Residential Reference Guide
We’re excited to provide you with the very best in TV, high-speed Internet and nationwide home phone services available.

In addition to quality products and services, Grande has a true dedication to providing unsurpassed customer service 24/7. We’re committed to providing you with a superior experience through accountability, follow-through and the quality of services we offer.

WELCOME TO GRANDE!

OUR CUSTOMER PLEDGE IS SIMPLE

At Grande, when we say we’re here for you, we mean it. We’ve made a pledge to our customers to put them first in everything we do. We are dedicated to going the extra mile and we’ll resolve your issue with a smile. This is how we ensure our customer’s have a great experience – every time. Reliability and responsiveness from a local, Texas-based company.

- 24x7 Texas-based customer service
- We will do what we say we’re going to do
- 30-day money back guarantee
- On-time guarantee
- Easy to understand bill
- No mandatory contracts
- Service calls within 24 hours
- We’ll make every effort to resolve your issue the first time
# TABLE OF CONTENTS

<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>How To Use Your Grande Remote</td>
<td>2</td>
</tr>
<tr>
<td>How To Use Your TiVo Remote</td>
<td>3</td>
</tr>
<tr>
<td>Your TiVo Service</td>
<td>4</td>
</tr>
<tr>
<td>Multi-Room DVR Powered by TiVo</td>
<td>5</td>
</tr>
<tr>
<td>Finding, Recording and Watching Shows</td>
<td>6</td>
</tr>
<tr>
<td>Getting Recommendations</td>
<td>7</td>
</tr>
<tr>
<td>Streaming Video Applications</td>
<td>8</td>
</tr>
<tr>
<td>Grande2Go</td>
<td>9</td>
</tr>
<tr>
<td>Your Grande TV Service</td>
<td>10</td>
</tr>
<tr>
<td>Video On Demand</td>
<td>11</td>
</tr>
<tr>
<td>HD Programming &amp; Grande DVR</td>
<td>12</td>
</tr>
<tr>
<td>Troubleshooting Tips - TV &amp; TiVo</td>
<td>13</td>
</tr>
<tr>
<td>Your Grande Internet Service</td>
<td>14</td>
</tr>
<tr>
<td>Email &amp; Online Security</td>
<td>15</td>
</tr>
<tr>
<td>Your Grande Phone Service</td>
<td>16</td>
</tr>
<tr>
<td>Online Phone Manager &amp; Voicemail</td>
<td>17</td>
</tr>
<tr>
<td>Troubleshooting Tips - Internet &amp; Phone</td>
<td>18-19</td>
</tr>
<tr>
<td>Paying Your Bill</td>
<td>20</td>
</tr>
</tbody>
</table>

Need help or want more information? On [mygrande.com/customer-service](http://mygrande.com/customer-service) we provide detailed user guides for all of your Grande services.

From this page you can email or chat with a representative online. If you have a specific technical questions, please call **866-2GRANDE** and we’ll be glad to help you through it.

Grande offers Business Services available for companies of every size. We offer the very best at home and at work. Learn more at [mygrande.com/business](http://mygrande.com/business).
The most essential buttons for total control.

- **SYSTEM ON/OFF**: Will send Power ON/OFF commands for up to five components with one button.
- **POWER**: Press to turn your digital receiver, compatible TV, VCR and other device(s) on or off.
- **DEVICE BUTTONS (AUX, DVD, AUD, TV, CBL)**: Press once to select a home entertainment component to control. **CBL** controls the Motorola or Scientific Atlanta digital receiver.
- **GUIDE & MENU**: Press to access the Interactive Program Guide.
- **INFO**: Press to obtain detailed program information.
- **EXIT**: Press to exit out of your digital receiver’s menu and guide.
- **OK/SEL**: Press to choose options, PPV events and to tune to programs from the Program Guide.
- **DVR & VOD PLAYBACK BUTTONS**: Use these buttons to navigate through your DVR recordings or On Demand programming.
- **ARROWS**: Press to navigate menus and listings and control playback of live TV and recorded programs.

