

## Shaw Direct Satellite TV - User Guide

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Essential HD Receiver (HDDSR 800)

Advanced HDPVR (HDPVR 830)

**Shaw)** Direct

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**Version 2.3** – Adara GA

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**Created & Maintained by:** Consumer Products

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# How to Read This Manual

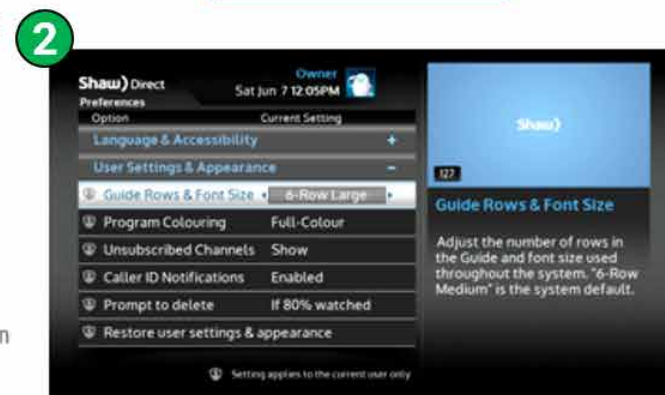
## Customizing your Guide

There are 6 different guide views you can choose depending on your needs. Change the amount of channels you see on one page, the font size (which will apply to all on-screen text) and how you see program genre colouring. Change your preference by pressing **OPTIONS**, scroll over to "Settings," and

select "Preferences." The following **User Settings & Appearance** options will be available:

- 4** **Guide Rows & Font Size** [6-Row Large, 6-Row Medium, 8-Row Small]: Allows you to adjust how many channels you see at once within your Guide. This also adjusts your font size for the Guide and all on-screen text, such as menus and on-screen messages.
- **Program Colouring** [Full-Colour, Subtle]: Adjusts the colour style for program genres within your guide. "Full-Colour" features a bright colour gradient whereas "Subtle" features a horizontal colour bar on each program.
- **Unsubscribed Channels** [Show, Hide]: Choose to hide channels which are not included in your current programming package. If set to "Show," these channels will be greyed out within your guide.

- 6**  Channels on free preview will automatically appear in your Guide when available, and return to grey when the free preview has ended.



- 1** Applicable menu bar selection and/or remote control buttons
- 2** Bold, italic text corresponds to the on-screen diagrams to the right
- 3** Remote control buttons are shown in capitals and bold text
- 4** Multiple on-screen options are described in a bulleted list
- 5** Available selections for each on-screen option are shown in [brackets]
- 6** Useful tips, HDPVR-only information and important notes are included throughout this guide

# 1. The Basics

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## 1A. Connections and Initial Setup

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When installing your HDDSR, one (1) direct coax line is required to connect to your satellite dish or multi-switch. If you have an HDPVR, two (2) direct coax lines are required for best performance. The HDPVR must be set to “Single Tuner Mode” as described on page 31 if only one (1) line is connected. If you would like us to take care of the installation, call Customer Service or visit [shawdirect.ca/contactus](http://shawdirect.ca/contactus) – we’re here 24/7 to discuss available options and help you book an appointment.

If you are unsure of how to connect your satellite receiver to your TV or home theatre system, please refer to the corresponding product manual or the directions that came with your satellite receiver.

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### Cable Types

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- **HDMI:** This cable carries both video and sound. It has a single identical connector on both ends. Note that HDMI must be used to provide high definition (HD) picture.

The following cable types will provide Dolby Digital audio and 5.1 Surround Sound when connected to a capable home theatre receiver:

- **HDMI:** If supported by your home theatre receiver, you can use a single HDMI cable to connect your receiver to your home theatre system, and another HDMI cable to connect the home theatre system to the TV. Both video and sound are carried in the cable.
- **Optical:** This thin cable has a small square connector at each end, as pictured at right

For the best television experience, it is recommended that you connect your HD receiver with one of the above audio connections. Optical audio is not available on the HDDSR 800.



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## Initial Setup and Activation

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After connecting your satellite receiver, it will boot up and the setup wizard will help optimize your experience:

### On Screen Language

Select whether you would like your on-screen menus to be displayed in English or French.

### TV Type

Pick the option that most closely matches your TV to optimize your on-screen readability. Selecting “SDTV (CRT)” will set the font to the largest size and remove channel logos. “HDTV Small” will set a comfortable medium sized font. “HDTV Large” features an extra 2 rows of Guide data and smaller text.

### WiFi Setup

It’s recommended to connect your DSR to your home wireless (WiFi) network to take advantage of all the features available with your Shaw Direct subscription (details regarding on-demand services can be found in Section 9). You’ll need your network name (SSID) and password, if applicable. Once connected, press **C** to return to the setup wizard.

### UHF Remote Control (HDPVR 830 only)

By default, your remote control will require line-of-sight to the HDPVR 830. By enabling UHF remote control functionality, no line of sight will be required and you can place your HDPVR 830 in a cabinet or behind your TV. To prevent other remote controls from controlling your HDPVR, you may need to change the remote address as described on page 55.

### LNB Type Scan

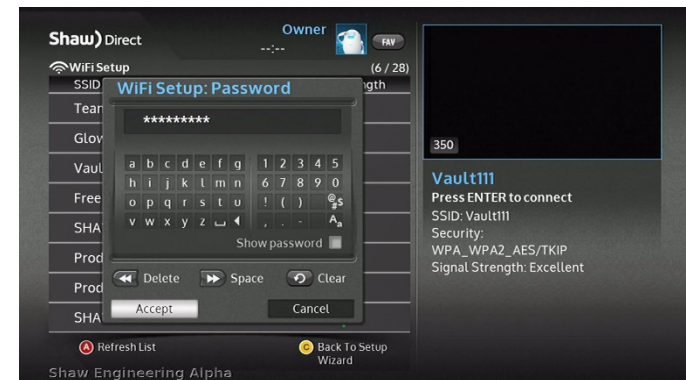
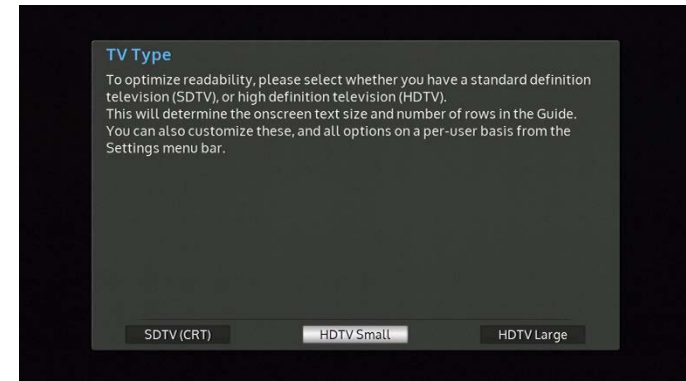
Your DSR will perform a scan to identify the type of external equipment connected on your satellite dish.

### Signal Found

Once you see the “Signal found!” message on-screen, your receiver is ready to be activated – this is necessary to access your programming. Call the activation hotline at 1-855-874-6953 and follow the instructions. The trip count value will update onscreen when your receiver gets the activation signal.

### Thank You

Once the onscreen message confirms your receiver is fully activated, it will take up to 1 hour for the Guide to load, after which your system is ready to use.



## Additional Connections

The following connections may also be required for access to certain features or services.

- **Ethernet:** An Ethernet cable can be used to connect your receiver to your home router if WiFi is not a suitable option for you. Details regarding on-demand services can be found in Section 9.
- **USB:** A USB 2.0 or 3.0 hard drive can be connected to the HDPVR 830 to add even more recording capacity. Refer to page 37 for more information on this feature.

## 1B. Current Version

Pressing **OPTIONS, 4, 7** will display the System Status menu. Line H shows the version of your receiver software, listed as "Current Version". This manual applies to Current Version **60.52** and higher. If the Current Version is less than 60.52, press the **C** button to update the software for the best experience.

Individual menus, options, or functionality may be slightly different depending on your Current Version.

## 1C. Using Your Remote Control

### Navigating the Onscreen Menus

The following keys will allow you to navigate through the menus on your Shaw Direct HD receiver:



The **directional arrow** keys allow you to move up, down, left, and right through the onscreen menus. Your current selection is shown in white or blue.

The **ENTER** or **OK** button will "select" the item highlighted and display available options or confirm the current selection. For example:

1. Pressing **ENTER** will display the Program Options menu for *Secrets of the Exhibit*.
2. Pressing **ENTER** will cancel the deletion of all recorded episodes of the program.



The **left** and **right** arrow keys also allow you to change options for the selected item in applicable menus, as indicated by the "◀▶" symbols on screen. For example:

3. Pressing the **LEFT** arrow key will change the SD Aspect Ratio to "Zoom", pressing the **RIGHT** arrow key will change the SD Aspect Ratio to "Normal"



1	Fri 06	2:30PM	3:00PM	3:30PM
	132	HIFI	Secrets of the Exhibit	The Wrong Mans
			The Wrong Mans	The Wrong Mans

2

**Attention**

Are you sure you want to delete ALL recorded episodes of this program? Any protected episodes will also be deleted.

League of Super Evil

INFO 1/2

No Yes

3

SD Aspect Ratio

◀ Stretch ▶





The **CH▲** and **CH▼** keys allow you to move through lists one page at a time. For example:

4. Pressing **CH▲** will page up and show channels 076-083, pressing **CH▼** will page down and show channels 092-099.
5. Pressing **CH▲** will page up and show the previous page of recordings, pressing **CH▼** will page down and show recordings from *N* onwards.



The **GO BACK** key will save your changes and return to the previous menu.



The **EXIT** key will save your changes in the current menu and exit all the way back to live TV.

## 1D. Menu Bar

The **Menu Bar** is your portal to all the great features available on your Shaw Direct HD receiver. Many tools and menus found here can also be accessed directly by using the appropriate key on your remote control.

The Menu Bar can be accessed by pressing **MENU** on your remote control. From live TV, pressing **A** will also bring up the Menu Bar.

The Menu Bar will always appear at the bottom of your screen and will exit you from any active menus. Use the **LEFT** and **RIGHT** arrow keys to view available options and the **ENTER** button to access that menu option or submenu.

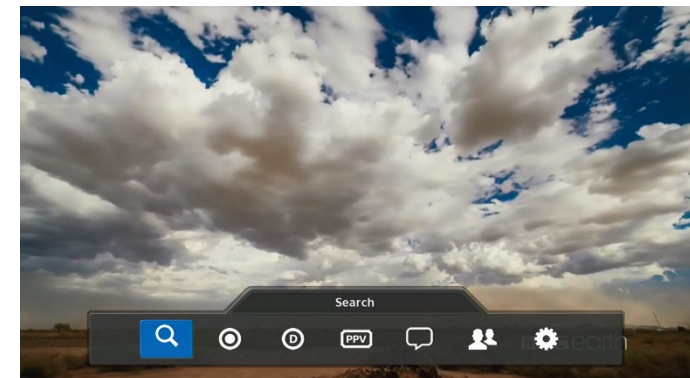
A complete listing of all menu selections on the HDPVR and HDDSR receivers is contained on the next pages.

4

Edit channel List (81 / 709)		
Channel	Name	
084	SHOWCASE HD	✓
085	comedy™ Comedy Network HD	✓
086	MUCH HD	✓
087	Space HD	✓
088	E! HD	✓
089	FXX HD	✓
090	FX HD	✓
091	National Geographic HD	✓
















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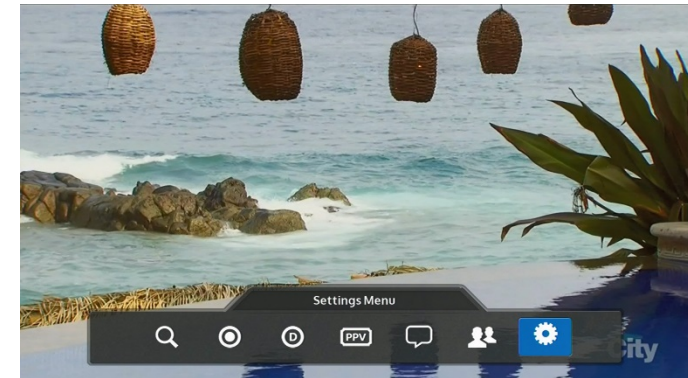
PVR List (20% Full) (1 / 15)		
Program Name	Episodes	
Bachelor in Paradise	2	
Big Brother	20	
Furious 7	1	
Game of Thrones	7	
K.C. Undercover	6	
Last Week Tonight With ...	1	
League of Super Evil	51	
Mike and Dave Need We...	1	


















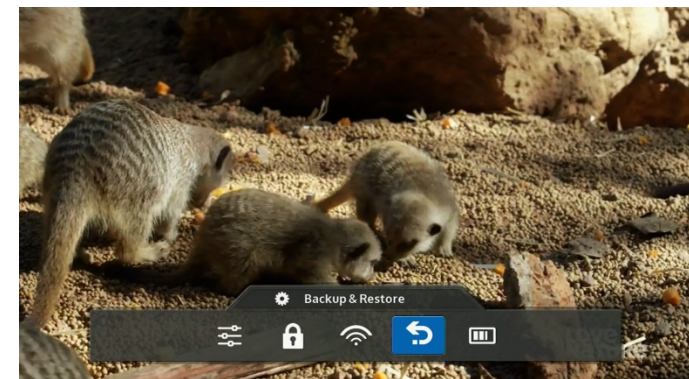








## HDPVR Menu Bar

<b>Search</b> 	<b>Audio Search</b> 	Allows you to search for commercial-free digital music stations by genre, or radio stations by city.
	<b>Keyword Search</b> <b>A<sup>b</sup>c</b>	Search for programs using a keyword. Results will be returned when the keyword is found in the Program Title, Episode Title, Program or Episode Description or Cast.
	<b>Interests Search</b> 	Search for something to watch or record by time frame, category, and genre.
	<b>Category Search</b> 	Find currently airing programs in popular categories, such as Movies, Sports, or Children's programs.
	<b>VOD</b> 	Brings up the Shaw Direct On Demand menu bar (which can also be accessed by pressing <b>D</b> on your remote).
	<b>PPV</b> 	Brings up the pay-per-view menu bar.
	<b>Guide</b> 	Displays the Interactive Program Guide (which can also be accessed by pressing <b>GUIDE</b> on your remote)
<b>PVR</b> 	<b>PVR Options</b> 	Customize your recording preferences for each series or show you have scheduled to record.
	<b>PVR Upcoming</b> 	View a list of all programs that are currently set to be recorded in the next 14 days.
	<b>PVR List</b> 	Accesses your previously recorded programs (also accessible by pressing <b>PVR</b> on your remote).
	<b>Manual Timer</b> 	Manual Timers can be used to record programs manually by timeslot, rather than by program.
<b>Video On Demand</b> 	<b>Browse On Demand</b> 	Browse the on-demand library by category, channel and genre. Easily see your free (included-with-subscription) and pay content.
	<b>VOD Title Search</b> <b>A<sup>b</sup>c</b>	Search the on-demand library by title, if you have something specific in mind.
	<b>VOD Wishlist</b> 	You can add titles that you're interested in watching later to your on-demand Wishlist through your receiver, the Shaw On Demand Search app or vod.shawdirect.ca. Access them all here.











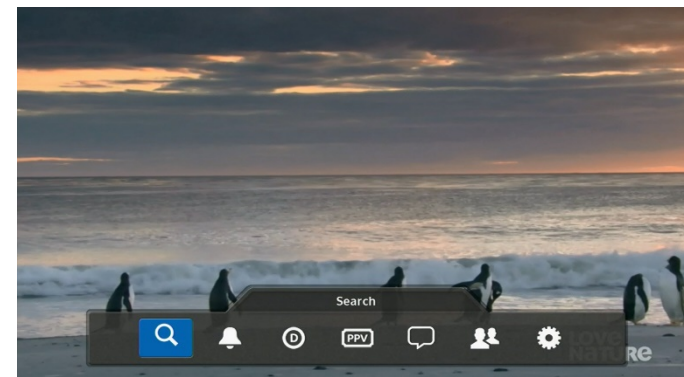
	My VOD Orders 	View active titles that have been ordered to your account, or resume an order you had previously stopped right from where you left off.
	VOD Adult Search 	Browse the Adult Shaw Direct On Demand library, for 18+ viewers only – if adult content has been locked, this will not be accessible.
	Help 	Provides an overview of how to access Shaw Direct On Demand.
<b>Pay Per View (PPV)</b> 	PPV Search 	Accesses the PPV store, to browse upcoming PPV movies and Events.
	PPV Adult Search 	Browse upcoming adult PPV programs – for 18+ users only. This will not be accessible if adult content has been locked.
	My PPV Orders 	View your PPV order history.
<b>Messages</b> 	Mail Messages 	View your receiver mail messages sent from Shaw Direct – an envelope will be displayed on the info banner if a new message is pending.
<b>Switch User</b> 		Login to a different user profile. This will be unavailable if you're using Single User Mode.
<b>Settings</b> 	Preferences 	Access the options menu to adjust your preferences such as guide displays, language and hardware settings.
	Parental Controls 	Adjust settings such as rating locks and the channel list displayed in your guide. If you're using Multi-User Mode, this will bring you to your active profiles screen.
	WiFi Setup 	Connect your DSR to your home wireless (WiFi) network to access Shaw Direct On Demand and instant PPV ordering.
	Backup & Restore 	Allows you to backup settings and user profiles to a USB key, and restore them to a different receiver or after a factory reset.
































