



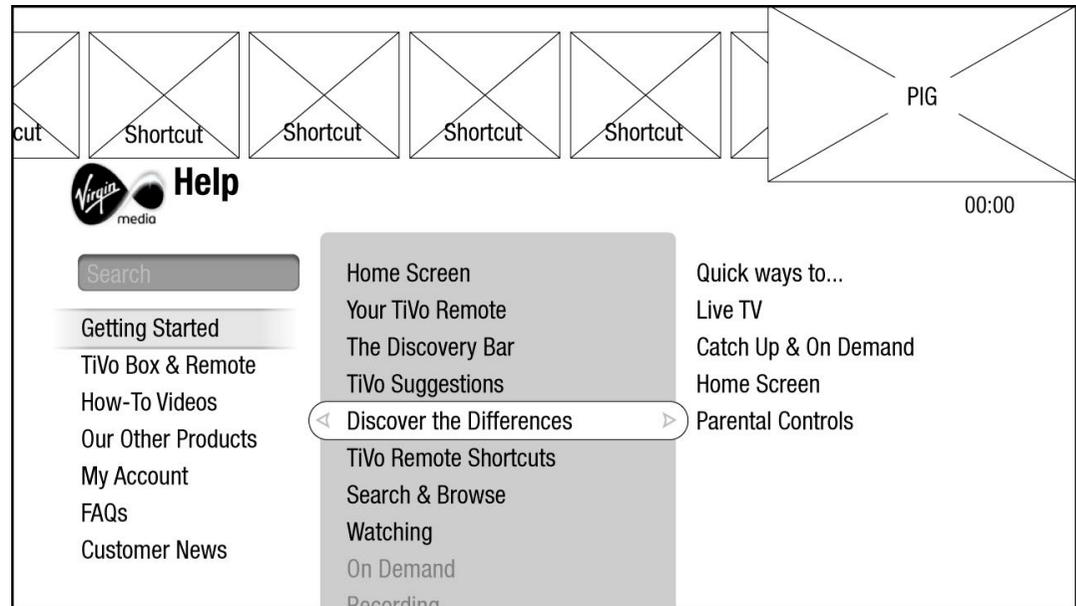
Connected TV Application for TiVo

Help App

UI Design Outline

2 Aug 2013

Overview



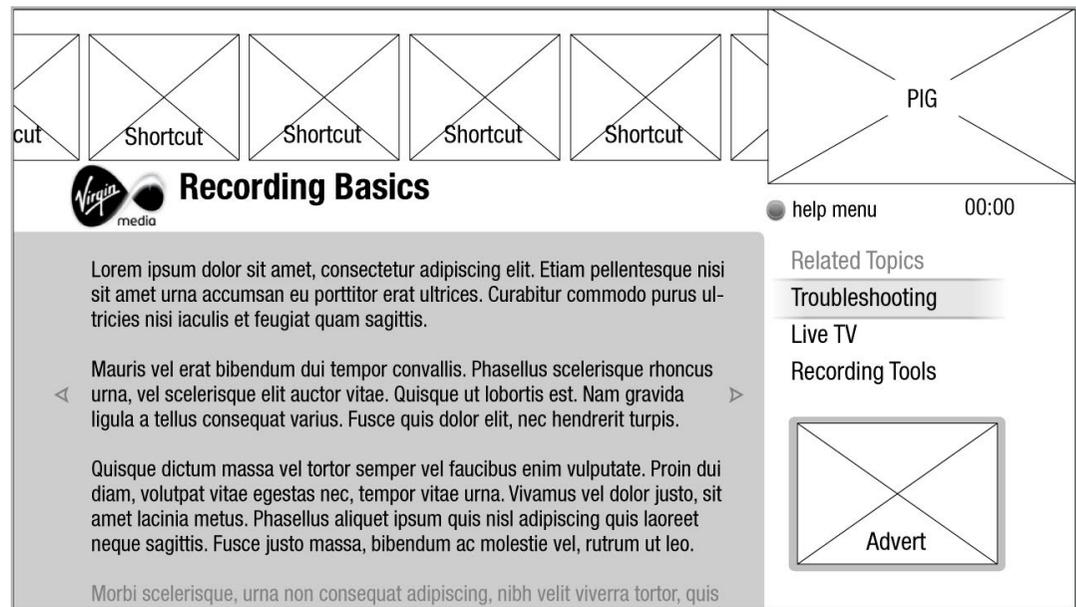
1. Help Menu Screen, showing the search field and a 3 column menu layout.

This document outlines design improvements to the existing TiVo Help App, which are aimed at making the content in the app easier to find, the navigation easier to use, and generally improve the user experience. The aspiration is to provide quick and relevant answers to customer questions thereby reducing calls to Customer Care.

Added to the app is a keyword filter search, a prominent FAQ section, scrollable columns, and 3 column Help Menu Screen (which will be populated with a rewritten 3-level menu structure), and multiple links on the Article Screen which are more meaningful than the “prev” “next” coloured button navigation used in the last version of the app (adding the links do require some layout readjustments to the existing article screens).

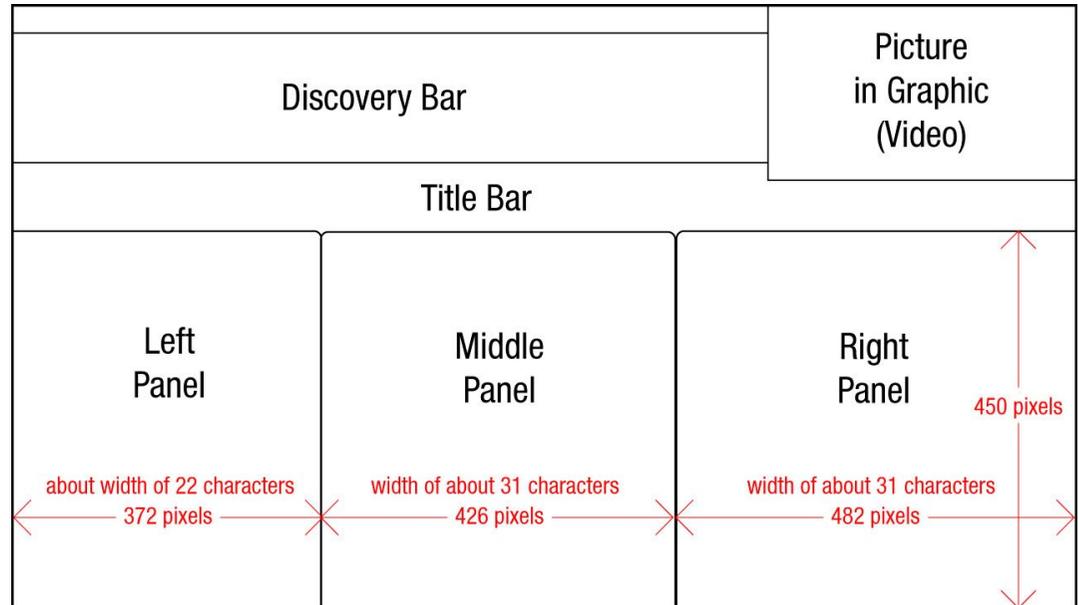
As before there are screens dedicated to navigation and screens dedicated to consuming content, but now all navigation can be seen at a glance on a single screen. With the new Related Topics links on the Article Screen users will also spend less time navigating the menu and can more easily jump from article to article. If the user wants to retrace their steps back to the Home Menu Screen they can keep pressing LEFT (this will take them back through the history stack) or they can press the blue button at any time to get back to the menu instantly.

NB. The menu structure shown in the wireframes has not been finalised and will likely change.

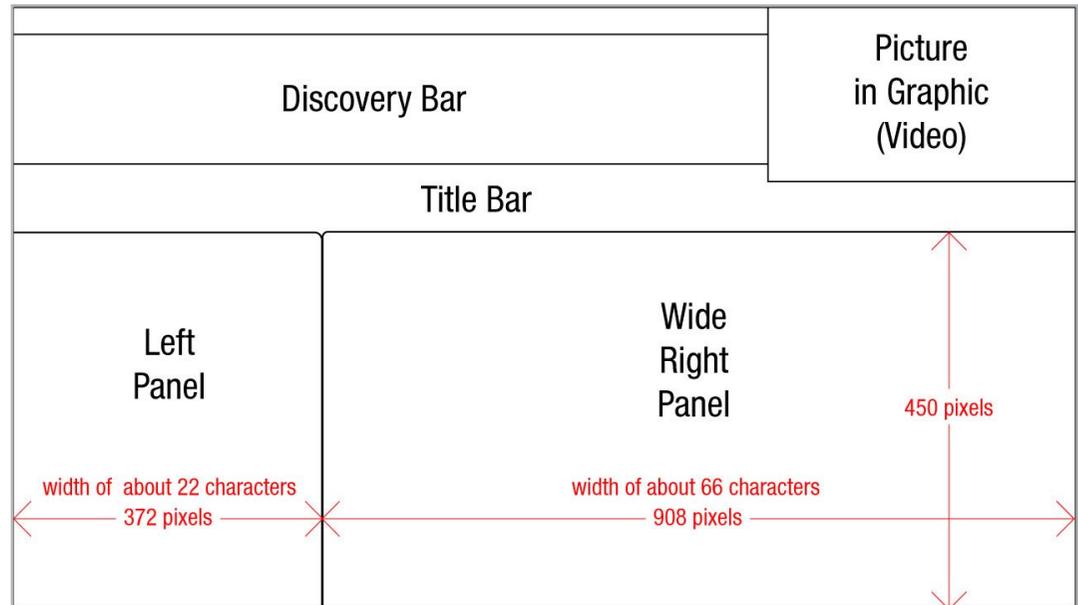


2. Article Screen, showing multiple links at right.

Help Menu Screen

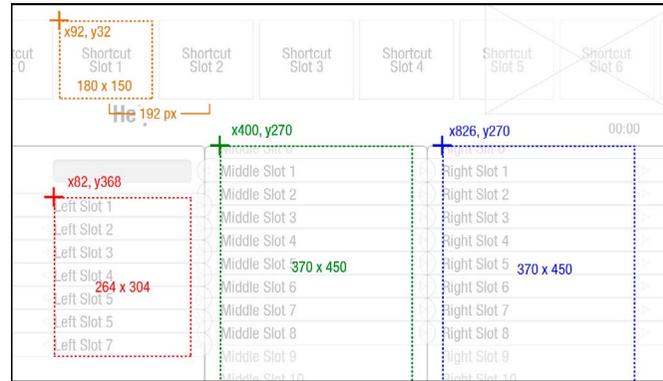


1. 3 column layout. Character widths for each panel are approximate.

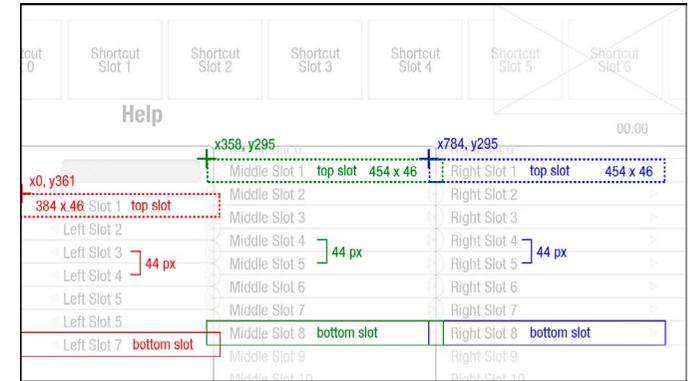


2. Wide right 2 column layout (the wide right panel is intended for the listing of long sentences, such as the questions in the new FAQ section).

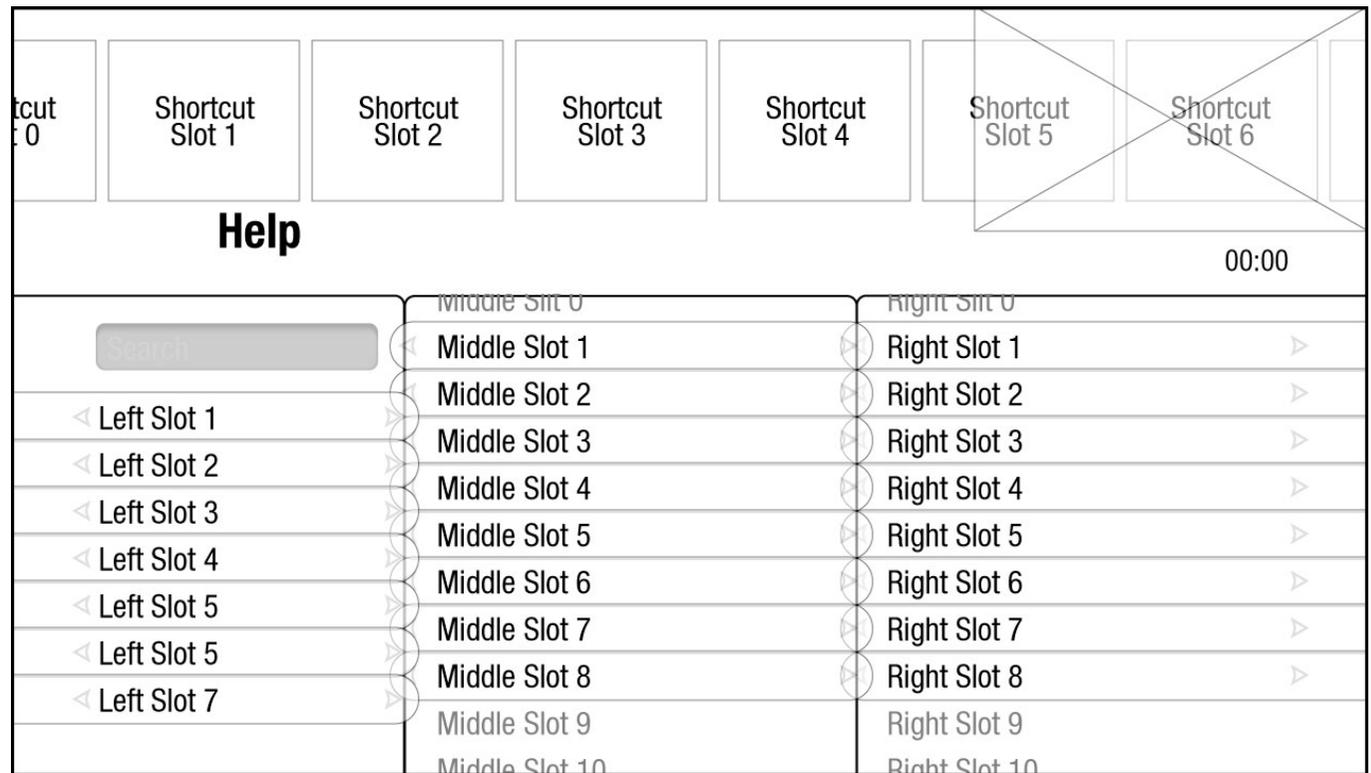
Help Menu Screen



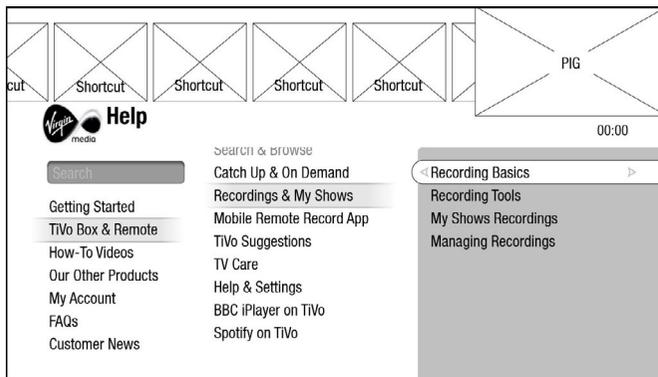
1. Size and positions of the content.



2. Size and positions of the focus graphic.

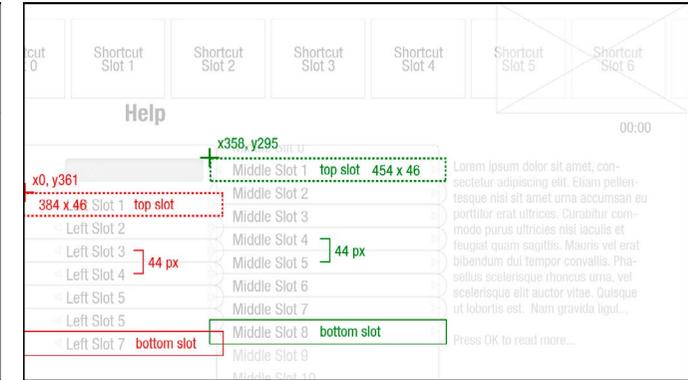
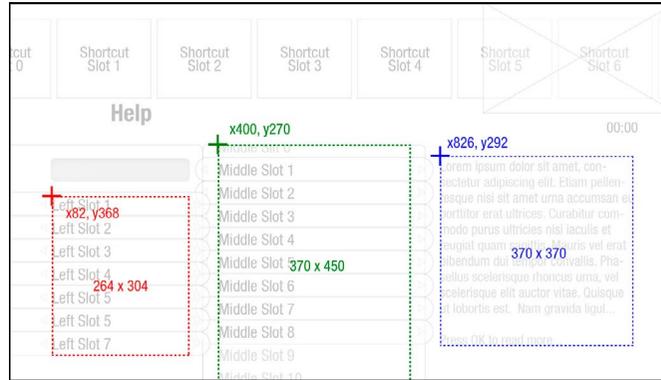


3. The left panel has 7 slots and doesn't scroll. The middle and right panels have 11 visible slots (with slot 0 and 10 cropped by the top and bottom of the panel). If a menu list has more than 8 items the column scrolls. The slots have fixed positions, and when scrolling the list items jump a distance of 44 pixels from slot to slot.



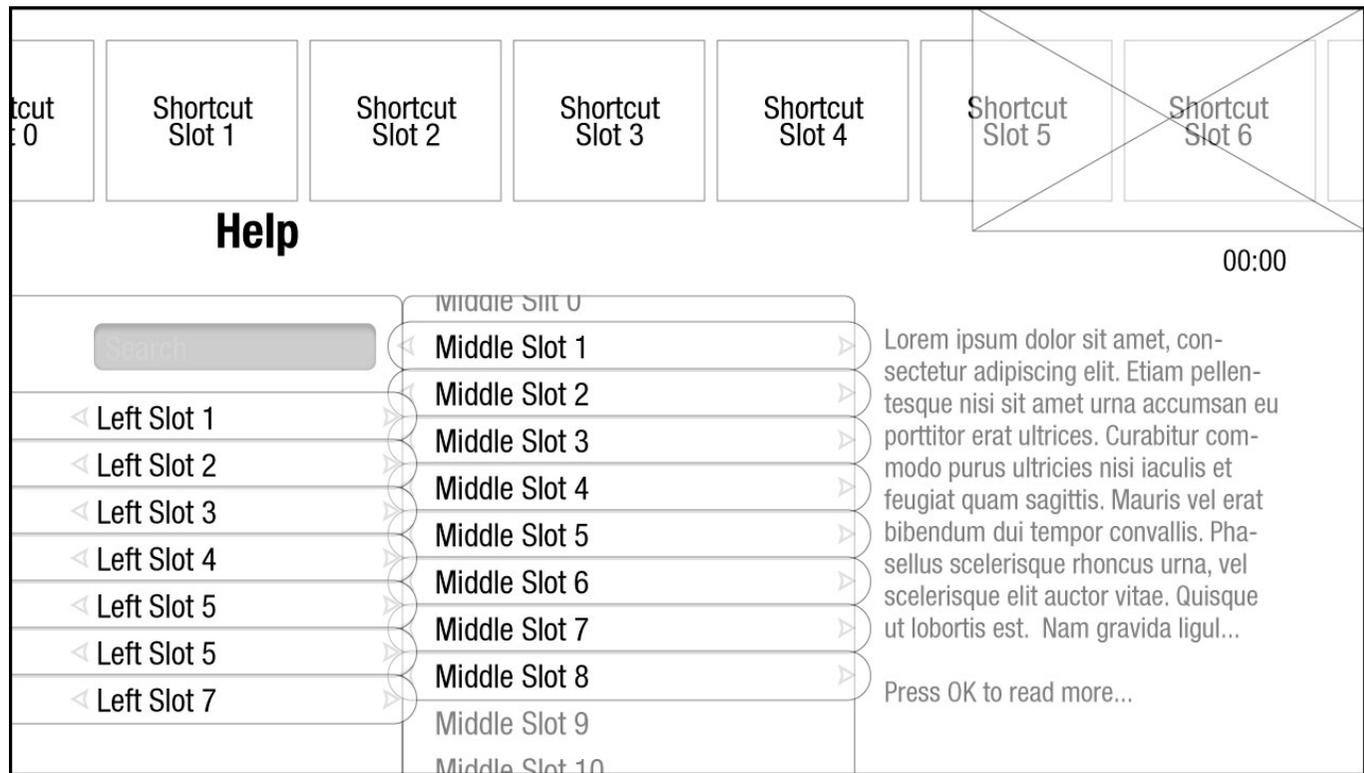
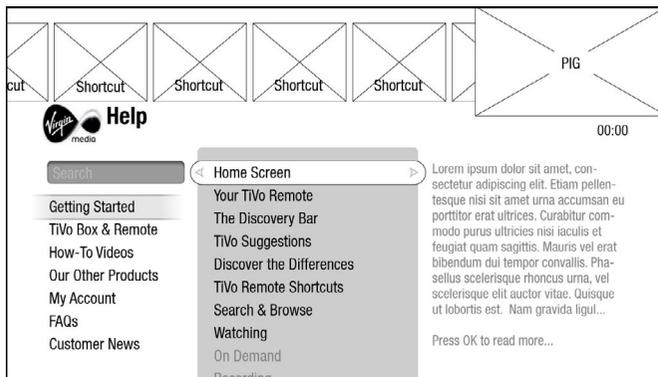
4. Note the breadcrumb trail is indicated by trailing ghosted highlights.

