Let’s Get It Started!

Your Atlantic Broadband
User Guide

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Welcome to Atlantic Broadband!

Fill Out Your Account Information

Atlantic Broadband Account Number
16 digit # that can be found on your monthly bill:

______________________________

Online Account Management: atlanticbb.com/my-services
View and pay your bill online plus much more. You must use your Atlantic Broadband account number to sign up. At that time, you can select your own username and password.

Primary username: ____________________________________________
Password: ___________________________________________________

Atlantic Broadband Internet Service

Email
You can get an atlanticbb.net email address when you sign up for Internet service or call us anytime to set up a new email. NOTE: This username and password can also be used to watch TV online.

Primary username: ____________________________________________
Password: ___________________________________________________

If you forget your email password or want to set up a secondary email address, go to emailtools.atlanticbb.net.

WiFi
The initial network name and password can be found on the back or side panel of your Atlantic Broadband wireless gateway. You can change this information if you wish.

In-home WiFi network name: __________________________________
In-home WiFi network password: _______________________________

Atlantic Broadband TV with TiVo Service

Our technician will provide this information when setting up your service.

Username: ___________________________________________________
Media Access Key: ____________________________________________
DVR TSN #: _________________________________________________
Mini TSN #: _________________________________________________

Atlantic Broadband Phone Service: phonemanager.atlanticbb.net
Check your Voicemail online and review detailed call information with our Online Phone Manager. To set up, use your Atlantic Broadband account number and passcode (CPNI), both found on your monthly bill statement.

Account password (CPNI password): ____________________________
Voicemail password (last 4 digits of phone #): __________________

Important Note: Please keep the info on this form handy for future reference in the event you need to reach out to us for help.

Have Questions? We’re here to help.
Call us 24 hours a day, 7 days a week, or check out our online support pages.

atlanticbb.com/support  888-536-9600

The TiVo Voice Remote Control

The TiVo Button takes you to the Home screen.

Use the Arrow buttons to navigate the TiVo menus. In Live TV or recordings, the arrow buttons reveal QuickView panels.

Press Record to record the show you’re watching, or to set up a recording for a show selected in the guide.

Press and hold the Voice button to issue voice commands.

Guide takes you to the on-screen program guide.

Replay repeats the last 8 seconds of the show. Press and hold to jump to the beginning of a show.

Advance moves forward in 30 second increments; press and hold to jump to the end of the show.

On Demand and DVR Controls, you can Play, Fast Forward, Slow, Rewind and Pause.

Press the Netflix button to launch the Netflix app.

Enter/Last returns to the last channel viewed.

Clear lets you quickly delete shows.

Your remote may vary slightly from the one pictured here, but the basic functions should remain the same. Some features may not be available in all areas.
Discover The TiVo Advantage

Ask For What You Want: TiVo Voice Control

The TiVo voice remote is the only remote that lets you speak in natural language and gives you the ability to narrow your search results as you go. Search for shows, tune to a channel, ask for recommendations...all you have to do is say it.

To issue a voice command, press and hold 🖥 and speak naturally into the remote. You can say things like “Watch Modern Family,” or “Launch Netflix,” or “Find some action movies.”

Say Hello To A Completely New TiVo Experience

Only Atlantic Broadband’s TiVo experience instantly gives you total control of the TV programming you love, and much more! The TiVo digital video recorder (DVR) also connects to the Internet and gives you access to an entire universe of On Demand movies, TV shows, and web videos (and you can stream shows from your TiVo DVR to every room in your home!).

- With 6 tuners and 150 hours of HD recording capacity (enough for 300 episodes of “Modern Family”), you can say goodbye to recording conflicts!
- Press 🖥 on your TiVo remote control to get to the Home screen — the starting point for all of TiVo’s amazing features.

Welcome To The Home Screen

The Home screen is the starting point for just about everything you do with your TiVo box. From the Home screen, you can easily access popular destinations in the TiVo experience, get personalized recommendations from the SmartBar and What to Watch, and watch/control the currently playing show.

