

Remote DVR

Portal User Guide



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1 Introduction

Overview

Remote DVR Portal is an application that allows you to manipulate TV recordings on your Set-top Box (STB) connected to the Mediaroom platform.

This application is designed to be used on most PC web browsers. It allows you to check status, schedule, delete, and organize TV recordings remotely.

About this guide

This guide is divided into the following parts:

- The [Introduction](#) chapter provides general information about the Remote DVR Portal and describes how the guide is organized. It also summarizes both software and hardware requirements for this application to run properly on your device.
- The [Remote DVR Portal procedures](#) chapter provides detailed instructions on using the Remote DVR Portal application.
- The **Error! Reference source not found.** chapter provides contact information where you can provide feedback.

Application requirements

Below is the list of software required to use the Remote DVR Portal application:

- Web browser with AJAX support

The following web browsers are fully supported:

- Internet Explorer 7 and above
- Firefox 3 and above

2 Remote DVR Portal procedures

Log in to the Remote DVR Portal

Before logging in, make sure you have the User ID and password created from the Remote DVR PFActivation application. See the [Remote DVR PF Activation User Guide](#) for more information.

Accounts set up in the Remote DVR PFActivation application from the STB are directly associated with this STB. All recordings are performed and saved by this machine.

Note: The Remote DVR account can also be created by the system administrator.

BEGIN PROCEDURE

1. To run the Remote DVR Portal application, open your preferred web browser.
2. Enter the address of the application provided by the service provider.

The Login window displays.

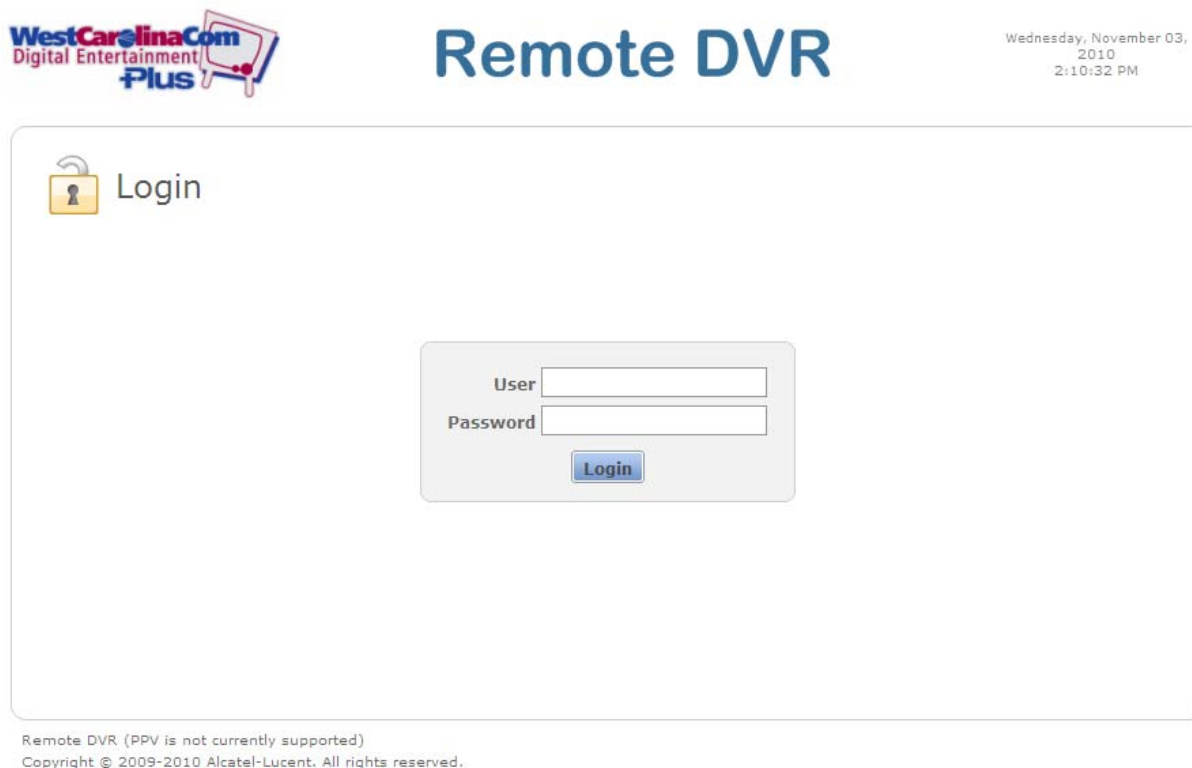


Figure 1 – The Login window

The following four miscellaneous links are available at the bottom of the window:

- Alcatel-Lucent (provider's home page)
- About Remote DVR (application's information page)

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- Terms of use (Terms of use for using Remote DVR)
 - Future releases (planned future releases of this application)
3. Type the login and password created from the Remote DVR PFActivation application from the STB into the **User** and **Password** fields.
 4. Click **Login**.

If the User ID and password are entered correctly, the TV Guide window displays. Otherwise, an error message displays. You have an unlimited amount of attempts to log in.