**Programming Your Remote**

1. Turn on the equipment that you want the remote control to operate (Cable box, TV, DVD, etc.).
2. Press the **DEVICE BUTTON** (AUX, DVD, AUD, TV, CBL) and the **OK/SEL** button simultaneously for three seconds. The device LED will turn on indicating that it is ready to be programmed.
3. While the device LED is on press the **CHANNEL UP** or **CHANNEL DOWN** button one at a time or keep it pressed, release the **CHANNEL UP** or **CHANNEL DOWN** button as soon as the equipment turns off. *You can verify you have selected the correct code by pressing the **POWER BUTTON**. If the equipment does not turn back on press the channel up or channel down button once time then press the power button again. Repeat step 3 until the equipment turns back on.*
4. Press the same **DEVICE BUTTON** to save the code. The device LED will blink twice to confirm the code has been stored.
Command your entertainment with the TiVo remote.

START HERE!

TiVo Central
Press the TiVo button at any time to go to the TiVo Central screen. Press it twice to get to your My Shows list from any other screen.

SELECT
In the TiVo menus and program guide, use the arrow buttons to move to the option you want, then press Select.

TV POWER
Turns TV or AV receiver on/off.

THUMBS UP/THUMBS DOWN
Rate shows, collections, or video providers for TiVo Suggestions.

VOLUME
To program Volume, Mute and TV Power buttons, go to Settings > Remote, CableCard, and Devices.

ADVANCE
Move forward in 30-second increments; press and hold to jump to the end.

CONTROL PLAYBACK
Fast-forward, rewind, pause or play in slow motion any live TV and recorded shows.

GRANDE GO
Access thousands of movies, shows and more with Grande’s vast On Demand library.

REPLAY
Repeats the last 8 seconds of the show. Press and hold to jump back to the beginning.

Sort and filter views. Look for the on-screen tip.

Programming Your TiVo Remote

Programming TV Power & Volume Functions

1. Go to TiVo Central and select “Settings & Messages”.
2. Select Settings > Remote, CableCARD & Devices > Remote Control Setup.
3. Follow on-screen instructions.

Visit mygrande.com/customer-service you can find detailed user guides for your Grande or TiVo remote!

Need help? Visit mygrande.com/customer-service for more support.
Say Hello To TiVo!

Register your TiVo account online.

Set up your account on tivo.com to manage recordings, learn about extra features of Grande TiVo Service and get online updates when you schedule recordings.

You will need your TiVo from Grande Service Number (TSN) to complete your registration. To locate your TSN, go to Messages and Settings on the TiVo Central menu. Scroll down to Account and System menu, select System Information, find the TSN assigned to your box.

Expand your entertainment.

Watch videos on YouTube™, listen to a personalized Pandora® station with your favorite music, and explore our large Grande On Demand library. Plus great apps and games from the Opera TV Store like AccuWeather, AP News, River IQ Game, Vimeo and more!

Set up a OnePass and let TiVo do the work.

OnePass tracks down every available episode of a show you want to watch and saves it for whenever you’re ready. If it’s not available on TV, OnePass will find episodes for you from your on-demand library (if available) and streaming services like Netflix. You’ll find them all organized for you in a customizable playlist. When you’re ready to binge, TiVo has it all cued up. Visit mygrande.com/tivo to learn more about these features.

Watch your shows in any room with Multi-Room TiVo Service.

To watch a recorded show in a different room: press the TiVo® button on the TiVo box in the room of your choice. Select the recorded show and enjoy!

Turn your iPad or mobile device into a remote control.

Download the TiVo® App from the iTunes® AppStore or Android Marketplace to discover new content, view guides, schedule recordings and get recommendations.

Not at home? Register your TiVo online and take advantage of our Remote Scheduling feature to find shows and schedule recordings online using a computer or your smartphone.

From your PC or Mac, go to tivo.com. If you’re using a mobile device, go to tivo.com/discover/mobile. Click on the Find TV Shows tab, sign in, and select the TiVo box that should receive the recording request.

Press the button on your remote to access TiVo Central. Check out the How-To Videos on mygrande.com/tivo.
Brings the Joy of TiVo to every TV in your house.

With a Multi-Room DVR powered by TiVo you can schedule and manage all your recorded shows, and if you connect addition HD receiver(s) powered by TiVo you can watch all your recorded shows on any TV in your home.

Endless entertainment — all from one little box.

- Record, play, pause and rewind your favorite movies, sports and shows, plus access to online entertainment.
- Record up to (4) shows at once with a 4 tuner DVR or up to (6) shows with a 6 tuner DVR while watching another previously recorded show.
- Max Hours: (4) Tuner DVR has up to 45 hours of HD programming or up to 400 hours of SD programming. (6) Tuner DVR has up to 150 hours of HD and 1,200 hours of SD.

