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## REMOTE CONTROL TIPS

**TV INPUT** - Changes the "source" (HR-20, DVR, etc.) signal to watch on your TV

**FORMAT** - Cycles through HD resolution and screen format options

**MODE SLIDE SWITCH** - Changes remote to control other equipment, for example, a DVD

**[PWR]** - Power turns your HR-20 Plus HD DVR and other equipment on and off, as selected with MODE switch

**TV POWER [ON] [OFF]** - Turns your TV *and* HR-20 Plus HD DVR on and off

## **Cruise Controls** (Trick Play)

- [■] STOP** - In recorded TV, stops playback and displays the MyVOD™ tab in the Play List
- [⏮] REPLAY** - Jumps back 6 seconds and plays video from that location  
Press and hold for 3 seconds to jump to the beginning of the program
- [⏪] REWIND** - Press up to 3 times to increase speed during playback.
- [⏸] PAUSE** - Pauses current video. Press **[▶]** or **[⏪]** to move forward or back frame-by-frame
- [▶] ADVANCE** - (Slip) Jumps ahead in a recording - 30 second Slip in 3 seconds  
Press and hold for 3 seconds to jump to end of program
- [▶] PLAY** - Play/Pause current video;  
Press and hold **[▶] PLAY** for slow motion like the old-style SLOW button.
- [Ⓜ] RECORD** - Records current program. Press RECORD twice to record this program and future shows. (Series Link)
- [▶▶] FFWD** - Fast Forward - Press up to 3 times to increase speed during playback

## **Guide Buttons**

- [GUIDE]** - Press *once* to choose a filter. Press **[GUIDE]** *twice* to see the onscreen program Guide for the next 14 days!
- [ACTIVE]** - Access the Active™ Channel - local weather and more!
- [LIST]** - Displays your MyVOD™ List (a.k.a. "My Video on Demand" or "Now Playing List")
- [EXIT]** - Exits any menu and returns to last channel viewed

**△▷▽◀ ARROWS** - Move highlight to items in whatever direction needed

**[SELECT]** - Selects any highlighted item

**[BACK]** - Takes you to the screen you visited previously

**[MENU]** - Displays a compact menu of settings and services

**[INFO]** - Displays info for a highlighted or full screen program - Like the Old-style Display button.

- **RED** - In Guide, jumps 12 hours back; other functions vary - look for onscreen hints
- **GREEN** - In Guide, jumps 12 hours forward; other functions vary - look for hints onscreen
- **YELLOW** - full screen TV, cycles through alternate audio tracks; other functions vary — look for onscreen hints
- **BLUE** - during live TV, displays the Mini Guide; other functions vary, in MyVOD™ marks program to be saved

## **Volume & Channel**

**+ VOL** - Raises or lowers volume

**▲ CHAN ▼ (PAGE)** - In live TV, changes channel up or down. In a menu, such as the Guide, pages up or down

**[MUTE]** - Turns sound volume on/off

**[PREV]** - Tunes to last channel viewed (Jump)

**NUMBER KEYS** - Tune to a channel directly; also input numbers when needed in onscreen menus;

**[−] DASH** - Press twice to delete a show in your MyVOD™ list

**[ENTER]** - Activates channel number entries quickly

## **SETUP TIPS**

### **SURGE SUPPRESSORS & UPS** (Uninterruptible Power Supply)

**Important!** Use a UPS with surge suppression for all PCs, TVs, DVRs, DVDs, and other electronics.

Protects the phone line to the HR-20. Lightning often comes through phone lines.

Without a UPS, a quick power dip can corrupt a recording, lockup the HR-20, or even destroy the unit.

Make sure your Uninterruptible Power Supply (battery-backup) is rated for at least:

500 or more Joules (this is the amount of surge power it can absorb)

500 or more V-A (this will determine how long the battery can keep providing power)

### **DOLBY® SOUND** (Also known as Surround Sound or "5 dot 1")

*By default, your Dolby® Digital 5.1 Surround Sound is turned OFF!*

Connect the Digital Audio Optical Output for 5.1 Dolby® to your Dolby® 5.1 compatible receiver

To turn Surround Sound ON:

Press **MENU**

Click Audio Options

Click Edit Settings

Press the ● **GREEN** button to go to the Dolby Digital tab

Click Dolby ON

Click Done

### **PARENTAL CONTROLS** (Previously known as Locks and Limits)

To setup Parental Controls Ratings, block channels, limit spending, or hours per day:

Press **MENU**

Press **CHAN** ▼ twice to page to the last item

Click Parental Controls and then click Edit Settings

To unlock all Parental Controls for the next four hours (perfect while you watch after the kids are in bed)

Press **MENU**

Click Parental Controls

Click Unlock 4 Hours

### **DISPLAY OPTIONS**

Press **MENU**

Click Help & Settings

Click Setup

Click Display and then choose your settings

NATIVE MODE - ON - automatically switches between HD (high def) and standard but slows response.

