

HD Guide

User manual

Shaw) 1:56 pm Thu. 07/26

HAWAII FIVE-O Hawaii Five-O
2:00 pm - 3:00 pm
McGarrett looks for clues into the deadly explosion that cause his world to unravel around him.

FRAMES Viewers Gallery 3

| Today | 2:00 pm | 2:30 pm | 3:00 pm | 3:30 pm | 4:00 pm |
|-------|-----------------|----------|------------------------|-------------|------------------|
| 3:00 | The Dr. Oz Show | Dr. Phil | | | The Ellen De... |
| 4:00 | Ahorn TV | | To Be Announced | | Judge Joe Bro... |
| 5:00 | The Chew | | Good Afternoon America | General Ame | |
| 6:00 | Dragon's Den | | Steven and Chris | | In the Kitch... |
| 7:00 | Hawaii Five-O | | The Doctors | The Talk | |



Shaw)

Start enjoying better TV today.

Discover new and convenient ways to access your favourite shows and movies with your Shaw HD Guide.

Table of Contents.

| | |
|---|-----------|
| Using your Shaw remote | 6 |
| Main menu | 8 |
| HD programming guide | 9 |
| Finding what you want to watch | 10 |
| Browse and watch TV at the same time | 12 |
| Search | 13 |
| Reminders | 13 |
| Recording content | 14 |
| Managing recordings | 18 |
| On Now | 22 |
| Shaw On Demand | 23 |
| Digital music | 25 |
| Adjusting your settings | 25 |
| Parental Controls | 29 |
| Warranty | 30 |

Installing your HD Box or HDPVR

For quick and easy installation, visit shaw.ca/activations or follow the instructions included with your HD Box or HDPVR.

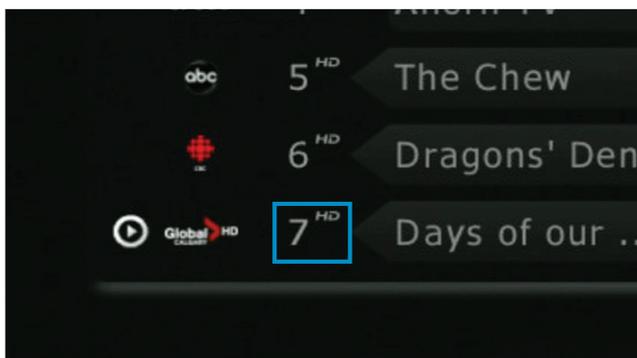
HD Guide top benefits

Never search for an HD channel again

HD Grouping: You can adjust your settings to list all of your HD channels at the start of your channel listing.

Auto HD: When subscribed to both the standard definition (SD) and the high definition (HD) version of a channel, you will automatically receive the HD feed on the lower channel number. HD channels are indicated with an HD icon next to the channel number.

To change your default settings, see page 26 for instructions.

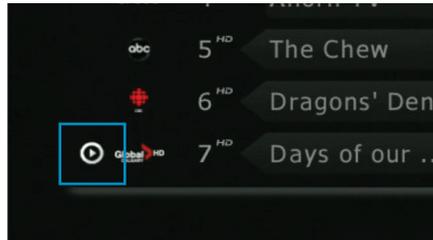


The best on-demand experience

Access to the entire Shaw On Demand Library: Access over 10,000 titles, available with the click of your remote

Catch up on your favourite shows with Shaw On Demand: If a channel has content available on Shaw On Demand, you will see an on-demand icon displayed to the left of the channel name in the guide. Press the **ARROW** to access on-demand content.

To learn more about Shaw On Demand, go to page 23.



Customized guide views

Full Screen: Adjust the transparency in your Settings to browse the TV listings in HD while viewing your current show in the background.



Traditional: Instantly see what's airing right now and in the future while watching your favourite show in the corner of the screen.