Experience Grande On Demand.

Your TiVo integrates Grande On Demand into TiVo’s search, browse & discover tools so it is easy to find your favorite TV shows and movies any time day or night. The fastest way to access the Grande On Demand library is to press the ON DEMAND button on your remote control.

You can also get to Grande On Demand from the TiVo menus. When using TiVo with HD menus, from the TiVo Central screen choose Find TV, movies & videos then Grande On Demand. When using TiVo with SD menus, on the TiVo Central screen choose Grande On Demand.

Need help? Visit mygrande.com/customer-service for more support.
Finding and Recording Shows

Search & Record: Find what you Love to Watch

From the TiVo Central screen, select Find TV, movies & videos, then select Search. Enter a few letters of the show title or actor name, and the TiVo service searches across TV, On Demand and Web to find matches. When you find something you like, select it to see the show’s information screen, then choose Get this show. You can record a single episode (select Record next episode) or every episode in the series (select Get a Season Pass).

WishList® Searches: Find Shows that Match your Areas of Interest

Search by actor, director, keyword or category, and every time a show’s title or description matches your criteria, it’s recorded for you. To get started from the TiVo Central screen, select Find TV, movies & videos, then select WishList saved searches.

OnePass® Recordings: Record Every Episode of a Show

Select Get a OnePass from a show’s information screen and every episode of the series will be recorded, even if the date or time changes. You also have the option to add episodes that might be available through Grande On Demand or via streaming services such as Netflix.

Guide: Find out What’s on TV Now or Later

Press the GUIDE button on your TiVo remote to find what’s on right now, and what’s coming up. Use the arrow keys to move around the guide. Press FORWARD and BACK to move right or left one page at a time. Press ADVANCE to move 24 hours ahead and REPLAY to move 24 hours back.

Recording Options: Get Exactly the Results you Want

You can choose whether or not to record re-runs, how many episodes of a series to keep, or even when to start or stop recording (a little early or a little late). Just choose Options when you set up a single recording or a Season Pass recording.

Watching Shows

Live TV: Return to Live TV at Any Time

Press the LIVE TV button on your TiVo remote to watch live TV. Press LIVE TV again to switch tuners. While watching live TV, you can PAUSE, REWIND, and PLAY the video in slow motion.

My Shows: All your Recorded or Downloaded Programs

My Shows is the first menu item on the TiVo Central screen. This contains your recorded and downloaded shows and all of your TiVo recommended shows (TiVo Suggestions).

Hint: You can get to the My Shows list by pressing the TiVo button on your remote control twice.

Parental Controls: Controlling Access is Easy

Restrict access to shows based on rating or simply restrict certain channels. From the TiVo Central screen, select Settings & Messages > Settings > Parental Controls.
Getting Recommendations

Discovery Bar: Get Personalized Recommendations

The Discovery Bar is the bar of thumbnail images across the top of TiVo Central and most other TiVo with HD menu screens. The Discovery Bar helps you find new shows based on what shows you rate with the THUMBS UP and THUMBS DOWN buttons on your remote control. And it doesn’t contain only shows. You’ll also find thumbnails for actors, collections of related shows, and more. Press the UP arrow to move up to the Discovery Bar, then the LEFT and RIGHT ARROWS to move around. Press SELECT on an image that interests you to open an information screen about that item.

TiVo Suggestions: Record Shows that Match your Preferences

Based on the ratings you give shows and movies, TiVo Suggestions automatically selects and records new content for you. It’s a great way to make new discoveries. Don’t worry, TiVo Suggestions won’t override your own recordings or steal valuable disk space. If you choose to auto-record TiVo Suggestions, you’ll find a list of recorded TiVo Suggestions in your My Shows list. TiVo Suggestions are marked with a Suggestions icon.

Collections: Find Shows Based on Genre or Category

From the TiVo Central screen, select Find TV, movies & videos, then select Browse TV & movies. You’ll find groups of shows on related subject matter recommended by the TiVo Service, partners, or video providers.

Endless Entertainment Possibilities

Stream the Tunes you Love to the Best Speakers in the House

Access the best of internet radio with Pandora® Internet Radio, iHeart Radio & Live 365. Pandora let’s you create custom internet radio stations personalized just for you and Live 365 let’s you stream radio stations from your town and from around the world. You can access all your music options from the TiVo Central screen, choose Music & Photos (for TiVo with HD menus) or Music, Photos & Showcases (for TiVo with SD menus), and select Pandora, iHeart Radio or Live 365. Follow the on screen instructions.