CLOSED CAPTIONING - On/Off

### **SETUP YOUR OWN CUSTOM CHANNELS LIST**

(This way you do not have to go through channels you don't receive or like.)

Press **MENU**

Click Favorites and then click Edit Settings

Press **SELECT** to choose either the Custom 1 or Custom 2 channels list to customize

Press **SELECT** for each channel you want to include

Press the ● **GREEN** Button to Name your List and click Save

Click your Custom Channel list to make it the default

### **ON SCREEN HELP**

Press **MENU**

Click Help & Settings and then click Help

### **CALL TECH SUPPORT**

Customer Support: 800-347-3288

Customer Retention: 800-824-9081

**MORE POWER!****INTERACTIVE CONTENT** - You can interactively watch up to 8 channels at once!

Choose a MIX Channel (others may be available):

NEWSMIX: Click the ● **BLUE** button, then 1 0 2 then click **ENTER**

SPORTSMIX: Click the ● **BLUE** button, then 1 0 4 then click **ENTER**

KIDSMIX: Click the ● **BLUE** button, then 1 1 1 then click **ENTER**

Use the  $\triangle \triangleright \nabla \triangleleft$  **ARROW** keys to highlight which audio you want to hear

Press **SELECT** to go to a channel

Press **PREV** to go back to the MIX Channel

**WHAT'S HOT** - Is like real-time, interactive Nielsen Ratings. Choose from the hottest 50 shows at this instant!

Click the ● **BLUE** button, then 1 0 4 then click **ENTER** to go to SPORTSMIX

Use the  $\triangleleft \triangleright$  **ARROW** keys to move through Top 10 Lists: Your Zone, Nation, Movies, Sports, and Kids.

Use the  $\triangle \nabla$  **ARROW** keys to move down to a program you want to watch.

Press **SELECT** to go to a channel

Press **PREV** to go back to the SPORTSMIX Channel

**MINI GUIDE**

Press the ● **BLUE** button for a small blue bar with current channel info. You can watch your program at the same time!

Press  $\triangle$  or  $\nabla$  to move up or down

Press **SELECT** to choose a different show to watch, **RECORD** to record it, etc.

**SEARCH TIPS** - To Pick Programs to Record, start in the Guide

Press **GUIDE** twice. Press the ● **GREEN** Button or ● **RED** button to jump ahead or back 12 hours.

Search by Channel

Use the  $\triangle \nabla$  **ARROW** keys to find the channel

Press  $\triangleleft$  **LEFT ARROW** to select the channel label

Press **INFO** for a listing of the next 14 days for this channel!

Search by Title, Person, Keyword, or Find a Channel

Press **MENU** and Click Search and then select Title, Person, Keyword, or Channel

Search by Date and Time

Press **MENU** and Click Date/Time

**WATCH TWO SHOWS AT ONCE**

The trick is to temporarily record both...

While in the first show, click the **RECORD** button

Press **PAUSE** before you leave a show so it will not play without you.

Press **GUIDE** twice to go to the second program

Click the **RECORD** button to begin recording the second show

Press **LIST** and then press **SELECT** to select the other show

Press **PAUSE** before you leave a show so it will not play without you.

Press **LIST** and then press **SELECT** to select the other show

Now that your shows are set up, Press **PAUSE** and then **PREV** to go back and forth between the programs

**CHECK LIVE TV WHILE WATCHING A RECORDING**

While playing a recorded show: Press **STOP**, then **EXIT** to see live TV. You can see up to the last 90 minutes.

To go back where you left off in the recording: Press **BACK** then click Play.