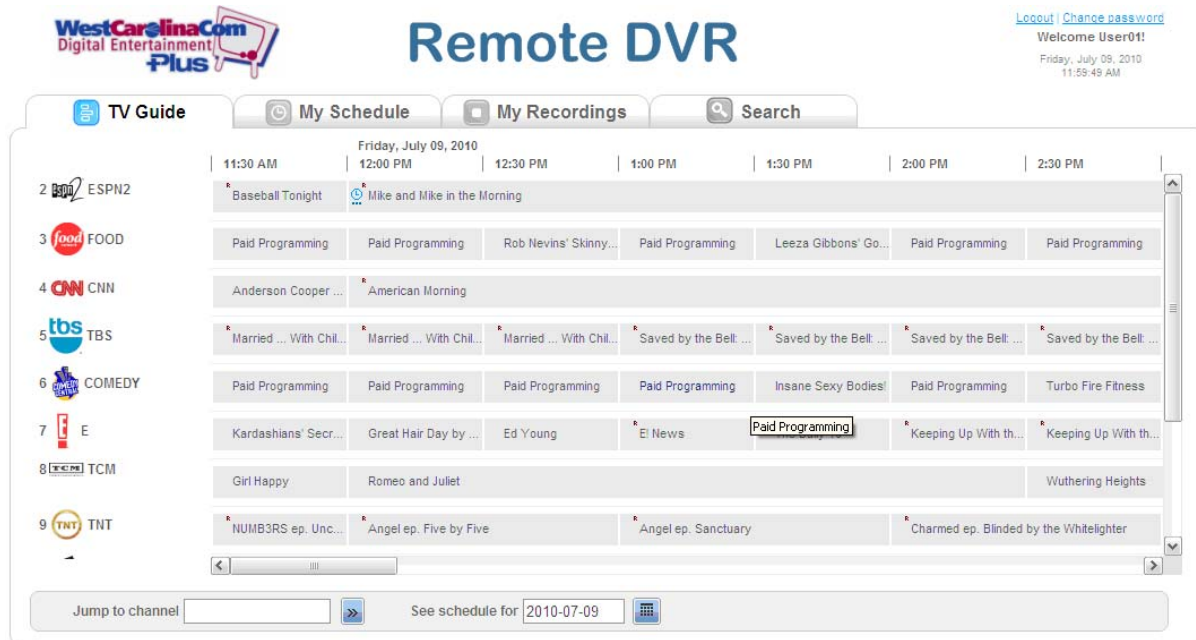


Figure 2 – The TV Guide window

Note: Access **Logout** and **Change password** links from the top-right corner of the page. See [Change Password](#) for information about changing your password.

END PROCEDURE

Browse TV Guide programs

All programs are organized and displayed in the Electronic Program Guide (EPG) format. Only programs from the current time display. Finished programs are hidden. To check all programs in EPG, use the horizontal and vertical scroll bars.

BEGIN PROCEDURE

1. Access the TV Guide window when you first log in or by pressing the **TV Guide** tab. See [Log in to the Remote DVR](#) for more information.

The TV Guide window displays.

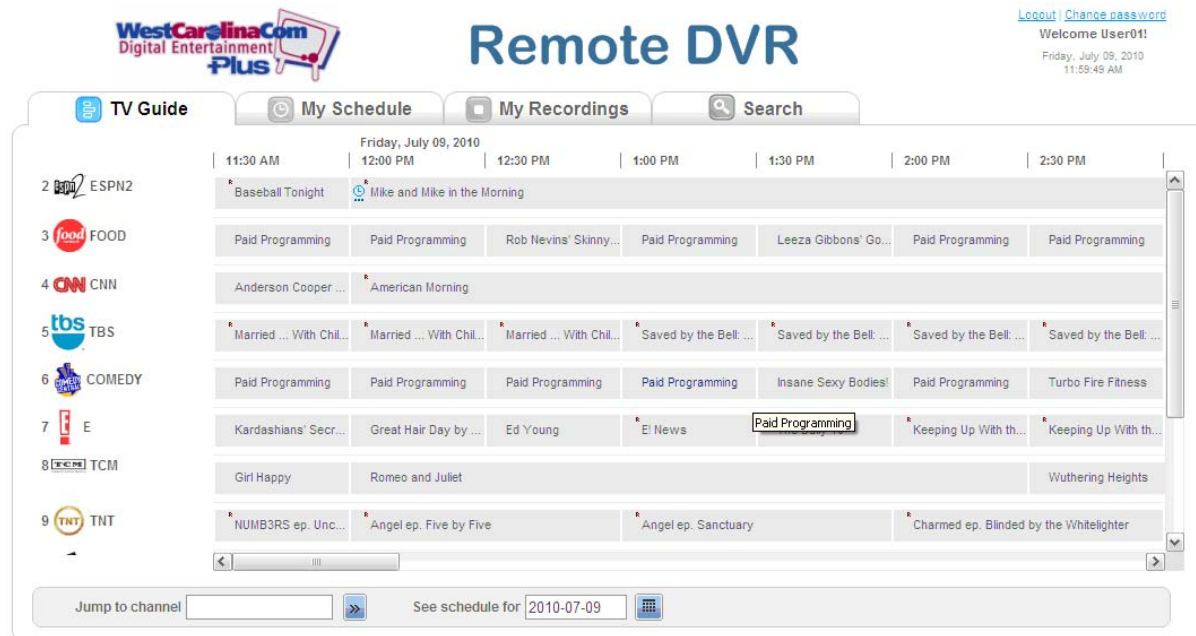


Figure 3 – The TV Guide window

2. Review the program information.

Note: By default, the current date displays.

Each program in TV Guide displays the program title and the program start time and end time.

