



Cable TV

Quick Start Guide

Enjoy your Midco cable TV experience to the fullest with these helpful tips.

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This Is Way More Than Just TV

Thanks for choosing Midco® as your cable TV provider!

Entertainment is important. It's our release and also an opportunity to connect. This quick start guide provides helpful information to get you started with Midco cable TV service.

We have even more tips and tools at **Midco.com/Support**, where you can learn more about your Midco cable TV features. Get details on channel listings, on-screen guides, remote controls, cable boxes, parental controls, TV Everywhere and much more. We also have tutorials and advice to help you get the most out of your Midco cable TV service at **Midco.com/TechTips**.

Equipment & Features

New Equipment Authorization and Activation

While Midco offers professional installation by one of our trained technicians, self-installation is an option with some cable TV equipment.¹ When you install this equipment on your own, you need to authorize and activate in one of these ways:

- Go to Midco.com/SelfInstall, and choose the tutorial for your device.
- Log in to Midco.com/MyAccount.
- Call 1.800.888.1300.

Remote Controls

Understanding Your Remote

Your remote is the key to unlocking your cable TV experience. You can use it to view your interactive program guide, view DVR recordings² or ON Demand programming, and set parental controls.

To learn more about your remote and pair it with your TV equipment, please refer to the user's manual included with your remote. You can also find tutorials for your remote model online at Midco.com/TechTips.

¹ A Midco technician must professionally install the TiVo DVR, TiVo® Mini and TiVo Stream.

² Interactive program guide, DVR recordings and ON Demand programming are available with the TiVo DVR and standard DVR. The interactive program guide and ON Demand are available with the HD digital receiver.

TiVo® DVR

Imagine watching a show on your TiVo DVR in one room while the kids stream a cartoon on a tablet in another room. Another family member is watching TV in the basement. The TiVo Whole Home Experience makes this possible. It's the best of cable TV and internet together in one seamless experience.³

- Watch shows on your favorite TV networks.
- Catch that trending new series on Netflix or YouTube video, or check out the many TiVo®-integrated apps for video and music.⁴
- Catch up on missed episodes on ON Demand.
- Record as many as six programs at once.
- Save up to 600 hours of your favorite programming.
- Manage your recordings through the convenient on-screen guide, which can record shows for you based on your recording and viewing habits!

TiVo DVR Recordings

Your TiVo DVR can record up to six programs at once, and save up to 600 hours of your favorite shows. TiVo OnePass™ search will help you find every episode of a show — whether it's on TV, ON Demand, or a streaming service such as Netflix or Vudu. Learn more about how to use these features at Midco.com/TechTips.

TiVo Mini

The TiVo Mini is a small add-on TiVo box that extends all the great TiVo DVR capabilities throughout your house — up to five rooms if you connect four TiVo Mini devices.

TiVo Stream

The TiVo Stream is a small piece of equipment you can add on to your DVR. It allows you to watch a show on a mobile device — even while you're recording it on your DVR. You can even transfer a recorded program to your mobile device using the TiVo app and take the show with you wherever you go.⁵ The TiVo app is available for iPhone, iPad and Android phones and tablets.⁶

³ Midco Xstream® 1.0 or higher internet service is required.

⁴ Third-party monthly subscription is required for some apps.

⁵ Some programs may not be transferred due to copyright protection put in place by the program provider.

⁶ The TiVo 3.0 app supports the latest versions of Android and iOS.

To set up the TiVo app:

1. Check that your device Wi-Fi is on and connected to the same network as your TiVo DVR.
2. Download the free TiVo app from the App Store or Google Play store. If you already have the app, make sure you're running the latest version, with no updates pending.
3. Launch the TiVo app, and sign in using your **TiVo.com** username and password.
 - If this is the first time you're setting up the app, streaming setup will begin.
 - If you have just upgraded the app, start streaming setup by going to **Settings** and choosing **Setup**.
4. Follow the on-screen prompts to set up in-home, which means you can stream recordings to your device only when you are connected to your home network.⁷
5. Browse the app to find the programs that interest you. Watch a program, download recordings, or use the app as your TiVo DVR remote control to record a show or even change the channel on your DVR!

For more details on using the TiVo Stream and TiVo app, visit [Midco.com/TechTips](https://www.midco.com/TechTips).

DVR

With a DVR, you can save recordings of your favorite programs to watch whenever you want.

