



CABLE TELEVISION

DVR SERVICE

DVD DEVICE

(See separate sheet for Internet - WiFi Service information.)

The Whaler cable television and internet service is provided by Oceanic Time Warner Cable (OTWC) to all apartments at the Whaler. The Whaler Association of (all) Apartment Owners (Whaler AOA) is the primary contact for Oceanic (OTWC) for property wide cable problems.

The television set(s) and DVD player is provided by the Whaler TIO Association. Cable and the DVR devices are provided by Oceanic (OTWC).

The television(s) in this apartment receive(s) High Definition (HD) television service. (A list of channels is located by each TV set and can be found on this website.)

The living area television (only) is connected to a digital video recording (DVR) device provided by Oceanic. This device is capable of recording your favorite programs. **Please erase your recordings before you vacate the apartment.**

Instructions for operating the Oceanic remote control are located at the TV area with the remote device.

The living area television is also connected to a DVD device with speakers if you rent or bring personal DVDs.

Trouble Call to Oceanic Time Warner Cable Service: Dial 643-0877

If you have any trouble with your Internet or Cable services, please call Oceanic 643-0877 who may be able to assist remotely. In addition, please let the Whaler TIOA Site Office Manager know by calling extension 6017 or by calling the Operator so that we can log it down. We will log all of the issues. If it appears that the same issues are occurring in other TIOA apartments, we will notify the Whaler AOA for a call to the Oceanic Representative for immediate response. **Mahalo for your patience and your assistance.**

Cable Box Power Save Mode: Time Warner Cable is committed to reducing the amount of energy used by customer equipment like set-top boxes and DVRs. With Power Save mode, set-top boxes will enter a very low power state after four hours of inactivity. This is all part of the energy saving trend on the part of Oceanic corporate as well as the cable industry as a whole. Once a set-top box is in Power Save mode, customers can resume watching TV by turning on the set-top box using either the power button on the remote control or on the box. If an owner or guest wishes to turn off Power Save in their Settings menu the following are the 4 simple steps: 1) Press the Settings key on the remote. 2) Scroll to the Timers menu. 3) Select Power Save Mode. 4) Press Select/OK button to set to off.

Cable Related: Owners, Guests, Contractors, and/or any occupant in a unit are reminded to please avoid disconnecting the OTWC cable connection behind the outlet plate, in the units. Doing so affects the cable services for everyone else occupying units above them, in the same stack. **We appreciate your consideration and assistance.**