



Shaw Whole Home HDPVR

User Manual

One awesome HDPVR. One happy home.

Welcome



Get ready to start your Shaw Whole Home HDPVR experience.
Visit shaw.ca/gateway for more information and user videos.

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Main menu

To start using your Shaw Whole Home HDPVR, press the MENU button on your remote. The top level of the Main Menu will appear in the middle of the screen. From there, you'll have access to all your menu options.



Channels

This menu lists all available channels.



My PVR Recordings

Access all the programs you've recorded.



HDTV

Display all your high-definition content.



Search

Integrated search to find listings, recordings, and access Shaw On Demand.



Settings

Personalize your Shaw Whole Home HDPVR.



Shaw On Demand

Access Shaw On Demand movies and TV shows.



Shaw Pay Per View

Find Pay Per View listings of live events.



Games

Play classic arcade games like Blackjack and Slot Machine on-screen.



Music

Access 60 channels of commercial-free music.



Favourites

Create up to five custom favourite lists to quickly find movies and shows.



Movies

Display all movies, including recordings.



Sports

See a list of current sports events.



Kids

Access kid-friendly movie and TV titles.



News

News channels and current news programming.



SuperTicker®

SuperTicker® to access news, weather and sports while watching TV.



Messages

A place to read messages about Shaw services and updates.

At any point in your Shaw Whole Home HDPVR experience, press the MENU button to go back to the Main Menu.

Using your remote

Shortcut buttons



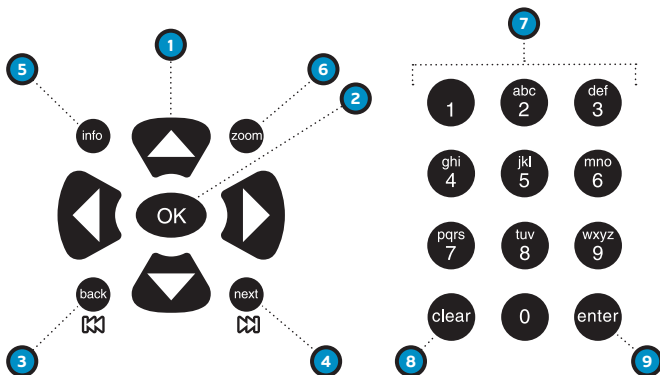
A PVR
View
My PVR
Recordings.

B VOD
Access the
Shaw On
Demand
menu.

C GUIDE
Activate the
Channel Grid
view
of TV
programming.

D LIVE
Jumps to
full-screen,
live TV.

Menu navigation



1 ARROWS
Moves backward or forward
one item. Hold down to speed
up your browsing speed.

4 NEXT
View TV programming for the
next half hour. Also pages
forward in menus.

7 NUMBER KEYS
Enter a channel number to go
directly to the channel.

2 OK
Begin playing a program or
select an option in a menu.

5 INFO
Bring up a menu of options or
information. Also view your
individual recording settings.

8 CLEAR
Deletes highlighted content
within **My PVR Recordings**.
Also clears search box.

3 BACK
View TV programming from the
previous half hour. Also pages
back in menus.

6 ZOOM
Alternate between full screen
viewing and the last menu
screen you were in.

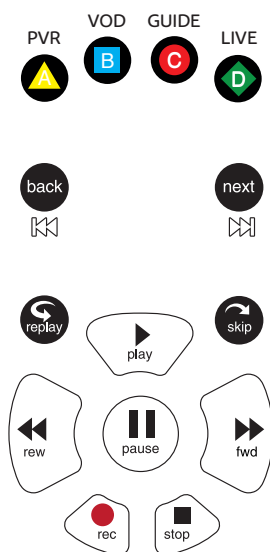
9 ENTER
Selects an option in a menu.

Full screen TV

The buffer (temporary memory)

Whenever you start watching a show, your Whole Home HDPVR starts storing it in a temporary memory called a buffer. It always saves at least 30 minutes of standard definition or 10 minutes of high definition. Press REC to save the buffer, and REWIND or REPLAY to go back to the stored memory. The buffer can be shared between one or all of your Gateway Portals.

