

SHAWDIRECT SATELLITE TV - USER GUIDE

Essential HD Receiver (HDDSR 600)

Advanced HD Receiver (HDDSR 605)

Advanced HDPVR (HDPVR 630)



100% DIGITAL SATELLITE TV

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C. HOW TO READ THIS MANUAL

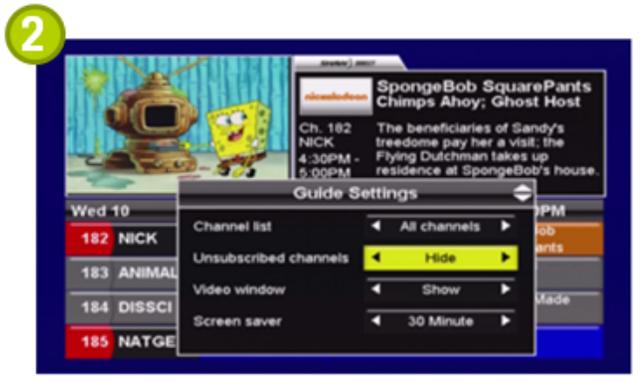
3C. GUIDE SETTINGS

2 The **Guide Settings menu** allows you to customize the way the Guide looks, as well as **3** screensaver timing and track info for the music stations. While in the Guide, press **OPTIONS** on the remote control to access the Guide Settings menu. You can also select "7. Guide Settings" from the main Options menu.

The following options are available in the Guide Settings menu:

- 4** • **CHANNEL LIST [ALL CHANNELS, FAVOURITE LIST NAMES]**: Allows you to quickly change between favourites lists, or select "All Channels" to disable the favourites lists.
- 5** • **UNSUBSCRIBED CHANNELS [SHOW, HIDE]**: By selecting "Hide", unsubscribed channels will be removed from the Guide listings. If you select "Show", unsubscribed channels will appear in grey.

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 are shown in the green box
- 2** Orange text corresponds to the on-screen diagrams at the right of the page
- 3** Remote control buttons are shown in capital letters and bold text
- 4** When there are multiple on-screen options available, these are described in a bulleted list
- 5** Available selections for each on-screen option are shown in square brackets
- 6** Useful tips, HDPVR-only information, and important notes are included throughout this Guide.

1. THE BASICS

1A. CONNECTIONS AND VIDEO SETTINGS

When installing your HDDSR, 1 direct coax line is required to connect to your satellite dish or multiswitch. If you have an HDPVR, 2 direct coax lines are required. The HDPVR will not function if only 1 line is connected. If you would like us to take care of the installation, call Customer Service – 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.

CABLE TYPES

Note that the following cable types must be used to provide high definition (HD) picture:

- **COMPONENT:** Look for three connectors on each end, coloured green, blue, and red. This cable does not carry sound.
- **DVI-TO-HDMI:** This cable allows you to connect a DVI-only TV to your satellite receiver. This cable does not carry sound. The DVI port must be HDCP (High-bandwidth Digital Content Protection) compliant.
- **HDMI:** This cable carries both video and sound. It has a single identical connector on both ends.



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

- **OPTICAL:** This thin cable has a small square connector at each end.
- **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.



For the best television experience, it is recommended that you connect your HD receiver with one of the above video and audio connections. Component video and Optical audio are not available on the HDDSR 600.

VIDEO SETTINGS

After connecting your satellite receiver, taking a moment to optimize your video settings will ensure the best viewing experience. Press **OPTIONS** on your remote control, then enter the numbers **4, 5**. The following **Video Settings** options will be available:

- **OUTPUT FORMAT:** This determines the primary resolution that is used to send video to your TV. On most HDTVs, 1080i is optimal. For SDTVs, use 480i.
- **4X3 OVERRIDE:** Turning this on will “override” the primary output format when tuned to standard definition stations. 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:** This option specifies what type of TV you have. Widescreen TVs are 16x9 (such as most HDTVs); traditional square TVs (such as most SDTVs) are 4x3. Select whichever is applicable to you.

On a regular HDTV, recommended settings are 1080i, 480i, and 16x9 and will normally result in standard definition channels automatically “stretched” by your TV to fit the screen.

On an SDTV connected via HDMI or component video, recommended settings are 480i, Off, and 4x3 Letterbox. For SDTVs connected via composite video or coaxial, changing these settings will have no effect and is not necessary.

Select “SAVE” and press **ENTER** after changing the settings and **EXIT** to return to live TV.



If you select an output format that is not supported by your TV, video may be lost. If this occurs, press **EXIT**, **OPTIONS**, **4**, **5**, and then **6** repeatedly until video returns. The selected output format will be displayed on the Front Panel of the receiver (if applicable) with each change.



You can use the **ASPECT** or **B** button while watching any program or recording to **stretch** or zoom the picture. You can return the aspect to normal when the program has finished. The current aspect mode is shown on screen each time you press the button.



ADDITIONAL CONNECTIONS

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

- **ETHERNET:** An Ethernet cable is used to connect your receiver to your home router, which provides access to the internet. Internet connectivity currently enables instant access to over 4000 of your favourite movies, TV shows, and music videos with Video on Demand (VOD). More details on Shaw Direct On Demand VOD can be found in the appendix at the end of this manual.
- **PHONE LINE:** Connecting your HDDSR 605 or HDPVR 630 to your home phone line allows you to instantly order select PPV movies and events. Plus, if you subscribe to Caller ID, this information will appear onscreen when a call comes in.
- **ESATA:** An eSATA hard drive can be connected to the HDPVR 630 to add even more recording capacity. Refer to page 39 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 **08.26** and higher. Individual menus, options, or functionality may be slightly different depending on your Current Version. If you have questions about whether your receiver has the most recent version, please inquire with the Shaw Direct agent when you activate your receiver.

1C. ACTIVATING YOUR RECEIVER

Once connected, your receiver must be activated on your Shaw Direct account in order to access programming and function properly. You can reach Shaw Direct customer service anytime at 1-888-554-7827 to activate your receiver.

1D. USING YOUR REMOTE CONTROL

For a full list of all buttons and their function, refer to the manual that came with your remote or the Welcome Guide that came with your receiver. Throughout this manual, refer to the green table on the right side of the page to know which buttons access a particular functionality.

NAVIGATING THE ONSCREEN MENUS

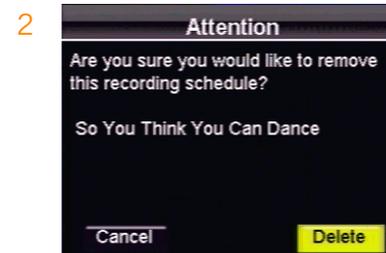
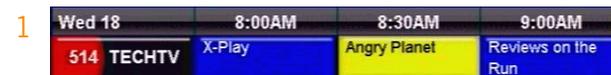
The following keys will allow you to navigate through the menus on your Shaw Direct HD receiver:



The **DIRECTIONAL ARROW** keys allow you to move up, down, left, and right through the onscreen menus. Your current selection is always shown in **YELLOW**.

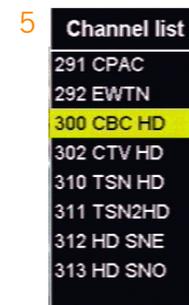
The **ENTER** or **OK** button will “select” the item in yellow and display available options or confirm the current selection. For example:

1. Pressing **ENTER** will display the Program Options menu for *Angry Planet*.
2. Pressing **ENTER** will confirm deletion of the recording schedule.



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 Screen Saver delay to *14 Minute*, pressing the **RIGHT** arrow key will change the Screen Saver delay to *16 Minute*.
4. Pressing the **LEFT** or **RIGHT** arrow keys will toggle between *New episodes* and *All episodes*.



The **CH▲** and **CH▼** keys (or **CH+** and **CH-**, depending on your remote) allow you to move through lists one page at a time. For example:

5. Pressing **CH▲** will page up and show channels 283-290, pressing **CH▼** will page down and show channels 314-321.
6. Pressing **CH▲** will page up and show episodes starting with *A*, pressing **CH▼** will page down and show episodes from *K* 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.* Note that if you have made changes in intermediate menus, these may be lost by using **EXIT** instead of **GO BACK**.



All menus are “circular”, and will continue from the beginning when you reach the end of the menu.



*Within the “System Settings” menus, you must select “**SAVE**” to save your changes. Pressing **GO BACK** or **EXIT** will discard any changes you have made.

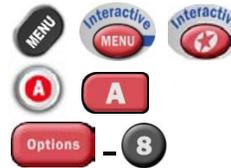


1E. INTERACTIVE MENU BAR

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 in any of the following ways:

- Pressing either the **MENU** or **INTERACTIVE** button on your remote control
- Pressing the **A** button on your remote control
- Pressing the **OPTIONS** button on the remote control and selecting "8. 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.



HDPVR MENU BAR

MENU BAR	SUB MENU	DETAILS	PAGE
Watch TV 	Guide 	Access the Guide, where you can browse up to 14 days of programming information.	10
	Recordings 	Access the PVR List, where you can watch a previously-recorded program.	34
Music 		Allows you to search for commercial-free digital music stations by genre, or radio stations by city.	17
PVR 	Recordings 	Access the PVR List, where you can watch a previously-recorded program.	34
	Options 	The PVR Options menu allows you to customize your recording preferences for each show you have scheduled to record.	29
	Upcoming 	In PVR Upcoming, you can view a list of all upcoming programs which are scheduled to record.	31
	Manual Timers 	Manual Timers can be used to record programs manually by timeslot, rather than by program.	33
VOD 	Interests 	Browse the VOD library by category, channel, and genre. Easily see free (included-with-subscription) and pay content.	Appendix (49)
	Title Search 	Search the VOD TV and movie library by title.	
	Wishlist 	You can add titles to your personal wishlist from the title or interests search, and then access them easily here.	
	My Orders 	All active VOD orders (both free and pay) can be found here.	
	VOD Settings 	Once Parental Controls have been enabled, VOD Settings such as purchase or bandwidth limits can be set in this menu.	
	Help 	Read an overall summary of how VOD works, including content, network requirements, and where to find additional help.	
	Setup Wizard 	The setup wizard provides step-by-step instructions on what VOD is, how to get connected, and how to use it.	
	Network 	The VOD network menu allows you to see your connection status, run a speed test, refresh your connection, and more.	



