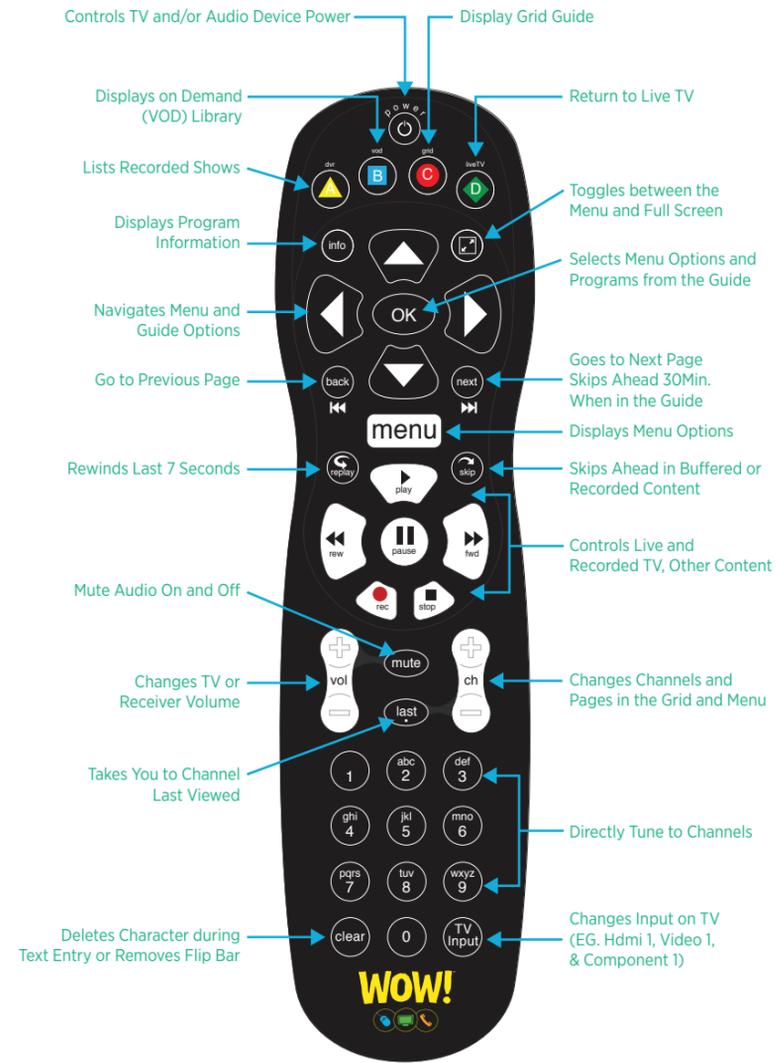


ULTRA

Remote Control



SMART MENU AND CATEGORY CARDS

To access the Smart Menu, press the **MENU** button on the remote. Use the left and right arrows on the remote to browse the category cards.



CHANNELS VIEW

View all available channels.



HDTV

Find all of the HD content available to watch, including live TV, recorded TV and PPV.



RECORDED TV

View all of the programs you've recorded.



WOW! ONDEMAND

Search the vast library of VOD titles.



FAVORITE CHANNELS

Create a list of your favorite channels for easy access



MOVIES

View all available movies, including live TV, recorded TV and PPV.

NETFLIX

Instantly access your Netflix account without switching inputs on your TV.



SEARCH

Search for programs by title, keyword, or category across all available content, including live or recorded TV, PPV, and VOD.



SPORTS

View all available sports programming, including live TV, recorded TV and PPV.



KIDS

View all children's programming, including live TV and recorded TV.



NEWS

Find all of the news channels and current news programming, including live TV and recorded TV.



MUSIC

Listen to music from your computer or view all TV music channels.



MESSAGES

Read messages about WOW! services and updates.



SETTINGS

Customize your ULTRA experience.



PHOTOS

View photos from your computer on your TV.



HOMECONNECT

Access movies, music or photos from your computer on your TV.



STREAMLAND

Access online video content, stream TV shows, movies and get popular apps.