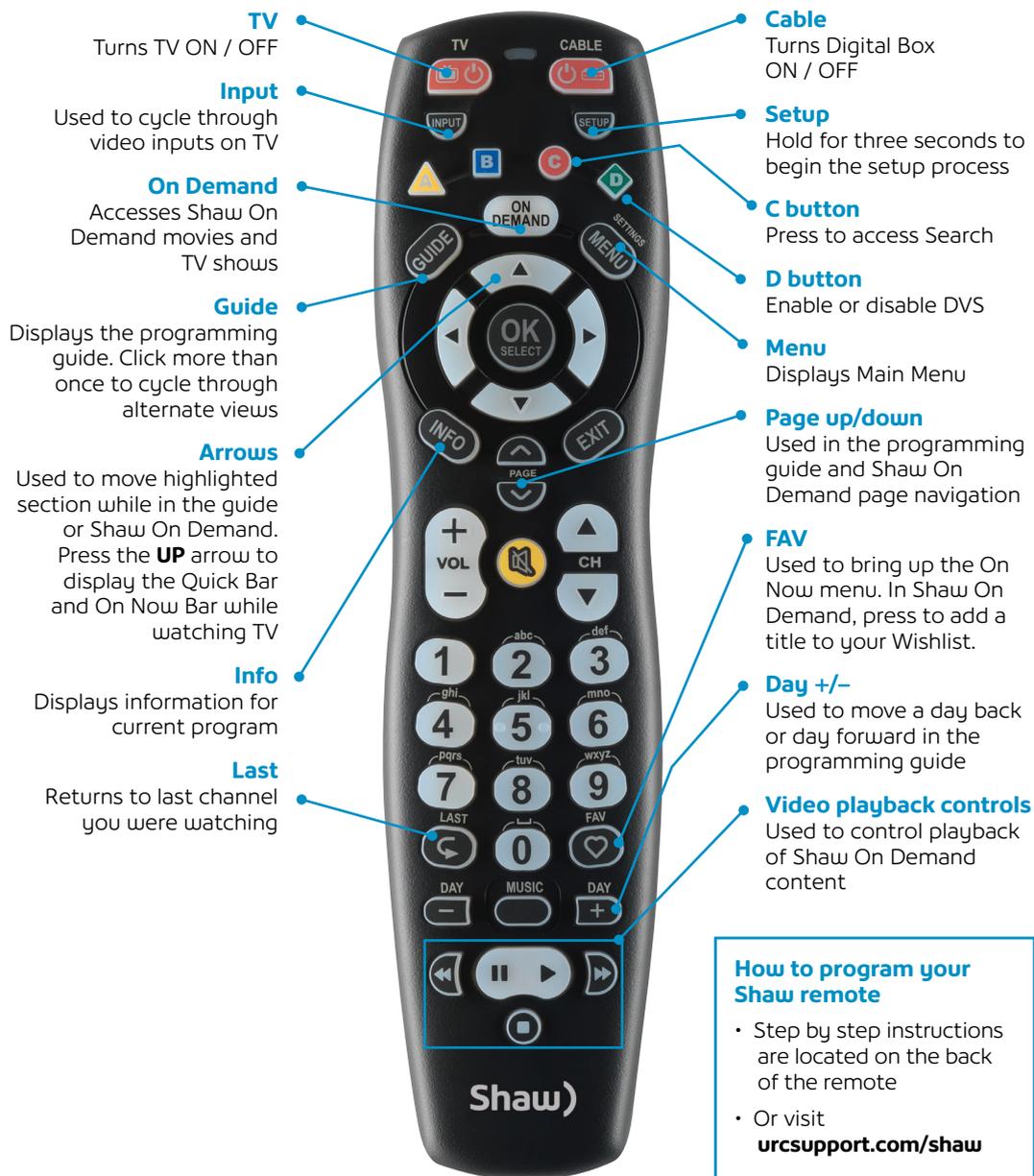
Mini: Browse while viewing your programming uninterrupted.

Learn how to set your default guide view on page 26.