Need help? Visit mygrande.com/customer-service for more support.
STREAMINGVIDEOAPPLICATIONS

Access the most popular streaming video applications directly.
With your TiVo powered DVR or Receiver you get direct access to video on demand applications such as:

HBOGO YouTube NETFLIX hulu

There are two simple ways to access these applications

• Press the TiVo button on your remote. Select Find TV, Movies & Videos
• You can also tune directly from the channel guide
  HBOGO from channel 393
  Hulu from channel 398
  Netflix from channel 399

Signing into the application is easy.

• If you already subscribe to the application you simply log in using your subscription ID and password.
• If you are not a member of either Netflix or Hulu you must first sign up. Note that fees are extra and not part of your Grande service
  Visit www.Netflix.com/Grande
  Visit www.HuluOffers.com/Grande
  If you are not a member of YouTube you can simply sign up
  Visit www.youtube.com

If you are signing into HBOGO, please note that this application does require that you subscribe to the HBO channel with your Grande Cable TV service.

If you are already an HBO subscriber you can simply log in to HBOGO using your MyGrande Member ID and Password

MyGrande usernames would end with “@mygrande.net” or a “@grandecom.net” email address. Your username is the first part of your Grande email address. For example, if your email address is: abc_xyz@mygrande.net or abc_xyz@grandecom.net then your username is abc_xyz.

If you do not have a “@mygrande.net” or “@grandecom.net” email address, please contact our Customer Care Center to create one. If you do not know your password, go to http://mygrande.com/customer-service/faq/account and follow instructions on how to reset.

GRANDE2GOWEBPORTAL

To get started...

You will need to have a MyGrande username to begin using Grande2Go.
Visit grande2go.com
and sign in using your MyGrande username and password.

*grande2go.com will automatically redirect you to the login page.
With Grande2Go, it’s simple to access your shows in a snap!

1. Hover over a program of interest by placing your mouse over the desired show or live TV channel. Click Info. Details about the program will appear, including a **Watch now** button.

2. You will be directed to a new page where you can view the selected show.

3. Select Grande as your cable provider from the drop down menu.

4. You will be prompted to enter your MyGrande username and password.

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**What to Watch**

**What to Watch Now**

- **What to Watch Now** is the first screen you’ll see when you open the Grande2Go app.
- Choose from **Live TV, Movies, Popular TV, Sports** and **Kids** categories.

**Managing Your Shows**

- **On your mobile device**, tap **Manage/More**, then tap the **To Do List** tab.
- Tap a show title to get information about it. From there, you can set up or cancel a recording, get or modify a OnePass, view upcoming episodes, explore the show, change recording options or more.

**Use as a Remote Control**

Use the Grande2Go app to control live TV and recorded shows, whether they are streaming to your mobile device or on your television, or to navigate between your TiVo menus.

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Interactive Program Guide

Go everywhere with the push of a button.

Your interactive program guide lets you see what’s on TV, access program information, record shows or movies (with DVR feature) and purchase pay-per-view movies or events, all with the click of a button. This guide also lists programs and program information for every channel up to 7 days in advance.

To Access the Interactive Program Guide simply press the GUIDE button on the remote.

Setting Parental Controls

Parental locks allow you to restrict viewing and purchases of TV programming based on viewing preferences. You can rest assured your children only have access to what they should. Block access to adult programming by title, TV rating and even hide adult titles from being displayed on-screen.

To create a Parental Control PIN

1. Press the GUIDE button and then the SETTINGS button on the remote.

2. Use the UP/DOWN, LEFT/RIGHT arrow buttons to highlight Block:PIN and then press the OK/SEL button.

3. Highlight Enable and press the OK/SEL button.

4. Enter your four-digit PIN. And if you ever need to change your PIN, simply follow these same steps.

Turning Parental Control On

1. Press the SETTINGS button.

2. Highlight Turn Off/On Parental Control.

3. Press the OK/SEL button to change settings ON or OFF. Then enter your PIN.

Need help or want more information on parental controls? Visit mygrande.com/customer-service for more support.
Video On Demand

Watch what you want, when you want.