<b>Status</b> 	<b>System Status</b> 	Displays receiver specific information.
	<b>Wired Network Status</b> 	Displays information related to your wired network connection.
	<b>WiFi Status</b> 	Displays information related to your wireless (WiFi) network connection.
	<b>Release Notes</b> 	Details features and enhancements contained within the latest software release.
	<b>OSS Attribution</b> 	Displays Open Source Software information.

### HDDSR Menu

<b>Search</b> 	<b>Audio Search</b> 	Allows you to search for commercial-free digital music stations by genre, or radio stations by city.
	<b>Keyword Search</b> 	Search for programs using a keyword. Results will be returned when the keyword is found in the Program Title, Episode Title, Program or Episode Description or Cast.
	<b>Interests Search</b> 	Search for something to watch by time frame, category, or genre.
	<b>Category Search</b> 	Find currently airing programs in popular categories, such as Movies, Sports, or Children's programs.
	<b>VOD</b> 	Brings up the Shaw Direct On Demand menu bar (which can also be accessed by pressing <b>D</b> on your remote).
	<b>PPV</b> 	Brings up the pay-per-view menu bar.
	<b>Guide</b> 	Displays the Interactive Program Guide (which can also be accessed by pressing <b>GUIDE</b> on your remote)



<b>Reminders</b> 	Reminder Options 	Customize your reminder preferences for each show you have set to be reminded on.
	Upcoming Reminders 	View a list of all reminders for upcoming programs.
	Manual Timer 	Manual Timers can be used to set reminders for programs manually by timeslot, rather than by program.
<b>Video On Demand</b> 	Browse On Demand 	Browse the on-demand library by category, channel and genre. Easily see your free (included-with-subscription) and pay content.
	VOD Title Search 	Search the on-demand library by title, if you have something specific in mind.
	VOD Wishlist 	You can add titles that you're interested in watching later to your on-demand Wishlist through your receiver, the Shaw On Demand Search app or vod.shawdirect.ca. Access them all here.
	My VOD Orders 	View active titles that have been ordered to your account, or resume an order you had previously stopped right from where you left off.
	VOD Adult Search 	Browse the Adult Shaw Direct On Demand library, for 18+ viewers only – if adult content has been locked, this will not be accessible.
	Help 	Provides an overview of how to access Shaw Direct On Demand.
	<b>Pay Per View (PPV)</b> 	PPV Search 
PPV Adult Search 		Browse upcoming adult PPV programs – for 18+ users only. This will not be accessible if adult content has been locked.
My PPV Orders 		View your PPV order history.
<b>Messages</b> 	Mail Messages 	View your receiver mail messages sent from Shaw Direct – an envelope will be displayed in the info banner if a new message is pending.

<b>Switch User</b> 		<p>Login to a different user profile. This will be unavailable if you're using Single User Mode.</p>	
<b>Settings</b> 	<p>Preferences  </p>	<p>Access the options menu to adjust your preferences such as guide displays, language and hardware settings.</p>	
	<p>Parental Controls  </p>	<p>Adjust settings such as rating locks and the channel list displayed in your guide. If you're using Multi-User Mode, this will bring you to your active profiles screen.</p>	
	<p>WiFi Setup  </p>	<p>Connect your DSR to your home wireless (WiFi) network to access Shaw Direct On Demand and instant PPV ordering.</p>	
	<p>Backup &amp; Restore  </p>	<p>Allows you to backup settings and user profiles to a USB key, and restore them to a different receiver or after a factory reset.</p>	
	<p>Status  </p>	<p>System Status  </p>	<p>Displays receiver specific information.</p>
		<p>Wired Network Status  </p>	<p>Displays information related to your wired network connection.</p>
	<p>WiFi Status  </p>	<p>Displays information related to your wireless (WiFi) network connection.</p>	
	<p>Release Notes  </p>	<p>Details features and enhancements contained within the latest software release.</p>	
	<p>OSS Attribution  </p>	<p>Displays Open Source Software information.</p>	

# 2. Finding What You Want, When You Want

## 2A. The Guide

One of the greatest features of your Shaw Direct digital satellite TV is the interactive on-screen **Guide**. With the Guide, you can instantly see what's airing right now and into the future, on every channel you subscribe to. When accessed, the Guide will appear with the channel you're watching highlighted. You can browse the on-screen Guide while watching your favourite show in the corner of the screen.



### Navigating the Guide

◀▶ Use the **directional arrow** keys to move up, down, left, or right through the listings. Pressing **ENTER** on a program which is currently airing will tune to that program; pressing **ENTER** on a program which is not currently airing will bring up the Program Options menu.

CH▲/▼ You can move an entire page at a time (the amount of channels will depend on your current layout) by using **CH▲** and **CH▼**.

◀▶ Use **REWIND** and **FAST FORWARD** to move backwards or forward in the listings 6 hours at a time.

↺↻ The **SKIP BACK** and **SKIP AHEAD** buttons skip 24 hours at a time, for example from 8:00pm Monday to 8:00pm Tuesday.



Pressing and holding any of these keys will activate an "accelerated scrolling" mode to move quickly through the lineup or forward and backwards in time.

⏸▶ Pressing **PAUSE** or **PLAY** while in the Guide will always take you back in the listings to the channel and program you're currently watching. If you're watching a recording, it will take you to the channel the receiver is currently tuned to in the background.

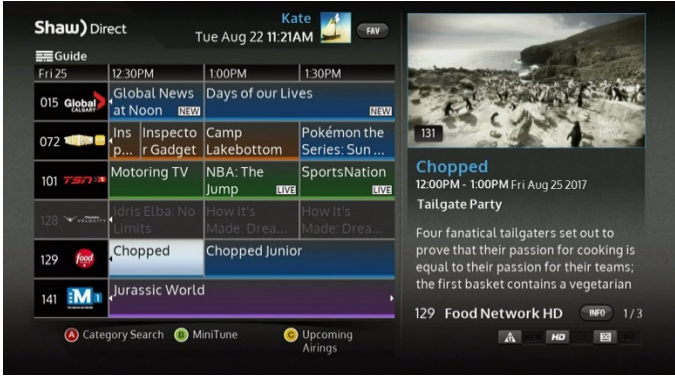
Press **EXIT** or **GO BACK** to leave the Guide and return to whatever you were watching.



Within the Guide, pressing **A** will access the Category Search menu (detailed on page 15).



**B** "MiniTune" allows you to select a program, without leaving your current spot in the Guide. The program will appear in the Video Window at the top right of the screen.



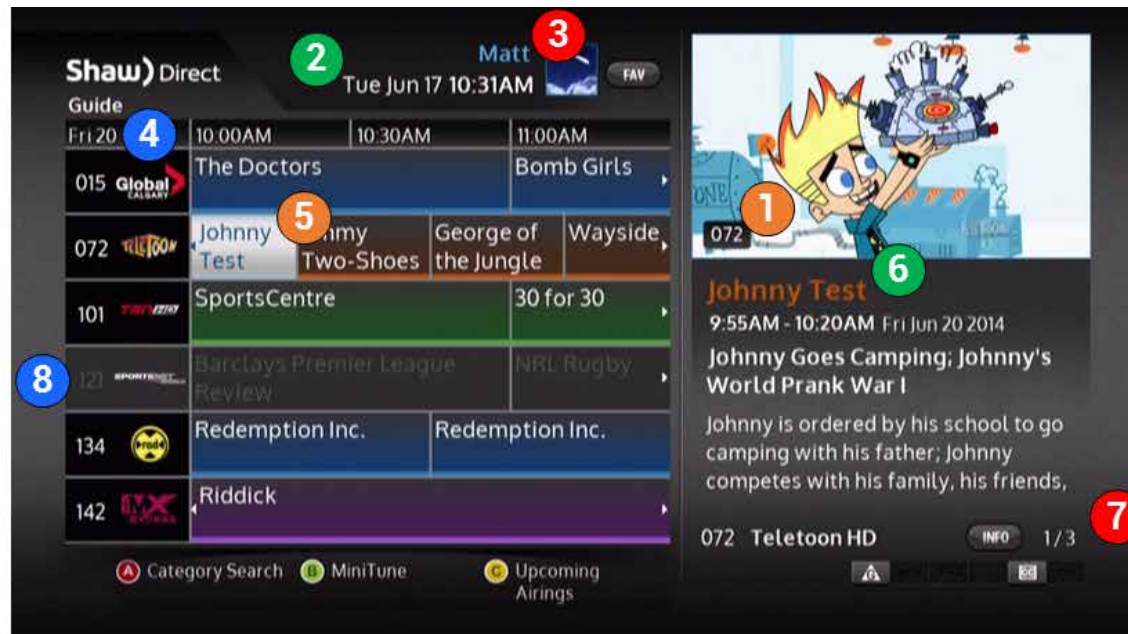


- C “Upcoming Airings” will provide you with a list of all channels and times the program you’ve highlighted will be airing.



Channels on free preview will automatically appear in your Guide when available, and return to grey when the free preview has ended. Gold highlights are used to denote Free Preview channels.

## Understanding the Guide



- 1 Current channel number and Video Feed
- 2 The current date and time
- 3 Active user (only while in Multi-User mode)
- 4 Date you are looking at in the guide
- 5 Current selection is white
- 6 Information for the current selection.
- 7 Indicates there is more than 1 page of Information. Press **INFO** to page.
- 8 Unsubscribed channels are grey

















All listings in the Guide and Search Results are colour-coded to help you find what you're looking for faster. When you select a program, broadcasting symbols help you understand more about it, such as the parental rating, whether it is presented in high definition, or if it is a new episode.

### Colour Coding

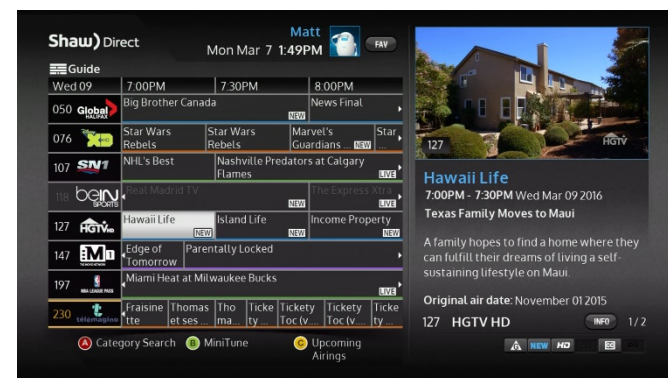
<b>Blue</b>	<b>General Programming:</b> Includes network series, specials, news, and other regularly airing programs
<b>Green</b>	<b>Sports:</b> Includes most sports-related programs such as sports talk, live sporting events and replays, and sports-related series programming
<b>Purple</b>	<b>Movies:</b> Includes films and most documentaries
<b>Orange</b>	<b>Kids and Family:</b> Most programming intended for children and family viewing
<b>Aqua</b>	<b>Pay-Per-View:</b> PPV movies, sports, and events available for purchase
<b>Grey</b>	<b>Unsubscribed:</b> Channels not included in your programming package appear in grey. These channels can be hidden from your Guide, as described on page 13
	<b>Current Selection:</b> The program or menu item currently selected is always shown in white.

### Broadcast Symbols

The following symbols are used to tell you about each program:

Program Attributes		Television Ratings	
	Broadcast in High Definition	 / 	Children / Children over 8 years
	Broadcast with Dolby® 5.1 Surround Sound	 / 	General / Parental Guidance
	Broadcast in 3D (3D television required)		Over 14 years
	Episode airing for the first time		Restricted 17+
	Episode airing live		Over 18 years
	Available with Closed Captions		Adults only
	Available with Descriptive Video		Rating Undefined (unrated)

All program information is provided by the broadcaster.



## Customizing your Guide

There are 6 different guide views you can choose depending on your needs. Change the amount of channels you see on one page, the font size (which will apply to all on-screen text) and how you see program genre colouring. Change your preference by pressing **OPTIONS** and selecting “Preferences.” The following **User Settings & Appearance** options will be available:

- **Unsubscribed Channels [Show, Hide]:** Choose to hide channels which are not included in your current programming package. If set to “Show,” these channels will be greyed out within your guide
- **Edit Channel List:** Allows you to completely remove (but not block) specific channels from your Guide. When operating under multi-user mode, this will be specific to the current user.
- **Guide Rows & Font Size [6-Row Large, 6-Row Medium, 8-Row Small]:** Allows you to adjust how many channels you see at once within your Guide. This also adjusts your font size for the Guide and all on-screen text, such as menus and on-screen messages.
- **Guide Width [Half-Screen, Full-Screen]:** Choose whether the Guide opens with picture-in-guide as half-screen, or as full-screen.
- **Program Colouring [Full-Colour, Subtle, Text only]:** Adjusts the colour style for program genres within your guide. “Full-Colour” features a bright colour gradient whereas “Subtle” features a horizontal colour bar on each program. “Text only” removes the background shading and only colours the program name.



The following chart shows the different options available for customizing your Guide:

	Guide Rows & Font Size: <b>8-Row Small</b>	Guide Rows & Font Size: <b>6-Row Medium</b>	Guide Rows & Font Size: <b>6-Row Large</b>
Program Colouring: <b>Full-Colour</b>			
Program Colouring: <b>Subtle</b>			



## 2B. Search Tools

With hundreds of channels and up to two weeks of programming information, sometimes it can be difficult to find what you're looking for using the Guide. By using the search tools built into your receiver, you can easily find programs airing on live TV by keyword, interests, or category.

### Keyword Search

**Keyword Search** allows you to search for programs or movies based on the title, information description or cast member. Matching titles will be displayed on the left side of the screen, along with where your text was found. Matches can be made on Program Title, Program Description, Program Cast, or Episode Title.

Press **MENU** on your remote, select "Search," then "Keyword Search." Use the **DIRECTIONAL ARROWS** and **ENTER** button to type letters into the Search tool. Results will begin to appear shortly after letters are entered. The default search criteria is by title, **ARROW LEFT** to the selector tool and use the **UP** or **DOWN** keys to select different criteria.

Once you see what you're looking for, use the **LEFT ARROW** to select the list, and the **UP** or **DOWN** keys to select the program. This will bring up the program description on the right side, with your keyword showing in blue. Pressing **ENTER** will give you the Program Options menu on the HDPVR, and the Upcoming Air Dates screen on the HDDSR.

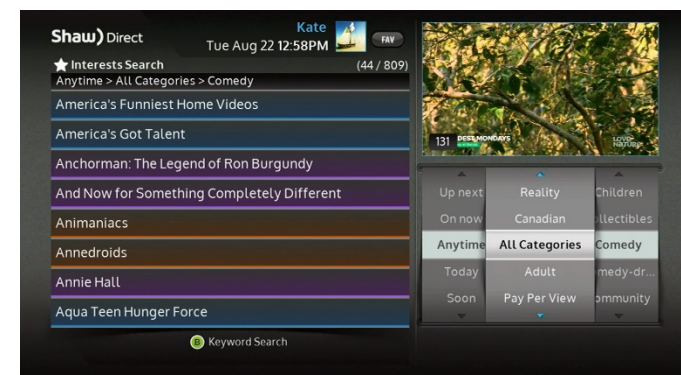
You can also choose to press **C** on your remote to see the Upcoming Air Dates screen quickly for your currently highlighted program.

To modify your search word(s), press **A** on your remote or arrow **LEFT** or **RIGHT** to be brought back to the keyboard.

### Interests Search

**Interests Search** is useful when you're not looking for a specific show, don't know the title of the show you're looking for, or just want to find a particular genre to watch or record. Similar to Keyword Search, as you select the time, category, and genre you are looking for, results will narrow or expand on the right side of the screen.

After selecting "Search" then "Interests Search" from the Menu Bar, use the **UP** and **DOWN** keys to select the time you would like to search in. Examples include "anytime", "up next", or "this week". Then, use the **RIGHT ARROW** to select the middle column where you can pick a broad category using the **UP** and **DOWN** keys. A variety of choices are available here, including "Movies", "Sports", "Children", and "HD". Use the **RIGHT ARROW** again to select the third column, which will show the available genres, such as "Action", "Musical Comedy", "Nature", or "Talk". Once the genre you're looking for has loaded, use the **RIGHT ARROW** to select the list, and the **UP** or **DOWN** keys to browse through the available programs. Pressing



**ENTER** will give you the Program Options menu on the HDPVR, and the Upcoming Air Dates screen on the HDDSR.

You can also press **C** on your remote to bring up the Upcoming Air Dates screen quickly for the currently highlighted program.

To modify your search, press **A** on your remote or arrow **LEFT** or **RIGHT** to be brought back to the Interests Search screen.

Pressing **B** on your remote will switch you to Keyword Search, and vice versa.



Any series Recording Events created from the top-level search results (before selecting “view upcoming air dates”) will default to record on **all channels**, unless changed in the PVR Options menu. See Section 4 for more details.

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## Category Search

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**Category Search** allows you to search for something to watch based on popular categories. Results will include currently airing programs (plus programs which start in the next six hours) from channels you subscribe to. Unlike Keyword and Interests Search, results are not “folded” together by program – you will see an individual entry for each channel carrying that program.