Help Menu Screen



1. Size and positions of the content windows.

2. Size and positions of the focus graphic.

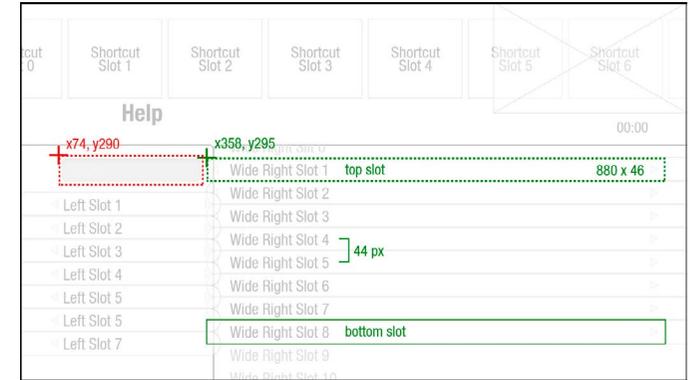


3. When a path to an article is only 2 levels deep the right panel shows the beginning of the article, with a "Press OK to read more..." instruction at the bottom (final line break and truncation will be done manually in the text at this stage).

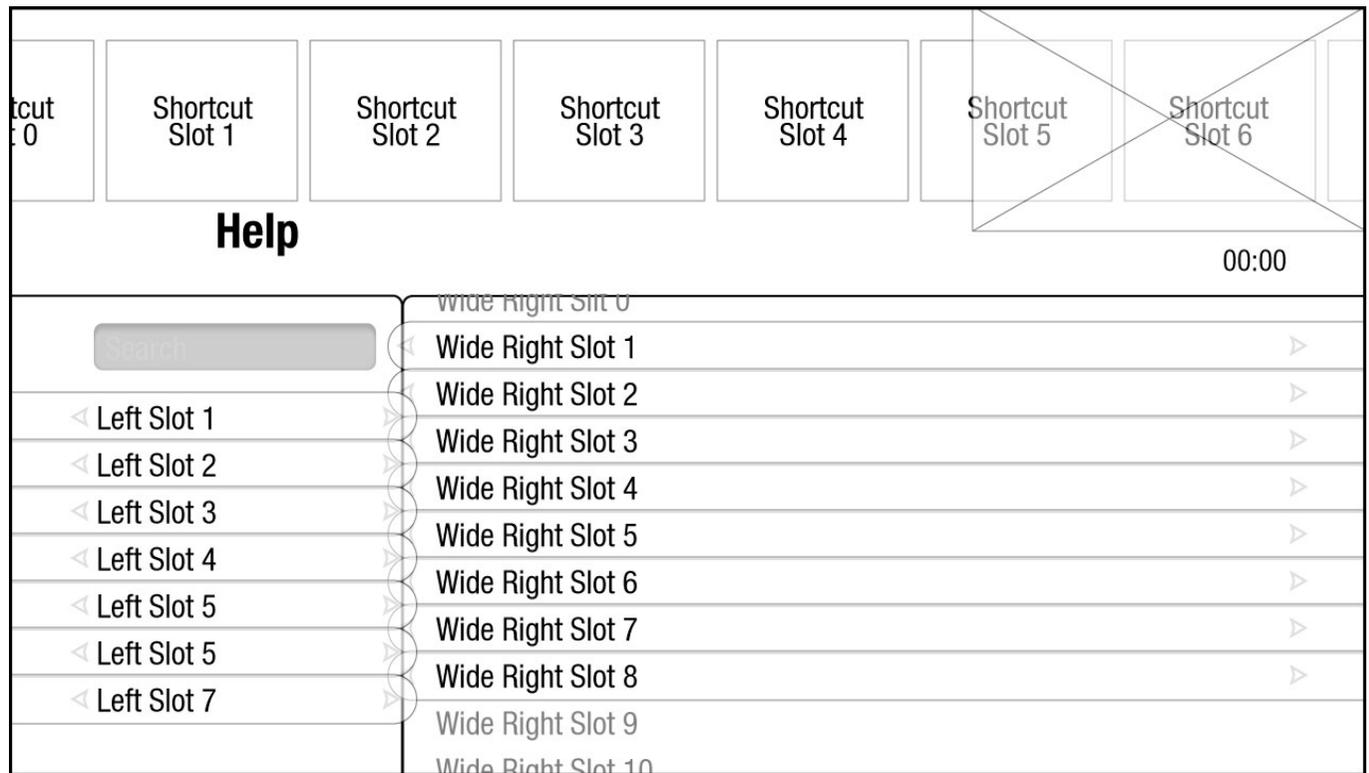
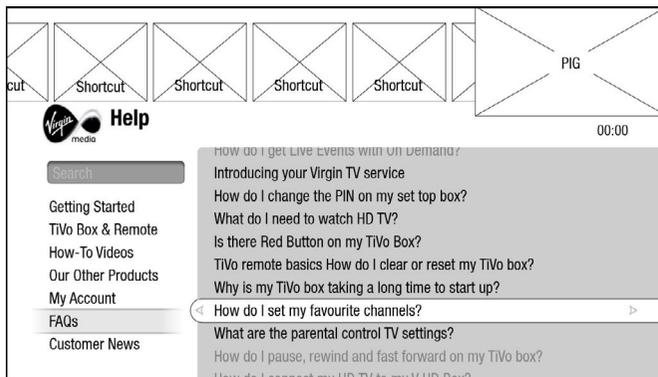
Help Menu Screen



1. Size and positions of the content windows.



2. Size and positions of the focus graphic, including on the search field.



3. 2 levels deep path with a wide right panel as the 2nd column. This layout is used in the FAQ section to accommodate long strings.

Left Panel (level 1)

Wide Right Panel (level 2)

Narrow Right Panel (level 3)

- How do I customise my TiVo remote to control my TV?
 - Can I upgrade my box?
 - Why are some of my channel numbers missing?
 - Where can I get a list of channel numbers?
 - How do I get Live Events with On Demand?
 - Introducing your Virgin TV service
 - How do I change the PIN on my set top box?
 - What do I need to watch HD TV?
 - Is there Red Button on my TiVo Box?
 - TiVo remote basics: How do I clear or reset my TiVo box?
 - Why is my TiVo box taking a long time to start up?
 - How do I set my favourite channels?
 - What are the parental control TV settings?
 - How do I pause, rewind and fast forward on my TiVo box?
 - Why is my TiVo remote not working with my TiVo box?
 - Why are there lights on my TiVo box, but no picture on my TV?
 - How do I record a whole series on my TiVo box?
 - How do I lock or unlock TV channels?
 - How do I fix audio and video problems on my TiVo box?
 - How do I enable subtitles on my TiVo box?
 - What do the My Shows icons on my TiVo box mean?

- Quick ways to...
 - Live TV
 - Catch Up & On Demand
 - Recording & My Shows
 - Parental Controls
 - Mini Guide
 - Quickly get around
 - Jump to the end of lists
 - Skip back a screen
 - Record Suggestions
 - TV Guide
 - Find a specific show
 - Find a show by actor
 - Type faster in Search
 - Not sure what to watch
 - Find a show to record
 - Never miss a show
 - Pause live TV
 - Do an instant replay
 - Scan a show quickly
 - Skip through a show
 - Get more show info
 - Turn on subtitles
 - Catch Up of TV
 - What Are Collections?
 - Pick Of The Week
 - Shortcut to My Shows
 - Play a show or a folder
 - Delete show or series
 - Try our suggestions
 - Fix recordings
 - Sorting shows
 - Adjusting sound effects
 - Turn off Video Window
 - Hide the Video Window

- Remote Basics
 - Control your TV
 - Remote Code Search
 - Setting up for AV device
 - Searching for a code
 - Resetting Your Remote
- About the Front Panel
- About the Back Panel
- Subtitles
 - Audio Description
- TiVo box & Remote
 - Live TV
 - Recording
 - Remote Recording
 - Catch Up & OD
 - My Shows
 - Audio & Visual
 - Apps & Games
 - Network Connections
 - Parental Controls
- About Parental Controls
- PIN check recordings
- Your PIN
- Access to Apps, Games
- Purchase Controls
- Locking channels
- Hiding Adult channels
- The Basics
 - Mini Guide
 - Pause, RWD, F/RWD
 - Recording live TV
 - TV Guide
 - Live Events
 - Info Banner
- Search
 - Browse
 - Wishlist Search
 - Browse TV Guide
- Recording Basics
 - Recording Tools
- My Shows Recordings
 - Managing Recordings
- Mobile Remote Record
 - Mobile App
 - Remote Record FAQ's
- What is TV Care?
 - Resetting your TV PIN
 - Missing Channels
- Help
 - Network Settings
 - Network Remote
 - Messages
 - System info
 - Clear or reset your TiVo
 - Parental Controls
 - Access to Apps, Games
 - Audio and Video
 - Video Settings
 - Audio Settings
 - Rename your TiVo box
- Using BBC Player
 - Parental Control
- Spotify on TiVo
 - Signing in
 - Signing out
 - Using Spotify
 - Using the Star list
 - Listening to playlists
 - Browse albums/tracks

Middle Panel (level 2)

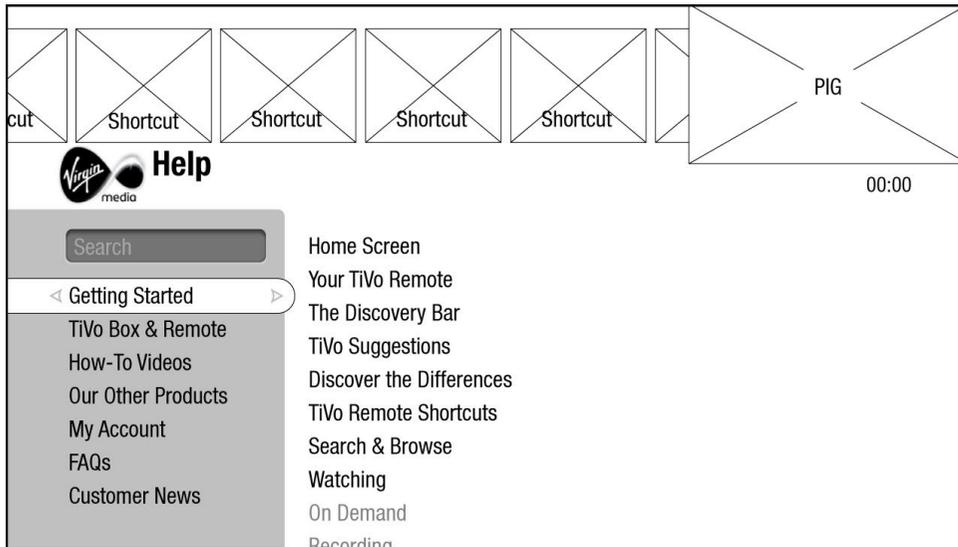
- Home Screen
- YouTiVo Remote
- Discovery Bar
- Suggestions
- Discover the Differences
- TiVo Remote Shortcuts
- Search & Browse
- Watching
- On Demand
- Recording
- Settings
- Use the TiVo remote with your TV
- Using your TiVo remote
 - Your TiVo box
 - Accessibility
 - Troubleshooting
 - Parental Controls
 - Live TV
 - Search & Browse
 - Catch Up & On Demand
 - Recordings & My Shows
 - Mobile Remote Record App
 - TiVo Suggestions
 - TV Care
 - Help & Settings
 - BBCi:Player on TiVo
 - Spotify on TiVo

- FAQs
- Getting Started
- TiVo Box & Remote
- How-To Videos
- Our Other Products
- My Account
- Customer News

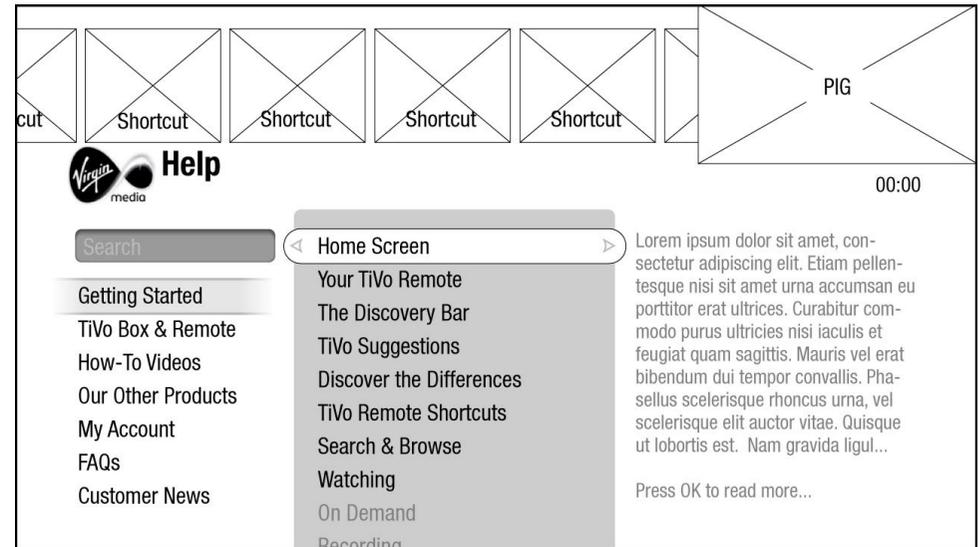
- Watch Live TV
- Control Live TV
- Record Upcoming Shows
- Catch Up TV
- Find your Recordings
- Remote Record
- Delete a Recording
- Search for a Show
- Browse for a Show
- Create Wish Lists
- Suggestions
- The Discovery Bar
- Set Up your Apps
- Broadband Troubleshooting
 - Email Troubleshooting
 - Home Phone Troubleshooting
 - Virgin Mobile-Help
- Your Bill
 - How to Pay
 - FAQs
 - Troubleshooting
- Channel News
 - TiVo Update
 - How To Videos
 - TV Care
 - Programming your remote
 - Red Button News
- Names & passwords
 - Logging In
 - Message Handling
- Your Phone
 - Messaging
- Your first bill
 - Partial month's charges
 - Billing periods
 - Understanding your bill
- Direct Debit
 - Credit or Debit card eBilling
- View Bills online
 - Un-billed usage
 - Braille and large print
 - Since your last bill
 - Direct Debits
- account suspended?
 - received a letter?
 - Bill payments
 - More Billing Help

These are suggestions for a revised menu structure adjusted to a maximum of 3 levels. Wording is not final.

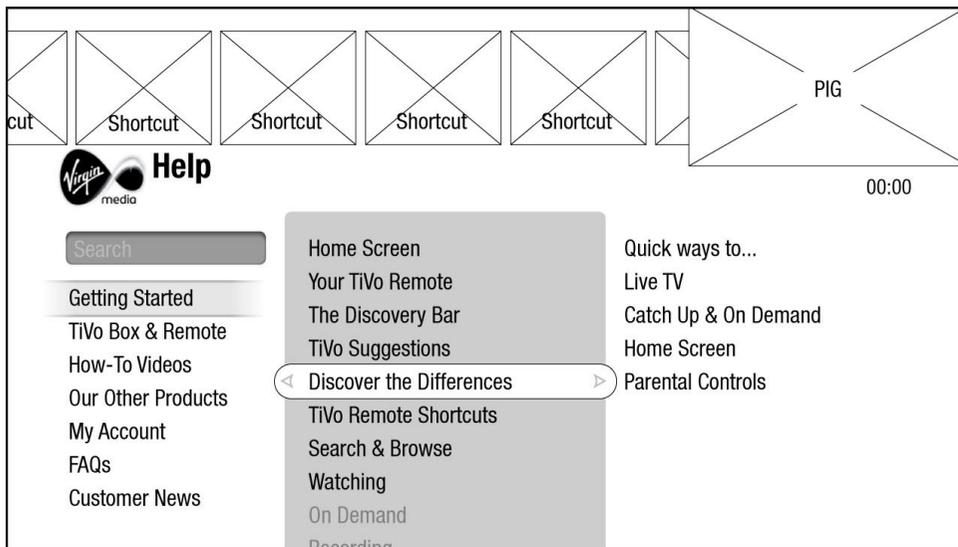
Example User Journey: Navigating the Home Menu Screen



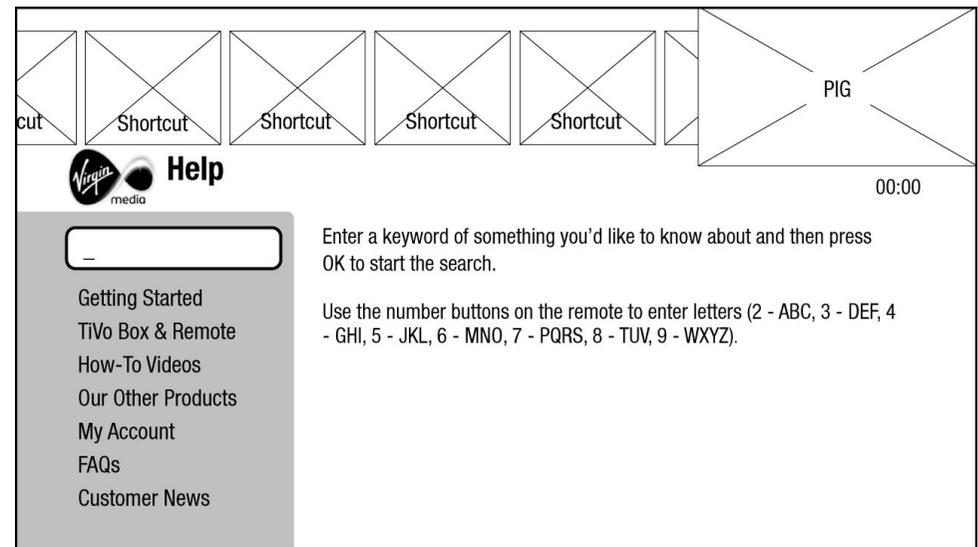
1. The app loads the first menu item underneath the search field in focus. The left panel does not scroll.



2. RIGHT or OK pressed. Focus moves to the second column, slot 1. This menu listing in focus is only 2 levels deep, so the right panel displays preview text.

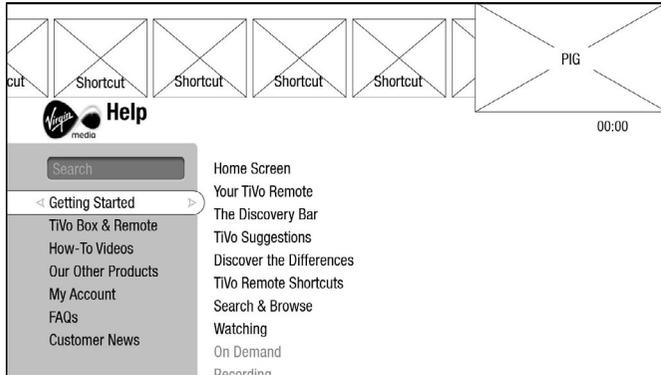


3. The list is scrollable. The menu listing in focus leads to a 3rd level, so an additional submenu appears on the right panel. (nb. items that appear to the right of focus due to UP and DOWN presses are always overridden by user actions so that the UI remains responsive).

