your TV set.

If none of the above has helped, please notify us and one of our technical service representatives will be happy to assist you!

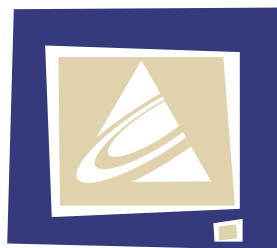
Fill out our **Technical Assistance form** online at [www.antietamcable.com](http://www.antietamcable.com), or call our technical service line at (301) 797-5008

## Diagrams of common cable TV hookups

Cable In from home



In



Television

### TV with converter

1. TV must be on channel 3.
2. Plug TV into converter.
3. Select channels through converter.

Cable In from home



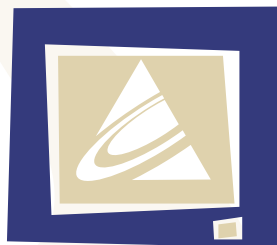
Cable Converter

In



VCR

Out



Television

### TV with converter and VCR

1. Converter must always be connected before VCR.
2. To record, VCR must be on channel 3 and converter must be on the channel to be recorded.
3. TV remains on channel 3.
4. To play VCR insert tape, push play, and set TV to channel 3.

Cable In from home



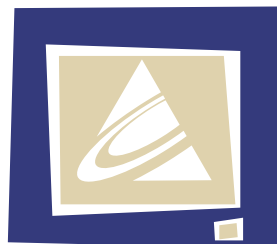
Cable Converter

In



VCR

Out



Television



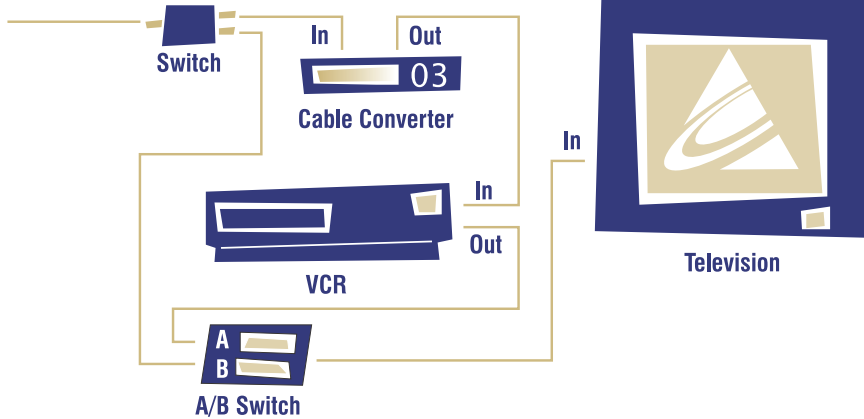
Game Device

Out

### TV with converter, VCR, and video game insertion device

1. Converter must always be before VCR and game device.
2. To play game turn TV on and to channel 3.
3. TV remains on channel 3.
4. To play VCR insert tape, push play, and set TV to channel 3.

#### Cable In from home



### TV with converter, VCR, and A/B switch

This installation requires the use of the 75 ohm cable that came with your VCR. VCR must be tuned to Channel 3.