Grande’s On Demand lets you choose from thousands of movies and programs, many of them free. Use your remote to pause, rewind or fast-forward your program, similar to how you use a DVR or DVD. And, if you have HBO, Showtime, Cinemax or Starz, you can enjoy On Demand programming from those channels as part of your service.

To access Video On Demand with Grande TV service, simply tune to channel 1! From there you can browse through thousands of titles and choose what you want to watch instantly!

Watching Video On Demand with TiVo

Your TiVo integrates Grande On Demand into TiVo’s search, browse and discover tools so it is easy to find your favorite TV shows and movies. The fastest way to access the Grande On Demand library is to press the ON DEMAND button on your remote control.

You can also get to Grande On Demand from the TiVo menu. When using TiVo with HD menus, from the TiVo Central screen choose Find TV, movies & videos then Grande On Demand.

When you subscribe to Grande Premium Channels (HBO, Cinemax, Showtime, Starz and Encore), you also get them On Demand, so you never have to miss the movies and original programming you want to see!

Need help? Visit mygrande.com/customer-service for more support.
YOUR GRANDE TV SERVICE

HD Programming

Catch every stunning detail.

Grande’s HDTV service delivers movie theater quality to your living room with Dolby® Digital 5.1 surround sound and 1080i transmission for crystal clear picture resolution. That’s ten times sharper than standard definition TV and a 33% larger wide-screen image. Our HD service includes your favorite broadcast channels as well as many more popular channels.

• Enjoy over ten times the image clarity for the shows, sports and movies you want.

• Many HD shows are available for free as part of the Grande channel lineup, plus lots more in the Grande On Demand library.

• Gain access to even more HD channels when you subscribe to Grande’s premium channel packages such as HBO, Cinemax, Showtime and Starz!

• Watch more of your favorite channels and shows with a wide variety of sports, family programming, movies, news, and more all in stunning HD!

Grande DVR

Take control of how and when you watch.

To record a show, simply hit the GUIDE button on your remote, highlight the show you want, then press RECORD.

• You can even record a program you’re already watching. Just press the RECORD button at any time.

• Play, pause and rewind On Demand shows, your recorded shows, plus live TV! Use the DVR control buttons towards the base of your remote to watch at your convenience.

Need help? Visit mygrande.com/customer-service for more support.
Sometimes signal-reception problems occur and may impair picture quality. These impairments arise for a number of reasons, many of which are outside of Grande’s control. Understanding the appearance of these impairments will help you determine if a service call is necessary.

**Problem: No sound.**
**Possible Cause:** MUTE is accidently pressed on your remote control or television.
**Try This:** Press MUTE on the remote control to restore the volume level.

**Problem: No picture.**
**Possible Cause:** Cable signal may not be reaching your home.
**Try This:** Check the signal on each TV in your home to verify if all TV’s are impacted or just one. On any impacted TVs, check to make sure cables are connected properly and your TV(s) is tuned to the cable channel (3 or 4). If you still aren’t receiving a cable signal on any or all TV’s, please contact Grande Customer Service.

**Problem: Picture or sound quality issues.**
**Possible Cause:** Cable is disconnected or loose.
**Try This:** Reconnect the cable from your wall outlet to the back of your digital receiver. Make sure the digital receiver is ON.

**Problem: REC is displayed on the front LED display on my digital receiver and I cannot change any settings via my remote.**
**Possible Cause:** The record button was pressed on the remote control but there is not a DVR or any other recording device to activate the function.
**Try This:** Press EXIT twice to remove REC. You should now be able to use your remote.

**Problem: Remote control doesn’t work.**
**Possible Cause:** Obstruction between the remote and the digital receiver; the remote isn’t set to Cable TV mode; dead batteries. **Try This:** Make sure nothing is on the digital receiver or blocking a clear line of sight between the receiver and the remote; OR press CBL on your remote; OR change the batteries in your remote control.

**Issues with your TiVo powered box?**
**Check these common network issues first.**

1. **Check that all your power plugs are snug and plugged in.**

2. **Check that all your cables are snug.**
   - Verify that your Ethernet cable is securely plugged in between your modem and router.
   - Ensure that all connections are securely plugged into the TiVo powered box, wireless adapter (a green light should be blinking on the wireless adapter), and any additional equipment used to connect your box to the Internet.
   - Powercycle your wireless adapter by unplugging it and plugging in again.