Using the remote

Shaw HD Remote



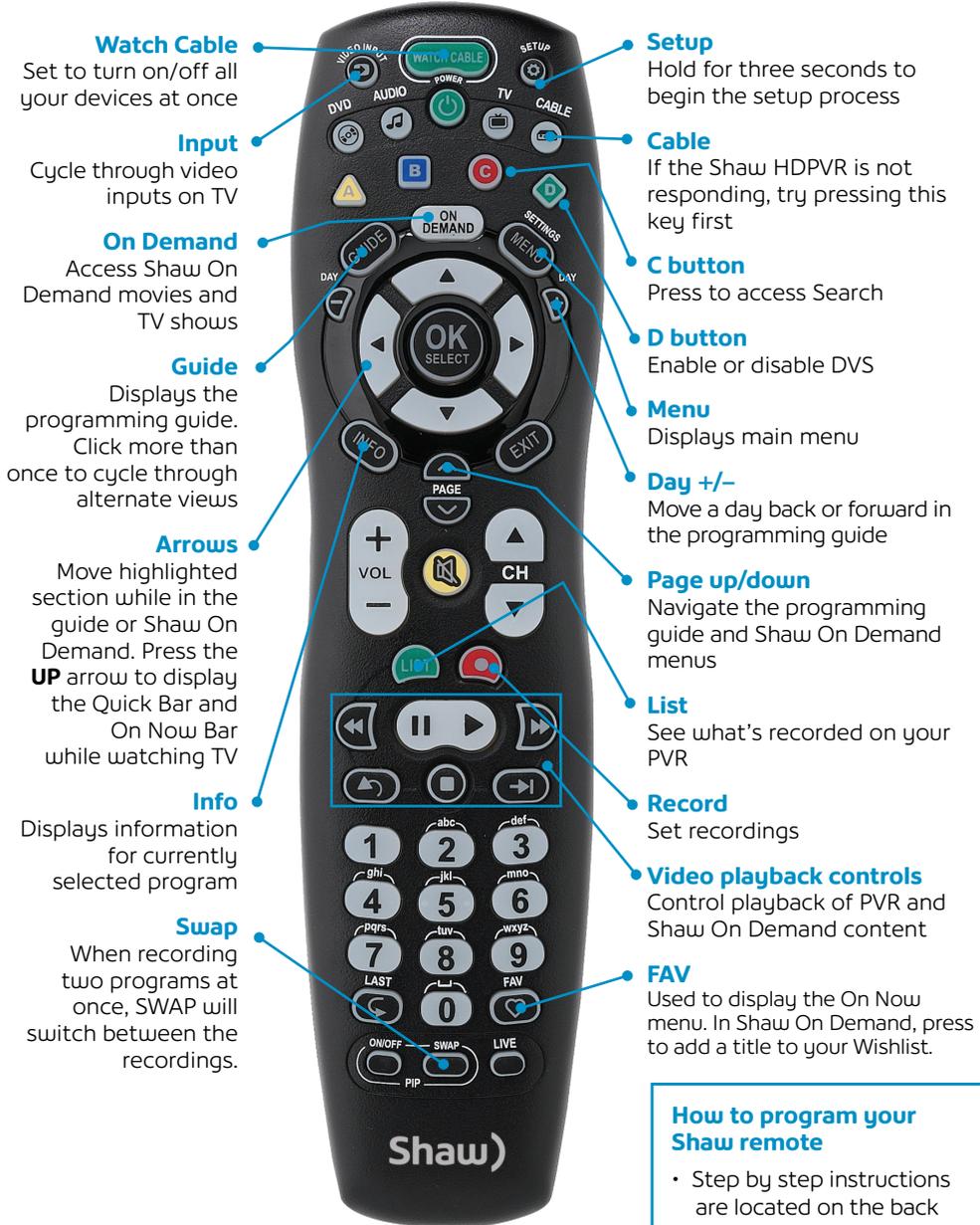
How to program your Shaw remote

- Step by step instructions are located on the back of the remote
- Or visit urcsupport.com/shaw

For more information

- Press the **MENU** button and select "Shaw Remotes Help"

The Shaw HDPVR Remote



How to program your Shaw remote

- Step by step instructions are located on the back of the remote
- Or visit urcsupport.com/shaw

Main menu

For access to all of your HD Guide features, press MENU on your Shaw remote.

The menu changes and customizes your options depending on what you're currently doing.



Shaw On Demand: Catch up on your shows or watch a movie.

On Now: Select to view lists of similar content (Movies, Sports, Kids, Reality, Comedy, Drama and News), or select “Trending” to see popular programs currently airing.

Search: Find a specific program by actor, title or description.

Recordings: Access your recordings, scheduled recordings, series management, PVR Settings and more.

Parental Controls: Manage what your kids are watching and control who can make purchases with customizable Parental Controls.

Settings: View and customize your settings.

Reminders: Set reminders for programs you don't want to miss.

Closed Captions: Enable or disable closed captions.

DVS/Language: Enable or disable Descriptive Video Services, or change the language of your program (when available).

SD Aspect Ratio: Adjust how standard definition programs are displayed.

Shaw Remotes Help: View tips for using your Shaw remote control.

HD programming guide

Press **GUIDE** on your remote to access TV Listings and on-demand content. The first press displays the Full Screen Guide, the second press displays the Traditional Guide and the third press displays the Mini Guide.

Note: Channels you're not subscribed to will appear greyed out. To learn more about hiding unsubscribed channels, see page 26.



Finding what you want to watch

There are many ways to find the programs you want to watch:

- 1. Browse by Guide:** To see all programming on every channel you're subscribed to, press **GUIDE** and use the **ARROWS** to move from one channel to another or press **PAGE UP/DOWN** to scroll through multiple channels. Press **GUIDE** again to cycle through the Full, Traditional and Mini Guide views.
- 2. Quick Bar:** Press the **▲ ARROW** key and the Quick Bar will appear with program listings. You can use the **▲ ▼ ARROWS** to see what's on different channels, and the **◀ ▶ ARROWS** to see programming for different time slots. Press **EXIT** to dismiss the Quick Bar, or let it time out.
- 3. Browse while watching:** Press **GUIDE** three times and the Mini Guide will appear (make it appear sooner by changing your Guide View settings). Press **OK** to make a selection or **EXIT** to return to your program.
- 4. Integrated Search:** Press **MENU** on your Shaw remote and select Search.