**DELETE A SHOW**

Press **LIST** to see your MyVOD™ List (Also known as "My Video on Demand" or "Now Playing List")

Press **SELECT** to select that show

Click Mark & Delete to delete several recorded shows at once

Press **DASH** twice to delete a show in your MyVOD™ list (press twice)

-or- Press **MENU** then click Delete

**FOR THE RECORD!****RECORD**

Press **RECORD** - to record a show

Press **RECORD** twice - to record this program and future episodes (a.k.a. "Series Link" or "Season Pass")

Press **RECORD** three times - to not record

To control how a future show in your To Do list is recorded:

Go to your To Do List:

Press **LIST**

Press the **YELLOW** button

**SELECT** the program

Click Record

Choose to pad (record a little) before or after the show and click Record.

Click Episodes to record individual upcoming Episodes

To record upcoming shows in the series (Season Pass), press the **GREEN** button and click Record Series.

Suspend - You can't suspend recording but you can set First Run Only and to only save 1 Episode

**MyVOD™** - is a list of what shows you have recorded (a.k.a. "My Video on Demand" or "Now Playing List")

Press **LIST** to see your recorded shows (MyVOD™)

To change the order in which your shows are displayed

Click List By to list your recordings by Groups, Title, Date, Channel, etc.

Click Mark & Delete to delete several recorded shows at once

**TO DO LIST** - To see your To Do List of what you have scheduled to record:

Go to your To Do List:

Press **LIST**

Press the **YELLOW** button

**RECORD DEFAULTS**

The HR-20 lets you change your default recording settings including: Start Early, Stop Later, Episode Type: First Run, Repeat, Both Keep at most: 1,2,3,4,5 or All Episodes

To change Record Defaults, you need to be recording a show (Click the **RECORD** button)

Press **LIST** to go to MyVOD™

Press the **YELLOW** button

Press **SELECT** the show you are recording

Click Recording

Press **MENU**

Click Recording Defaults

Set your default recording settings

**BOOKMARKS** (Also known as "Skip to Tick")

Mark a place in a show to jump back to quickly such as a great tackle in a game or a funny line in a movie.

Set a Bookmark:

Press **PAUSE**

Press the **GREEN** key

Press **PAUSE** again to resume playing.

Delete a Bookmark

While playing,

Press **MENU**

Click Bookmarks (only appears if you have bookmarks in the recording)

Select the bookmark and then hit DASH twice.

Jump to a Bookmark

Press and hold the **FFWD** key to move forward to the next bookmark or end of show

Press and hold the **REWIND** key to move back to the previous bookmark or beginning of show

**MORE TIPS!****PRIORITIZER**

Decides which program to record based upon the priority you assign. Top priorities are low numbers.

To go to the PRIORITIZER:

Press **LIST**

Press the **YELLOW** button

Click Prioritizer

To change the priority to a lower number (more important) - Select the show and Press  $\Delta$  or  $\nabla$  to move.

To delete a Series (Season Pass)

Select the season pass

Press **DASH** twice

To only record First Run shows:

Press **SELECT** to select the show

Click Record

Press the **GREEN** key

Click Episode

Click First Run

**SOFTWARE VERSION UPGRADE**

New software upgrades (when available) should happen automatically overnight.

To see what software version you have,

Press **MENU**

Click Help & Settings

Click Setup

Click Info & Test

Press the Down Arrow  $\nabla$  to move down to Software Version

To force a software upgrade:

RESET (See below or open the HR-20 front panel door and press the red button)

When the blue screen first appears, press 02468 on the remote once and no other keys.

Nothing may happen for a while. Be patient.

**DIM THE FRONT PANEL RING LEDS**

On the HR-20 front panel, press the Left  $\triangleleft$  and Right  $\triangleright$  arrows at the same time

First Press  $\rightarrow$  99% Brightness

Second Press  $\rightarrow$  98%

Third Press  $\rightarrow$  97%,

Fourth Press  $\rightarrow$  OFF

**DESPERATE MEASURES**

RESET - As a last resort, you may need to reset your HR-20. It may take 24 hours to get your Program Guide back.

Press **MENU**

Click Help & Settings

Click Reset

RESET - if your HR-20 is not responding

Open the HR-20 front panel door and press the red button

REFORMAT - Very last report. Ask Tech Support. You will lose all programs and settings.

**LINKS:** [Installation Tips](#)

[HR-20 Owners Manual](#)

[Official Tips & Tricks](#)

This is a compilation of tips from dbstalk.com. Thank you to all who have shared ideas. - Craig Lincoln, October 2006.