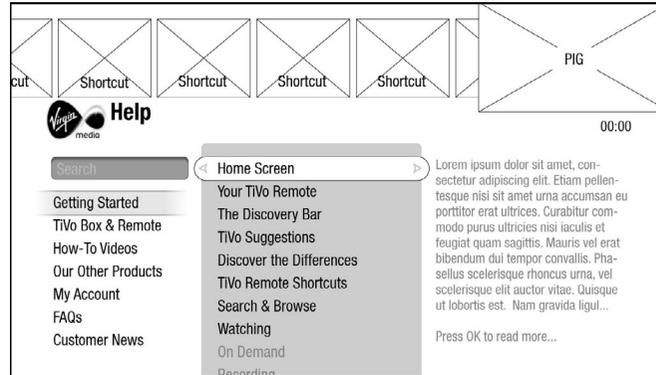


4. LEFT and UP pressed. Focus is on the search text field. Wide right panel displays instructional text. The word 'Search' disappears and is replaced with an underscore, and the ghosted highlight on the left panel disappears.

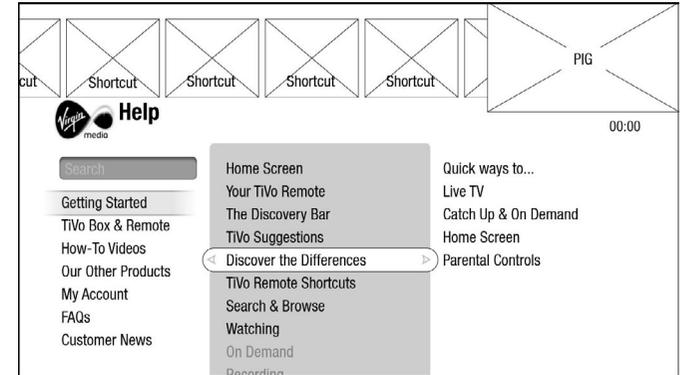
Example User Journey: Navigating the Home Menu Screen



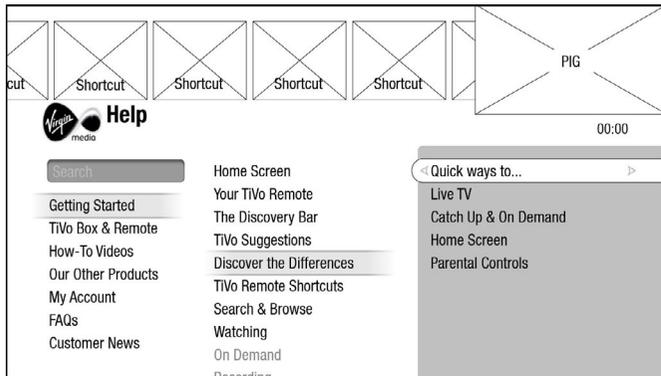
5. DOWN pressed.



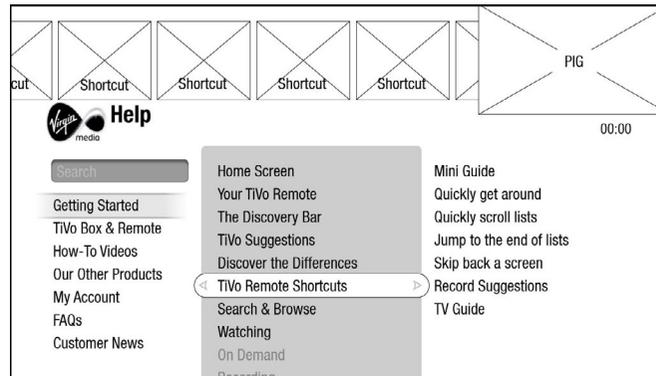
6. RIGHT pressed.



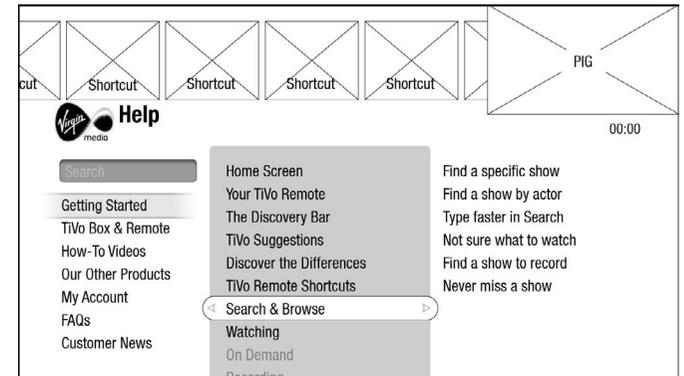
7. DOWN pressed 4 times.



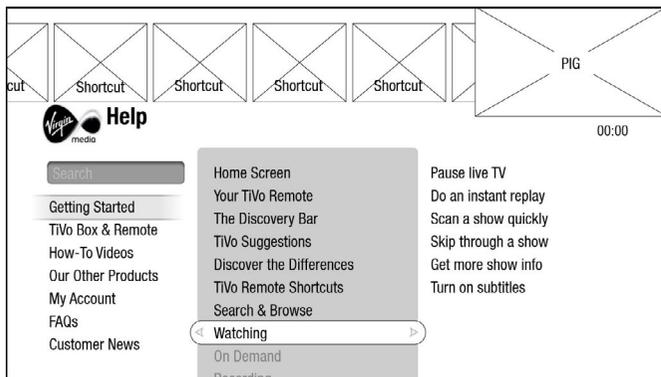
8. RIGHT pressed. Focus on the right panel. An OK or RIGHT press will go to the Article Screen.



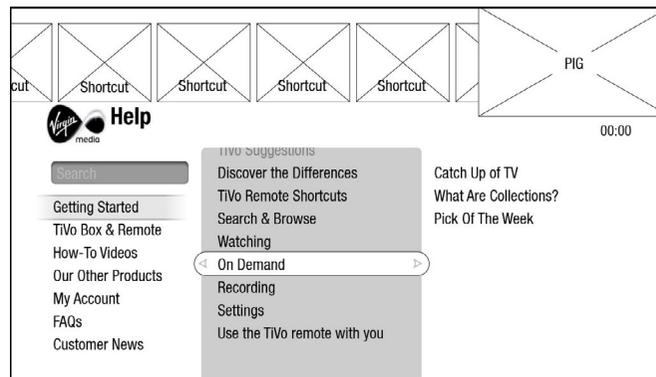
9. LEFT, then DOWN pressed.



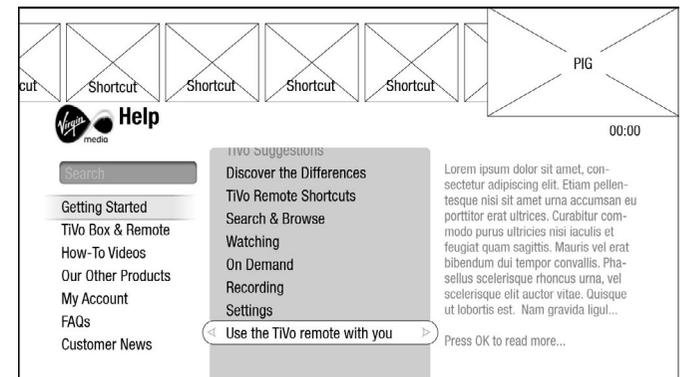
10. DOWN pressed.



11. DOWN pressed.

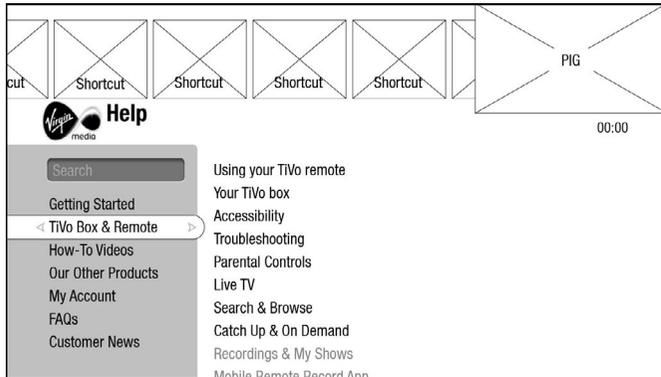


12. DOWN pressed. The panel reveals the next page in the list (nb. the last menu item in the panel will be in slot 8 if the height of the visible list is taller than the selectable list).

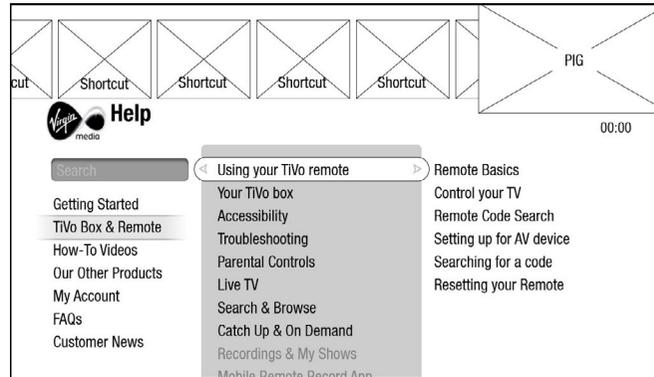


13. DOWN pressed 3 times.

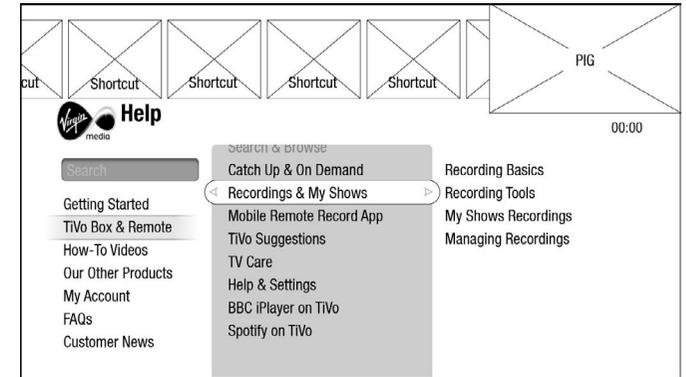
Example User Journey: Navigating the Home Menu Screen



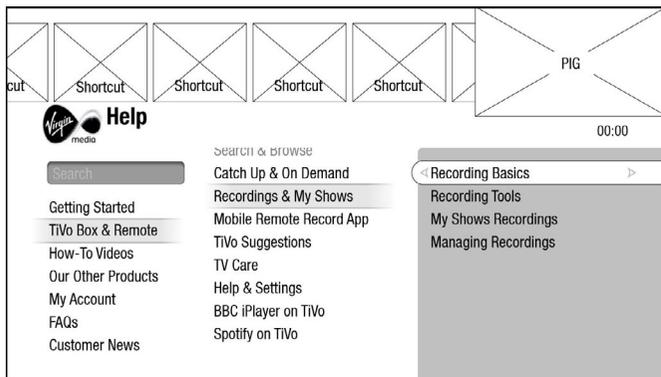
14. LEFT and DOWN. Focus back on the left panel.



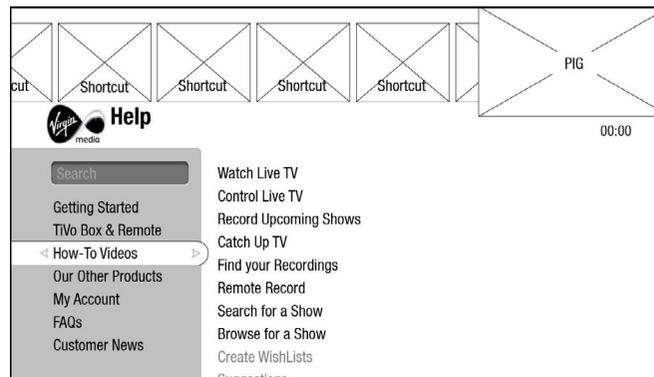
15. RIGHT pressed.



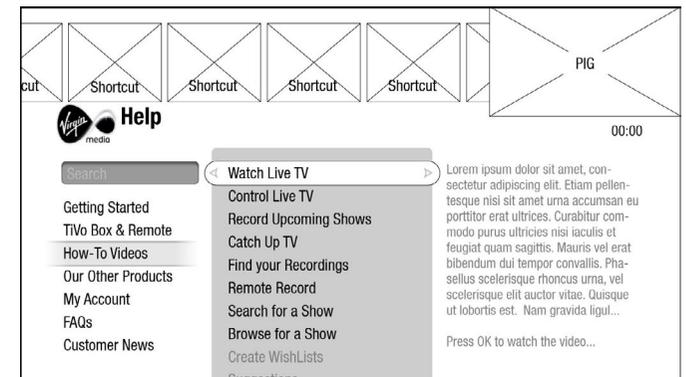
16. DOWN pressed 8 times. List scrolls a page up.



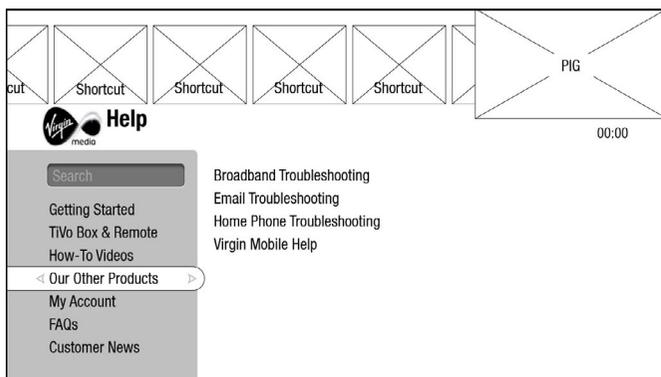
17. RIGHT pressed.



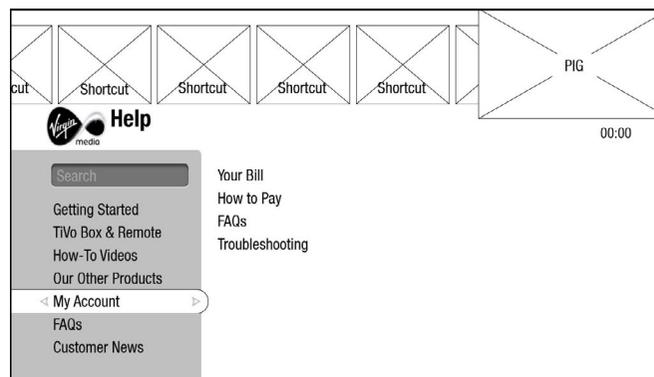
18. LEFT pressed twice, DOWN pressed once.



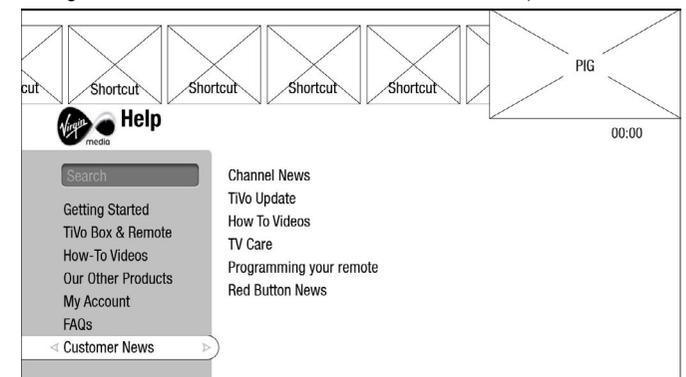
19. List of videos shows a synopsis on the right panel (with the configurable instruction "Press OK to watch the video").



20. LEFT pressed, DOWN pressed. Next main menu item.

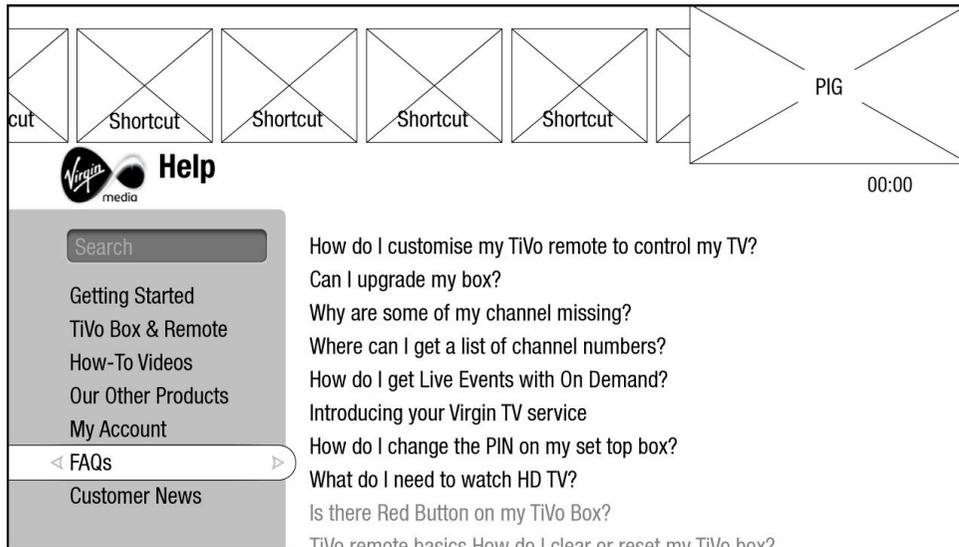


21. DOWN pressed.

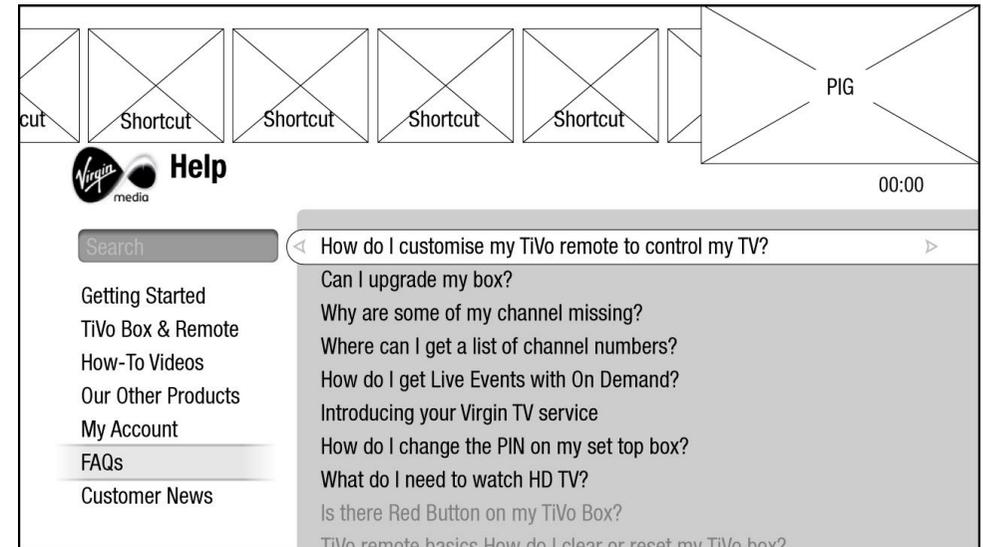


22. DOWN pressed twice.

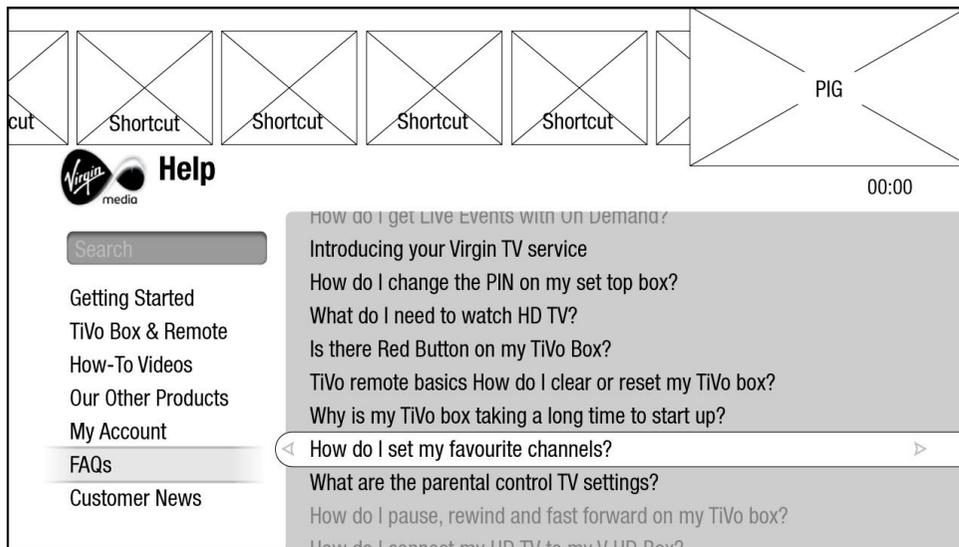
Example User Journey: Navigating the Home Menu Screen



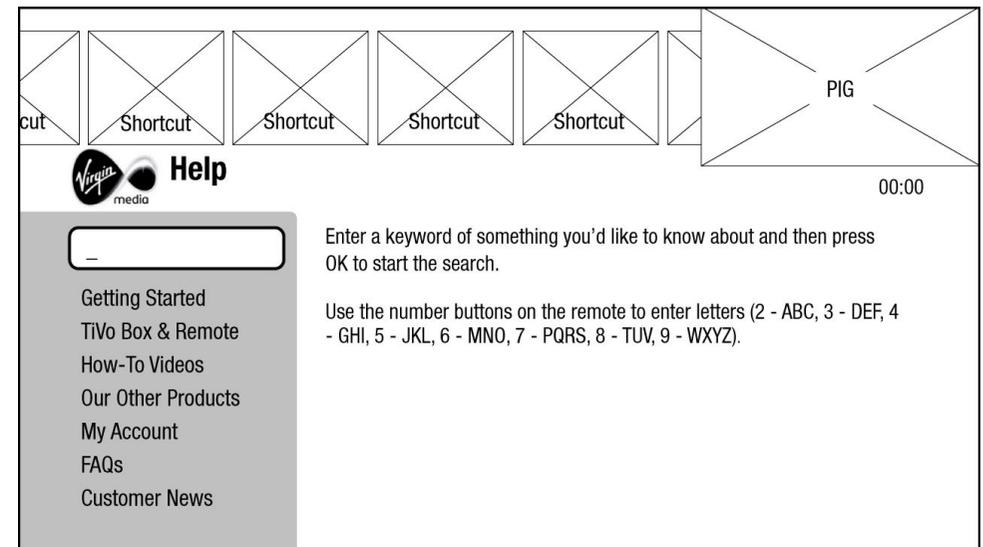
23. UP pressed.