Learn more about how to use the Search function on page 13.

- 5. Browse by what's On Now:** To access the On Now filters, press **MENU**, select On Now and choose from a variety of available genres.

To learn more reference page 22

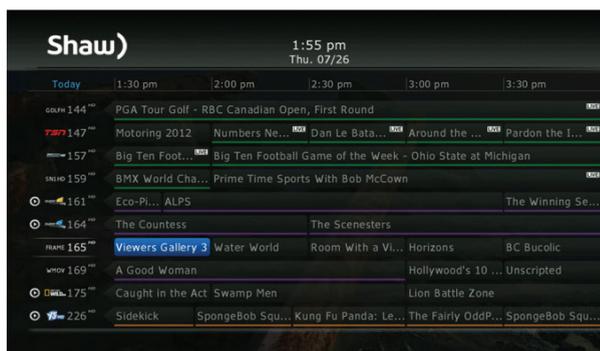
- 6. Enter your channel number:** Directly tune in to a channel by entering the channel number.

Note: If a channel is available in SD and HD, the HD channel will be available on the lower channel number.

Colour coding

Listings are colour coded to help you differentiate between the types of programs:

- **Purple:** Movies
- **Green:** Sports
- **Orange:** Children's programs



Navigating full listings

- Press **GUIDE** to access your programming guide to view program listings for the current time and up to 14 days in advance
- Use the **▲ ▼ arrows** on your remote to navigate program titles, and use the **▶ arrow** to view program listings in the future
- For faster searching:
 - use the **PAGE UP/DOWN** buttons on your remote
 - or press the **DAY +/-** buttons on your remote to advance ahead a day at a time
- Press **INFO** on your remote to see detailed program information
- Highlight a program title and press **OK**. If the program is playing, you will tune to it. If the program is on later, the Program Options screen will appear, and you can set a reminder

Learn more about Reminders on page 13.

Program Options screen

The screenshot shows the Program Options screen for a program titled "Home Property" starting at 10:30 am. The screen displays several options: "Restart from Beginning", "Record Program", "Record Series", "Add/Remove from Favourite", "Set Lock", "More Information", and "Close".

HD & HDPVR
Program name

Program show card

Program start time

Set or adjust Parental Controls for this program, channel, or rating

Display more information about this program

HDPVR Only
Set and adjust settings for this program recording

Set and adjust settings for this series recording

Program information screen

Press the **INFO** button on your remote to access additional program information and descriptions, such as release year, rating and run time.



Browse and watch TV at the same time

Quick Bar

Press **ARROW**  once to view the Quick Bar, to see what programming is coming up next.

- Press **ARROW**   to browse channels
- When you find a program you like, press **OK** to tune to that program or press **INFO** for program details



Press the **INFO** button on your remote to view information on the program you're watching.

Mini Guide

To access the Mini Guide, press the **GUIDE** button on your remote three times*. Use the   **ARROWS** to see listings on other channels and the  **ARROW** to view future listings on the channel highlighted. Press **INFO** to see additional information about the highlighted program.

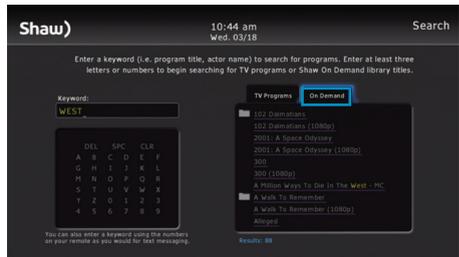
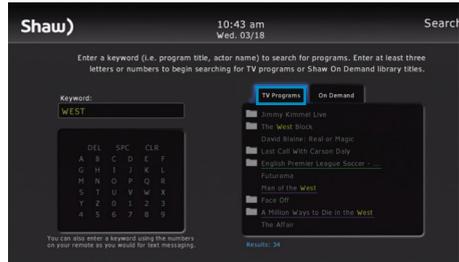


***Tip:** Change the settings to display the Mini Guide earlier by changing your Guide View settings. See page 26 for details.

Search

Search allows you to find a specific program by entering the first few letters of a keyword (i.e. program title, actor name).