Using the buffer



- Press PAUSE to pause and resume playing.
- Press REWIND up to three times (for three speeds) to rewind.
- Press FORWARD up to three times (for three speeds) to fast-forward.
- Press PLAY to resume playing.
- Press LIVE TV to jump to the last live TV channel you watched.
- Press REPLAY to watch the previous 7 seconds.
- Press SKIP to skip forward 30 seconds. You can change the number of seconds to skip in the Settings menu.
- Press PAUSE and then FORWARD once to watch in slow motion.
- Press RECORD to begin recording the show you're watching or quickly set a recording for a show using your guide.
- Press PAUSE and then SKIP to advance forward one frame.

Channel Grid Guide – layout



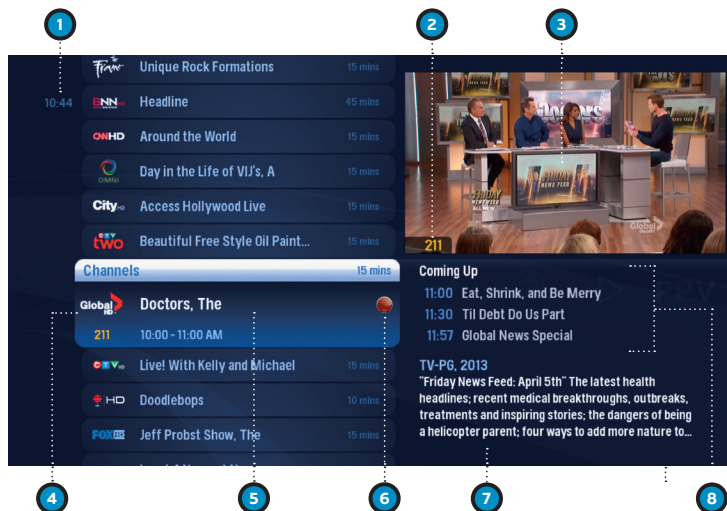
To view the Channel Grid Guide, press the GUIDE button.

- ARROW buttons navigate the guide.
- INFO manages recording settings and shows a list of available options.
- SKIP will move the guide forward 24 hours; REPLAY will move it back 24 hours.
- BACK and NEXT will move through the guide in 30 minute increments.
- ZOOM will alternate between the guide and full screen TV.
- MENU will return you to the Main Menu.
- Blue shows indicate programs currently airing.
- Grey shows programs airing in the future.
- OK takes you to a show if it's currently airing. If it's in the future, it'll bring up an Action Menu.
- Press the REC button to set up a recording.

Channels

The **Channels** category makes it easy to find what you want to watch.

Channels – layout



1 TIME

Displays the current time.

2 CURRENT CHANNEL

Displays the channel playing in the Preview Window.

3 PREVIEW WINDOW

Keep an eye on the show you're watching while you're channel surfing.

4 HIGHLIGHTED PROGRAM

Press INFO to bring up a menu.

5 CHANNEL LIST

Displays all the currently airing programs you have access to.

6 RECORDING ICON

Displays an icon next to a show if it's being recorded or is scheduled to be recorded.

7 INFORMATION PANEL

Displays details about a highlighted program.

8 UPCOMING PROGRAMS

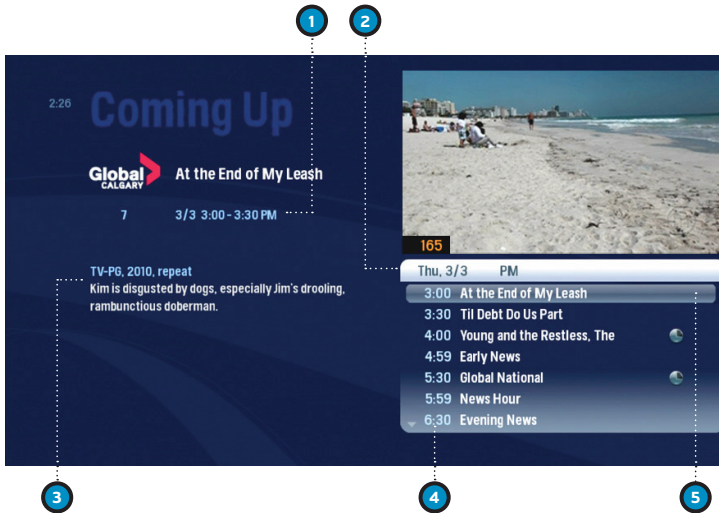
Displays the next three shows airing on the highlighted channel.