Additionally, each program can have an icon indicating the status of the recordings. The following icons can display:

- Off (no icon): program has no recordings
- Scheduled (🕒): program is scheduled to be recorded in the future
- Recording (🔴 blinking): program is currently being recorded
- Recorded (🔴): program is recorded and saved on the STB hard drive
- Conflict (⚡): program is scheduled, but is in conflict with other recordings previously added. This program will not be recorded.
- 🕒, 🔴 (blinking), 🔴, ⚡ indicate the same status as their counterparts. However, they represent an episode recorded in a series mode.


3. Determine your next step:

- Browse through all programs on the program list using the horizontal and vertical scroll bars. Programs are listed by program start time and channel number.
- Check details of a selected program by clicking the program. See [View program details](#).

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- Browse programs on a certain date. Go to step [4](#).
 - Browse programs on a certain channel. Go to step [5](#).
4. Click the **See schedule for** text box. Type the date you want to view.

Or

Click the **Calendar** button () and select the date. See [Figure 4](#).

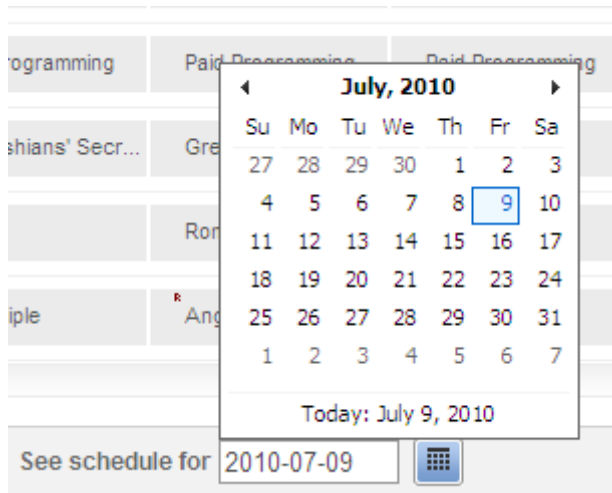


Figure 4 – The Calendar popup

The TV Guide updates automatically and the selected date displays the list of programs. An error message displays if an incorrect date is entered.

5. To go to a specific channel, click the **Jump to channel** text box.
6. Type the channel number and then click **»**. The TV Guide automatically scrolls to the specified channel when you enter a valid channel number.

Note: Use only channel numbers for the Jump to channel feature. Channel names cannot be used.

END PROCEDURE

View program details

View details about a particular program. The Program Details popup appears in several different situations in the application.











BEGIN PROCEDURE

1. After selecting a program bar from the TV Guide, My Schedule, My Recordings or Search tab, the Program Details popup displays.




Figure 5 – The Program Details popup

2. Review the program details available for this program. The details vary depending on the current status of the program (off, scheduled, or recorded).
 - Program date, time, and channel display in the title bar
 - Start and end time of the program followed by (duration in minutes)
 - Program title: the name or title of the program
 - Program description: description of the program
 - Staff: names of other people involved in the program such as director or producer
 - Actors: names of the main actors in the program
 - Category: main category such as movie, news, or sports (default is blank)
 - Genre: a sub-category such as drama or comedy

- Action icons: the action icons vary depending on the current status of the program.
 -  **record now**. See [Record a single program](#).
 -  **record**. See [Record a single program](#).
 -  **record series**. See [Record a series](#).
 -  **cancel**. See [Cancel a scheduled program](#).
 -  **upgrade to series**. See [Upgrade or downgrade a series](#).
 -  **downgrade to episode**. See [Upgrade or downgrade a series](#).
 -  **save**. See [Change a scheduled program](#).
 -  **keep until I erase**. See [Change a scheduled program](#).
 -  **stop recording**. See [Stop a recording](#).
 -  **delete**. See [Delete a recorded program](#).
- Start recording (lead time): amount of time to start recording before the program starts
- Stop recording (lag time): amount of time after the program ends to stop recording

3. Determine your next step:

- Perform one of the procedures based on the action icon listed in the previous step.
- Close the popup by clicking the  button at the top right of the popup.

Record a single program

Perform the following procedure to record one program or episode. To record a series, see [Record a series](#).


BEGIN PROCEDURE

1. Access the program you want to record using one of the following methods:
 - click a program bar in the TV Guide window
 - click a program bar in the Search window

The Program Details popup displays.



Figure 6 – The Program Details popup showing a single program ready to be recorded

- If the program is currently being broadcasted, click  **record now**.

Or

If the program is being broadcast in the future, click  **record**.

Note: Only the program or episode on this date and time is recorded. If this is a series, other episodes are not recorded.

- If a conflict occurs, a conflict popup displays. See [Handle conflicts between programs](#). Otherwise, a confirmation displays and a new recording is added.

Note: The current status is changed to **Scheduled** (if the program occurs in the future) or **Recording** (if the program is currently being broadcast). The My Schedule window lists the recording.

END PROCEDURE

Record a series

Record multiple episodes of a program (a series). To record a single program, see [Record a single program](#).

BEGIN PROCEDURE

- Access the program series you want to record using one of the following methods:

- click a program bar in the TV Guide window
- click a program bar in the Search window

The Program Details popup displays.