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ULTRA



Quick Reference Guide

to the ULTRA Entertainment Experience



ULTRA

Your Quick Reference Guide

RECORDED TV

MANAGING RECORDED TV

The Recorded TV category lists all your recorded shows in alphabetical order. Episodes of a series are grouped into folders and individual episodes are seen in the preview panel to the right.

The recorded show icons let you know the following:

-  The show is recording right now.
-  The show is scheduled to record.
-  The show is recorded and may be deleted when space is needed.
-  The show is recorded and will not delete unless deleted manually.

The Options card in the Recorded TV category lets you manage your recorded TV.

- Scheduled to Record in Options lets you see all the programs that are set to record. Here you can also cancel a recording or alter your recording settings for each show. Just pick the show you want to manage and press the **INFO** button.
- Recording Defaults in Options lets you determine your default preferences for how long to keep a recording, how many episodes to record, when the recording starts and stops, and whether to record first runs or repeats.

HOW TO SET A RECORDING & SERIES RECORDING

When watching a show: To record the show you are currently watching press **RECORD** and the show will begin recording. If you are watching a show and want to record the series, press **INFO**. Then select "Record Series." A red dot means the program is recording.

Via the Search category: You can search for the show in the Search category by title, keyword or category. Select the show in the results by pressing **OK** and then select "Record Once" or "Record Series" in the action menu. A blue dot means the program is scheduled to be recorded.

In TV Channels category: You can scroll through the TV channel lineup. When you find a show that is in progress that you want to record either in the listing or in the preview panel, press record. If you want to record an upcoming show, press **INFO**. An action menu will appear where you can select "Record Once" or "Record Series." A blue dot means the program is scheduled to be recorded.

AUTOMATIC CONFLICT MANAGEMENT

You can record or watch up to six shows at once. A conflict detection note will pop up if you are already using all six tuners – which means that you may be recording five shows and watching Live TV. If this happens, an action menu will show up automatically on the screen giving you options to choose which recordings you want to keep.

HOW TO DELETE A RECORDING

Press the "A" button (also labeled as "DVR"), and then use the arrow buttons to highlight a recording. Press the "Info" button to bring up options and again use the arrow button to highlight the "Delete" option. Press the "OK" button twice to confirm your selection.

HOW TO CANCEL A LIVE RECORDING

Press the "A" button (also labeled as "DVR"), and then use the arrow buttons to highlight a recording. Press the "Info" button to bring up options and again use the arrow button to highlight the "Stop Recording" option. Press the "OK" button to confirm your selection, and then highlight "YES" when presented, then press the "OK" button.

HOW MUCH SPACE IS LEFT ON MY DVR TO RECORD SHOWS?

The Storage Meter lets you know how much space you have left to record more programs. It's located in two places in the Smart Menu. In Recorded TV, the Options card displays the amount of space remaining. In Settings, select the Recording Space card.

WOW! VIDEO ONDEMAND

Search the vast library of movies, TV shows and events.

- Select the VOD category in the Smart Menu.
- You'll see a list of video folders in the vertical band, as well as a My Rentals folder. When you scroll over each folder, the available programs in each will appear in the preview panel to the right. Press **OK** to select any of the folders in the VOD library.

When you see a program you like, press **OK** and you'll get the following list of options:

- preview - Plays the trailer for the selected movie.
- lock - Uses Parental Controls to block access to that channel.
- buy - Purchases the movie so that you can watch it immediately.

ACCESSING MUSIC, PHOTOS, AND VIDEOS FROM YOUR COMPUTER

Select the HomeConnect category to view your music, photos and videos from your connected computers. You need to set up a DLNA* server to view content on ULTRA. Use the HomeConnect category to browse through your computer files and select content to be added to shortcut folders for easy access.

To Add Content:

(Example is related to music, but the same can be done for photos and video files.)

- Select the HomeConnect category.
- Select the computer whose content you would like to add. Your computer must be on and connected to the network. If one is not showing up, select Search for Media Servers and choose "Search."
- Browse through that computer's file structure until you find the music files.
- Press **OK** and choose "add folder to my music" or "add item to my music."
- The music files or folder containing music files will automatically be added to the My Music shortcut folder in both the HomeConnect category and the Music category.