24. RIGHT or OK pressed. Focus moves to the second column (wide right panel), slot 1.

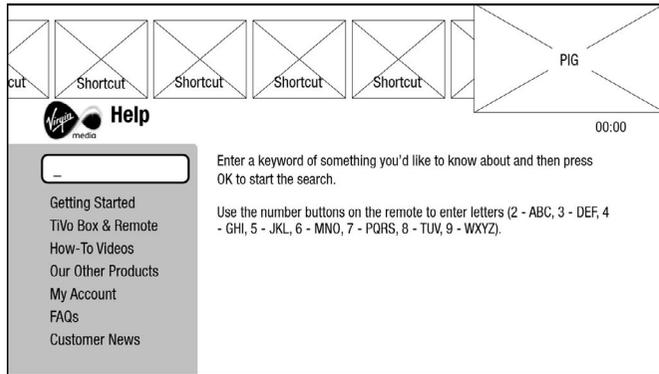


25. The list is scrollable. DOWN pressed 11 times.

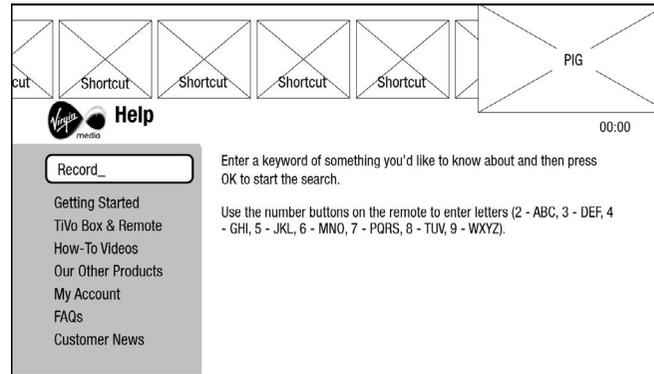


26. LEFT pressed, and UP pressed 6 times. Focus is on the search text field.

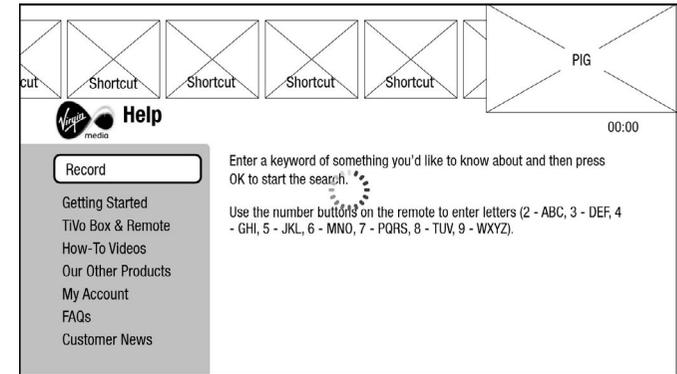
Example User Journey: Searching



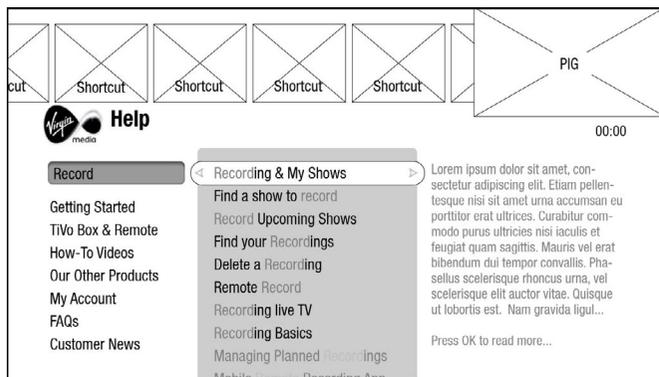
1. Focus is on the search text field.



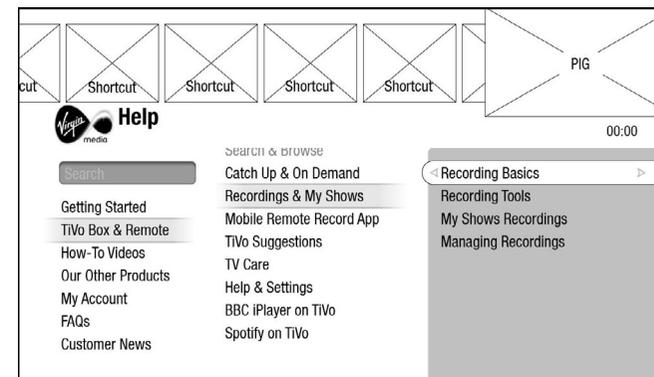
2. The user types using the multitap method.



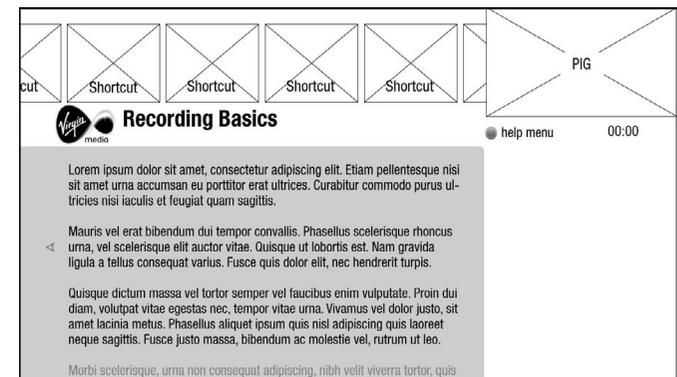
3. OK or RIGHT is pressed. Underscore disappears, and loading graphic displays during the search. The dataset being searched is all the menu listings (save the top level shown in the left panel). If there are no results, a message informing the user will appear in the wide right panel.



4. If there are results returned a search result list populates the middle panel, and the focus jumps to first search result on the middle panel. The search results have the search string emphasised in yellow in every listing. The right panel shows a synopsis associated with the menu item associated with the highlighted search result.

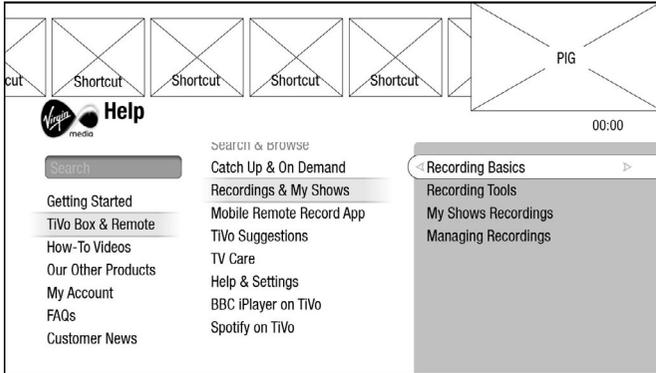


5. OK or RIGHT pressed. The search field resets, the search results list in the middle panel is cleared, and the focus jumps to one level deeper than the menu item that matches the search result (ie. in the above example the search result was a menu item that was not directly linked to an article, so the focus jumps to the first child of that menu item. Refer to slides 10 & 11, where the search result is a menu item directly linked an article. In that case an OK press on a search result goes directly to an article).

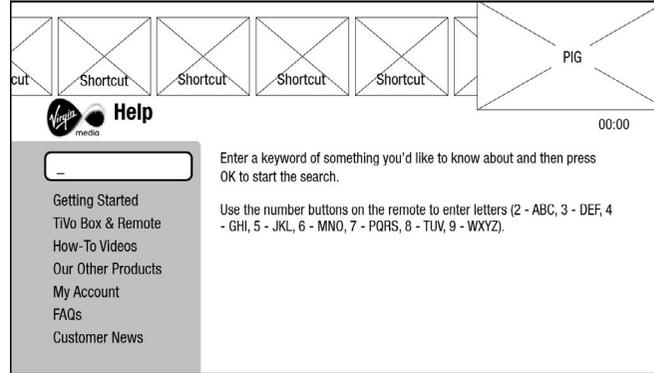


6. OK or RIGHT is pressed to get to the article.

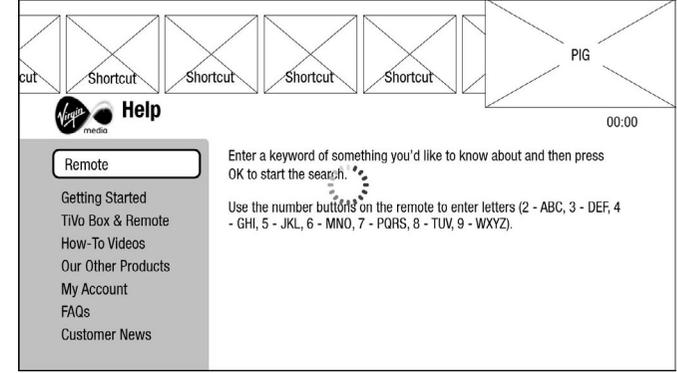
Example User Journey: Searching



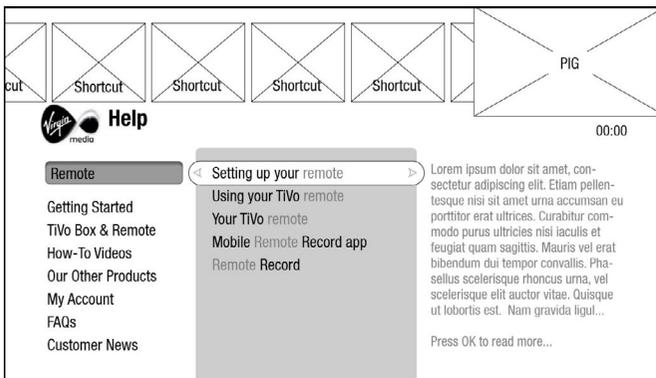
7. LEFT is pressed to return to the Help Menu screen.



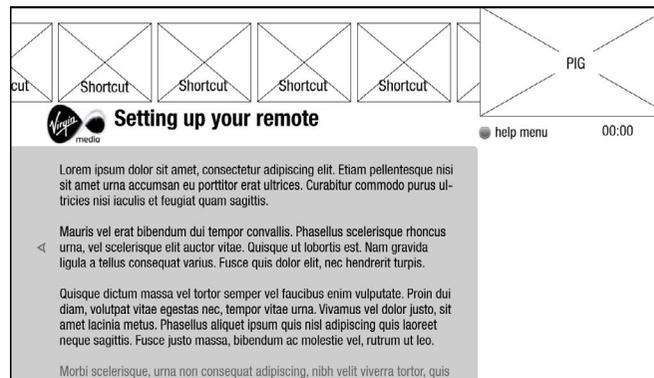
8. LEFT pressed 2 times, and UP pressed 2 times to return to the search text field.



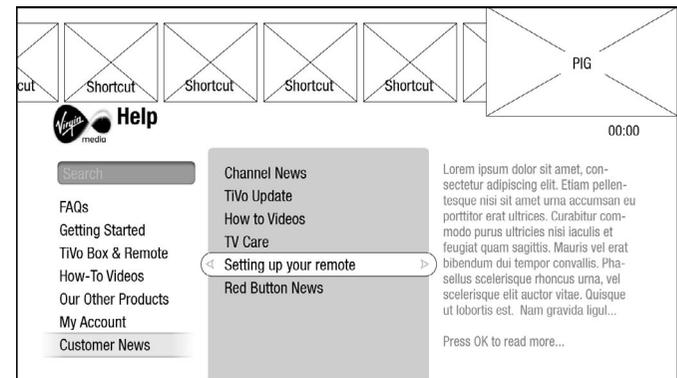
9. User types using the multip method and presses OK (or RIGHT). The underscore then disappears, and the loading graphic displays during the search.



10. Results returned, and focus jumps to first search result in the list.

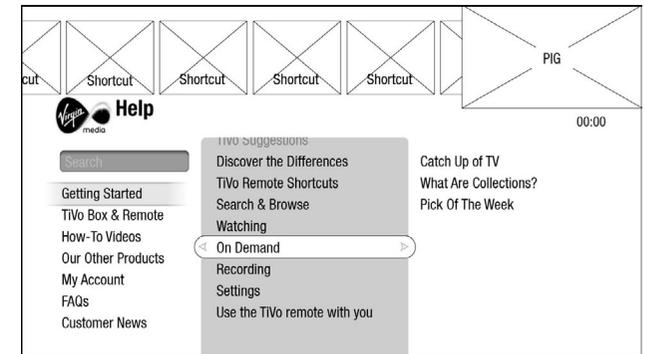
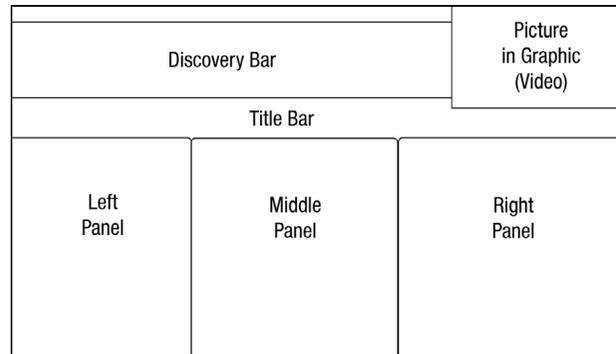


11. OK or RIGHT pressed. User is taken directly to the article (ie. the search result was linked directly to an article)



12. LEFT pressed to return to the Help Menu screen. Focus is on the menu listing linked to the article the user was just viewing. Note the search field has been reset and the results list has been cleared.

Behaviours



Element	Button	Action
Global	Press SKIP BACK	return the user to the previous screen in the history. if on the Help Menu Screen then exit the app and return to the TiVo Home Screen.
Help Menu Screen		
Left Panel	Press OK or RIGHT	move the focus to the first menu item in the column to the right. A trailing ghosted highlight remains at the previous focus to mark the breadcrumb trail.
	Press LEFT	exit the app and return to the TiVo Home Screen.
	Press UP	if the focus is on the first menu item then move the focus to the search field and change the text to an underscore to indicate TiVo is waiting for the user to type. Else move the highlight one row up to the previous menu item.
	Press DOWN	If the focus is on the last menu item, then BONK. Else move the highlight one row down to the next menu item.
	Press CHAN UP	If the focus is on the first menu item, then BONK. Else move the highlight to the first menu item.
	Press CHAN DOWN	If the focus is on the last menu item, then BONK. Else move the highlight to the last menu item.
	Press SKIP FORWARD	If the focus is on the last menu item then move to focus to the first menu item. Else highlight the last menu item.
Search Field	Press NUMBERS (0-9)	Hide the leading underscore, and type the first corresponding letter for the pressed NUMBER button in yellow in the search field and set the delay timer for 500 ms. If the timer expires the typed character in the search field changes to white and the leading underscore reappears. Else if the timer has not expired and the same NUMBER button is pressed again then replace with the subsequent character, continuing to loop through the character mapping for that button upon more presses, resetting the delay timer each time. Else if the timer has not expired and another NUMBER button is pressed then the timer expires, a new character is typed, and the old character changes colour. (nb. this is the desired behaviour that matches the 'Search All TV' field on TiVo. It's been agreed that multitap changes will come in a later phase).
	Press RWD	Equivalent to a backspace.
	Press FWD	Equivalent to a space key.
	Press OK or RIGHT	if there is no string in the text field then BONK. Else if there is a string in the text field the app submits the query, the leading underscore hides, and a "Searching..." message appears in the wide right panel. If there is no result then display a message informing the user in the wide right panel, and clear the search field showing just showing the underscore. If there is a result then display them in the middle panel and move the focus to the first item on the list.
	Press LEFT	exit the app and return to the TiVo Home Screen.
	Press UP	move the highlight to the first selectable slot on the Discovery Bar, and replace any string in the text field with the dimmed word "Search."
	Press DOWN	move the focus to the first menu item below on the left panel, and replace any string in the text field with the dimmed word "Search."
Press CH DOWN	move the highlight to the last menu item, and replace any string in the text field with the dimmed word "Search."	
Press SKIP FWD	highlight the last menu item, and replace any string in the text field with the dimmed word "Search."	

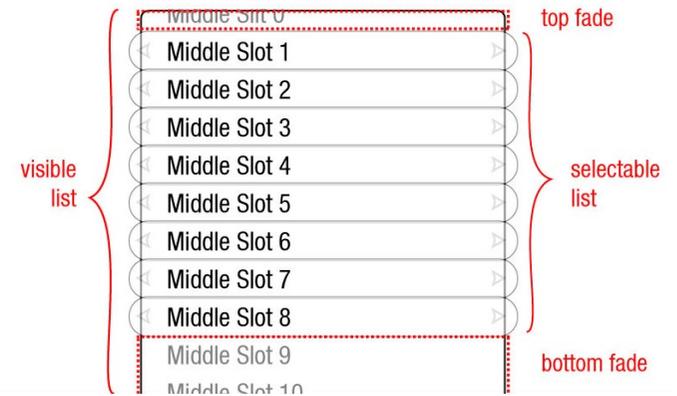
* BONK - This is a sound indicates that a button press on the remote was received, but there is no action to perform.

Behaviours

Scrolling and paging of menu lists

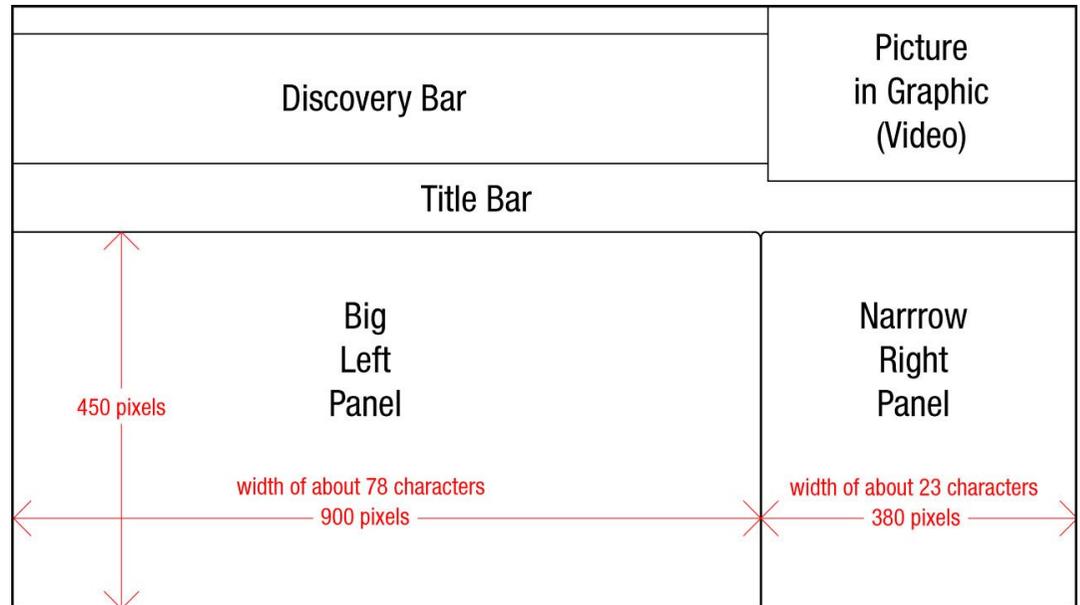
A menu list is a column of selectable and evenly spaced rows of text. The visible list is the part of a list that fits vertically in a panel, and is made of slots. The slots that are at the top and bottom of the visible list is an unselectable area called the fade region, and those slots between the fade region is the selectable list. If the menu list has more rows than the slots in the selectable list then the menu list must scroll and page so that the user can view and select all the menu items.