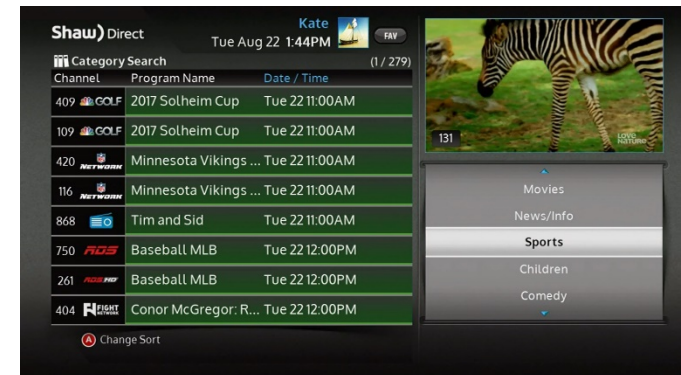
After selecting “Search,” then “Category Search” from the Menu Bar, use the **UP** and **DOWN** buttons on your remote to choose which category you’d like to search for. Results will come up on the left side as soon as you’ve chosen something. Press the **RIGHT ARROW** or **LEFT ARROW** button on your remote to select a title. Just like the other searches, **ENTER** will give you the Program Options on an HDPVR and Upcoming Airings on a HDDSR. Pressing **C** on your remote will also display Upcoming Airings.

If you’re not sure if the title you’ve selected is the one you want to watch and you want to keep browsing, press **B** on your remote to “MiniTune” the program to the Video Window on the right hand side. This will tune to the channel in the background, while keeping your spot in your search results list.

In Category Search, you can change how your results are sorted by pressing **A** on your remote. You can sort either by the Date/Time of the airings, alphabetically by the Program Name, or by the channel number.



While in Multi-User mode, all search results will be filtered to the current users’ permissions. If you can’t find what you are looking for, ensure that you are not searching for something which exceeds the rating locks for the current user. More information on Multi-User mode is available in section 3.



## 2C. Info Pages

Expanded Information for most programs is available by pressing the **INFO** button on the remote control to page through the description. The number of pages of information is indicated on the bottom right side of the info window.

While watching full-screen video (such as live TV, a previously recorded program, or an on-demand selection), you can press **ENTER** for condensed program information, or **INFO** for full information.



### Regular Programming

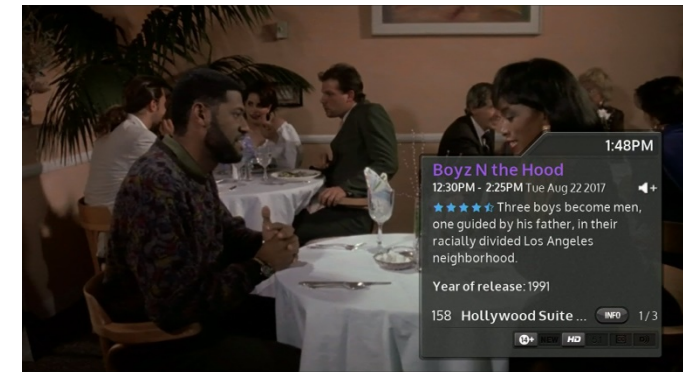
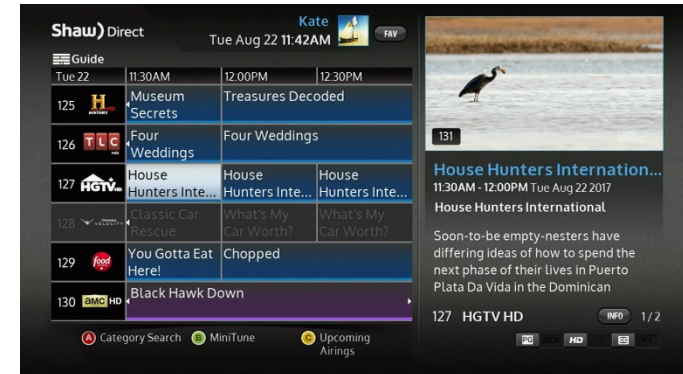
If available, the following **information** will be shown for regular programming. Note that not all broadcasters send the same amount of information, so it is normal for certain programs to have more or less information than others.

All pages show the program name; the date and time it airs/aired; the channel name and number the program airs/aired on; and the program attributes and parental rating. As you page through the complete program information, you'll find details such as the episode name, the full program description, original air date, genre of the program, cast and any parental advisories where applicable.

### Movies and Documentaries

If available, the following **information** will be shown for movies and documentaries, including those airing on PPV. Note that not all broadcasters send the same amount of information, so it is normal for certain movies to have more or less information than others.

All pages show the channel name and number the movie airs/aired on; the date and time it airs/aired; the program attributes and parental rating; and the movie title. As you page through the complete program information, you'll find details such as the full program description, the year of release, genre of the movie, cast and any parental advisories where applicable.





## 2D. Program Options Menu

The Program Options menu is your gateway to many of the great program-related features contained in your Shaw Direct receiver, including setting recordings or reminders and viewing upcoming air dates.

While in the Guide, Upcoming Air Dates screen, or Search results, press the **ENTER** key on the desired program to view the Program Options menu. If the program is currently airing, pressing **ENTER** will tune to it. In this case, press **OPTIONS** to access the menu.

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### Regular Programming

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For regular programming the following **Program Options** may be available:

- **Tune to this channel:** Change to this channel, regardless of what is currently airing.
- **Smart Record new episodes** (HDPVR) or **Set a reminder for new episodes:** Sets a Smart recurring Recording or Reminder Event.
- **Smart Record all episodes** (HDPVR) or **Set a reminder for all episodes:** Sets a Smart recurring Recording or Reminder Event.
- **Record this Airing** (HDPVR) or **Set a reminder for this Airing:** Sets a one-time Recording or Reminder Event.
- **Automatically tune to this airing:** Sets an Auto-tune Event for this episode.
- **View upcoming air dates:** View the Upcoming Air Dates screen for this program.

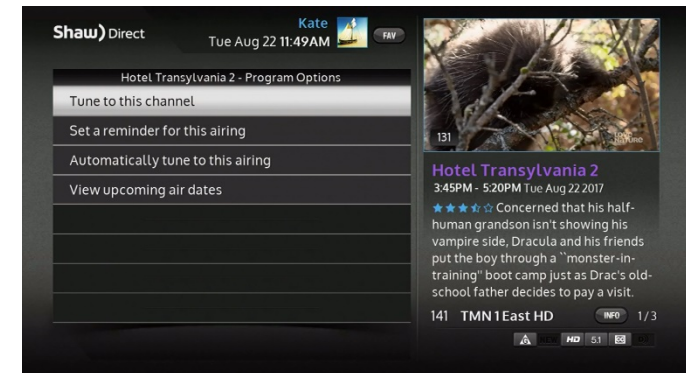
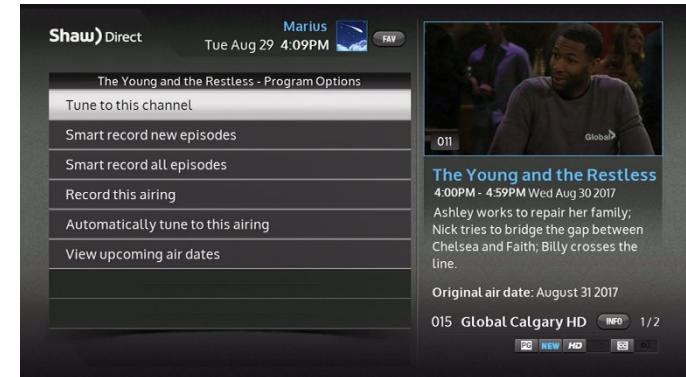
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### Movies and Documentaries

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For films, the following **Program Options** may be available:

- **Tune to this channel:** Change to this channel, regardless of what is currently airing.
- **Smart Record this Program** (HDPVR Only): Sets a Smart one-time Recording Event.
- **Record this Airing** (HDPVR) or **Set a reminder for this Airing:** Sets a one-time Recording or Reminder Event.
- **Automatically tune to this airing:** Sets an Auto-tune Event for this airing.
- **View upcoming air dates:** View the Upcoming Air Dates screen for this movie.



## Pay Per View (PPV) Movies and Events

For PPV programs, the following **Program Options** may be available:

- **Tune to this channel:** Change to this channel, regardless of what is currently airing. If you haven't purchased the title, you will be presented with ordering instructions including the program's unique Order ID.
- **Pay Per View (PPV) Help:** Displays helpful information on ordering PPV in general.
- **Order Now** (Internet connected DSRs only): Instantly order the title via Internet. If you previously requested a PPV purchase PIN on your Shaw Direct account, it will be required to complete the order.
- **Record this Airing** (HDPVR) or **Set a reminder for this Airing:** Sets a one-time Recording or Reminder Event. You must order the PPV in advance of the start time.
- **Automatically tune to this Airing:** Sets a one-time Auto-tune Event. You must order the PPV in advance of the start time.
- **View upcoming air dates:** View the Upcoming Air Dates screen for this PPV.

Full details on Reminder Events can be found in section 8. Full details on Recording Events can be found in section 4.

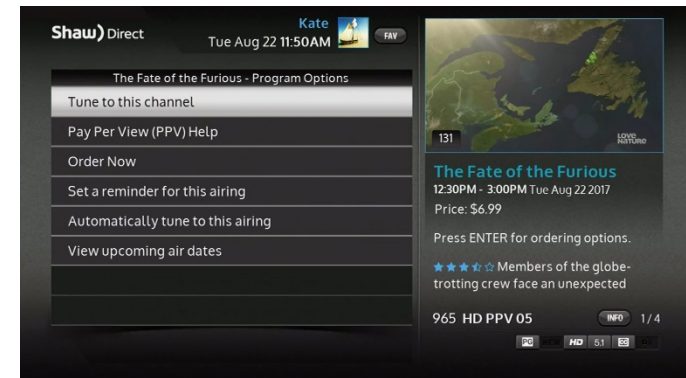
In accordance with studio licensing requirements, note that recorded PPV movies may only be available for playback for a limited time, as indicated by the on-screen prompts.

## 2E. Upcoming Air Dates Screen

The **Upcoming Air Dates** screen gives a convenient listing of all known upcoming air dates of the selected program or movie, on all available channels. You can press **ENTER** on any entry to view the Program Options menu, or use the **A** button or the **LEFT** or **RIGHT** arrow keys to sort alphabetically by Episode, or chronologically by Start Time. Press **GO BACK** to return to the location you started from.



Any series Recording Events created from the Upcoming Air Dates screen will record on any HD or any SD channel (based on the original selection), unless changed in the PVR Options menu. See section 4 for more details on Recording Events.



## 2F. Audio Search

Shaw Direct carries commercial-free digital music stations and radio stations from all over North America. The Music Search tool allows you to easily find whatever you're in the mood for.

After selecting "Search" from the main Menu Bar, select "Audio search" and use the **UP** or **DOWN** arrow keys to choose between commercial free "Music" stations, or regular "Radio" stations.

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### Music

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After selecting **Music Search**, use the **RIGHT ARROW** to select the genre column, where you can use the **UP** and **DOWN** keys to select a genre such as "Classical", "Jazz", or "Rock". Corresponding stations appear on the left side of the screen, much like the other Search tools. Use the **RIGHT ARROW** again to select the results column and **UP** and **DOWN** to select the station you want to listen to. Pressing **ENTER** will tune directly to the selected station, while keeping you in the music search screen.

By default, when tuned to a commercial-free music station the **track information** will be displayed for each song. The receiver screensaver will activate over this information if the specified activation period is less than the song duration. Your screensaver settings can be changed within the Notifications & Alerts menu, as described on page 51.

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### Radio Stations

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If you have selected Radio Search in the first column, use the **RIGHT ARROW** to select the city column, where you can use the **UP** and **DOWN** keys to select a city. Corresponding radio stations will appear on the right side of the screen. When you see the station you want, use the **RIGHT ARROW** to get to the results column and the **UP** and **DOWN** keys to select the station you want to listen to. Pressing **ENTER** will tune directly to the selected station, while keeping you in the music search screen.

Radio stations do not have track information.

It is not possible to record content from the Music or Radio stations. Live-off-disk functionality (as explained in section 4) is also unavailable while tuned to a Music or Radio channel.



# 3. Customize Your Viewing Experience

## 3A. User Modes

The Shaw Direct HD Guide offers two different options for how customizations (such as Guide views and channel lists) and Parental Controls (such as Rating Locks and restrictions) are handled – Multi-User Mode or Single User Mode.

Multi-User Mode allows you to create up to 8 customized “profiles,” each with their own specific user settings, appearance, Channel List, Parental Controls and more. Multi-User mode is perfect for households who have more than one user of a particular receiver, or want to create multiple custom channel lists. In this mode, each profile can have their own PIN, however there is no override mechanism. If you wish to access content that is locked or hidden for a particular user, you must switch to a different user where that restriction has not been set.

Single User mode is designed for households who may not require different settings to be applied for different members of their household. For example, if your household is fine with having one customized channel list within your Guide, or with always having the same Rating Locks set. In this mode, a single PIN is used to set and override restrictions.

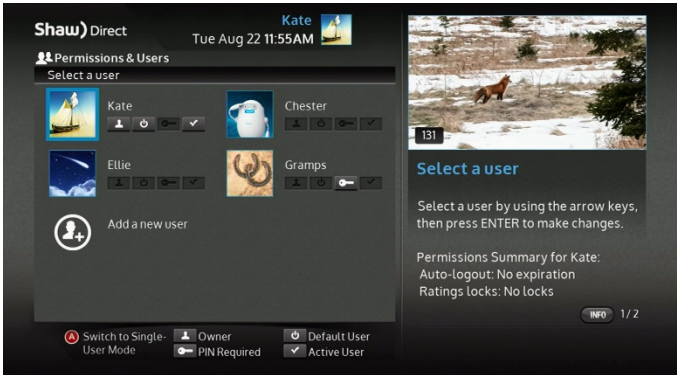


### Determining Your User Mode

By default, your satellite receiver will be operating in Multi-User mode. To determine what mode you are in, or to switch modes press **OPTIONS** and select “Parental Controls.” If you are presented with the “**Select a User**” screen, you’re already in Multi-User Mode. If you’re presented with the “Permissions” (list-style) screen, you’re in Single User Mode. Press **A** on your remote to change between the two different user modes.



While in Multi-User mode, the name of the active user and “FAV” button will be shown at the top of all full-screen menus. While in Single User mode, you won’t see this.



## 3B. Multi-User Mode & Parental Controls

As explained in section 3A, Multi-User mode allows you to create up to eight customized “profiles”, each with their own preferences, permissions, and restrictions. Where possible (for example Search results and the PVR List), locked content is simply hidden and will not be displayed.

While in Multi-User mode, the first profile on the system is known as the “Primary Owner”. Full access to the entire system is granted while this profile is active, so it’s a good idea to set a PIN if you plan to enforce any type of restrictions for other profiles. It is not possible to delete or apply any restrictions to this profile, although you can change the name and avatar.



Profiles designated as type “Owner” are able to modify settings and restrictions for all profiles, including their own. If you are operating with modified permissions for any user, it is imperative that ALL owner-level profiles on your receiver have a PIN set.

### Creating a new profile

To create a new profile, press **MENU**, navigate to “Settings,” and select “Parental Controls.” You will be presented with the “Select A User” screen – **RIGHT** arrow over to “Add a new user”. If you already set up an Owner profile PIN, you’ll need to enter it now.

You will then be asked to select a profile type with pre-set defaults, as listed in the table below. All settings can be adjusted later.

	<b>Owner</b>	<b>Adult</b>	<b>Teen</b>	<b>Child</b>	<b>Guest</b>
<b>Rating locks</b>	No locks	No locks	18+	14+	14+
<b>Unrated Content</b>	Unlocked	Unlocked	Unlocked	Locked	Unlocked
<b>Adult Content</b>	Unlocked	Unlocked	Locked	Locked	Locked
<b>Permission for PVR/Reminders</b>	Full PVR Access	Full PVR Access	Limited PVR Access	PVR Playback Only	PVR Playback Only
<b>Free VOD Orders</b>	Enabled	Enabled	Enabled	Disabled	Disabled
<b>VOD daily purchase limit</b>	Unlimited	Unlimited	\$5	No purchases allowed	No purchases allowed

After selecting a profile type, choose whether you’d like to set a PIN for this profile. If set, the PIN will be required once, each time the profile is activated.

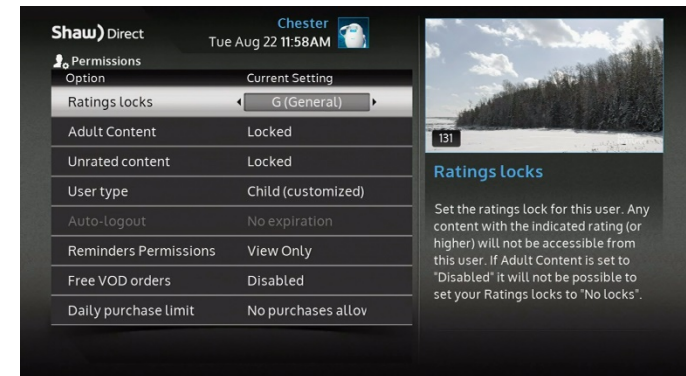


Once your PIN has been confirmed, you will be asked to edit the user name. Use the **ARROW** keys and **ENTER** on your remote to navigate through the keyboard, and select “Accept” once you’re done entering your text.

Now it’s time to customize the exact **permissions** for this specific user, which should now be shown at the top of the screen. The following options are available to customize:

- **Rating Locks** [C (Children), C8 (Children over 8), G (General), PG (Parental Guidance), 14+, R (Restricted), 18+, A (Adults only), No locks]: Allows you to select the lowest rating you want to lock access to, while this profile is active. For example, by setting Ratings Locks to “18+”, all programs rated 18+ *and* Adults only will be locked and inaccessible. Choices available correspond to the Ratings listed on page 12.
- **Adult Content** [Unlocked, Locked]: Locking adult content will remove the designated adult channels from the Guide, set ratings locks to “A (Adults only)”, and prevent access the Adult PPV and Adult On Demand stores. It will not be possible to access any adult-rated content while that profile is active.
- **Unrated Content** [Unlocked, locked]: Some programs, such as the nightly news, sporting events, and other specially categorized programs do not include parental ratings. By setting Unrated Programs to “locked”, any program without a parental rating will be inaccessible when this profile is activated.
- **User Type**: Allows you to change the pre-set defaults for the user.
- **Auto-logout** [No expiration, 30 minutes, 1 hour, 1.5 hours, 2-4 hours, 6 hours]: Allows you to set whether the profile will automatically deactivate after a certain time period. For example, you can limit a child’s daily TV viewing, or make sure that a profile with unlocked Adult content isn’t left logged-in accidentally. PIN entry will be required to re-activate the profile once it has auto-logged out. If you don’t have a PIN set for this profile, it is not possible to set an auto-logout timer.
- **PVR/Reminders Permissions** [Playback Only, Limited PVR Access, Full PVR Access]: Allows you set restrictions on the ability to modify recording events. “Playback Only” will completely restrict the user from creating recordings or editing/deleting existing series options. “Limited” will allow them to create one-time recording events only, with the lowest priority so that recurring recordings are not over-written and restricts them from editing/deleting PVR options. “Full PVR Access” provides no restrictions on PVR abilities.
- **Free VOD Orders** [Enabled, disabled]: When you connect your receiver to your high-speed internet connection, you get instant access to over 10,000 on demand choices. Allow no cost on-demand orders to be purchased or not. See section 9 for more details.
- **Daily Purchase Limit** [No purchases allowed, \$5, \$15, \$30, \$50, Unlimited]: Set a daily purchase limit for this user’s pay-per-view (PPV) and paid on-demand orders. See section 9 for more details on Shaw Direct On Demand.
- **Change PIN**: Change your current PIN. If no PIN is currently set, use this option to set a new PIN.


Once you’re happy with the settings above, press **GO BACK** to return to the “Select a User” screen.





If you'd like to change the profile's avatar (picture associated with the profile), while in the "Select a User" screen, highlight the profile you wish to change and press **ENTER**. Select "Edit Avatar" and choose which of the 12 available avatars you would like. In addition to the user name, this also helps to quickly differentiate which profile is which. The avatar and user name will be displayed at the top of every screen as a reminder on who is currently logged in.

In addition to the above parental control-related customizations, you can also customize the "Preferences" associated with this profile such as on-screen text language, closed caption settings and guide views as referenced in 2A. The Guide. To do this, login to the profile you wish to adjust, press

**MENU**, select "Settings," and press **ENTER** on "Preferences." Any setting that has the  icon will apply to the currently logged in profile only.

## Switching between profiles





To login to a different profile, press **FAV** on your remote, highlight the user you wish to login to, press **ENTER** and then **ENTER** again on "Switch to this user". If the user has a PIN set, it will need to be entered at this time. You can also switch users from the "Switch User" button on the main Menu Bar.

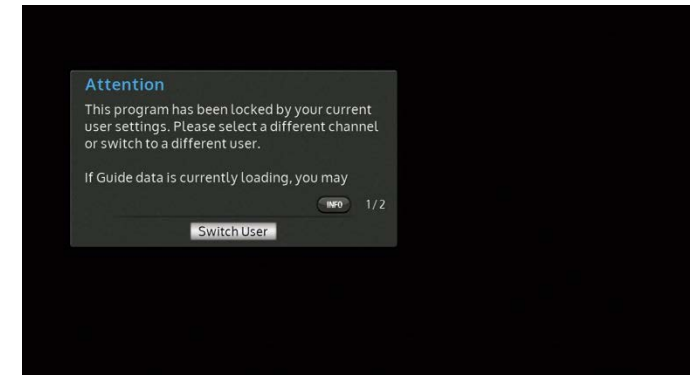


Remember, if a particular user is unable to view a channel or program due to the restrictions that have been set, there is **no PIN override prompt** available. To view the content, you will need to activate a different profile where that restriction has not been set.

You are also able to set the "default" profile which will be activated when turning on the receiver. For example, if your child has a receiver in their bedroom, you can set their profile to be the default so that it will always be logged into when the receiver is first powered on. To do this, go to the "Select a User" screen by pressing **FAV**, highlight the desired profile, press **ENTER** and scroll down to "Set as default user." The owner's PIN will have to be entered to make this adjustment.

The "**Select a User**" screen includes icons to show the below settings on a per profile basis, as well as a quick "Permissions Summary" overview.

Profile Attributes	
	Profile has Owner-level permissions
	Profile will be activated when receiver is initially powered on
	Indicates the profile has a PIN
	Currently active (logged in) profile.





You're able to backup and restore your Single User and Multi-User settings to a USB key to transfer to other receivers. See section 11B. Backup and Restore for full details.

### 3C. Single User Mode & Parental Controls

Single User mode permissions allow you to keep locked content from being accessed or viewed without the 4-digit parental PIN being entered. When activated within Single User mode, Parental Controls apply uniformly across the entire system, preventing access to locked programs via the Guide, Search results, direct channel entry, LOD playback, the PVR List, and on VOD.

#### Setting Parental Controls

You can access the **Permissions menu** by pressing **MENU**, selecting "Settings" and navigating to "Parental Controls."

The following Parental Control options are available:

- **Rating Locks [C (Children), C8 (Children over 8), G (General), PG (Parental Guidance), 14+, R (Restricted), 18+, A (Adults only), No locks]:** Allows you to select the lowest rating you want to lock access to across the entire system. For example, by setting Ratings Locks to "18+", all programs rated 18+ and Adults only will be locked. Choices available correspond to the Ratings listed on page 12.
- **Adult Content [Unlocked, Locked]:** Locking adult content will remove the designated adult channels from the Guide, set ratings locks to "A (Adults only)", and require a PIN to access the Adult PPV and Adult On Demand stores. You will be prompted for your PIN to access all adult-rated content.
- **Unrated Content [Unlocked, locked]:** Some programs, such as the nightly news, sporting events, and other specially categorized programs do not include parental ratings. By setting Unrated Programs to "locked", any program without a parental rating will require the password to view or access.
- **Free VOD Orders [Enabled, disabled]:** When you connect your receiver to your high-speed internet connection, you get instant access to thousands of on-demand choices. Allow no cost on-demand orders to be purchased or locked. See section 9 for more details.
- **Daily Purchase Limit [No purchases allowed, \$5, \$15, \$30, \$50, Unlimited]:** Set a daily purchase limit for paid on-demand and PPV orders. See section 9 for more details on Shaw Direct On Demand.
- **Change PIN:** Change your current PIN. If no PIN is currently set, use this option to set a new PIN.



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## Using Parental Controls

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You will be prompted to **enter your PIN** each time a locked program is encountered, you attempt to access a locked or protected menu, or change the permissions on the receiver.

Programs which exceed one or more Parental Control setting will also be locked in the PVR or Reminder Options and PVR or Reminder Upcoming menus and will require the PIN to view or modify.

The following Parental Control features provide further security against unauthorized viewing:

- **When the Program Changes:** If ratings-based locks are enabled, each time a new program starts which meets or exceeds current rating locks, the parental password must be re-entered. *For example, "Schindler's List" is a historical drama rated R for violence and language. You unlock this program for your teenager. It is followed on the same channel by "American Pie", which is rated R for strong sexuality and crude dialogue. You will need to re-enter the parental password in order to unlock American Pie and allow it to be viewed.*
- **With No Guide Data:** If Guide data has been cleared by a power outage or reset and password PIN is set, it will be required to tune to *any* channel until Guide data has reloaded. In most cases, today's Guide data should return within 5 minutes.
- **Incorrect Password:** If an incorrect PIN has been entered five consecutive times, the system will go into lockdown and deny access to **all** locked content for 60 minutes. If you have forgotten your password, you must call Shaw Direct customer service to have it reset.

If you are prompted for your parental password to tune to a channel or view the next program and do not wish to unlock that channel or program, simply press **LAST** on the remote control to return to the last channel you were viewing. You can also press **GUIDE** or **PVR** to find something else to watch.



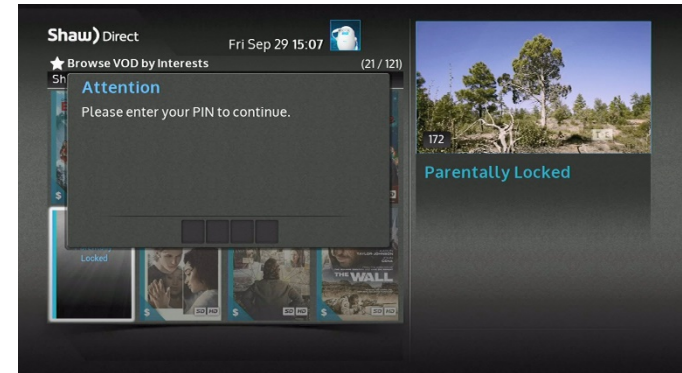
Locked content is indicated throughout the system with the closed "lock" icon.



If you've entered your PIN to unlock content, icons will change to the "unlocked" icon.



If you have unlocked a program or channel and wish to re-enable all locks, simply power the receiver off and then back on. All programs and channels will be re-locked based on the current Parental Control settings.



# 4. HDPVR: Smart PVR Technology

Smart PVR Technology will completely change the way you watch TV. By setting Smart Recording Events, your PVR has maximum flexibility and will work to record as much as possible, subject to the parameters you have set for each Recording Event. For example, if allowed by the “Channels” parameter, your PVR can automatically switch to a later airing on a timeshift channel to capture as many programs as possible.

By customizing each Event and confirming the outcome in PVR Upcoming, you can ensure that exactly what you expect will always be waiting for you in the PVR List. Once recorded, they’re instantly available to you with the press of a button – whenever you want!

## 4A. Setting Recording Events

Recording Events are easily set from the Program Options menu. As described earlier, you can access this menu from the Guide, Search Results or Upcoming Air Dates screen. It is highly recommended that you always customize and confirm all Recording Event options after setting any new Recording Event.

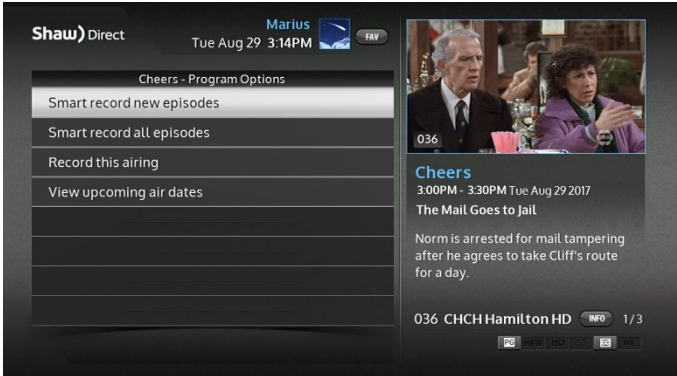
From within the **Program Options menu**, the following selections can be used to set a Recording Event:

- **Smart Record new episodes:** Each time a *first-run* episode of the selected program airs, it will be automatically recorded. This creates a Smart recurring Recording Event.
- **Smart Record all episodes:** Each time *any* episode of the selected program airs, it will be automatically recorded. This creates a Smart recurring Recording Event.
- **Smart record this program:** Applies to non-episodic programs, such as Movies. The HDPVR will find the best time to record this program.
- **Record this Airing:** When this *specific* episode or movie airs, it will be recorded at this time. This creates a one-time Recording Event and will take priority over any existing Recording Events for that time. You can also press the **RECORD** button from within the Guide to set a one-time Recording Event.

When setting a Recording Event on an individual airing, it will default to record from the type of channel (SD or HD) that the event was set from. When setting a Recording Event from top-level search results, it will default to record from any channel. Learn more about what this means in the next section.



If you don’t see the above options in the Program Options menu, the profile you’re operating in may have had the “PVR Permissions” setting restricted.



## 4B. Customizing Your Recording Event Options

By customizing your Recording Events, you can ensure that exactly what you want gets recorded every time. A variety of options – from automatically starting early or ending late, to only recording on HD channels, to only keeping a few episodes – are available to optimize your experience.

After you have set up at least one Recording Event, you can access the **PVR Options** menu to make necessary adjustments. Select “PVR Options” from the “PVR” section of the Menu Bar. All Recording Events, including both one-time and recurring will appear in this list. As you scroll through your set-recording events, you are able to view the settings that have been set for each specific program in the info window on the right.



Smart recurring Recording Events are distinguished from one-time Recording Events with multiple recording icons layered together.



Smart one-time Recording Events are distinguished with a single, gear shaped recording icon.

From the list of Recording Events, you are able to adjust a program’s priority by pressing **A** to “Raise Priority” or **B** to “Lower Priority.” The HDPVR relies on priorities to determine which programs get recorded in the event of a conflict. Your HDPVR can record two programs at once, so if three or more recordings overlap, only the two with the highest priority will be recorded.

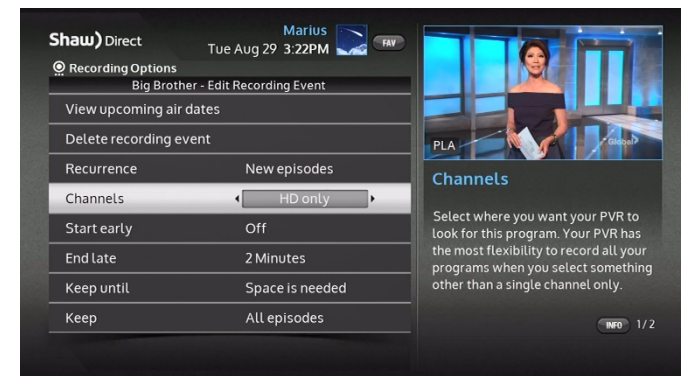
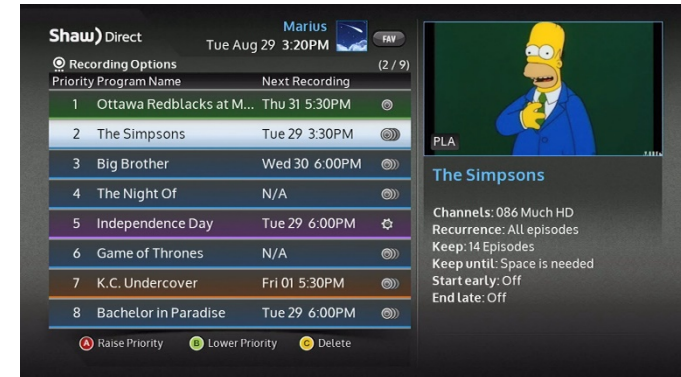
*For Example:*

- “America’s Got Talent” airs from 8:00-10:00pm. It has priority 1 in your PVR Options.
- “Survivor” airs from 8:00-9:01pm. It has priority 3 in your PVR Options.
- “Modern Family” airs from 9:00-9:30pm. It has priority 7 in your PVR Options.

“Modern Family” **will not** be recorded because at 9:00pm, both tuners will still be in use recording the other two programs. If you move “Modern Family” to priority 2, “Survivor” will not be recorded because there will not be two free tuners for the entire duration of the program.

From the list of Recording Events, select one and press **ENTER** to view the **Edit Recording Event** menu. The following options may be available, depending on the type of Recording Event you have selected:

- **View Upcoming Air Dates:** Selecting this option displays the upcoming air dates screen for the program. You can select a different airing to record if you anticipate a conflict or want to record off a specific channel this one time only.
- **Delete Recording Event:** This option will delete the recording event. No further recordings will take place for this program, however all existing recordings in the PVR List will be retained.
- **Recurrence [New Episodes, All Episodes]:** You can toggle between recording “New episodes” (those airing for the first time) and “All episodes” (including reruns) with this option.







Your PVR keeps track of each episode it records and will only knowingly record the same episode **once** in the duration specified by “PVR History” setting. See page **Error! Bookmark not defined.** to find out how to change this setting.

- **Channels** [x only, All channels, HD Only, SD Only, More channels]: This setting tells the PVR where to look for the selected program. Setting it to “All channels”, “HD only”, or “SD only” provides the most flexibility and will almost always ensure the program is recorded, because if there is a conflict during the first airing it can record it at a later airing. To force the PVR to record only from a single specific channel, select “More channels...” and press ENTER to see a list of all channels carrying the selected program.
- **Start Early** [off, 1-90 minute]: Turning this option on will force the PVR to begin recording the program the specified number of minutes before it is scheduled to begin.
- **End Late** [off, 1-90 minute]: Turning this option on will force the PVR to end recording the program the specified number of minutes after it is scheduled to end. This can be useful for live sporting events or to ensure you always see next week’s preview at the end of an episode.



“Start Early” and “End Late” settings will always apply, regardless of any conflicts that may be created.

- **Keep Until** [Space is Needed, I delete it]: By selecting “I delete it”, new recordings made from this Recording Event will be automatically protected in the PVR List and can only be deleted by you. If you leave the recording on the default “space is needed”, the recording is unprotected and can be deleted by your HDPVR when the hard drive is full and space is needed for new recordings. See page 33 to find out more about PVR Self-Management.
- **Keep** [All Episodes, 1-14 episodes]: This option determines how many episodes can be stored on the hard drive before the oldest unprotected episode is automatically deleted when hard drive space is required for new recordings.

## 4C. Saving your Recording Schedule

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Each time you make changes to your recording schedule, such as by changing a setting, adding or deleting a series, or cancelling an episode, your PVR will take a moment to plan your recording schedule over the next two weeks. This occurs in the background, as indicated by the blue **Scheduling bar** that appears at the bottom of your screen, while you’re in any full screen menus. The Scheduling bar will also appear when Guide data has been updated to account for any program schedule changes.

While the receiver is scheduling, you can continue to make additional changes or additions. The scheduler will restart each time. Once planning has completed, all recording icons, PVR Options, and PVR Upcoming will show the updated status of each Recording Event.



## 4D. Viewing Upcoming Recordings

You can easily review all upcoming recordings, including any potential recording conflicts, in the **Upcoming Recordings** menu. To access this menu, select "PVR Upcoming" from the "PVR" section of the Menu Bar.

From this menu, you can ensure that all expected programs will be recorded and change or cancel specific episodes scheduled to be recorded.

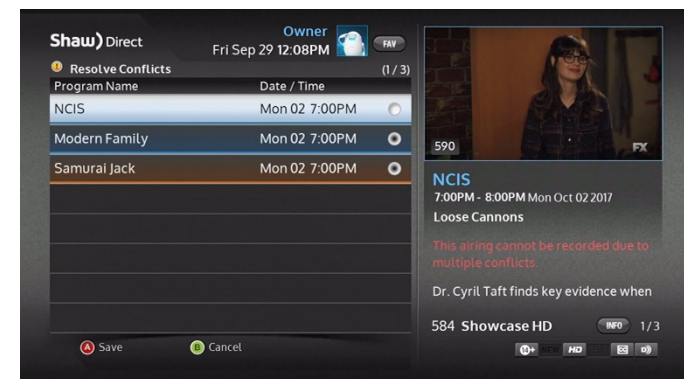
Press **B** on your remote while in PVR Upcoming to display any recording events that will not be recorded due to a conflict. Each recording event will display the upcoming status on the right. If it is not set to be recorded, it will detail why, and the conflicting programs will be highlighted.

If you select a specific episode scheduled to be recorded and press **ENTER**, you will be presented with the following Program Options:

- **Tune to this channel:** Directly tune to the channel the program will be recorded on.
- **Do not record this program** or **Stop This Recording:** Selecting this option will cancel the recording of this particular episode, or stop an in-progress recording. The partial recording will still be available in the PVR List.
- **Do not record this series:** Applicable to recurring recording events. Selecting this option will cancel your recurring series recording and all upcoming recordings for the series will be removed from your Upcoming list.
- **Edit recording/reminder options:** This will bring you to the same editing screen as referenced on page 27.
- **View upcoming air dates:** This will access the Upcoming Air Dates screen, where you can also cancel the recording of this episode and select a different airing to be recorded.

If you select a conflicted episode that will not be recorded and press **ENTER**, you will be presented with the following additional Program Options:

- **Record this airing:** Force the PVR to record this airing. A different program may become conflicted as a result of this action.
- **Let me pick two to record:** Opens the **Resolve Conflicts** screen, where you can select which two programs you want to be recorded.



## 4E. Recording Symbols

Throughout the Guide, Search Results, PVR Upcoming and **Upcoming Air Dates** screens, a variety of recording symbols are used to keep you informed of the status of your Recording Events. Their meaning is as follows:

	<b>Recording Scheduled</b>	Denotes an episode which meets your recording event criteria and is currently scheduled to be recorded.
	<b>Recording in progress</b>	Denotes an episode which is currently being recorded. You can watch it from the beginning in your PVR List.
	<b>Duplicate Episode</b>	Indicates an episode which meets your recording event criteria but is <b>not scheduled</b> to be recorded because it is a duplicate episode which has already been recorded, or is already scheduled to be recorded at a different time or on a different channel.
	<b>Recording Conflict</b>	Denotes an episode which meets your recording event criteria but <b>cannot be recorded</b> due to a conflict. You can use the Upcoming Air Dates screen to try to find a different airing to record, or PVR Upcoming to cancel one of the conflicting events. You can also raise the priority of the conflicted program in PVR Options, or expand the Channels selection to give the PVR more flexibility.
	<b>Not Scheduled</b>	Indicates an episode which does not meet your recording event criteria. It will not be recorded. For example, a rerun when you've specified Recurrence: New episodes, or an airing on an unsubscribed channel.

For any program showing an icon, you can view specific **details about the program** (such as why it will not be recorded) by looking in the info window.



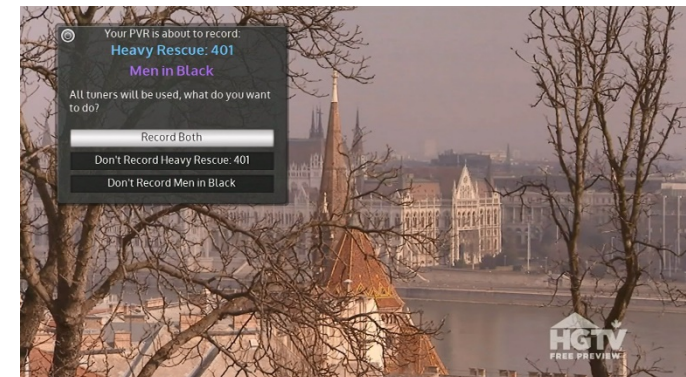
## 4F. Recording Alerts and Notifications

### Upcoming Dual Recordings

With two tuners, your HDPVR can record up to two programs at once. If you are watching TV and dual scheduled recordings are about to begin, an **on-screen alert** will be displayed.

When the alert appears on-screen, you have three options:

- Record both programs (tuning you away from your current live channel when the second recording starts)
- Don't record program A
- Don't record program B



You can always use the PVR Upcoming menu to cancel or reschedule an upcoming recording to ensure you have a tuner free for Live TV, or permanently reserve a tuner for live viewing within the “Tuners & Storage” Preferences menu.

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## Dual Recordings in progress

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If you attempt to change channels while two programs are currently being recorded, you will receive a **warning message** explaining that this is not possible. You can select “VOD” to access the on-demand menu bar, press **GO BACK** to continue watching the current program, or select “PVR List”, which will allow you to:

- Watch a previously recorded program
- Watch either of the in-progress recordings from the beginning
- Stop either recording to free up a tuner to watch live TV.

When one of the recordings finishes, you will be able to change channels again.

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## Recording Started/Stopped

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When a recording has started, you will see a notification in the top right hand of the screen. Another notification will appear when the recording has completed.

These notifications can be turned off by changing the Notifications setting as described on page 52.

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## 4G. Single Tuner Mode

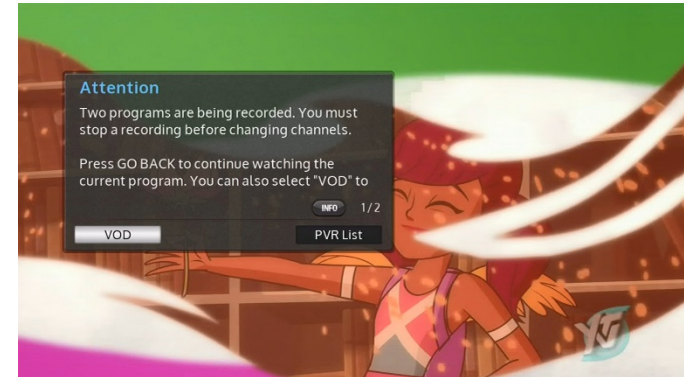
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If you are unable to run two satellite lines from your dish to your PVR, you can enable “Single Tuner Mode.” This turns your dual tuner PVR into a single tuner PVR. When single tuner mode is active you can:

- Record one program while watching a previously recorded program
- Record one program and watch it live at the same time
- Record one program while watching a title on Shaw Direct On Demand

To enable Single Tuner Mode, press **OPTIONS** and select “Preferences”. Navigate to the Tuners & Storage header and enable “Single Tuner Mode”. You must follow the prompts to reboot your HDPVR to enable the setting.

Note that the working satellite line must be connected to **SAT1** on the back of your HDPVR.



## 4H. Manual Timers

A manual timer can be created by selecting “Manual Timer” from the PVR Menu Bar. Manual Timers can be set to either auto-tune or record a particular channel for the specified duration at the specified frequency, but do not capture any program information such as title, description, or parental rating. If Parental Controls are active, manual timers may be locked and require the password to view or edit, depending on the permissions set.

If you would like to record a program which may run long, such a live sporting event, it is recommended to use the “End Late” setting in PVR Options for the desired program.

Once set, manual timers can be managed like any other type of Recording Event in the PVR Options menu.

## 5. The PVR List

### 5A. Playing Back Your Recorded Programs

Once recorded, your programs are all available in one convenient location – the **PVR List**. Press **PVR** on your remote control, or select “PVR List” from the PVR section of the Menu Bar.

Within the PVR List, use the **UP** or **DOWN** arrow keys to select the program you want to watch. Press **ENTER** to see the Recording Options menu, where the following options are available:

- **Watch This Recording:** Selecting this option will start playback of the selected program. If you have already watched part of this recording, you will be given the option to “Resume playback” from where you last stopped, or “Restart playback” from the beginning of the recording.
- **Protect This Recording:** Pressing **ENTER** will protect this recording from being automatically deleted if the hard drive is full. The only way to remove this program from your PVR once it is protected is to manually delete it. Recurring recordings set to “Keep Until: I delete it” will automatically be protected.
- **Delete this Recording:** This will delete the selected program from the PVR List. You will be asked to confirm your selection.

✓ Once you have watched the majority of a recording, it will be marked with a checkmark to indicate it's been previously viewed.





If you have connected an external hard drive to your HDPVR, and that drive has since been disconnected, any recordings stored there will be marked grey in the PVR List. Once you reconnect the external hard drive and reboot the receiver, they will appear coloured again.




This icon indicates that the recording was interrupted and is incomplete. Your HDPVR will automatically attempt to re-record the program at a future time, and replace the incomplete recording.

## Sorting the PVR List

You can use the **LEFT** or **RIGHT** arrow keys as well as the **A** button to sort recordings in your PVR List. The current sort criteria are highlighted in blue, or stated at the top of the screen.

- **Date and Time:** All recordings are sorted chronologically by the date it was recorded on. The newest recordings appear at the top of the list.
- **Program Name (Alphabetical):** All recordings are sorted alphabetically, with “A” at the top.
- **Grouped by Program:** Episodes are grouped by program name. Selecting a grouping will display all episodes available in that group, which then have their own set of sorting options including by original air date. If only 1 episode is available, the Recording Options menu will be displayed.
- **By Unwatched:** Episodes you haven’t watched yet will be displayed at the top of your PVR List, then sorted alphabetically.

## PVR Self-Management

With Smart Technology, your PVR is self-managing. When the hard drive gets full, the oldest unprotected recordings will be automatically deleted to ensure there is always room for your new scheduled recordings. If you manually protect a recording, or have the corresponding Recording Event set to “Keep Until: I delete”, the recording will never be automatically deleted, and can only be deleted by you. These recordings are indicated with the  symbol.

For your convenience, the percentage of the hard drive currently used is shown in the PVR List and in your Notification Bar.

If you'd like to add more recording capacity to your HDPVR, you can connect a USB external hard drive. Refer to section 7 for more details this feature.



To manage your PVR space manually, press **C** while a recording is highlighted, and select “Multi-delete”. You are then able to select multiple recordings to delete all at once. Press **C** again and confirm to delete all checked recordings.



## 5B. Playback Controls

After selecting “Watch this recording”, you can control playback just like a DVD by using the playback keys on the remote control:

▮ Pressing **PAUSE** will pause playback at the current position. Press **PAUSE** or **PLAY** to resume playback.

◀▶ Use **REWIND** and **FAST FORWARD** to move backwards or forward through the recording. There are three fast forward and rewind speeds available, press the button again to move to the next speed.



You can play back your recordings in slow motion by pressing **PAUSE** and then **REWIND** or **FAST FORWARD**. There are 2 slow motion speeds available, press the button again to move to the next speed.

▶ Pressing **PLAY** will always resume playback when paused or if you are rewinding or fast forwarding. Pressing **PLAY** while the recording is playing back will display the **playback bar**, so you can see where you are in the recording.



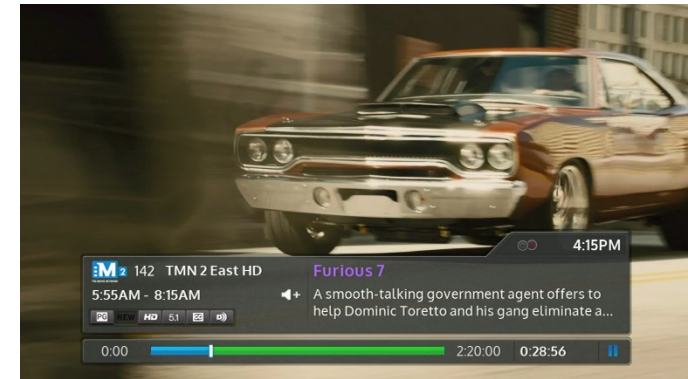
If you want to jump to a specific point in the recording, Absolute Jump allows you to do just that. Use the number keys to enter the point you want to jump to, and then press **PLAY** to move to that location. For example, pressing **4, 5, PLAY** will move you to 45:00 in the program.

⏮ ⏭ The **SKIP BACK** and **SKIP AHEAD** buttons skip 10 seconds back and 30 seconds ahead. These durations can be customized under your “PVR Settings,” or by pressing **OPTIONS, 4, 8, 1**.



For ultimate control, use the Absolute Skip feature. Press a number on the remote control, immediately followed by **SKIP BACK** or **SKIP AHEAD** to move that number of minutes in the recording. For example, pressing **2, SKIP AHEAD** will advance you 2 minutes, perfect for bypassing unwanted sections in your programs.

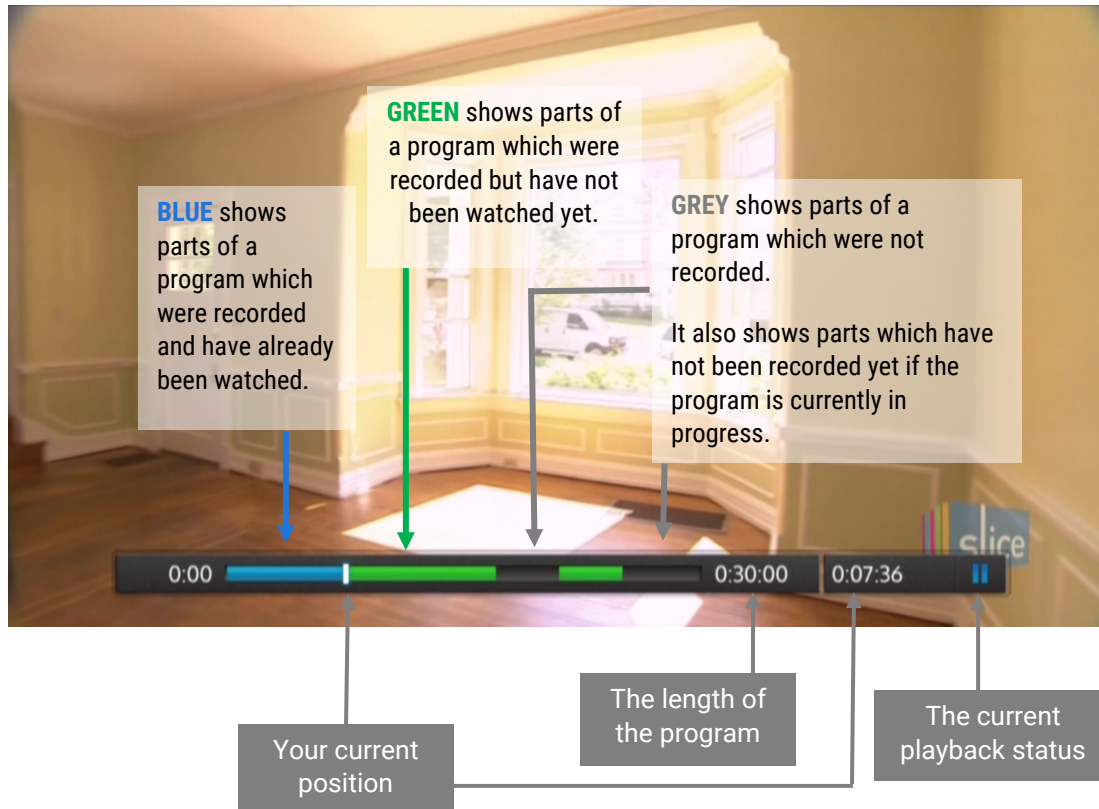
Use the **ENTER** button to bring up the Info Banner for the current program. The current date and time, as well as information for the program you are watching will be displayed.





## Understanding the Playback Bar

The Playback Bar is like a map of your recording, telling you exactly where you are and where you can go at any given time. The following diagram explains what each part of the playback bar means:



For recordings that are currently in progress, you will see the blank space at the right gradually turn to green as more and more of the program is recorded.

If you rewind or skip backwards into a part that has already been viewed, it will turn green again.

You can press **ENTER** at any time while playing back a recording to view the Info Banner for the Program.

# 6. Controlling Live TV with Live-off-Disk (LOD)

Almost immediately after you tune to a channel, your HDPVR automatically begins recording it in the background to a special part of the hard drive called the LOD buffer. In the same way that you can control a recorded program, you can control live TV! Simply press one of the playback control buttons described on page 34 to get started.


Note: You cannot fast forward past the current "live" position of a program.

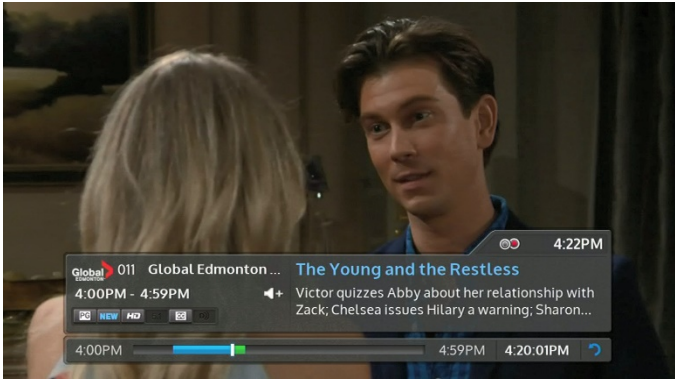


The LOD buffer is **cleared** each time you change channels, including using MiniTune. Subject to available space on the hard drive, if you remain on one channel for a prolonged period of time the LOD buffer will retain the current program and previous program, regardless of length.

If you decide part way through that you would like to permanently record the program you are currently watching, just press the **RECORD** button on the remote control and **confirm the recording**. All parts available in the LOD buffer will be copied to the PVR List and the remainder of the program will be recorded.

If you have tuned into a program part way through, or changed channels after tuning in, the entire program **will not** be available to copy to the PVR List, as indicated by the blank gaps in the playback bar. If enough of the recording is missing, your PVR will automatically try to re-record it, and replace the incomplete recording.

If a program is currently being recorded to the PVR List (as indicated by the  symbol), you can change channels as many times as you want and the remainder of the program will still be recorded.



## 7. Expanding your Recording Capacity

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Your HDPVR allows you to record over 300 hours of HD programming on the internal hard drive. If you need more space, you can expand your recording capacity by adding an external hard drive.

### 7A. External Hard Drive Requirements

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Review the following information to ensure the drive you purchase will work with your HDPVR receiver.

Supported external hard drives **must**:

- **Be connected via USB:** Your HDPVR features a USB 2.0 port, but USB 3.0 drives are also compatible.
- **Be Externally Powered:** Some 2.5" external hard drives may only be USB powered. You must select an external hard drive that comes with its own power supply that plugs into a regular wall outlet.

Supported external hard drives **should**:

- **Be rated for PVR or DVR Usage:** Hard drives rated for PVR or DVR usage are specifically designed to be quieter, run cooler, and support multiple HD streams being recorded or played back at the same time. They're also made for 24/7 usage, making them the most reliable choice for your HDPVR.

### 7B. Setting Up Your External Hard Drive

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1. Connect the USB cable (it should be provided with the drive you purchased) from the external hard drive to the port labeled "USB" on the back of your HDPVR.
2. Connect the power cable from your external hard drive to a power bar or wall outlet.
3. If your external hard drive has a power switch, turn it on now. Ensure the power or status light illuminates.
4. A setup wizard will guide you through the process of formatting the external hard drive for use with this satellite receiver. This will remove ALL data and partitions on the external hard drive.
5. Formatting will complete within a few seconds and you will be alerted that your drive is ready for use.



If you do not see the setup wizard, or are alerted that the drive cannot be configured due to the current user's permissions, switch to an owner-level profile and then run the setup wizard again. Press **OPTIONS** on the remote, select "Preferences", and open the "Hardware Settings" section. You'll find the "External Hard Drive Setup" button at the bottom of this header.

## 7C. Using Your External Hard Drive

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Once formatting is complete and your HDPVR alerts you that the external hard drive is ready for use, the amount of free space in your PVR List will be updated to reflect the additional storage capacity. The Smart PVR Technology on your HDPVR will automatically record to the optimal location, with no configuration required.

An external hard drive can only be connected and used with a single, specific HDPVR at a time. You will not be able to access the recordings on a different device, such as a computer or a different HDPVR. You can use a single external hard drive with the HDPVR.

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### Disconnecting your external hard drive

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If you no longer wish to use an external hard drive with your HDPVR, simply disconnect it. The setup wizard will alert you that the external hard drive is missing, and you can follow the prompts to delete it from your HDPVR. This will permanently remove any recordings from the PVR List which were stored on the external drive and allow you to connect a new external drive by following the setup instructions above.

# 8. HDDSR: Smart Reminder Technology


The same technology used on the Shaw Direct HDPVR to automatically record and manage all your favourite programs is also available on the HDDSR to “remind” you whenever certain programs are airing. When a program you’ve set a reminder for is about to start, you’ll see an on-screen alert, which will prompt you to either tune to the program, or ignore the alert.

## 8A. Setting Reminders

Reminders are always set from the **Program Options** menu. As described earlier, you can access this menu from the Guide, Search Results, or the Upcoming Air Dates screen. Please note, some Program Options may not be available, depending on the Permissions set within the Parental Control menus.

From within the Program Options menu, the following selections will set a Reminder:

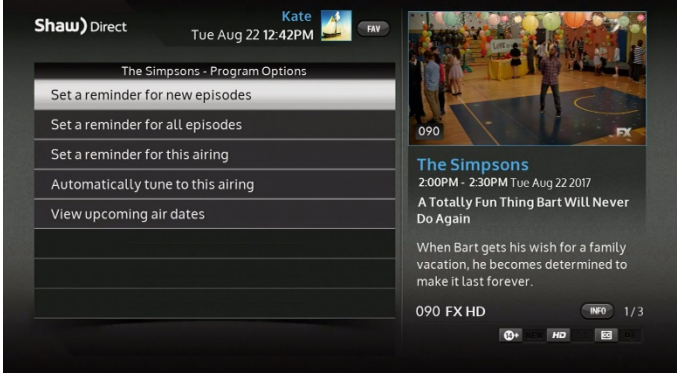
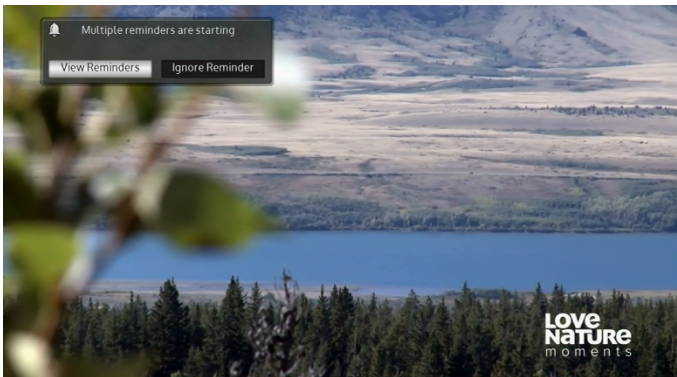
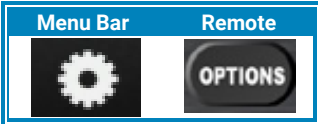
- **Set a reminder for new episodes:** Each time a *first-run* episode of the selected program airs on the selected channel, you will receive a reminder. This is a recurring reminder.
- **Set a reminder for all episodes:** Each time *any* episode of the selected program airs on the selected channel, you will receive a reminder. This is a recurring reminder.
- **Set a reminder for this Airing:** When this *specific* episode or movie airs, you will receive a reminder. To set a reminder for a future airing of the program or movie, use the “View upcoming air dates” option to select the episode or airing you wish to set a reminder for. This is a one-time reminder.

 You can set as many overlapping reminders as you want. “Reminded” programs are indicated with a while bell symbol.

## 8B. Viewing Reminders

### Upcoming Reminders

If you want to know about your upcoming reminders, select “Upcoming” from the “Reminders” section on the Menu Bar. If you would like to delete or change an upcoming reminder, use the Reminders Options menu as described in the next section.



## 8C. Managing Reminders

The Reminders Options menu can be accessed by selecting "Reminder Options" from the "Reminders" section on the Menu Bar. By selecting a program listed here you can view the **Edit Reminder Event** menu, where the following options are available:

- **View Upcoming Air Dates:** View all upcoming air dates on all channels for the selected program. You can setup one-time reminders or additional recurring reminders from this menu.
- **Delete Reminder Event:** This will delete the reminder. You will not receive any future reminders for the selected program on the selected channel.
- **Recurrence:** You can toggle between "New episodes" and "All episodes" with this option.
- **Channels:** You can set the reminder to apply to HD channels only, SD channels only or to "All channels." To set a single channel to be notified on, select "More channels..." and press ENTER to see a list of all channels carrying the selected program.

When you are satisfied with your changes, press **GO BACK** or **EXIT** on the remote control. The receiver will take a few moments to save the new reminder priorities.



Within the Reminders Options menu, recurring reminders are distinguished from one-time reminders with several layered bells.

## 8D. Using Auto-Tunes

Auto-tunes are similar to Reminders, but with a few key differences. First, an Auto-tune will actually force the receiver to the auto-tuned program when it starts. This can be useful if you are recording programs with an external device. Second, unlike Reminders you cannot set multiple Auto-tunes for the same start time or for overlapping programs. Your HDDSR receiver supports two different types of Auto-tunes, and recurring.

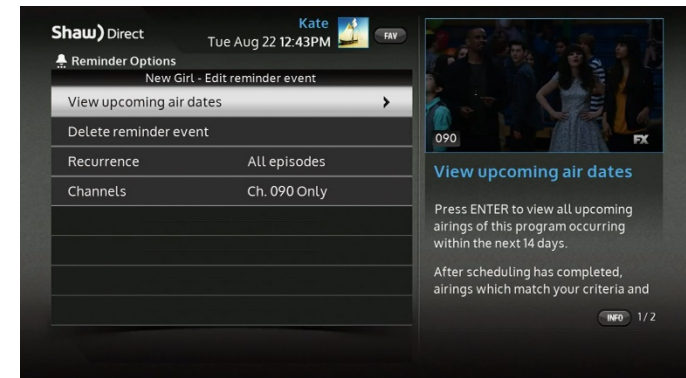
### Program-Based (One Time) Auto-Tunes



Program-based Auto-tunes are set from the Program Options menu by selecting "Automatically tune to this program". These will activate one time only and will show a clock symbol in the Guide.

### Recurring Auto-Tunes

Recurring Auto-tunes are set from the "Manual Timers" section of the "Reminders" menu bar. From this menu, you must set the channel, start date, start and end time, and frequency for the Auto-tune. Available frequencies are Once, Daily, Weekly, and Weekdays. Press **GO BACK** or **EXIT** on the remote once all fields have been filled in to save your Auto-tune.





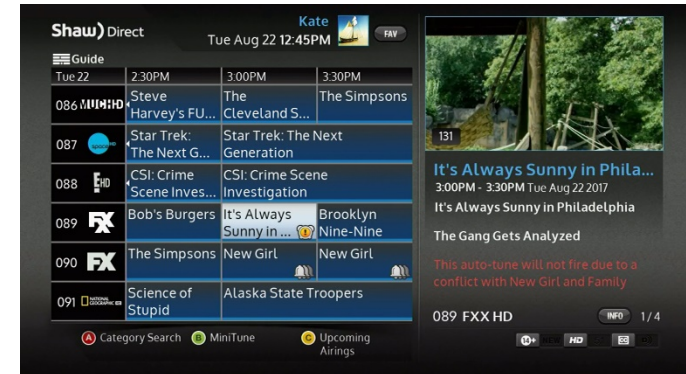
Once set, Auto-tunes are managed in the same way as Reminders, in the Reminders Options menu.

## 8E. Auto-Tune Conflicts



In order to prevent missed content when recording with an external device, Auto-tune events cannot overlap. If you set an overlapping Auto-tune, any previously set Auto-tune airing at the same time as the newest Auto-tune will become “conflicted”, as indicated by the **exclamation mark over the Auto-tune symbol**. Conflicted Auto-tunes will not activate.

If there is a conflict and you want to change which program is set to be Auto-tuned, either delete or lower the priority of the undesired event(s). You can manage your Auto-tune events in the Reminders Options menu – to adjust the priority of an auto-tune, highlight the program and press **A** to “Raise Priority” or **B** to “Lower priority.” To delete a set auto-tune, highlight the program, press **ENTER**, and select “Remove auto-tune.”



## 9. Shaw Direct On Demand

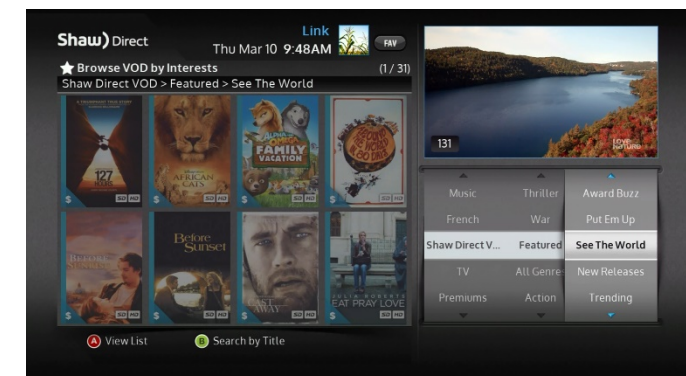
Shaw Direct On Demand is a streaming video on demand (VOD) service which gives you instant access to thousands of movies, TV shows, music videos, and other content for immediate viewing, right on your TV. Utilizing your home's High-Speed Internet connection, Shaw Direct On Demand allows you to browse, order, and enjoy using your existing satellite receiver, remote, and TV. There's no new equipment to connect, no extra remote to learn, and no new bill to receive!

### 9A. Watch what you want, when you want

Shaw Direct's On Demand library contains thousands of titles, with more being added every day. With primetime TV shows, new-release movies, family favourites, documentaries, music videos, cult classics, daytime TV, and more, there's something for everyone on Shaw Direct On Demand.

New release movies are generally available for \$4.99 in SD, and \$6.99 in HD. TV content is generally available to subscribers of the channel which airs the content at **no extra cost**. If you subscribe to premium channels like The Movie Network, Super Channel, TMN Encore, or Hollywood Suite you'll enjoy even more content at no extra cost – hundreds of movies and TV episodes you can watch on your own schedule!

Shaw Direct On Demand is completely free to browse through. All pricing is clearly indicated on-screen for each title, and any pay rentals will be included on your next Shaw Direct invoice.



Shaw Direct On Demand allows you to order and watch any title, whenever you want. Playback starts instantly – there’s no need to wait for the next start time or for the movie to download. Plus, you can watch an order as many times as you want during the rental window.

## 9B. Getting Connected

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### Minimum Requirements

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Shaw Direct On Demand is available to all Shaw Direct customers with compatible equipment at no extra cost. To start using Shaw Direct On Demand, you will need:

- **High-speed Internet Access:** High-speed Internet Access (sometimes known as broadband) is required to access Shaw Direct On Demand. Your internet connection must be capable of connecting to our servers at a minimum 1.75 Mbps downstream for SD titles, and we recommend at least 5.0 Mbps sustained downstream for HD titles. If you subscribe to cable, DSL, or fiber delivered Internet, chances are it’s fast enough for Shaw Direct On Demand.
- **A home router:** A home router allows multiple computers and devices in your home to use your internet connection. This is how your satellite receiver will connect to the internet. If you’ve got a wireless network, or more than two computers which connect to the internet in your house, chances are you have a home router. Your router may be a separate device which plugs into your internet modem, or it may be integrated into your modem.
- **A connection between your router and receiver:** The HDDSR 800 and HDPVR 830 are able to connect to your home wireless network (WiFi). Or, if your router is near your satellite receiver, this is as simple as taking an Ethernet cable and plugging one end into the router, and the other end into the satellite receiver. An Ethernet Cable is also known as a “Network cable”, “Cat5e cable” or “Cat6 cable”. If you don’t already have one lying around, you can purchase a cable from your favourite local electronics retailer or a variety of stores online.