#### To view television and not record:

1. Set A/B switch to "A" position.
2. Set television to channel 3.
3. Select channel to view with converter.

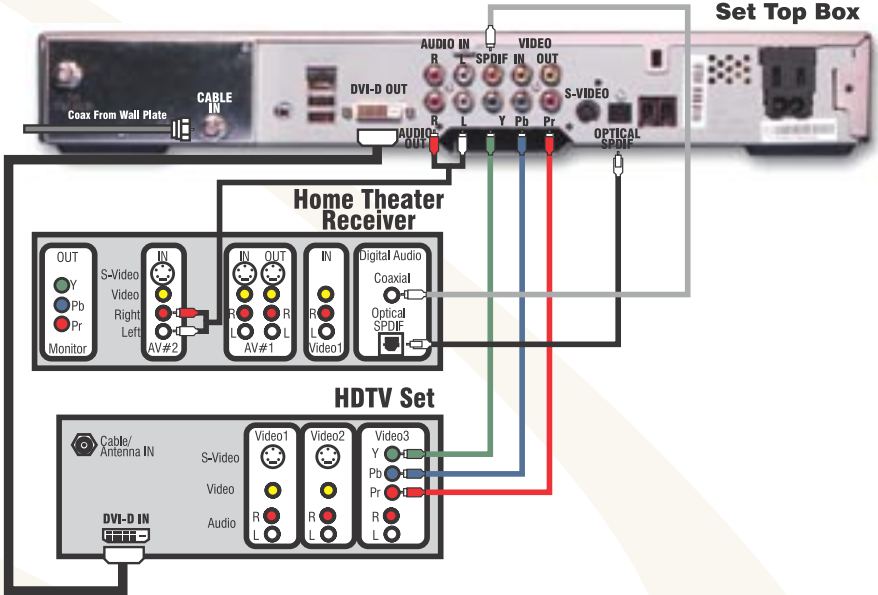
#### To record one channel and watch another channel between 2 and 13:

1. Select channel to be recorded on the converter.
2. VCR must be set to channel 3.
3. Follow instructions that came with your VCR.
4. Set A/B switch to the "B" position.
5. Use TV tuner to select the channel to view.

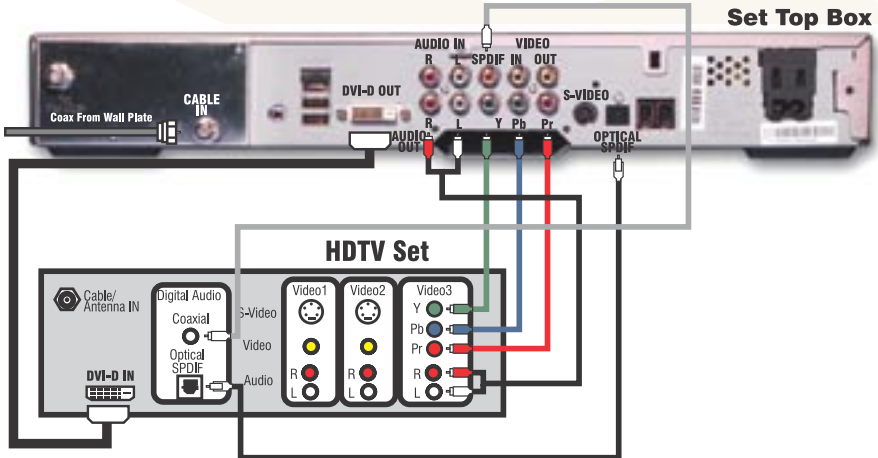
#### To view a recorded tape:

1. Set A/B switch to the "A" position.
2. Follow instructions that came with your VCR.

# Connecting DCT to Home Theater Receiver and HD Television with DVI-D/RGB Input



# Connecting DCT to HD Television with DVI-D/Component Input



## Our Commitment to Your Privacy

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**As a subscriber to cable service, you are entitled under federal law to know the following:**

1. So that we may continue to provide reliable, high quality service to you, we keep regular business records that contain your name, address, and other personally identifiable information. Such records include billing, payment and deposit records, records indicating the number of your television sets connected to cable, and the service options you have chosen. We use this information to make sure that you are being properly billed for the services you receive. We also use this information to sell, maintain, disconnect, and reconnect services, for service calls, customer surveys, bill collection, in-house telemarketing, our own tax and accounting records, statistics and demographic studies, detection and prosecution of theft of services.
2. **We consider information we keep to be confidential.** We may collect personally identifiable information from you and may disclose it to a third party IF (a) you consent in advance in writing or electronically; (b) disclosure is necessary to render cable service and other services we provide to you and related business activities; (c) disclosure is required under a court order and you are notified of such order. Disclosure “necessary to render cable services” includes release of personally identifiable information to employees, contractors, and other agents of the company to install, market, provide and audit cable service; to collection agencies if necessary to collect past due bills; to program suppliers (or their agents) to send program guides, and for auditing purposes to our attorneys and accountants if required for the proper functioning of our business; to third party billing systems to prepare and send your bills; and to our attorneys and law enforcement if necessary for the detection and prosecution of theft of services.
3. Unless you object, from time to time, we may disclose your name and address for mailing lists and other purposes. We will not disclose the extent of your viewing or use of a particular service or the nature of any transaction you may make over the cable system, but we may disclose that you are among those who subscribe to a particular service. If you wish to remove your name from such lists or limit the use of your name at any time, please contact us at the system office. The office address appears at the top of your bill.
4. We may also electronically test the system from time to time to determine whether you are being properly billed for the cable services you are receiving.