To View Content:

- In the HomeConnect category select the computer that you want to access and press **OK**.
- To view content, select My Content and then choose either the My Music, My Photos, or My Videos shortcut folder.
- Select an individual file you would like to play and press **OK**.
- If you have a folder selected and you would like to view a list of options for the content of that folder press **INFO**.

There are four approved DLNA servers for various operating systems: Windows Media Player (Windows), Twonky (Mac, Windows, Linux), TVersion (Windows) and PlayOn (Windows). For more information on HomeConnect, please go online to the TV Apps section of Manage My TV on the WOW! Customer Home Page.

ONLINE TV MANAGEMENT

Through the WOW! Customer Home Page, you can manage your DVR and more while you're away from the TV.

- Log into your WOW! email account at wowway.net.
- Once logged in, click on the TV tab in the "Email, Phone, TV" box and then select "Manage My TV."
- From here, you can schedule recordings, manage recording settings, monitor how much storage space you used, view full TV listings, and set parental controls.

FAVORITES

You can create a channel lineup of only your favorite channels.

To Add A Channel To Your Favorites:

- In the TV Channels category, tune to the channel you want to add and press **INFO**.
- Choose "add item to favorites."
- You can delete a channel by selecting the channel and choosing "remove from favorites."

Browse your Favorites channel lineup by selecting the Favorites category card. You can clear the entire favorites list by selecting the Options card in the Favorites category, then choosing "clear all" from the action menu.

ULTRA APPS

ULTRA has apps for the iPad, iPhone and Android devices available for download today. ULTRA apps have full remote functionality and let you manage your DVR directly from your mobile device. Visit wowway.com to view the full ULTRA App User Manual.

- Set up new DVR recordings
- Manage DVR recordings
- Use your mobile device as a remote control
- Search TV listings for up to two weeks out
- Set your favorite channels or hide channels from your lineup

For more tips & support, visit wowway.com/support/ultra

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ULTRA EASY ACCESS

WHOLE-HOME HD DVR

6 HD Tuners	Record 6 HD shows at one time.
Multi-Room Solution	Start a recorded show in one room, pause it and then continue watching it in another room.
Easily Setup Recordings	Whether a movie, show or whole series, easily program your DVR with the Smart Menu. You can even change your settings after a show has started to record.
Online DVR Management	Schedule, delete or change settings for a recording online.
Lots of Storage	The 500GB hard drive lets you store up to 300 hours of SD programming or 75 hours of HD programming. The storage meter is easy to check to see how much you have recorded.
Automatic Conflict Detection	The system will let you know if you have a conflict that would impact your ability to record an upcoming show.
External Hard Drive	Expand your storage capacity by connecting an eSATA external Hard Drive.

SMART MENU

TV Categories	View upcoming programs for Movies, Kids, News or Sports with programming listings for live TV, PPV and recorded content, specific for those categories.
Search	Search for a program by keyword, title or category across all live TV, VOD and recorded content.
Flip Bar	Allows you to view information on what is playing, what shows are coming or set a recording all without having to change the channel.
Live TV Controls	Pause, play or rewind live TV. Watch a show on live TV, pause it, and continue watching from where you left off in another room.
Favorites	Set up a custom channel lineup, showing only the networks that you want to see.
Customize TV Listings	Hide channels that you don't want to show up in your main TV channels listing.
Grid Guide	View listings with the Smart Menu or with a Grid Guide view.
VOD	WOW! VOD offers access to 1000s of movies, free TV shows and events.

ULTRA ADDITIONAL FEATURES

Play Photos, Videos and Music on Your TV	Play personal photos, videos and music from your computer on your TV screen.
Parental Controls	Set controls so certain shows require you to enter a PIN to watch.
Online Settings	Manage individual set-top box settings, such as parental controls, remotely online.
Wireless Home Network	Work on a computer anywhere in your home.
Netflix	Netflix subscribers can stream their favorite TV shows and movies instantly on their ULTRA set top box. Simply log in with your existing Netflix account or sign up for a free trial and begin watching your favorite shows and movies without having to change inputs on your TV. Netflix streaming membership is required.
Mobile App	Use your iPhone, iPad, or Android device to manage your DVR and set recordings when on the go, or use the app for your guide and remote control.