3. **Powercycle your modem and router by unplugging it for 10 seconds and plugging it in again.**
   - Unplug your modem and router. Wait 10 seconds and plug back in. A full restart may take 30-60 seconds.
   - Also powercycle your MoCA Network Adapter. MoCA is a device that bridges the connection between your Ethernet network and a MoCA network, so that you can access High-Speed Internet in every cable-ready room in your home.
   - After your modem and router have restarted, go to Step 4.

4. **Test your Internet connection using another device.**
   - Using your home computer or any other device used to connect to the Internet, try to access a web page or connect to an online service using your home network.
   - If you cannot get on the Internet with any device in your home, there may be an issue with your Internet service. Please call us for assistance.
   - If you can get online with your home computer or another device, test the connection on your TiVo box.

5. **Test the Internet connection on your TiVo powered box.**
   - From TiVo Central, go to > Settings & Messages > Settings > Network > View Network Diagnostics > Test Internet Connection and follow the prompts to test your Internet connection.
Your Internet service provides you with an online experience that delivers unlimited access to a wealth of resources. You can listen to music channels to suit the tastes of every family member, tune in to local weather, sports updates, and online videos. And all this and is available through your computer.

This guide to Your Internet Service provides you with basic information on setting up individual Internet service like email, webmail, your Grande Home Page, online security, and much more.

**Blazing Fast Internet**
Upload and download in a flash. Grande’s Internet speeds are ideal for watching Netflix, streaming video, playing games and more - without lags or breaks.

**Multiple Devices**
Ultimate bandwidth for homes that have multiple devices. Connect all your electronics at once and enjoy smooth Internet experience.

**Ranked #1 on the Netflix ISP Index!**
The Netflix ISP Speed Index is based on data from the 50+ million Netflix members worldwide who stream TV shows and movies from Netflix each month. This reflects the average performance during prime time of all Netflix streams and is an indicator of the performance typically experienced. A faster network means a better picture quality, quicker start times and fewer interruptions. *Grande is ranked #1 worldwide and well above all of our competitors!*
Sending and receiving email from your home computer has never been easier.

**How to Access your Grande Webmail**

1. Open your Internet browser and go to [http://mygrande.net](http://mygrande.net).
2. Log in, using your Grande username and password.
3. Click on the Email link.
4. That’s it! You are in your Grande webmail.

After logging in once, you will be able to personalize your homepage to see exactly what you want, without logging in again.

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**Your Grande Username**

As a Grande Internet customer you receive up to five @mygrande.net email addresses with your service. The first part of your email address (i.e. the part proceeding the @ sign) is your username. For example if your email address is jdoe@mygrande.net then “jdoe” is your username.

**Forgot your password?**

Visit [http://password.mygrande.net](http://password.mygrande.net) to reset your password.

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**Online Security**

**Now that you are part of the Grande family, you can guard your personal information.**

When you activate your Internet service with Grande you will be sent an email to your Grande email address. This email will contain instructions and the software key to download SecureIT.

SecureIT is an advanced, all-in-one Internet security tool from a leading security software provider that can help protect your computer from harmful viruses, hackers, and privacy threats. SecureIT includes:

- Full anti-virus protection
- A software firewall
- Spyware and pop-up blocking
- Anti-phishing database
- Microsoft Windows Updates Alerting

Need help? Visit [mygrande.com/customer-service](http://mygrande.com/customer-service) for more support.
Stay connected to the most important people in your life.

Welcome to your new Phone service from Grande Communications. We offer a variety of service options and features to meet your specific needs.

**International Calling**

In addition to great domestic long distance calling plans, you will also enjoy amazingly low international rates to over 260 countries. To see a complete list of our international rates go to www.mygrande.com/intlrates.

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Here’s a Quick Guide to accessing some favorite features.

<table>
<thead>
<tr>
<th>Feature</th>
<th>ACTIVATE</th>
<th>DEACTIVATE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Three-Way Calling</td>
<td>Flash</td>
<td>Flash</td>
</tr>
<tr>
<td>Call Forwarding</td>
<td>* 7 2</td>
<td>* 7 3</td>
</tr>
<tr>
<td>Setting Up Speed Dial</td>
<td>* 7 4</td>
<td></td>
</tr>
<tr>
<td>Call Return</td>
<td>* 6 9</td>
<td></td>
</tr>
<tr>
<td>Auto Redial</td>
<td>* 5 9</td>
<td></td>
</tr>
<tr>
<td>Do Not Disturb</td>
<td>* 7 8</td>
<td>* 7 9</td>
</tr>
<tr>
<td>Anonymous Call Rejection</td>
<td>* 7 7</td>
<td>* 8 7</td>
</tr>
<tr>
<td>Access Voicemail</td>
<td>* 8 6</td>
<td></td>
</tr>
</tbody>
</table>
Online Phone Manager

Managing your account is just a click away with Online Phone Manager. You can listen to messages, manage your calling features, view your call history, and much more.