On-Screen Guide

Your Midco DVR provides an interactive on-screen guide that makes it easy for you to search for and record shows. Just use your remote to access information on programs, including actors, ratings and a brief program summary.

You can also set reminders, order pay-per-view events, and check out what other times the program will air. The on-screen guide will let you know when your space is getting full.

⁷ Out-of-home streaming is not available if you lease your TiVo device through Midco.

DVR Recordings/Remote Record

One of the most important features of a DVR is its recording ability.

- Save shows as long as you want — although you may have to delete programs if you start running out of space
- Schedule one-time or series recordings
- Modify or cancel recordings, even when you're away from home

To set a DVR recording:

Use your remote to easily record a single program on your Midco DVR.

1. Press the **TV** button, and then the **Power** button on your remote to turn on the TV.
2. Press the **Guide** button on your remote.
3. Navigate the on-screen guide to locate a current show playing on screen or a future show highlighted on the guide.
4. Record a show using one of the following options:
 - Simply press the red **Rec** button to set the recording.
 - Press the **Info** button on the remote control, and then arrow over to the **red circle (set or cancel recording)** on the guide. Follow the prompts, and press **OK/SEL** on your remote to complete the recording setup.

When a show is set for a one-time recording, a red circle will display next to the program on your on-screen guide.

If you're recording a live sports program, your DVR will prompt you to extend the program up to two hours past the scheduled end time, so you don't miss any overtime action.

To set a DVR recording with Remote Record:

Use your smartphone, tablet or computer to record shows from anywhere.

1. Log in to **Midco.net** using your Midco email address and password.
2. From the main menu, select **TV Everywhere**.
 - If you have multiple DVRs, you must select the DVR for your recording. Click the **My DVR** dropdown in the upper right corner, and select the appropriate DVR.
3. Click **TV Listings**, and select a program.
4. Click the **Record** button. The Schedule Recording window appears.
5. Select your recording settings for recording frequency, length of time to save the show, when to start and stop the recording, and what action to take if a conflict occurs.

DVR Management Tips

Get DVR management tips — whether you're using your remote or the Remote Record online portal. We have video tutorials and instructions on searching programs, viewing scheduled recordings and DVR capacity, setting up series recordings, and modifying or canceling scheduled recordings. Just visit **Midco.com/TechTips** or visit your TV's ON Demand menu for helpful tutorials.

Installation

Midco DVRs can either be professionally installed or you can install on your own using a self-install kit. To get a self-install kit, contact us at **Midco.com/Contact**, or stop by one of our Customer Experience Centers.

Digital Receivers and Adapters

Rather than a TiVo DVR or standard DVR, some customers select other cable TV equipment.⁸

HD Digital Receiver

- All digitally delivered channels, including HD programming, digital music channels, ON Demand and pay-per-view (PPV)
- Interactive on-screen guide

⁸ To receive HD movie channels, your account must have one piece of advanced digital equipment (TiVo DVR, standard DVR, HD digital receiver, digital receiver or CableCARD).

Digital Receiver

- Digital standard-definition channels, digital music channels, ON Demand and pay-per-view — without the need for a DVR
- Interactive on-screen guide

HD Digital Adapter

- Premium HD channels, digital music channels, plus all the channels on the Preferred or Basic Cable packages
- Simple on-screen guide

Digital Adapter

- Equipment that connects older TVs directly to the cable outlet, and a minimum requirement to receive your current standard-definition channels

CableCARD

- Digital and HD channels accessible with a credit-card sized plug-in and no other equipment

Leased Equipment Return

You must return any leased Midco equipment that you're no longer using within five calendar days, or you may be charged for the piece of equipment. Be sure that you also return all cords and remote controls associated with the equipment. You can return leased equipment by mail, at your local Customer Experience Center or in a Midco drop box. Find the Customer Experience Center closest to you at [Midco.com/Contact/Customer-Experience-Centers](https://www.midco.com/Contact/Customer-Experience-Centers).

Programming

Channel Lineups

Curious if a certain network is included in your Midco cable TV package? Not sure what channel a network is on? Checking your channel lineup online is a snap.

[For a general listing of the networks and channels available in your area:](#)

1. Visit **Midco.com/ChannelLineups**.
2. Enter your **ZIP code**.
3. Click **Go**. The channel lineup for your area appears.
 - Click the **plus signs** to expand the cable TV packages and view which channels are available with each package.
 - Click **Print** for a printable PDF of your channel lineup.

[For a list of networks and channels for your specific cable TV package:](#)

1. Log in to **Midco.com/MyAccount**.
2. On your main My Account page under the Cable TV section, click **Channel Lineup**. The channel lineup for your area and cable TV package appears.

TV Everywhere Online Streaming

With TV Everywhere, stream up to 65 networks featuring the latest series, specials, movies and events on your computer, smartphone, tablet or other internet-connected device.⁹ Whether you're looking for programming from HBO®, ESPN, Fox News, Disney or another network in your cable TV package, you'll find it on TV Everywhere. Best of all, it's free with your Midco cable TV subscription!

What You Need to Get Started

- Login credentials for My Account
- A Midco email address and password
- An internet connection
- A computer or mobile device for viewing through the individual networks' apps

⁹ TV Everywhere provides online access to view ON Demand and certain live programming for qualifying networks. TV Everywhere programming availability is subject to the network and your level of service and/or cable TV package. Certain restrictions apply. Log in to Midco.com/MyAccount for complete details on what TV Everywhere networks are available with your cable TV package.

How to Start Watching

1. Log in to [Midco.com/MyAccount](https://www.midco.com/MyAccount).
2. Under the TV Everywhere section, click **Network Access** to see what TV Everywhere networks area available for your cable package.
3. Select a **Device** and **Network** you'd like to watch.
4. Access verification takes place in one of the following ways.
 - Automatic verification of your IP address occurs if you're a Midco cable TV and internet customer, and you're currently using your home network.
 - When prompted, choose Midco as your provider, and sign in with your Midco email address and password.
 - Many networks support a social media login, if your Midco email address is synced with your social media account. Select the social media icon you want to register and follow the steps. You'll be prompted to enter your Midco email address and password the first time. After that, you can use your preferred social media login.

Voilà! You're ready to watch your favorite programming anytime, anywhere. Get more tips on how to use TV Everywhere at [Midco.com/Support](https://www.midco.com/Support).

ON Demand

With ON Demand, you can watch what you want, when you want. New releases, old favorites, family hits and even hundreds of hours of free programming from your favorite networks are ready as soon as you want them.¹⁰

We offer HD and standard-definition programming — and it's all available through your remote. Just press the **ON Demand** button, and follow the menu to make your selections. Choose between free and rented entertainment.

- Rented programs are typically available for viewing for 24–48 hours.
- Free programs usually remain available through ON Demand for 24 hours.¹¹

¹⁰ ON Demand channels are not available with certain cable TV equipment, such as the CableCARD, standard digital adapter and HD digital adapter. Only rental ON Demand programming is available with the Limited Cable TV package.

¹¹ Program availability period may vary based on the content provider/network.

Premium Channels

We offer five Premium Movie Packages — including HBO®, Cinemax®, SHOWTIME®, STARZ®, STARZ ENCORESM and THE MOVIE CHANNEL^{TM12} — that you can add to any level of Midco cable TV service. Each package comes with multiple channels of high-quality programming, plus access to the networks' online streaming apps through TV Everywhere.¹³

If your tastes change, you can easily swap your package to another one every 30 days for no charge.¹⁴

To swap your Premium Movie Package:

You can call 1.800.888.1300, or easily make the change online.

1. Log in to **Midco.com/MyAccount**.
2. Under the Cable TV section, click **Change Premium Movie Package**.
3. View your current packages, and check the boxes for the new packages you'd like.
4. Click **Change Premium Movie Package**. A confirmation message displays your change and you can begin watching your new premium package instantly.

Occasionally, the premium movie networks will offer free previews of their programming. To watch during these limited periods, simply use your remote to go to those channels on your TV. Free previews typically start during the morning hours of the advertised start day, and end in the early morning following the advertised end date. If you don't want anyone in your home to access these networks during free preview periods, be sure to set parental controls.

¹² SHOWTIME, THE MOVIE CHANNEL and related marks are trademarks of Showtime Networks Inc., a CBS company. STARZ and related service marks are the property of Starz Entertainment, LLC.

¹³ Premium Movie Packages require advanced digital cable TV equipment — such as a TiVo DVR, standard DVR, HD receiver, standard receiver or CableCARD. Premium movies are not available on standard-definition digital adapters. TV Everywhere provides online access to view on demand and certain live programming for qualifying networks. TV Everywhere programming availability is subject to the network and your level of service and/or cable TV package. Certain restrictions apply. Log in to Midco.com/MyAccount for complete details on what TV Everywhere networks are available with your cable TV package.

¹⁴ Additional premium movie package swaps within a 30-day period will result in a one-time fee for each change. If you're currently enrolled in an offer, swapping your Premium Movie Package could affect your overall monthly pricing. If you have questions, please contact customer service at Midco.com/Contact.

Pay-Per-View

If you're a fan of high-energy sports, pay-per-view (PPV) gives you more ways to get the entertainment you want.¹³ You can order PPV programming in these ways:

- Directly through your TiVo DVR or TiVo Mini
- Directly through your Midco DVR, HD digital receiver or standard digital receiver
- By calling customer service at 1.800.888.1300

PPV Ordering Tips

Check out these helpful tips to make it easy to order PPV, especially if you're ramping up to watch a live PPV sporting event.

- You can order a PPV event in advance or anytime during the scheduled duration of the event. When the event is over, ordering is no longer available.
- When ordering, choose standard-definition, HD or Spanish (if available). Each format appears on a different channel.
- Make sure your account is current (not past due) to enjoy your PPV event.
- If you order PPV programming by phone, your TV equipment will not remind you to change the channel to that program before it starts. Changing to a different version after you've ordered one version (from the standard definition to the HD version, for example) will result in additional charges.
- If you order PPV through your Midco remote and cable equipment, the event is only available for viewing on the TV connected to that specific cable equipment. Call us at 1.800.888.1300 to watch it on another TV in your home. If you make a PPV order via phone, the event will be available on all TVs connected to the proper Midco equipment.¹⁵

¹⁵ Pay-per-view is not available with a CableCARD, standard digital adapter or HD digital adapter. PPV can only be recorded on a DVR or TiVo DVR®.

PPV Recording

In certain situations, you can record a PPV event. Your access to the recording varies by timing and your cable TV equipment.

- PPV events can be recorded on your DVR. Purchase the event, and then select the **red record icon**. Select **Record this Program**.
- TiVo DVRs set up the recording when you select the PPV order through your remote. Be sure to use the **Rent and Record** option
- Programs recording on TiVo DVRs are only accessible for 90 minutes after the end of the program air time, due to program provider copyright restrictions. If you record on a regular DVR, programs are available until you delete the recording.

Find details on upcoming PPV selections, plus more detailed ordering instructions, at **Midco.com/PPV**.

Common Cable TV Questions

How do I reset my cable box?

Resetting your cable box may help resolve error messages that display on some or all channels, or when you're trying to access or order pay-per-view or ON Demand programming.

1. Unplug the power cord from the back of your cable box or at the wall outlet for 15 seconds.
2. Reconnect the power.

After the box powers on, most channels should be available for immediate viewing; however, the menu, ON Demand and other features may take up to 30 minutes to load and become accessible. If your cable box has an interactive, on-screen guide, the first hour of guide information should display within 30 minutes. It may take a multiple hours for the guide to display full programming information.

How do I remotely reset my cable box?

Midco has two options for you to remotely reset your cable TV equipment (not available with TiVo equipment). While we offer these options, we recommend that you're near the cable TV box to confirm it powers off after the reset signal has been sent. If the equipment does not power off within a few minutes, we suggest trying to reset the cable box by unplugging the power cord.

[To reset one or multiple cable boxes online:](#)

1. Log in to **Midco.com/MyAccount**.
2. Under the Cable TV section, select **Equipment**.
3. Locate the specific equipment needing to be reset by the listed location or serial number from the back of the cable box.
4. Click **Reset** to reset a specific piece of equipment, or **Reset All** to reset all cable boxes of the same equipment type.

To reset all cable boxes over the phone:

1. Call 1.800.888.1300.
2. Press 1 for services at your home.
3. Press 2 for technical support.
4. Press 1 for cable TV services.
5. Press 1 to reset all cable boxes.

Why does my TV picture look stretched out or doesn't fill the screen?

If your TV's picture doesn't look quite right, it's likely that you're watching standard-definition programming on an HDTV. HD programming is displayed at a 16:9 aspect ratio, and standard-definition programming is displayed at a 4:3 aspect ratio. Your HDTV will make up for this difference by either reshaping the image to fill the HD screen causing the image to look stretched or allowing it to display at standard-definition resolution causing it to not fill the whole screen.

Most modern TVs can automatically adjust to the programming it is receiving. To make sure your TV is adjusting automatically, make sure your picture settings are on "Auto-Adjust" or "Normal."

Why does it look like there are tiles in my TV picture?

1. Check physical connections to that outlet, and tighten the coaxial cable if it's loose. If the cable appears to be damaged, it may need to be replaced. We're happy to provide a new cable at any of our Customer Experience Centers.
2. If a piece of Midco cable TV equipment is present, follow the steps to reset your cable TV equipment on pages 15–16.

If you still need assistance, please contact us at [Midco.com/Contact](https://www.midco.com/Contact).

Why doesn't my TV have audio or sound?

1. Check the **mute button** on your remote to see if it is on.
2. Press the **mute button** to unmute the audio.

If you still can't hear your TV, contact us at [Midco.com/Contact](https://www.midco.com/Contact).

Why aren't my cable channels coming in properly?

Often, channels don't come in properly due to the input selection on the remote or because of a cable signal interruption. It's important to confirm if services are working on all TVs connected to Midco cable. If the issue is on all TVs, contact us at [Midco.com/Contact](https://www.midco.com/Contact). If a single TV is affected, follow these steps.

1. Confirm the DVD player and/or DVR are turned off.
2. Check physical connections to that outlet, and tighten the coaxial cable if it's loose. If the cable appears to be damaged, it may need to be replaced. We're happy to provide a new cable at any of our Customer Experience Centers.
3. Verify your cable TV equipment is turned on.
4. Confirm the proper input or source is selected on the TV which can connect to multiple media devices through HDMI and other inputs.
 - When you turn on a TV, the input may display in the corner of your screen.
 - You may need to press the input or source button repeatedly or use the arrow buttons on the remote to select the proper input type.
 - When your cable TV equipment is plugged into an HDMI port, be sure to select the corresponding HDMI port from the input list.
5. If a piece of Midco cable TV equipment is present, follow the steps to reset your cable TV equipment on pages 15–16.

If you still need assistance, contact us at [Midco.com/Contact](https://www.midco.com/Contact).

Online Resources

Helpful Tools and Tips

Your experience with Midco matters to us. We want to help you get the most out of your services. We offer many helpful tools and resources for you at **Midco.com**. Check it out today!

Midco.com/Support

Visit our online library of helpful tools and information for you — including the most commonly requested resources. Get help with rebooting your cable TV equipment, on-screen guide tips, recording on your DVR and more.

Midco.com/TechTips

Find tutorials and tips on setting up your new cable TV, and how to access TV Everywhere streaming.

Midco.com/ChannelLineups

Find out what channels are available in your area for your Midco cable TV package.

Midco.com/Shop

Check out service pricing if you're thinking about adding or changing services.

My Account and Bill Pay

Midco.com/MyAccount

- View and pay your bill online. You can even set up one-time or recurring payments, and view your statements and payment history.
- Sign up to receive email updates about your account.
- Switch to a new Premium Movie Package.¹⁶
- Access TV Everywhere for your online streaming enjoyment.¹⁷
- Get your Connect-A-Friend referral savings code.

¹⁶ You can make one Premium Movie Package swap per month for no charge. Additional premium movie package swaps within a 30-day period will result in a one-time fee for each change.

¹⁷ TV Everywhere provides online access to view ON Demand and certain live programming for qualifying networks. TV Everywhere programming availability is subject to the network and your level of service and/or cable TV package. Certain restrictions apply.

Policies

Midco provides Midco cable TV service to our customers subject to policies established for the protection of our users, our company and our communities.

Visit [Midco.com/Legal](https://www.midco.com/legal) to view our policies, which include these and others:

- [Acceptable Use Policy](#)
- [Cable, Internet and Telephone Subscriber Privacy Notice](#)
- [Cable TV Subscription Terms and Conditions](#)
- [Online Privacy Policy](#)

24/7 Support

Have a question? Let us know! Reach out to us in person at one of our local Customer Experience Centers. We also offer customer service by phone, email, live online chat and through social media. Just visit [Midco.com/Contact](https://www.midco.com/contact).

