

# SHAW DIRECT DIGITAL SATELLITE TV

Welcome Guide



MULTIPLE AWARD-WINNING

24/7/365 SERVICE

**SHAW** DIRECT

100% DIGITAL SATELLITE TV

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# What to expect from Shaw Direct. (Besides lifelike entertainment.)

The best customer service of course. We deliver extraordinary customer service 24 hours a day, 7 days a week, 365 days a year from our three Canadian call centres in Calgary, Toronto and Montreal. That's why we've won the Service Quality Measurement Award for the highest customer satisfaction rating in the telecommunications and TV industry.

# The fact that there's an H and a D in Shaw Direct is not just a coincidence.

Shaw Direct offers the best HD channels anywhere and we offer most of them at no extra cost. It's true. Which is why seeing your favourite programs in crystal-clear HD is not only easy, but also peasy. And by peasy, we mean inexpensive.

# INSTALLATION



When you buy a Shaw Direct system, it includes a basic installation. This means running the cable line from the dish to your receiver and connecting the receiver to your TV.

To arrange for your Shaw Direct installation, call **1.888.782.7417**. Your installation date will be made between two and 10 days from the date of your call. If an installer is not available in your area, self-install kits are available, complete with all the equipment and step-by-step instructions. To learn more about a self-install kit, visit **SHAWDIRECT.CA/ACCESSORIES**. Appointments in most areas are available seven days a week from 8 a.m. to 5 p.m. If you've provided a phone number where you can be reached, your installer will call you in advance to notify you of the approximate time they will arrive.

If you live in an apartment building or complex that doesn't already have a Shaw Direct dish, call us! We're here to help you navigate your installation process.

## THE DISH

For optimal signal reception, we set your dish to face south and slightly east or west, depending on where you reside. The surface on your elliptical dish is designed to catch the signals and direct them to the Low Noise Block or LNB. It amplifies them and sends them to the receiver. In everyday speak, it just works.

## WHAT TO EXPECT ON INSTALLATION DAY

By now, you've already contacted our team to set up your installation appointment.

Our installer will:

- Confirm the install date and time with you.
- Place and connect your hardware from the dish and, when required, ensure proper placement of the ground attachment.
- Perform testing of the entire installation for continuity, including measuring and recording signal levels.
- Discuss the hook-up of a phone connection to enable Caller ID and Instant Pay Per View (IPPV) functionality on your receiver.
- Contact our Customer Care Centre to activate your system.
- Walk you through a demonstration of your receiver operation.
- Seal all entry holes and install proper wall plates.

## WHAT IS IN THE BOX?

- Shaw Direct satellite receiver
- Remote control
- Applicable connecting cables
- User Guide
- Welcome Guide (what you're reading now)

Your dish will arrive with your installer on installation day, unless you are in a home or building with a functioning Shaw Direct dish already in place.

# USING YOUR UNIVERSAL REMOTE

Your remote can control your satellite receiver, TV, DVD, Blu-ray player and audio system, but you have to program it first. Visit us online at [SHAWDIRECT.CA](http://SHAWDIRECT.CA) to find out how.

**POWER**  
Turns the power on/off.

**PVR/DVD/BLU-RAY**  
Keys operate the STOP, PAUSE, RECORD, REWIND, PLAY, FAST FORWARD, SKIP BACK, and SKIP AHEAD functions of the DVD, Blu-ray or Shaw Direct PVR.

**FAV**  
Displays the Favourites Lists menu.

**MENU**  
Displays the onscreen interactive menu bar.

**NAVIGATION BUTTONS**  
Highlight menu screen items and navigate between listings in the onscreen guide.

**GUIDE**  
Displays the onscreen guide.

**CH**  
Changes the channel. If using the Interactive Program Guide (IPG), press to move one screen up or down.

**VOLUME**

**MUTE**

**LAST CH**  
Returns to last channel watched.



**MODE BUTTONS**  
Press once to control your TV, DVD, stereo and auxiliary equipment.

**VIDEO SOURCE**  
Controls input source to receiver or TV.

**ASPECT**  
Adjusts program presentation to better fit your display type.

**PVR LIST**  
Opens the list of recorded programs on the HDPVR.

**GO BACK**  
Saves your changes and returns to previous menu.

**ENTER**  
In any menu, press ENTER to select a highlighted item. Outside of menus, press ENTER to tune to a channel you have already pressed numbers for.

**INFO**  
Displays information about current program or highlighted program in the IPG.

**EXIT**  
Exits any menu and returns to live TV.

**A, B, C & D**  
Launches and navigates interactive applications and services.

**OPTIONS**  
Displays the localized Options menu for the current screen.

**HELP**  
Displays Help screens.

# THE HARDWARE

To determine which model you have, please look on the side of your box for the model name and number.

## MOTOROLA HDDSR 605 SATELLITE SYSTEM

- Watch Standard Definition (SD) or High Definition (HD) programming on your HDTV
- Crystal-clear digital picture and Dolby® Digital 5.1 Surround Sound capability
- Compact size and bright front panel display
- Future-ready expandability and upgrade options

## MOTOROLA HDPVR 630 SATELLITE SYSTEM

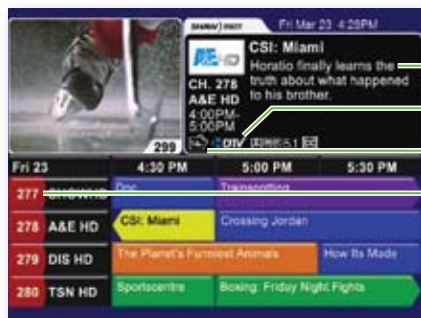
Includes all the features of the HDDSR 605, plus:

- Pause and rewind live television programs
- Built-in hard drive for up to 175 hours of recording
- Time Travel™ to skip forward or skip back for instant replay

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# TV BROWSING MADE SIMPLE









Easy-to-read programming summaries.

Look for the HDTV symbol for programs broadcast in HD.







Relevant program information noted with symbols.

Channels are coloured and easy to identify.


## BROADCASTING SYMBOLS

-  Broadcast in High Definition
-  Broadcast features Dolby® Digital 5.1 Surround Sound
-  Available with Closed Captions
-  Available with Descriptive Video
-  Program Subject to Blackout
-  Program/Episode airing for the first time








## RECORDING AND REMINDER SYMBOLS

-  Recording Scheduled
-  Recording in Progress
-  Duplicate or User-Cancelled (program will not be recorded)
-  Recording Conflict (program will not be recorded)
-  Auto-Tune Scheduled
-  Reminder Scheduled (HDDSR only)












## CANADIAN TV CONTENT RATINGS

-  Children
-  Children over 8 years
-  General
-  Parental Guidance
-  Over 14 years
-  Adults

## AMERICAN TV CONTENT RATINGS

-  All Children
-  Directed to Older children
-  Directed to Older Children – Fantasy Violence
-  General Audience
-  Parental Guidance Suggested
-  Parents Strongly Cautioned
-  Mature Audiences Only

## MOTION PICTURE RATINGS

-  General
-  Parental Guidance
-  Adult 14+
-  Adult 18+
-  Restricted
-  Adults Only
-  Suggestive Dialogue
-  Coarse or Crude Language
-  Sexual Situations
-  Violence
-  Fantasy Violence

# THE INTERACTIVE PROGRAM GUIDE



The Interactive Program Guide (IPG) lets you find and choose what you want to watch and has many other useful features that are explained in this section.

The IPG is easy to use. When you press **GUIDE**, the onscreen guide will appear with the channel you're watching highlighted. You can even browse the onscreen guide while watching your favourite show in the corner of the screen, or press **GUIDE** again to change to the full-screen IPG.



If you want to get out of the IPG or any other menu, just press **EXIT** and you'll be back to the TV program you're currently watching.

## NAVIGATING THE INTERACTIVE PROGRAM GUIDE

Use the arrow buttons to navigate through the listings, moving up or down, left or right. For faster navigation, use **CH** to skip a whole screen of listings. Up to 14 days of information is available on the HDPVR, and up to 7 days on the HDDSR.

To move forward or back quickly in the listings, **FAST FORWARD** and **REWIND** skip in six-hour increments. **SKIP FORWARD** and **SKIP BACK** move 24-hours at a time. Don't worry about getting lost. Pressing **PLAY** always returns you to the current channel at the current time.



The programs in the IPG are colour-coded, so you can easily find what to watch:

- Shows you where the cursor is
- Movies
- General programming
- Sports
- Children/Family
- Pay Per View
- Shaw Direct channels
- Unsubscribed Channels



## INFO

While browsing the IPG, information for each program appears at the top of the screen, including channel, start and end time, parental rating, broadcast symbols, and episode information. To view even more information, press **INFO**. From these Info screens, you can view the star rating for movies, original air date, specific parental advisories, genres, and cast (HDPVR only). Use the left and right arrow keys to move between the tabs and press **ENTER** to view the Program Options menu.

If you press **INFO** while watching a channel, you'll see the details on the show you're watching.



## SHAW DIRECT MENU BAR

The Menu Bar is your portal to all the great features your HD receiver has to offer. Press **MENU** or **A** to access the Menu Bar. The Menu Bar allows you to:

- Select a program currently airing from the IPG or select one of your recorded programs (HDPVR only).
- View and manage your recordings or reminders.
- Access the search tool to find programs by title, interests or genre, or to find music channels or radio stations.
- Launch interactive services such as your local weather.
- Receive messages in your receiver mailbox as well as the recent calls in your caller ID call log.
- Change your favourites, onscreen guide options and more.



## ENHANCED SEARCH FEATURES

### Accessing Search Features

Take advantage of the search features by selecting **SEARCH** from your onscreen Menu Bar.

### Title and Interests Search

Select **TITLE SEARCH** from the Menu Bar to search for your program by title. Use the onscreen keyboard to enter words from the title of the movie, sporting event or TV show you're looking for. When you see what you were searching for appear on the screen to the right, simply move your cursor to the side and select your program by pressing **ENTER**. From here, you can tune into the program, see upcoming airdates, set up a recording or reminder, or get information about the show. Select **INTERESTS** from the Menu Bar to search for something to watch by genre. Use the onscreen sorting tool to select the time, category and specific genre you're looking for. Move your onscreen cursor to your selection and press **ENTER** to watch your show, set up a recording or reminder, view upcoming airdates or get information about the program.



### Music Search

Select **SEARCH** from the Menu Bar and select **MUSIC** to find a music channel by genre or city. Once you've entered the music search tool, use the onscreen sorter to find a commercial-free music channel you think you'd like and press **ENTER** to tune to that station. You can also use the sorter to select a radio station by city.

If you have a favourite music or radio station, you can always enter the 3-digit channel number listed on the right side of the screen to tune directly without using the Search tool.

# CUSTOMIZE YOUR VIEWING



## FAVOURITES

The **FAV** button allows you to program the IPG to only display specific channels. It means you don't have to scroll through channels that you aren't interested in to find a program you want to watch. You can set multiple Favourites lists, so everyone in the family can program his or her list into the IPG. To program your favourites, press **FAV** on the remote control, or select **FAVORITE LISTS** from the Options menu. Select **CREATE NEW FAVORITES LIST** or modify an existing list by highlighting it then selecting **EDIT FAVORITES LIST**. You can add channels to your favourites by selecting them from the Channel list on the left, or remove channels by selecting them from your list on the right. When you're done, press **GO BACK** twice to save your changes and return to where you started.

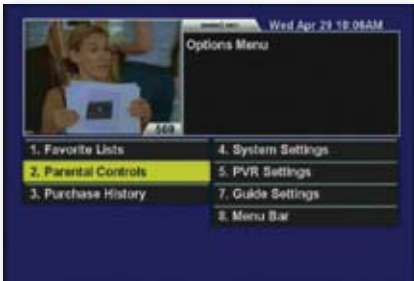


To quickly change between favourite lists, or return to the default "All Channels" list, press **OPTIONS** while in the IPG and use the left or right arrow keys to change the **CHANNEL LIST**.

## HIDING UNSUBSCRIBED CHANNELS

Unsubscribed channels appear in grey in the IPG. If you would like to hide these channels completely, press **OPTIONS** while in the IPG and change **UNSUBSCRIBED CHANNELS** to "Hide". To update your subscription status, turn your receiver off for at least 20 minutes. Certain packages such as NFL Sunday Ticket™ or NHL Centre Ice™ may appear as unsubscribed unless a game is currently airing. It is recommended to "Show" unsubscribed channels if you have one of these packages.





## PARENTAL CONTROLS

Think of our parental controls as a “babysitter” when you’re not watching television with your children. To setup parental controls, you need to choose a password for your system. This is an important step. A secure password prevents kids from viewing certain channels or programs with rated content. The password must also be entered before buying any Pay Per View movies or events. This ensures you can monitor all charges on your system.



## SETTING PARENTAL CONTROLS

You can access the Parental Controls menu by pressing **OPTIONS** (2). If this is the first time you’ve accessed this menu, you will be prompted to create a 4 digit numeric password.

The following parental control options are available:

- **ENABLE LOCKS:** Allows you to turn all locks on (“enabled”) or off (“disabled”). When locks are disabled, all settings are retained and will be saved for the next time you enable locks.
- **TV RATING and MOVIE RATING:** Allows you to select the lowest rating you want to lock. For example, by setting TV Rating to “14+”, all programs rated 14+ and 18+ will require a password to view or record.
- **LOCKED CHANNELS:** Allows you to show or hide locked channels from the IPG. Locked channels can still be tuned directly by entering the applicable channel number, but will always require a password to view.
- **LOCKED PROGRAMS:** Allows you to hide programs which exceed your TV and Movie Ratings from appearing in the IPG and Search Results. Locked programs simply appear as “Parentally Locked” until the password is entered.
- **CHANNEL LOCKS:** Allows you to lock all content on specific channels from being viewed without entering the parental password.
- **UNRATED PROGRAMS:** Allows you to lock all programs which do not have a parental rating.





## ACCOUNT SECURITY

We recommend that you choose a unique parental password and that you change it often. If you forget your password, you can call a Customer Service Representative at **1.866.782.7932** and we can reset your system.

We also encourage you to set up a verbal password on your account to ensure that you are the only one able to call and make a request to reset your system or change your account details over the phone. Yes, we're very secure like that.

# FUN FEATURES



## REMINDERS & AUTO-TUNES

With your HDDSR, you can set reminders or auto-tunes for your favourite programs. With reminders, you will see an “Exclamation Box” appear in the top right corner of the screen two minutes before a “reminded” program starts, Press **ENTER** to view and tune away to the upcoming programs. Setting an Auto-tune goes one step further and will automatically tune the receiver to the specified program when it starts. You’ll never miss an episode again!



## CALLER ID

Caller ID is enabled or disabled from the User Settings menu by pressing **OPTIONS** (4, 1). It is enabled by default. Calls will appear (in real time) onscreen when you are watching TV. You can even see a list of the last 50 callers through the Messages tab on the Menu Bar. Wow, indeed.

To access Caller ID, customers must subscribe to Caller ID with their telephone company and have a telephone line connected to the receiver at all times.

## RECEIVER MAIL

This feature allows you to receive specific information, including a welcome message from Shaw Direct, right on your TV. With Receiver Mail, Shaw Direct can send you important updates on new services and promotions. An envelope will appear on the front of your receiver when you have a message. Open it to find out what’s new at Shaw Direct. Just select the Messages tab on the Menu Bar.

## RECEIVER SOFTWARE UPDATES

We’re always improving and Shaw Direct often remotely enhances the software in your Shaw Direct receiver. These updates come to you at no additional charge. We have a lot of great features lined up for your Shaw Direct receivers. Check [SHAWDIRECT.CA](http://SHAWDIRECT.CA) for the latest news and updates to your Shaw Direct system.

# ENDLESS ENTERTAINMENT



## MOVIES AND PAY PER VIEW (PPV)

More great movies. All the time. With Shaw Direct, there are tons of movie options available to our customers. Choose from packages such as The Movie Network (East), Movie Central (West), HBO (East and West), Superchannel (national) and Super Écran (French).

Like a great line in a movie, Shaw Direct PPV has perfect timing. It's easy, inexpensive and there when you want it. We offer the newest releases on PPV that fit every genre known to man. And woman.

## INSTANT PAY PER VIEW (PPV) USING YOUR REMOTE

First, make sure you are activated for Instant PPV. If you haven't been activated yet, call **1.866.782.7778**. Activation is free!

- 1 **Make sure your receiver is connected to a working phone line at all times. Wireless phone jacks are a great option if your receiver is not near a phone line. Visit [SHAWDIRECT.CA](http://SHAWDIRECT.CA) to order a wireless phone jack or ask to purchase a wireless phone jack from your installer.**
- 2 **Go to channel 200 or higher on your onscreen guide or select "Pay-Per-View" from the Interests Search to see movies currently available.**
- 3 **Highlight the movie you want to watch. Press ENTER and follow the onscreen prompts to complete your order.**





## ORDERING PAY PER VIEW BY PHONE

You can also order Pay Per View movies and events by phone using our automated ordering system or by talking to a Customer Service Representative. There is an administrative fee of \$1 for using the automated system, and \$3 for ordering through a Customer Service Representative.\*

- 1 Access channel 200 or higher in the IPG to find the start time and channel number of your movie.**
- 2 Call 1.866.782.7778.**
- 3 Enter your home phone number (including area code).**
- 4 Enter the channel number and select the time you would like the movie to start. The automated phone system will confirm your selection.**

If you have set a four digit PIN number on your Shaw Direct account, you will have to enter it before you are able to confirm the purchase. This PIN number is different from the Parental Password you may have set and is recommended to prevent unauthorized purchases.

\*Prices are subject to change and do not include taxes.

# BETTER WAYS TO RECORD AND WATCH TV WITH AN HDPVR

## HD PERSONAL VIDEO RECORDER

The Shaw Direct HDPVR 630 receiver combines the brilliance of High Definition (HD) television's amazing picture quality with the convenience of digitally recorded TV. Now that's a win-win situation.

The HDPVR 630 receiver has a built-in HD decoder, as well as a Personal Video Recorder (PVR) that allows you to record, pause and rewind live TV with just a click of your remote. You can record approximately 200 hours of Standard Definition TV programming or 50 hours of HD programming, plus watch your saved programs whenever you want.



## LIVE ON DISK (LOD) PLAYBACK

Ever wish you had more control over your viewing experience? With LOD playback, you can pause live TV and then pick up right where you left off with a click of your remote. Feel like you missed something big? Press **REWIND** until you're back up to speed. And with Shaw Direct's own Time Travel™, you can even treat TV like a DVD and instantly skip forward through entire segments of a recorded program, or skip back to catch a great goal or a favourite scene.

To use Time Travel™, press **SKIP FORWARD** to move 30 seconds ahead or **SKIP BACK** to move back 10 seconds. You can also enter a number of minutes using the number buttons on the remote, then press **SKIP FORWARD** or **SKIP BACK** to instantly move that number of minutes! For example, if you want to skip ahead five minutes, simply press **5**, followed by **SKIP FORWARD**. Take that, science fiction.

Time Travel is the trademark of Shaw Satellite G.P. All Rights Reserved.

## PLAYBACK BAR

When you activate LOD or a recorded program, the playback bar helps you keep track of where you are. The playback bar:

- Indicates where you are in a recording or where you are compared to the live program in black.
- Shows parts of the program that have already been viewed in yellow.
- Displays the content that hasn't been seen yet in green.
- Indicates parts of a program that were not recorded or have not been recorded yet in red.

## SAVING LOD PROGRAMMING

If you have stayed on the same channel since the start of the program, simply press **RECORD** and it will save the temporary recording permanently to the hard drive. The record icon appears to confirm your choice and recording stops at the end of the program.

## IMPULSE RECORDING

If you've ever found an unexpected treasure while browsing the IPG, Impulse Recording is for you. Just press **RECORD** and the program or movie you've selected will be scheduled for a one-time recording.

**Note:** When you set a one-time recording, it will automatically take priority over other recordings scheduled for that time.

## SETTING UP A SERIES RECORDING

A series recording event allows you to automatically capture all episodes of a particular show. No matter if the show changes time or length, the HDPVR will automatically find and record it for you.

From the IPG, an Info Screen or Search Results, press **ENTER** on the program you want and select **RECORD ALL EPISODES** or **RECORD NEW EPISODES**. If you select either option from the IPG or upcoming airdates screen, the PVR will record the program on that specific channel only by default. Read on to find out about customizing this and other recording options.

## VIEWING UPCOMING RECORDINGS

A list of all upcoming recordings is always available in one convenient place. Just select **UPCOMING** from the PVR section of the Menu Bar. You can easily reschedule upcoming recordings by using the "View upcoming airdates" function, or cancel them all together by selecting "Do not record this episode".



## CUSTOMIZING YOUR RECORDING OPTIONS

By selecting PVR from the Menu Bar and pressing **OPTIONS**, you can view and change any of the recording events you have set.

- **PRIORITY** determines which programs get recorded first in case of a conflict. The HDPVR can record two programs at once, and relies on priority to determine which ones will be recorded.
- **RECURRENCE** can be set to “New episodes” or “All episodes”. New episodes only captures first-run episodes, whereas All episodes will record reruns as well. The PVR keeps track of each episode it records and will not record the same episode twice for the duration specified by PVR HISTORY in **OPTIONS (5)**.
- **CHANNELS** specifies which channels the program can be recorded from. Options include the specific channel the recording event was created on, “All channels”, “HD only”, or “SD only”. Your PVR knows which channels you subscribe to, so it won’t try to record a show on a channel you don’t get. It’s smart like that.
- **START EARLY** and **END LATE** will automatically extend a recording past the time scheduled in the Guide to ensure you never miss a moment of the action.
- **KEEP** allows you to automatically delete the oldest episodes once a certain number of episodes have been recorded.
- **KEEP UNTIL** allows you to have the PVR self-manage the recording and delete it when space is needed, or automatically protect it so only you can delete it.

**IMPORTANT NOTE:** We recommend that whenever you set up a new series recording on your PVR, you check and arrange the settings for that particular series in the PVR options menu. Keeping the settings in check will help ensure that you never miss a recording and know which shows are being recorded and when.

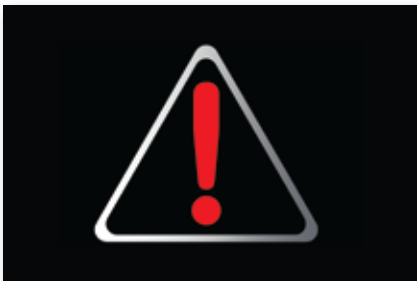


## VIEWING RECORDINGS

To enter your list of recorded programs, press **PVR** on your remote, or select **RECORDINGS** from the **WATCH TV** section of the menu bar. From the PVR List you can browse, watch or delete your recorded programs. If you press the left or right arrows on your remote control, you can sort your PVR items by date, title and even program. When you sort by programs, you can see how many and which episodes you have in a specific series. It's management made easy.

## RECORDING CONFLICT RESOLUTION

The HDPVR 630 plans your recording schedule to avoid conflicts. With its dual tuner, you can record two channels at the same time when your TV is off, or you can watch a channel while recording another. You can even record two channels and watch a program from your PVR list. With the ability to record by program title, there may be times when you accidentally "overbook" your PVR. The machine will realize this and help you out. Hey, you have enough on your plate already.



If you're watching a program and you have two scheduled recordings about to start, you'll see a warning sign in the upper right-hand corner of the screen two minutes before your recordings are set to begin. Press **ENTER** and follow the onscreen prompts to manage your recording schedule.

## TURNING ON THE TV DURING RECORDINGS

If you attempt to change channels while the HDPVR is recording two shows, you'll get a message saying your request cannot be completed. You can select **CANCEL** to remain on the current channel, or **PVR LIST**, which will allow you to:

- Watch a program that has already been recorded.
- Stop either recording to watch live TV.
- Watch either of the in-progress recordings from the beginning of its recording session.