Accessing Online Phone Manager
To access Online Phone Manager go to http://phonemanager.mygrande.net or click on the Online Phone Manager links on the Grande Portal (www.mygrande.net).

The first time you access the Online Phone Manager, you will be prompted for your Grande ID, password, Account Number, and your Account PIN to register your email address.

NOTE: Your PIN can be found in the upper right corner of your monthly bill.

Voicemail

Your Voicemail Service

Your Grande Voicemail service help you never miss an important call, whether you’re out of town or on the other line. With our advanced tools, you can even get email alerts when you have new Voicemail and listen to Voicemail from most Internet-connected devices.

Voicemail is included with our Optimum Phone Service and available as an optional service with our Essential Phone service.

Note: As a default, your new voicemail password will be set to 9999.

Need help? Visit mygrande.com/customer-service for more support.
TROUBLESHOOTING TIPS - INTERNET

Sometimes signal-reception problems occur and may impair picture quality. These impairments arise for a number of reasons, many of which are outside of Grande’s control. Understanding the appearance of these impairments will help you determine if a service call is necessary.

**Problem: The cable modem is not working.**
Normal operating light sequence on our D3 and D2 Arris modems are: Power (solid), US (solid), Online (solid) and Link (blinking).

**Try this:** Your cable modem should operate continuously without maintenance. You can leave the power to the modem on even when your computer is off. If your cable modem isn’t working, try these troubleshooting measures:

1. Check your Grande services. If there is an outage, it may affect all of your services. Please contact Grande Customer Service for outage updates.

2. Check your cable connections. If your coaxial, Ethernet, or USB connections are loose, you may not be able to send or receive data.

3. Reset the modem by unplugging the power to the modem. Wait 30 seconds and then plug it in. If you have a router, unplug the router, wait 30 seconds, and then plug it back in.

4. Some modems have a standby mode. Make sure the modem is not in standby, which is indicated by an LED on the modem. There may be a standby button that has been activated that will cause the modem to lose connectivity.

5. Reboot your computer. Shutting down and restarting your computer may resolve many computer problems.

6. If you have a surge protector, make sure it is plugged in and does not need to be reset.

**Problem: I have forgotten my Password when logging into my Home Page.**

**Try this:** Go to https://password.mygrande.net/ to reset your password.

**How do I power cycle my cable modem?**
When you power cycle your cable modem you are resetting your cable modem which may resolve some connectivity issues. Follow the directions below to power cycle your cable modem:

1. Make sure the coaxial cable is plugged securely into the modem and the wall outlet (a loose connection could result in lost or slow connectivity).

2. Unplug the cable modem from the power source.

3. Leave the modem unplugged for 2 minutes.

4. Plug the cable modem directly into the wall outlet.

5. Wait up to approximately 5 minutes for the modem to regain sync (it usually takes less than two minutes and for many people, it takes less than one minute to gain sync).

6. Check the lights on your modem to ensure the cable lights are steady.

7. If the lights are illuminated, try visiting various Web sites.

8. If you are unable to connect to Web sites, continue to the next step.

9. Properly shut down the computer and turn off the power by pushing the on/off button on the computer.

10. Restore the power and turn on the computer.

11. Try several addresses on the Web.

**Problem: I am unable to login to my home page.**

**Try this:** Verify that you are using the correct username, password, with attention to upper/lower case letters. If this doesn’t work, check another website to verify the Internet connection is working properly. If you still cannot access your home page, please contact Grande Customer Service.
If you are using a Grande Internet Phone Modem, to power cycle you must use a paper clip to hold down the reset button for 6-8 seconds in order to perform a reset.

Note: If you have Grande TV Service, verify you are receiving TV programming with a clear picture. If you are not receiving your Grande TV programming, your data service will not function. Call Grande Customer Service for further assistance.