Scrolling is the movement of the focus a list item at a time by pressing UP or DOWN. Paging is traversing the menu list beyond the visible list through a single action (up to one selectable area of menu items at a time), either by using the CHAN UP or CHAN DOWN buttons, or by pressing UP on a topmost selectable slot when there are more menu items above or DOWN on a bottom-most selectable slot when there are more menu items below.

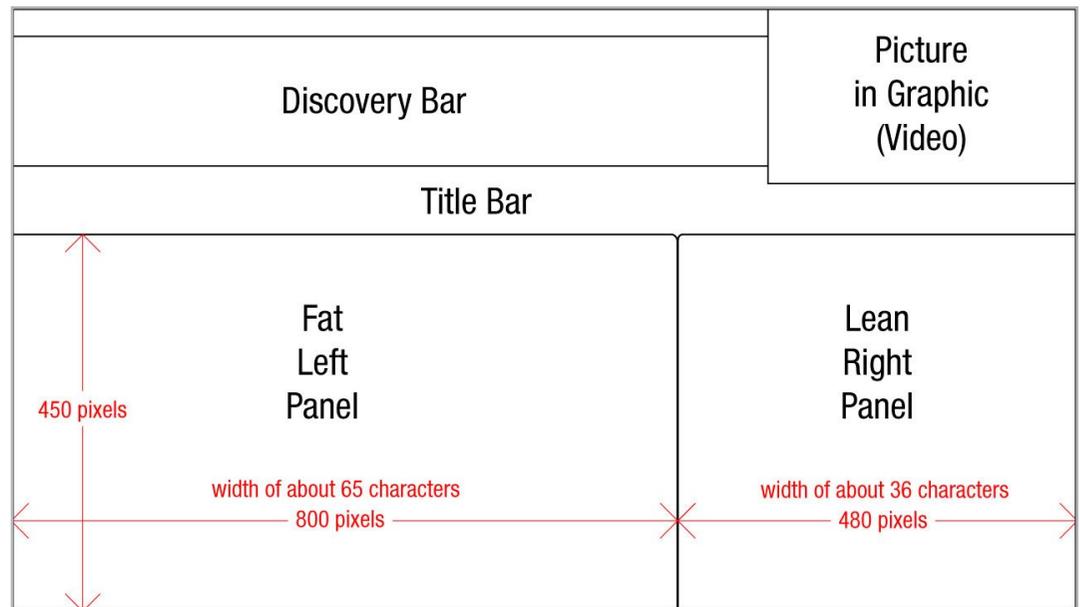


Element	Button	Action
Middle, Wide Right, and Right Panels	Press OK or RIGHT	if the current menu item in focus is a link to an article then load the linked Article Screen. Else if there is another menu panel to the right move the focus to the first menu item in the column to the right. A trailing ghosted highlight remains at the previous focus to mark the breadcrumb trail.
	Press LEFT	move the focus to the panel on the left and the menu item that has the trailing ghosted highlight. If there is no ghosted highlight (eg. the user is focused on a search result) then move the focus to the search field.
	Press DOWN	If the focus is on the last menu item, then BONK. Else if the current focus is on the bottommost slot on the selectable list and and there is at least another full selectable list to follow then redraw the visible list with the next menu item on the top slot of the selectable list. The menu item that was in focus is now seen in the top fade region. Else if the current focus is on the bottommost slot on the selectable list and and there is less than another full selectable list to follow then redraw the visible list so that the selectable list is full, with the last menu item on the bottommost selectable slot. The focus moves to the next menu item, which may be mid-panel. Else move the highlight one row down to the next menu item.
	Press UP	If the focus is on the first menu item, then the highlight jumps to the first selectable slot on the Discovery Bar. Else if the current focus is on the topmost slot on the selectable list and and there is at least another full selectable list preceding it then redraw the visible list with the previous menu item on the bottommost slot of the selectable list. The menu item that was in focus is now seen in the bottom fade region. Else if the current focus is on the topmost slot on the selectable list and and there is at least another full selectable list preceding it then redraw the visible list so that the selectable list is full, with the first menu item on the topmost selectable slot. The focus moves to the previous menu item, which may be mid-panel. Else move the highlight one row up to the previous menu item.
	Press CHAN DOWN	If the focus is on the last menu item, then BONK. Else if the bottommost selectable slot is the last menu item then move the focus to the last menu item. Else if below the visible list is at least another full selectable list then redraw the visible list so that the menu item that was in the bottom fade region is now on the topmost slot of the selectable list. Else if below the visible list is less than another full selectable list then redraw the visible list so that the selectable list is full, with the last menu item on the bottom-most selectable slot. The focus moves to the menu item that was in the bottom fade region, which now may be mid-panel.
	Press CHAN UP	If the focus is on the first menu item, then BONK. Else if the topmost selectable slot is the first menu item then move the focus to the first menu item. Else if above the visible list is at least another full selectable list then redraw the visible list so that the menu item that was in the top fade region is now on the bottommost slot of the selectable list. Else if above the visible list is less than another full selectable list then redraw the visible list so that the selectable list is full, with the first menu item on the topmost selectable slot. The focus moves to the menu item that was in the top fade region, which now may be mid-panel.
	Press SKIP FORWARD	If the focus is on the last menu item then move to focus to the first menu item, redrawing the visible list if necessary so that the first menu item is on the topmost selectable slot. Else if the menu items are less than or equal to amount in the selectable list then move the focus to the menu last item on the bottommost selectable row. Else if the menu has more items than the selectable list then move the focus to the last menu item and redraw the visible list so that the last menu item is on the bottommost selectable slot.

Article Screen

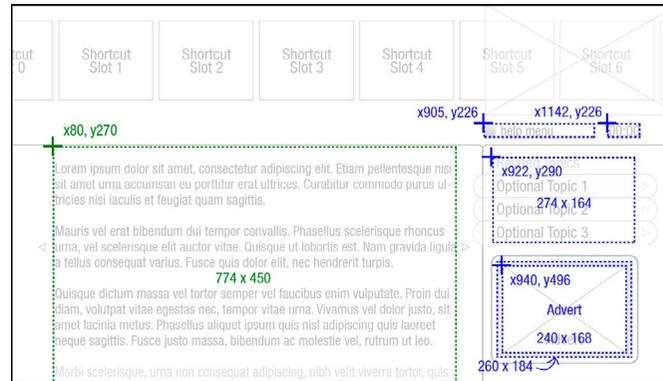


Big left 2 column layout. This is used for text only articles (one exception is the special screen that allows the user to search for their remote control code at the narrow right panel).



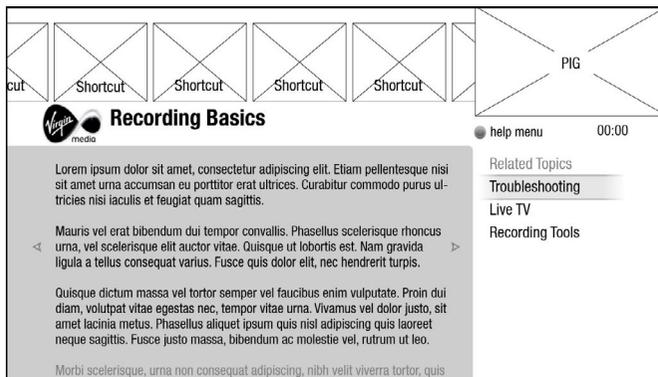
Fat left 2 column layout. This is used for articles that have pictures or videos that go with them.

Article Screen

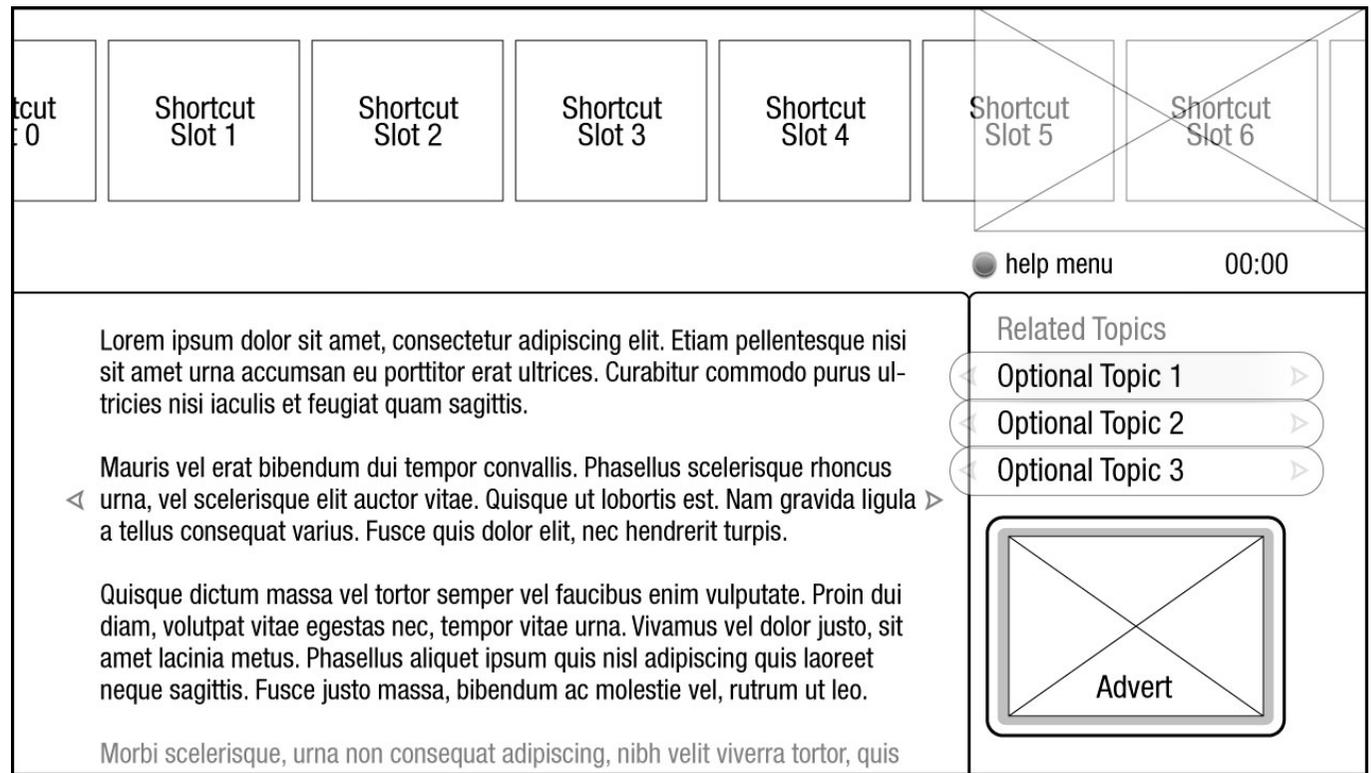


Size and positions of the content windows, as well as button hint and click on the title bar.

Size and positions of the focus graphics.

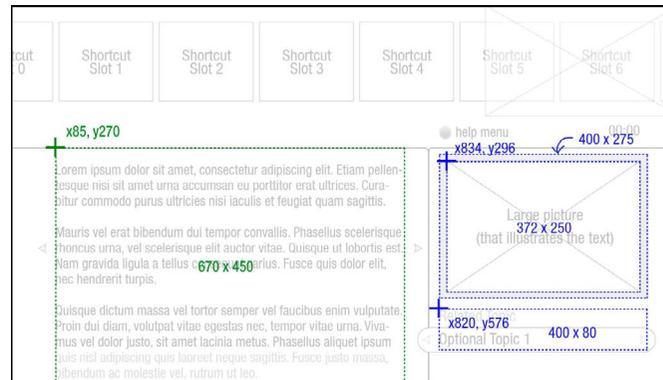


When

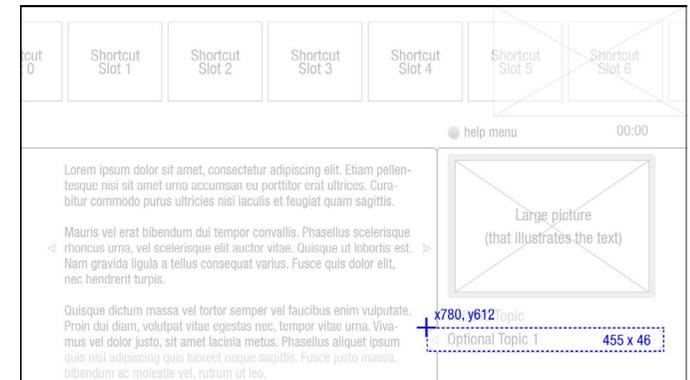


An Article Screen showing a text only article. Links on the narrow right panel are optional.

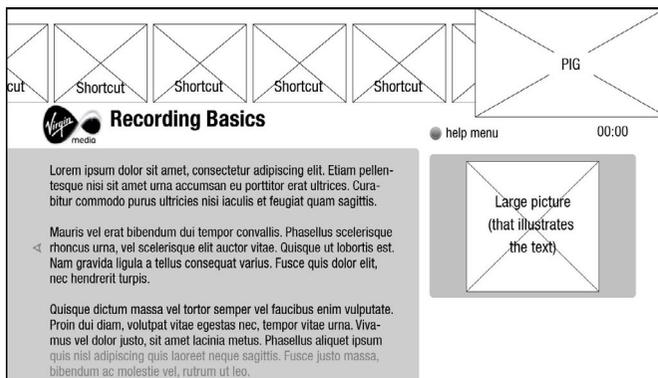
Article Screen



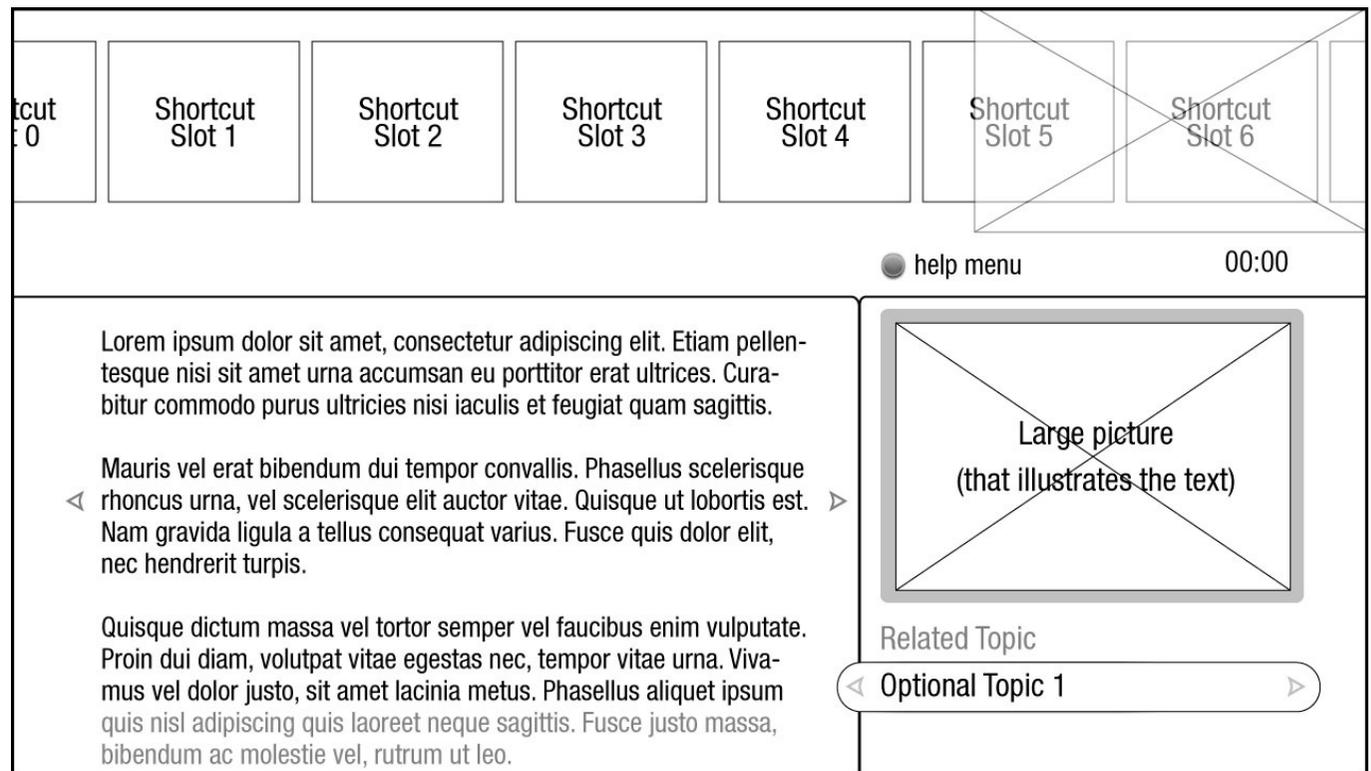
Size and positions of the content windows.



Size and positions of the focus graphic.

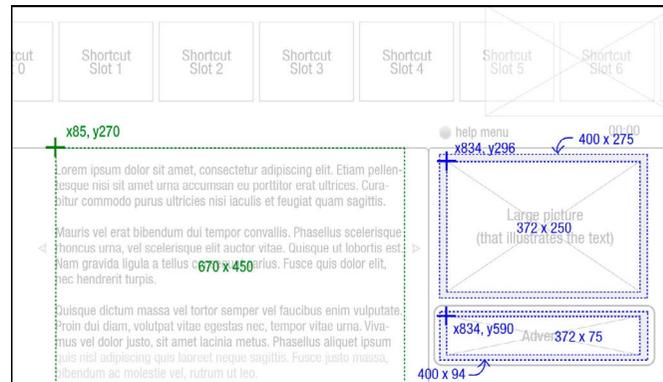


If the picture is small than the maximum dimensions the picture is centred in the content window.

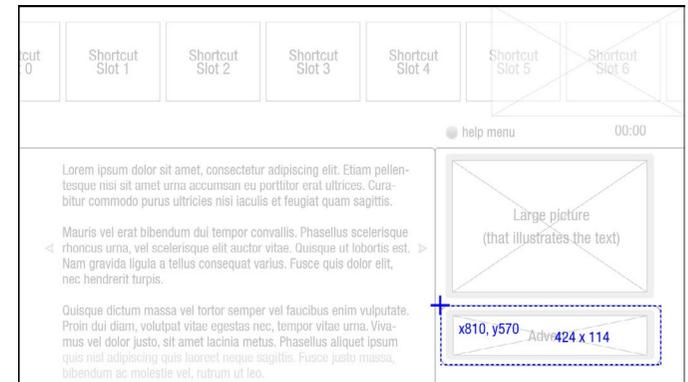


An Article Screen showing a picture and an optional Related Topic link on the Lean right panel.

