

HD Guide

User Manual



You've decided you want better TV. Here's how to enjoy it.

Welcome to Shaw HD TV. To get the most out of your experience, it's best to know absolutely everything the service offers. Start exploring today and you'll find better and more convenient ways to entertain yourself. This guide contains all of the information, operating instructions and tips to help you get to the good stuff.

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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.

Key features of your HD guide

No need to search for the HD channel anymore

HD Grouping: You can adjust your setting so that all HD channels are grouped together at the beginning of the channel listings.

Auto HD: The days of searching your guide for the HD version of a channel are over. Now, when you are subscribed to both the SD and HD version of a network, you will automatically receive the high-definition feed on the lower channel number. This ensures you always receive the best picture quality available. Simply look for the HD icon next to the channel number.

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



Find your content fast

What you see is what you get: Duplicate and unsubscribed channels are removed to save time when scrolling through the guide.

Favourites: Browse pre-set lists like “Sports”, “Kids”, “Movies” and much more.

To learn more about Favourites, go to page 26.

The best on demand experience

Access to the entire Shaw On Demand library: Access over 10,000 titles all with the click of your remote.

Catch up on your favourite shows with easy access to Shaw On Demand:

Instantly access Shaw On Demand right from the guide on channels that feature On Demand content with the VOD quick launch. Tuned to Global to find you missed last week's Survivor episode? Press **ARROW** key in the guide and view past episodes available. The new guide makes catching up on your favourite TV shows even easier.

Look for the On Demand icon  **next to the channel number.**

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



Customized guide views

Full Screen Guide: Adjust the transparency of this guide in your Settings so you can browse the TV listings in high-definition while viewing your current show in the background.



Traditional Guide: This view is similar to the guide you're used to. Instantly see what's airing right now and into the future while watching your favourite show in the corner of the screen.



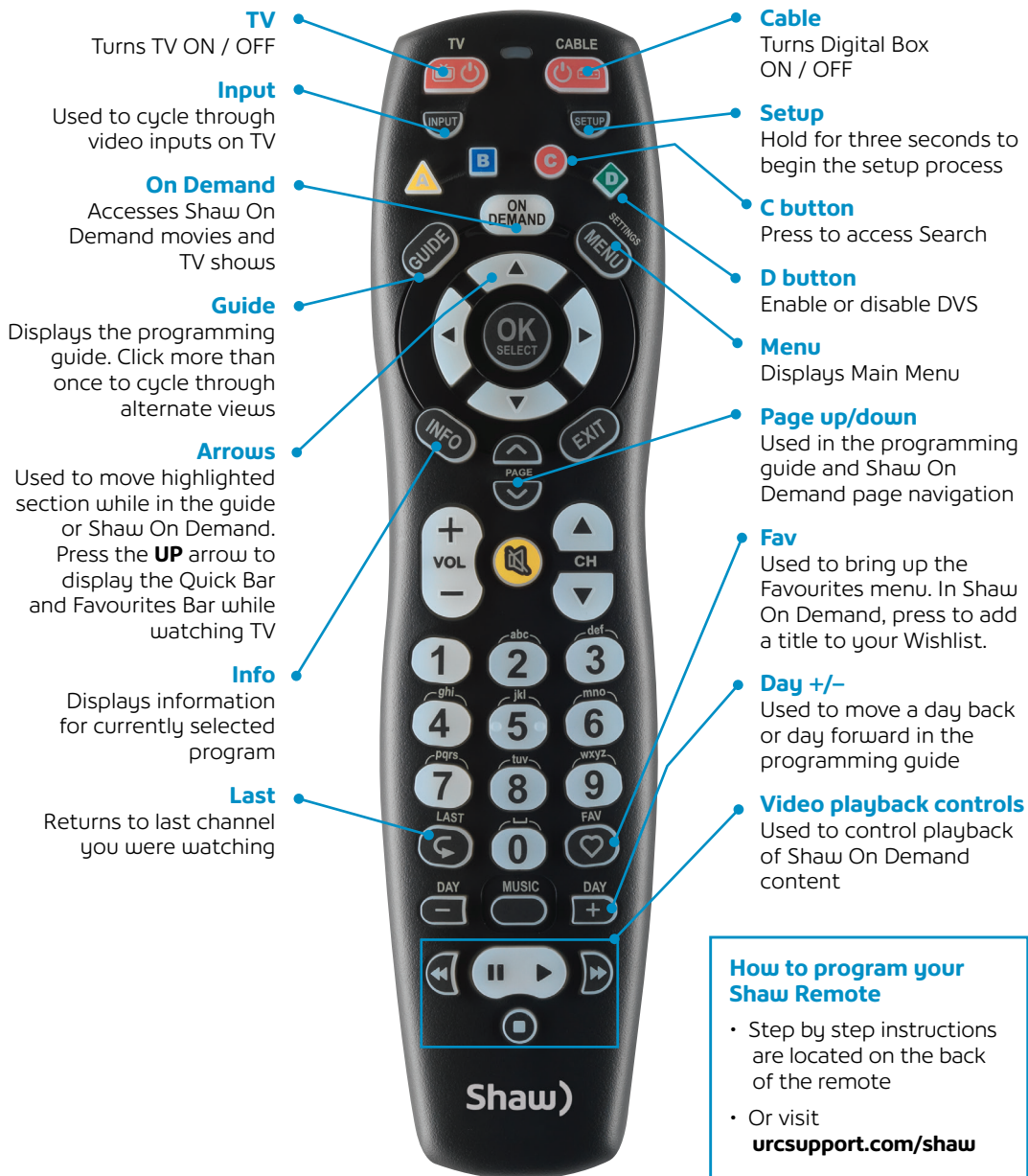
Mini Guide: Browse while viewing your programming uninterrupted.

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



Using the remote

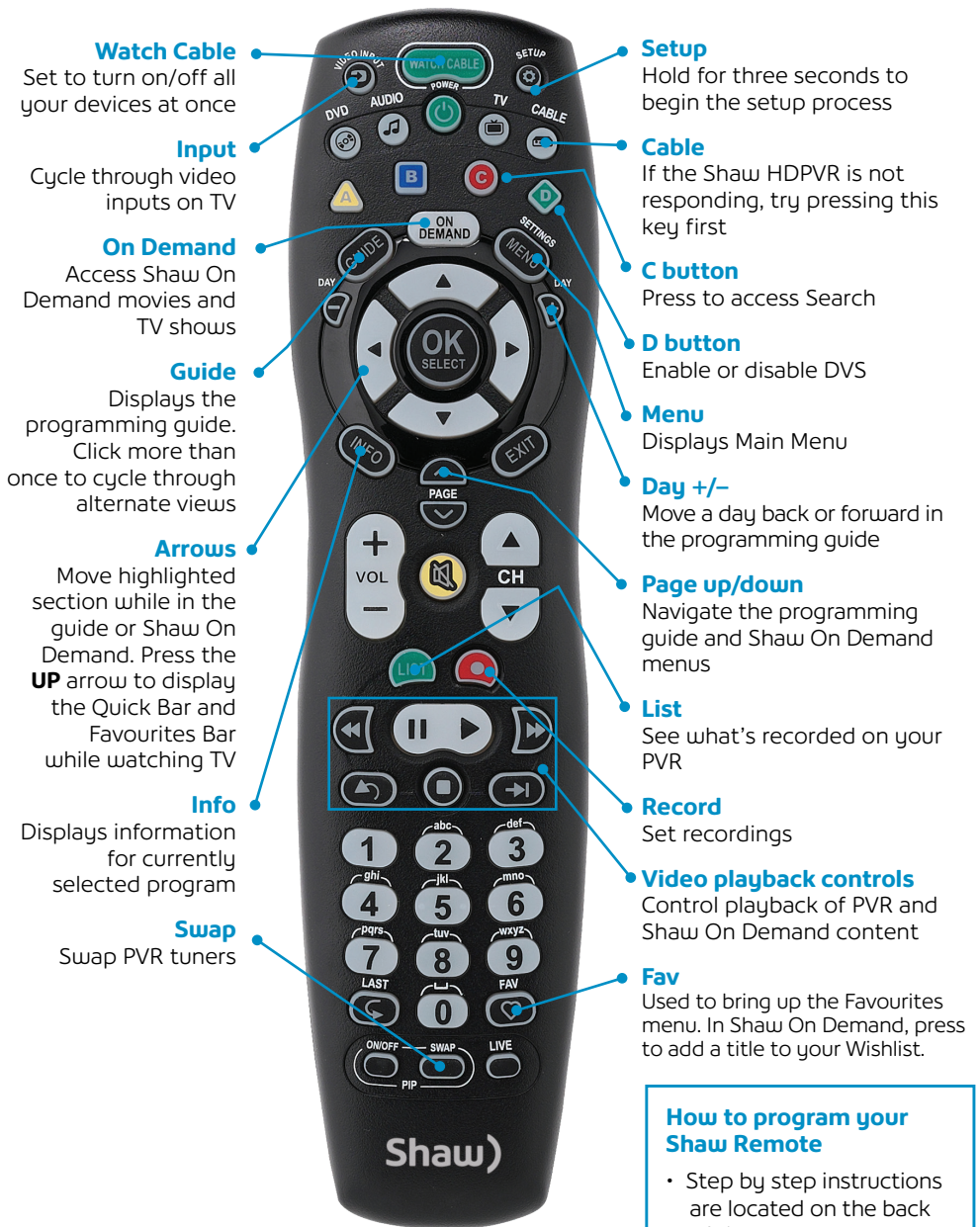
The Shaw HD Remote



For more information

- **Shaw Remotes:** Press the **MENU** button, select “Shaw Remotes”

The Shaw HDPVR Remote



Watch Cable
Set to turn on/off all your devices at once

Input
Cycle through video inputs on TV

On Demand
Access Shaw On Demand movies and TV shows

Guide
Displays the programming guide. Click more than once to cycle through alternate views

Arrows
Move highlighted section while in the guide or Shaw On Demand. Press the **UP** arrow to display the Quick Bar and Favourites Bar while watching TV

Info
Displays information for currently selected program

Swap
Swap PVR tuners

Setup
Hold for three seconds to begin the setup process

Cable
If the Shaw HDPVR is not responding, try pressing this key first

C button
Press to access Search

D button
Enable or disable DVS

Menu
Displays Main Menu

Day +/-
Move a day back or forward in the programming guide

Page up/down
Navigate the programming guide and Shaw On Demand menus

List
See what's recorded on your PVR

Record
Set recordings

Video playback controls
Control playback of PVR and Shaw On Demand content

Fav
Used to bring up the Favourites menu. In Shaw On Demand, press to add a title to your Wishlist.

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 easy access to all of your HD Guide features, simply press MENU on your remote, then select from the options available - including Shaw On Demand, Favourites, Settings and more.

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



Shaw On Demand: Catch up on your programs or watch a flick.

Favourites: Select to view pre-set lists of similar content (Movies, Sports, Kids, Reality, Comedy, Drama, News).

Search: Easily look for a specific program by actor, title or description.

Recordings: Directly 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 on your TV with the customizable Parental Controls.

Settings: View and customize your current 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 remote control

HD programming guide

This quickly answers the age-old question, “What’s on TV?” The on-screen programming guide is your source for finding out what to watch; up to 2 weeks of listings are available in the guide. Press **GUIDE** on your remote to access TV Listings and TV on demand. The first press brings you to the Full Screen Guide, second press is the Traditional Guide and the third press brings up the Mini Guide.



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 subscribe to, press **GUIDE** and use the **ARROWS** to move from one channel to another or press **PAGE UP/DOWN** to scroll through multiple channels at a time. Pressing **GUIDE** again will 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:** To see what's on other channels without missing a minute of what you're watching, press **GUIDE** three times and the Mini Guide will appear (make it appear sooner by changing your Guide View settings). To make a selection, press **OK** or to return to your program, press **EXIT**.
- 4. Integrated Search:** While watching TV, press the **MENU** button on your Shaw Remote and select **SEARCH**.

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

- 5. Browse by Favourites:** To access Favourites, press **MENU**, select Favourites and choose from a variety of available pre-set categories.

To learn more reference page 22

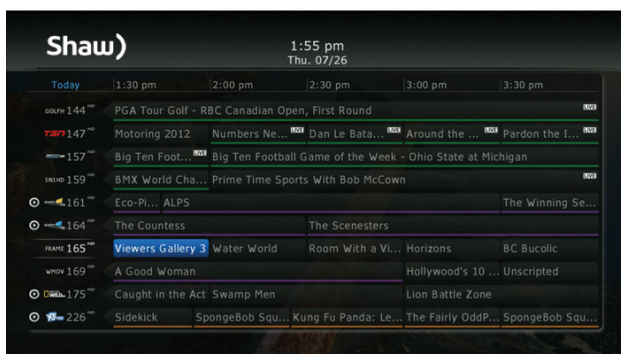
- 6. Enter your channel number:** If you know the channel you wish to tune to, simply enter the channel number and wait as your channel changes. Remember, if a channel is carried in both SD and HD, it's always accessible in HD via the lower (SD) channel number.

Tip: Press the **GUIDE** button on your remote to cycle through the Full Screen Guide, Traditional Guide, and Mini Guide. You can change your default in Guide View settings.

Colour coding

In the guide, programming appears in a grid format with channel numbers and network logos down the left side and times along the top. Some listings have a colour highlight to help you identify different types of programs:

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



Navigating full listings

- Press **GUIDE** to access your programming guide to search for program listings for the current time and up to 2 weeks in advance
- Use the **▲ ▼ arrows** on your remote to navigate program titles, and the **arrow** **▶** to see program listings for later that day and for future days
- For faster searching:
 - Use the **PAGE UP/DOWN** buttons on your remote while in the listings
 - 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

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

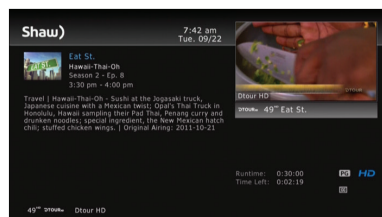
HDPVR Only
Set and adjust settings for this program recording

Set and adjust settings for this series recording

The screenshot shows a menu for 'Home Property' with options: Restart from Beginning, Record Program, Record Series, Ad Remove from Favourite, Set Lock, More Information, and Close. A progress bar is visible above the menu.


Program information screen



If you want to access more information on a program press the **INFO** button on your remote. Here you can read a longer description about the program, as well as additional details, such as release year, rating, and run time.



Browse while watching TV uninterrupted

Quick Bar




Press **ARROW**  once to see the Quick Bar, which allows you 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 more program details



At any time, press the **INFO** button on your remote to see the information for the program you are watching.

Mini Guide

The Mini Guide allows you to watch TV and view program listings without having to leave the program you are watching or go to the full screen guide. To access the Mini Guide, press the **GUIDE** button on your remote three times (default setting). Use the   **ARROWS** to see listings on other channels and the  **ARROW** to see future listings on the channel highlighted. At any time, press **INFO** to see additional information about that program.

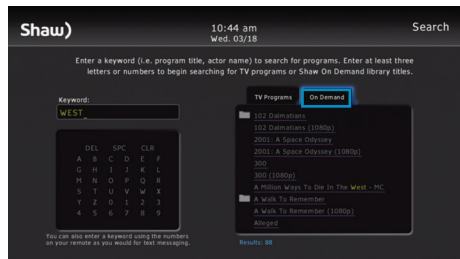
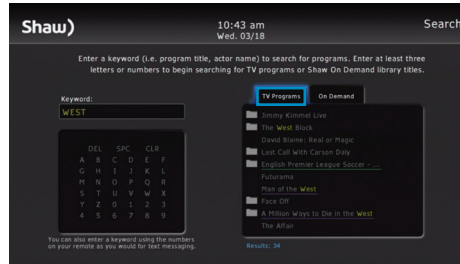


Tip: Change the settings to bring up Mini Guide earlier by changing your Guide View settings. See page 26 for details.

Search

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

- From the main menu, select search
- Use the **ARROW** keys to highlight the letters you want
- Then press **OK** to select the letter and then advance to the next letter
- Enter at least three letters or numbers for results to display
- **ARROW** over right and select the “TV Programs” tab to view results from TV programs and your PVR recordings. Selecting the “On Demand” tab will display results pulled from Shaw On Demand content
- Using your **▲ ▼** buttons, highlight the program you want to watch and press **OK**

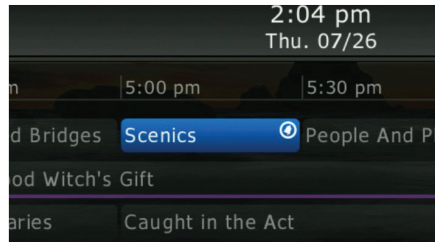
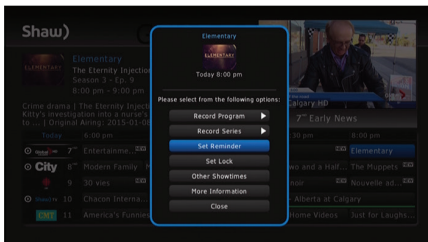


Tip: You can also use your key pad similar to how you would for SMS text messaging. For example, press **2** three times for the letter “C.”

Tip: Colour coding is available in the TV Program search tab, for quick identification of programming.

Reminders

Setting reminders is easier than ever. You can set Reminders so you don't miss shows you want to watch. While in the guide, simply highlight your selection, press **OK**, and select “Set/Remove Reminder.” Your Reminder will appear one minute before your show is set to begin. You can access a full list of reminders by pressing **MENU** on your remote, then selecting “Reminders.”



Recordings

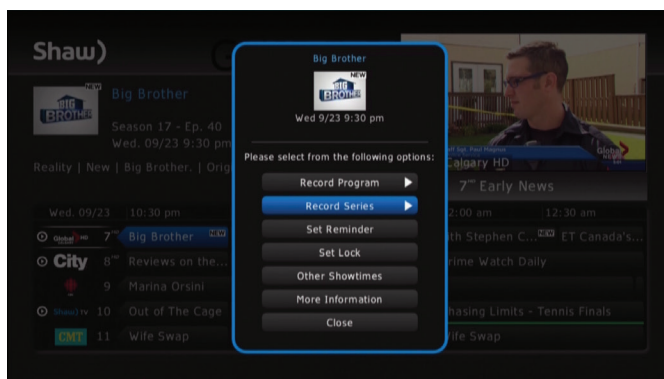
Record your favourite programs and view them as many times as you want, whenever you want.


- Set series recordings
- Pause and rewind live television
- Rewind and replay programs so you won't miss a thing
- Built-in dual tuner lets you:
 - 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

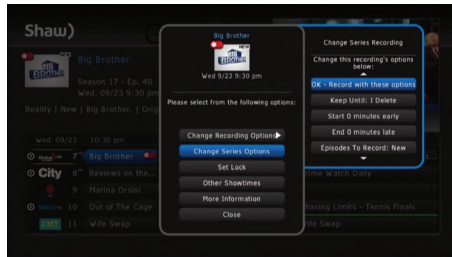
Setting recordings

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

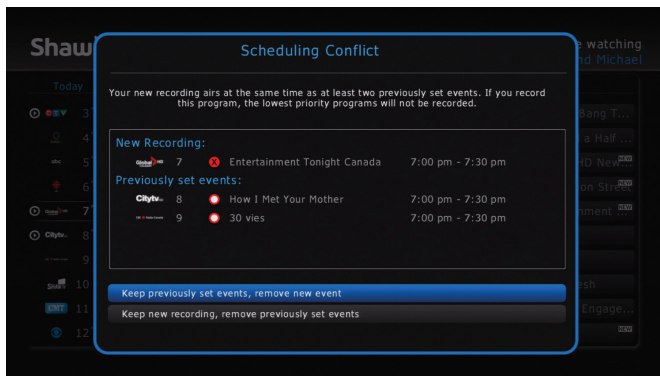
- Highlight a future program you wish to record and press **OK** to bring up the Program Options Screen
- From the Program Options Screen, select “Record program” or “Record series” and press **OK**



- 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
 - Pressing the **Record** button once will bring up the Program Options Screen
 - Pressing the **Record** button a second time is a short-cut to begin a single recording
- If there is a conflict (more than two programs scheduled to record at the same time), a message will appear giving you some options



Accessing your recordings

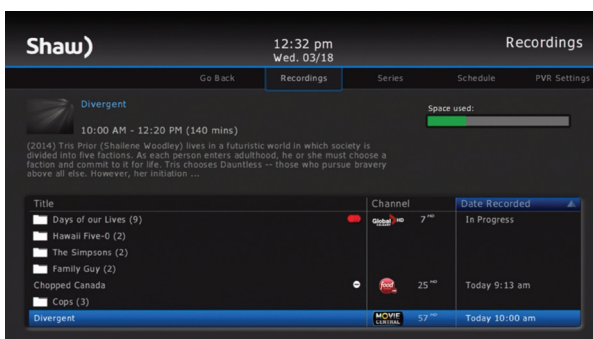
- Press the **LIST** button on your remote; or
- Press **MENU** and select “Recordings”

Both methods take you to the “Recordings” tab

- In this screen you can see all of your recordings, when they were recorded and what channel they were recorded from
- Using these headings, you can choose how you would like to sort your recordings by highlighting “Title”, “Channel” or “Date Recorded” and pressing **OK**
- Series recordings are grouped together in folders – highlight the folder and press **OK** to expand and see each individual recording

On this screen, you’ll also see the space used on your hard drive:

- When the green bar turns yellow, your hard drive is 80% full
- When the yellow bar turns red, your hard drive is 95% full
- If your recordings are protected, an alert will pop up to let you know if you’ve run out of space. You will be prompted to delete some of your recordings



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

Customize your recordings

You can customize the start and end times for single and series recordings to make sure you never miss a moment of your favourite shows.

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, not previously scheduled recordings.

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

Recording icons

Single Recording



Series Recording



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 are scheduled to record at the same time

Recording management icons

Complete Recording

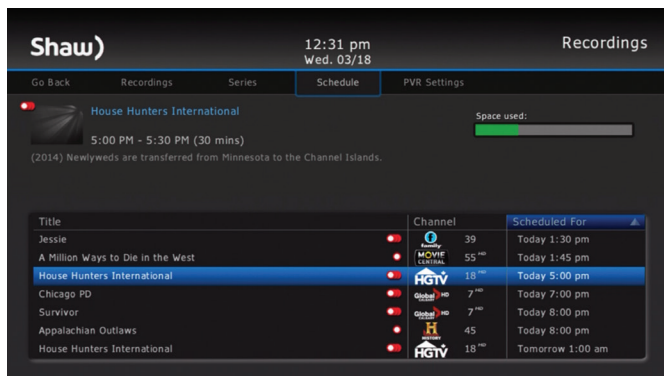


This recording has been protected from automatic deletion

Managing Recordings

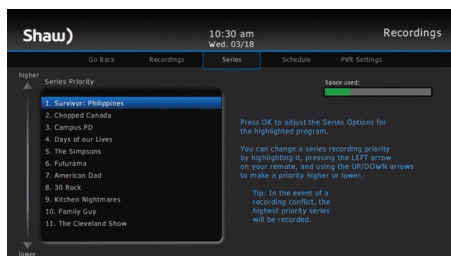
Scheduled recordings

Access all of your future scheduled recordings in one place for easy management. Just 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

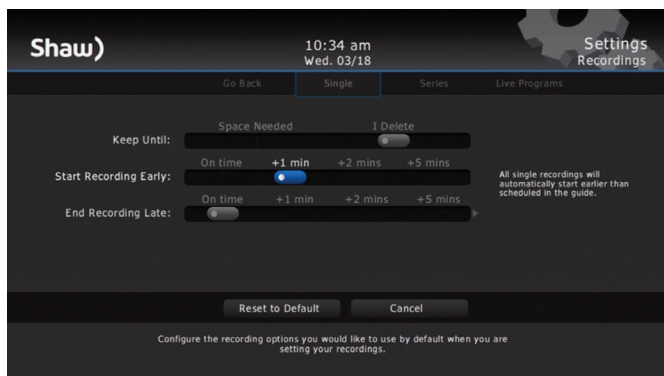
This is where you can set the defaults for your single, and series recordings. You can always adjust the settings on an individual recording through the Program Options Screen, “Schedule” tab or through the “Series” tab.

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** keys and press **OK** to make your selection

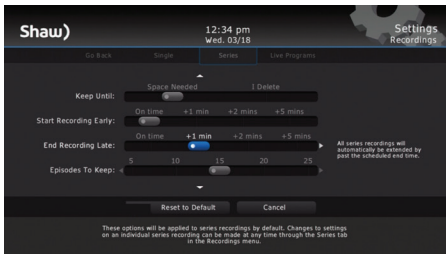
Single

- Keep Until – Choose whether or not 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
 - The oldest (and non-protected) programs will delete first, if space is needed
- Start Recording Early - Set all single recordings to automatically start earlier than scheduled in the guide
- End Recordings Late - Set all single recordings to automatically be extended 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 whether or not 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 in the guide
- End Recording Late - Set all series recordings to automatically be extended 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

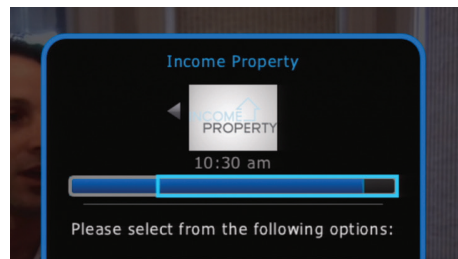




Live TV Buffer

While watching live TV, your HDPVR automatically stores at least one hour of programming in what is called the “buffer”. You can access programming in the buffer as long as you do not change the channel.

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

- Simply 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 bring up the Program Options Screen and use your   **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

With Shaw's HD Guide, when you are subscribed to both the SD and HD version of a network, you will automatically receive the high-definition feed on the lower channel number. Therefore, your recordings on these channels will be in high-definition. This ensures you always receive the best picture quality available.