To get to the Home screen from live TV or any TiVo screen, just press 🖥 on your remote control. Home screen menu items across the middle of the screen take you to commonly used screens in the TiVo experience. Use ← and → on your remote control to move between menu items, and press OK to choose one. Use ← to go back to the previous screen.
The SmartBar – Ready When You Are

How To Use The SmartBar

The SmartBar, located at the bottom of the Home screen, predicts shows to watch based on what your household usually watches at a particular time or day. For example, if you normally watch the previous night’s late-night talk show the next morning, you will see it in the SmartBar when you wake up. If the kids tend to watch shows while dinner is cooking, those shows will be waiting in the SmartBar at that time each day.

My Shows
Takes you straight to your recorded and streaming videos — all ready to watch instantly, no matter if they are TV recordings, on demand shows, or streaming from apps like Netflix or HBO GO.

What To Watch
Lets you browse shows available to stream, watch live, bookmark, or record. From the Home screen, select What to Watch or press .

Top-level categories include On TV Today, Sports, Movies, and more. Each category also includes more specific subcategories to help you find exactly what you are looking for. For example, from the Movies strip, select View All to see subcategories like New Releases, Movies on Your Premium Channels, Action, and Comedy.

Note: While viewing a strip, press to move to the View All or More tile at the beginning of the strip, then press to see subcategories.

Search
In addition to using your Voice Remote for searching, you can also search by show title, episode title, show description, or person name (actor, director, etc.). The TiVo service searches upcoming TV shows and movies, streaming videos (from sources like Netflix, HBO GO, and more), and Atlantic Broadband On Demand — all at the same time. You can even search for a particular channel by its network name or call sign (e.g., NBC or ESPN).

1. From the Home screen, select Search or press on your remote.

2. Use the letter grid to spell out the title, person, or word you are looking for. Press the arrow buttons to move around, and then press on each letter you want. As you select letters, a list of possible matches sorted by popularity appears on the right. For example, if you enter the letters HOW, you might see matches for the TV show “How I Met Your Mother,” the Atlantic Broadband On Demand movie “How to Lose a Guy in Ten Days,” and the director Ron Howard. Results are sorted by popularity, with better matches higher in the list.

3. Keep selecting letters until you see what you are searching for. If you make a mistake, you can press to erase everything or to erase one letter at a time. Insert a space by pressing .

4. Use to highlight the show or person name.

5. Press to view details, set up a recording or OnePass, or bookmark the show. See Series, Movie, & Episode screens for more info.

What To Watch

What to Watch lets you browse shows available to stream, watch live, bookmark, or record. From the Home screen, select What to Watch or press .

Top-level categories include On TV Today, Sports, Movies, and more. Each category also includes more specific subcategories to help you find exactly what you are looking for. For example, from the Movies strip, select View All to see subcategories like New Releases, Movies on Your Premium Channels, Action, and Comedy.

Note: While viewing a strip, press to move to the View All or More tile at the beginning of the strip, then press to see subcategories.
OnePass™ Is The Ultimate Entertainment Advantage

OnePass gathers every episode of a series available anywhere and adds them all right to your My Shows list. Now you can watch a series from beginning to end, or start on any episode or season you want.

If it is not available on TV or Atlantic Broadband On Demand, OnePass fills in the gaps with episodes from providers like Netflix and more.

To create OnePass, find a show you want to watch, and then choose Create OnePass.

It’s Not Fast Forward, It’s QuickMode™

QuickMode lets you watch a show 30% faster, while also letting you hear what everyone is saying! No chipmunks allowed.

QuickMode is available while you are watching a recorded show, or if you are “behind” live TV (for instance, if you have rewound a show that is airing live). Just press to bring up the status bar, and then to start QuickMode.

Press and again to watch at normal speed.

Seek and You Shall Find

The TiVo experience brings you a fully integrated search. It instantly scans across all TV programming, the Atlantic Broadband On Demand catalog, and your selected video apps to find exactly what you want. It’s like an entertainment search engine presenting you with a list of great options. There’s almost nothing you can’t start watching in seconds.

Never Miss A Thing

While you are watching live TV or a recorded show, QuickView lets you see what else is playing now or coming up without missing the action on the show you are watching.

It is easy: press to see a mini guide; to display the SmartBar; to bring up your favorite channels; and to look at what is playing on other tuners.