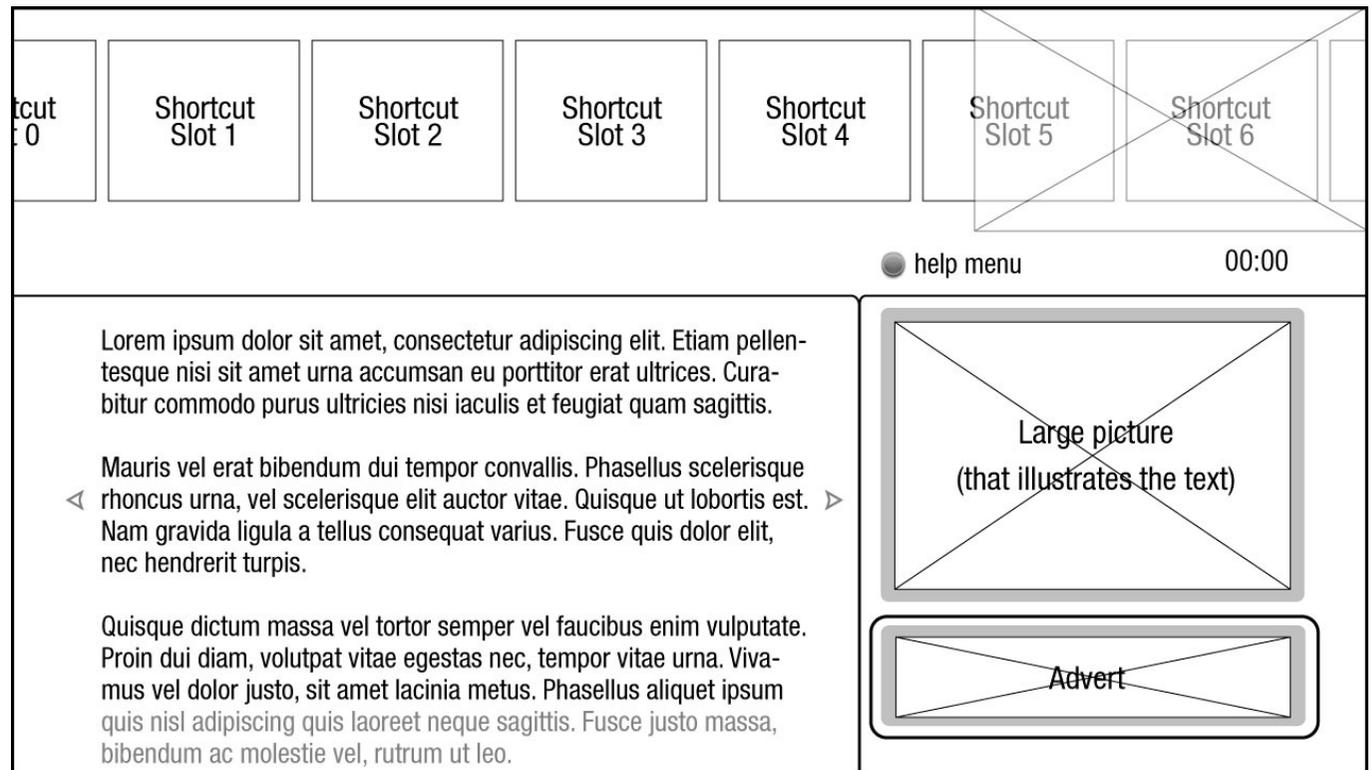
Article Screen



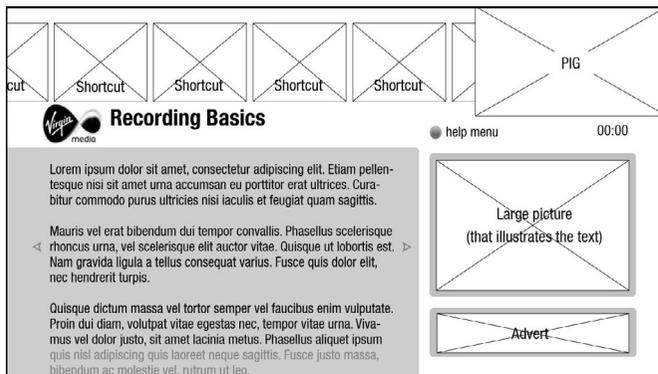
Size and positions of the content windows.



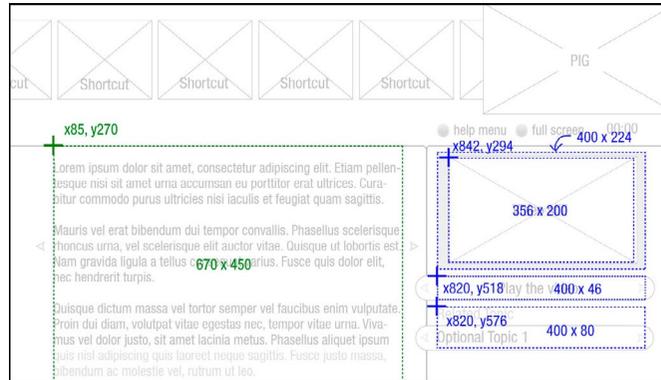
Size and positions of the focus graphic.



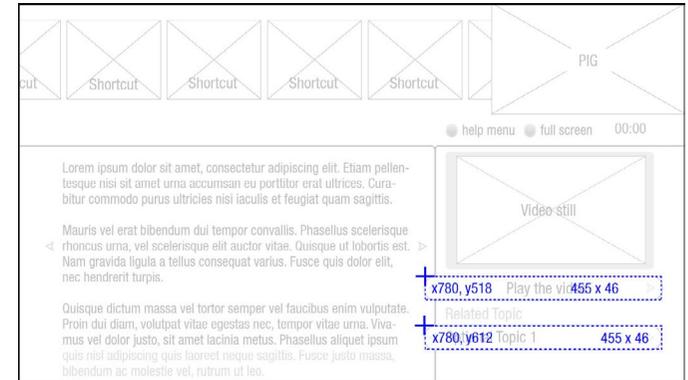
An Article Screen showing a picture and an optional Advert link.



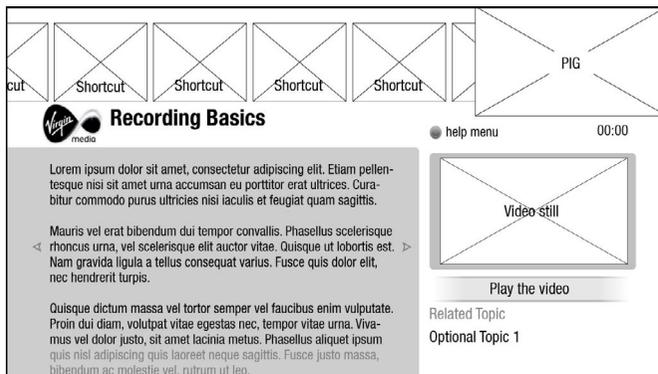
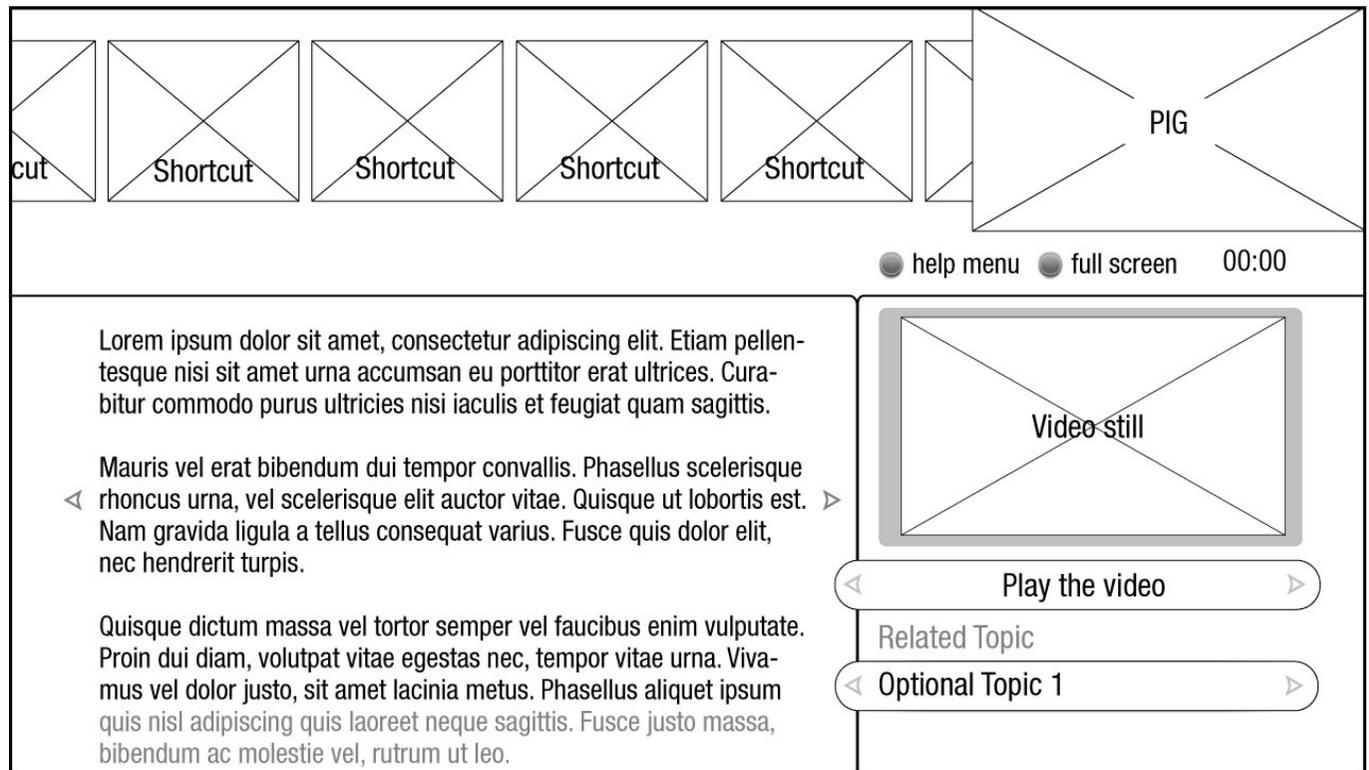
Article Screen



Size and positions of the content windows.

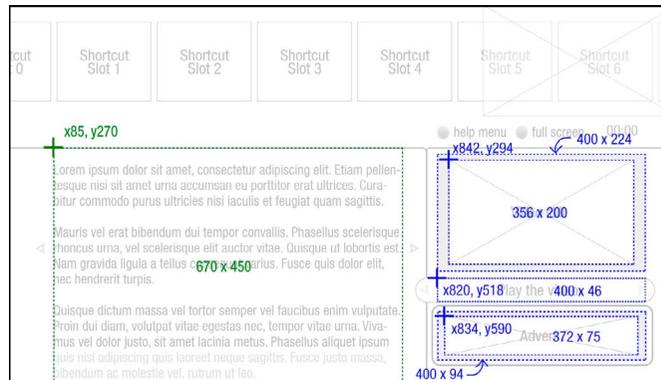


Size and positions of the focus graphics.

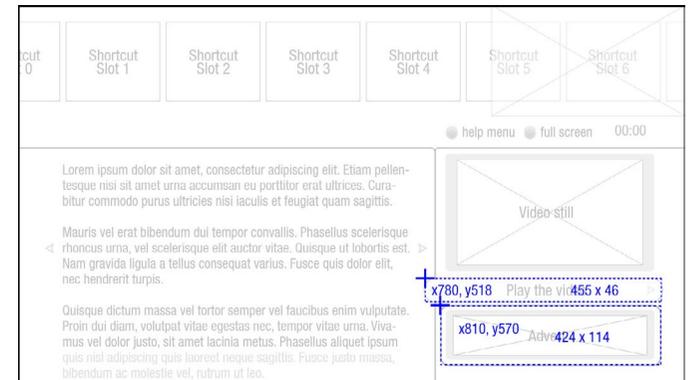


An Article Screen showing a video link and an optional Related Topic link. In the previous version launching full screen playback was a little hidden. The addition of the onscreen button makes the function more explicit.

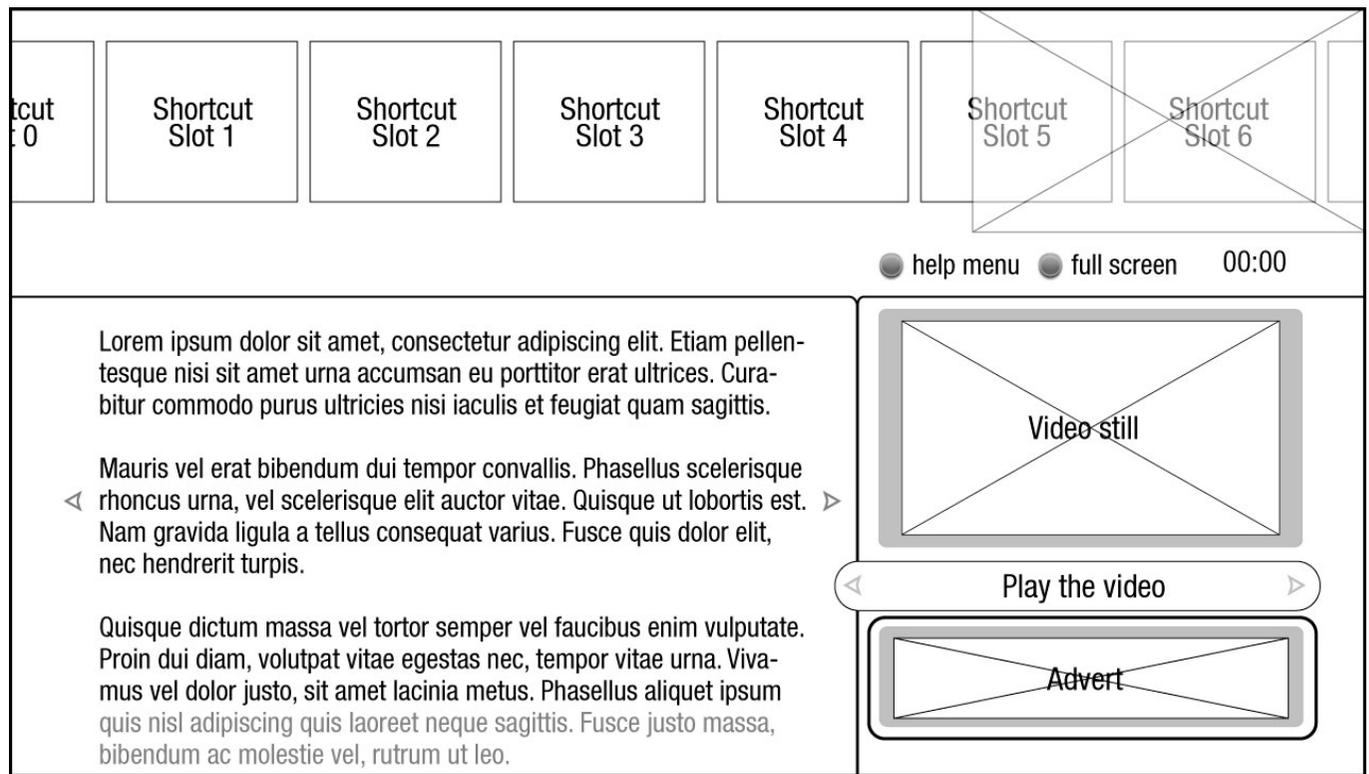
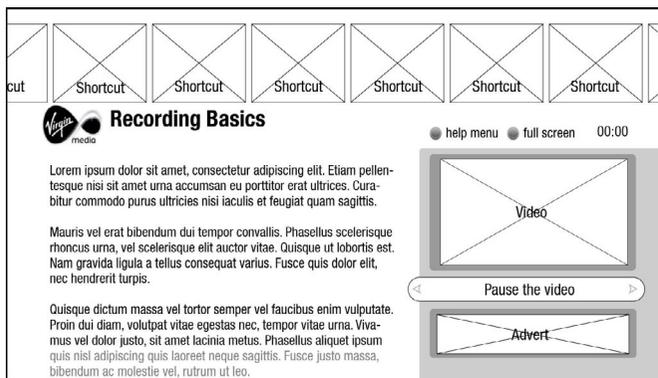
Article Screen



Size and positions of the content windows.

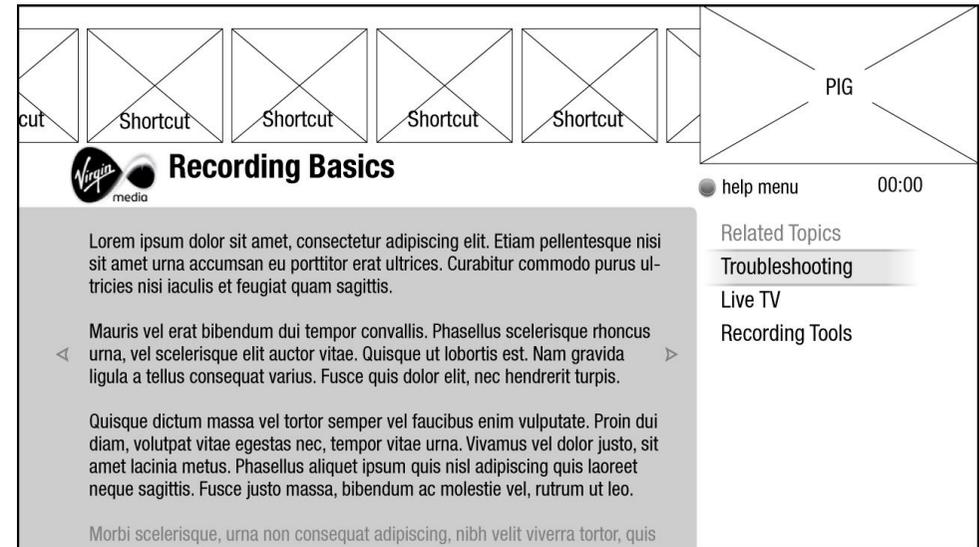
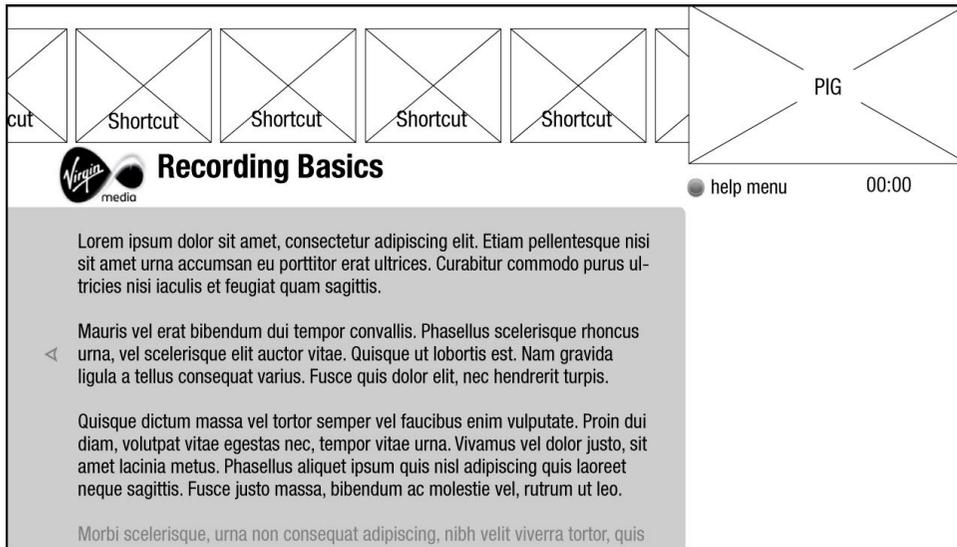


Size and positions of the focus graphics.



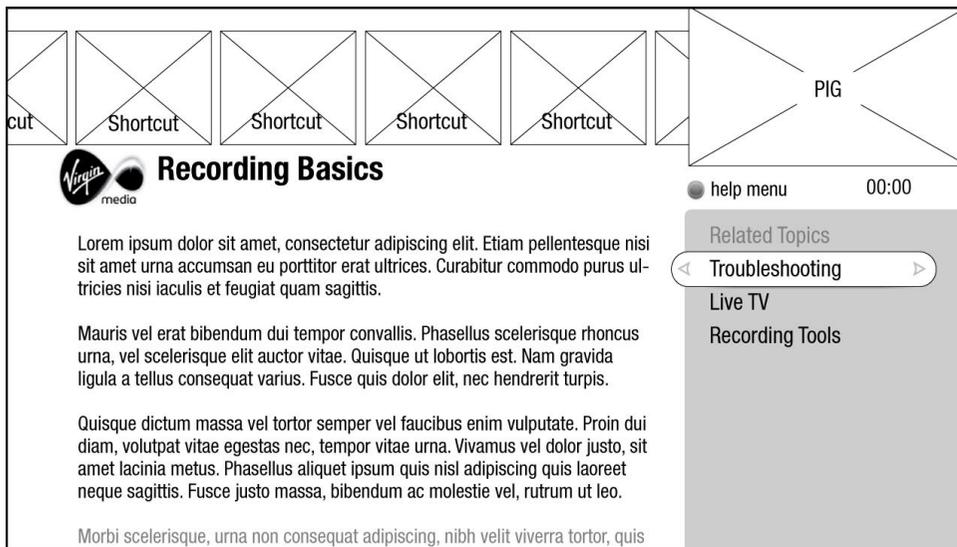
An Article Screen showing a video link and an optional Advert link.

Example Screen Options and Screen States: Text Article on the Article Screen



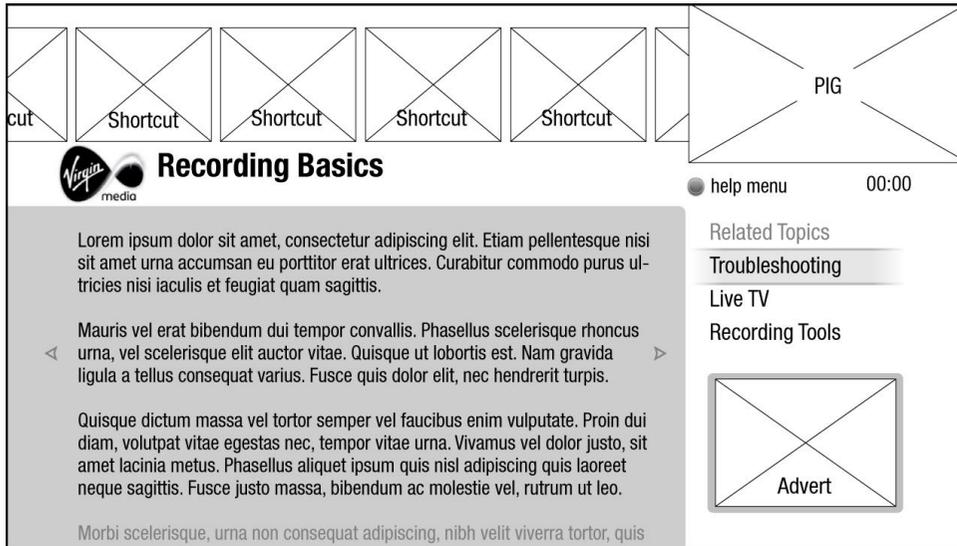
1.No links on the narrow right panel. Note the whispering arrows on the big left panel indicating where the user can go.