Favourites

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

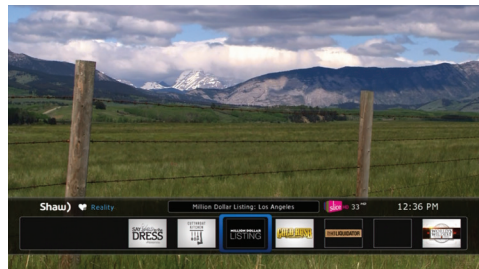
When applying a specific Favourites list, all current programming that is not included in the criteria is filtered out, so you only browse the programming you want to watch now.



Favourites Bar

To access your Favourites while a Favourites list is being applied:

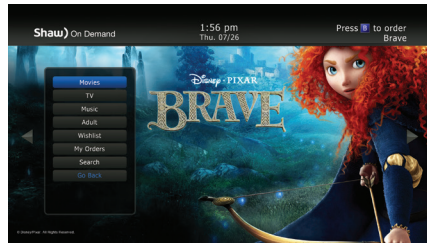
- Press **▲ ARROW** to bring up the Favourites Bar
- Your Favourites Bar, which looks similar to your Quick Bar, displays all current filtered programming that falls within your Favourites criteria and is currently on TV
- **◀ ▶ ARROW** to scroll through this filtered programming



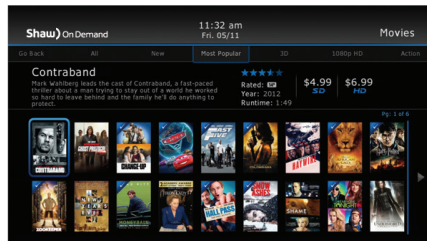
Shaw On Demand

Using your Shaw Remote, you can instantly access movies, TV series and much more whenever you like.

- To access Shaw On Demand on your TV, simply 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 On Demand landing page, you can order featured movies simply by pressing the **B** button on your remote, or choose a category to explore



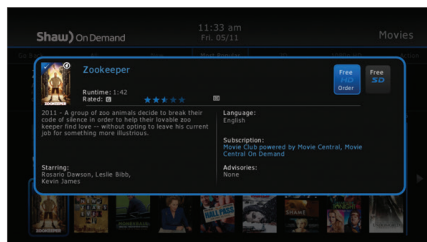
- Use the **⬅️ ➡️ ARROWS** to select a genre, and press **OK** or **⬇️ ARROW** to enter the listings for that genre

- Using the **PAGE UP/DOWN** buttons will take you through pages of titles for that category

- 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 and enjoy

- Access the entire Shaw On Demand library and choose from over 10,000 titles with thousands in HD



- 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

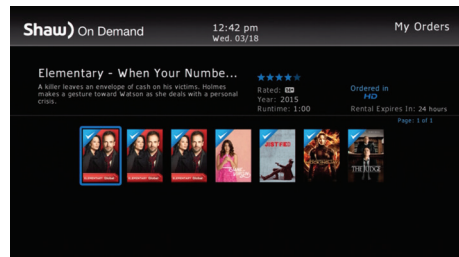
Find a movie you would like to watch at a later date? Just add it to your Wishlist. Adding movies to your Wishlist saves you time when searching for a movie you want to watch.

- Simply highlight your selection and press the **FAV/♥** button on your remote. The **★** icon will appear on the poster art
- Removing an item from your Wishlist is just as easy; simply 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

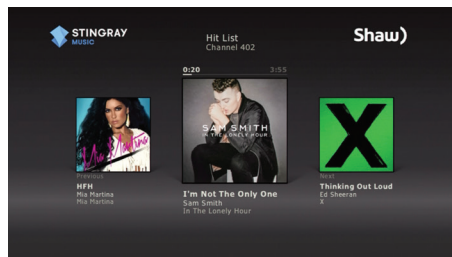
You can access Shaw On Demand directly through your programming guide. Simply look for the Shaw On Demand icon next to the network logo and **ARROW**. This can be found next to channels that offer On Demand content. This will take you directly to the content available from that network.



Digital Music

It's just like the music they have at bars and restaurants: no DJs, no wacky banter, no commercials, and the music is continuous. With a variety of genres available, there's something for everyone.

To access Digital Music, tune to channels 401 to 460 in the GUIDE.



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 and select the Settings icon. Use the **ARROWS** to select from the following setup options:



Summary

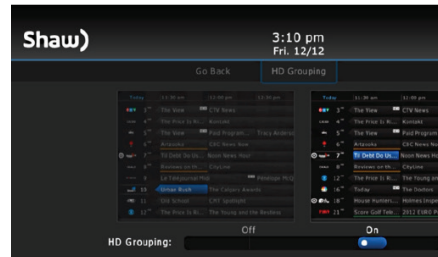
This screen shows you a summary of your key settings. For quick and easy access, you can click through to change any of these settings.