Preview Panel



The Preview Panel displays an expanded view of any channel's upcoming programs. Use the UP and DOWN ARROW to view programming for that channel. If you see a show you want to record, press REC or INFO and follow the on-screen prompts.

Preview Panel – layout



1 PROGRAM LENGTH

The time and date the program begins and ends.

2 TIME SLOT

Shows the date the preview panel is currently displaying.

3 PROGRAM INFORMATION

Displays information like cast, crew, rating and if it's a new episode.

4 TIME

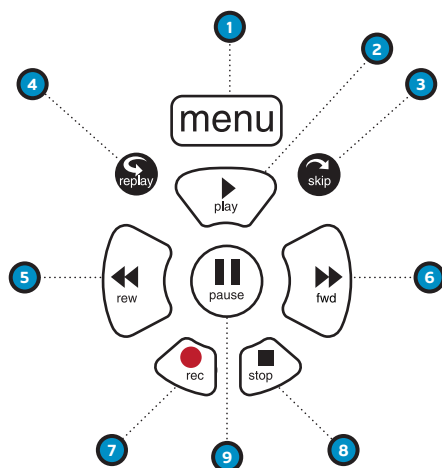
Shows the time each show will air.

5 SELECTED SHOW

Press INFO on a selected show to bring up more menu options.

Using your PVR

Gateway Portal controls



Control your recorded or live program with the following buttons:

1 MENU

Every time you press MENU, you'll return to a previous menu until you're back at the Main Menu.

2 PLAY

Plays the TV show or highlighted media. You can also resume watching a paused show.

3 SKIP

Skips forward. You can customize the number of seconds to skip in your Settings.

4 REPLAY

Replays the last seven seconds.

5 REWIND

Use the REWIND button to review live TV. Press it again up to three times to increase the rewind speed.

6 FAST-FORWARD

Press up to three times to increase the fast-forward speed.

7 RECORD

Press to record a show you're currently watching or a highlighted show in your guide.

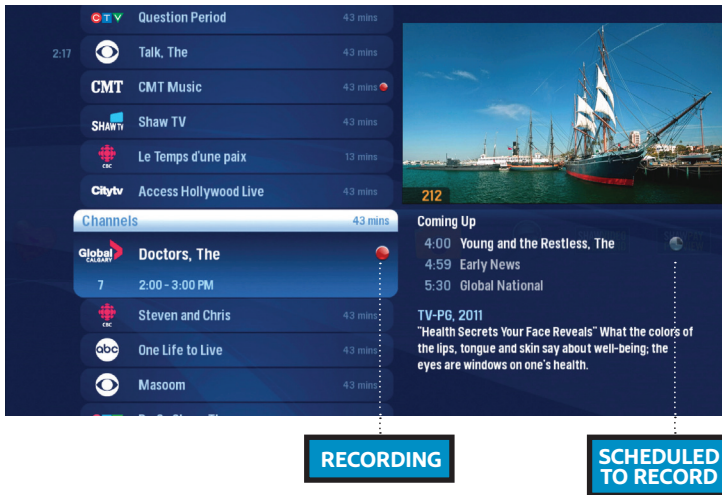
8 STOP

Exits a recorded show or stops a recording in progress.

9 PAUSE

Pauses the show or movie you are watching.

Recording icons



Your Shaw Whole Home HDPVR includes the following recording icons for PVR status at a glance. The following icons appear when an item is highlighted in the Main Menu:



The show is recording right now.



The show is scheduled to be recorded.

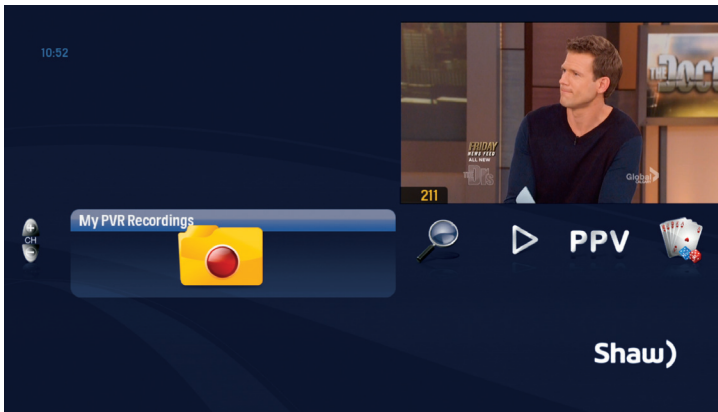


The show is recorded and may be deleted if space is needed for newer shows.