Search 	Title Search 	Find programs or movies airing on live TV by title.	13
	Interests 	Search for something to watch or record by genre.	13
	Music 	Allows you to search for commercial-free digital music stations by genre, or radio stations by city.	17
Interactive 		Launch the Shaw Direct Interactive Weather Application	41
Messages 	Mail 	Read mail messages from Shaw Direct	41
	Call Log 	Check out your Caller ID log	41
Settings Menu 		Access the main receiver Options Menu.	42



HDDSR MENU BAR

The following menu bar selections are available on the **HDDSR** receiver:

MENU BAR	SUB MENU	DETAILS	PAGE
	Guide	Access the Guide, where you can browse up to 14 days of programming information.	10
	Music 	Allows you to search for commercial-free digital music stations by genre, or radio stations by city.	17
Reminders 	Options 	The Reminders Options menu allows you to customize your reminder preferences for each show you have scheduled.	26
	Upcoming 	In Upcoming Reminders, you can view a list of all upcoming programs which have reminders or auto-tunes set.	26
	Auto-tune 	Set recurring auto-tunes to automatically tune to a particular channel at specific times.	27



 VOD	 Interests	Browse the VOD library by category, channel, and genre. Easily see free (included-with-subscription) and pay content.	Appendix (49)
	 Title Search	Search the VOD TV and movie library by title.	
	 Wishlist	You can add titles to your personal wishlist from the title or interests search, and then access them easily here.	
	 My Orders	All active VOD orders (both free and pay) can be found here.	
	 VOD Settings	Once Parental Controls have been enabled, VOD Settings such as purchase or bandwidth limits can be set in this menu.	
	 Help	Read an overall summary of how VOD works, including content, network requirements, and where to find additional help.	
	 Setup Wizard	The setup wizard provides step-by-step instructions on what VOD is, how to get connected, and how to use it.	
	 Network	The VOD network menu allows you to see your connection status, run a speed test, refresh your connection, and more.	
 Search	 Title Search	Find programs or movies airing on live TV by title.	13
	 Interests	Search for something to watch by genre.	13
	 Music	Allows you to search for commercial-free digital music stations by genre, or radio stations by city.	17
 Interactive		Launch the Shaw Direct Interactive Weather Application	41
 Messages*	 Mail	Read mail messages from Shaw Direct	41
	 Call Log*	Check out your Caller ID log	41
 Settings Menu		Access the main receiver Options Menu.	42



* Call Log is not available on HDDSR 600. Messages selection is replaced with Mail.

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, or you can press **GUIDE** on the remote again to change to the **full-screen Guide**.



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.

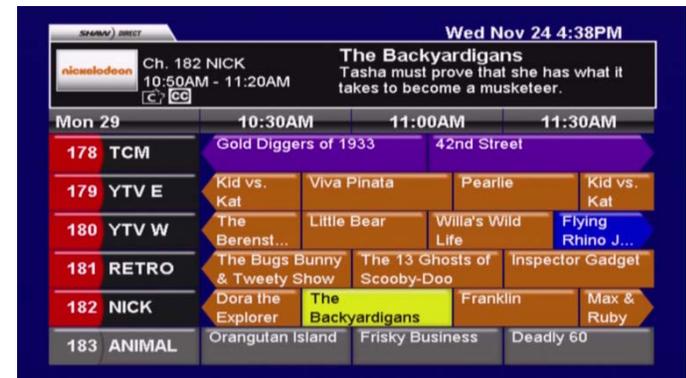
CH▲/▼ You can move an entire page at a time (4 channels in the regular guide, 6 channels in the full-screen guide) by using **CH▲** and **CH▼**.

◀▶ 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 **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.



UNDERSTANDING THE GUIDE

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.

The screenshot shows a TV guide interface with the following elements:

- 1**: Current channel number (338) and video feed (FAVS).
- 2**: Current date and time (Fri Nov 20 9:32AM).
- 3**: Information for the current selection (Ice Pilots NWT Buffalo Air).
- 4**: Date you are looking at in the Guide (Sun 22).
- 5**: Current Favourite List name (FAVS).
- 6**: Unsubscribed channels are grey (e.g., 346 TMNHD).
- 7**: Parentally Locked titles are hidden (e.g., 365 HISTHD Parentally Locked).
- 8**: Current selection is yellow (Ice Pilots NWT).

Channel	Time	Program
328 FOXWHD	2:30PM	Seahawks Gameday
328 FOXWHD	3:00PM	Gone in Sixty Seconds
346 TMNHD	3:00PM	The Sisterhood of the Traveling Pants 2
346 TMNHD	3:30PM	Fired Up
360 DIS HD		Paul Merton in India
360 DIS HD		Anthony Bourdain: No Reservations
365 HISTHD		Parentally Locked
365 HISTHD		Ice Pilots NWT

- 1** Current channel number & video feed
- 2** The current date and time
- 3** Information for the current selection
- 4** Date you are looking at in the Guide

- 5** Current Favourite List name
- 6** Unsubscribed channels are grey
- 7** Parentally Locked titles are hidden
- 8** Current selection is yellow

COLOUR CODING

BLUE	GENERAL PROGRAMMING: Includes network series, specials, news, and other regularly airing programs
GREEN	SPORTS: Includes most sports-related programs such as sports talk, live sporting events and replays, and sports-related series programming
PURPLE	MOVIES: Includes films and most documentaries
ORANGE	KIDS AND FAMILY: Most programming intended for children and family viewing
AQUA	PAY-PER-VIEW: PPV movies, sports, and events available for purchase
RED	SHAW DIRECT CHANNELS: Information channels and the Shaw Direct TV network
GREY	UNSUBSCRIBED: Channels not included in your programming package appear in grey. These channels can be hidden from your Guide, as described on page 23.
YELLOW	CURRENT SELECTION: The program or menu item currently selected is always shown in yellow.

BROADCAST SYMBOLS

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

Program Attributes		Television Ratings	Movie Ratings
	Broadcast in High Definition	 Children	 General
	Broadcast with Dolby® 5.1 Surround Sound	 Children over 8 years	 Parental Guidance
	Broadcast in 3D (3D television required)	 General	 Adult 14+
	Episode airing for the first time	 Parental Guidance	 Adult 18+
	Episode airing live	 Over 14 years	 Restricted
	Available with Closed Captions	 Adults	 Adults Only
	Available with Descriptive Video		
	Program is Subject to Blackout		

All program information is provided by the broadcaster.

2B. SEARCH TOOLS

With over 400 channels and 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 title, time, or genre.

TITLE SEARCH

Title Search allows you to input the name of the show or movie you're looking for. Matching results will be displayed on the right side of the screen, where you can tune into the program, see upcoming air dates, set up a recording or reminder, or get information about the show.

After selecting "Title Search" from the Menu Bar, use the **DIRECTIONAL ARROWS** and **ENTER** button to type letters into the Search tool. Results will begin to appear as soon as the first letter is entered. Once you see what you're looking for, use the **RIGHT ARROW** to select the list, and the **UP** or **DOWN** keys to select the program. Pressing **ENTER** will give you the Program Options menu on the HDPVR, and the Upcoming Air Dates screen on the HDDSR.

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 Title 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 "Interests" 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.



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 5 for more details.



2C. INFO PAGES

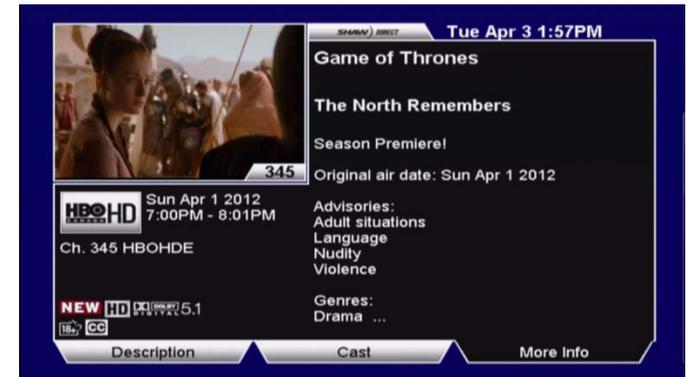
Expanded Information for most programs is available by pressing the **INFO** button on the remote control, or selecting “Show more information” from the Program Options menu. Use the **LEFT** and **RIGHT** arrow keys to move between the available pages and **GO BACK** to return to the location you started from.

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 channel name, logo, and number the program airs/aired on; the date and time it airs/aired; the program attributes and parental rating; and the program name and episode title. The following information appears on each page:

- **DESCRIPTION:** A description of the program is provided on this page.
- **CAST:** This page shows the main cast members featured in this program.
- **MORE INFO:** This page shows the original airdate of the program; if it's a premiere or finale; specific parental advisories such as “violence” or “strong language”; and genres which apply to the program.



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, logo, and number the movie airs/aired on; the date and time it airs/aired; star rating from 0.5 to 4 stars; the program attributes and parental rating; and the movie title. The following information appears on each page:

- **DESCRIPTION:** A description of the movie is provided on this page.
- **CAST:** This page shows the cast members featured in this title.
- **MORE INFO:** This page shows the year the movie was released; if the selected airing is the broadcast premiere or finale; specific parental advisories such as “language” or “graphic violence”; and genres which apply to the program.

2D. THE PROGRAM OPTIONS MENU

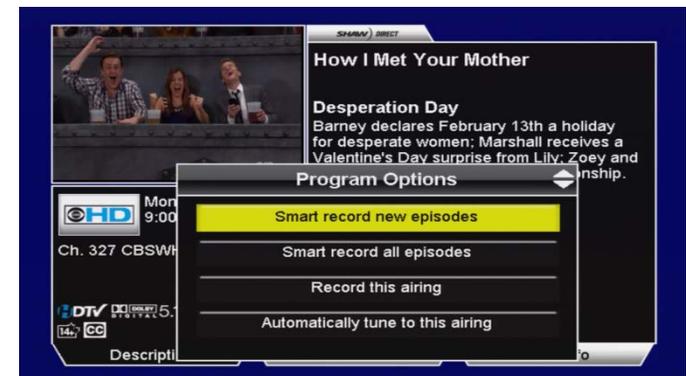
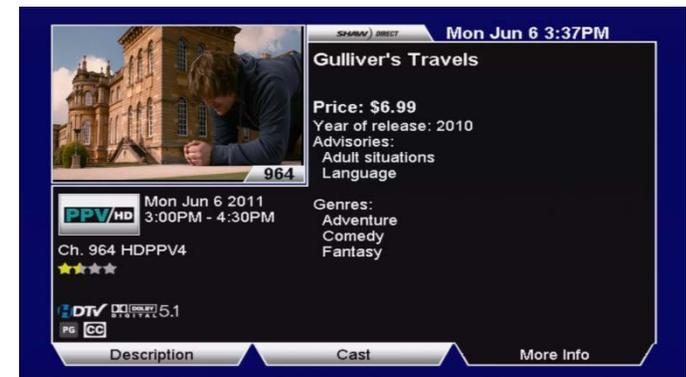
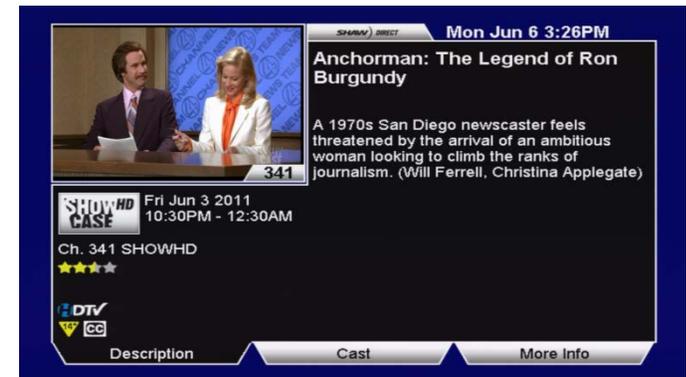
The Program Options menu is your gateway to many of the great program-related features contained in your Shaw Direct receiver, including setting recordings or reminders and viewing upcoming air dates.

While in the Guide, Info Pages, 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 **INFO** and then **ENTER** to access the menu.

REGULAR PROGRAMMING

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.
- **SHOW MORE INFORMATION:** View the Info Pages for this episode.



MOVIES AND DOCUMENTARIES

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

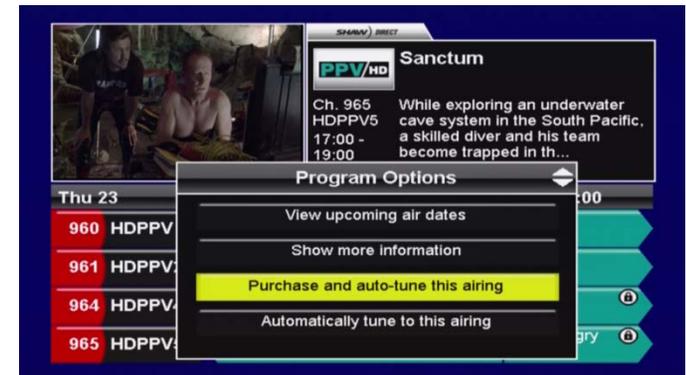
- **TUNE TO THIS CHANNEL:** Change to this channel, regardless of what is currently airing.
- **SMART RECORD THIS PROGRAM (HDPVR Only):** Sets a Smart one-time Recording Event.
- **RECORD THIS AIRING (HDPVR) or SET A REMINDER FOR THIS AIRING:** Sets a one-time Recording or Reminder Event.
- **AUTOMATICALLY 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.
- **SHOW MORE INFORMATION:** View the Info Pages 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 a phone line is connected and Instant Pay Per View (iPPV) is enabled, you will be prompted to make a purchase if available.
- **PURCHASE AND RECORD THIS AIRING (HDPVR) or PURCHASE AND AUTO-TUNE THIS AIRING (HDDSR 605 only):** Sets a one-time Recording or Auto-tune Event *with* pre-purchase of the PPV program.
- **RECORD THIS AIRING (HDPVR) or AUTOMATICALLY TUNE TO THIS AIRING:** Sets a one-time Recording or Auto-tune Event *without* pre-purchase of the PPV program. You must order the PPV by calling 1-866-782-7778 in advance of the start time.
- **VIEW UPCOMING AIR DATES:** View the Upcoming Air Dates screen for this PPV.
- **SHOW MORE INFORMATION:** View the Info Pages for this PPV.



PPV programs ordered in advance via iPPV can be cancelled before the start time by deleting the Recording or Auto-tune Event. iPPV is not available on the HDDSR 600.

Full details on Reminder Events can be found in section 4. Full details on Recording Events can be found in section 5.

Note that recorded PPV movies may only be available for playback for a limited time, as indicated by the on-screen prompts.

2E. THE 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 **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 the **currently selected channel only**, unless changed in the PVR Options menu. See section 5 for more details on Recording Events.



2F. MUSIC SEARCH

Shaw Direct carries 40 commercial-free Galaxie digital music stations and over 50 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 "Music" from the Menu Bar, use the **UP** or **DOWN** arrow keys to choose between commercial free "Music" stations, or regular "Radio" stations.



MUSIC

After selecting **Music**, 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 right 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.

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. Both of these settings can be changed in the Guide Settings menu, as described in section 3C. Guide Settings.



RADIO STATIONS

If you have selected **Radio** 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.

Radio stations do not have track information available.



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 Music Search tool.

It is not possible to record content from the Music or Radio stations. Live-off-disk functionality (as explained on page 38) is also unavailable while tuned to a Music or Radio channel.



3. CUSTOMIZE YOUR VIEWING EXPERIENCE

3A. PARENTAL CONTROLS

Parental Control options allow you to keep locked content from being accessed or viewed without the 4-digit parental password being entered. When activated, 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. If you are activated for instant Pay Per View, the password will also have to be entered to make a PPV purchase or view your Purchase History.

SETTING PARENTAL CONTROLS

You can access the **Parental Controls menu** by selecting “2. Parental Controls” from the Options Menu, or by pressing **LOCKS** on your remote control. If Parental Controls are currently disabled, you will be prompted to create a 4 digit numeric password.

The following Parental Control options are available:

- **ENABLE LOCKS [ENABLED, DISABLED]:** Allows you to turn all locks on (“enabled”) or off (“disabled”). When locks are disabled, all settings (with the exception of the password) are retained and will be saved for the next time you enable locks.
- **TV RATING [C8+, G, PG, 14+, 18+, NO LOCKS]:** Allows you to select the lowest rating you want to lock access to. For example, by setting TV Rating to “14+”, all TV programs rated 14+ and 18+ will be locked. Choices available correspond to the Television Ratings listed on page 12.
- **MOVIE RATING [PG, 14+, 18A, RESTRICTED, ADULT, NO LOCKS]:** Allows you to select the lowest rating you want to lock access to. For example, by setting Movie Rating to “18A”, all movies rated 18A, Restricted and Adult will be locked. Choices available correspond to the Movie Ratings listed on page 12.
- **LOCKED CHANNELS [SHOW, HIDE]:** Allows you to show or hide locked channels from the Guide. Locked channels can still be tuned directly by entering the applicable channel number, but will always require a password to view.



- **LOCKED PROGRAMS [SHOW, HIDE]:** Allows you to **hide the titles** of programs which exceed your TV and Movie Ratings from appearing. When set to “Hide”, all locked content will appear as “Parentally Locked”.
Note: Only rating locks will prevent the titles of locked programs from appearing in Search results.
- **CHANNEL LOCKS [EDIT...]:** Allows you to lock all content airing on specific channels from being viewed without the parental password. Select from the available channels in the left column, and press **ENTER** to move them into the right “Locked” column. Select a channel from the right column and press **ENTER** to unlock it. Press **GO BACK** to save your list of locked channels.
- **CHANGE PASSWORD [EDIT...]:** Use this option to change your previously set parental password. It is highly recommended you choose a unique password and change it often.
- **UNRATED PROGRAMS [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.

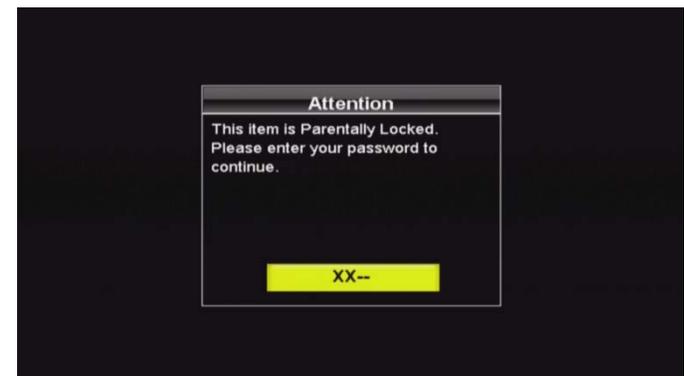


Locked content is indicated throughout the system with the closed “lock” icon.

USING PARENTAL CONTROLS

For maximum security, you may be prompted for your parental password up to three times while attempting to unlock a program. First, you will need to enter your password to unlock the *entire* Guide, Search results, or PVR List. Second, you will need to **enter your password** to actually view the channel and unlock the picture and sound. Third, you will need to enter the password again if you use **PAUSE** or **SKIP BACK** to enter the LOD buffer and watch the program off the hard drive rather than live.

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 password 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 Parental Controls are "Enabled", the parental password will be required to tune to *any* channel until Guide data has reloaded. In most cases, Guide data should return within 15 minutes.
- **INCORRECT PASSWORD:** If an **incorrect password** has been entered five consecutive times, the system will go into lockdown and deny access to **all** locked content (including the entire Parental Controls menu) 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.



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.

PARENTAL CONTROLS AND VIDEO ON DEMAND (VOD)

There are additional parental restrictions specific to VOD which can be set through the "VOD Settings" section of the VOD menu bar. Full details are available in the Shaw Direct On Demand appendix on page 52.

3B. FAVOURITES

By setting up a Favourites List, you can customize the Guide by only displaying the channels in your list. If you're finding yourself spending too much time paging through the Guide when you only watch a few channels, this can be a great timesaver. You can set multiple Favourites Lists, so everyone in your household can have their own list.

CREATING A FAVOURITES LIST

To get started, press the **FAVOURITES** or **FAV** button on your remote control, or select "1. Favorite Lists" from the Options menu. Select "Create new favourites list" and use the **ARROW KEYS** and **ENTER** to **input a name** for your list. Press **GO BACK** to save your list and move to the next step.

Next, use the **UP** and **DOWN** arrow keys or **CH+** and **CH-** to **select the channels** you want in your list. Pressing **ENTER** on each channel will move it to the right column, adding it to the current favourites list.

If you want to remove a channel from your list, select it in the right column and press **ENTER** to move it back to the list of available channels.

When you are satisfied with your list, press **GO BACK** on the remote control to save it. You will notice that your list is now active in the "List name" option. Press **EXIT** to return to regular viewing. When you press **GUIDE**, you will notice that your **list is now active**, as indicated below the video window.

EDITING A FAVOURITES LIST

From the Favourites List menu, you can use the **LEFT** or **RIGHT** arrow keys to select the "List name" you want to edit. Select "Edit favourites list" and press **ENTER** to view and change the channels in the list. Press **GO BACK** to save your changes.

You can also delete the current list by selecting "Delete favourites list" and pressing **ENTER**. You will be asked to confirm your selection, select "Delete" and press **ENTER** to permanently delete the list.



RETURNING TO ALL CHANNELS OR CHANGING THE FAVOURITES LIST

To display all channels in the Guide again, change the “List name” option to “All channels”. From within the Guide, you can also press **OPTIONS** on the remote control and use the **LEFT** or **RIGHT** arrow keys to change “Channel list” to “All channels”. Press **GO BACK** to save your changes. You can also activate a different favourites list this way.



3C. GUIDE SETTINGS

The **Guide Settings menu** allows you to customize the way the Guide looks, as well as screensaver timing and track info for the music stations. While in the Guide, press **OPTIONS** on the remote control to access the Guide Settings menu. You can also select “7. Guide Settings” from the main Options menu.



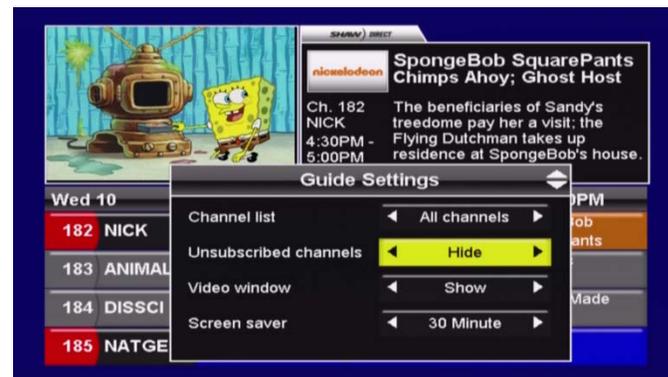
The following options are available in the Guide Settings menu:

- **CHANNEL LIST [ALL CHANNELS, FAVOURITE LIST NAMES]:** Allows you to quickly change between favourites lists, or select “All Channels” to disable the favourites lists.
- **UNSUBSCRIBED CHANNELS [SHOW, HIDE]:** By selecting “Hide”, unsubscribed channels will be removed from the Guide listings. If you select “Show”, unsubscribed channels will appear in grey.



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

- **VIDEO WINDOW [SHOW, HIDE]:** Sets the default view when accessing the Guide. If set to “Show”, 4 channels at a time will be displayed, along with video from the current program. If set to “Hide”, 6 channels at a time will be displayed. Pressing **GUIDE** while in the Guide will always toggle temporarily between these two options.



- **SCREEN SAVER [OFF, 1-30 MINUTE]:** 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.
- **TRACK INFORMATION [SHOW, HIDE]:** Allows you to enable (“show”) or disable (“hide”) the track information from appearing when tuned to a commercial-free digital music station. The screensaver will also initialize after the specified number of minutes when tuned to a music station, but only if each song is longer than the screensaver activation delay.



4. 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 a “warning sign” in the top right corner of the screen. Just press **ENTER** and you’ll see a list of all upcoming “reminded” programs, all in one convenient menu!

4A. SETTING REMINDERS

Reminders are always set from the Program Options menu. As described earlier, you can access this menu from the Guide, Search Results, Info Pages, or Upcoming Air Dates screen.



Reminders always apply to the currently selected channel only. You can set multiple reminders for the same program to cover more channels if needed.

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 black bell symbol.



4B. VIEWING REMINDERS



Two minutes prior to a “reminded” program starting, you will see a “warning sign” appear in the top right corner of your TV screen. Press **ENTER** to view the [list of upcoming reminders](#), or any other key to remove the warning sign.

From within the list of upcoming reminders, you can view the program information for each upcoming program. Pressing **ENTER** on a program will immediately tune you to that channel, pressing **INFO** will display the Info Pages for the program.

UPCOMING REMINDERS

If you missed the warning sign, or just 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.

4C. MANAGING REMINDERS

The Reminders Options menu can be accessed by selecting “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.

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. Saving is complete when the blue “Scheduling...” bar disappears from the screen.



Within the Reminders Options menu, recurring reminders are distinguished from one-time reminders with an “R” on the reminder symbol.



4D. 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, program-based 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 white clock symbol in the Guide.

RECURRING AUTO-TUNES

Recurring Auto-tunes are set from the "Auto-tune" 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** 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.



4E. 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 by selecting the auto-tune you wish to change or delete and pressing **ENTER** on the remote. Select "Change priority" to adjust the priority, or "Delete reminder event" to delete a particular auto-tune event.



5. HDPVR 630: SMART PVR TECHNOLOGY

Smart PVR Technology will completely change the way you watch TV. By setting up Smart Recording Events, your HDPVR will automatically find and record all your favourite shows and movies. Once recorded, they're instantly available to you with the press of a button – whenever you want!

5A. 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, Info Pages, or Upcoming Air Dates screen.

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:** This movie will be recorded at the first available time. This creates a Smart one-time Recording Event.
- **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.

If you set a Recording Event from any screen where a channel number is listed with your selection (such as the Guide or Upcoming Air Dates screen), the Recording Event will default to record on the **selected channel only**.

If you set a Recording Event from a screen where no channel number is listed (such as the Search Results screen), the Recording Event will default to record on **all channels**.



It is highly recommended that you always customize and confirm all Recording Event options after setting any new Recording Event.



5B. 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 “Options” from the “PVR” section of the Menu Bar. All Recording Events, including both one-time and recurring will appear in this list.

 Smart recurring Recording Events are distinguished from one-time Recording Events with an “R” on the record symbol.

 Smart one-time Recording Events are distinguished with a check-mark on the record symbol.

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:

- **CHANGE 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:

- “The X Factor” 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.

- **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 45 to find out how to change this setting.

- **CHANNELS [X ONLY, ALL CHANNELS, HD ONLY, SD ONLY]:** 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.
- **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 [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.
- **KEEP UNTIL [SPACE IS NEEDED, FOREVER]:** By selecting “Forever”, 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 35 to find out more about PVR Self-Management.



MAXIMIZING YOUR EXPERIENCE WITH SMART PVR TECHNOLOGY

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.

5C. SAVING YOUR RECORDING SCHEDULE

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 in the top corner of the screen. 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.

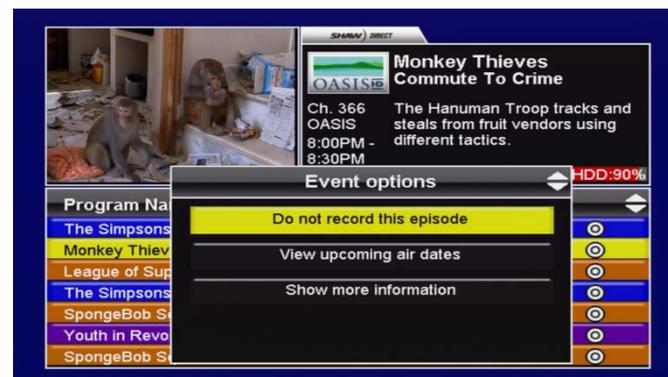


5D. VIEWING UPCOMING RECORDINGS

You can easily review all upcoming recordings in the PVR Upcoming menu. To access this menu, select “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. If you select a specific episode scheduled to be recorded and press **ENTER**, you will be presented with the following **Event Options**:

- **DO NOT RECORD THIS EPISODE** 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.
- **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.
- **SHOW MORE INFORMATION**: Select “Show more information” to view the Info pages for the episode scheduled to be recorded.



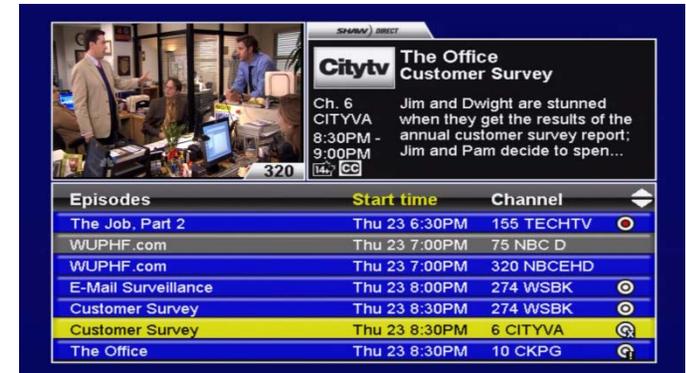


If your Upcoming Recordings list doesn't appear to be up to date, such as missing recently scheduled programs, ensure that Scheduling has completed before accessing the menu.

5E. 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:

	Recording Scheduled	Denotes an episode which meets your recording event criteria and is currently scheduled to be recorded.
	Recording in progress	Denotes an episode which is currently being recorded. You can watch it from the beginning in your PVR List.
	Duplicate Episode	Indicates an episode which meets your recording event criteria but is not scheduled 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.
	Recording Conflict	Denotes an episode which meets your recording event criteria but cannot be recorded 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.
	Not Scheduled	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.



5F. 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, you will see a “warning sign” (as pictured at left) appear in the top right corner of the screen. Press **ENTER** on the remote control to [view the warning](#), or any other key to remove it.



If you press **ENTER**, you will be able to allow or deny one of the recordings from taking place. If you select “Allow”, the receiver will tune away to the specified program when it begins in order to record it. If you select “Deny”, you will be asked to confirm that you are stopping the recording from occurring.

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.



DUAL RECORDINGS IN PROGRESS

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 VOD 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.



5G. MANUAL TIMERS

A [manual timer](#) can be created by selecting “Manual Timer” from the 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 “enabled”, all manual timers will be locked and require the password to view or edit.

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.



6. THE PVR LIST



6A. PLAYING BACK YOUR RECORDED PROGRAMS

Once recorded, your programs are all available in one convenient location – the PVR List. Press **PVR** or **DVR List** on your remote control, or select “Recordings” from 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: Forever” 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.
- **SHOW MORE INFORMATION:** Select “Show more information” to view the Info pages for the episode. You can also press **INFO** on the remote control to view this information.



Once you have watched 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.

SORTING THE PVR LIST

You can use the **LEFT** or **RIGHT** arrow keys to sort recordings in your PVR List. The current sort criteria is highlighted in yellow.

- **DATE AND TIME:** All recordings are sorted chronologically. The newest recordings appear at the top of the list.
- **PROGRAM NAME (ALPHABETICAL):** All recordings are sorted alphabetically, with “A” at the top.
- **PROGRAM NAME (GROUPED):** Episodes are grouped by program name. Selecting a grouping will display all episodes available in that group. If only 1 episode is available, the Recording Options menu will be displayed.



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: Forever”, the recording will never be automatically deleted, and can only be deleted by you. These recordings are indicated with the “hand” symbol.

For your convenience, the percentage of the hard drive currently used is shown in the PVR List, PVR Options, and PVR Upcoming menus. The bar will change from blue to yellow to red as the hard drive fills up. Note that 3D recordings take up more space than HD recordings, which take up more space than SD recordings.

If you'd like to add more recording capacity to your HDPVR 630, you can connect an eSATA external hard drive. Refer to section 8 for more details this feature.



6B. 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 by pressing **OPTIONS, 4, 8, 1**.



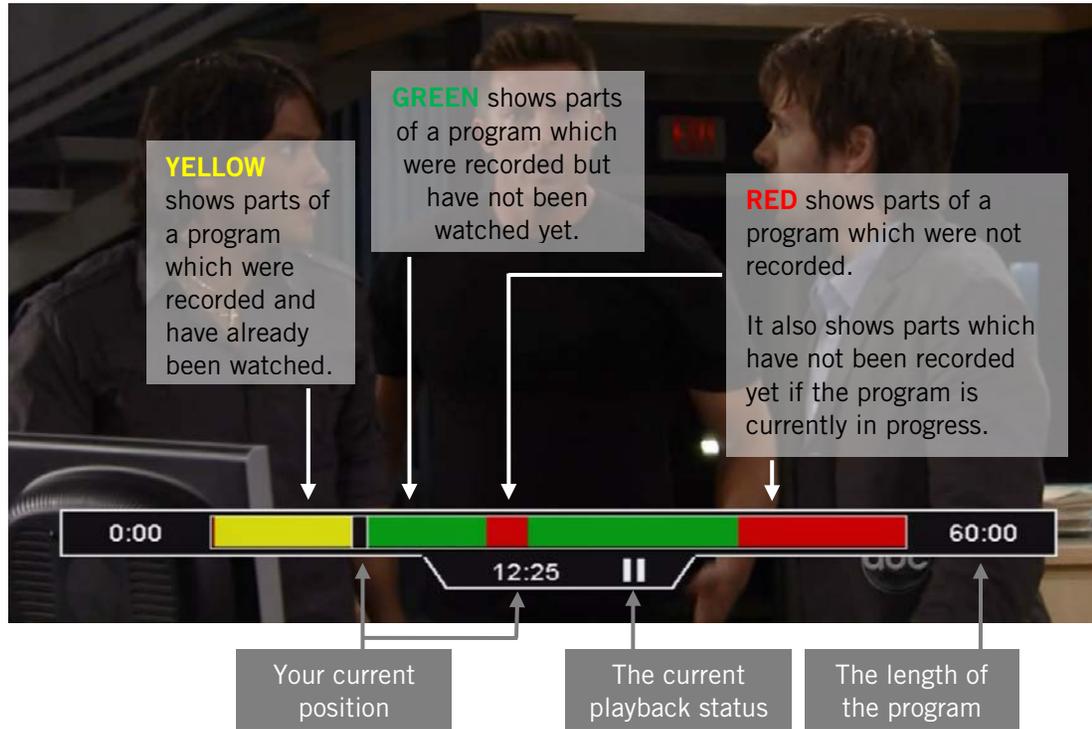
For ultimate control, use the Absolute Skip feature. Press a number on the remote control, immediately followed by **SKIP BACK** or **SKIP AHEAD** to move that number of minutes in the recording. For example, pressing **2, SKIP AHEAD** will advance you 2 minutes, perfect for bypassing unwanted sections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

7. 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!**

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



The LOD buffer is **cleared** each time you change channels. 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 red gaps in the playback bar. You can use the “View upcoming air dates” option to find a future airing of this program and schedule a future recording if desired.

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



8. EXPANDING YOUR RECORDING CAPACITY

Your HDPVR 630 allows you to record over 175 SD, or 45 HD hours on the internal hard drive. If you need more space, you can expand your recording capacity by adding an external hard drive.

8A. EXTERNAL HARD DRIVE REQUIREMENTS

Review the following information to ensure the drive you purchase will work with your HDPVR 630 receiver.

Supported external hard drives **must**:

- **BE CONNECTED VIA ESATA:** eSATA is up to six times faster than USB 2.0, making it great for HD video. This means that when you connect an external hard drive, you can still record two HD programs while playing back a third – all without any performance issues.
- **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.
- **BE 2.0 TB OR SMALLER:** You can select whatever size of external hard drive best suits your needs, up to 2.0 TB. Here's how much additional recording capacity you'll get with each drive size:
 - 500 GB will give you over 90 HD hours, or 340 SD hours.
 - 1.0 TB will give you over 180 HD hours, or 680 SD hours.
 - 2.0 TB will give you over 360 HD hours, or 1360 SD hours.

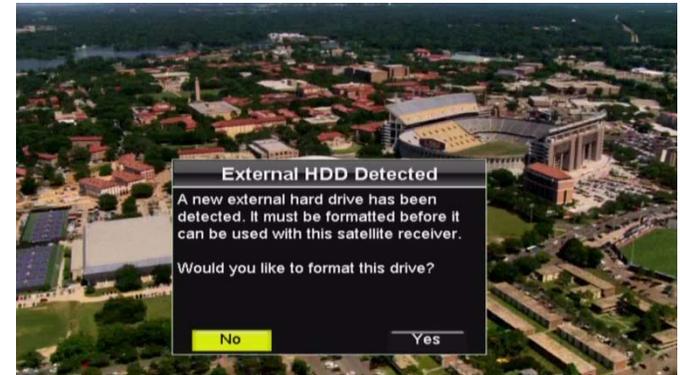
Supported external hard drives **should**:

- **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.



8B. SETTING UP YOUR EXTERNAL HARD DRIVE

1. Connect the eSATA cable (it should be provided with the drive you purchased) from the external hard drive to the port labeled "eSATA" on the back of your HDPVR 630.
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. Restart your HDPVR 630 by holding down the power button on the front panel for 10 seconds.
5. When the receiver comes back on, 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.
6. Formatting will complete within a few seconds and you will be alerted that your drive is ready for use.



8C. USING YOUR EXTERNAL HARD DRIVE

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 630 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 630 at a time. You will not be able to access the recordings on a different device, such as a computer or a different HDPVR 630. You can use a single external hard drive with the HDPVR 630.

DISCONNECTING YOUR EXTERNAL HARD DRIVE

If you no longer wish to use an external hard drive with your HDPVR 630, simply disconnect it and immediately restart your HDPVR. 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.



9. OTHER MENUS

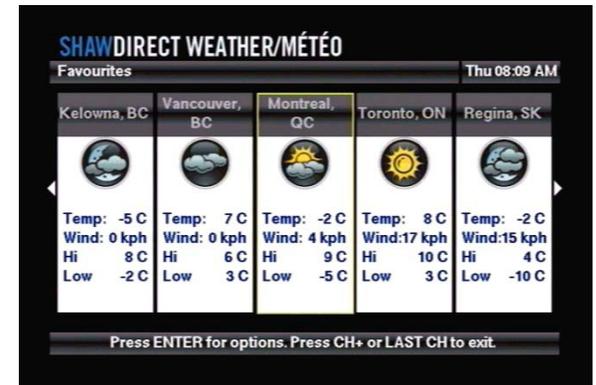
9A. INTERACTIVE APPLICATIONS

Interactive applications, such as **Shaw Direct Weather** are available by selecting “Interactive” from the menu bar.

Other applications may be available by selecting the applicable channel from the Guide. Check out www.shawdirect.ca for the latest information on current applications.

While in an interactive application, press the **EXIT** or **LAST CH** key on your remote control to exit and return to the last channel you were viewing.

Menu Bar	5XX Remote	6XX Remote
	N/A	N/A



9B. RECEIVER MAIL

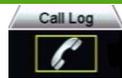
Shaw Direct uses receiver mail to occasionally send short messages on free previews, promotions, or account information. You can access your receiver mailbox by selecting “Mail” from the Menu Bar.

When a message is received, an envelope icon will appear in the Info Banner. If you have an HDDSR 605 or HDPVR 630, the envelope icon on the front of your receiver will also illuminate. After you read the message, it will turn off and the icon will disappear.

Menu Bar	5XX Remote	6XX Remote
	N/A	N/A

9C. CALLER ID LOG

If you have connected your HDDSR 605 or HDPVR 630 receiver to your residential telephone line and subscribe to Caller ID through your local phone company, incoming calls will appear onscreen in real time. You can access a log of your recent incoming calls by selecting “Call Log” from the Messages section of the Menu Bar. If you prefer, you can disable Caller ID by accessing **OPTIONS, 4, 1**.

Menu Bar	5XX Remote	6XX Remote
	N/A	N/A

10. RECEIVER OPTIONS

By selecting “Settings Menu” from the Menu Bar, or pressing **OPTIONS** on your remote control, you can access the **Options Menu** 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 the HDDSR 605 or 600.

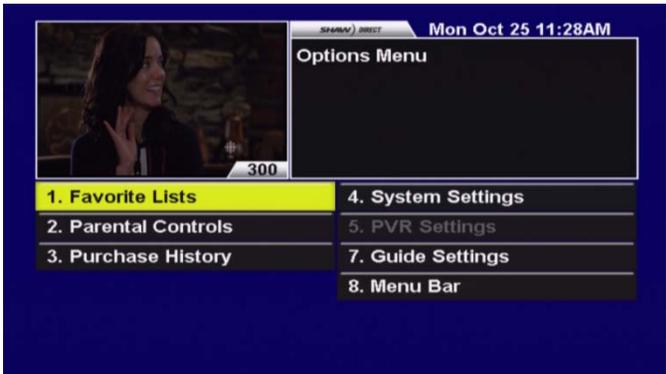


You can access all Options Menus quickly by entering the number onscreen using the numeric keypad on your remote control. For example, to access User Settings, press **OPTIONS, 4, 1**.



10A. “1. FAVORITE LISTS”

Favorite Lists allow you to customize which channels appear in your Guide. See **page 22** for more information on setting Favorite Lists.



10B. “2. PARENTAL CONTROLS”

Parental Controls allow you to lock certain content from being viewed without a password. See **page 19** to learn how to set Parental Controls.

10C. “3. PURCHASE HISTORY”

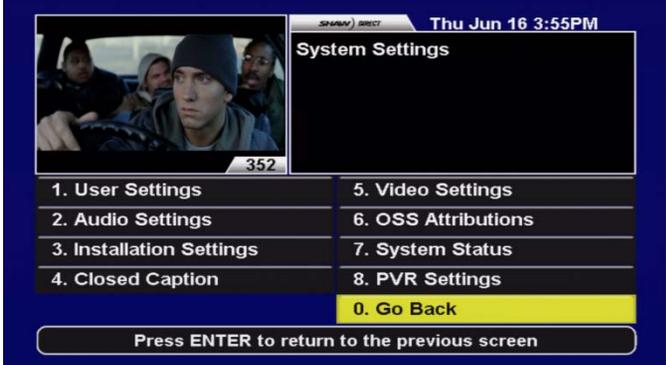
Purchase History lists your recent Instant PPV purchases, including whether they have been reported for billing or not. If Parental Controls are enabled, the parental password must be entered to access this menu.

10D. “4. SYSTEM SETTINGS”

System Settings allow you to change and view variety of options for your receiver, including display and clock settings, Skip Forward/Back durations, and current signal levels. From the System Settings menu, the following submenus are available:



All changes must be saved by selecting “Save” before leaving the menu. Changes here are **not saved** by pressing **GO BACK**.

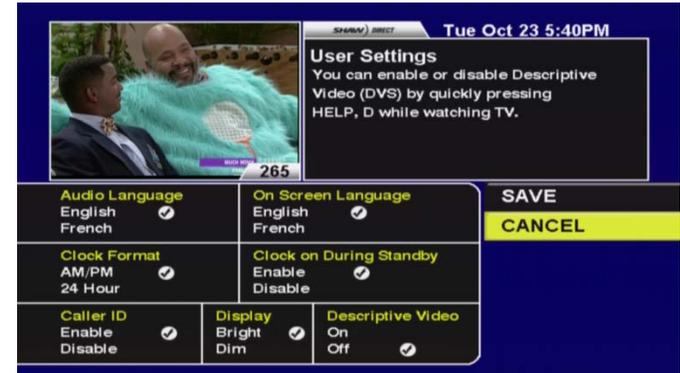


1. USER SETTINGS

User Settings includes Audio Language [English, French]; On Screen Language [English, French]; Clock Format [AM/PM, 24 Hour]; Clock on During Standby [Enable, Disable]; Caller ID [Enable, Disable]; Display [Bright, Dim]; and Descriptive Video [On; Off].

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 indicated with the  symbol in the Guide.

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.



2. AUDIO SETTINGS

Audio Settings allows you to optimize the quality of sound that your HD receiver outputs. The following settings may be available.

- **AUDIO CONNECTIONS:** 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.
- **ANALOG AUDIO:** These settings control the Red and White stereo audio outputs. “Surround” is usually optimal.
- **HDMI AUDIO:** 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.
- **DIGITAL AUDIO:** 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.



If you are connected via HDMI directly to your TV, you may have to select “PCM” in order to get sound.

3. INSTALLATION SETTINGS

There are 3 submenus available from Installation Settings.

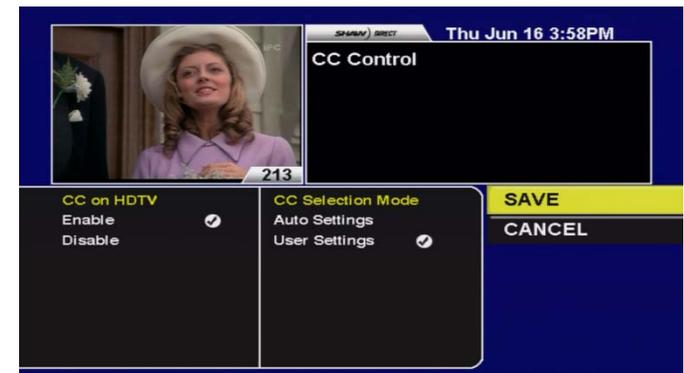
- **1. TUNE SATELLITE SIGNAL:** Provides a loud audible beep and visual indicator of the current signal level, along with information on signal strength, transponder and services being decoded.
- **2. REMOTE CONTROL ADDRESS:** The UHF remote control provided with your HDPVR 630 or HDDSR 605 has a range 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. Refer to the manual that came with your remote control or the instructions at www.shawdirect.ca to learn how to change the address.
- **3. REPORTBACK:** If you are activated for Instant PPV, your satellite receiver will automatically reportback to Shaw Direct using the telephone line to ensure you are always up to date and able to order new movies. If you would like to force a reportback manually, ensure your phone line is connected and use this screen.
- **4. CSS:** This menu is for Installer use only. Adjusting these settings may result in a loss of satellite signal.



4. CLOSED CAPTIONING

There are 2 submenus available from Closed Captioning.

- **1. CC CONTROL:** 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. You can also switch between “Auto Settings” in which the default text style and settings are used, or “User Settings” to customize how the Captions look.
- **2. CC USER SETTINGS:** If you have selected “User Settings” in the CC Control menu, you can access CC User Settings where a variety of settings can be changed, including Service Selection, Font, and Background and Foreground Colours.



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

5. VIDEO SETTINGS

The video settings menu is explained on **page 2**. You can use the Test Pattern contained in this menu to help calibrate your TV.

6. OSS ATTRIBUTIONS

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

7. SYSTEM STATUS

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.

8. PVR SETTINGS

From **8. PVR Settings**, you can enable or disable the Live Record to Disk (LOD) buffer, as well as adjusting how far the receiver skips forward or back when these keys are pressed.



10E. “5. PVR SETTINGS”

The following options and status fields are available in **PVR Settings**:

- **START EARLY WHEN POSSIBLE/END LATE WHEN POSSIBLE [OFF, 1-5 MINUTES]:** These settings will apply globally to all of your Recording Events. A start early or end late buffer set here will only activate “when possible”, such as when a tuner is scheduled to be free before or after a recording event. You can also add buffers to specific Recording Events by using the PVR Options menu, as explained on **page 29**.
- **PVR HISTORY [0-90 DAYS]:** The PVR History setting determines how much time must pass before your HDPVR records the same episode again.
- **ESATA HARD DRIVE:** Indicates external hard drive status, showing "Connected", "Disconnected", or "Not In Use". Refer back to section 8 for more information.
- **EXTERNAL HARD DRIVE SETUP:** After a reboot, your HDPVR 630 will automatically display any warnings or instructions related to your external hard drive. If you accidentally remove these, you can re-launch them by selecting this button.



10F. “6. (OMITTED)”

The number 6 is omitted from the Options Menu for backwards compatibility to the key sequences used on older Shaw Direct receivers.

10G. “7. GUIDE SETTINGS”

Guide settings are covered on **page 23**.

10H. “8. MENU BAR”

This selection brings up the Shaw Direct Menu Bar, as explained on **page 6**.

11. FREQUENTLY ASKED QUESTIONS

Q. Why is there no information showing in the IPG?

A. When a receiver is activated for the first time, the IPG will show limited or sporadic program information for up to 30 minutes. This is because the receiver needs to download the listings information. We encourage you to stay out of the IPG during this time. After a reset or a power loss, the receiver may require up to 5 minutes for the data to reload.

If Parental Controls are enabled, the parental password will be required during the loading phase.

Q. Can I record 2 programs and watch a 3rd channel live?

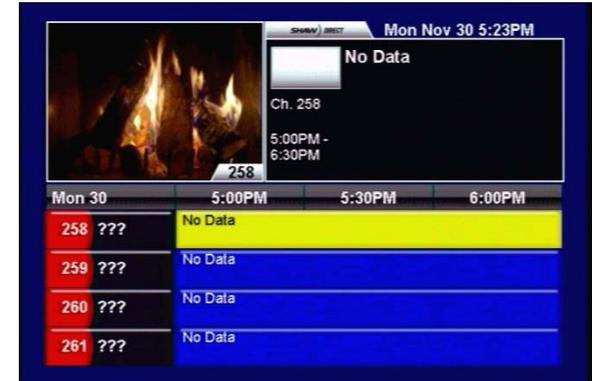
A. Because the HDPVR only has 2 tuners and both are in use when you are recording 2 different programs, you can only watch a 3rd program off of the DVR list. You can utilize the Search tool or “View upcoming air dates” option to search for an alternate airing of the program you are trying to watch.

You can also watch a program on VOD while recording two other programs. Refer to the Shaw Direct On Demand appendix on page 49 for more information.

Q. Why is my HDPVR recording the same program multiple times per day?

A. 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”, “SD only” or “HD only”, 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.

Note that certain broadcasters may not submit program information a full 14 days in advance, but will submit specific information closer to when the program airs. Rest assured knowing your PVR will automatically respond to these changes and update the recording schedule as necessary.



Q. How do I connect the phone line to my receiver for Instant PPV and/or onscreen Caller ID?

A. Simply take the telephone cable supplied with your receiver and connect one end to the closest phone jack. A phone splitter is provided if needed. Connect the other end to the jack labelled “TELCO” on the back of your HDPVR 630 or HDDSR 605. **Do not** connect the phone cable to the Ethernet () port.

If you don't have a phone jack close to your receiver, a Wireless phone jack is a great option and ensures continual connectivity. Visit www.shawdirect.ca or speak with a Customer Service Representative to find out more information or order one today!

Q. My receiver is frozen or acting funny. What do I do?

A. The first thing to do is wait. If things don't return to normal within 30 seconds, attempt to power off the receiver, wait 30 seconds, and power it back on. If this fails, or your receiver is still not functioning normally, hold down the power button on the **front** of the receiver for 10 seconds, or remove the power cable from the back of the receiver. This will reboot the receiver and functionality should return to normal. Note that Guide data may take some time to reload following a reset.

If things still aren't working properly, give us a call at 1.888.554.7827 to speak with a Technical Support Representative. We're here to help 24/7/365!

APPENDIX: SHAW DIRECT ON DEMAND - USER GUIDE

SHAW) *DIRECT* | On Demand

1. LEARN ABOUT SHAW DIRECT ON DEMAND

1A. WHAT IS SHAW DIRECT ON DEMAND?

Shaw Direct On Demand is a 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 600-series satellite receiver, remote, and TV. There's no new equipment to connect, no extra remote to learn, and no new bill to receive!

EXTENSIVE LIBRARY

As of October 2012, Shaw Direct's On Demand library contains over 4000 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 Movie Central, The Movie Network, Super Channel, or TMN Encore, you'll enjoy even more content at no extra cost – literally of hundreds of movies and TV episodes you can watch on your own schedule!

All pricing is clearly indicated on-screen for each title, and any pay rentals will be included on your next Shaw Direct invoice.

ENTERTAINMENT ON DEMAND – EVEN WITHOUT A PVR!

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 24-hour rental window.

HD VIDEO AND 5.1 SURROUND SOUND

Most movies and many TV series are available in high definition (HD) for customers with a 5.0 Mbps or higher Internet connection. If you've got a compatible audio system, you'll also enjoy 5.1 surround sound with these titles for the ultimate experience.

1B. HOW TO ORDER

Ordering Shaw Direct On Demand is easy once you're connected. Not connected yet? Check out the "Getting Connected" section starting on page 55 first.

1. FIND OR BROWSE

Press the **D** button on your Shaw Direct remote to bring up the **Shaw Direct On Demand menu bar**, or select "VOD" from the main menu bar. If you know the title of the program you'd like to order, select "Title Search". If you'd rather browse the available library, select "Interests". 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.

2. 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've 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 Settings, the PIN may be required after confirming the purchase to execute the order. Full details on Parental Controls are available starting on page 52.

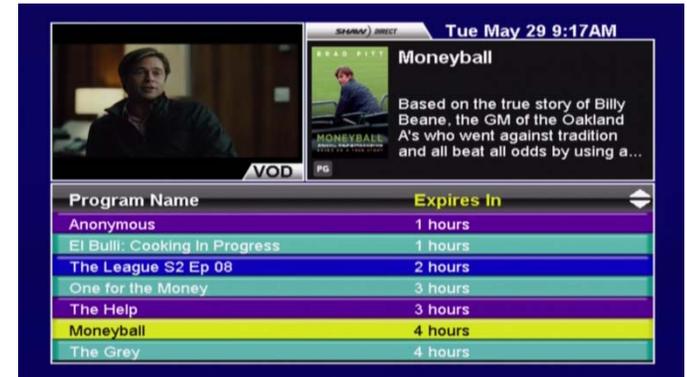
3. ENJOY

After confirming the purchase, the order will **begin streaming** and playback will start within a few seconds. You can use the DVR 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 (Q)**, along with using Absolute Skip or Absolute Jump as explained on page 60.



Purchases are billed to your account after 5 minutes of playback. 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 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.

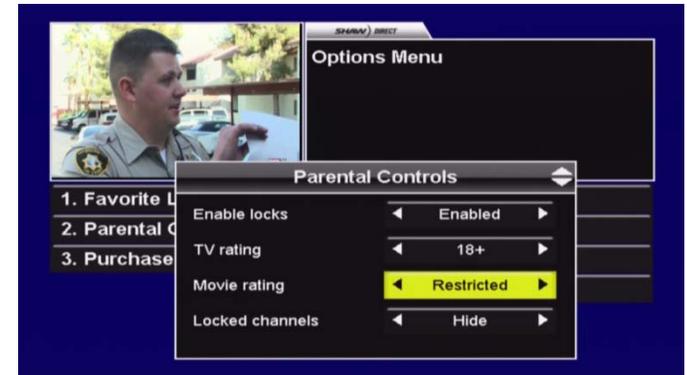


1C. PARENTAL CONTROLS AND BANDWIDTH MANAGEMENT

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. If you've got children or teenagers in your home, you probably already have Parental Controls enabled on your satellite receiver. The ratings locks and 4-digit Parental password you've set here will automatically apply to VOD. There are additional VOD-specific limitations for purchase amounts and bandwidth management which can also be set.

ENABLING PARENTAL CONTROLS

Parental Controls must be enabled to set any VOD-specific purchase or bandwidth limits. If you haven't already, you can enable **Parental Controls** by pressing **OPTIONS**, **2**. Settings for "TV rating", "Movie rating", "Locked programs", and "Unrated programs" will apply to VOD content in the exact same way they apply to regular broadcast content.



MODIFYING VOD SETTINGS

Once Parental Controls are enabled and you're comfortable with the ratings locks you've set, press **D** and then select "VOD Settings". You will have to enter your Parental password to access the menu.

The following settings are available:

- **FREE CONTENT [LOCKED OR UNLOCKED]**: If you select "Locked", the parental password will be required to order any free content.
- **REQUIRE PIN [ALWAYS, OVER \$5, OVER \$15, OVER \$30, OVER \$50]**: This specifies how many cumulative purchases can be made on this receiver, in a 24-hour period, before the parental password is required.



- For example, if you set this to “Over \$15”, a user would be able to order **two (2)** \$5.99 movies without the password. If they attempted to order a third \$5.99 movie, the **parental password would be required**.
- Setting Require PIN to “Always” is most secure, and will require the parental password be entered for any pay orders. This is the default setting if Parental Controls are enabled.

For maximum flexibility, all settings are local to the receiver and not applied globally across your account.

BANDWIDTH MANAGEMENT

Much like the number of minutes you get with your cell phone, most 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.

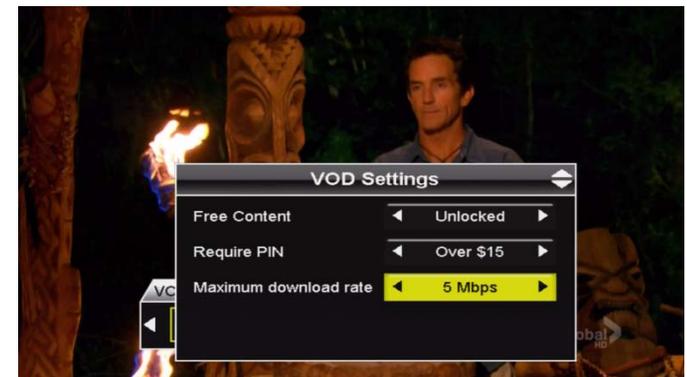
If you are concerned about the amount of data your household consumes, you can set a limit on the maximum download rate Shaw Direct VOD will use when streaming content. This basically “slows” the rate at which you consume data while using VOD, by lowering the picture quality.

As explained above, Parental Controls must be enabled to use or modify this setting. Press **D**, navigate to “VOD Settings”, and enter your parental password to access the menu.

- **MAXIMUM DOWNLOAD RATE [2 MBPS, 3 MBPS, 4 MBPS, 5 MBPS, 6 MBPS, 7 MBPS, OR UNLIMITED]:** By setting a maximum download rate, streaming will use less bandwidth by lowering the video quality.



HD VOD titles require at least 5.0 Mbps to stream. Settings lower than this will be **temporarily overridden** to “5 Mbps” when ordering HD content.



HOW MUCH BANDWIDTH WILL I USE WATCHING SHAW DIRECT ON DEMAND?

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	Good enough for...	Maximum Usage (GB per hour of On Demand video watched)
8 Mbps	HD/SD	3.52 GB/h
7 Mbps	HD/SD	3.08 GB/h
6 Mbps	HD/SD	2.64 GB/h
5 Mbps	HD/SD	2.20 GB/h
4 Mbps	SD	1.76 GB/h
3 Mbps	SD	1.32 GB/h
2 Mbps	SD	0.88 GB/h

IF YOU HAVE MULTIPLE RECEIVERS IN YOUR HOME

As mentioned earlier, Parental Controls and VOD settings are local to the receiver. Enabling parental controls and purchase limits in the living room, for example, won't automatically apply to the receiver in the kitchen. This enables you to customize all settings, including the parental password, as appropriate in your household.

VOD orders are available and will appear in the My Orders menu on all connected receivers on your account, subject to the local Parental Controls settings.

2. GETTING CONNECTED

Connect your receiver to your home internet connection for instant access to over 4000 titles, including this week's primetime and daytime TV shows, new release movies, music videos, family programming and more. Getting connected is easy, just read through the following section to learn how.

2A. MINIMUM REQUIREMENTS

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:

1. An Essential HDDSR 600, Advanced HDDSR 605, or Advanced HDPVR 630 satellite receiver
2. High-speed internet access
3. A home router
4. A connection between your router and satellite receiver.

Additionally, your account must be registered for a www.shawdirect.ca [Self Serve](#) account and not in a past due billing status.

Each of these requirements is explained in more detail in the following section.

REQUIREMENT 1: 6XX SATELLITE RECEIVER

The Essential **HDDSR 600**, Advanced **HDDSR 605**, and Advanced **HDPVR 630** receivers are all able to access Shaw Direct On Demand. Not sure which model you have? Take a look at the front left of your satellite receiver. Any models in the 6XX family have the model number listed here.

REQUIREMENT 2: 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 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.



REQUIREMENT 3: 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. Either way, you must have at least **one free Ethernet port** to connect to your satellite receiver.

REQUIREMENT 4: A CONNECTION BETWEEN YOUR ROUTER AND RECEIVER

If items 1, 2, and 3 check out, now all you need is a connection between your satellite receiver and home router. 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.

2B. HOW TO CONNECT

If you've reviewed 2A. 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!

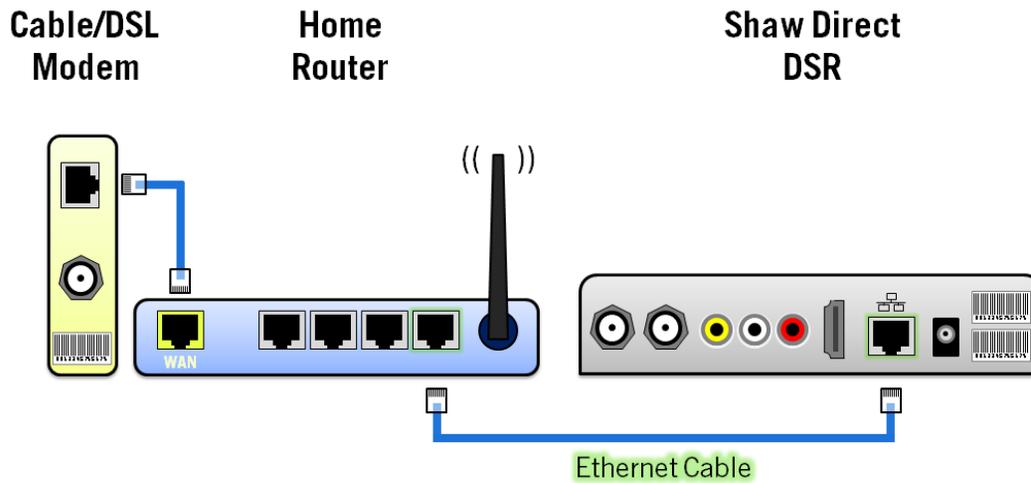
METHOD 1 – WIRED ETHERNET CONNECTION

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 (also known as a "network cable", "Cat5e" or "Cat6" 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.

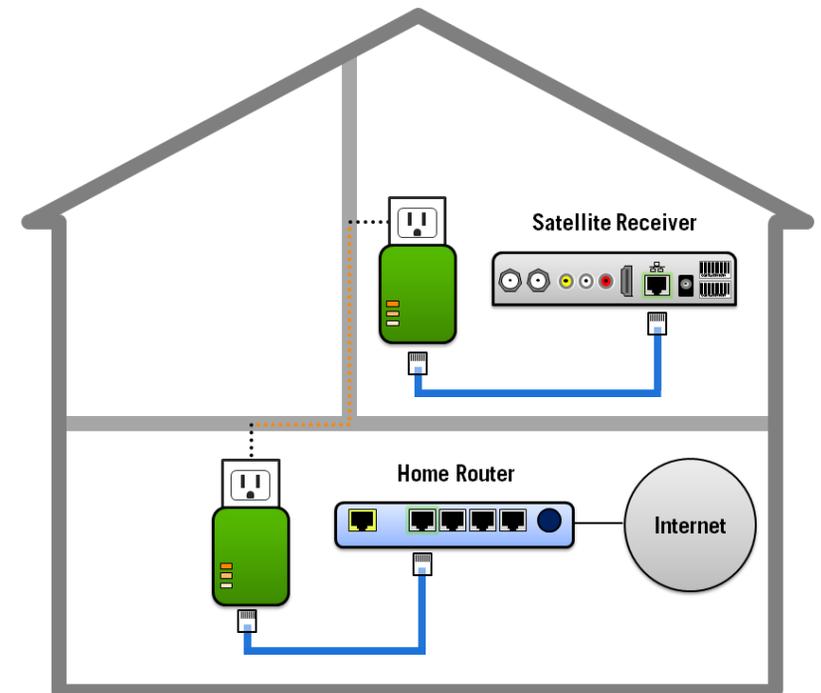
METHOD 2 – POWERLINE BRIDGE CONNECTION

If you are unable to run a direct line from your home router to your satellite receiver, two (2) HomePlug powerline bridge units can be used to “bridge” the connection and turn any electrical outlet in your home into a wired network jack.

In most cases, this is a plug-and-play solution and no configuration is required.

To setup a powerline bridge:

- 1) Connect an Ethernet cable between your home router and the first powerline bridge.
- 2) Connect the first powerline bridge directly to a power outlet near your router. Do not connect through a surge protector.
- 3) Connect an Ethernet cable between the DSR and second powerline bridge.
- 4) Connect the second powerline bridge directly to a power outlet near your Shaw Direct satellite receiver. Do not connect through a surge protector.



Powerline Bridges can be purchased at many local and online electronics retailers, as well as from [Shaw Direct](#). We recommend at least a 200 Mbps speed rating and to avoid mixing-and-matching products of a different speed in your home. Once you've got at least two (2) Powerline Bridges, you can add additional single units to connect additional satellite receivers or other devices like game consoles, PCs, etc.

ALTERNATE CONNECTIVITY METHODS

It is **not** possible to use a USB wireless adapter, 4G Wireless stick, or other USB-based devices to connect your Shaw Direct satellite receiver to the internet. Products which enable connectivity via the regular Ethernet port like a **wireless media bridge** are technically capable of getting your satellite receiver online. However, due to the wide range of setup processes and number of factors affecting wireless performance, Shaw Direct is not able to officially support this connectivity method.

2C. VERIFYING CONNECTIVITY

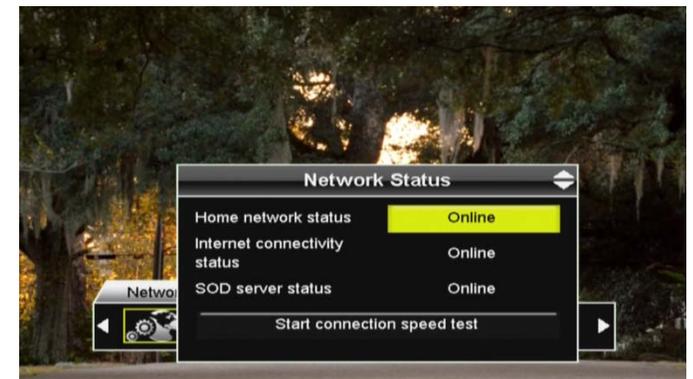
Once you're all connected, it's time to verify connectivity on your satellite receiver and run the connection speed test.

NETWORK STATUS

Press the **D** button on your remote control, or select "VOD" from the menu bar. Scroll to "Network" 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 Home network status, Internet connectivity status, and SOD server status. All three 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 or Powerline Bridge 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, scroll up to "DHCP Refresh" and press **ENTER**. 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 cable.



CONNECTION SPEED TEST

When all three status fields in Network Status read “Online”, you can run the connection speed test. Scroll down to the “Start connection speed test” button and press **ENTER**. 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 results are lower than you expect, check out the FAQ on page 62 for troubleshooting tips and additional information.

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.

NEXT STEPS

Once you’ve verified connectivity and run the connection speed test, you’re all ready to start watching Shaw Direct On Demand! Navigate to the VOD “Interest” menu to get started, or jump back to page 51 to review the order walkthrough.



3. SUPPORT AND FAQ

3A. GENERAL HELP

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 three additional requirements to access Shaw Direct On Demand:

1. You must be registered for a shawdirect.ca [Self Serve](#) account. Not sure if you’re registered? Just follow the [registration](#) instructions. If you’re already registered, we’ll tell you.
2. 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.
3. 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 “Interests” 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. If you're still not able to find a solution, give us a call anytime at 1-888-554-7827.

3B. SHAW DIRECT ON DEMAND FREQUENTLY ASKED QUESTIONS (FAQ)

Q. Can I pause, rewind, or fast forward Shaw Direct On Demand content?

A. All Shaw Direct On Demand content can be paused and resumed using the PAUSE (⏸) and PLAY (▶) buttons on your remote control. With pay content, you can rewind using the SKIP BACK (⏮) button or move ahead using the SKIP FORWARD (⏭) buttons.

Jumping to a particular point is easy with **Absolute Jump**. Use the number keys to enter the time you want to jump to, followed by the PLAY (▶) key. For example, pressing **2, 0, PLAY** will jump to 20:00 (minute 20) in the program.

You can also move around using **Absolute Skip**. Use the number keys to enter the number of minutes you want to skip, followed by SKIP FORWARD (⏩) to move forward, or SKIP BACK (⏪) to move backwards. For example, pressing **1, 5, SKIP BACK** will move 15 minutes back in the program.

If you stop watching a particular show partway through, where you stopped is remembered. You can resume on any connected satellite receiver from the same point!

Note that certain content, especially primetime TV shows, may have restrictions on the ability to skip forward or backwards.

Q. Can I watch my order on more than one TV at the same time?

A. The same order can only be streamed to a single device at a time. If you attempt to stream the same order to two different devices, you may see a "22046" error appear. However, if you do have multiple connected receivers there is no limit on the number of different orders you can watch at the same time. Plus, where you stop is remembered across all devices so you can always start an order in one room, stop it, and then resume playback from the same spot in a different room!

Q. My Internet connection isn't fast enough for Shaw Direct On Demand. Can I buffer or download the content first and watch it later?

A. Shaw Direct On Demand uses the latest in adaptive streaming technology to make VOD available to a variety of different internet speeds. In order to make Shaw Direct On Demand available to all our customers and not just those with a PVR, it is not possible to "download" VOD content for viewing later.

Q. Can I access Shaw Direct On Demand outside of Canada?

A. No. Due to licensing considerations, Shaw Direct On Demand is only available within Canada. An error will be presented if you attempt to access Shaw Direct On Demand outside of Canada or from a non-Canadian Internet Service Provider.

Q. I have a wireless (WiFi) home network. Can I connect my satellite receiver wirelessly?

A. It is **not** possible to use a USB wireless adapter, 4G Wireless stick, or other USB-based devices to connect your Shaw Direct satellite receiver to the internet. Products which enable connectivity via the regular Ethernet port like a **wireless media bridge** are technically capable of getting your satellite receiver online. However, due to the wide range of setup processes and number of factors affecting wireless performance, Shaw Direct is not able to officially support this connectivity method. Video dropouts and slower performance and quality may be experienced when using a wireless connection to access Shaw Direct On Demand.

If you aren't able to run a direct line between your satellite receiver and home router, we recommend using two 200 Mbps or greater HomePlug Ethernet Powerline devices to bridge the connection. They cost less than most wireless media bridges, are easier to setup, and are generally more reliable for Shaw Direct On Demand access.

Q. How soon after airing do TV shows appear on Shaw Direct On Demand?

A. Most daytime and primetime TV shows from Global, Citytv, and CTV are available on VOD within 24-48 hours after airing.

Q. I have an HDPVR 630. Can I record Shaw Direct On Demand content?

A. No. Much like renting a DVD, VOD licensing precludes the ability to make copies in any form. However, all orders are available for unlimited viewing (on a single device at a time) during the order window, which is generally 24 or 48 hours. After an order has expired, it must be rented again at the specified price.

Q. I'm getting slower speeds on the receiver-based Connection speed test than expected. What's up?

A. There are a number of factors to consider when interpreting the results of the connection speed test. First, it's important to note that it's just a snapshot of the speed at the moment the test was run. Heavy network traffic at that time (either at in your home or outside of it) may have resulted in lower results.

Next, know that the results you get on your satellite receiver are not expected to match the ones you get on a PC or laptop. This is due to the different architectures, memory, processing speeds, etc. between the two devices.

Third, the connection speed test is a measure of how fast your satellite receiver is able to download content from the Shaw Direct On Demand network, not an overall gauge of how fast your internet is. There are a variety of factors related to how far the data needs to travel between the Shaw Direct On Demand network and your satellite receiver which can affect how fast you're able to connect. Using a wireless connection will also reduce the speed test results.

If results still seem low, make sure no one else in the house is using a lot of bandwidth while you're running the speed test. File sharing, online gaming, video streaming, VOIP services, and more all use a fair amount of bandwidth.

We're also always making upgrades to our network to enhance your experience. If you're having ongoing issues, let us know by dropping the [Contact Us](#) team a note with your account information and which Internet Service Provider you're using.