Frequently Asked Questions

What's new on HMU cable?

- A new scrolling channel guide on the Basic and Expanded Basic tier.
- Eight new channels added to Expanded Basic
  - ★ Bravo ★ MSNBC
  - ★ CSPAN-2 ★ Nat'l Geographic
  - ★ EWTN ★ RFD
  - ★ Hallmark Movie Channel
  - ★ Travel Channel
- The Expanded Basic line up was rearranged.
- Premium channels now appear on the Digital tier.

Why all the changes?

So we can better use the cable system and maximize our product and services including a Digital tier of programming with more channels in HD, an expanded Premium Channel line up, a new channel guide with more functions, digital music and expanded Pay-Per-View options.

Why did (channels) move/change?

This is a good opportunity to rearrange the line up and place "like channels" closer together to make it easier for customers to find similar channels. Sports, movies, kids programs and general entertainment have been grouped together. Plus you'll notice a consistency in the channel numbers between Expanded Basic, HD Basic and Digital Basic.

For example, KETV is still in its usual place on channel 7 in the Basic and Expanded Basic line up. KETV in HD is on channel 107 and KETV Weather Now is on channel 207 on the Digital tier.

The Premium Channels, HBO, Cinemax, Showtime and Starz/Encore were moved to the Digital tier in order to offer more movie screens and a better value for Premium customers. You now get more choices including HD premium channels.

What is on the new channels?

A summary of all the new networks follows.

Why did the channel guide go away on Expanded Basic?

The new interactive guide offers more information and flexibility than the old version. It was necessary to move the guide to a digital service tier. Just like the previous guide, the new interactive guide does require a set top box. In the past, Basic Cable customers or Expanded Basic customers that didn't use a set top box did not have a guide. Now, all HMU customers have access to a program guide via a scrolling guide on Channel 2.

Expanded Basic customers that want the interactive guide can still have one by using a set top box.

What is digital cable?

Sending the programming to you in a digital, as opposed to analog format (think CDs or DVDs versus records or VHS tapes), allows us to use the HMU cable system more efficiently by compacting more programming in the same amount of space used for one analog channel. We can send more content to you when we use a digital signal meaning you have access to more channels with new and different programming than before.

Programming in a digital format can be either standard or high definition (HD). Using a digital service means you can watch more programming in High Definition. The new Digital Basic tier contains 30 new Standard Definition networks with different programming than you will see on Expanded Basic. The tier also contains 19 sports, movie and general entertainment networks that mostly simulcast the Expanded Basic sister channel except the programming is in sparkling HD.

Premium channel customers now receive more movies, events, sports and concerts than before. Also available is a Premium HD tier that contains 5 movie, sports, general entertainment and concerts broadcast in HD 24 hours a day.

What is the 'Digital Gateway'?

The Gateway gives you access to, and is required for, the interactive programming guide, 40 channels of digital music, the Digital tier programming and Pay-Per-View movies and events.

Do I even need a set top box?

It's your choice. Some people want different things from their cable service. If you only want to watch Basic or Expanded Basic cable on your television, you do not have to have a set top box. You can connect the cable coax coming into your home to the back of your television, VCR, DVD or game console and then to your TV. You will then use the remote supplied with your TV, a universal remote control or the buttons on your TV to change the channels. You may have to do a new channel search on your TV after you make this connection to ensure your TV senses all the channels, especially the new ones. Consult your television's guide for instructions on how to perform a channel search.

A set top box is required for:

- The interactive program guide
- The Digital tier of programming and HD Networks
- The HD Premium package
- The digital music
- Pay-Per-View movies and events

Do I need a set top box on every TV?

You will need a set top box on every set on which you want:

- The interactive program guide
- The Digital tier of programming and HD Networks
- Access to the HD Premium package
- Access to the digital music
- Access to Pay-Per-View

Let's say you have a TV set in the garage and only watch Braves baseball games on TBS or Cardinal games on Fox Sports Midwest once in a while during the summer. You would not need a box. Maybe you want Expanded Basic only on the TV set in your kid's room so they can watch the Disney Channel. You would not need a box for that TV. Let's say you want Bloomberg on the TV set at your business. You would need a box. Whether or not you need a box on any specific set depends on what you want to watch on that TV. You have flexibility on what you want to watch and where you want to watch it.

Which set top box do I need?

Which box you choose depends on what you want to watch on any specific set and what you want your box to do. All of the boxes require the Digital Gateway service.

HD / DVR BOX -- You can have a box that passes HD programming and is a dual channel DVR. This box allows you to watch programs broadcast in standard or High Definition. The dual channel DVR allows you to watch one program while recording another. This box will work great for that new HD TV. Most people would probably place a box like this on their main TV. Some will want an additional DVR box on a second set so two people can watch recorded programs at the same time.

HD BOX -- You can have a box that passes HD programming but does not contain a DVR. This box will work great on a main HD TV for the person that does not need a DVR. It can also work on second or third HD TVs you may have in your house but do not need a DVR. Say you want to watch the playoffs in HD but don't need to record the game. This box would work well.