Problem: No dial tone.
Try This: Check the lights on your phone modem (the device connecting your cable to your phone adapter).

- **Power Light** – should be solid. If not, verify that the device is plugged directly into a working power outlet.

- **DS (Receive) Light** – should be solid. If not, verify that the coax cable and power cord are plugged directly into the device. Unplug the power cord from the device and leave it disconnected for 60 seconds. Reconnect the power cord. If the receive light still does not light up solid, please contact Grande Customer Service.

- **US (Send) Light** – should be solid. If not, verify that the coax cable and power cord are plugged directly into the device. Unplug the power cord from the device and leave it disconnected for 60 seconds. Reconnect the power cord. If the send light still does not light up solid, please contact Grande Customer Service.

- **Online Light** – should be solid.

- **Link (PC) Light** – should be blinking. If not, verify that the Ethernet cable is plugged in to both the cable modem and the phone adapter. If the connected device is capable of speeds over 100 mbps the light will flash green. If not, it will flash yellow or orange. Unplug the power cord from the phone adapter and leave it disconnected for 60 seconds. Reconnect the power cord. If you still do not have dial tone, please contact Grande Customer Service.

- **Telephone 1 Light** – should be steady green when a device is connected. They will blink if the device is in use.

- **Telephone 2 Light** – should be steady green when a device is connected. They will blink if the device is in use. Will be dark if you only have one telephone line.

- **Battery Light** - should be steady green. It will blink if there is a problem with the battery. Your connection should not be affected by the status of the battery light as long as you have power to the phone modem. If the battery light is off, make sure the Modem is plugged in and the battery is securely connected. If the light off or flashing, please contact Grande Customer Service.

Make sure that all phones are on the hook and that cordless phone batteries are charged. Plug the phone directly into the phone adapter to determine if the issue may be related to wiring inside your home. Try to plug a working corded phone into different jacks to find out if the issue is isolated to one phone or jack.

Problem: Cannot Receive Calls.
Try This: Check all phones to be sure that the ringers have not been turned off and to see which phones are affected. You should also make sure that you do not have Call Forwarding or Do Not Disturb features activated. Verify the phone modem is connected to the phone or installation phone jack.

If all phones are affected, please contact Grande Customer Service.

Need help? Visit mygrande.com/customer-service for more support.
PAYING YOUR BILL

Pay your bill, view your statement and go green! You can sign up for **FREE Grande AutoPay** and never miss a payment. Plus, you’ll save time and resources with paperless billing. Set up paperless billing by visiting billing.mygrande.com.

**Grande Payment Options**

**Pay Online**

Save time by viewing and paying your bill online, anytime. Visit mygrande.com/customer-service.

**Pay In Person**

Grande has convenient locations that are available for quick and easy bill payment. For a list of our locations, visit mygrande.com/customer-service. Or, view all locations on the back cover of this booklet.

**Pay By Phone**

Want to phone in your monthly payments? Call **866-2GRANDE**.

**Questions about your bill?**

You can visit us at mygrande.com or call a Customer Service Representative at **866-2GRANDE**. Our friendly, local-based customer service reps are available 24/7 and are happy to answer all of your questions.
GRANDE RETAIL CENTERS

AUSTIN: 911 W. Anderson Ln, Suite 123 | Austin, Texas 78757
CORPUS CHRISTI: 6441 Saratoga Blvd. | Corpus Christi, Texas 78414
DALLAS: 500 Tittle Drive, Suite 400 | Lewisville, Texas 75056
MIDLAND: 3001 Cuthbert | Midland, Texas 79701
ODESSA: 2401 East IH20 | Odessa, Texas 79766
SAN ANTONIO: 6480 N. New Braunfels Ave., Ste #104 | San Antonio, Texas 78209
SAN MARCOS: 341 Carlson Circle | San Marcos, Texas 78666
TEMPLE: 5 Meadowbrook Drive, Suite B. | Temple, Texas 76502
WACO: 7200 Imperial Drive | Waco, Texas 76712

IMPORTANT CUSTOMER INFORMATION

TiVo Service Number: (can be found on the back panel of your Multi-Room DVR powered by TiVo from Grande)

**TiVo Stream Service Number (TSN): (can be found on the bottom of your TiVo Stream from Grande)**

Customer Email Address:

Customer Username:

Customer Password:

Home Networking Password:

Account Phone Number:

Voicemail Password: (default set to 9999)

Account PIN: