



## Set-Top Box Guide

### Got Questions?

Get Answers Online: [www.execulink.ca/support](http://www.execulink.ca/support)

Or Call Us At: **1.877.393.2854**

# Table of Contents

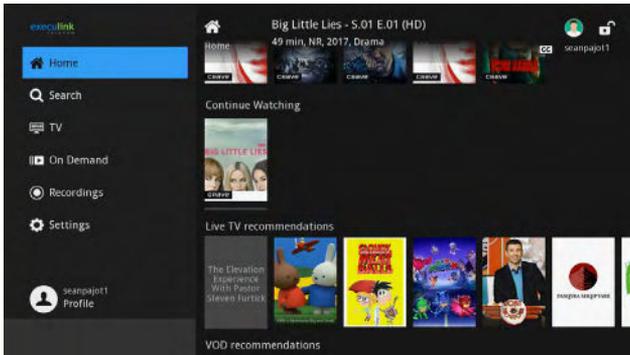
<a href="#">Menu</a> .....	3
<a href="#">Guide</a> .....	4
<a href="#">Closed Captioning</a> .....	5
<a href="#">Reminder &amp; Auto-Tune Reminders</a> .....	6
<a href="#">Infobar</a> .....	7
<a href="#">Cloud DVR</a> .....	7
<a href="#">Catch-Up TV</a> .....	10
<a href="#">Restart TV</a> .....	10
<a href="#">Settings</a> .....	11
<a href="#">Parental Controls</a> .....	11
<a href="#">Channel Blocking</a> .....	13
<a href="#">Users</a> .....	13
<a href="#">Favorites</a> .....	14
<a href="#">Search</a> .....	16
<a href="#">On Demand</a> .....	17
<a href="#">Pay-Per-View (PPV)</a> .....	18
<a href="#">My Library</a> .....	19

# Menu

The Menu is your home screen which provides one-stop access to things like show recommendations, On Demand, DVR Recordings, the Search function, Settings, and more.

## To access and navigate the Menu:

1. Press **Menu** on your remote control.
2. Press the **Up/Down, Left/Right buttons** on your remote control to navigate the highlight through the Menu.
3. Press **OK** to activate that highlighted selection.
4. Press **Exit** to leave the Menu.



**On the left-hand side of the menu you will find your main navigation panel which includes:**

**Home:** Includes shows you are currently watching (“Continue Watching”), On Demand Recommendations, Live TV Recommendations, Most Watched shows, and Recent Searches.

**Search:** Find your favorite programs by title or key word.

**TV:** When clicked, takes you to the program guide. When hovered over, will show you your favourites and other channel categories on the right.

**On Demand:** On Demand selections.

**Recordings:** Watch, edit, and create DVR recordings (only functioning on STBs with DVR capabilities)

**Settings:** Settings for Parental Controls, Preferences, Users, Hardware, and more.

**Reminders:** Contains upcoming Reminders, Autotune reminders, and PPV (Pay-Per-View) events. Note: This option will only show if one of those options is applicable to you.

## Under Home you will find:

**Most Watched on TV:** Popular TV programming.

**Most Watched On Demand:** Popular On Demand programming

**Continue Watching:** Shows that you haven't finished yet or series in progress.

**Live TV Recommendations:** Recommendations for current Live TV programming.

**On Demand Recommendations:** Recommendations for On Demand programming.

**Recent Searches:** Recent programming you have searched for.

**Favorites:** Create or edit Favorites lists with the “**Favorites**” button. Or, quickly access All channels, Subscribed channels only, and Pay-Per-View channels.

## Guide

### To Access the Program Guide:

Press the **Guide** button on your remote control. Continuing to press the **Guide** button will switch the Guides to **All, Subscribed, HD, PPV (Pay-Per-View)**, and any **Favorites** lists that you have created. Once you are in the Guide, the program you are currently watching remains in the upper-left corner of your screen.

**Note:** *The name of the Guide appears on the left side of the Guide above the date and beside the time. If you can only scroll through a limited number of channels, verify that your Guide is set to All or Subscribed.*

### Some Symbols Used On the Guide:



New episode (not a re-run)



Program in High Definition



A Reminder has been set for this program



Auto Tune has been set for this program



A DVR recording has been set for this program



A DVR recording has been set for a series of this program



A DVR recording has been set for a series, but this episode is skipped

## Navigate the Guide

There are a few different ways to navigate the Guide.

1. a) Tune to a channel on the **Guide** by entering the channel number and pressing **OK**.  
b) Or, press the **Guide** button and use the arrow buttons on the remote to move the highlight through the **Guide**, channel by channel.
2. Press the **Left** or **Right** arrows to move the highlight through the **Guide** to view what programs are showing in the past or future. You can view **Guide** date for programs up to 7 days into the future.
3. Press the **Page Up/Page Down** buttons to move through the **Guide** page by page.
4. Press **OK** to preview a highlighted show on the **Guide** in the upper-left corner of your TV screen. To tune to the channel, press **OK** again.
5. Press **Exit** on the remote to leave the **Guide** or repeatedly press the **Guide** button on your remote to cycle through all of the available **Guides** and it will disappear.

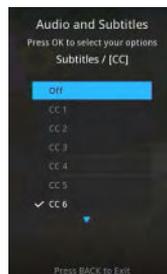


**Tip:** Press **Back** on your controller while watching a show to open the *Recently Watched* menu which will show you the last programs you watched. You can tune to a particular program by highlighting the appropriate box and pressing **OK**.

## Closed Captioning

If you don't have a **CC (Closed Captioning)** button on your remote, follow these steps to activate closed captioning on your TV screen:

1. Press the down button on your remote to bring up the info bar.
2. Using the arrow buttons, navigate right to the CC options until you see "**CC6**" and press **OK**.
3. Wait a couple seconds and you will see closed captions appear.



**To deactivate closed captioning:**

1. Press the **Zoom** button 3 times.
2. To turn CC off, use the arrow buttons to scroll until you see "Off."

# Reminder & Autotune Timers

You can set timers to remind you of the programs you want to watch. A **Reminder** tells the system you want it to let you know a program is about to come on. An **Autotune** will automatically change to the correct channel when the program is about to start.

## Setting a Reminder Timer

1. Press the **Guide** button on the remote control.
2. Navigate to future programs by using the arrow buttons on the remote to move the highlight through the **Guide**. Press **OK** on the program that you want to set the reminder for. Select **“Set Reminder”**: 
3. Press **Exit** to return to watching TV.
4. A clock symbol  on the program on the Guide indicates that a **Reminder Timer** is set.

A **Reminder Timer** message will appear on your screen reminding you of the program just before it begins. Press **Info** to view the **Reminder** or press **Cancel** to exit out of the **Reminder**. When you press **Info** on the **Reminder** message, press **OK** on the program name to tune to the program.

## Setting an Autotune Timer

1. Press the **Guide** button on the remote control.
2. Navigate to future programs by using the arrow buttons on the remote to move the highlight through the **Guide**. Press **OK** on the program that you want to set the timer for. Select **“Set Autotune”**: 
3. Press **Exit** to return to watching TV.
4. The Autotune symbol  on the program on the Guide indicates that Autotune has been set. You can find your Autotune reminder in Reminders on the Menu.



Before the program begins, an alert will appear on your screen giving you the option to tune in or **Cancel**. You can edit the **Autotune Alert Timer** notification to **0 seconds** <default>, **30 seconds**, **2 minutes** or **5 minutes** before the show starts. You can change this through **Settings> Preferences** on the **Menu**.

## Cancelling an Autotune Timer

1. Press the **Guide** button on the remote control.
2. Navigate to the program you have set an Autotune Timer for by using the arrow buttons on the remote to move the highlight through the **Guide**. Press **OK** on the program. Select **“Cancel Autotune”** : 

## InfoBar

The InfoBar provides quick access to information about the programs that are on now or programs in the past/future.

To access the InfoBar, press **Info** on your remote control.



### Navigate Using the InfoBar

When the InfoBar is present on the screen, you can perform the following actions without leaving the channel you are on:

1. Navigate to other channels by pressing the **Up/Down** arrows and press **OK** to tune to that channel.
2. **Restart TV:** Restart this programming.
3. **Create Recording:** Start a recording of this programming.
4. **Show Episodes:** Lists other episodes of this program that are on at different dates and times.

## Cloud DVR

With Cloud DVR, you can easily record the programs you want to watch and then view them whenever it's convenient for you. Plus, DVR lets you pause, rewind, and replay the action during live TV.

## Control Live TV

1. Press **Pause** on your remote control to pause the program.
2. To resume watching the program, press **Play**.
3. Press **Rewind** on your remote to reverse live TV or a recorded program.
4. Press **Rewind or Fast Forward** on your remote repeatedly to change the rewind/fast forward speed by 4, 16, 32, or 64 times.
5. The **Jump Ahead and Jump Back buttons**   move you 8 seconds back or forward through the current program.  
*Tip: When you're viewing the program guide, these buttons will jump ahead/behind 12 hours in the programming schedule.*
6. Press **Stop** on your remote control to return to Live TV.

## Record Live TV

Record the show you are watching by pressing the  **Record** button. The show will be recorded until it is scheduled to finish. To manually stop the recording before it is scheduled to finish, press **Stop**. 

## Record From Guide

Use the **Guide** to navigate to the show you want to record. Press the **Record**  button on your remote control to record the show.

## Record By Search

1. Navigate to the **Menu** by pressing the **Menu** button.
2. Use the arrow keys to highlight the **Search** function.
3. Use the on-screen keyboard and enter the letters of a show's title. Results will automatically populate.
4. You can choose from the results below the keyboard to find your show's title, or choose from the populated shows on the right.
5. Navigate to the program you want to record, click on it, and press **Create Recording**.
6. From here you can select the options to record your program or series.



## View Recordings

1. You can access your recordings either by pressing the **Red**



**button**  on your remote (note: this is different than the record button), **OR** by pressing the **Menu** button and navigating to the **Recordings** option and pressing **OK**.

2. It is divided into **Recorded Programs** (current recordings) and **Scheduled Recordings** (upcoming episodes scheduled to record).
3. Navigate to the show or series you want to view in your **Recordings** and press **OK**. Shows that were recorded in the past are greyed out.
4. Highlight the **Play Recording** button . Press **OK** again to view the recording.

## Delete Recordings

1. Press the **Menu** button on your remote control. Use the down arrow key to navigate to the **Recordings** option and navigate to the right screen.
2. Navigate to the show or series you want to delete in your **Recorded Programs**, click on **Manage Recordings** then **Delete Recording**. Use the **Delete Recording**  or **Delete All**  buttons to delete a particular episode or a whole series of episodes. Press **Delete** to confirm.

## Cancel an Upcoming Show Recording

You can cancel an upcoming recording of a show by selecting the show in the **Recordings** menu or on the guide and press **Manage Recordings** and then **Cancel Recording**. Then press **Confirm** to confirm.

## Create and Manage a Series Recording

1. Use the **Guide** or **Search** function on the **Home Screen** to navigate to a show you want to record. Highlight the show and press **OK**.
2. Press the **Info** button on your remote.
3. Click **Create Recording**.
4. Scroll down to **Record Series**.
5. The pop-up menu allows you to choose if you want to record **All** or **New Only** episodes to skip re-runs. The **Limit-To** section allows you to set the maximum number of saved recordings for the series. Once past this number, it will start deleting old recordings.
6. To edit a series recording, click on **Manage Recordings** and press **OK**. Highlight the **Update Series Recording** button  to change your recording options.

## Cancel a Series Recording

1. To cancel a series recordings, navigate to a single episode or the entire series through your **Recordings** menu, and press **OK**.
2. Highlight and press the **Manage Recording** button, then press **Cancel Episode** or **Cancel Series Recording** and press **Confirm**.



## Catch-Up TV

The Catch-Up TV feature allows subscribers to watch a program up to 24-hours after it originally aired.



**Note:** Some channels do not permit the use of Catch-Up TV.

## Using Catch-Up TV

1. Open the Guide and navigate to the channel your program is on.
2. Use the left arrow button to navigate to the show that aired up to 24-hours ago.
3. Press **OK** on the show and then **Play** to begin watching.

**Tip:** While watching an episode through Catch-Up TV, you can also use the rewind and fast-forward functions as you would with a DVR recording.

## Restart TV

The Restart TV feature enables you to start viewing a live TV program that's currently being shown, from its beginning.

**Note:** Some channels do not permit the use of Restart TV.



## Using Restart TV from the Guide:

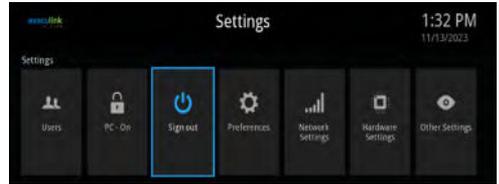
1. When on the guide view, highlight the program you wish to watch.
2. Press the **“Play”** button  on your remote to restart the program from the beginning.

## Using Restart TV when watching a program:

1. When tuned to a program, press **OK** to open the expanded view.
2. Select the **Restart TV** button  and press **OK**. The program restarts from the beginning.
3. To return to live TV while watching Restart TV video, press the **Stop** button on your remote. The current programming for the channel appears on your screen.

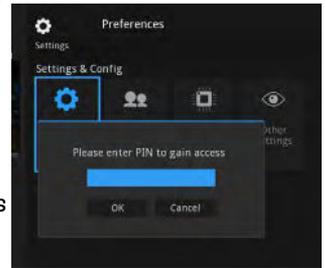
## Settings

The Settings section of the menu enables you to set viewing and hardware preferences for your TV service. You can change the settings for Caller ID, Parental Controls, User information and more.



### To access Settings:

1. Press **Menu** on your remote control, navigate the highlight down to **Settings** and press **OK**.
2. From here you can select general settings under **Preferences**, user information under **Users**, **Network Settings**, or change your device name with **Other Settings**.
3. You must input your pin (defaults to 0000 unless otherwise changed) to access each of these **Settings** menus.

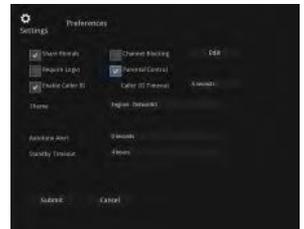


## Parental Controls

To offer parents more control over the programming and content their children can access, **Parental Controls** enable parents to selectively block programming by channel or rating.

### Enable Parental Controls

1. Press **Menu** on your remote control, navigate the highlight to **Settings** and press **OK** on the remote control.
2. Navigate to **Preferences** and press **OK**. Enter your pin (defaults to 0000 unless otherwise



changed in User settings).

- Under **Preferences**, navigate the highlight to **Parental Control**, press **OK** to check the box, navigate the highlight to **Submit** and press **OK**.

## Modify Parental Controls Settings

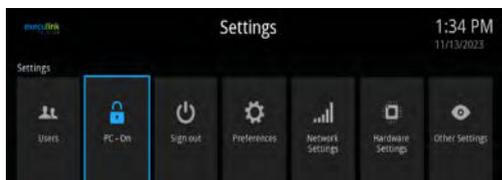
- On the Menu, navigate to **Settings**, arrow over to **Users** and press **OK**. Enter your pin (defaults to 0000 unless otherwise changed in User settings) and press **OK**.
- Arrow **Down** to **Parental Control** and press **OK**. Check the controls you want to activate for your family.
  - Movie Rating:** Select the maximum movie rating you will allow (G is the most child-appropriate, X-XXX is adult content).
  - TV Rating:** Select the maximum rating for TV shows you will allow (TVY is most child-appropriate, TVMA is adult content).
  - Unlock Timeout:** Set a timer for when the Parental Controls will unlock.
  - Block Unrated:** Restrict all titles that do not have a rating associated with them.
  - S, V, L, F, D Check Boxes:** Check here the type of content you would like to restrict.
- Once you have finished your selections, arrow **Down** to **Submit** and press **OK**.
- Press **Exit** on your remote control to leave **Settings**.



## Quick Toggle Parental Controls

Once you've enabled Parental Controls, you can quickly toggle the Parental Controls using the Control On/Off function.

- Press **Menu** on your remote control, navigate the highlight to **Settings** and over to **PC-ON**.
- To turn it off, press **OK** and enter your Master pin (this is the main users pin - default is 0000 unless otherwise changed in User settings).
- To turn it on, just highlight it and press **OK**.



# Channel Blocking

Channel Blocking enables or disables the list of channels you have blocked. Programs on blocked channels cannot be watched regardless of the rating of the program(s) being shown.



## Enable & Edit Channel Blocking

1. On the Menu, navigate down to settings, arrow over to **Preferences** and press **OK**. Enter your pin (defaults to 0000 unless otherwise changed in User settings) and press **OK**.
2. Highlight the check box next to **Channel Blocking**, press **OK**.
3. Arrow **Right** to highlight **Edit** and press **OK**.
4. A list of channels included in your package will appear on the screen. Arrow **Up/Down** through the list and press **OK** on each channel that you want to block. A lock icon will appear to the right.
5. Once you have finished your selections, highlight **Update**, and press **OK**.
6. Arrow **Down** and highlight **Submit**, press **OK**.

# Users

The Users section lets you create different users with their own individual settings.

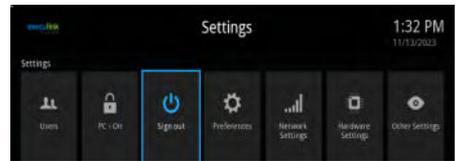
## Adding Users

1. Press **Menu** on your remote control, navigate the highlight down to **Settings** and over to **Users**. Enter your pin (defaults to 0000 unless otherwise changed in User settings) and press **OK**.
2. Navigate and highlight **Add** and press **OK**.
3. Enter the information in the appropriate boxes using the on-screen keyboard and numbers on your remote control.
4. Navigate down to **Continue** and press **OK**.
5. Enter the Parental Control for this User.
6. When done, highlight **Submit** and press **OK**. A new user will be added to your list of Users.



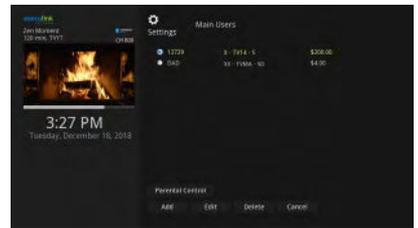
## Logging in as Another User

1. Press **Menu** on your remote control, navigate the highlight down to **Settings** and over to **Sign Out**.
  - **Note:** *this option will only appear if you have more than one user set up in your User settings.*
2. Highlight the user you would like to sign in as, enter your pin and press **OK**.



## Editing User Information

1. Press **Menu** on your remote control, navigate the highlight down to **Settings** and over to **Users**. Enter your 4-digit pin (0000 unless previously changed) and press **OK**.
2. Press **OK** on the circle next to the user you would like to edit.
3. Navigate down and highlight **Edit** and press **OK**.
4. Update the information in the appropriate boxes using the on-screen keyboard and numbers on your remote control.
  - **Note:** *To create a new 4-digit PIN, used for accessing Settings and purchasing programming, enter your current PIN into the "PIN" box, and a new 4-digit PIN in the "New Pin" box.*
5. Navigate down to **Submit** and press **OK**.

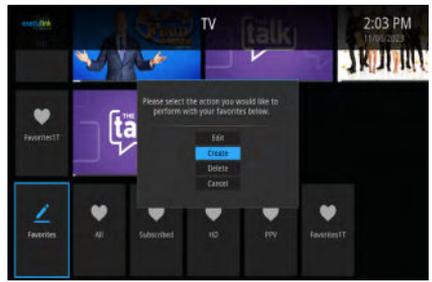


## Favorites

It's easy to enjoy the channels you watch the most with personalized Favorites lists. You can create multiple Favorites lists and quickly change the Guide to display one list in particular.

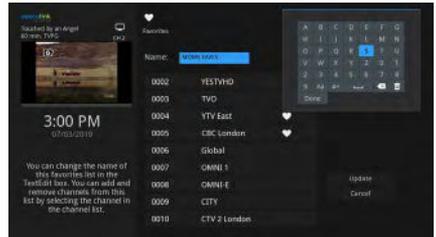
## Create a Favorites List

1. Press **Menu** on your remote control, navigate the highlight to **TV**, and then over to **Favorites** and press **OK**.
2. To create a favorites list, highlight **Create**, and press **OK**.
3. With the name highlighted at the top, press **OK** again to edit your new favorites name. Next, highlight the channels you want to add to your list and press **OK** to add them (a heart symbol will appear next to them).
4. When ready, highlight **Update** and press **OK**.



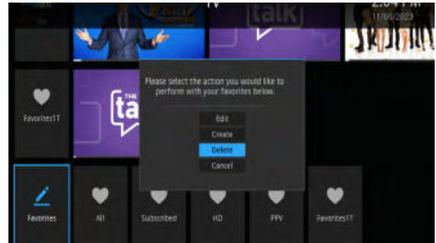
## Edit a Favorites List

1. Press **Menu** on your remote control, navigate the highlight to **TV**, and then over to **Favorites** and press **OK**.
2. Highlight **Edit**, and press **OK**.
3. With the name highlighted at the top, press **OK** again to edit your favorites name. Next, highlight the channels you want to add or remove to your list and press **OK** to add/remove them.
4. When ready, highlight **Update** and press **OK**.



## Delete a Favorites List

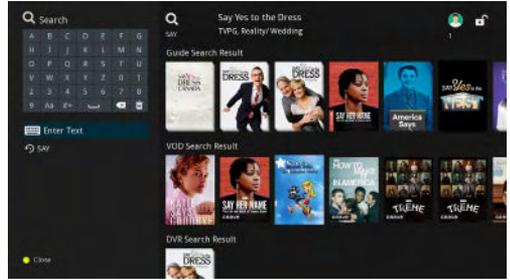
1. Press **Menu** on your remote control, navigate the highlight to **TV**, and then over to **Favorites** and press **OK**.
2. Arrow **Down**, highlight **Delete**, and press **OK**.
3. Arrow **Left/Right** to select the favorite list to delete and press **OK** to highlight the list. Navigate the highlight **Down** to **OK**, and press **OK** on your remote control.
4. A box will appear asking you to confirm that you want to delete the selected favorites list. Highlight **Yes** to delete or **No** to cancel, and press **OK**.



To view your favorites channels only, repeatedly press **Guide** on your remote control to cycle to your favorites lists. Once you have cycled through all favorites lists, the Guide will exit.

## View Shows on a Favorites List from the Menu

1. Press **Menu** on your remote control, navigate the highlight to a **Favorites List**.
2. Here you can see the shows that are currently playing on your Favorites channels. Click on the one you want to watch and press **OK**.

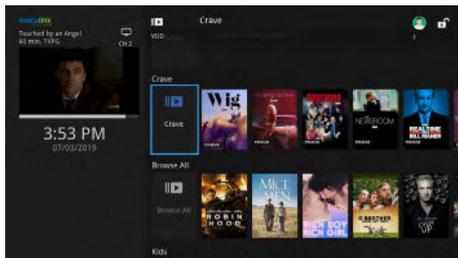


## Search

Search for programming across the guide using the handy search function.

### To search:

1. Press the **yellow button** ▲ on your remote control.
2. Use the **Up/Down/Left/Right** arrows to highlight the letters on the on-screen keyboard to enter the search keyword.
  - **Note:** your previous search will still be shown in the text box. Press the trashcan icon 🗑️ to start a fresh search.
3. You can choose from the results below the keyboard to find your show's title, or choose from the populated shows on the right. The results on the right are divided into appropriate sections (eg. **Guide** results, **On Demand (VOD)** results, and **DVR** (your DVR recordings)).
4. Tune to the program in order to watch, record or rent.



**Tip:** You can also search for other shows and movies a particular actor is in, by either searching the name in the Search feature text box, or by clicking on an actor's name in the expanded information for a movie or TV show.

## On Demand

On Demand is a service where you can find on-demand TV shows, movies, and music that you can watch at any time. There is both free and paid content, but we will always ask you before we charge you for any paid content.

### To Access On Demand Content

1. To access the On Demand menu, click the blue button ● on your remote control or press the **Menu** button and navigate to the **On Demand** section and press **OK**.
2. On Demand is divided into these categories:
  - **Crave:** Shows Crave content if you are subscribed to Crave.
  - **Browse All:** All On Demand content.
  - **Movies:** All Movies On Demand.
  - **TV:** All TV Shows On Demand.
  - **Kids:** Kid-friendly content.
  - **Rentals:** Rental movies currently offered On Demand.
  - **Free:** Free content On Demand.



### How to Rent On Demand Movies

1. Click the blue button on your remote control or press the **Menu** button and navigate to the **On Demand** section and press **OK**.
2. Use your arrow keys to navigate to **Rentals** section. Press **OK**.
3. Use the filters on the left to find the movie you are looking for.
4. Use your arrow keys to find the movie you wish to purchase. At this point you can either **Watch the Trailer** or **Rent** to watch the movie (valid for 2 days).
5. After you click for Payment, will ask you for your pin for confirmation. This is your 4-digit pin that defaults to 0000 unless otherwise changed in the Settings.
6. Once you enter your pin you are ready to watch your program.

Your rented programs are listed beside **Continue Watching** on the **Menu** for future reference.

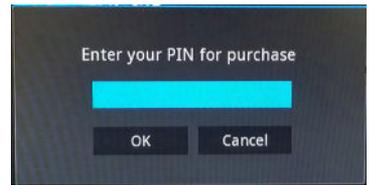
## Pay-Per-View (PPV)

The Pay-Per-View channel allows you to purchase programming for major sporting events and more.

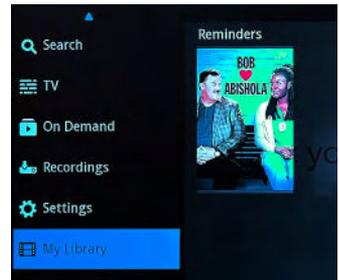


### How to Purchase a PPV Event

1. Press the Guide button on your controller and cycle through the channel lists until you are on the PPV channel list. The channel you are currently on will appear above the PPV channel.
2. Go to the PPV channel and use the arrow buttons on your remote to find the program or event you are looking for. Press **OK** when it is highlighted.
3. Press the Buy PPV button: 
4. You will be required to enter your 4-digit pin. This defaults to 0000 unless otherwise changed in your User Settings. Press **OK**.



The purchased program will now appear in your My Library section and will have a reminder attached to it.



# My Library

My Library is a repository of your current Pay-Per-View purchases and upcoming reminders. This option will only show on your Menu if you have a PPV purchase or reminder available to you.



## **Got Questions?**

Get Answers Online: [www.execulink.ca/support](http://www.execulink.ca/support)

Or Call Us At: **1.877.393.2854**