



34 Main Street, P.O. Box 349
Prattsburgh, NY 14873

p: 607-522-3747
p: 800-338-3300
f: 607-522-4250

Dear Customer:

Starting December 14th Empire Video will be upgrading the digital TV user interface to a newly enhanced version. The new user interface will appear the first time your set-top box reboots after this date. You may also manually reboot your set-top box after December 14th to upgrade. With this upgrade you will notice many new features included at no extra cost. Below is a preview of the new look with some of the added features overviewed.

Enhanced Interface Look and Feel – The user interface experience will be improved with a new look and feel with an easier to read guide.

New Show Highlight – In the guide you will see a star next to each show that is airing for the first time. Re-runs will not have a star next to them.

DVR/PVR Series Record – Series Record will allow you to record your favorite series without programming your DVR/PVR to record each show. It will record it for you! It will also allow you to choose to record new shows only and not re-runs. Customer must subscribe to DVR/PVR service to use the Series Record feature.



If your set-top box prompts you for an Activation Code after rebooting please enter your 10 digit phone number.

607xxxxxxx

Please contact our office at (800) 338-3300 if you have any questions regarding this update or about any of your Empire services.

Sincerely,

Empire Video Services Corp.