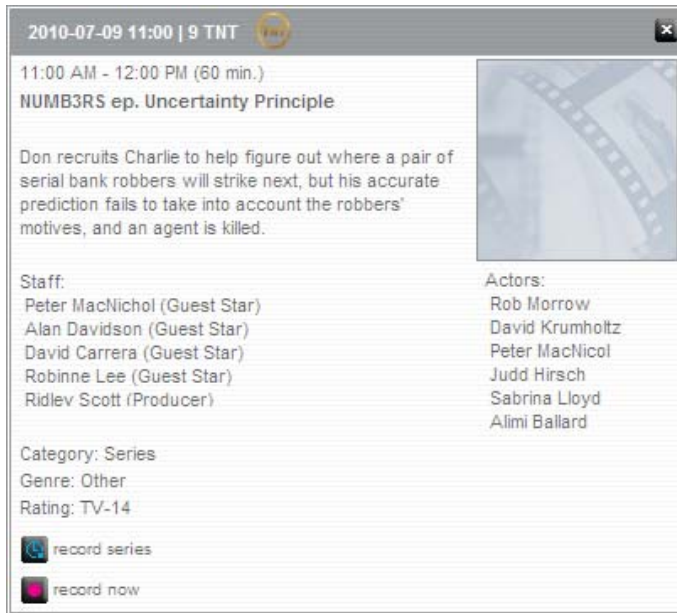




Figure 7 – The Program Details popup showing a series ready to be recorded

2. Click  **record series**.

Note: If you click  **record now** or  **record**, you only record the program being broadcast now, not the series.

The Series parameters popup displays.



Figure 8 – The Series parameters popup

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3. Select options for the series:

- Show type: First run only (episode is new) or First run & rerun (episode can be new or a repeat)
- Time: Any day around this time; Any day, any time; Any day, any time, once per day;
- Start recording lead time: Scheduled time, 5, 15, 30 minutes, 1, 2, or 3 hours before
- Stop recording lag time: Scheduled time, 5, 15, 30 minutes, 1, 2, or 3 hours after

4. Click **Record** to record the series according to the selected parameters.5. If a conflict occurs, a conflict popup displays. See [Handle conflicts between programs](#). Otherwise, a confirmation displays and the new recording is added.

Note: The current status is changed to **Scheduled** (if the program occurs in the future) or **Recording** (if the program is currently being broadcast). The My Schedule window lists the recording.

END PROCEDURE

Search for TV Guide programs

Use the search feature to search for a TV program based on keywords such as actor's name, episode titles, and program category. To review all TV programs, see [Browse TV Guide programs](#).

BEGIN PROCEDURE

1. Click the **Search** tab.

Figure 9 – The Search window

2. Type a keyword in the **Search** field.

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3. Determine where to search for the keyword:

- filter your search: select the appropriate boxes to narrow your search or select **All**
 - Program name: title or name of the program
 - Episode title: a title of a single episode within a series
 - Description: description of the program
 - Actors: actor names
 - Staff: staff such as director or producer
- search by channel: from the **Channel** dropdown list click the channel or click **All** to search all channels
- search by category: click the **Category** drop-down list to select a main category such as movie, news, or sports (default is blank)
- search by genre: if you select a category, you can then select a **Genre** such as drama or comedy (default is blank)

4. Click **Search**.

The results that match your criteria display.

The screenshot shows the 'Remote DVR' interface with a search window open. The search term 'Fire' is entered in the search box. The search results are displayed in a table with the following columns: Ch., Channel, Program, Category, Genre, Rating, Broadcasted, and Duration.

| Ch. | Channel | Program | Category | Genre | Rating | Broadcasted | Duration |
|-----|---------|--|----------|---------|--------|-----------------------------------|----------|
| 7 | E | Turbo Fire Fitness | | | | 2010-07-10 10:30 AM - 11:00 AM | 30 min. |
| 6 | COMEDY | Turbo Fire Fitness | | | | 2010-07-09 2:30 PM - 3:00 PM | 30 min. |
| 6 | COMEDY | Krodt Mandoon and the Flaming Sword of Fire ep. Thrilla in the Villa | Series | Comedy | TV-14 | 2010-07-11 2:00 PM - 2:30 PM | 30 min. |
| 8 | TCM | The Firebird | MV | Mystery | | 2010-07-21 4:30 PM - 5:45 PM | 75 min. |
| 12 | MAX | Man on Fire | MV | ActAdv | R | 2010-07-19 3:00 PM - 4:35 PM | 95 min. |

Figure 10 – The Search window with search results

5. Review the results. Each list item represents one program or an episode of a series. The following information displays:

- indicate if program is a separate program or an episode in a series
- indicate if a recording is to be erased automatically () or kept until manually erased ()

Note: When space is needed, the oldest programs are automatically erased first.

- Recording status
 - Off (no icon): program has no recordings
 - Scheduled (📅): program is scheduled to be recorded in the future
 - Recording (🔴 blinking): program is currently being recorded
 - Recorded (📁): program is recorded and saved on the STB hard drive
 - Conflict (⚡): program is scheduled, but is in conflict with other recordings previously added. This program will not be recorded
- **Ch.:** channel number on which the program is broadcasted
- **Channel:** channel on which the program is broadcasted
- **Program:** program title
- **Category:** main category such as movie, news, or sports
- **Genre:** sub-category such as drama or comedy
- **Rating:** the television content rating
- **Broadcasted:** program start date and time
- **Duration:** how long the program is scheduled, in minutes

6. Determine your next step:

- Click on a program to view its details. See [View program details](#).
- Click any column heading to resort the programs.
- Click the page numbers at the bottom of the window to page through the results.
- Repeat this procedure to perform another search.

END PROCEDURE

Browse My Schedule

My Schedule lists all scheduled recordings and any conflicted programs. Each item on the list represents one recording. Two or more items of the same program can display. **Note:** An entire series is indicated by the icon 📺.