- Press **MENU** on your remote and select “Search”
- Move the cursor with the **ARROW** buttons to spell what you’re looking for. Press **OK** to enter each letter
- Enter at least three letters or numbers to start seeing results
- Use the **▶ ARROW** to move to the right side of your screen and select the “TV Programs” tab to view results from TV programs and your PVR recordings. Select “On Demand” to view Shaw On Demand results
- Use your **▲ ▼** buttons to highlight the program you want to watch and press **OK**

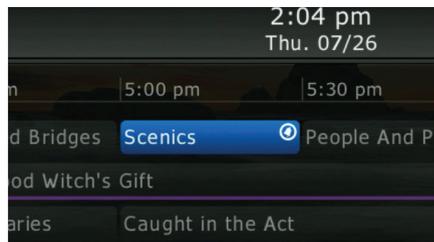
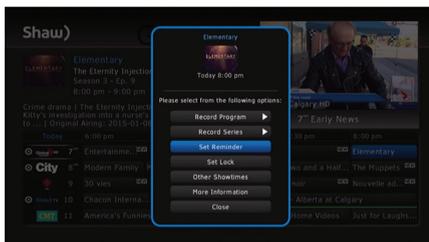


Tip: You can also use your key pad similar to how you would for SMS text messaging. For example, press the number 2 on your remote three times for the letter “C.”

Tip: Colour coding is available in the TV Program search tab.

Reminders

Highlight your selection, press **OK**, and select “Set Reminder” or “Remove Reminder.” Your program reminder will appear one minute before your show is set to begin. Press **MENU** on your remote, then select “Reminders” to view a list of all your program reminders.



Recording content

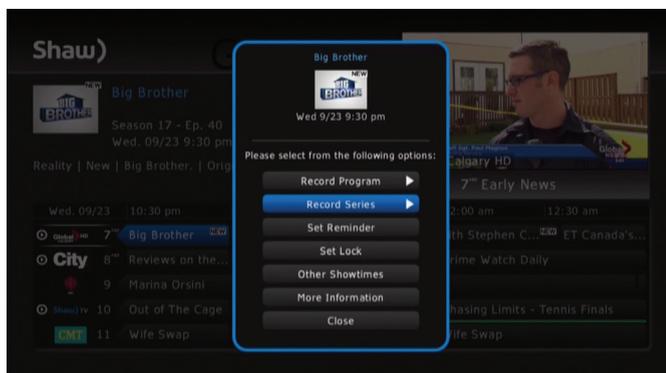
Your PVR allows you to:

- Set series recordings
- Pause and rewind live programming
- Rewind and replay programs
- Record one program while watching another
- Record two programs at the same time
- Watch a previously recorded program while recording two other programs at the same time

Set up your recordings

There are a number of ways to record your favourite programs and series:

- Highlight a future program you want to record and press **OK** to display the Program Options screen
- Select “Record Program” or “Record Series” and press **OK**



- You can also press **ARROW**  to set your recording options, including customized recording start and end times, and/or storage settings



- The simplest way to set a recording is to highlight the program and press the **Record** button on your remote:
 - Press the **Record** button once to display the Program Options screen
 - Press the **Record** button a second time to start recording
- If more than two programs are scheduled to record at the same time, a scheduling conflict message will appear with further options



Accessing your recordings

There are two easy ways to access your recordings:

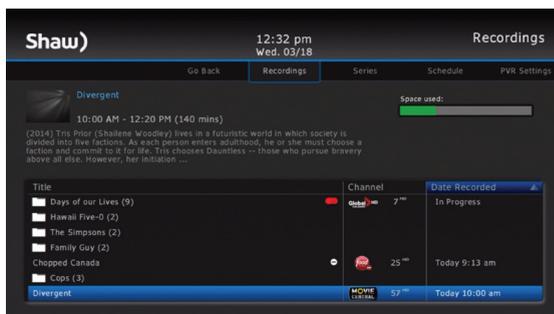
1. Press **LIST** on your remote, or
2. Press **MENU** on your remote and select “Recordings”

Within your recordings details you can:

- Sort recordings by “Title”, “Channel”, or “Date Recorded”
- View series recordings, grouped in folders
- View how much space is used on your hard drive:
 - o Green bar shows 0 – 79% full
 - o Yellow bar shows 80 – 94% full
 - o Red bar shows 95 – 100% full

If your recordings are protected, an alert will show when there is no more space, and you will be prompted to delete some recordings.

Note: You can increase your storage with an eSATA external hard drive.



Customize your recordings

Custom start and end times can be applied to individual recordings or as a default setting via the PVR Settings screen, under Single and Series tabs. Changes to these settings will only impact new recording requests.

Learn how to set your default start and end times on page 19.

Recording icons

Single



Series



Program scheduled to record



Actively recording program



Program was not recorded. This could be due to a number of reasons, including duplicate recordings or if more than two recordings were scheduled to record at the same time.