## 9C. How to Connect

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If you’ve reviewed Minimum Requirements to access Shaw Direct On Demand, this section will provide details on the different ways to connect your satellite receiver to your home network. Don’t worry – it’s easy!

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## Method 1 – Wireless (WiFi) Connection

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Connecting to your WiFi network is the easiest method of connecting your receiver. If you did not initially connect to WiFi when first activating your receiver, or need to change the network, follow the steps below.

1. Press **OPTIONS** and select “WiFi Setup”.
2. Locate your WiFi network name in the list of available networks, press **ENTER**.
3. Key in your WiFi network’s password, using the on-screen keyboard – you’re able to use the **DIRECTIONAL ARROWS** to select letters or ‘T9’ style with your remote (for example, press **3** two times to enter the letter ‘e’).
4. Highlight ‘Accept”, press **ENTER** and allow it to connect.

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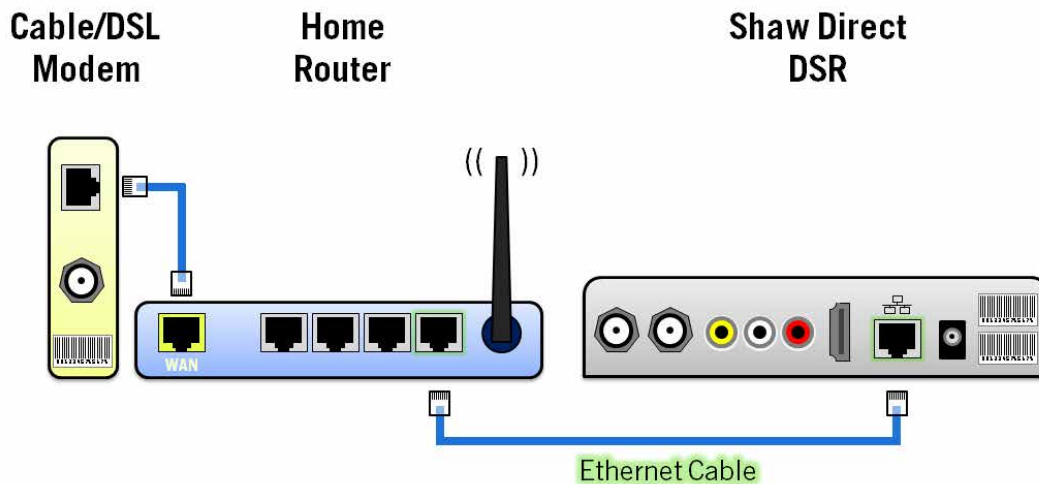
## Method 2 – Wired Ethernet Connection

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If your home router is located close to your Shaw Direct satellite receiver, this is the simplest and most reliable way to access Shaw Direct On Demand.

1. Find or purchase an Ethernet Cable of an appropriate length.
2. Plug one end of the Ethernet Cable into a free port on your home router.
3. Plug the other end of the Ethernet Cable into the **Ethernet port** on the back of your satellite receiver. This port looks like an oversized phone connection, as pictured at right.

This connection is illustrated in the following diagram:



If your home has an Ethernet wall jack near your TV, simply plug the cable in step 2 into the wall jack. The other end of this cable must still be connected to your router or a network switch.

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## Alternate Connectivity Methods

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You are able to use a “Powerline Bridge” to connect your router to your satellite receiver, which may obtain better speeds than WiFi, while allowing you to connect without having your router near your receiver. One unit is plugged in (via AC) and connected to your router while the other unit is plugged in and connected to your receiver. The pair uses your home electrical wiring to communicate. These are available for purchase at many electronic stores and online retailers.

It is **not** possible to use a 4G/LTE Wireless stick, or other USB-based devices to connect your Shaw Direct satellite receiver to the internet.

## 9D. Verifying Connectivity

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Once you're all connected, it's time to verify connectivity on your satellite receiver and run the connection speed test.

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### Network Status

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Press the **OPTIONS** button on your remote control, select “Status” from the menu bar, scroll to either “Wired Network Status” or “WiFi Status” (depending on how you're connected) and press **ENTER**. The receiver will take a moment to query the connection before displaying the **Network Status** screen.

Once the page loads, take a look at the Link Status, Home network status, Internet connectivity status, and SOD server status. All four fields must read “**Online**”.

If one or more of the fields reads “Not Available”, double check that you're connected properly. The connection lights on your router should indicate an active connection. Once you're connected, press **GO BACK** and then re-enter the Network Status menu. If you're still not online, press **B** for “DHCP Refresh”. Wait 60 seconds, then check the Network Status again. If you're still having issues, see if you can verify the connection by hooking up a laptop or other device to the network.

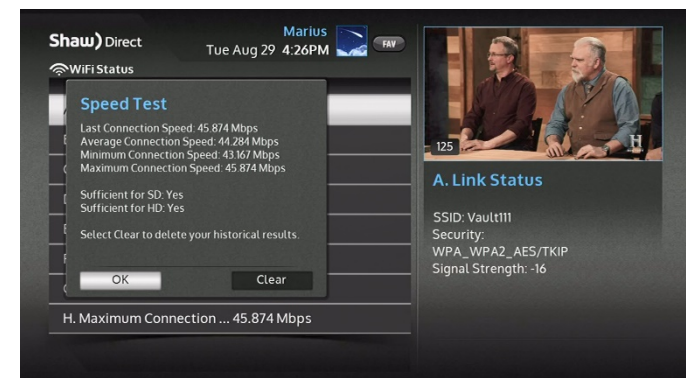
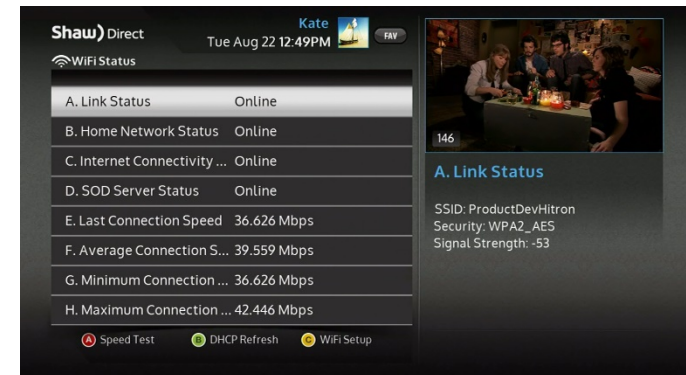
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### Connection speed test

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When all four status fields in Network Status read “Online”, you can run the connection speed test. Press **A** on your remote while in the Network Status Menu. The receiver will connect to our servers and test the speed of your connection. When the speed test is complete, the **results will be displayed**.

Pay special attention to the “Sufficient for SD” and “Sufficient for HD” information. This tells you if your Internet connection will allow you to order high definition (HD) and standard definition (SD) content, only standard definition, or no content at all.



You can run the connection speed test as often as you'd like. Results are recorded on the receiver and form the historic average speed, historic minimum speed, and historic maximum speed values.

If your internet connection tends to be highly variable, you can also run the speed test directly from the order options popup when you select a title. This helps to ensure you have enough bandwidth to stream successfully before you order the title.

## 9E. How to Order

Press the **D** button on your Shaw Direct remote to bring up the Shaw Direct On Demand menu bar, or select "Video On Demand" from the main menu bar. If you'd rather browse the available library, select "**Browse On Demand**," which is similar to an interests search. If you know the title of the program you'd like to order, select "VOD Title Search". Both title and interests search function in the same way as the regular broadcast searches, with the added benefit of poster art and expanded show information. Plus, you can even continue to watch your current program while you browse the VOD library.

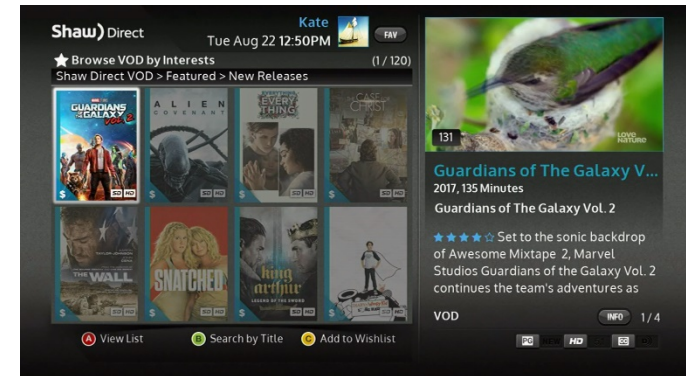
Content follows the same colour-coding you're used to seeing in the Guide:

- TV content may be **blue**, **green** (for sports), or **orange** (for kids/family)
- **Purple** is for movies and documentaries included in your subscription
- **Aqua** is for pay-per-rental movies and shows
- **Grey** indicates subscription content which is not included in your subscription.

### 1. Order

When you find a show you may want to order, press **ENTER**. The **available options** will be presented, including the SD and HD prices, if available. Select the version you'd like to order, confirm the purchase, and then get ready to sit back and enjoy!

If you are operating in Single User mode and selected a title which exceeds your current Parental Controls ratings locks, the PIN will be required to access the options menu. Depending on your current VOD purchase restrictions, the PIN may be required after confirming the purchase to execute the order. Full details on Parental Controls are available in section 3.





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## 2. Enjoy

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After confirming the purchase, the order will begin streaming and playback will start within a few seconds. You can use the PVR keys on your remote to **PAUSE (II)** playback at any time. Depending on the content, you may be able to also **SKIP FORWARD (C)** or **SKIP BACK (C)**, along with using Absolute Skip or Absolute Jump as explained on page **Error! Bookmark not defined.**

Purchases are billed to your account after 5 minutes of playback, except for Adult titles which are billed after 1 minute. If you're having issues streaming the title or change your mind, be sure to stop playback immediately with the **STOP (■)** key to avoid being billed.

You can view a list of active orders and their availability by pressing **D** and navigating to "My VOD Orders". You can resume or restart playback from this menu, on any connected receiver on your account. Note that a particular title can only be streamed to one receiver at a time.

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## 9F. Parental Controls and Bandwidth Management

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VOD gives you instant access to a vast library of content, ranging from animated kids shows all the way to the latest R-rated blockbusters and premium TV series. The ratings locks and 4-digit Parental password you've set (as outlined in section 3) will automatically apply to VOD. There are additional VOD-specific limitations for bandwidth management which can also be set.

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### Bandwidth Management

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Much like the number of minutes you get with your cell phone plan, many Canadian Internet Service Providers (ISPs) provide subscribers with a limit on the amount they can download and upload each month before overage fees are applied. The amount of data transfer included varies widely depending on your service plan and ISP.

If you are concerned about the amount of data your household consumes, you can set a limit on the maximum download rate Shaw Direct VOD will use when streaming content. This basically "slows" the rate at which you consume data while using VOD, by lowering the picture quality.

Press **MENU**, select "Settings," then "Preferences" and expand "Network Settings."

- **Maximum download rate [Unlimited, 2-8 Mbps]:** By setting a maximum download rate, streaming will use less bandwidth by lowering the video quality.

## How much bandwidth will I use watching Shaw Direct On Demand?

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The following chart indicates the **maximum** amount of bandwidth you could consume at each setting, assuming your internet connection is fast enough to support that level of streaming.

Maximum download rate	Maximum Usage (GB per hour of On Demand video watched)
8 Mbps	3.52 GB/h
7 Mbps	3.08 GB/h
6 Mbps	2.64 GB/h
5 Mbps	2.20 GB/h
4 Mbps	1.76 GB/h
3 Mbps	1.32 GB/h
2 Mbps	0.88 GB/h

## 9G. General Help

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Most Shaw Direct On Demand issues occur when one or more of the minimum requirements are missing. Once all status fields in the Network menu read "Online" and the connection speed test completes successfully, you know that your receiver is properly connected to your home network and is able to communicate with our servers.

Beyond this, there are two additional requirements to access Shaw Direct On Demand:

1. Your account must not be in a past-due state. In accordance with our Terms and Conditions, access to Video on Demand and Pay Per View services are restricted when accounts reach a past-due status.
2. VOD access must be enabled on your account. If you don't have VOD access enabled on your account, you may be able to access the VOD Browsing menu or "Title Search" menu, but when you press **ENTER** on a particular title nothing will happen. Give us a call and we should be able to get this resolved for you.

If you're still having trouble, or experiencing a specific error message, please refer to the VOD error message information available at [www.shawdirect.ca/vod](http://www.shawdirect.ca/vod). If you're still not able to find a solution, give us a call anytime at 1-888-554-7827.

# 10. Other Menus

## 10A. Pay-Per-View

Select the “Pay Per View (PPV)” icon to bring up the PPV menu bar. Select “**PPV Search**” to easily browse the currently airing and upcoming PPV Movies. This will display all PPV Movies with the movie’s poster for a more visual experience than browsing through the Guide.

Similar to the other search screens, use the **UP** and **DOWN** arrow buttons to first select a genre you may be interested in, or leave your selection on “All Genres” to view all upcoming movies. Press the **LEFT** arrow button to scroll through the movie posters on the left.

Your currently highlighted selection will be brighter and display a white border around the edge of the poster – the information for your currently highlighted movie will display in the Info Window on the right hand side. Here, you will find similar information you would find on regular programming, in addition to the specific program’s ordering instructions. This ordering information applies only to the airing date/time shown at the bottom of the poster. Press **C** on your remote to View Upcoming Airings for the movie you have highlighted.

You can also use the **B** button on your remote to change how your PPV search results are sorted. You are able to sort by airing date/time or alphabetically by title.

After you’ve ordered your title, confirmation will be provided onscreen and the title will be recorded in the Purchase History menu.

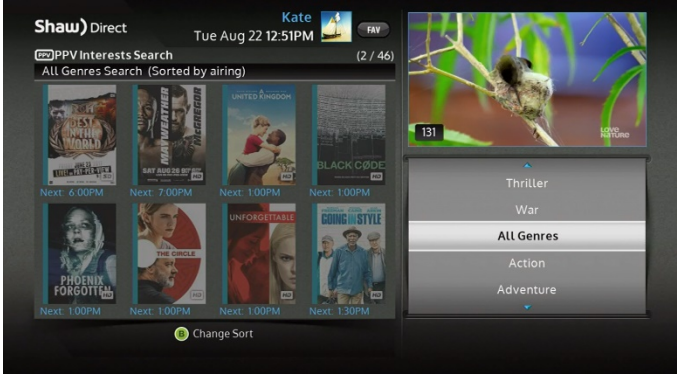


Take note of the “SD” and “HD” icons at the bottom right of each poster as this will indicate which format the upcoming airing is for.

### Ordering PPV Movies and Events

If your DSR is connected to your home internet connection, you will see the “Press ENTER for ordering options” message above the program description. Press ENTER and select “Order Now” to instantly purchase the title. If you have previously setup an account-level PPV purchase PIN with a Shaw Direct agent, you will be required to enter this to complete the purchase.

If your DSR is not connected to your home internet connection, you will see the phone number for the automated ordering service and the Order ID specific to that program.



Both order methods will work until 30 minutes after a movie has started. If you have ordered in advance and wish to cancel your purchase, you will need to speak with a Shaw Direct agent.

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## Order Confirmation

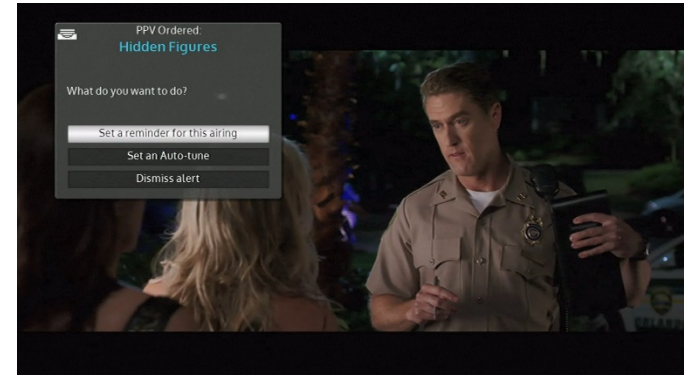
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After ordering, if you exit from any on-screen menus you will see an **order confirmation alert** offering additional options such as setting an auto-tune for the movie you ordered. You can also view your purchases by accessing “My PPV Orders” from the PPV section of the Menu Bar.

## 10B. Mail Messages

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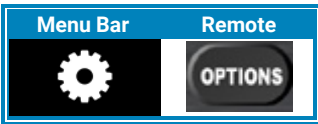
Shaw Direct uses receiver mail to occasionally send short messages on account information or software updates. You can access your receiver mailbox by first selecting “Messages” from the Menu Bar, then “Mail Messages.” You will see a white envelope in the Guide and onscreen banners when you have an unread mail message.



Menu Bar	Remote
	N/A

# 11. Settings Menu

By selecting “Settings Menu” from the Menu Bar, or pressing **OPTIONS** on your remote control, you can access the Settings Menu Bar for your receiver. Note that certain settings may be unavailable and will be greyed out depending on the features of your receiver model. For example, PVR-specific settings are not available on HDDSRs. If set, an Owner PIN may be required to change certain settings.



## 11A. Preferences

If you’re using Multi-User mode, most preferences are adjustable for each Profile. For example, one user may prefer to have their on-screen text displayed in English while another user may prefer French.

Settings that are adjustable per user are indicated with the shield (🛡️) icon – any changes made will apply only to the active user whose name is indicated at the top of the screen.