BEGIN PROCEDURE

1. Click the **My Schedule** tab.

WestCarolinaCom Digital Entertainment Plus

Remote DVR

Logout | Change password
Welcome User01!
Friday, July 09, 2010
12:07:40 PM

TV Guide My Schedule My Recordings Search

| Ch. | Channel | Program | Category | Genre | Rating | Broadcasted | Duration |
|-----|---------|--|----------|-----------|--------|-----------------------------------|----------|
| 2 | ESPN2 | Mike and Mike in the Morning | Series | Other | | 2010-07-08 12:00 PM - 4:00 PM | 240 min. |
| 2 | ESPN2 | Manuat. Mike and Mike in the Morning | Series | Other | | 2010-07-08 3:26 PM - 4:26 PM | 60 min. |
| 6 | COMEDY | Comedy Central Presents | Series | Comedy | TV-14 | 2010-07-08 10:30 PM - 12:30 AM | 120 min. |
| 5 | TBS | Friends ep. The One After Vegas | Series | Other | TV-PG | 2010-07-08 10:30 PM - 11:00 PM | 30 min. |
| 5 | TBS | Friends ep. The One With the Fake Monica | Series | Other | TV-14 | 2010-07-08 11:00 PM - 11:30 PM | 30 min. |
| 6 | COMEDY | The Daily Show With Jon Stewart | News | Interview | TV-14 | 2010-07-09 1:00 AM - 1:30 AM | 30 min. |
| 3 | FOOD | Challenge ep. Pillsbury Bake-Off | LS | Cooking | | 2010-07-09 1:00 AM - 2:00 AM | 60 min. |
| 5 | TBS | Family Guy ep. Road to Rhode Island | Series | Other | TV-14 | 2010-07-09 4:00 AM - 4:30 AM | 30 min. |
| 2 | ESPN2 | Mike and Mike in the Morning | Series | Other | | 2010-07-09 12:00 PM - 4:00 PM | 240 min. |
| 8 | TCM | Love Affair | MV | Comedy | | 2010-07-09 6:30 PM - 8:00 PM | 90 min. |

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Search 93 recording(s) scheduled 0 program(s) are being recorded 167 recording(s) on disk

Figure 11 – Showing scheduled programs

2. Review the program information.

- indicate if a recording is related to a separate program, a single episode, or the entire series
- indicate if a recording is to be erased automatically () or kept until manually erased ()
- Recording status
 - Scheduled (): program is scheduled to be recorded in the future
 - Conflict (): program is scheduled, but is in conflict with other recordings previously added. This program will not be recorded
- **Ch.:** channel number on which a recording is scheduled
- **Channel:** channel on which a recording is scheduled
- **Program:** program title or series title

Note: If the word “Manual” displays in front of the program title it indicates this is a manual recording.
- **Category:** main category such as movie, news, or sports
- **Genre:** sub-category such as drama or comedy
- **Rating:** the television content rating
- **Broadcasted:** start time and date when the recording is scheduled
- **Duration:** how long the program is scheduled in minutes

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- At the bottom of the page, the number of recordings in each state (scheduled, being recorded, recordings on disk) displays.
3. Browse through the scheduled programs:
 - Page through the scheduled programs by clicking the page numbers at the bottom of the window.
 - Search your recordings. In the **Search** text box in the bottom of the page, type a keyword(s) and click **»**. The list is filtered.
 - Sort your recordings in ascending and descending order by clicking any of the column headings.
 - Select a program on the list to view program details. See [View program details](#).

END PROCEDURE

Change a scheduled program

You can change a scheduled program by changing the start and stop times. You can also keep the program on disk until you decide to erase it.

BEGIN PROCEDURE

1. Select the scheduled program from the My Schedule window by clicking the program bar.

Note: To change a series, click the series recording indicated by the series () icon.

The details of the scheduled program display.



Figure 12 – The Program Details popup showing a scheduled program

2. Determine your next step:


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- To change lead or lag times, go to step [3](#).


Note: You cannot change the times on a manual recording.

- To save or keep the program, go to step [4](#).

3. To change the lead or lag times:

- Select **Start recording (lead time)** and choose Scheduled time, 5, 15, 30 minutes, 1, 2, or 3 hours before.
- Select **Stop recording (lag time)** and choose Scheduled time, 5, 15, 30 minutes, 1, 2, or 3 hours after.
- Click **save**  to save the changes.

If a conflict occurs, a conflict popup displays. See [Handle conflicts between programs](#). Otherwise, a confirmation displays.

4. To keep the program until you manually delete it, click  **keep until I erase**. A confirmation displays.

END PROCEDURE

Upgrade or downgrade a series

You can change a scheduled program from a single episode to a series or from a series to a single episode. If the scheduled program is not part of a series, this procedure does not apply.

BEGIN PROCEDURE

1. Select the scheduled program from the TV Guide, Search, or My Schedule window by clicking the program bar.

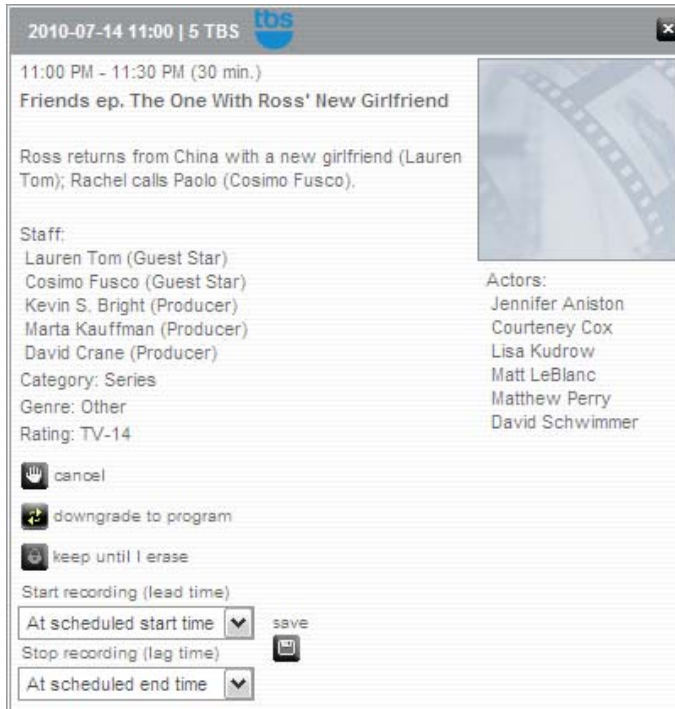


Figure 13 – The Program Details popup showing a scheduled episode

Note: If the scheduled program was scheduled as a *single episode*, the popup displays **Upgrade to series**. Otherwise, if the scheduled program was scheduled as a *series* the popup displays **Downgrade to episode**.

2. Determine your next step:

- To change a single recording to record the series, click **Upgrade to series** and go to the next step.
- To change the series recording to a single episode, click **Downgrade to episode**. A confirmation displays. Future episodes are not recorded. This procedure is complete.



Figure 14 – The Series parameters popup

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3. Make your selections for the series:

- Show type: First run only (episode is new) or First run & rerun (episode can be new or a repeat)
- Time: Any day around this time; Any day, any time; Any day, any time, once per day;

4. Click **Record**. If a conflict occurs, a conflict popup displays. See [Handle conflicts between programs](#). Otherwise, a confirmation displays.

Cancel a scheduled program

Perform the following procedure to cancel a scheduled program.

Note: To cancel a series, click on the series recording which is indicated by the series (📺) icon. If you click a single episode or single program, you cancel only that episode or program.

BEGIN PROCEDURE

1. Select the scheduled program from the My Schedule window by clicking the program bar.

The details of the scheduled program display.



Figure 15 – The Program Details popup showing a scheduled program

2. Click  **cancel**.

A cancel confirmation popup displays.

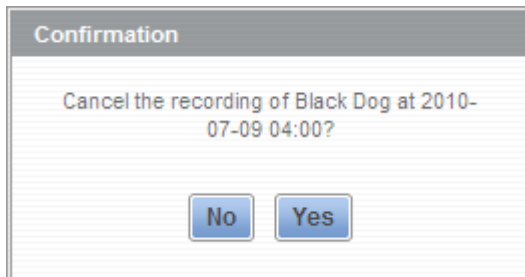


Figure 16 - The cancel recording confirmation popup

3. Click **Yes**. If you selected the series, all future episodes are cancelled.

Note: Past episodes are still recorded and displayed in My Recordings.

END PROCEDURE

Handle conflicts between programs

You have a defined number of recordings that can be recorded simultaneously. When a new recording is scheduled that exceeds this number, a conflict occurs. Unless the conflict is resolved, the conflicted recording will not record. A conflicted program is identified by the conflict (⊗) icon.

BEGIN PROCEDURE

1. When scheduling a new recording and a conflict occurs, the Conflict popup displays.

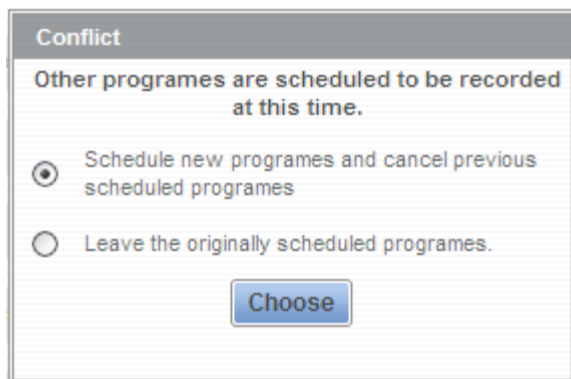


Figure 17 – The Conflict popup

2. Review which new programs are in conflict with programs already scheduled. Conflicted programs in existing recordings are also listed.
3. Determine your next step:
 - Click **Schedule new programs and cancel previous scheduled programs** to remove existing recordings in conflict with the new recording. The new recording is saved.
 - Click **Leave the originally scheduled programs** to remove the new recording. Existing recordings are unchanged.

4. Click **Choose**. A confirmation displays.

END PROCEDURE

Browse My Recordings

My Recordings lists all current and completed recordings. Each item represents one recording. Therefore, the same program can be listed more than once.

BEGIN PROCEDURE

1. Click the **My Recordings** tab.

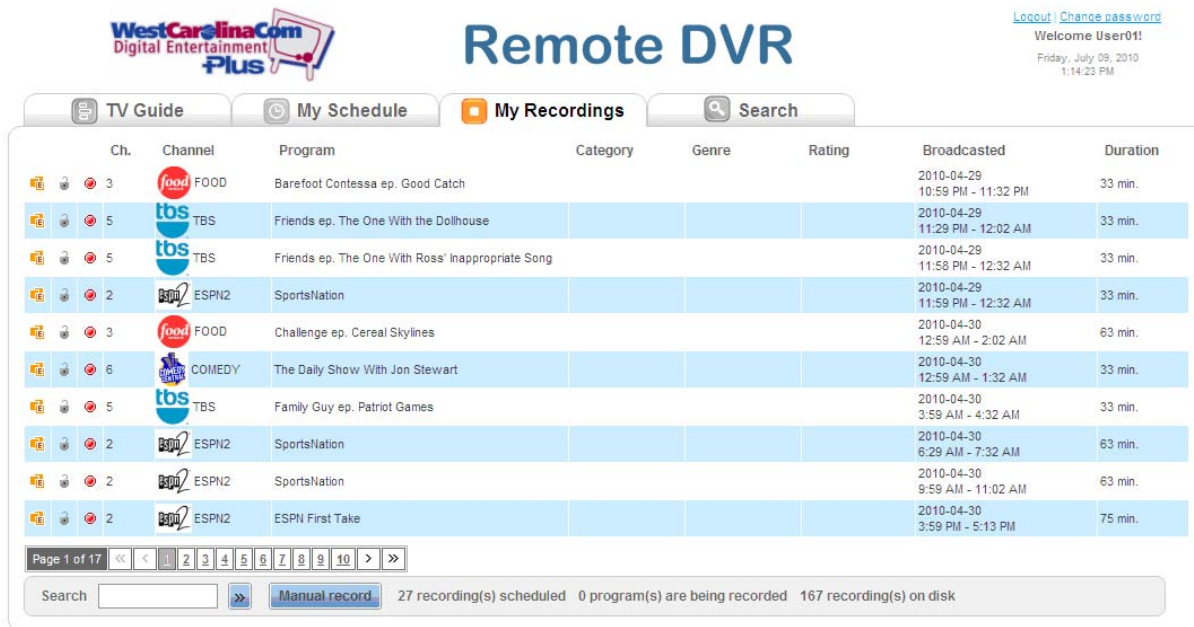


Figure 18 – The My Recordings window

2. Review the program information.

Each list item includes the following:

- indicate if a recording is related to a separate program, a single episode, or is a recording of the entire series
- indicate if a recording is to be erased automatically (trash can) or kept until manually erased (lock)

Note: When space is needed the oldest programs are automatically erased first.

- Recording status
 - Recording (blinking): program is currently being recorded
 - Recorded (): program is recorded and saved on the STB hard drive
- **Ch.:** channel number on which a recording is broadcast

- **Channel:** channel on which a recording is broadcast
 - **Program:** program title or series title
 - **Category:** main category such as movie, news, or sports
 - **Genre:** sub-category such as drama or comedy
 - **Rating:** the television content rating
 - **Broadcasted:** program start time and date when the recording was started
 - **Duration:** length of the program
3. Browse through the programs:
- Page through the scheduled programs by clicking the page numbers at the bottom of the window.
 - Sort your recordings, in ascending and descending order by clicking any of the column headings. Sort order is indicated by an arrow.
 - Search your recordings. In the **Search** text box in the bottom of the page, type a keyword(s) and click **»**. The list is filtered.

The screenshot shows the 'Remote DVR' interface. At the top left is the 'WestCarolinaCom Digital Entertainment Plus' logo. The main title is 'Remote DVR'. On the top right, there are links for 'Logout' and 'Change password', and a welcome message: 'Welcome User01! Friday, July 09, 2010 1:16:43 PM'. Below the title are four tabs: 'TV Guide', 'My Schedule', 'My Recordings' (which is active), and 'Search'. The 'My Recordings' tab displays a table with the following columns: Ch., Channel, Program, Category, Genre, Rating, Broadcasted, and Duration. The table contains 10 rows of recordings for 'The Daily Show With Jon Stewart' on channel 6, with broadcast dates ranging from 2010-04-30 to 2010-05-15. At the bottom of the window, there is a search bar with the text 'Show', a 'Manual record' button, and a status bar indicating '27 recording(s) scheduled', '0 program(s) are being recorded', and '167 recording(s) on disk'.

| Ch. | Channel | Program | Category | Genre | Rating | Broadcasted | Duration |
|-----|---------|---------------------------------|----------|-------|--------|----------------------------------|----------|
| 6 | COMEDY | The Daily Show With Jon Stewart | | | | 2010-04-30 12:59 AM - 1:32 AM | 33 min. |
| 6 | COMEDY | The Daily Show With Jon Stewart | | | | 2010-05-01 12:59 AM - 1:32 AM | 33 min. |
| 6 | COMEDY | The Daily Show With Jon Stewart | | | | 2010-05-05 12:59 AM - 1:32 AM | 33 min. |
| 6 | COMEDY | The Daily Show With Jon Stewart | | | | 2010-05-06 12:59 AM - 1:32 AM | 33 min. |
| 6 | COMEDY | The Daily Show With Jon Stewart | | | | 2010-05-07 12:59 AM - 1:32 AM | 33 min. |
| 6 | COMEDY | The Daily Show With Jon Stewart | | | | 2010-05-08 12:59 AM - 1:32 AM | 33 min. |
| 6 | COMEDY | The Daily Show With Jon Stewart | | | | 2010-05-12 12:59 AM - 1:32 AM | 33 min. |
| 6 | COMEDY | The Daily Show With Jon Stewart | | | | 2010-05-13 12:59 AM - 1:32 AM | 33 min. |
| 6 | COMEDY | The Daily Show With Jon Stewart | | | | 2010-05-14 12:59 AM - 1:32 AM | 33 min. |
| 6 | COMEDY | The Daily Show With Jon Stewart | | | | 2010-05-15 12:59 AM - 1:32 AM | 33 min. |

Figure 19 – The My Recordings window showing a filtered list

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4. From this window, you can:

- [Stop a recording](#)
- [Delete a recorded program](#)
- Select a program on the list to view program details. See [View program details](#).