The show must be deleted manually.

Intro to My PVR Recordings



You can easily access **My PVR Recordings** by pressing PVR at the top of your remote. All of your recorded shows will be listed here, by channel and program name. To watch a show, select it and press OK. If you've already watched part of a show, you can choose whether to resume it where you left off or start from the beginning.

My PVR Recordings – layout



1 RECORDING ICON

Indicates the status of your recordings (see recording icons, pg. 14). The recording date or number of episodes recorded will also display here.

2 HIGHLIGHTED RECORDING

Displays the channel number, logo and a series folder indicator. A single recording displays episode length and the status of a recording. A series folder will display the number of episodes recorded.

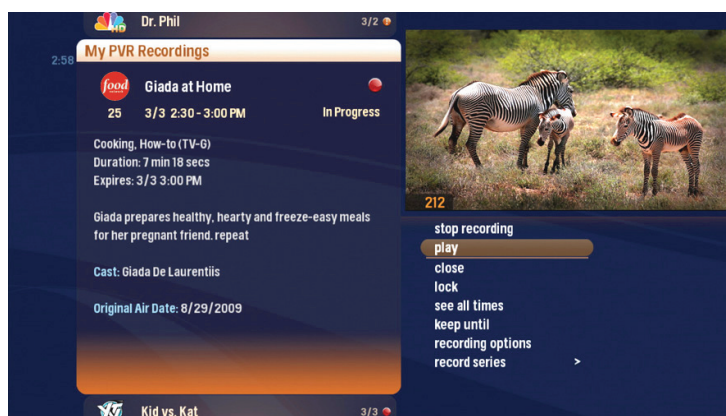
3 INFORMATION

See a description of a selected episode. If a series folder is selected, recording options will be displayed.

4 SERIES

Individual episodes in a series are displayed in the preview panel. Press the RIGHT ARROW button to review recorded episodes. Press OK to see episode options.

My PVR Recordings – actions



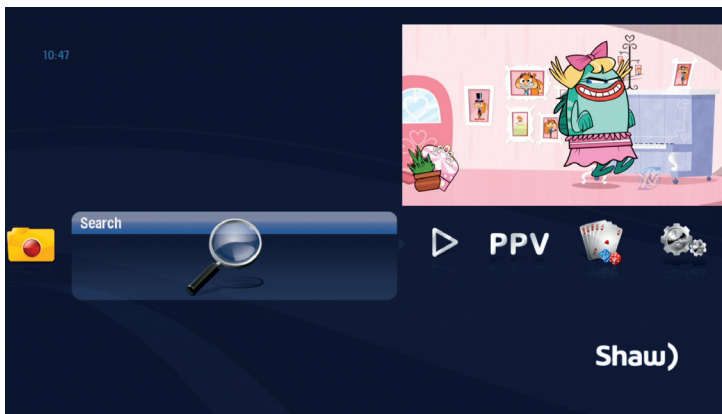
When you press INFO with a recorded program selected, you'll see a list of options in the Action Menu:

- Play/Start Over – Launches the selected recording from the beginning.
- Resume – Plays the recording from the point you left off. This option only appears if you've watched a part of the recording .
- See all times – Displays all of the times that particular show airs.
- Delete – Permanently erases the selected recording from your Whole Home HDPVR.
- Recording options – Lets you access the recording options menu.
- Keep Until – Choose if your Whole Home HDPVR should automatically delete recordings if you need room for new ones.
- Lock – Protects the viewing of the selected recording with a user created PIN.
- Record Series – You'll only see this option for a single recorded episode.

Note: Storage can be increased using an eSATA connected external drive.
Contact us for details.

Search

Your Shaw Whole Home HDPVR makes it easy to find what you're looking for.