2. Related Topics links on the right panel. A forward ghosted highlight indicates that they are on-screen buttons. Note the whispering right arrow.

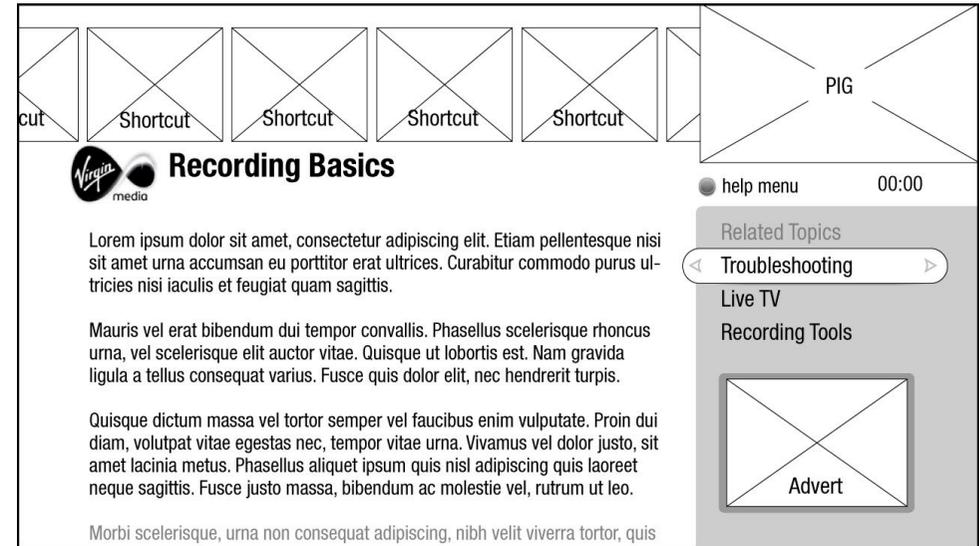


3. Link button in focus. Whispering arrows on the big left panel disappear.

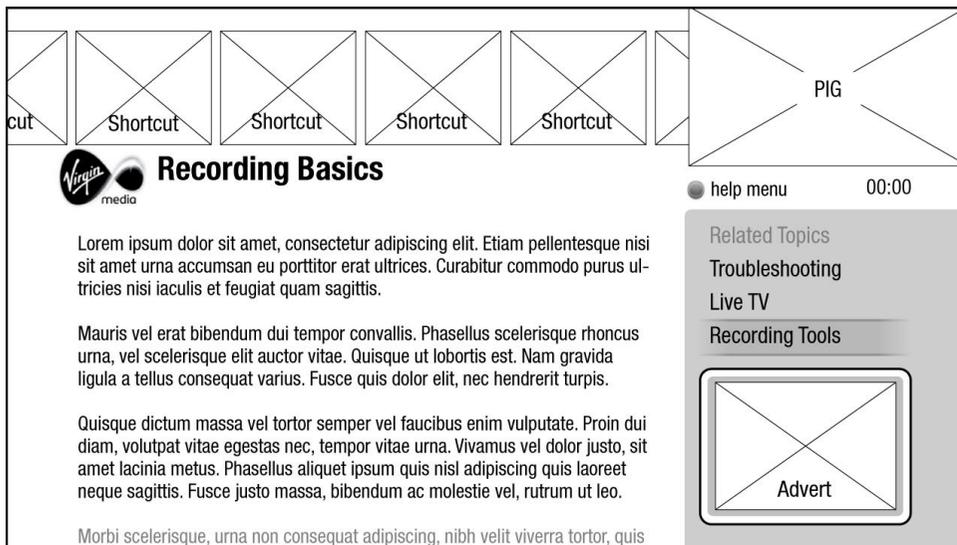
Example Screen Options and Screen States: Text Article on the Article Screen



1. Related Topics links and an advert link on the right panel.

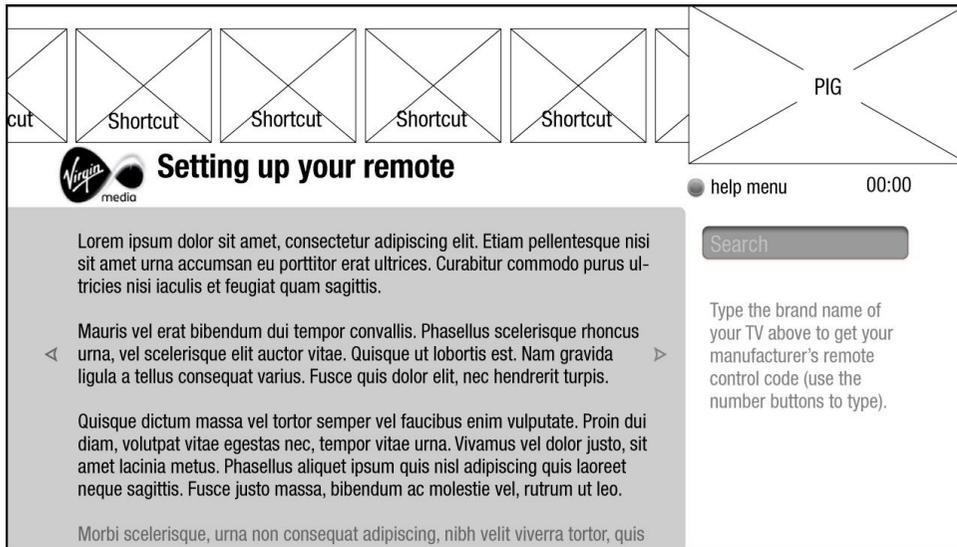


2. Related Topics link in focus.

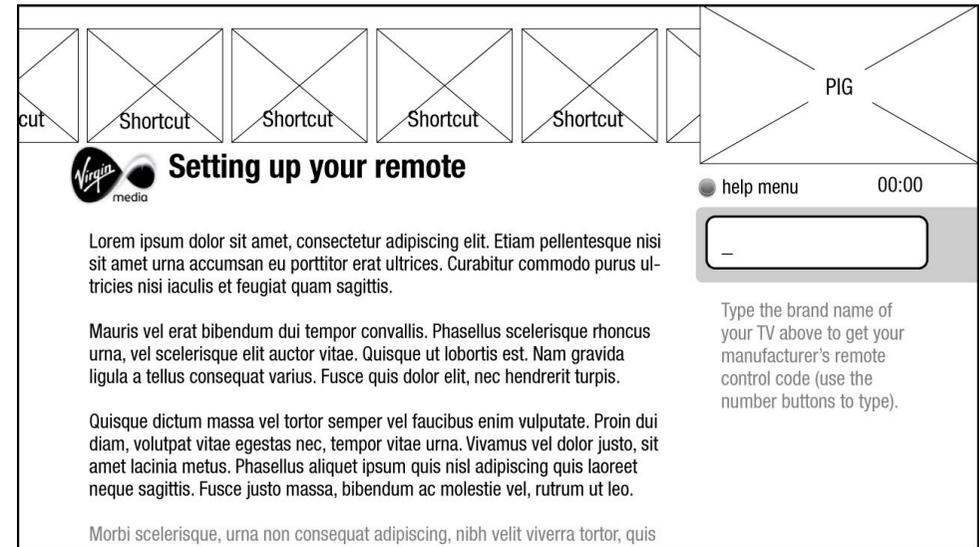


3. Advert link button in focus.

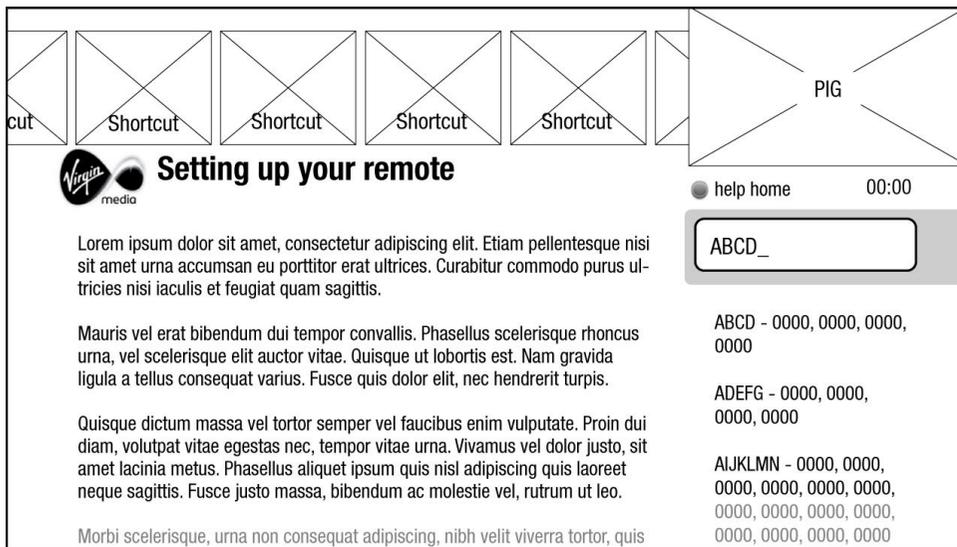
Example Screen Options and Screen States: Text Article with Remote Control Code Search.



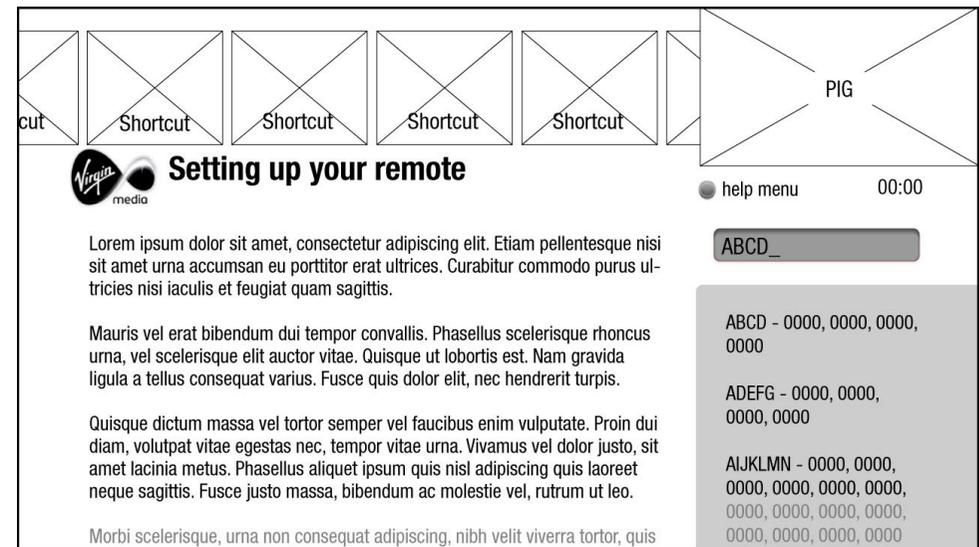
1. This screen has already been built, but may need adjustments such as the removal of the coloured buttons for navigation and correct behaviour of the whispering arrows.



2. Search field in focus.

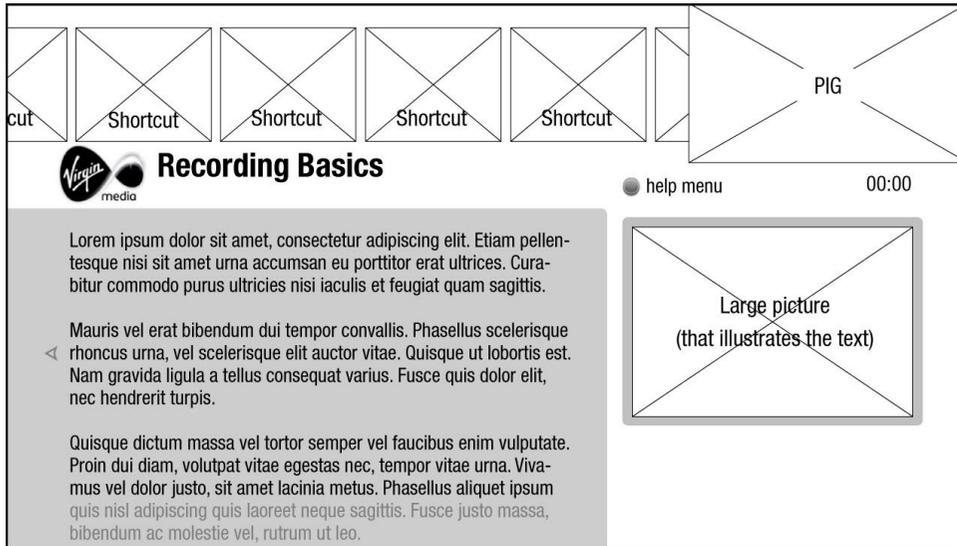


3. Results returned.

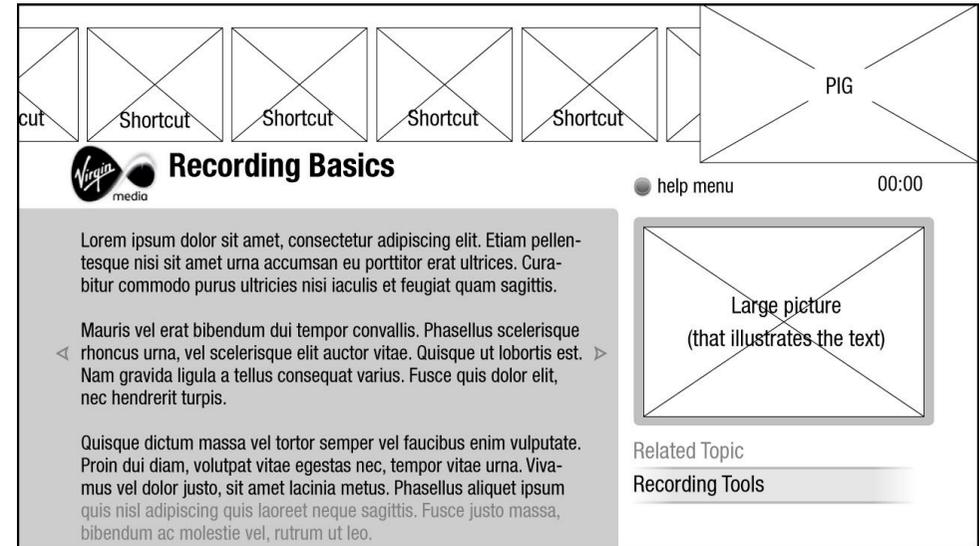


4. Results in focus.

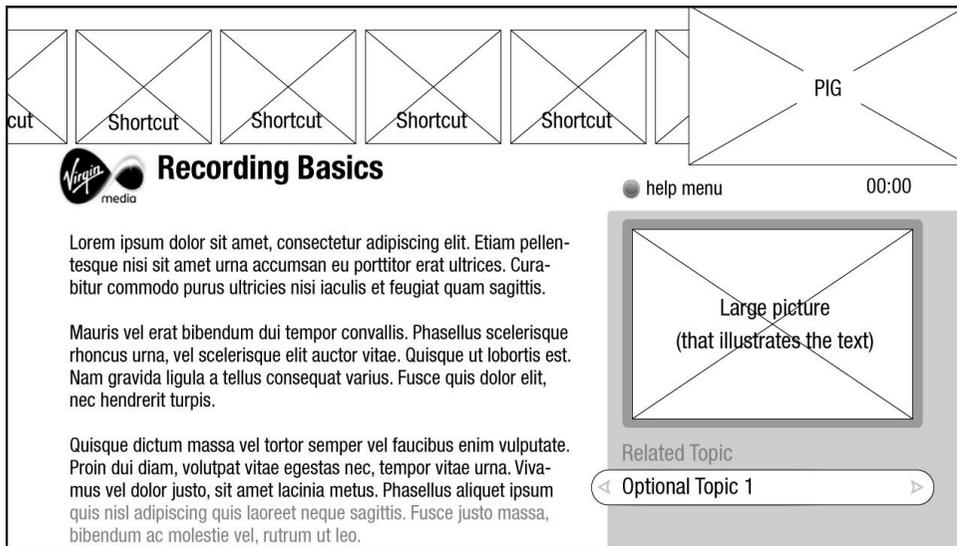
Example Screen Options and Screen States: Text Article with Illustration



