SHAW DIGITAL TV

ENDLESS ENTERTAINMENT

VOD

PLAY

SHAW
Welcome to Shaw Digital TV. To get the most out of your experience, it’s best to know absolutely everything the service offers. Look in every nook and cranny and you’ll find better and more convenient ways to entertain yourself. This guide contains all of the information, operating instructions and tips to help you get to the good stuff. We wish you many happy times ahead.
When you first connect your Shaw Digital Box, please visit [WWW.SHAW.CA/ACTIVATIONS](http://WWW.SHAW.CA/ACTIVATIONS) to activate it. Your box must be connected to the power source and TV before activation is possible. Please note, once your box is activated, it may take a few minutes for your IPG (Interactive Program Guide) to be active and up to 30 minutes for the initial guide data to load:

- Have you activated your new Digital Box ([WWW.SHAW.CA/ACTIVATIONS](http://WWW.SHAW.CA/ACTIVATIONS))? You can watch and listen to digital services within 10 minutes of activating your Digital Box.
- Be sure the TV is on the correct input (e.g. Video 1, Channel 3 or 4).
- If applicable, the VCR is on Channel 3, 4, or line/auxiliary settings.
- Use Video Out as source for TV and VCR for better picture quality than RF.
- Ensure your Shaw Remote is programmed (see the instructions on the back of your remote).
- All cable connections should be finger tight. Do not overtighten.
- If applicable, ensure your stereo is hooked up via the RCA jacks (not supplied).

**CHECK LIST AND HELPFUL HINTS**

**GETTING STARTED**

**CONNECTING YOUR SHAW DIGITAL BOX**

For directions on connecting your Shaw Digital Box, refer to the Quick Install instructions or the manufacturer’s guide provided with your box.

Call your local Shaw Customer Service Representative at 1.888.472.2222 to arrange for professional installation or visit us at [WWW.SHAW.CA](http://WWW.SHAW.CA) to access setup information.

**YOU’RE IN CONTROL.**

Your Shaw Remote controls everything in the entire Shaw Digital TV universe. Luckily, your new remote is pre-programmed to operate all functions on your Shaw Digital Box, but it will need to be programmed to operate your TV, DVD player and stereo system. Do you want to know how to do this? If so, take a look at the programming directions on the back of your remote or online at [WWW.SHAW.CA](http://WWW.SHAW.CA) (search ‘Remote Control Codes’).

**OPERATING YOUR TV, DVD PLAYER AND STEREO.**

After your remote has been programmed to operate your TV, DVD player and/or stereo, press **TV, DVD** or **AUD** to control. Press **CBL** to continue operating your Shaw Digital Box.
USING THE SHAW REMOTE

1. **TV**
   - Turns TV ON / OFF.

2. **INPUT**
   - Used to cycle through video inputs on TV.

3. **ON DEMAND**
   - Accesses Shaw Video On Demand movies and TV shows.

4. **GUIDE**
   - Displays On-Screen Program Guide.

5. **ARROWS**
   - Press to move the current highlight (yellow). Or, while watching TV, press to begin browsing.

6. **INFO**
   - Displays information for currently selected program.

7. **VOLUME**
   - Controls and mutes TV volume.

8. **LAST**
   - Returns to last channel you were watching.

9. **CABLE**
   - Turns Digital Box ON / OFF.

10. **SETUP**
    - Hold for 3 seconds to begin the setup process.

11. **MENU**
    - Displays main menu.

12. **EXIT**
    - Exits current menu and returns to current program.

13. **PAGE**
    - Used in the On-Screen Program Guide for page navigation.

14. **CHANNEL UP/DOWN**
    - Changes the channels up or down.

15. **FAV**
    - Used to cycle through favourite channels set.

16. **DAY**
    - Used to move a day back or day forward in the On-Screen Program Guide.

17. **SHAW VIDEO ON DEMAND FUNCTIONS**
    - These functions are used to control VOD content like movies and recorded content (if using with a PVR).

### SURFING CHANNELS

There are four separate ways to change channels:

1. Enter the channel number on the numeric key pad and press **SELECT**.
2. Press the CH keys and the Flip Bar will appear with program listings. Press OK or wait 5 seconds for Flip to disappear. (To customize the Flip Bar, press **MENU** twice, select **SETUP** then select **GUIDE SETUP**).
3. Browse by channel. To see what’s on other channels without missing a minute of what you’re watching, press the **ARROWS** and the mini guide will appear. To make a selection, press **SELECT** or to return to your program, press **EXIT**.
4. Browse by time. To see what’s coming up later on the channel you are currently watching, press the **ARROW**. To make a selection and set a reminder, press **SELECT**.
ON-SCREEN INTERACTIVE PROGRAM GUIDE (IPG)

MAIN MENU
For easy access to all of your Digital TV features, simply press \textit{Menu} twice on your remote, then select from the options available, including Listings By Time, Viewing Options by Category, Favourites, Local Weather and more.

ON-SCREEN INTERACTIVE PROGRAM GUIDE
This quickly solves the age-old question, “What’s on TV?” The On-screen Interactive Program Guide (IPG) is your source for finding out what to watch; up to four days of listings can appear on the IPG at the same time. As you navigate through the guide, your current selection is highlighted in yellow, and a program or feature description appears on screen. Press \textit{Guide} on your remote to access TV Listings for the current time.

QUICK ACCESS MENU
Take a shortcut on your way to the key features of your IPG and Digital TV service. Simply press \textit{Menu} on your remote once and the Quick Access Menu will appear over any video or guide screens. The Quick Access Menu is designed to allow you to launch directly into the IPG features without having to navigate through a bunch of menus.

MAIN MENU ITEMS
To access these features, push the \textit{Menu} button twice on your remote. Use the arrow buttons to highlight your selection, and press \textit{OK}.

- See program listings organized by start time.
- Order movies when you want.
- See program listings organized by channel.
- Order movies and sporting events.
- Go to your Favourites. You can make up to seven different lists!
- Search for movies, sports or a specific programming genre.
- See a menu for digital music channels organized by format.
- See a current three-day weather forecast.
- Go to a current list of premium channels available in your area.
- Access the setup menus for the IPG, Parental Controls, Cable Box, Audio, Screen Position and Language.
- Exit to clear the screen.
- Go to the recording setup screen.*

CALL 1.888.472.2222 OR VISIT SHAW.CA FOR MORE INFORMATION ON YOUR SHAW DIGITAL BOX.
QUICK ACCESS MENU

FINDING YOUR WAY

These icons will appear in the Quick Access Menu. To access your Quick Access Menu, simply press **MENU** once. Highlight and select an icon with your remote and you will immediately access the area indicated.

- **Home**: Go to the Main Menu
- **VOD**: Press OK to browse movies or visit VOD.SHAW.CA for even more movie titles.*
- **PPV**: Go to Pay Per View Menu
- **Favorites**: Go to your Favorites
- **Search**: Search for Movies
- **Kids**: Search for Kids programs
- **Search for Sports programs**: Search for Sports, Sports and other categories
- **VCR timer**: VCR timer*

*Available in select areas and on select models only. Icon availability will vary by market.

ON-SCREEN INTERACTIVE PROGRAM GUIDE (IPG) SETUP

You can activate and customize certain IPG features such as the Flip Bar position, Locks options, Cable Box settings, Audio settings and Languages from the .

Use your remote to select **from the Main Menu (press twice), then select**.

Use the ** arrows to select from the following setup options:

**FLIP BAR POSITION**
The Flip Bar can appear either at the top or bottom of your screen.

**FLIP BAR TIMEOUT**
Change the amount of time in which the Flip Bar will stay on your screen from two to 15 seconds.

**MESSAGE NOTICE**
Select **to make the message envelope appear when a new message is received.**

**DEFAULT REMINDER START TIME**
Adjust the amount of time before the start of a program in which the Reminder will appear from one to 15 minutes.

**GRID CELL HEIGHT**
Adjust the listings for single-height or double-height grid display.
**Audio Setup**

**Default Language**
Change the digital audio with certain networks and programs. Press the arrow keys to change the default language to English, Spanish, French or Portuguese.

**Optimal Stereo**
- **No** – Volume is unchanged from the current setting
- **Yes** – Volume is automatically adjusted to the optimal level.

**Audio Output**
Choose if the audio output goes to your TV or to your stereo.
- **TV Speaker** is the default setting.
- **Select Stereo**, if connected to your stereo.
- **Select Advanced** to change the settings for Compression and Stereo Output.

**Screen Position Setup**
To alter your screen position:
- From the Setup menu, select **Screen Position Setup** to adjust the screen position.
- Use the arrow keys on your remote until the display arrows are centred on the screen.

**Text Language Setup**
- From the Setup menu, select **Text Language Setup** and use the buttons to select the desired language.
- **Select English (U.S.), English (Canada), French or Spanish** to change the language of the on-screen commands, selection bars and help screens within the IPG.
- To confirm, select **Ok** on your remote.

**Search Categories and Listings**

**On-Screen Interactive Program Guide**
Show that IPG who’s boss. List your programs the way you want, including **Listings By Time** and **Listings By Channel**.

**Theme Subcategories**
Sometimes you have a general idea of what you want but aren’t sure exactly what – and that’s okay! Narrow your program options by theme using the subcategories provided. You can search by category, such as Movies, Sports, Kids and more. Select a **Search Category** from the **Quick Access Menu** to display listings.

**TV Listings**
This is where the big decisions happen. TV Listings appear in a grid format with channel numbers and network call letters down the left side and times along the top. Listings are colour-coded to help you identify different types of programs:
- **Blue** – Regular programs.
- **Purple** – Movies.
- **Green** – Sports.
- **Light Blue** – Children’s programs.

**Note:** Changing the language of the IPG can take several minutes. During this time, the IPG is not accessible.
MORE WAYS TO SEARCH

NAVIGATING FULL LISTINGS
- Press GUIDE to access your Quick Access Menu to set to program listings for the current time and up to 90 minutes in advance.
- Use the ◄ arrows on your remote to navigate program titles, and the ◄ arrow to see program listings for later that day and for future days.
- For faster searching:
  • Use the PAGE ◄ buttons on your remote while in the listings
  • Or press the DAY ◄ buttons on your remote to advance ahead a day at a time. (See remote on page 6).
- Press INFO on your remote to see detailed program information.
- Highlight a program title and press OK. If the program is playing, you will tune to it. If the program is on later, you will see an information screen that provides program details and other features.

GUIDE TIP: Press and hold ◄ to rapidly move ahead in the listings.

LISTINGS BY CHANNEL
- Press GUIDE twice on the Main Menu to see listings organized by channel.
- Press the ◄ arrow to see listings for the next channel in sequence.
- Use the ◄ ◄ or the PAGE ◄ ◄ buttons on your remote to navigate listings.
- Highlight your selection and press OK to tune to it if the program is airing now, or press INFO to see program information if the program airs at a later time.

A-Z TITLE SEARCH
A-Z TITLE SEARCH allows you to find a specific program by entering the first few letters of the program name.
- From the Menu, select SEARCH then TITLE and use the ◄ ◄ arrows to highlight the letters you want. Then press OK/SELECT to select the letter.
- Advance to the next letter by pressing the ◄ arrow on your remote.
- Continue entering letters until the program you are looking for appears in the listings to the right.
- Press OK to jump to see your search results. Using your ◄ ◄ buttons, highlight the program you want to watch and press OK.
GUIDE SYMBOLS TO KNOW

WHILE WATCHING TV
When you press the INFO button twice, these ACTION ICONS will appear in the Program Information screen. Highlight and select the icon with your remote and you will immediately access the area indicated.

Go back to the Previous Screen.
Set or cancel a Reminder.
Set or cancel a recording (external recording device (VCR) required for recording)*.
View upcoming times for this title.
Watch this channel or program.
Set this channel as a Favourite.
Set locks for title, channel or rating.

*Copyright protection may be present.

PROGRAM INFORMATION

PROGRAM INFORMATION SCREEN
The names of most TV shows don’t really tell you the whole story. If you crave more information about what you’re getting into, the IPG can instantly give you a brief overview of the TV show. Instant information includes program title, start/end time, program rating, a brief program description and helpful indicators that identify your settings, such as REMINDERS 📣, RECORDINGS 🎬 and FAVOURITES 💘.

If you want to access more information on a program while viewing listings or watching TV, press the INFO button on your remote. Here you can read a longer description about the program, as well as additional details, such as release year, category and run time.
SURFING

FLIP BAR
Press INFO once to see the Flip Bar, which allows you to see program information as you change channels to help you know more about what’s on. Information on the Flip Bar includes program name, start and end times, channel, current time and a brief program description.

- Press CH  to change channels and see the Flip Bar on screen.
- When you find a program you like, press OK to make the Flip Bar disappear or press INFO for more program details.
- To see the Flip Bar for the program you are watching, just press the INFO button on the remote.

MINI GUIDE (BROWSE)
The MINI GUIDE screen allows you to watch television and view program listings without having to leave the program you are watching or go to the full screen guide. MINI GUIDE is seen on the lower 1/3 of your television screen and displays two channels and 90 minutes of listings. To access MINI GUIDE, press the OK button on your remote. Use the arrows to see listings on other channels and the arrow to see listings at other times. At any time, press INFO to see additional information about that program.

Use the FAV and INFO buttons on your remote to activate these features while using Flip Bar and Mini Guide.

SHAW VIDEO ON DEMAND

Using your Shaw Remote, you can access movies, TV series and much more:

- To access Shaw Video On Demand on your TV, simply press the button on your remote or through your Quick Access Menu.
- The PAGE buttons will take you through several categories and hundreds of titles.
- Choose what you want to watch, press the button and you will see the title, price and a reminder that you have up to 48-hours on some titles to enjoy your selection. Select to confirm your order and enjoy.

To access thousands of movie titles and TV series, visit and browse through a huge selection of titles including over 900 HD choices.

- You can choose to watch on your TV or view select titles right on your computer!
- VOD content ordered will appear on your regular Shaw invoice. Adult content will be discreetly billed.

VISIT VOD.SHAW.CA FOR DETAILS.
Shaw Video On Demand available in most markets.
PAY PER VIEW

Instantly order Pay Per View (PPV) programs and live events like UFC® and WWE using your IPG.

ORDERING PAY PER VIEW

From the Quick Access Menu, select the PPV icon. Then select any of the PPV options and see programs available in a variety of categories.

When you find a program or live event of interest, highlight the title and press OK for the Information Screen. Highlight the BUY icon and follow the on-screen prompts* to complete and confirm your order. If the program is scheduled to air at a future time, a reminder is automatically set to notify you of your order before the program begins.

PPV events and movies will appear on your regular Shaw invoice. Adult content will be discreetly billed.

*Some areas may require a toll-free call to confirm your next order. The phone number will appear on your screen.
REMINDERS

SETTING REMINDERS
With your IPG, you can set Reminders so you don’t miss shows you want to watch.
From a program information screen, highlight the icon and press OK. Follow the on-screen prompts to confirm the reminder or set reminder options.

REMINDER OPTIONS
Reminder options let you customize the frequency and timing for reminders.
- Use the arrows to set repeating Reminders that will appear every day, once a week or Mon-Fri.
- Determine the Start Time for the Reminder to appear on screen, up to 15 minutes prior to the program start.
- Reminder End Time enables you to extend the reminder period beyond the end of the program up to two hours after the program is over.
- When you set a Reminder, you have the option of bypassing locks you placed on the program. You can then tune directly to the program from the Reminder without having to enter your Locks PIN, if you have set one up (see the Parental Controls section for more information on page 25).

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

To access Digital Music:
- Select DIGITAL MUSIC from the Main Menu, or
- Press the MUSIC button on the remote. You can press INFO for more information on each category.
- Press OK to tune.

As you’re listening, press INFO for more information on the title, track and artist.

Digital Music channels may also be set as Favourites so you can quickly navigate through your favourite music channels. Refer to the Favourites section for more information (page 24).
EXTRA OPTIONS

LOCAL WEATHER
Get accurate, up-to-date local weather conditions and a three-day forecast.

Highlight LOCAL WEATHER from the Main Menu and press OK.

NOTE: Weather service not available for all locations.

RECORD OPTIONS
(USING AN EXTERNAL DEVICE)
Missing shows doesn’t have to happen. Using the Record Option, you can set your Shaw Digital box to switch to a specific channel at a set time to record a program.

Simply highlight the program you want to record by selecting the icon from the info screen of the program and follow the on-screen instructions.

The Digital Box changes channels at the time of your selection.

You will also need to program your VCR to record the program using this feature.*

*Compatibility varies by model.

PARENTAL CONTROLS

PARENTAL LOCKS
Parental Locks let you decide what your children watch. You can restrict viewing and purchases of programming based on your viewing preferences. Set a personalized four-digit PIN to place locks on selected ratings, channels and titles. You can also hide adult titles from being displayed on-screen.

PARENTAL LOCKS SETUP
Set locks anytime in the guide or while watching television. Just use the icon on an information screen (press the INFO button twice). Enter your four-digit Parental Locks PIN and lock the channel, title or rating using the on-screen prompts.

You can also set locks from the Setup Menu. From the Main Menu select HELP, then PARENTAL CONTROL. Use the arrows to make your selections, including title, rating or channel and then press OK to confirm each setting.

PURCHASE PIN SETUP
Set up and change your Purchase PIN in PIN Setup. Your Purchase PIN is used to restrict PPV and VOD purchases.

- Select MAIN MENU then SETUP.
- Select PARENTAL CONTROL.
- Select PINS SETUP.
- Follow the on-screen prompts to set up, clear or change your PINs.
VIEW LOCKED PROGRAMS
To view programs and channels you have locked, tune to the program or select it from the listings. Enter your PIN when prompted.

BYPASS OR CLEAR LOCKS
Temporarily open or clear all locks for easier viewing.
- Select MASTER LOCKS from the Locks Setup screen and change the option from NO to YES.

RESTORE LOCKS
Locks may be restored in either of the following ways:
1. Select LOCKS SETUP from the Setup Menu, then select YES to turn Locks back on.
2. Turn your Digital Box off, and then back on.

A icon appears in the Information Bar to indicate a program has been locked. To unlock, use your remote and press the and enter your four-digit PIN.

FAVOURITES

It’s okay to admit it. You love some of your channels more than others. The Favourites feature allows you to quickly access the channels you have designated as your Favourites.

To add channels to your Favourites listings:
- Select from the Quick Access Menu.
- Highlight a channel and press OK. A indicator will appear next to the listing, designating it as a Favourite.

To remove a channel or revise your Favourites, highlight the channel in Favourite Lists Setup and press OK. The indicator disappears and the channel will no longer be designated as a Favourite.
Select FAVOURITES from the Main Menu or from the Quick Access Menu to see a list of your Favourite channels.

While you are in TV Listings, press the FAV button on your remote to move to your next favourite channel. While watching TV, press FAV to quickly tune to your favourites.

You can also use the Favourites feature within Digital Music listings or while listening to Digital Music.
A lot of issues can be solved simply by unplugging the power to the box. Wait a couple of minutes and then plug it back in.

**I HAVE CONNECTED MY SHAW DIGITAL BOX, BUT I AM STILL NOT RECEIVING A TELEVISION SIGNAL.**

Have you activated your Digital Box? If 10 – 15 minutes have passed since your box was activated, and you still do not receive any television pictures, check your connections, be sure the TV is on the correct input, and then contact Shaw.

**IF THE POWER GOES OUT, DO I LOSE MY ACTIVE IPG?**

You will lose the IPG for a short period of time, but within 15 – 30 minutes, immediate program information should be available. The rest will be displayed within a few hours. You will still be able to watch TV while this information downloads. Please note you will have to reset your Parental Controls. To update your settings, select **SETUP** and then **PARENTAL CONTROL**.

**WHAT IF I HAVE A SNOWY PICTURE OR NO PICTURE?**

Make sure the cables are firmly connected to the back of the box and television. Be sure your television is tuned to the appropriate video input. If the condition persists, call your local Shaw office for further assistance.

**MY TV HAS A PICTURE-IN-PICTURE (PIP) FEATURE. CAN I STILL USE THE PIP WITH THE SHAW DIGITAL BOX?**

PIP will work with the Shaw Digital Box by using the alternate video inputs. Use the Video/Audio output of the Box as the second source of video to your Picture-in-Picture monitor. See your TV/DVD player/PVR manufacturer’s guide for other wiring instructions. Shaw will provide two-way splitters for PIP applications.

If you notice a programming error in the IPG, please let us know by visiting [SHAW.CA/GUIDEERRORS](http://SHAW.CA/GUIDEERRORS) or, you can call us at 1.888.472.2222. For any further questions or problems, please call your local Shaw office. Shaw provides 24/7/365 technical support and service calls are always included.

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**SERVICE AND WARRANTY**

**SERVICE.**

Service is always included with Shaw. If you experience any problems with your Shaw Digital Box or television service, call your local Shaw office or 1.888.472.2222 for help. If the problem cannot be solved over the telephone, a service technician will be dispatched to your home.

**WARRANTY.**

A 3-year warranty is provided on all new digital boxes. If you need to call Shaw concerning any warranty issues, please have available the serial number (located on the bottom of the box) and your date of purchase. Proof of purchase is required.

**HOW TO REACH US.**

Visit [SHAW.CA](http://SHAW.CA) or call your local Shaw Customer Service Representative at 1.888.472.2222.
FOR MORE INFORMATION
VISIT SHAW.CA