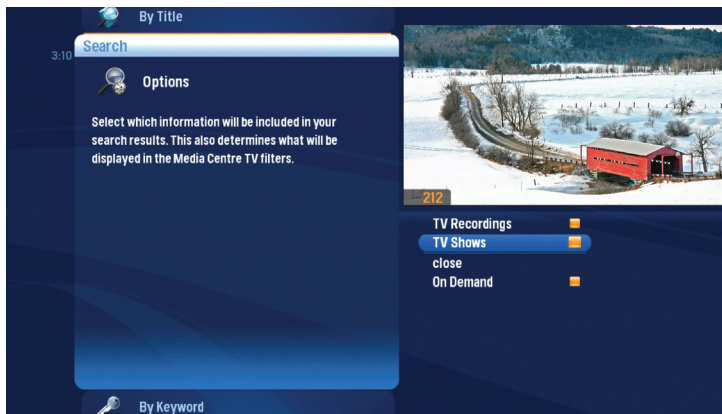
The **Search** category in the Main Menu contains three different ways to search for programming: By Title, By Keyword, and By Category.

Search results will contain current and future air dates for programs, Shaw On Demand titles, Pay Per View events and shows you've recorded.

You'll be able to tell what type of show you're looking at by the colour:

- Current shows are blue
- Future shows are grey
- Shaw On Demand titles, recorded content and Shaw Pay Per View programs are yellow

Search options



Search options allows you to choose which type of content is displayed in both Search results and in the TV Filters.

To customize the type of content that appears in both areas, select Options and press OK to uncheck the type of content you would like to remove.

You can remove:

- TV Recordings
- TV Shows
- Shaw On Demand

Search By Title



When you select Search By Title, a screen appears for you to enter a TV program's name and browse through results. Use the ARROW buttons to navigate the on screen keyboard. To enter a letter, press OK with that letter highlighted. To browse the list, press the LEFT ARROW until that panel is highlighted.

- 1 SEARCH TYPE**

Describes the type of search you're doing.
- 2 SEARCH RESULTS**

As you enter characters on the right, the list on the left will filter down to display shows that match your entry.
- 3 SEARCH BOX**

As you select characters, the characters are entered in the search box. Tip: The number keys on your remote can be used to enter letters. 0 is used for spaces.
- 4 HIGHLIGHTED PROGRAM**

The details for the channel and show are highlighted.
- 5 LIST**

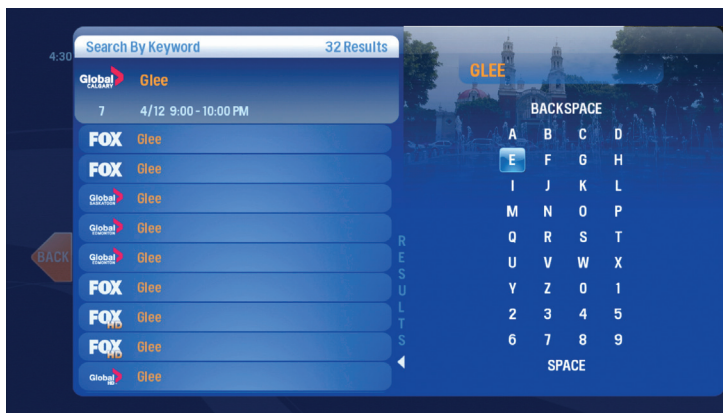
The vertical list fills with shows that match your criteria. Press the UP and DOWN ARROWS to navigate the list.
- 6 SPACE**

Use a space to separate words in your search entry.
- 7 SELECTOR**

To enter a letter, move the selector to it, and press OK. The letter will be entered into the search box.
- 8 BACKSPACE**

Removes a character from the search box.

Search By Keyword



A keyword search lets you search for any word contained in a show's program information. For example, if you know the actor in a show, but can't remember the title, you can search the actor's name, and all programs featuring that actor will appear in the list.

Search By Category



Search By Category is a way to browse types of shows you might be in the mood for. When you select Search By Category and press OK, you'll see a list of categories. Each list will display shows in each category. Options in each category will take you one level deeper in the menu and let you browse subcategories.

1 CATEGORY

Category describes the type of search you're currently doing.

2 SHOW CATEGORY

The different types of shows run along the horizontal band. This area will also be used if "Press OK to see more" from a category is selected.

3 SHOW LIST

Each show airing over the next 24 hours that falls into the selected category.

4 BACK CARD

Select this and press OK to jump back up one level in the menu.

Favourites

The **Favourites** category gives you quick access to channels you like the most.



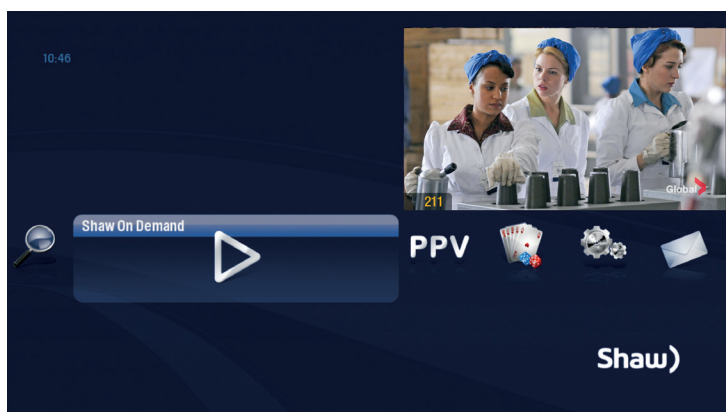
You can create your **Favourites** lists from any channel that appears in the **Channels** or **Filters** category (excluding any channels you've blocked with parental controls). Just select a channel, press INFO and then choose "add item to favourites".

You can also delete items by selecting them and pressing CLEAR on your remote, or choose "remove from favourites" from the Action Menu.

To clear your entire list, select Options (you might need to scroll down to see it), and choose "clear all" from the Action Menu.

Shaw On Demand

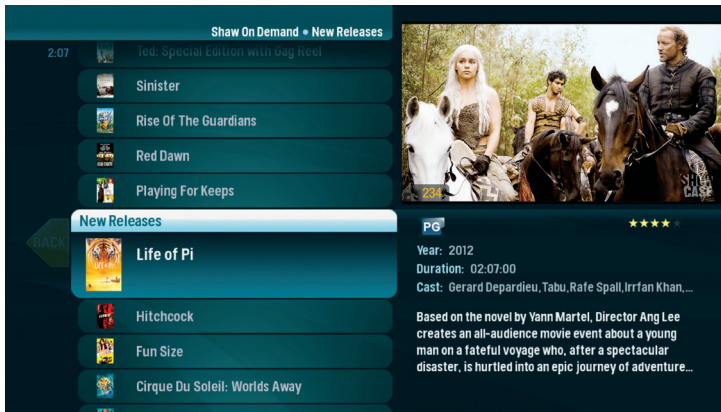
Shaw On Demand gives you access to thousands of movies and hit TV shows.



When you highlight **Shaw On Demand**, you'll see a list of categories, as well as My Orders. When you select each genre (i.e. New Releases), the available movies in each will appear in the list. A submenu will appear when you select another option in the list. Pressing OK will take you to that particular section of the Shaw On Demand library.

To browse the entire library, press OK with Movies highlighted.

How to order Shaw On Demand



When you see a program you like, press OK, and you'll get the following list of options:

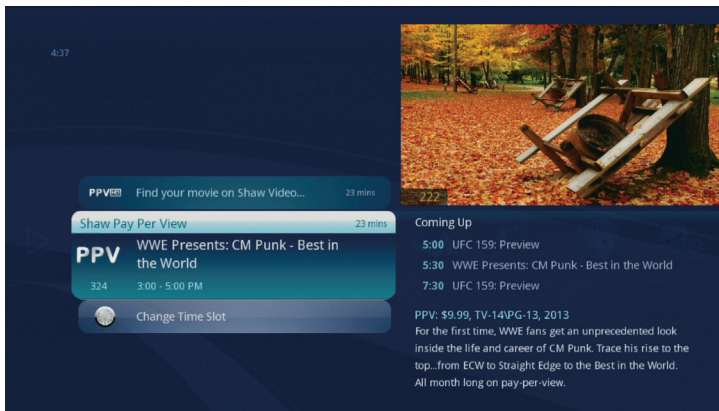
- Lock – Uses Parental Controls to block access to that title
- Buy – Orders the movie so that you can watch it immediately

PIN Entry

The first time you try to purchase a Shaw On Demand program (or purchase a Shaw PPV program or set Parental Controls), you'll be prompted to create a PIN that you'll enter when making additional purchases.

You can turn the PIN prompt off from the Parental Controls section of the Settings category. See the "Parental Controls" chapter for details (pgs. 27–30).

Shaw Pay Per View

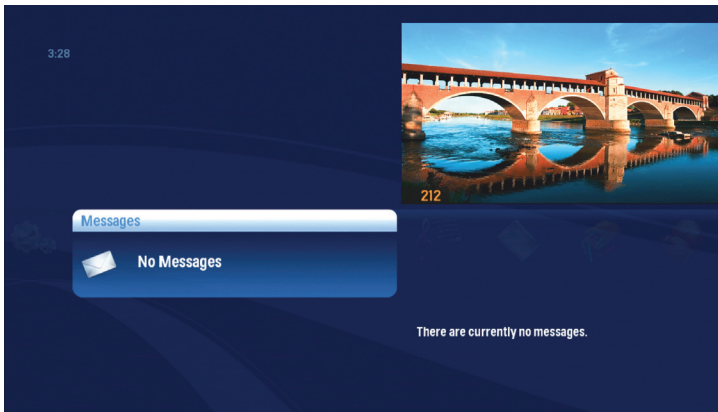


Live events from Shaw PPV will appear in the **Shaw Pay Per View** category.

If the show isn't currently airing, you will be given the option to pre-order. If the show is currently airing you will be able to purchase and watch it immediately. If the show has been running for a significant period of time, the purchase window might be closed, even if it is still visible.

Messages

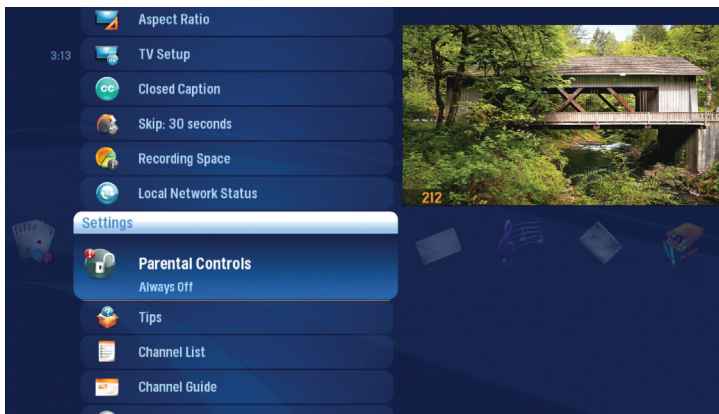
You'll receive a new message when there are new features available or other communication from Shaw.



When you receive a new message, an envelope icon appears in the bottom left area of your Main Menu.

- Highlight the **Messages** category on the Main Menu and your messages will appear. Press OK to view each message.
- Use the NEXT and BACK buttons to page through the message.
- Once you have read the message, the icon will disappear or you can choose to close the message, mark it as unread, or delete it.

Parental Controls



In the **Settings** category you can set enhanced Parental Controls, including the ability to lock shows by channel or by program rating. Parents choose a 4-digit PIN which they can use to get temporary access to locked content and manage their choices.

You can lock out individual shows, including recorded programs, from the Main Menu. The system records scheduled shows that are blocked by Parental Controls, but you must enter the PIN before you can watch them. Parental Controls also allows you to have a PIN prompt before any Shaw On Demand or PPV purchase.

If you have more than one Gateway Portal, you can enable unique Parental Controls for each one.

Parental Controls – layout



1 RATING

You can lock individual ratings by pressing OK. Locking a rating locks all higher ratings above it.

2 PREVIEW WINDOW

Your current program will continue to play in the preview window if it's unlocked.

3 LOCK ICON

The lock icon indicates if the item is locked.

4 CATEGORY TITLES

Category titles display the parental control category.

5 HELP

Explains details about the currently selected rating.

Working with your PIN

Creating a PIN

- 1 The first time you use Parental Controls (or purchase a Shaw Pay Per View or Shaw On Demand program), the system asks you to create a PIN.
- 2 In the **Settings** category, scroll to Parental Controls and press OK.
- 3 Press the numbers on your remote to enter a four digit PIN. Enter the PIN again to confirm it.
- 4 Choose "Close".

Changing a PIN

- 1 In the **Settings** category, scroll to Parental Controls and press OK.
- 2 Choose settings, use the LEFT arrow to scroll left to the Change PIN card, and then press OK.
- 3 Enter the old PIN, enter the new PIN, and then enter the new PIN again to confirm it.

If you forget your PIN

- 1 Go to www.shaw.ca/customercentre, log in to your account, and click on the device that needs to be reset.
- 2 When the selected Device Summary screen opens, a Reset PIN button displays at the bottom left. Click on the Reset PIN button.
- 3 When the PIN reset is complete, a confirmation note appears. Parental Controls are now unlocked.
- 4 Go to the Shaw menu and create a new PIN in order to re-lock Parental Controls.

PIN

You can choose to turn off the PIN prompt before a Shaw On Demand or Pay Per View purchase from the Parental Controls section. Select Shaw On Demand or Pay Per View and press OK to turn the PIN prompt on or off.

Locking and unlocking programs

Locking by channels or by rating

- 1 In the **Settings** category, scroll to the Parental Controls, and then press OK.
- 2 Choose settings (within Parental Controls) and then use the RIGHT ARROW to choose either TV Ratings, Movie Ratings or Lock By Channel.
- 3 Each contains a list of program ratings or a list of channels. Use the UP and DOWN ARROWS to navigate. Each contains a list of program ratings or a list of channels. Use the UP and DOWN ARROWS to navigate. Once highlighted, press OK on your remote. When you lock a rating, all ratings for more restrictive content are also locked. For example, if you lock the TVPG rating, then the TV14 and TVMA ratings are locked automatically, because these ratings are for more mature audiences than TVPG.

If your TV is V-Chip enabled, you may see a black screen after tuning to a channel with blocked content. No Shaw menu, flip bar, sound effects, or any other audio or video are shown or heard. To correct this, change to an unblocked channel, or disable all V-Chip functions and use the Parental Controls features provided by the Shaw Whole Home HDPVR to regulate viewing.

Turning off Parental Controls

To unlock or change all Parental Controls settings, go to the **Settings** category, scroll to Parental Controls, and then press OK. Follow these instructions to unlock selected items:

- 1 Press OK on any locked program.
- 2 Enter your PIN to unlock all programming temporarily or choose more options to only unlock the current channel.

Unlock for a specified amount of time

- 1 In the **Settings** category, scroll to the Parental Controls, and then press OK.
- 2 Choose settings (within Parental Controls), scroll to the Set Relock Timer, and then press OK.
- 3 Enter your PIN, if prompted.
- 4 Choose the unlock duration between one and six hours.
- 5 Once set, the Parental Controls section displays the selected relock time.

Digital cable equipment warranty

Shaw provides a warranty on cable boxes and other hardware used to access Shaw's services (the "Hardware"). The warranty is for three (3) years on new Hardware, one (1) year for refurbished Hardware, and covers defects in materials and workmanship under normal use. The warranty period begins on the date of original purchase of the Hardware from Shaw or an authorized reseller. Any Hardware or part of the Hardware replaced pursuant to a warranty claim will not extend the warranty period. Refurbished Hardware or parts may be used to replace or repair any damaged Hardware covered by this warranty. If Hardware needs to be replaced, Shaw reserves the right to replace the Hardware with a different model that provides comparable functionality as the original product. Warranty claims must be submitted to Shaw within the applicable warranty period.

The above warranty does not extend to (i) Hardware subjected to accident, misuse, neglect, alteration, modification and/or customization, improper handling, improper storage, improper use, improper installation or unauthorized repair, or (ii) cosmetic problems or defects which result from normal wear and tear under ordinary use of the Hardware.

The warranty provided above is in lieu of and excludes all other liabilities, warranties, guarantees or conditions written or oral, statutory, common law, expressed or implied, including warranties or implied conditions as to non-infringement, merchantability or fitness for a particular purpose and shall constitute Shaw's sole obligation and liability and the original purchaser's sole remedy in contract, tort or otherwise in respect of the Hardware.

For more information
visit shaw.ca