Recording management icons

Complete

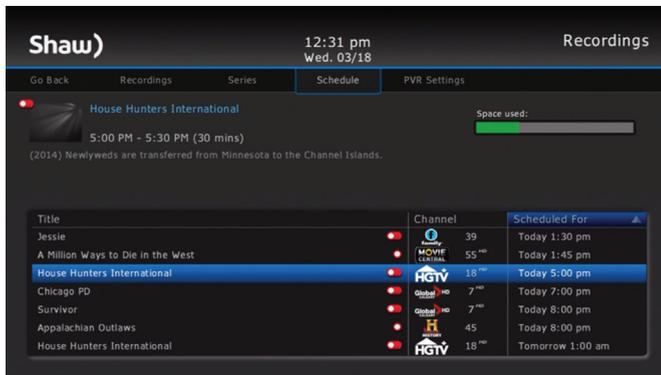


This recording has been protected from automatic deletion

Managing recordings

Scheduled recordings

To view a list of your future scheduled recordings, press the **MENU** button on your remote, select “Recordings”, **ARROW** to “Schedule” and press **OK**.



Series recording management

To access only your Series Recordings, press the **MENU** button on your remote, select “Recordings”, **ARROW** to “Series” tab and press **OK**. Here you can change your series recording options or the series recording priority.



PVR settings

This is where you can set the defaults for all your recordings.

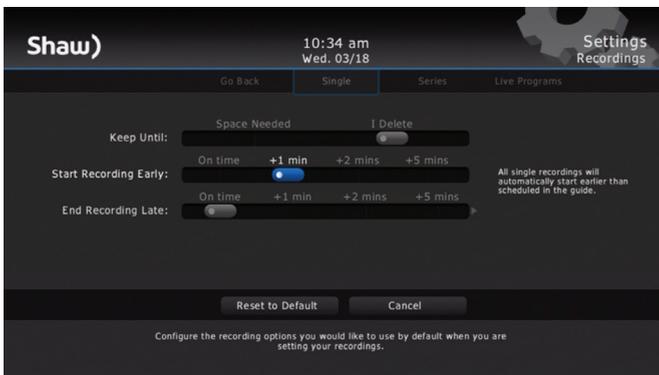
You can adjust the settings on an individual recording through the Program Options screen, "Schedule" tab or through the "Series" tab

You can access your PVR Settings through the Main Menu by selecting:

- "Recordings", **ARROW**  to "PVR Settings" and select **OK**; or
- "Settings", **ARROW**  to "PVR Recordings" and select **OK**
- Then use the **ARROW** buttons and press **OK** to make your selection

Single

- Keep Until: Choose to keep your single episode recordings until space is needed on your hard drive or choose to protect them and keep only until you manually delete
 - If space is needed, the oldest (and non-protected) programs will be deleted first
- Start Recording Early: Set all single recordings to automatically start earlier than scheduled
- End Recordings Late: Set all single recordings to automatically record past the scheduled end time



Series:

- Episodes to Record: Select “New” to record only new episodes in your series folder or select “All” to record new and repeats (with duplicates)
- Keep Until: Choose to keep your single episode recordings until space is needed on your hard drive or choose to protect them and keep only until you manually delete
- Start Recording Early: Set all series recordings to automatically start earlier than scheduled
- End Recording Late: Set all series recordings to automatically record past the scheduled end time
- Episodes to Keep: Choose how many episodes you’d like to store in your series folder. If you select a number other than “All”, the older episodes will be replaced by new episodes

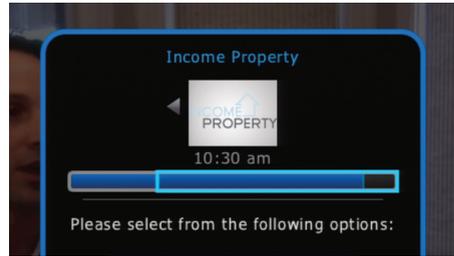


Live TV buffer

While watching live TV, your HDPVR automatically stores at least one hour of programming in the buffer. You can access programming in the buffer for the last channel you were on, and the current live channel.

There are a number of ways to access stored programming in the buffer:

- Press **REWIND** or **SKIP BACK**
- **ARROW**  to access the Quick Bar then **ARROW**  to go back to a previous program and select **OK**
- While watching live TV, press **OK** to display the Program Options screen and use   **ARROWS** to select a previous program



Tip: While using the Mini Guide, highlight the channel you are currently on and **ARROW** . Here you can **ARROW**  to select a previous program; press **OK** to select.

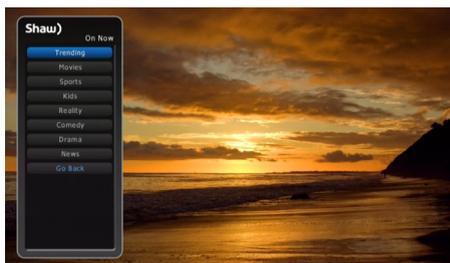
Auto HD recording

If you are subscribed to both the SD and HD version of a network, the HD version will appear on the lower channel number. Anything you record on these channels will be in HD. This ensures you always receive the best picture quality available.