Remember, the Recording Options menu lets you change your recording priorities and view other times and channels to record so you can avoid conflicts.

## SELF-MANAGED HARD DRIVE

With Smart Technology, the HDPVR is self-managing. There is no need to manually delete recordings once your hard drive is full. The oldest recordings are deleted automatically as space is needed. To prevent automatic deletion of a recording, use the **PROTECT** option in the PVR List.

## VIDEO AND ASPECT SETTINGS

To get the best performance out of your HD receiver, use the **VIDEO SETTINGS** menu found in **OPTIONS** (4, 5). By adjusting the settings in this menu, you can change the way video is displayed from your HD receiver, even if you have a Standard Definition (SD) TV.

- **OUTPUT FORMAT** determines what resolution is used to send video to your TV. On most HDTVs, 1080i is optimal. For SDTVs, use 480i.
- **4x3 OVERRIDE** overrides the specified output format when viewing standard definition channels. Turning on the override allows most TVs to automatically stretch SD content to fill the whole screen. If you'd prefer to control this yourself using the **ASPECT** button, leave it off.
- **TV TYPE** specifies what type of TV you have. Most HDTVs are 16x9, nearly all SDTVs are 4x3.

You may occasionally see black bars appear on the top and bottom or sides of your screen. Many broadcasters will insert these bars to preserve the original aspect ratio of the program. You can press **ASPECT** or **B** to zoom or stretch the picture if desired.

# FAQS, TIPS AND TROUBLESHOOTING

## How do I access my Shaw Direct account online?

To access your Shaw Direct account online, visit **SHAWDIRECT.CA** and click on Customer Login at the top of the page. Make sure you have your account number ready. You can find it on your customer bill. If you have used Self Serve before on **SHAWDIRECT.CA**, simply enter your account number and password. You can also check the **Remember My Account Number** box so you won't have to enter your account number on subsequent visits. If you have never used Self Serve before, you will need to register to get your account activated for online access. Once you have logged into your account, you will see a list of links, which will allow you to change your programming, view your bill, make a payment and more.

## Where can I find out more about my bill?

Shaw Direct knows that understanding billing cycles, pre-authorized payments and programming changes can be difficult sometimes. The Customer Care section of **SHAWDIRECT.CA** is full of information to help you better understand your monthly bill. Visit the Billing section to find an easy-to-use bill explainer, information about methods of payment and descriptions of items as they may appear on your printed or online bill. If you require further assistance, give us a call at **1.866.782.7932** and one of our helpful Customer Care Representatives will be happy to assist you.

## Where can I find technical manuals/general information about my Shaw Direct hardware?

Shaw Direct has made many of our manuals available online in Adobe Acrobat PDF. You can learn more about your Shaw Direct hardware by visiting our Learn section at the top of the Shaw Direct homepage, **SHAWDIRECT.CA**, or by visiting the User Manuals section under Customer Care on **SHAWDIRECT.CA**.

## What if I have more than one TV?

The ideal way to set up your house is to get a receiver for every TV in your home. Visit **SHAWDIRECT.CA/STORE** to find the receiver that's right for you. You can also talk to one of our friendly Customer Service Representatives at **1.888.782.7417** or visit your local authorized Shaw Direct retailer. You can run up to four lines from your Shaw Direct satellite dish. If you need more lines, we can easily accommodate your needs. Extra charges may apply for a Multi-Switch. We charge a \$5.99 per month Multi-Receiver Warranty Fee if you have two or more receivers. If you subscribe to certain English, French or Bilingual packages, the Multi-Receiver Warranty Fee is waived.

### **Why are my channels changing automatically?**

If there is more than one HD receiver in your house, or if your neighbours also have Shaw Direct, you may need to change your remote address to prevent channels from being changed by a different remote control. Press **OPTIONS** (4, 3, 2) and follow the instructions which come with your remote control. After you have changed the address on the remote, pressing **ENTER** pairs the receiver with the new remote address.

### **Why is there no information showing in the IPG?**

When a receiver is activated for the first time, the IPG will show “No Info” up to four hours. This is because the receiver needs to download the listings information. We encourage you to stay on one channel and out of the IPG during this time. After performing a front-panel reset or a power loss, the receiver may require up to 20 minutes for the IPG to reload.

### **Can I program my remote to control my TV, DVD, Blu-ray player and stereo system?**

Yes, you can. Visit us online at [SHAWDIRECT.CA](http://SHAWDIRECT.CA) to find out how.

### **What do I need to get the most out of HD programming from Shaw Direct?**

The first thing you need to see true HD content is a HD television. HDTVs come in many different sizes and types. Check with your local television and electronics retailer to find the HD television that best fits your needs. To view Shaw Direct HD content, you will need to have a HD Satellite receiver. Shaw Direct has several HD receiver options to choose from, including a High Definition PVR. You can learn more about these HD receivers at [SHAWDIRECT.CA/STORE](http://SHAWDIRECT.CA/STORE).

With a subscription to the Essentials package and higher, you receive access to a wide range of excellent HD programming at no additional cost, including primetime US networks. To add even more HD programming and learn more about our HD packages, visit [SHAWDIRECT.CA/HDTV](http://SHAWDIRECT.CA/HDTV).

### **I don't have a HDTV. Can I still view HD channels on Shaw Direct?**

Yes. Even if you don't have a HDTV, it is still possible to view HD channels on Shaw Direct if you purchase an HD Satellite receiver. The advanced technology in Shaw Direct HD receivers allows users to “convert” the High Definition signal into a picture viewable on Standard Definition TVs. The same viewing and subscription requirements still apply when viewing High Definition channels in this converted format.

### Why did I lose my signal?

When you experience a signal loss, you will typically see a message onscreen that reads “Receiver has lost satellite signal.” This can happen if the line-of-sight from your dish to our satellite is blocked. It could be a tree or your neighbour’s new home addition. It can also happen temporarily when severe weather systems are in the line-of-sight and impair the signal transmission. You can get weather-outage updates by calling us at **1.888.782.7417** and using our automated telephone system.

### I have a black, blue or snowy screen on my TV. What should I do?

Here are some easy steps you can take to fix the picture:

- 1 Make sure the receiver is turned on. Look for a red or green light. Just press POWER on the receiver and look for one of the symbols on the front panel to light up.**
- 2 Make sure that the TV is on the correct input. Press the “INPUT”, “SOURCE”, or “TV/Video” button on your TV. It may take several attempts to find the right one.**
- 3 If you are using a home theatre receiver, this also needs to be on the correct input to feed video to your TV.**
- 4 Ensure that all cables between your TV, satellite receiver, and any other components are securely attached.**

If the black or blue screen is still present, give us a call at **1.888.782.7417** or visit **SHAWDIRECT.CA** – we’re always glad to help.

### How do sports blackouts affect me?

Blackout rules are local or regional viewing restrictions set up by various sports leagues and television networks. As a distributor, Shaw Direct has no control over these blackout restrictions.

### What is time-shifting?

This is definitely one of the top benefits of satellite TV. Shaw Direct broadcasts several networks from all time zones across Canada, including CBC, CTV and Global. That means you can choose which time zone you want to watch your favourite show in, to fit your busy schedule.

### What are CRTC restrictions?

The Canadian Radio-television and Telecommunications Commission places limits on the choices we can offer to our customers. We work hard to provide programming that adheres to CRTC regulations while offering you maximum programming flexibility.

### Why is my HDPVR recording the same show multiple times each day?

The HDPVR makes all of its decisions based on the guide data it receives. If the data does not distinguish between episodes, AND you have set your HDPVR to record on “All Channels”, the PVR will assume each airing may be unique and record it. The simplest way around this situation is to use the PVR **OPTIONS** menu to set the Recording Event to record on a single channel only.



VISIT [SHAWDIRECT.CA](http://SHAWDIRECT.CA) TO FIND OUT MORE.

**SHAW** ) DIRECT

100% DIGITAL SATELLITE TV