Tip

QuickMode Navigation Guide

▲ Up: One-line Guide
▼ Down: SmartBar
► Right: Tuners
◄ Left: Favorite Channels
Access Your Favorite Apps Right On Your TV
Press 🍿 and get access to apps like Netflix, HBO GO and EPIX.

Using The Atlantic Broadband TV Online App

Introducing the Atlantic Broadband TV Online App
Using the Atlantic Broadband TV Online App, ABB customers with TiVo can watch live TV, DVR recordings, On Demand shows and movies on any device in-home.

Key Features Include

• What to Watch: Personalized recommendations for what to watch or record.
• Integrated Search: Search the Atlantic Broadband TV Online App for your favorite shows and movies available on streaming services like Netflix & HBO GO. Then link directly to watch!
• On Demand: Watch shows & movies on ABB On Demand on your mobile devices.
• Remote DVR Scheduling: Schedule DVR recordings on a mobile device from anywhere.
• Download-to-Go: Download shows from your DVR and watch them anywhere, even without an internet connection.

Getting Started
You will need your Atlantic Broadband email address and password to log in. If you don’t have an email address or have forgotten your password, please contact Atlantic Broadband Customer Care at 888-536-9600.

Tip
To download Atlantic Broadband TV Online apps, go to the App Store or the Google Play Store and search for Atlantic Broadband.

Popular Apps In Online Streaming

NETFLIX
Watch thousands of TV shows and movies, award-winning Netflix originals and access a special section just for kids right on your TV set. Customers must have a streaming Netflix membership in order to enjoy this service.

HBO GO
With HBO GO content integrated into TiVo Search and TiVo’s OnePass® selections, you can access an even more comprehensive catalog faster than ever. Watch the big premieres the moment they air.

EPIX
With the EPIX app, you will have streaming access to EPIX original series and documentaries, along with more than 2,000 Hollywood movie titles, music, comedy events and more — all available on demand.

All trademarks are the property of their respective owners.
Watch TV Online

With Atlantic Broadband, you can enjoy thousands of your favorite shows and movies wherever you are. If you can get online, you can watch great TV.

Steps To Watching TV Online

- Simply go to tvonline.atlanticbb.net and enter your Atlantic Broadband email address and password.
- Remember, you can enjoy any available channel provided the channel is included in your Atlantic Broadband TV service.
  - Don’t have an email address? Contact Atlantic Broadband at 888-536-9600.
  - Forgot your password? Please visit emailtools.atlanticbb.net/passwordReset.

The TiVo Whole Home Solution

The TiVo Whole Home Solution delivers TV plus streaming video services, like Netflix and YouTube, to just about anywhere in your home! A TiVo Mini lets you stream shows from your TiVo DVR to another TV location in your home.

Alternatively, you can stream shows from your TiVo DVR to your mobile devices, and quickly download shows to your mobile device for viewing when you are away from your home network.

Tip

Get the same TiVo experience that you enjoy in your living room, in every room! Mini lets you access all of your recordings plus streaming content on additional TVs. And the TiVo app gives you your shows to go.
Your Internet Service

Getting Connected

Home Networking
To configure a router with an Atlantic Broadband connection, follow the instructions above.

Configuring Your Router

1. **Turn off your modem.** Unplug your cable modem. This will prepare the modem to connect a new device.

2. **Connect your modem, router and computer together.** Once your modem is unplugged, connect the modem to the router’s Internet (or WAN) port and connect your computer to any Ethernet port on the router.

3. **Configure your router for a broadband connection.**
   - **a.** If your router requires to be set up prior to use, follow the instructions in the router’s manual or installation CD.
   - **b.** Choose Automatic Configuration or DHCP for the connection type. Your router will be configured to receive connection information automatically from Atlantic Broadband.

4. **Power cycle your modem and router.**
   - **a.** Unplug the router’s power cable.
   - **b.** Unplug the modem’s power cable and wait for 30 seconds. If you have Atlantic Broadband Phone service, you must reset the phone modem. Use a paper clip to reboot the eMTA recessed button on the back of the modem.
   - **c.** Plug in the modem’s power cable and wait for the lights to stop flashing.
   - **d.** Plug in the router’s power cable and wait 20 seconds.