STANDARD BOX -- You can have a box that passes only standard definition service with no DVR. This box will work well for the customer that wants access to the Digital tier of service but does not have an HDTV. Say you want to watch a movie on Hallmark Movie Channel on your second set in the den and don't need to record the movie on a DVR. This box would be a good choice.

Can I mix and match the boxes?

Absolutely. You can now tailor your TV sets to watch what you want to watch, where you want to watch it, and how you want to watch it better than ever.

Can I watch HMU digital cable with one of the new converters I got with my government issued coupon?

No. That box is designed for viewers that use an antenna to receive TV signals over the air. Those boxes are not designed to work with cable systems.

Do I need a set top box to watch premium channels?

Some TVs are equipped with a provision for what is known as a cable card. Cable cards allow premium channels to pass without the use of a set top box. If your TV is equipped with a slot for a cable card and you want Premium channels, you can use the card instead of a set top box. If you use a card, you will receive your premium channels and the 40 music channels but you will not have access to the interactive program guide or Pay-Per-View channels. If your TV does not have a provision for a cable card, you will need a set top box to receive Premium Channels.

Will you be adding more HD channels or a specific HD channel?

We are planning on adding more HD Networks as time goes on but no decisions regarding a specific channel or launch date has been chosen.

Are all programs or networks in HD?

Not all programs on all networks are in HD. The HD premium tier contains five networks that broadcast in HD 24 hours a day.

Where did KETV Weather Now on channel 4 go?

Channel 207 on the Digital tier.

Where did 6$_2$0 on Channel 2 go?

Channel 206 on the Digital tier.

Why did they move 6$_2$0 and KETV Weather Now?

TV stations like to have their channels placed near other broadcast channels. The only fair way was to move all of the broadcast network digital signals to the Digital tier.

I can't find a certain network.

No networks were dropped. It may have moved to a different position. Consult the most recent channel guide.

I'm not seeing the new channels on Expanded Basic.

If your cable is plugged into the back of your TV or you are routing your signal through another device like a DVD player or game console, you will either need to key in the new channel number or perform a new channel scan on your TV so the TV can find the new networks.

HMU's New Cable System

The launch of expanded digital services and HD networks on HMU cable is possibly the most exciting evolution in cable TV in Harlan since we began service 12 years ago.

Coming to HMU this year:

8 new networks on Expanded Basic – more choices on our most popular service
30 new digital networks in Standard Definition – more programming choices
19 new cable networks in High Definition – top cable channels in brilliant HD
5 new High Definition Premium networks - broadcast in sparkling HD 24/7
33 new premium movie channels with 4 simulcast in HD
10 new Pay Per View channels including ESPN Game Plan
40 new digital music channels

Almost 150 new entertainment choices available with HMU cable TV!

HMU cable is flexible.

Choose what you want to watch, when you want to watch it and where you want to watch it.

New services are optional.

You may be happy with HMU Basic or Expanded Basic cable and that's all you want. That's fine. We think that's a good choice too.

Make no decision right away!

Review the channel line up and pricing at your leisure and see what's coming to HMU cable. Talk it over with your family and see what works best for your home. Maybe mom and dad want an HD DVR for the new flat screen HD set in the living room, the Digital Basic to go with the older set in the bedroom and the kids to have only Expanded Basic cable in their bedroom. Or maybe you are happy with just Basic or Expanded Basic. You can have as many services as you want with HMU cable.

Help us help you.

If you want any of the new and enhanced services when they become available later this year, drop off the sign up form at right. Services such as the digital tier and HD programming require a set top box. You can help us get services to you quicker when we launch by letting us know which services you want and how many boxes you'll need. That way we can have them on hand and ready to go.

Thanks for subscribing to HMU cable.

Help Us Help You! SIGN-UP FORM

Name: _____

Address: _____

Phone: daytime_____ evening/cell_____

e-mail: _____

Are you a current HMU cable TV customer? (circle one) Yes No

If yes, which cable TV package do you currently have?
Basic Expanded Basic Premium Channels_____

1) Do you have a High Definition (HD) TV set?
YES -- Then a HD set top box is required on each TV you want to view programs in HD. Digital Tier Programming and the Digital Gateway Service are also required.
NO - Go to question (3)

2) Do you want to record programs in High Definition?
YES -- A dual channel HD/DVR set top box and Digital Tier Programming and the Digital Gateway Service are required.
NO - Go to question (3)

3) Do you want Premium channels? (HBO, Cinemax, Showtime, Starz Super Pak)
YES -- You will need a set top box and the Digital Gateway Service or a cable card equipped TV
NO - Go to question (4)

4) Do you want the Interactive Program Guide and 40 digital music channels and access to PPV with Expanded Basic Cable?
YES - You will need a set top box, and the Digital Gateway Service
NO - Go to (5)

5) If you only want Expanded Basic Programming no set top box is required.

6) Total number of boxes required and type ?
HD/DVR _____ HD _____ Standard _____

Please return to HMU offices at 405 Chatburn Ave., Harlan IA 51537