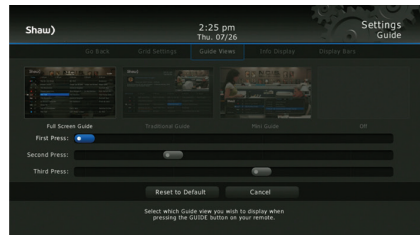
Adjusting your settings

Guide

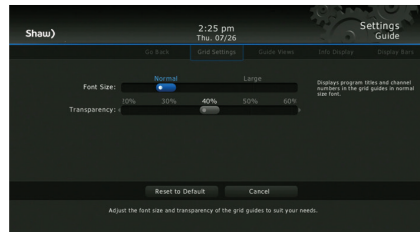
HD grouping: Choose to group your HD channels together for easier browsing of HD content. Or, choose to have the guide display your channels in numerical order, with HD and standard definition (SD) channels mixed together.



Guide Views: Select which guide view you wish to display when pressing the **GUIDE** button once, twice or three times on your remote. There are three guide views in total: Full Screen Guide, Traditional Guide and Mini Guide.



Grid Settings: Adjust the font size and transparency of the grid guides to suit your needs.



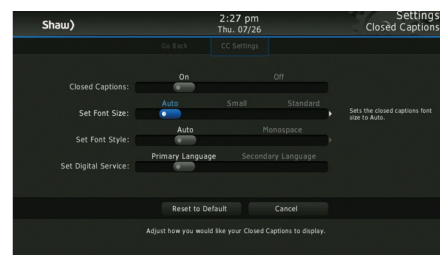
Recordings settings

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

Adjust how you would like your Closed Captions to display including font size and font style.



Video setup

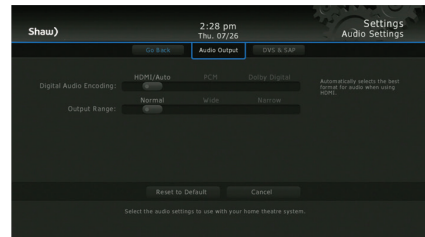
Select your default setting for video resolution including 720p, 1080i and 1080p. You can also set your default settings when viewing programs in standard definition by adjusting the Aspect Ratio.

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 as well as enable DVS.

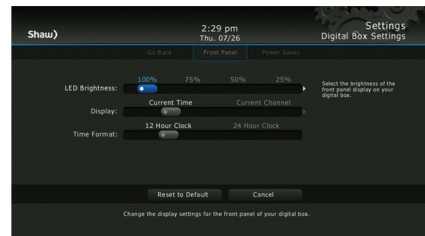


Digital box settings

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

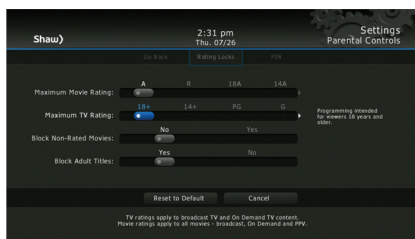
Select this option if you would like to reset any or all of your settings to the default settings.



Parental Controls

Rating locks

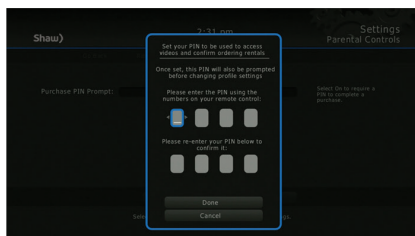
To lock programs according to their rating, press **MENU** and select “Parental Controls” Here you can set the max TV rating or max movie rating accessible **without** having to enter a PIN. You can also manage unrated content and hide adult programming titles. When you set a rating, you will be prompted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



Purchase PIN

You also have the ability to set a Purchase PIN, preventing any unauthorized PPV or Shaw On Demand orders. Press **MENU**, select then select “Parental Controls.”

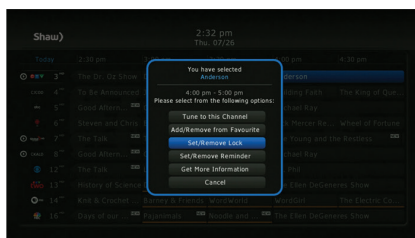
ARROW to the PIN tab and follow the on-screen instructions.



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. To unlock a channel:

- Highlight the channel you wish to unlock within the guide, select **OK**
- Here you can 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