Equipment Setup for Internet
Getting the most from your Internet service

- A high-speed connection from Atlantic Broadband, plus our Wireless Home Networking Service, lets you do more with all your devices.
- Our wireless router is the latest and greatest in wireless technology, and supports devices in your household online, from your computer and tablet to your gaming system and smartphones.

How to connect your devices to your in-home WiFi network

1. Find your network name (SSID) and default password/Pre-Shared Key on the back or side panel of your Atlantic Broadband Wireless Gateway.

2. From each of your wireless devices, select your network name (SSID) from the list of available networks in your device’s WiFi settings, and use the default password/Pre-Shared Key to sign in.

Managing Your Email

When you purchased your Internet service, you would have been given an option to set up your primary email address. If you did not set up a primary email account, you will need to contact our Customer Care team at 888-536-9600 prior to creating a secondary email account.

To manage or create new secondary email accounts, go to: emailtools.atlanticbb.net. You will use the online tool to manage email account preferences and settings, create additional email accounts, or change your password.

Using Atlantic Broadband webmail

The webmail feature lets you check your email and manage your email settings from any computer with a web browser at: atlanticbb.net.

1. Click on Email and you will be taken automatically to your webmail inbox.

2. Click on any message to see the full message.

3. From your inbox, you can manage your email settings by clicking the Options tab at the top of the page. In the Options menu, you may perform tasks such as creating an email signature, setting a vacation message, auto-forwarding email or changing your password.

4. If you change your password, you will be required to re-login to the Home Page and you must enter your new password.

How To Maximize Your WiFi Network Performance

Signal strength is critical in the performance of any WiFi network. You can expect maximum speeds from a hardwired device at the closest location to the modem or router.

Reduce interference

Cordless phones, baby monitors, microwaves, wireless game controllers and other appliances can interfere with your signal.

Avoid physical barriers

- The physical matter between your router and wireless device is more of a relevant factor than you may think.
- Avoid using your device near brick, steel framing or concrete walls, which can absorb the WiFi signals.
- Placing the router higher up and in the open could make a difference to your wireless signal.

Out-of-date hardware/drivers

The type of hardware you use, the age of the device, operating system, web browser, and the other applications running on your device all affect upload and download speeds. When you perform network speed tests, be sure that your device is wired to the network and that no other applications are running. Even running an email application in the background can affect your test results.
Your Internet Service (CONTINUED)

How To Maximize Your WiFi Network Performance (CONTINUED)

Your device matters

iPhones, iPads, notebooks and Android devices often work with the latest networking standards. Depending on the age of your devices, they may not be compatible. However, if your devices are more than three years old, you may be able to switch to the newer standards to ensure stronger signals and faster speeds.

Understanding Your Modem

- Power Light
- DS (downstream) Light
- US (upstream) Light
- Online Light
- Link Light

Lights 1-4: If your system is functioning properly, these lights will be solid green. They will flash if your modem is reset or if there is a problem.

Link Light: This light will be solid green when a device is connected. It will flash if the device is in use.

If your modem isn’t working, try these troubleshooting measures:

1. Check your cable TV service and power. If there’s a cable or power outage, neither your TV nor the Internet connection will work.
2. Check all of your cable connections. If your coaxial, Ethernet, or USB connections are loose, you may not be able to send or receive data.
3. If you have a cable modem ONLY (no router), reset the modem by unplugging the power to the modem. Wait 60 seconds and plug it back in.
4. If you have both a modem and a router, unplug the power from both. Wait 60 seconds, and then plug in the power to the modem. Wait 2 minutes and then plug the power back into the router.
5. Reboot your computer. Many computer problems are resolved by shutting down and restarting your computer.
6. If you have a surge protector, make sure it is plugged into an active power outlet and that it doesn’t need to be reset or replaced.

Need Additional Help?

Go to atlanticbb.com/support/internet for more information.

Your Phone Service

Talk More For Less

- With Unlimited Phone service from Atlantic Broadband, you can enjoy more ways to stay connected with friends and family.
- Talk as much as you want with unlimited nationwide calling and popular calling features like free Voicemail with online access, Caller ID, Call Waiting and more.
- Learn more at atlanticbb.com/support/phone.

Phone Features

<table>
<thead>
<tr>
<th>Calling Features</th>
<th>To Activate/Access</th>
<th>To Deactivate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Call Waiting</td>
<td>Automatically activated unless deactivated prior to call</td>
<td>*70</td>
</tr>
<tr>
<td>Call Forwarding</td>
<td>*72</td>
<td>*73</td>
</tr>
<tr>
<td>Service Call Forwarding</td>
<td>*63</td>
<td>*83</td>
</tr>
<tr>
<td>Speed Dial</td>
<td>*74 (digits 2–9)</td>
<td>*84 (digits 2–9)</td>
</tr>
<tr>
<td></td>
<td>*75 (digits 20–49)</td>
<td>*85 (digits 20–49)</td>
</tr>
<tr>
<td>Three-Way Calling</td>
<td>Press the switchhook/flash button. Dial 3rd participant. Once answered, press the switchhook/flash button again.</td>
<td>Simply hang up to end Three-Way Call. To just disconnect 3rd participant, press the switchhook/flash button twice briefly.</td>
</tr>
<tr>
<td>Automatic Callback</td>
<td>*69</td>
<td></td>
</tr>
<tr>
<td>Redial Last Number</td>
<td>*66, press 1</td>
<td></td>
</tr>
<tr>
<td>Do Not Disturb</td>
<td>*53</td>
<td>*54</td>
</tr>
<tr>
<td>Caller ID Blocking</td>
<td>*67</td>
<td>Automatically deactivated at end of call.</td>
</tr>
</tbody>
</table>
| Voicemail              | Simply dial *86 from your home to:  
  - Set up your Voicemail  
  - Create a personalized greeting  
  - Retrieve/save messages  
  - Suspend service to use personal answering machine  
  You can also listen to your Voicemail messages online via our Online Phone Manager. |               |
| Online Phone Manager   | Online Phone Manager lets you quickly and easily:  
  - Manage Voicemail settings  
  - Manage your calling features  
  - View your call history  
  Simply go to phonemanager.atlanticbb.net. Enter Username and Password. |               |

*Voicemail included with Unlimited Phone service, optional for Local Phone service.
Remote Call Forwarding

Remote Call Forwarding (RCF) allows you to call into the designated 11-digit access phone number from a phone other than your own to get to the remote call forward system prompts.

In order to activate this feature, you must set up your PIN:

1. From your registered phone, lift the receiver and wait for dial tone.
2. Dial *79.
3. Press 4 and follow the system prompts.

To activate Remote Call Forward:

1. Lift the receiver from your registered phone and wait for dial tone.
2. Dial *39. The system plays an announcement to confirm that the feature is enabled.
3. Hang up the phone.

To forward calls from your remote phone:

1. Lift the receiver from your remote phone and wait for dial tone.
2. Dial the access number provided by your Atlantic Broadband service provider.
3. Dial your 10-digit registered phone number. The system prompts you to enter your 4-digit PIN.
4. Enter your 4-digit PIN and follow the system prompts to forward calls.

To disable the feature:

1. Lift the receiver from your registered phone and wait for dial tone.
2. Dial *59 to disable the ability to dial in remotely.

Voicemail Service

With Atlantic Broadband Voicemail service, you’ll never miss an important call, whether you’re out of town or on the other line. You can listen to your Voicemail through any computer connected to the Internet at phonemanager.atlanticbb.net. Check out Online Phone Manager on page 23.

Voicemail Service Features

- Listen to messages at home, away from home or online
- Message playback controls (rewind/fast forward)
- Send messages to other Atlantic Broadband users
- Create multiple personal greetings
- Activate and manage multiple mailboxes
- Advanced mailbox management tools
- Spanish language menu option

Notification via email

You can opt to get email notification of new Voicemail messages. To set up this email notification, you must use our Online Phone Manager at phonemanager.atlanticbb.net.

Turning email notification on/off

1. Dial *86.
2. Follow prompts.

Using Our Online Phone Manager

You can also use our Online Phone Manager to receive notification of new Voicemails or to get copies of Voicemail messages via your email. For more information, please go to Page 23.

Accessing your Voicemail

From Home

1. Dial *86.
2. When prompted, enter your PIN, and then press #.

Away from Home

1. Dial your Atlantic Broadband phone number.
2. Press # anytime during your recorded greeting.
3. When prompted, enter your PIN, then press #.
Voicemail Service (CONTINUED)

Menu Options when Accessing Voicemail
When you access Voicemail, you will start at the Main Menu. There are 3 options:

<table>
<thead>
<tr>
<th>Voicemail Menu Options</th>
<th>Key</th>
</tr>
</thead>
<tbody>
<tr>
<td>Listen to messages</td>
<td>1</td>
</tr>
<tr>
<td>Leave message in another mailbox</td>
<td>2</td>
</tr>
<tr>
<td>Manage mailbox options</td>
<td>4</td>
</tr>
</tbody>
</table>

Tip

Setting up your Voicemail
1. Dial *86 from home.
2. When prompted, enter your default PIN, which is the last four digits of your phone number, then press #.
3. Listen to the instructions for creating a new PIN and enter your new 4–10 digit PIN, then press #.
4. When prompted, re-enter your new PIN, then press #. Be sure to write down your PIN so you do not forget it.
5. When prompted, choose your desired language for menu options: English or Spanish.

Online Phone Manager

Accessing Your Online Phone Manager
1. To access the Online Phone Manager, go to phonemanager.atlanticbb.net on a Windows PC or Mac.
2. Type in your ZIP Code and then click on the green Go button.
3. You will then be taken to a screen prompting you to login. Type in your Phone Manager ID and Password (this is your Atlantic Broadband account number and CPNI Password that can be found on your monthly bill), as well as the CAPTCHA letters you have on your screen. Note: If you are unsure of your Phone Manager ID/Password or unable to login, please contact our Tech Support at 888-536-9600.
4. Check the box for Remember My ID on this computer if you are using one of your personal computers, and then proceed to click the Sign In button to log in.

Online Phone Manager Features

- You can listen to any Voicemail messages you have right from this screen by clicking the button to the left of the X.
- To change any of your phone features such as Call Forwarding and Call Waiting, simply click on any of the sections listed under Features. (Under each feature, instructions will be right on your screen informing you what the feature does and how to use it.) Note: Any features you currently are not using will have an X instead of a ✔ as shown above.

Tip

- To view your Call History, click on View All under the Call Logs section.
- To view your Calling Statements, click on any of the links with the date under Call Detail Statements.
Online Phone Manager (CONTINUED)

911 services
Atlantic Broadband Phone service provides:

- 911 emergency calling access to police, fire and medical services.

- Our 911 emergency calling will automatically relay your phone number and address in the event you are unable to do so, provided your public safety system supports this feature.

- In locations where this service is not available, you will be asked for your phone number and address.

- As an added protection during a power outage, you may purchase a battery backup to your Atlantic Broadband Phone Service. So even if you don’t have power, you can still dial 911. To learn more about purchase options, please call 888-536-9600 to speak to an Atlantic Broadband representative.

Please Note

As with any phone service, a cordless phone will not work in a power outage so you should have a working non-cordless phone in your home at all times.
Quick Start

**Watch On Your TV**
Press 🎮 once to go to the Home screen, or twice to go to the **My Shows** list—see your list of recorded shows.

To issue voice commands, press and hold 🎤. Speak naturally into the microphone (see location in the Remote Control Setup diagram). Release it when you are finished speaking.

Press 📺 to record something.

Press 🎤 to skip commercial breaks and resume playing automatically on SkipMode-enabled shows.

**Watch TV Online**
Go to [tvonline.atlanticbb.net](http://tvonline.atlanticbb.net), and enter your Atlantic Broadband email address and password.

**Atlantic Broadband TV Online App**
To download our App, search for Atlantic Broadband.

**Need An Atlantic Broadband Email Address?**
Give us a call to get your atlanticbb.net email address. Remember, you need one to watch TV online or access our free Atlantic Broadband TV Online App.

**Forgot Your Atlantic Broadband Email Password?**
Go to [emailtools.atlanticbb.net/passwordreset](http://emailtools.atlanticbb.net/passwordreset).

**Set Up/Access Your Voicemail Away From Home**
Simply dial *86.

**Access Your Voicemail Away From Home**
Use our Online Phone Manager at [phonemanager.atlanticbb.net](http://phonemanager.atlanticbb.net).