On Now

The On Now feature allows you to choose a specific type of programming by selecting one of the pre-set categories, including: Sports, Kids and News.

When applying a specific On Now list, all current programming that is not included in the criteria is filtered out, so you only browse the programming you want to watch now.



On Now Bar

To view programs On Now based on your filter selection:

- Press **▲ ARROW** to display the On Now Bar
- Your On Now Bar, which looks similar to your Quick Bar, displays all current filtered programming within your On Now criteria, and is currently on TV
- **◀ ▶ ARROW** to scroll through this filtered programming



Shaw On Demand

Use your Shaw remote to instantly access the entire Shaw On Demand library and choose from over 10,000 TV and movie titles with thousands in HD.

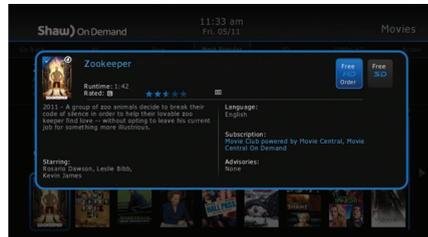
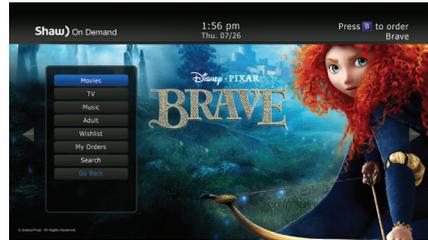
- To access Shaw On Demand on your TV, press the **ON DEMAND** button on your remote. You can also access through the Main Menu or through the programming guide on certain channels marked with 
- Once you're on the main Shaw On Demand landing page, you can order featured movies by pressing the **B** button on your remote, or choose a category to explore
- Use the   **ARROWS** to select a genre, and press **OK** or  **ARROW** to enter the listings for that genre
- Use the **PAGE UP/DOWN** buttons to move through the titles page-by-page
- Highlight what you want to watch using the   **ARROWS**. Press **INFO** to see a full description of your selection
- Select **OK** to confirm your order
- Shaw On Demand content ordered will appear on your regular Shaw invoice. Adult content will be discreetly billed
- The following icons are used in Shaw On Demand to indicate:

✓ **Ordered:** This is content you have rented and is still available for viewing

! **About to expire:** This is content you have rented and will soon expire

★ **Wishlist:** This is content you have added to your Wishlist

Tip: Find what you want fast with the Search function on the main Shaw On Demand page. Simply enter the first few letters of a program title or actor name and your results will instantly display. To learn more about Search, go to page 13.



Wishlist

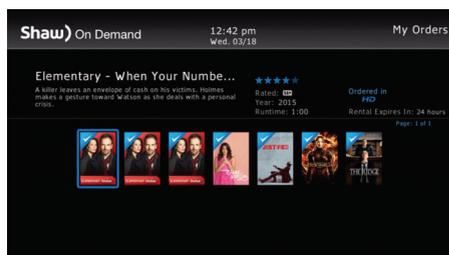
Use the Shaw On Demand Wishlist feature to bookmark titles you want to watch later.

- Highlight your selection and press the **FAV/♥** button on your remote. The **★** icon will appear on the poster art
- To remove an item from your Wishlist, press the **FAV/♥** button once more
- To access your Wishlist, press the **ON DEMAND** button on your remote, and select Wishlist



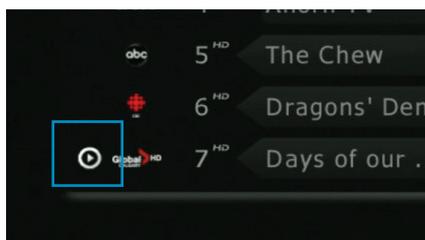
My Orders

To access recently ordered Shaw On Demand content, press the **ON DEMAND** button on your remote, and select Wishlist.



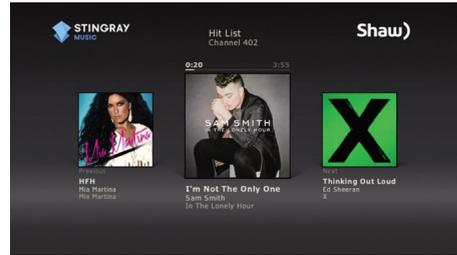
Shaw On Demand quick launch

You can access Shaw On Demand directly through your programming guide. Simply look for the Shaw On Demand icon next to the network logo and **ARROW** next to channels that offer On Demand content. This will take you directly to the content available from that network.



Digital music

With most subscriptions, Shaw TV provides complimentary access to 60 music channels (from rock, to pop, to country and everything in-between) on channels 401 through 460.



Adjusting your settings

You can activate and customize certain guide features such as your default guide view, Parental Controls, Audio settings, Language and more.

To get started, press the **MENU** button on your Shaw remote and select the Settings icon. Use the **ARROWS** to select from the below setup options.



Summary

This screen provides a summary of your key settings. Click through to change any settings.



Adjusting your settings

Guide

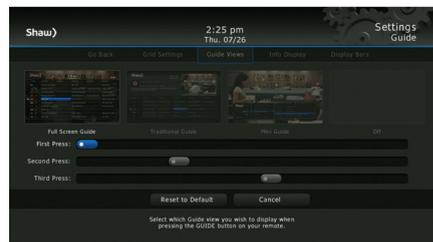
Show Channels: Select whether you would like to show all channels carried by Shaw, or only the channels you subscribe to.



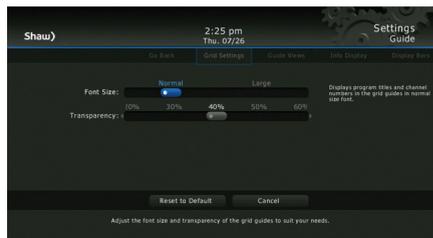
HD grouping: Choose to group your HD channels together for easier browsing of HD content. Or, choose to have the guide display your channels in numerical order, with HD and SD channels mixed together.



Guide views: Press the **GUIDE** button on your remote once to view the Full-Screen Guide, twice to view the Traditional Guide, and three times to view the Mini Guide.



Grid settings: Adjust the font size and transparency of the grid guides.



Recordings settings

Record your favourite programs and view them as many times as you want, whenever you want.

Learn more about Recording settings on page 19.

Closed Captions

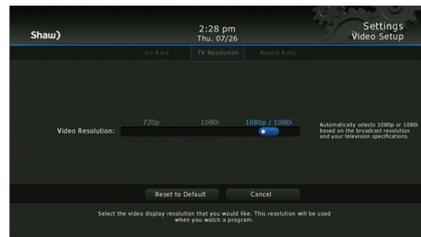
Use the slider to adjust how the Closed Captions are displayed, including font size and style.



Video setup

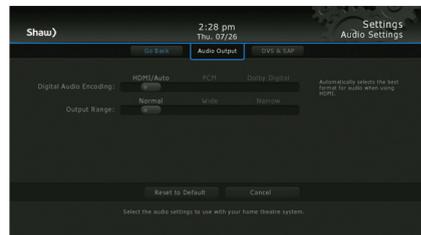
Select your default setting for video resolution to 720p, 1080i or 1080p. You can also set your default settings when viewing programs in SD by adjusting the Aspect Ratio.

If you would like to order 1080p movies from Shaw On Demand, ensure your Video Resolution is set to "1080p/1080i".



Audio settings

Select the audio settings to use with your home theatre system and enable DVS.



Digital box settings

Change the settings for your HD Box including:

Front panel display: Time or current channel, time format (12 hr or 24 hr clock) and brightness.

Power saver: Save energy by adjusting the length of time your digital box stays powered on with no remote interaction.



Parental Controls

Set locks for movie and TV ratings, set or update your purchase PIN, and enable or disable your purchase PIN.

Reset to default

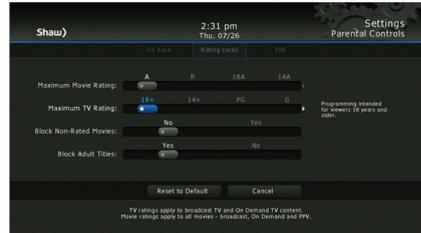
Select this option if you would like to reset any or all of your settings to the default settings.



Parental Controls

Rating locks

To lock programs according to their rating, press **MENU** and select “Parental Controls”. You can set the max TV rating or max movie rating accessible **without** having to enter a PIN. You can also manage unrated content and hide adult programming titles. You will be prompted to enter your PIN when you set a rating.



Purchase PIN

You have the ability to set a Purchase PIN, preventing any unauthorized PPV or Shaw On Demand orders. Press **MENU**, then select “Parental Controls.” **ARROW**  to the PIN tab and follow the on-screen instructions.



Channel locks

To lock a channel:

- Press **GUIDE**
- Use the   buttons to find the channel you wish to lock
- **ARROW** right to highlight a future program and select **OK**
- Select “Set/Remove Lock”
- Press **OK** and enter PIN if prompted and select “Lock this channel”



You can unlock a channel using your PIN:

- Highlight the channel you wish to unlock within the guide, select **OK**
- Follow the prompts to temporarily unlock, permanently unlock or keep the channel locked

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 support

visit community.shaw.ca