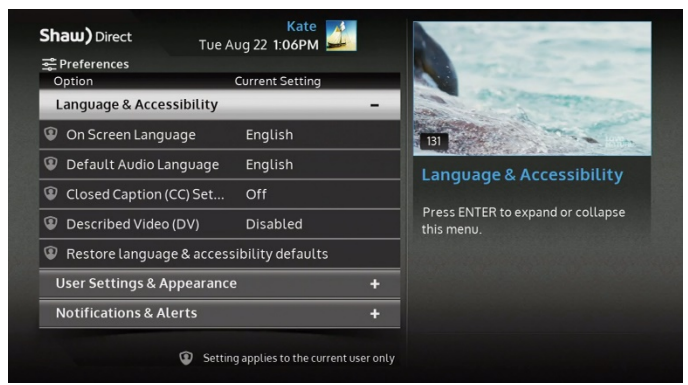
### Language and Accessibility

- **On Screen Language [English, French]:** Sets the onscreen menu language. Guide data, including channel names and program descriptions, are not translated and will remain as written by the broadcaster.
- **Default Audio Language [English, French]:** Sets the default audio language. This can also be overridden for compatible channels by pressing the SOURCE button when watching TV.
- **Closed Caption (CC) Settings:** Allows you to enable Closed Captions decoded by the satellite receiver. Captions provided by the receiver do not appear over the onscreen menus, whereas those provided by the TV will. Press ENTER to access the closed caption settings. Enable Closed Captions to adjust the below.
  - **Font Size [Auto, Small, Standard, Large]:** Select the font size used for on-screen closed captions
  - **Font Style [Auto, Monospace, Proportional, Capitals]:** Changes the font style for captions.
  - **Digital Service [Auto, Primary Language, Secondary Language]:** Select the language used for captions, auto is recommended.





You can quickly enable and disable Closed Captions at any time by pressing **HELP, C**.

- **Descriptive Video Services (DVS) [Disabled, Enabled]:** Descriptive Video provides ongoing narrative descriptions of what is happening during the video portion of a television broadcast for





the visually impaired. Not all programs contain descriptive video, but those that do are often indicated with the  symbol in the Guide or an onscreen advisory at the start of the program.

While watching a channel which has additional audio tracks available, you can temporarily override your Audio Language and Descriptive Video settings by pressing **SOURCE** on the remote control and selecting a new audio track. Channels with additional audio tracks appear with the + symbol on the Info Banner.



You can quickly enable and disable DVS at any time by pressing **HELP, D**.

## User Settings and Appearance

The **User Settings and Appearance** menu allows you to customize the way the Guide looks, as well as set user-specific settings such as font size. Press **MENU**, select “Settings”, select “Preferences” and expand “User Settings and Appearance”.

The following options are available in the Guide Settings menu:

- **Unsubscribed Channels [Show, Hide]:** Choose to hide channels which are not included in your current programming package. If set to “Show,” these channels will be greyed out within your guide.



Channels on free preview will automatically appear with gold colouring in your Guide when available, and return to grey (or disappear) when the free preview has ended.

- **Edit Channel List:** Allows you to completely remove specific channels from your Guide which will leave you with your custom Channel List. When operating under multi-user mode, this will be specific to the current user. Note that channels removed will still be accessible by entering the channel number.
- **Guide Rows & Font Size [6-Row Large, 6-Row Medium, 8-Row Small]:** Allows you to adjust how many channels you see at once from within your guide. Also adjusts your font size for the guide and on-screen text.



Your receiver relies on the “TV Type” setting (found under Hardware Settings) to determine which setting to apply to newly created profiles.



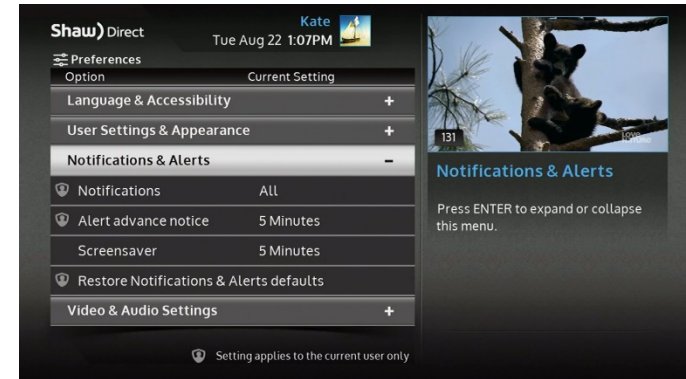
- **Guide Width [Half-Screen, Full-Screen]:** Choose whether the Guide opens with picture-in-guide as half-screen, or as full-screen
- **Program Colouring [Full-Colour, Subtle, Text only]:** Adjusts the colour style for program genres within your guide. “Full-Colour” features a bright colour gradient whereas “Subtle” features a horizontal colour bar on each program. “Text only” removes the background shading and only colours the program name.

## Notifications & Alerts

- **Notifications [All, Essential, None]:** Adjust the type of notifications you see on-screen. Notifications include network status and recording start/stop messages. The following chart outlines what notifications and alerts you will see over full-screen video, based on the setting selected:

		All	Essential	None
<b>Alerts</b>	Dual Recordings	✓	✓	✓
	Auto-tunes	✓	✓	✓
	Reminders	✓	✓	✓
	Mail Messages	✓	✓	✓
	PPV Purchases	✓	✓	✓
	Welcome User	✓	✓	✓
	Download Available	✓		
<b>Notifications</b>	Recording Start/Stop	✓		
	Home Network Status	✓	✓	

- **Alert Advance Notice [30 seconds, 1-5 minutes]:** Customize the amount of time you see an alert in advance of the time the action will take place. This includes upcoming auto-tunes, dual recordings or reminders.
- **Screensaver [off, 1, 5, 10, 30, 45, 60, 90 minutes]:** Determines how long a static image must remain on the screen before the screensaver is activated. If the screensaver activates, simply press **ENTER** on the remote to remove it. Your location in the menus or options will always be retained. The screensaver features tips and tricks for using your Shaw Direct receiver, as well as information on new movies and events.
- **Prompt to Delete Recordings (HDPVR only) [If 80% Watched, Always, Never]:** The prompt to delete recordings setting determines whether you are automatically prompted to delete a recording once it has been viewed and stopped (by pressing **STOP** or once the recording has automatically finished). You can set this to only prompt if more than 80% has been viewed, to always prompt once **STOP** is pressed or never be prompted.

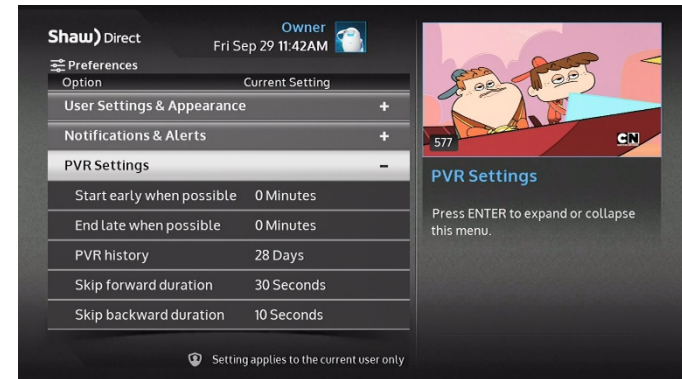


## PVR Settings (HDPVR Only)

- **Start Early When Possible** [0 minutes, 1-5 minutes]: Start all of your recordings early by default. A start early buffer set here will only activate “when possible”, such as when a tuner is scheduled to be free before a recording event. You can also add mandatory padding to specific Recording Events by using the PVR Options menu, as explained on page 26.
- **End Late When Possible** [0 minutes, 1-5 minutes]: End all of your recordings late by default. An end late buffer set here will only activate “when possible”, such as when a tuner is scheduled to be free after a recording event. You can also add mandatory padding to specific Recording Events by using the PVR Options menu, as explained on page 26.
- **PVR History** [0-90 Days]: The PVR History setting determines how much time must pass before your HDPVR records the same episode again.
- **Skip Forward Duration** [10-300 seconds]: Sets the duration of time that is automatically skipped through when using **⏭ SKIP FORWARD**.
- **Skip Backward Duration** [10-300 seconds]: Sets the duration of time that is automatically skipped through when using **⏮ SKIP BACKWARD**.

## Tuners & Storage (HDPVR Only)

- **Single Tuner Mode** [Enabled, Disabled]: Single tuner mode allows you to operate your PVR with only one line connected from your satellite dish, as explained on page 31
- **Reserve tuner for live viewing** [Never, Prime time, Always]: Allows you to reserve one tuner for watching live TV, prompting your PVR to rearrange your recording schedule accordingly. “Prime time” reserves a tuner only from 6:00 PM to 10:59 PM local time. Note that reserving a tuner may create more recording conflicts where certain programs are not recorded.
- **Live Record to Disk (LOD)** [Enabled, Disabled]: Enable or disable the ability to use LOD, as explained on page 36. If LOD is disabled, you will be unable to pause or rewind live TV.
- **USB Hard Drive**: Indicates external hard drive status, showing "Connected", "Disconnected", or "Not In Use". Refer back to section 7 for more information.
- **External Hard Drive Setup**: After a reboot, your HDPVR will automatically display any warnings or instructions related to your external hard drive. If you accidentally remove these, or are not logged into an Owner-level profile when they appear, you can re-launch them by selecting this button.



## Video & Audio Settings

Optimizing your video and audio settings will ensure the best viewing experience. Press **OPTIONS** on your remote control, then enter the numbers **4, 5**. The following **Video & Audio Settings** options will be available:

- **Output Resolution [1080p, 1080i, 720p, 480p, 480i]**: This determines the primary resolution that is used to send video to your TV. On most HDTVs, 1080i is optimal. For SDTVs, use 480i.



Once you select an Output Resolution, a pop-up message will be displayed to confirm that you have selected a resolution your TV can support. You must press **ENTER** on your remote to confirm, or the resolution will revert back to the previous one. This helps make sure you don't lose video and are unable to get it back.

- **SD Aspect Ratio [Stretch, Normal, Zoom]**: This determines how standard definition programs will be displayed.
  - "Stretch" will adjust the SD picture into a widescreen format, stretching the picture left to right.
  - "Normal" will maintain the original screen size, and will display black bars on the left and right of the picture.
  - "Zoom" will enlarge the picture on all sides, which will cause some of the picture to be cut off.



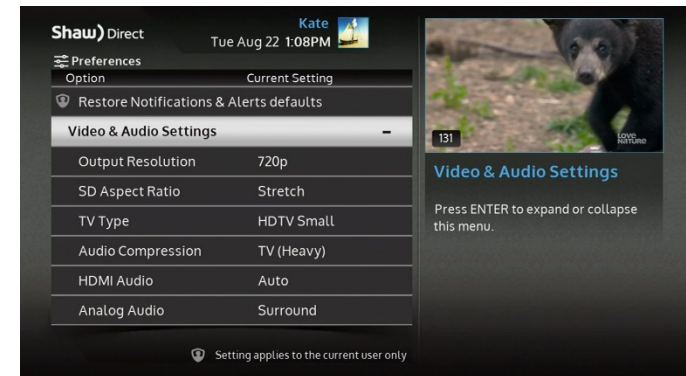
You can use the **ASPECT** or **B** button while watching any program or recording to stretch or zoom the picture. The current aspect mode is shown on screen each time you press the button, and will be reset to the default specified by the "SD Aspect Ratio" setting each time you turn on your satellite receiver.

- **TV Type [HDTV Small, HDTV Large, SDTV (CRT)]**: This option specifies what type of TV you have – you would have selected this during the initial set-up wizard to optimize your readability.

On a regular HDTV, recommended settings are 1080i, Stretch, and either HDTV Small or HDTV Large - this will result in standard definition channels automatically "stretched" by your TV to fit the screen.

On an SDTV connected via HDMI, recommended settings are 480i, Normal, and SDTV (CRT). For SDTVs connected via composite video, changing these settings will have no effect and is not necessary.

- **Audio Compression [TV (Heavy), No Compression, HiFi (Light)]**: These settings change the Audio Dynamic Range Control, which adjust the difference between loud and quiet sounds. If you are connected directly to your TV for sound, "TV (Heavy)" is usually best. If connected to a home theatre system, either "HiFi (Light)" or "No Compression" may be preferred.



- **HDMI Audio [Auto, Pass Through, PCM]:** These settings control the audio signal sent through the HDMI cable. “Pass Through” will not perform any conversion. Note that some TVs will not produce any audio in this mode. “PCM” converts all audio to the PCM format, which is compatible with nearly all TVs. If “Auto” is selected, the receiver will query your TV as to its preferred audio mode and adjust accordingly.



If you are connected via HDMI directly to your TV and are experiencing audio issues, try selecting the “PCM” option.

- **Analog Audio [Surround, Mono, Stereo]:** These settings control the Red and White stereo audio outputs. “Surround” is usually optimal.
- **Optical Digital Audio [Dolby Digital, PCM]:** These settings control the audio signal sent through the digital Optical cable. “Dolby Digital” will not perform any conversion and will provide Dolby Digital 5.1 sound on indicated programs when connected to a compatible home theatre system. “PCM” will convert the audio the PCM format.

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## Hardware Settings

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- **Clock Format [AM/PM, 24 Hour]:** Change the time display for the clock and program information to either 12-hour AM/PM format or 24-hour format.
- **Front Panel LED [Bright, Dim]:** Choose the level of brightness of the front panel power button.
- **Remote Control Address:** The UHF remote control provided with your HDPVR has a range of approximately 150+ feet. If there are other satellite receivers in the vicinity, you may need to change your remote control address to prevent a different remote from controlling your receiver. Press **ENTER** to change your receiver’s remote control address – on-screen instructions will then be provided to pair your remote.
- **UHF Remote Control [Disabled, Enabled]:** Enable or disable UHF remote functionality on your HDPVR. UHF allows your receiver to receive remote control commands without having a line of sight to your remote, for example to hide it in a well-ventilated cabinet.
- **WiFi Setup:** Displays the WiFi Setup screen as described on page 43.

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## Network Settings

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- **Maximum Download Rate [Unlimited, 2-8 Mbps]:** By setting a maximum download rate, streaming will use less bandwidth by lowering the video quality. See section 9 for more on download rate limits.





- **DHCP [Enabled, Disabled]:** DHCP (Digital Host Configuration Protocol) is related to your IP address. Most network setups should have this setting set to “Enabled” unless you have a static IP address. The following fields will have to manually be adjusted if this option is set to “Disabled.”
  - IP Address
  - Subnet Mask
  - Gateway Address
  - DNS Address
- **DHCP Refresh:** Press ENTER to refresh DHCP for Shaw Direct On Demand troubleshooting. This may be necessary if your network configuration or connection has been recently changed.

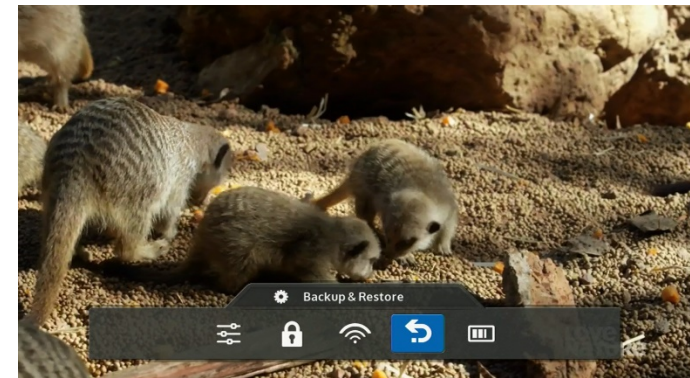
## 11B. Backup and Restore

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“Backup and Restore” allows you to backup your Multi-User (profiles) or Single User settings to a USB key, to transfer to another 8XX satellite receiver. This is useful for replicating your settings on other receivers in your household, to replace previous settings when your receiver has been replaced, or to reload settings after a factory reset has been performed.

To backup your settings, insert a USB key into the front panel slot of your receiver. Access this menu, enter a PIN if prompted, then expand “Backup Users and Settings” and select any slot to load onto (up to 5 slots are available).

To restore your settings, insert the USB key into the front panel of your receiver and access this menu. Enter a PIN if prompted, then expand “Restore Users & Settings” and select the same slot number you previously used to back up to. Any PINs will be reset as part of the restore action and will need to be reset.



## 11C. Status

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### System Status

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The System Status menu displays a variety of diagnostic information about your receiver, including signal strength on each tuner, authorization status, current software version, and more.

In this menu, you can access the “Tune in satellite” screen by pressing **A** on your remote. You can also press **OPTIONS, 4, 3, 1** to access this menu. Audio may be temporarily lost while in this menu, and will return when you change channels.

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## Wired & Wireless Network Status

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The Network Status menu displays information related to your internet connection and Shaw Direct On Demand. More details on this screen are found on page 44.

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## Release Notes

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Contains information on new and enhanced features contained within the last software update from Shaw Direct.

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## OSS Attributions

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This menu contains Open Source Scan attribution information and legal text.

## 12. More Information

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Please visit our Support website at [www.shawdirect.ca/support](http://www.shawdirect.ca/support) to learn more about using your Shaw Direct receiver, billing and service information, and more.