5. We will maintain information about you for as long as we provide service to you, and for a longer time if necessary for related business activities, ordinarily for tax reasons we would keep records for 7 years. When information is no longer necessary for our purposes, we will destroy the information unless there is a legitimate request or order to inspect the information still outstanding.
6. Federal law limits our collection and disclosure of personally identifiable information, except as described above. An aggrieved party may bring a private action to recover statutory damages and costs.
7. You have the right to inspect our records that contain information about you, correct any Error in our information, and enforce your rights under federal law. Included among your federal rights is the right to participate in a proceeding in which the government seeks to obtain your personally identifiable information from the company. If you wish to inspect the records at our system office pertaining to you, please contact us to set up an appointment during business hours at 301-797-5000.

## **Customer Complaint Resolution**

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In compliance with the requirements of Section 76.607 of the FCC rules, we are required to inform you that Antietam Cable has in effect the following procedure to ensure that any complaints which may arise concerning the technical quality of the cable television signals delivered to you are promptly and efficiently resolved.

1. If you have any complaints concerning technical quality of the cable television signals, please contact a customer service representative at 301-797-5008.
2. All complaints received will be logged in, and a system engineer will analyze the complaint and attempt to resolve it promptly and efficiently.
3. If you need further assistance after these efforts, you may file a complaint in writing with the System Manager at the following address: 1000 Willow Circle, Hagerstown, Maryland, 21740.
4. If for some reason you are not satisfied with our response, you may wish to register a complaint with the appropriate franchising authority where you live.

**Town Clerk**

21 N. Main St.  
Boonsboro, MD 21713

**City Administrator's Office**

1 E. Franklin St.  
Hagerstown, MD 21740

**Town Clerk**

146 Cumberland St.  
Clear Spring, MD 21722

**Town Clerk**

21 W. Water St.  
Smithsburg, MD 21783

**Town Clerk**

P.O. Box 235  
Funkstown, MD 21734

**Town Clerk**

P.O. Box 307  
Williamsport, MD 21795

**EQUAL OPPORTUNITY EMPLOYER**

This cable system is an equal employment opportunity employer/contractor. The system makes all reasonable good faith efforts to conduct broad and inclusive recruitment when it has job openings and welcomes all qualified applicants to apply for job openings at the system. Any organization that wishes to qualify as a Referral Organization (to refer qualified applicants for employment at this cable system) should contact the cable system in writing, giving the organization's mailing address, e-mail address (if any), telephone number and contact person and stating what kinds of vacancies it is interested in. The system will notify qualified Referral Organizations of employment opportunities at this cable system in accordance with their request. The system will give fair consideration to all job applicants, and will not discriminate in hiring or employment on the basis of sex, race, color, religion, national origin or age.

**Detach Here**

**Privacy Act Request**

*TO: Antietam Cable Television • 1000 Willow Circle • Hagerstown, MD 21740*

*FROM: \_\_\_\_\_  
print or type your full name(s)*

*Address \_\_\_\_\_*

*City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_*

*Antietam Cable Television Account No. \_\_\_\_\_*

Please remove my/our names(s) from any mailing lists which are not in direct support of my/our continued reception of cable service, as defined in Antietam Cable Television Customer Privacy Notice.

*Signature \_\_\_\_\_*

*Signature \_\_\_\_\_*

*If you have previously sent us a Privacy Request form, you do NOT need to send us another Request form.*

*We Bring the World To Your Home*

# Notes:

