



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.

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/CableTVSupport**. Select the **type of cable box** you're installing, and locate the installation dropdown for instructions.
- 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/CableTVSupport** under **Remote Controls**.

TiVo DVR

With the TiVo® Whole Home Experience, watch a show in one room while the kids stream a cartoon in the family room and your spouse listens to Pandora in the kitchen. You'll never watch TV the same way again.

- Watch and record shows on your favorite cable TV networks.
- Pause a show in one room, and continue where you left off in another room.
- Search across all your available cable TV channels, ON Demand libraries and connected streaming apps to find what you want to watch.
- Get suggestions based on your viewing habits to find new favorites.
- Use your voice to control your TiVo device through your TiVo voice remote or Amazon Alexa-enabled device.
- Control your TiVo with your voice through your TiVo voice remote or Amazon Alexa device.

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

² Interactive program guide, DVR recordings and ON Demand programming are available with the TiVo DVR. The interactive program guide and ON Demand are available with the HD digital receiver. TiVo® DVR requires a Midco Internet 50 connection or higher. If you enroll in Lifeline internet, download speeds are up to 25 Mbps. These speeds are not compatible with our TiVo® service.

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 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.

You can manage recordings using your remote and the TiVo on-screen guide – or using the TiVo app wherever you are on your mobile phone or tablet. Learn more about how to use these features at Midco.com/TiVoSupport.

TiVo App

With the TiVo app, you can stream in your home, download recordings to your device and even use the app as a TiVo DVR remote. If you're out and about and hear about a show or movie you don't want to miss, just pull out your smartphone, open the TiVo app and manage your DVR recordings remotely.

The TiVo app is available for iPhone®, iPad® and Android™ phones and tablets.^{3 4}

³ The TiVo 3.0 app supports the latest versions of Android and iOS.

⁴ Apple and the Apple logo, iPhone and iPad are trademarks of Apple Inc., registered in the U.S. and other countries. App Store is a service mark of Apple Inc. Android, Google Play, and the Google Play logo are trademarks of Google Inc.

To set up the TiVo app:

Required to Start:

- Your device Wi-Fi is on and connected to the same network as your TiVo DVR.
 - You've registered online at **TiVo.com**.
1. Download the free TiVo app from the App Store® or Google Play™ store.⁵ If you already have the app, make sure you're running the latest version, with no updates pending.
 2. 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**.
 3. Follow the on-screen prompts to set up in-home streaming, which means you can stream recordings to your device only when you are connected to your home network.⁶
 4. Browse the app to find the programs that interest you and set up recordings.

For more ideas on how to use your TiVo system, visit **Midco.com/TiVoSupport**.

TiVo Voice Remote

The TiVo voice remote gives you the ability to speak to your remote and get results. Search for shows, tune to a channel, ask for a recommendation – just press and hold the voice button and tell your TiVo what to do.⁷

Use your voice with the remote and tell your TiVo to:

- “Play the latest episode of Modern Family.”
- “Watch HBO.”
- “Launch Netflix.”
- “Find football games on now.”
- “Find action movies with Bruce Willis.”

Get more help on using the voice remote at **Midco.com/TiVoSupport** under **Voice Remote**.

⁵ Apple and the Apple logo are trademarks of Apple Inc., registered in the U.S. and other countries. App Store is a service mark of Apple Inc. Android, Google Play, and the Google Play logo are trademarks of Google Inc.

⁶ Out-of-home streaming is not available if you lease your TiVo device through Midco.

⁷ Voice functionality is not compatible with all TiVo Mini devices. Visit Midco.com/TiVoSupport to learn more.

Amazon Alexa Integration

If you have an Alexa-enabled device in your home, you can use it to control your TiVo – giving you even more control over your TV-watching experience.⁸

To pair your TiVo DVR with Alexa:

1. Press the **TiVo** button on your remote to go to the Home screen, and then choose **Apps**.
2. Select the **Alexa app**.
3. On the pairing screen, note the activation code and name of your TiVo device.
 - If you have more than one TiVo device, note the name and code for each device.
4. Open the Amazon Alexa app on your mobile device.
5. Open the navigation menu, and select **Music, Video and Books**.
6. Choose **TV & Video**.
7. Select **TiVo** from the list, and follow the on-screen instructions.
 - To pair additional TiVo devices, select **Manage and Link Devices** in the TiVo skill, and then choose **Link another device**.

See more on how to use Alexa and TiVo at [Midco.com/TiVoSupport](https://www.midco.com/TiVoSupport) under **Alexa Integration**.

Digital Receivers and Adapters

Some customers select other cable TV equipment.⁹

HD Digital Receiver

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

⁸ Amazon Echo and other Amazon devices not available for purchase through Midco. Amazon, Echo, Alexa, and all related logos and products are trademarks of Amazon.com, Inc. or its affiliates.

⁹ To receive HD movie channels, your account must have one piece of advanced digital equipment (TiVo DVR, HD digital receiver, digital receiver or CableCARD).

Digital Receiver

- Digital standard-definition channels, digital Music Choice 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 Choice 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 within five calendar days of you informing us you are no longer using it, 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 (CXC) or in a Midco drop box. Find the CXC closest to you at Midco.com/Contact.

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. Select **Go**. The channel lineup for your area appears.
 - Select the **plus signs** to expand the cable TV packages and view which channels are available with each package.
 - Select **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. In the Services section next to Cable TV, select **Manage**.
3. Under Popular Topics, select **View Channel Lineup**, or for a printer-friendly version, select **Print Channel Lineup**.

TV Everywhere Online Streaming

With TV Everywhere, stream the latest series, specials, movies and events on your computer, smartphone, tablet or other internet-connected device.¹⁰

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!

¹⁰ 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. This material includes references to products, services and/or equipment not manufactured by Midco. The respective companies retain trademark and registered trademark ownership for those referenced items.

What You Need to Get Started

- **A Midco cable TV package** – Each cable package includes TV Everywhere networks.
- **Midco email address** – We use your Midco email credentials (managed in My Account) to confirm access to TV Everywhere networks online or in a network app.

To stream with TV Everywhere:

1. Connect to Wi-Fi on your computer or device.
 - If you're on your Midco home network, we'll automatically authenticate you.
2. Open a network app on your mobile device, or go to a network's website. Log in using your Midco email credentials.
 - Many networks offer a social media login option (when your social media account is synced with your Midco email address).
3. Select a show to watch, and get streaming!

Single Sign-On

On Apple® devices, you can set up single sign-on in your device's settings. Sign in once, and then any other supported app will automatically sign you in.

Get more tips on using TV Everywhere at [Midco.com/CableTVSupport](https://www.midco.com/CableTVSupport) under **TV Everywhere**.

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.¹²

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.¹³

Premium Channels

We offer five Premium Movie Packages — including HBO®, Cinemax®, SHOWTIME®, STARZ®, STARZ ENCORESM and THE MOVIE CHANNELTM 14 — 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.¹⁵

If your tastes change, you can easily swap your package to another one every 30 days for no charge.¹⁶

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. In the Services section next to Cable TV, select **Manage**.
3. Under Popular Topics, choose **Change Premium Movie Package**.

¹² ON Demand access is 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.

¹³ Program availability period may vary based on the content provider/network.

¹⁴ HBO, Cinemax and related channels and service marks are the property of Home Box Office Inc. 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.

¹⁵ Premium Movie Packages require advanced digital cable TV equipment — such as a TiVo 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.

¹⁶ 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.

4. To make changes, click **Edit Premiums**, and then toggle on or off the packages you prefer.
5. When you're done making changes, select **Swap Channels**. 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.

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. You can order PPV programming in these ways:

- Directly through your TiVo DVR, TiVo Mini, HD digital receiver, or standard digital receiver
- Through the Midco My Account app for select PPV events (app available available in the App Store and Google Play)
- By calling us 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.¹⁷

PPV Recording

In certain situations, you can record a PPV event.

- 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.

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 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.

¹⁷ Pay-per-view is not available with a CableCARD, standard digital adapter or HD digital adapter. PPV can only be recorded on a TiVo DVR.

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 non-TiVo cable boxes online:

1. Log in to **Midco.com/MyAccount**.
2. In the Services section next to Cable TV, click **Manage**.
3. Locate the specific equipment needing to be reset by matching the equipment manufacturer, model and serial number information online to the back of your cable box.
4. Click **Reboot Equipment** to reset a specific piece of equipment.

To reset non-TiVo boxes over the phone:

1. Call 1.800.888.1300.
2. Follow the prompts to reset your cable box.

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 at the outlet and at the cable box and TV, 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 13-14.

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.
3. Turn volume up using the volume up control on your remote.

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 VCR 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 page 13-14.

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

Midco.com/MyAccount

- View your current statement to see your list of services and check out past bills online. Set up auto pay or make a one-time payment. Don't forget to go green by enrolling in e-statements!
- Sign up to receive email and text updates about your account.
- Switch to a new Premium Movie Package.¹⁸
- Access TV Everywhere for your online streaming enjoyment.¹⁹
- Get your Connect-A-Friend referral savings code.

Don't have My Account access yet? Go to **Midco.com/MyAccount**, and select **Register**. After you've created a My Account, you can also download the Midco My Account app from the App Store or Google Play.

¹⁸ 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.

¹⁹ 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** 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**.