END PROCEDURE

Stop a recording

Perform this procedure to stop a recording that is currently being recorded.

BEGIN PROCEDURE

1. Select the program being recorded from the TV Guide, My Recordings, or Search windows.

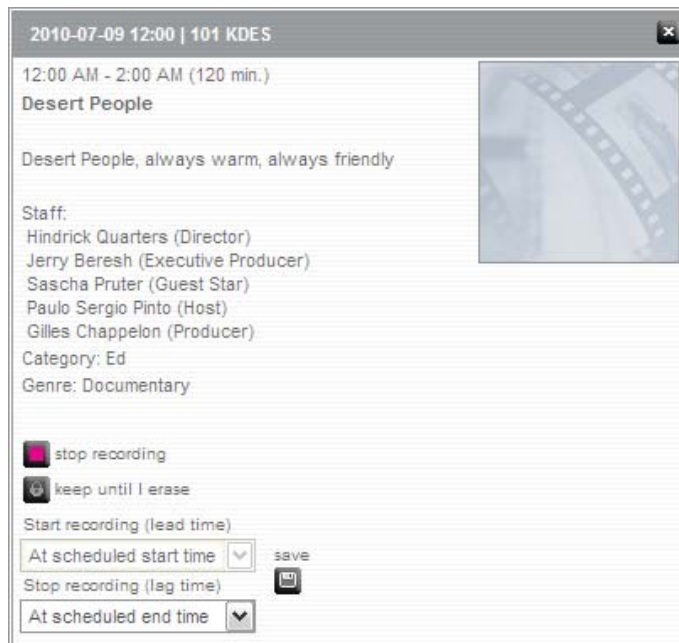


Figure 20 – Recording program details

Note: Recording start time is the actual start time of the recording, not an estimated time.

2. Click  **stop recording**.

The stop recording confirmation displays.

3. Click **Yes**.

The recording is stopped immediately.

Note: Any portion of the program that was recorded is listed in My Recordings. The start time of a recording remains the same. The end time changes to the current time.

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Delete a recorded program

Delete a finished recording from the STB's hard drive and from the Remote DVR application. **Note:** To delete a recording, the Current status must be Recorded.

BEGIN PROCEDURE

1. Click the **My Recordings** tab. See [Browse My Recordings](#) for more information.
2. Click the recorded program.

The recorded program displays.



Figure 21 – The Program Details popup showing a recorded program

Note: Both recording start and end times are actual times, not estimated times.

3. Click  **delete**.

The Delete Confirmation displays.



Figure 22 – The Delete Confirmation popup

4. Click **Yes**. A confirmation displays.

END PROCEDURE

November 2010

Manually record a specific channel

To record a specific channel for a period of time instead of a particular program, set up a manual recording with user-defined settings.

Note: You cannot change the time of a manual recording after setting it.

BEGIN PROCEDURE

1. Click the **My Schedule** or **My Recordings** tab.
2. Click **Manual record** at the bottom of the window.

The Manual record popup displays.

Figure 23 – The Manual record popup

3. Complete the following information:
 - In the **Channel** field, type the channel number you want to record. The Channel name displays.
 - From the **Date** dropdown list, select the date you want the recording to start.

Note: If the recording starts at 11:30 P.M. on September 10 and finishes at 1:10 A.M. on September 11, select September 10.
 - In the **Start** field, type the hour and minutes and select AM or PM.
 - In the **Stop** field, type the hour and minutes and select AM or PM.

Note: If the start date and time is in the past, an error message displays and the recording is not added. If the stop time is earlier than the start time, the channel is recorded until the stop time the next day.
4. Click **Record**.
5. If a conflict occurs, a conflict popup displays. See [Handle conflicts between programs](#). Otherwise, a popup confirming your selection displays.

Note: When you view this record in My Schedule, the word “Manual” displays in front of the program title. The Program title displayed on the list is the title of the first program which fits the recording timeframe.

END PROCEDURE

Change Password

Perform the following procedure to change your password.

Note: You can also change your password from the RemoteDVR PF Activation application.

BEGIN PROCEDURE

1. Click the **Change password** link at the top-right corner of the window.

The Change password window displays.

The screenshot shows a web browser window titled "Remote DVR". In the top left corner is the "WestCarolinaCom Digital Entertainment Plus" logo. In the top right corner, there are links for "Logout" and "Change password", and a welcome message: "Welcome User01! Friday, July 09, 2010 1:37:50 PM". The main content area is a "Change password" dialog box with a lock icon. It contains three text input fields labeled "Old password", "New password", and "Confirm password". Below these fields are two buttons: "Cancel" and "Change".

Figure 24 – The Change password window

2. Complete the following information:

- In the **Old password** field, type the old password.
- In the **New password** field, type a new password.
- In the **Confirm password** field, type the new password again.

Note: The new password and confirm password values must be the same.

3. Click **Change**. If the password changes successfully, a confirmation popup displays. If it is unsuccessful, an error message displays.

END PROCEDURE