1. No links on the half right panel.

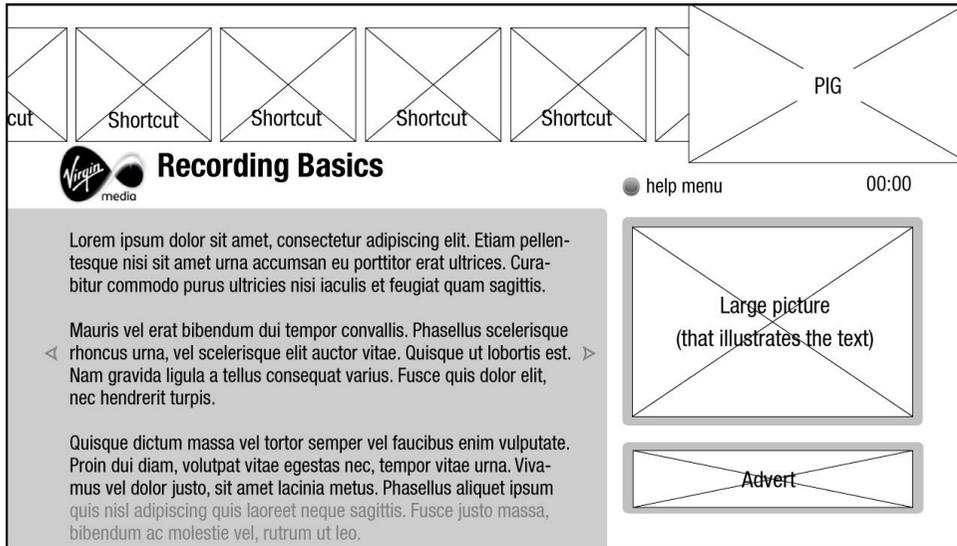


2. Related Topic link included on the half right panel.

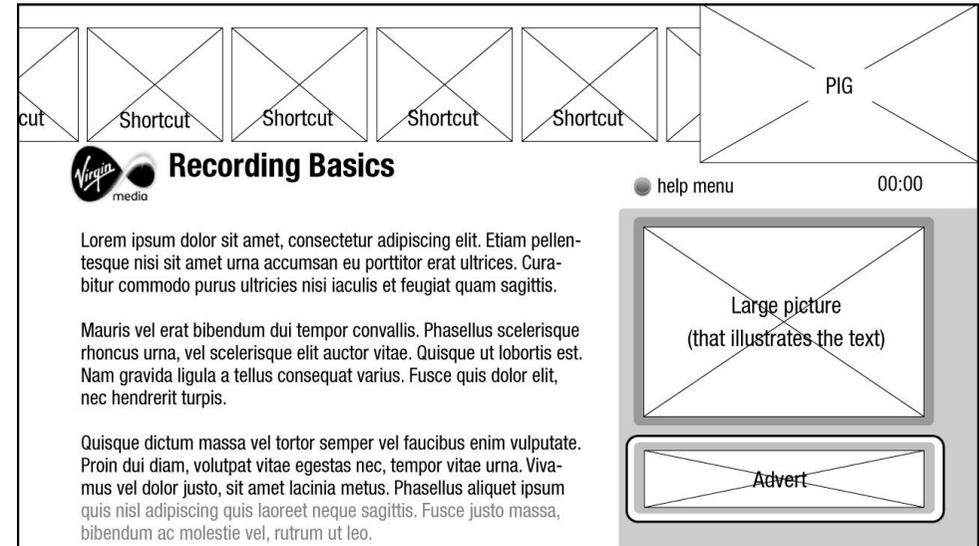


3. Link in focus.

Example Screen Options and Screen States: Text Article with Illustration

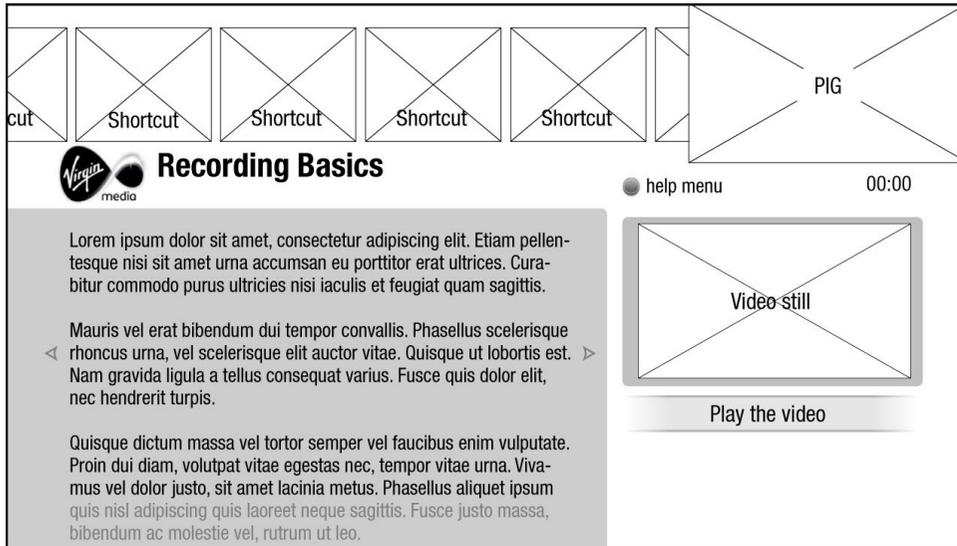


1. Advert link on the half right panel.

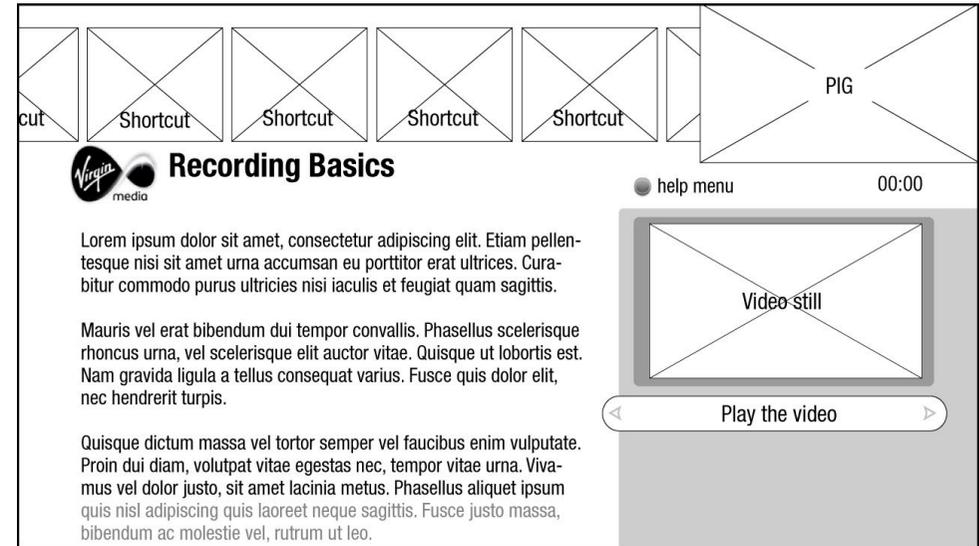


2. Link in focus.

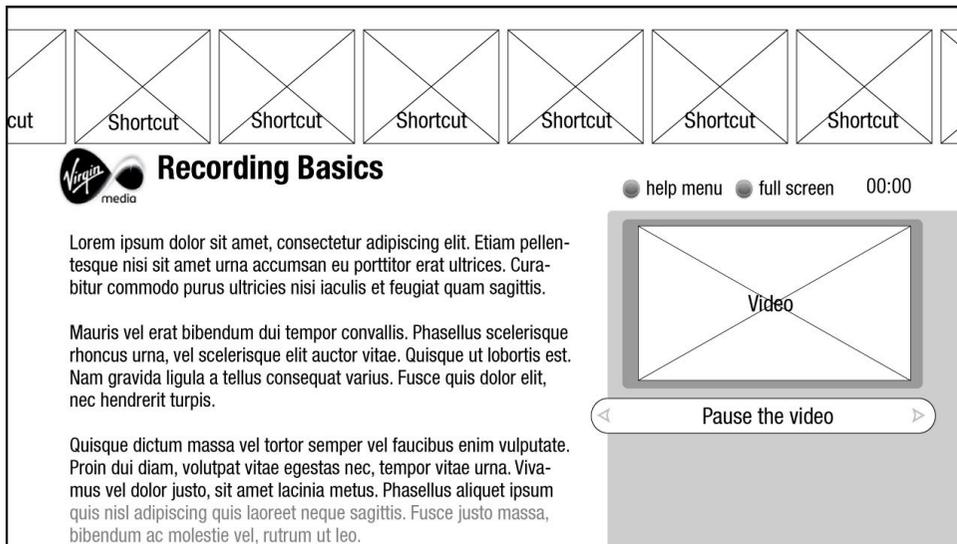
Example Screen Options and Screen States: Text Article with Video



1. Video still with play button on the half right panel, with no additional links.

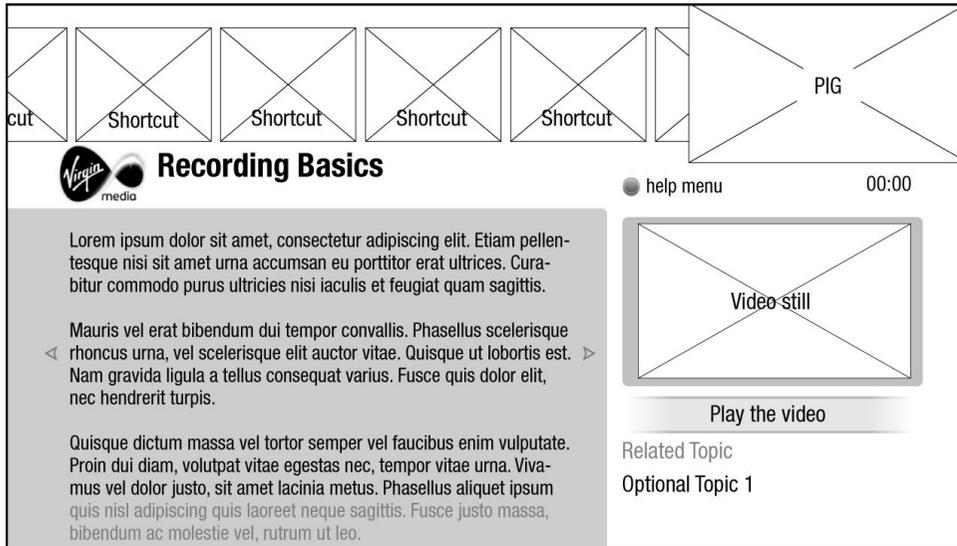


2. Option to play in the existing window

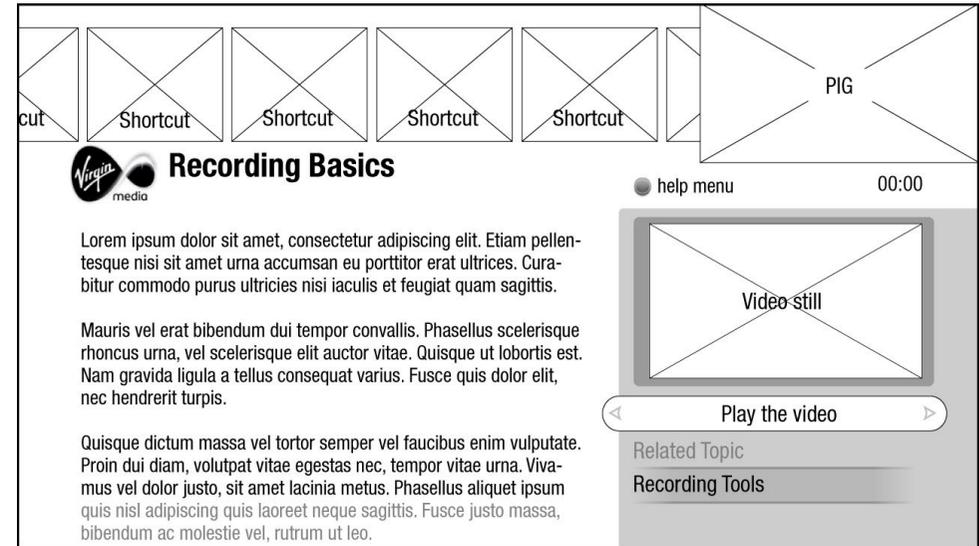


3. If the user opts to play in the window the play button switches to a pause button, and option to play full screen appears.

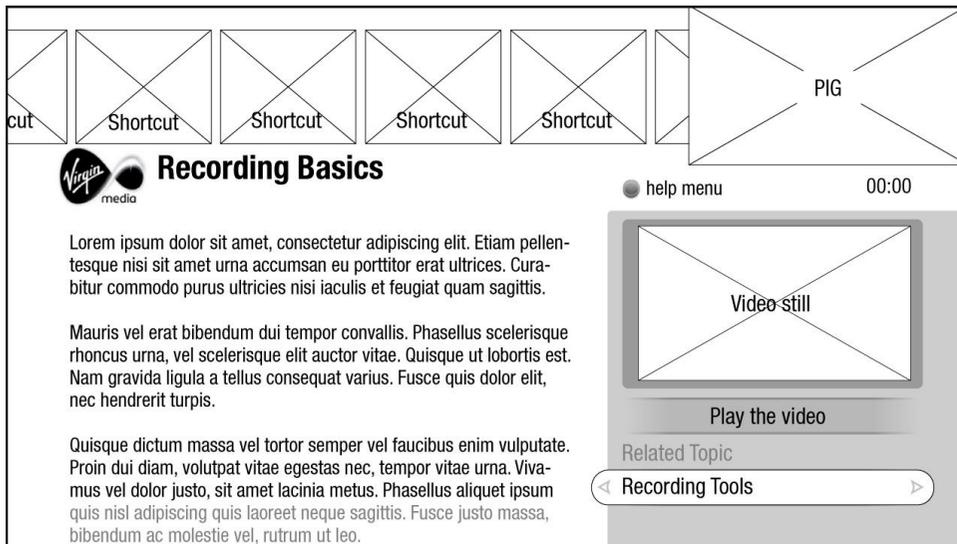
Example Screen Options and Screen States: Text Article with Video



1. Video still with play button on the half right panel with additional Related Topic link.

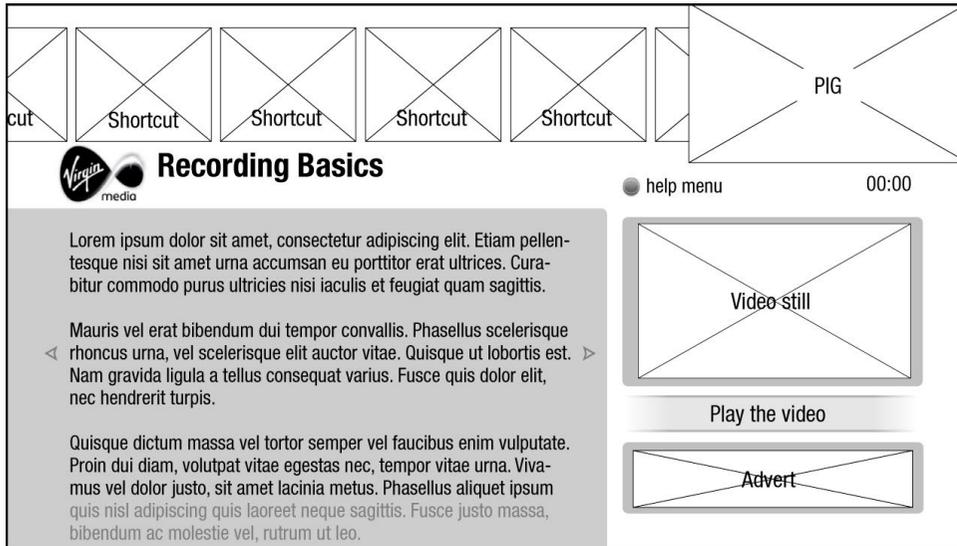


2. Focus on the play button and the half right panel. Ghosted highlight marks the link button.

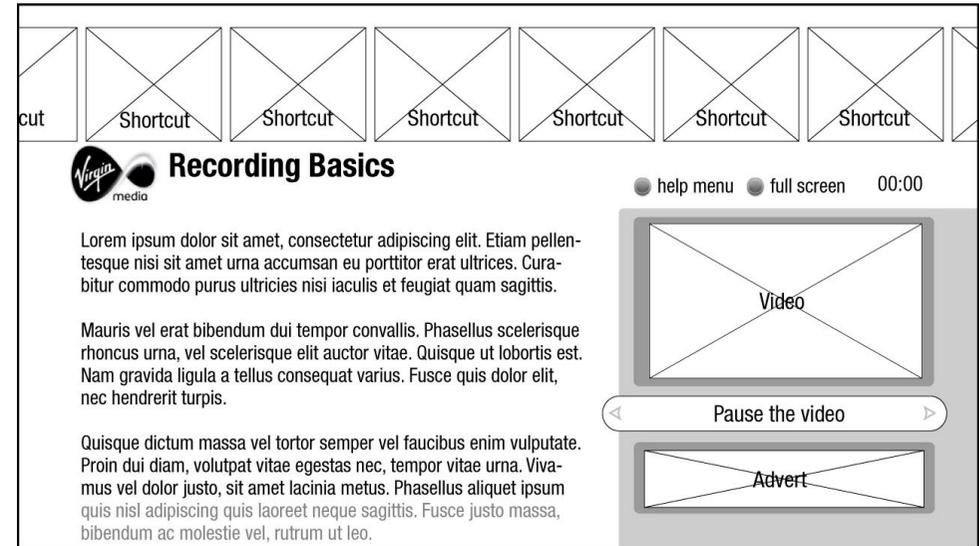


3. Focus on the Related Topic link. Upon navigating down the focus leaves a trailing ghosted highlight (this is to differentiate between the interactive text and the non-interactive text).

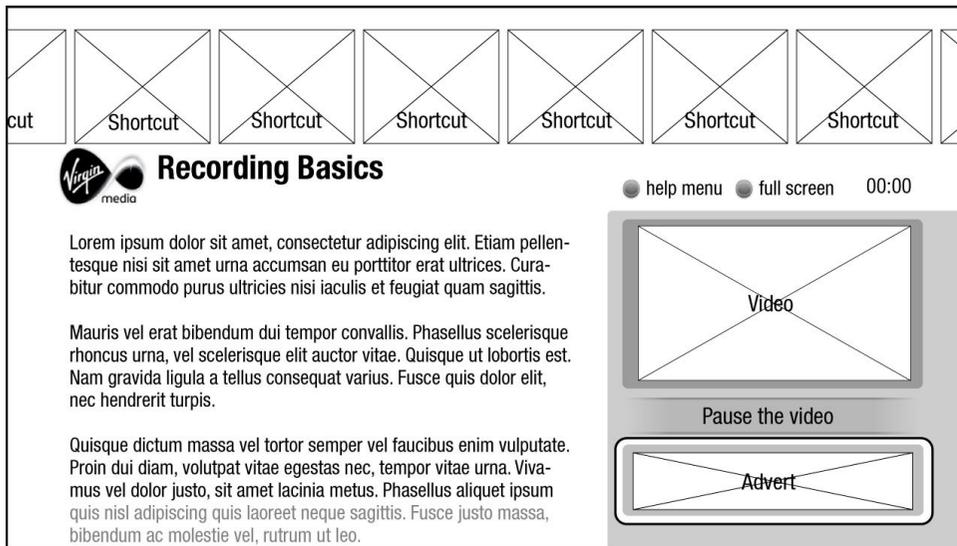
Example Screen Options and Screen States: Text Article with Video



1. Video still with play button on the half right panel, with an advert link.

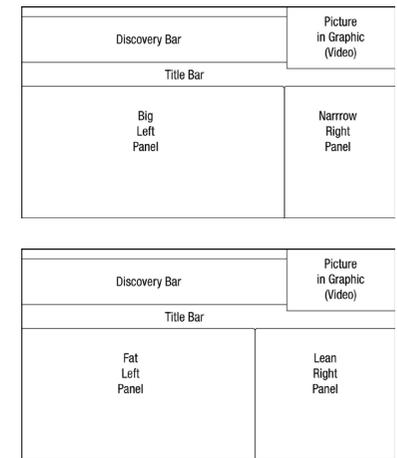
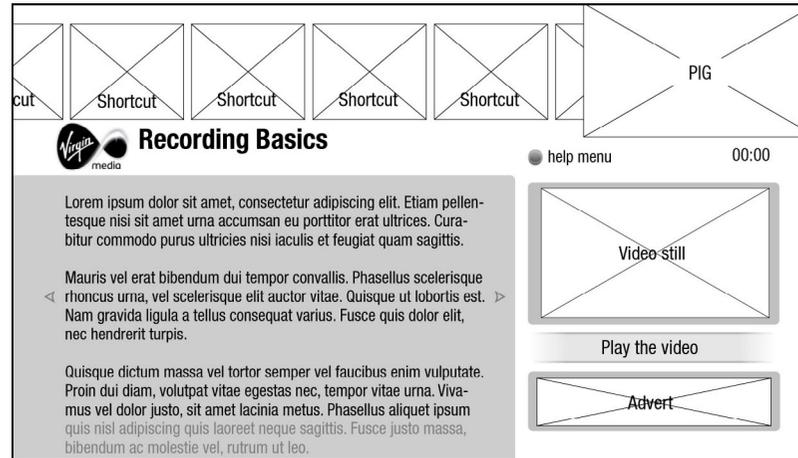
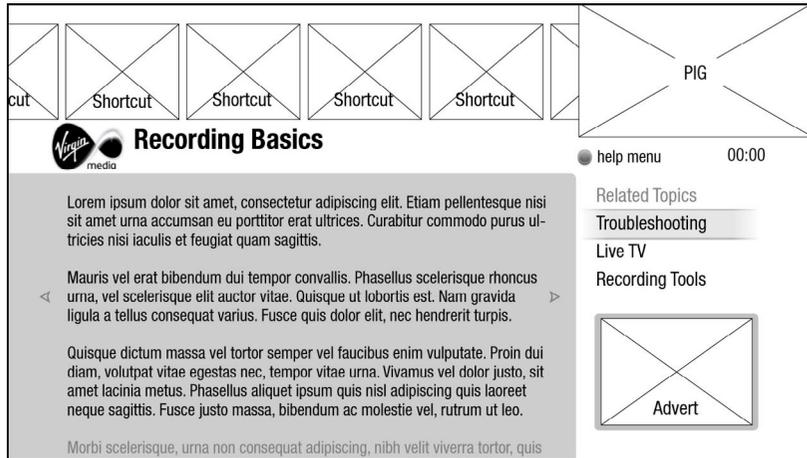


2. focus on the play/pause button. While the video plays in the window the full screen button hint appears and the PIG hides.



3. DOWN pressed.

Behaviours



Element	Button	Action
Article Screen	Press BLUE	return to the Help Menu Screen, showing its last state and focus.
	Big Left and Fat Left Panel	[n/a]
Narrow Right and Lean Right Panel (excluding the remote control code search)	Press RIGHT	if the right panel is interactive show a right whispering arrow pointing to the right panel. Hide the whispering arrows when not on the left panel.
	Press LEFT	if the right panel has links then move the focus to the topmost selectable item in the right panel, and hide the whispering arrows on the left panel. If the link is a text button it will have a forward ghosted highlight.
	Press UP	stepback to the last screen in the history.
	Press DOWN	if the text block is already showing the top then move the highlight to the first selectable slot on the Discovery Bar. Else move the text block down.
	Press RIGHT or OK	If the text block is already showing the bottom then BONK. Else move the text block up.
	Press LEFT	if a link button refresh the screen with the corresponding link. Else if an on-screen button for controlling video perform the video action.
	Press UP	move the focus back to the left panel, and unhide the whispering arrows on the left panel.
	Press DOWN	move the highlight to the first selectable slot on the Discovery Bar.
	Press CH DOWN	if the focus in on the bottommost selectable button then BONK. Else move the focus down to the next selectable button.
	Press CH UP	if the focus in on the bottommost selectable button then BONK. Else move the focus down to the bottommost selectable button.
	Press SKIP FWD	if the focus is on the topmost selectable button then BONK. Else move the focus up to the topmost selectable button in the panel.
		If the focus is on the bottommost selectable button then move to focus to the topmost button on the panel. Else move the focus down to the bottommost selectable button.