Troubleshooting and FAQ

How do I reboot my set-top box?
To reboot the set-top box, unplug the black power cord located on the back of the set-top box, wait about 10 seconds, and plug the power cord in. The set-top box will go through a reboot series taking approximately 3-5 minutes.

Channel(s) are not working. What do I do?
Try changing the channel to another channel, then turn back to the channel that was experiencing issues. This may clear up the problem. Check your other set-top boxes to see if there are problems with the channel on the other set-top boxes in your home. If the problem is occurring on all set-top boxes, please contact Customer Service by calling 817-484-2222. If the issue is only occurring on one set-top box, reboot your set-top box. If rebooting the set-top box does not clear up the issue, contact Customer Service at 817-484-2222.

What if I see a snowy screen or blue screen?
Check your TV input to make sure it is set on the correct input for your set-top box.

My set-top box will not respond, what do I do?
The colored LED light on your set-top box power button should flash each time a remote button is pressed. If this happens but the set-top box does not respond to your commands, reboot the set-top box. If you continue to experience problems, please contact Customer Service at 817-484-2222.

The remote control is not working. What do I do?
Make sure there isn't anything between the remote and the remote sensor on your receiver, and that you are within 20 feet of the receiver when using your remote control. Make sure that you are in the appropriate mode. To operate your set-top box, press the STB button on your remote control.

Whole-Home DVR
With Whole-Home DVR, you can record a program in the bedroom and view or delete it in the family room. You can also pause, fast-forward, or rewind recorded shows on every connected TV. With Whole-Home DVR, you have four streams which allows you to record one show while watching another.

Can I record one channel and watch another?
Yes, you can record one channel and watch another. This feature should be activated within 24 hours of installation. If you find that you cannot record one channel and watch another, please contact the office at 817-484-2222.

What do I do if my input gets changed?
Get your original TV remote and push the input button until you get back to the correct input. Some remotes will not have an input button. They may instead have a Source, AV, or TV/ Video button.

Free watchTVeverywhere (WTVE)

When you subscribe to a Pathway TV programming package, you will also have access to watchTVeverywhere absolutely FREE! WTVE streams some of your favorite channels and programming—including live TV and full episodes of current TV shows—to your tablet, smartphone, laptop or PC. And it works from anywhere you have an internet connection!

You only need a Pathway subscription to the network you want to watch. Log in to www.WTVE.net to see the channels that are currently available. Additional channels for WTVE are available that are not listed in this Programming Guide.

Pathway is a TV, internet, and phone service provider.
Please contact us for more information about any of our products and services, and be sure to ask about our current internet specials in your area! We look forward to meeting your changing communications needs.

Pathway

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Call us at 817-484-2222
Visit us online at www.usapathway.com

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DIGITAL TELEVISION

Pathway TV
PROGRAMMING GUIDE

Pathway

Digital Basic Package

SD	Channel	HD	WTVE
	Daystar	2	
	KFWD - SBN	3	
	KDFW - Fox 4	4	
	KXAS - NBC5	5	•
	TBN	6	
	KMPX - Estrella	7	
	WFAA - ABC	8	•
	KDAF - CW 33	9	
	KXTX - Telemundo	10	•
	KTVT - CBS	11	
	KTXA - Texas 21	12	
	KERA - PBS	13	
14	Freeform	406	•
15	WGN America	415	
16	TBS		•
	KDFI	17	
18	HLN		•
19	Lifetime	419	•
20	Nickelodon	80	
	Fox Sports SW	21	•
22	ESPN Classic		•
23	ESPN2	486	•
24	ESPN	485	•
25	Fox Sports 1	489	•
26	FX	426	•
27	The Weather Channel		•
28	Fox Business	73	•
29	CNN		•
30	KAZDT - Azteca	432	
31	FXX	431	•
	USA	32	•
33	Paramount		•
34	A&E	434	•
35	AMC	83	•
36	MSNBC	436	•
37	TNT		•
38	MTV		•
39	BET		•
40	HGTV	440	•
41	E!	441	•
42	Hallmark	79	•
43	VH1		•
44	CNBC	444	•
45	CMT		
46	Cartoon Network		•
47	History	457	•
48	TLC	81	•
49	Inspiration		
	ION	50	
51	Investigation Discovery	456	•
52	GOLF	451	•
53	FOX News	453	•
54	SyFy	454	•
55	TruTv		•
56	Travel	488	•
57	Longhorn		•
58	TV Land		•
59	Disney XD		•
60	Bravo	404	•
	Oxygen	61	•
62	Animal Planet	72	•
63	National Geographic	495	•
64	DIY	70	•
65	FOOD Network	465	•
66	Disney	407	•
67	Discovery	71	•
68	QVC		•
69	Comedy Central		•
74	SEC Network ESPN		•
	NFL Network	75	•
76	NBC Sports	476	•
77	ESPNU		•
	Stadium	78	
82	OWN	452	•
84	Hallmark Movies and Mysteries		
85	Jewelry Television		
86	Evine Live		
87	Light TV		
501	COZI TV		
	THIS	503	
	WFAA AccuWeather	505	
	TJN	506	
	Quest	507	
	KERAK	509	
514	ION Life		
515	QUBO		
520	Antenna TV		

Digital Plus Package

Includes all Digital Basic Channels plus...

SD	Channel	HD	WTVE
200	FYI	400	•
201	BBC		•
204	GSN	205	
212	Discovery Family	412	•
213	TeenNick		
214	Nick Jr.		
219	NickToon		•
231	MTV2	232	
233	Fuse		
234	CMT Music		•
235	MTV Classic		
240	FXM		
241	IFC		•
242	Lifetime Movie Network	442	•
243	WE		
245	Turner Classic Movies		•
250	Discovery Life		•
251	Bloomberg		
254	Destination America	401	•
255	Science	455	•
256	AHC		•
259	Viceland		•
284	ESPNNews		•
287	Outdoor	487	
296	NatGeo Wild	496	•

Music Channels 900-950

Premium Movie Packages

CINEMAX

SD	Channel	HD
300	Cinemax	301
302	Cinemax MoreMAX	303
304	Cinemax ActionMAX	306
305	Cinemax ThrillerMAX	307

HBO

SD	Channel	HD
330	HBO	331
332	HBOFE	333
334	HBO2	335
336	HBO Signature	337
338	HBO Comedy	340
339	HBO Zone	341

SHOWTIME

SD	Channel	HD
350	Showtme	351
352	Showtime 2	353
354	Showtime Showcase	355
356	Showtime Extreme	357
358	Showtime Next	362
359	Showtime Family Zone	363
360	Showtime Women	364
361	FLIX	365
380	TMC	381
382	TMC Xtra	383

starz encore

SD	Channel	HD
310	Encore	311
312	Encore Action	313
314	Encore Classic	315
316	Encore Suspense	317
318	Encore Black	319
320	Encore Westerns	321
322	Encore Family	323
370	Starz	371
372	Starz Edge	373
375	Starz Cinema	374
376	Starz Kids & Family	378
377	Starz Comedy	379

Ask about our "Get It All" Package, which gives you all channels including the Premium Movie Channels for one great price!

HD receivers and DVRs available. All TVs require a receiver in order to view programming. Pathway leases the use of one HD receiver FREE per TV account. Additional receivers are extra. Channel lineup is subject to change.

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