



Shaw) Direct

>Welcome Guide

Digital Satellite TV

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Amazing satellite TV right from space.

Amazing customer service that's right next door.

We love our customers and we'll do whatever it takes for you to love us back. That's why you always get the widest range of HD content in Canada, thousands of on-demand titles and Pay-Per-View events – all backed up by 24/7/365 local support. The way we see it, it's our job to make you happy – and we take our jobs very seriously.

And that includes this guide. We've loaded up these pages with lots of handy reminders so you always get the most from your new satellite TV. Don't worry, we promise it'll be quick so **you won't miss a thing.**

HD satellite TV that gives you the most bang for your buck.

And saves those bucks too.

Now it's easier to expand your HD viewing experience even further. Because as a Shaw Direct satellite subscriber, you get more than just the best HD satellite TV available. You also get lots of your favourite shows in HD when you subscribe to the same standard definition (SD) channel.

Plus, you can change your programming whenever you want, so you'll always have the channel lineup that's perfect for you and your family.

Installation

Your Shaw Direct satellite system comes with a complimentary installation. That means we'll come over and run the cable line from the dish to your receiver and then connect the receiver to your TV – free of charge. To book your Shaw Direct installation, call 1-888-782-7417. Your installation date will normally be within two and 10 days from the date of your call.

If you provided a phone number where you can be reached at the time of your installation, your installer will call you ahead of time to let you know when they expect to arrive.

If you live in an apartment building or condo complex call our Commercial Services team at 1-866-782-7345 and we'll help you navigate your installation process.

If an installer isn't in your local area, self install kits are also available. They come with all the equipment and step-by-step instructions you need to set up your satellite system. To learn more about a self install kit, visit shawdirect.ca/accessories

The dish

For optimal signal reception, we set your dish to face south and slightly east or west, depending on where you live. The surface on your elliptical dish is designed to catch the signals and direct them to the Low Noise Block (LNB), which is where your cables connect. From there, the signals are amplified and sent to your HD receiver.

What to expect on installation day

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

Our installer will:

- Confirm your installation date and time
- Place and connect your hardware from the dish and, when required, ensure proper placement of the ground attachment
- Perform testing of the entire installation for continuity, including measuring and recording signal levels
- Discuss the hook-up of an Internet connection to enable access to Shaw Direct On Demand on your receiver
- Contact our Customer Care Centre to activate your system
- Walk you through a demonstration of your receiver operation
- Seal all entry holes and install proper wall plates

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

Using your universal remote

Your remote can control your satellite receiver, TV, and DVD, Blu-ray or audio system, but you have to program it first. Visit us online at shawdirect.ca to find out how.

POWER
Turns the power on/off.

PVR/SHAW DIRECT ON DEMAND
Keys operate the STOP, PAUSE, RECORD, REWIND, PLAY, FAST FORWARD, SKIP BACK, and SKIP AHEAD functions of your Advanced HDPVR and Shaw Direct On Demand titles – as well as your DVD and Blu-ray player.

FAV
Displays the Favourites menu.

MENU
Displays the on screen menu bar.

NAVIGATION BUTTONS
Highlights menu items and navigates between listings in the interactive on screen guide.

GUIDE
Displays the interactive on screen guide.

CH
Changes the channel. If using the interactive on screen guide, press to move one page up or down.

VOLUME
Controls the volume on your TV or audio system.

MUTE
LAST CH
Returns to the last channel watched.



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

SOURCE
Switches between the different devices connected to your TV.

ASPECT
Adjusts aspect ratios to fit your TV screen. Some channels and older shows are broadcast in 4:3 ratio (more of a square shape). Modern HD is broadcast 16:9 (rectangle shape). Switching your aspect ratios to match the show can make your viewing more enjoyable.

PVR
Opens the list of recorded programs on the Advanced HDPVR.

GO BACK
Saves your changes and returns to previous menu.

ENTER
In any menu, press ENTER to select the highlighted item. When you're not at a menu, press ENTER to go to the channel number you've punched in.

EXIT
Exits any menu and returns to the program you are currently watching.

INFO
Displays information about the current or highlighted program in the interactive on screen guide.

D
Launches the Shaw Direct On Demand menu bar to browse the Shaw Direct On Demand library, change settings or view network status.

OPTIONS
Displays the localized Options menu for the current screen.

HELP
Displays Help screens.

The hardware

Both receivers feature:

- Standard definition (SD), high definition (HD), and 3D programming on your compatible TV
- Access to the entire Shaw Direct On Demand library with your high-speed Internet connection
- Crystal-clear digital picture and sound
- Dolby® Digital 5.1 and Dolby® Digital Plus Surround Sound capability
- HDMI and RCA composite video/stereo audio output
- MPEG-4 compatibility
- Up to 14 day look ahead in your interactive on screen guide

Essential HD Receiver



Shaw Direct HDDSR 600

- Picture in Picture guide
- Programmable reminders for your favourite shows
- 3D ready
- RF (coaxial) output

Advanced HDPVR

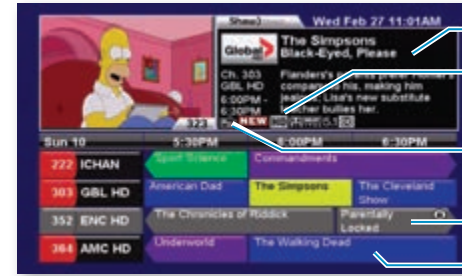


Shaw Direct HDPVR 630

- Record, pause, and rewind live television programs
- Smart PVR Technology
- Watch a recorded program or on-demand title while recording two others
- Record up to 220 hours in SD or 60 hours in HD
- Time Travel™ to skip forward or skip back for instant replay
- Component video and optical digital audio outputs
- Integrated modem for Caller ID right on your TV screen

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TV browsing made simple



- Easy-to-read programming summaries
- Look for the HD icon for programs broadcast in HD
- Relevant program information noted with symbols
- Unsubscribed channels are clearly shown
- Programs are colour-coded by type

Broadcasting Symbols

- HD** Broadcast in High Definition
- 5.1** Broadcast features Dolby® Digital 5.1 Surround Sound
- 3D** Broadcast in 3D
- CC** Available with Closed Captions
- D** Available with Descriptive Video
- SB** Program Subject to Blackout
- NEW LIVE** Program/Episode airing for the first time

Recording and Reminder Symbols

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

Canadian TV Content Ratings

- C** Children
- C8** Children over 8 years
- G** General
- PG** Parental Guidance
- 14+** Over 14 years
- 18+** Adults

American TV Content Ratings

- Y** All Children
- Y7** Directed to Older children
- Y7FV** Directed to Older Children – Fantasy Violence
- TV G** General Audience
- TV PG** Parental Guidance Suggested
- TV 14** Parents Strongly Cautioned
- TV MA** Mature Audiences Only

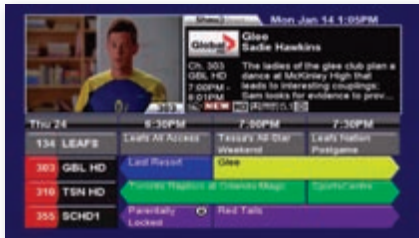
Motion Picture Ratings

- G** General
- PG** Parental Guidance
- 14+** Adult 14+
- 18+** Adult 18+
- R** Restricted
- A** Adults Only

- D** Suggestive Dialogue
- L** Coarse or Crude Language
- S** Sexual Situations
- V** Violence
- FV** Fantasy Violence

The interactive on screen guide

If your interactive on screen guide appears different than the images below, visit shawdirect.ca/techcentral for the most up-to-date information.



The interactive on screen guide lets you find and choose what you want to watch. Plus, it has many other useful features that are explained in this section.

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

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

Navigating the interactive on screen guide

Use the ARROW buttons to navigate through the listings, moving up or down, left or right. For faster navigation, use CH to skip a whole screen of listings. Up to 14 days of programming information are available on your interactive on screen guide.

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



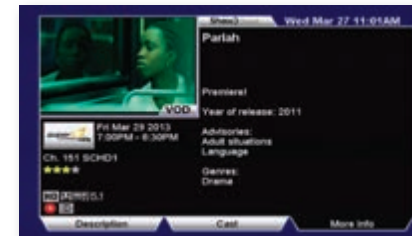
The programs in the interactive on screen guide are colour coded, so you can easily find what to watch:

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

Info

While browsing the interactive on screen guide, information for each program appears at the top of the screen, including channel, start and end time, parental rating, broadcast symbols, and episode information. To view even more information, press INFO. From these info screens, you can view the star rating (for movies), original airdate, specific parental advisories, genre, and cast. Use the LEFT and RIGHT ARROW keys to move between the tabs and press ENTER to view the Program Options menu.

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

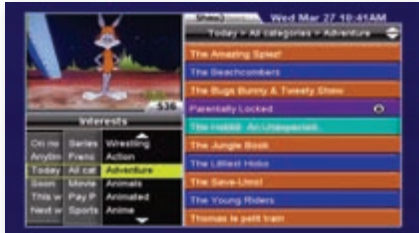




Shaw Direct menu bar

The menu bar is your portal to all of the great features that your Shaw Direct HD receiver has to offer. Press MENU to access the menu bar, which lets you:

- Select a program currently airing from the interactive on screen guide or select one of your recorded programs (Advanced HDPVR only)
- View and manage your recordings or reminders
- Launch the Shaw Direct On Demand menu bar
- Search to find programs by title, interests or genre, or to find music channels and radio stations
- Change your favourites, see the interactive on screen guide options and more



Enhanced search features

Accessing search features

Take advantage of the search features by selecting **Search** from your on screen menu bar.

Title and interests search

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



Music search

Select **Search** from the menu bar and select **Music** to find a music channel by genre or city. Once you've entered the music search tool, use the on screen sorter to find a commercial-free music channel you think you'd like and press ENTER to tune to that station. You can also use the sorter to select a radio station by city.

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

Customize your viewing



Favourites

Use the FAV button to program the interactive on screen guide to only display specific channels. That means you don't have to scroll through channels that you aren't interested in to find a program you want to watch. You can set multiple favourites lists, so everyone in the family can program his or her list into the interactive on screen guide. To program your favourites, press FAV on the remote control, or select **Favourites Lists** from the Options menu. Select **Create New Favourites List** or modify an existing list by highlighting it and then selecting **Edit Favourites List**. You can add channels to your favourites by selecting them from the channel list on the left, or remove channels by selecting them from your list on the right. When you're done, press **GO BACK** twice to save your changes and return to where you started.

To quickly change between favourite lists or return to the default All Channels list, press **OPTIONS** while in the interactive on screen guide and use the **LEFT** and **RIGHT ARROW** keys to change the channel list.



Hiding unsubscribed channels

Unsubscribed channels appear in grey in the interactive on screen guide. If you would like to hide these channels completely, press **OPTIONS** while in the interactive on screen guide and change the unsubscribed channels to **hide**. Any change in your subscription status will update instantly.

Video and aspect settings

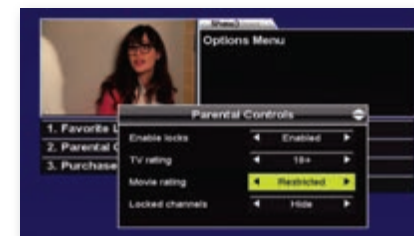
To get the best performance out of your HD receiver, use the Video Settings menu found in **OPTIONS** (4, 5). By adjusting the settings in this menu, you can change the way video is displayed from your HD receiver, even if you have a standard definition (SD) TV.

Output Format determines which resolution is used to send video to your TV. On most HDTVs, 1080i is optimal. For SDTVs, use 480i.

4x3 Override overrides the specified output format when viewing standard definition channels. Turning on the override allows most TVs to automatically stretch SD content to fill the whole screen. If you'd prefer to control this yourself using the **ASPECT** button, leave it off.

TV Type specifies what type of TV you have. Most HDTVs are 16x9, nearly all SDTVs are 4x3.

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



Parental Controls

To set up parental controls, you need to choose a password for your system. This is an important step. A secure password prevents kids from viewing certain channels or programs with rated content. The password must also be entered before buying any Pay Per View movies or events. This ensures that you can monitor all charges on your system.

Setting parental controls

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

The following parental control options are available:

- **Enable Locks:** Turn all locks on (**enabled**) or off (**disabled**). When locks are disabled, all settings are retained and will be saved for the next time you enable locks.

Fun features

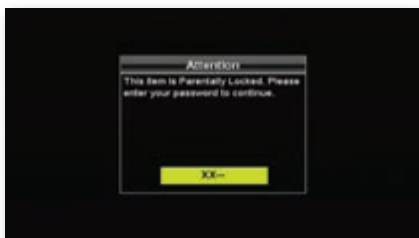
- **TV Rating and Movie Rating:** Select the lowest rating you want to lock. For example, by setting the TV Rating to 14+, a password will be required to view or record programs rated 14+ and 18+.
- **Locked Channels:** Show or hide locked channels from the interactive on screen guide. Locked channels can still be viewed directly by entering the applicable channel number, but a password will always be required.
- **Locked Programs:** Prevent programs which exceed your TV and movie ratings from appearing in the interactive on screen guide and search results. Locked programs simply appear as **parentally locked** until the password is entered.
- **Channel Locks:** Prevent all content on specific channels from being viewed without the parental password.
- **Unrated Programs:** Lock all programs which do not have a parental rating.

There are additional Parental Control options specific to Shaw Direct On Demand. Set these by pressing D on your remote control and selecting **VOD Settings**.

Account security

We recommend that you choose a unique parental password and that you change it often. If you forget your password, you can call a Customer Service Representative at 1-866-782-7932 and we can reset your system.

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



Reminders

With Shaw Direct's Essential HD Receiver, you can set reminders or auto-tunes for your favourite programs. With reminders, you will see an exclamation box appear in the top right corner of the screen two minutes before a reminded program starts. Press ENTER to go to the upcoming programs. Setting an auto-tune goes one step further and will automatically tune the receiver to the specified program when it starts.

Caller ID

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

*Not available on the Essential HD Receiver. To access Caller ID, customers must subscribe to Caller ID with their telephone company and have a telephone line connected to the receiver at all times.

Receiver mail

With Receiver Mail, Shaw Direct can send you important updates on services and promotions. An envelope will appear when you have a message. Just select the Messages or Mail tab on the menu bar and open it to find out what's new at Shaw Direct.

Receiver software updates

We're always improving and Shaw Direct often remotely enhances the software in your Shaw Direct receiver. These updates come to you at no additional charge. We have a lot of great features lined up for your Shaw Direct receivers. Check shawdirect.ca for the latest news and updates to your Shaw Direct system.

Endless entertainment



Shaw Direct On Demand

With Shaw Direct On Demand, you always have instant access to thousands of titles in SD and HD right at your fingertips. We make it easy for you to find your favourite TV shows and the latest blockbuster movies – available directly on your TV. There are no fees for browsing the Shaw Direct On Demand library. In fact, you get eight free rentals to start and many of your favourite TV programs are available on-demand for free.

Plus, you can choose premium programming packages such as The Movie Network (East), Movie Central (West) or Super Channel (national) for on-demand access to hundreds of commercial-free movies and TV programs on your schedule.

To use Shaw Direct On Demand, here's what you need:

- High-speed Internet access
- Home router with one free Ethernet port
- Connection between your router and your HD receiver
- A registered My Account on shawdirect.ca
- VOD access enabled on your account

Is your router not near your receiver? Don't worry – we have the VOD Powerline Bridge available for you. Visit shawdirect.ca/accessories to purchase a set, or give us a call at 1-888-554-7827.

Testing your connection

- After connecting, Press D and access the **Network** menu
- Ensure all 3 status fields read **online**
- Scroll to "Start connection speed test" and press ENTER
- Results display will advise if you can stream HD or SD



Get started

To get started, hit D on your remote to launch the Shaw Direct On Demand menu bar. Once you're there, you can browse by genre by selecting **Interests**, or search by title if you have something specific in mind.

You can also browse the entire on-demand library and order select titles online at vod.shawdirect.ca

Ordering Shaw Direct On Demand

- Press D on your remote or select VOD from the menu bar
- Search for content by **Title Search** or **Interests**
- Make your selection and follow the prompts
- Confirm the purchase
- Sit back and enjoy

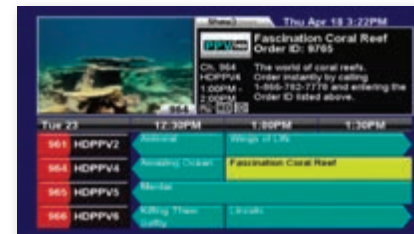
Shaw Direct Pay Per View

Pay Per View offers a wide selection of new release movies, special events, and adult-specific content at fixed start times throughout the day. You can order Pay Per View movies and events using our automated phone ordering system or by talking to a Customer Service Representative. There's an administrative fee of \$3 for ordering through a Customer Service Representative.

Ordering Pay Per View by phone

Access channel 950 or higher in the interactive on screen guide to find your movie's start time and Order ID.

- Call 1-866-782-7778
- Enter your home phone number (including area code).
- Enter your movie's Order ID. The automated phone system will confirm your selection.



Better ways to record and watch TV with an advanced HDPVR



- If you have set a four-digit PIN on your Shaw Direct account, you will have to enter it before you are able to confirm the purchase. This PIN is different from the parental password you may have set and is recommended to prevent unauthorized purchases.
- After the order is placed, you will see the exclamation box appear in the top right corner of your TV. Press ENTER when you see this to view the Purchase History screen, which will contain details of your purchase. You can also view this menu any time by pressing OPTIONS (3).

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

Billing

All your Shaw Direct On Demand and Pay Per View orders appear on your Shaw Direct invoice. We deliver discreet billing on Adult titles.

HD personal video recorder

With the Advanced HDPVR, you can record, pause and rewind live TV. Your HDPVR can store approximately 220 hours of Standard Definition TV programming or 60 hours of HD programming so you can watch your recorded programs whenever you want. Plus, it's 3D and 1080p ready.

Live On Disk (LOD) playback

With LOD playback, you can pause live TV and then pick up right where you left off. Did you just miss an important TV moment? Press REWIND to replay it. And with Shaw Direct's own Time Travel™, you can even treat TV like a DVD and instantly skip forward through entire segments of a recorded program, or skip back to catch a great goal or a favourite scene.

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

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Playback bar

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

It will:

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



Saving LOD programming

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

Impulse recording

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

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

Setting up a recurring recording

You can set up a recurring (series) recording event to automatically record every episode of a particular show. No matter if the show changes time or length, the Advanced HDPVR will automatically find and record it for you.

Press ENTER on the program you want (from the interactive on screen guide, an Info Screen or Search Results) and select **smart record all episodes** or **smart record new episodes**. If you select either option from the interactive on screen guide or upcoming airdates screen, the Advanced HDPVR will record the program on that specific channel only by default.

Viewing upcoming recordings

A list of all upcoming recordings is always available in one convenient place. Just select **Upcoming** from the PVR section of the menu bar. You can easily reschedule upcoming recordings by using the **view upcoming airdates** function, or cancel them altogether by selecting **do not record this episode**.



Customizing your recording options

By selecting options from the PVR section of the menu bar you can view and change any of the recording events you have set. If you have set a Recurring Recording (indicated with an R), all options will be available. If you have set an Impulse Recording, **Recurrence** and **Keep** do not apply and will not appear.

Priority determines which programs get recorded first in case of a conflict. The Advanced HDPVR can record two programs at once, and relies on priority to determine which ones will be recorded.

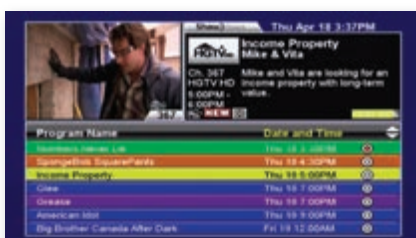
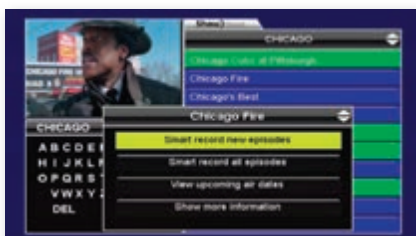
Recurrence can be set to **new episodes** or **all episodes**. **New episodes** only captures first-run episodes, whereas **all episodes** will record reruns as well. The Advanced HDPVR keeps track of each episode it records and will not record the same episode twice for the duration specified by **PVR history** in **OPTIONS (5)**.

Channels specifies which channels the program can be recorded from. Options include the **specific channel** the recording event was created on, **All channels**, **HD only**, or **SD only**. Your Advanced HDPVR knows which channels you subscribe to, so it won't try to record a show on a channel you don't get.

Start Early and **End Late** will automatically extend a recording past the time scheduled in the interactive on screen guide to ensure you never miss a moment of the action.

Keep automatically deletes the oldest episodes once a certain number of episodes have been recorded.

Keep Until lets the Advanced HDPVR self-manage the recording and delete it when space is needed, or automatically protect it so only you can delete it.



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

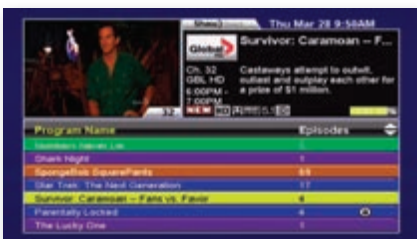
Viewing recordings

To enter your list of recorded programs, press PVR on your remote, or select **Recordings** from the **Watch TV** section of the menu bar. From the PVR List you can browse, watch or delete your recorded programs. If you press the LEFT or RIGHT ARROWS on your remote control, you can sort your PVR items by date, title and even program. When you sort by programs, you can see how many and which episodes you have in a specific series.

Recording conflict resolution

The Advanced HDPVR plans your recording schedule to avoid conflicts. With its dual tuner, you can record two channels at the same time when your TV is off, or you can watch a channel while recording another. You can even record two channels and watch a third program from your PVR List or Shaw Direct On Demand. With the ability to record by program title, there may be times when you accidentally overbook your Advanced HDPVR. The machine will realize this and help you out.

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



Turning on the TV during recordings

If you attempt to change channels while the Advanced HDPVR is recording two shows, you'll get a message saying your request cannot be completed. You can press GO BACK to remain on the current channel, select VOD to watch a program on-demand, or go to your PVR List where you can:

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

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

Self-managed hard drive

With Smart PVR Technology, there's no need to manually delete recordings once your hard drive is full. The oldest recordings are deleted automatically as space is needed. To prevent automatic deletion of a recording, use the **Protect** option in the PVR List or customize your recording options.

Expandable hard drive

You can connect an eSATA external hard drive for up to 2.0 TB of additional recording capacity. After connecting your drive, simply re-boot the receiver and follow the prompts to set it up. Visit shawdirect.ca/external for hardware requirement and additional details.

FAQs, tips and troubleshooting

How do I access my Shaw Direct account online?

To access your Shaw Direct account online, visit shawdirect.ca and click on My Account at the top of the page. Make sure you have your account number ready. You can find it on your customer bill. If you have used My Account before on shawdirect.ca, simply enter your account number and password. If you have never used My Account before, you will need to register to get your account activated for online access. Once you have logged in to your account, you will see a list of links to help you change your programming, view your bill, make a payment and more. After registering, you can also use your account number and password to access the Shaw Direct On Demand website at vod.shawdirect.ca and a variety of Shaw Go apps.

Where can I find out more about my bill?

Understanding billing cycles, pre-authorized payments and programming changes should be easy. That's why the Customer Care section of shawdirect.ca is full of information to help you better understand your monthly bill. Visit the billing section to find an easy-to-use bill explainer, information about methods of payment and descriptions of items as they may appear on your printed or online bill. If you require further assistance, give us a call at 1-866-782-7932 and one of our helpful Customer Care Representatives will be happy to assist you.

Where can I find more information about how to use my Shaw Direct hardware?

Shaw Direct has a comprehensive User Guide available online in PDF format. Download it at shawdirect.ca

What if I have more than one TV?

The ideal way to set up your house is to get a receiver for every TV in your home. Visit shawdirect.ca/store to find the receiver that's right for you. You can also talk to one of our friendly Customer Service Representatives at 1-888-782-7417 or visit your local authorized Shaw Direct retailer. We charge a \$5.99* per month Multi-Receiver Fee if you have two or more receivers. If you subscribe to certain English, French or Bilingual packages, the Multi-Receiver Fee is waived.

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

What is time-shifting?

When you subscribe to our Timeshift bundle, you can watch networks from all time zones across Canada, including CBC, CTV and Global. That means you can choose which time zone you want to watch or record your favourite show in, to fit your busy schedule.

What is Shaw Go?

Shaw Go is designed to deliver mobile content to Shaw Direct customers anywhere, anytime. You can download Shaw Go apps for free from the App Store for Apple iOS devices, or from Google Play for Android devices. After downloading the app, just select the Shaw Direct tab and use your account number and shawdirect.ca My Account password to log in.

My router is in a different room than my receiver. How can I connect to Shaw Direct On Demand?

A VOD Powerline Bridge can be purchased to bridge the connection. Connect one Powerline bridge to your home router and then plug it into a nearby wall outlet. Then connect the second Powerline Bridge to your satellite receiver and plug it into a nearby wall outlet. The two bridges will communicate through your home's existing wiring and you can instantly enjoy on-demand entertainment. Visit shawdirect.ca/accessories to purchase a set, or give us a call at 1-888-554-7827.

Why are my channels changing automatically?

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

Why is there no information showing in the interactive on screen guide?

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

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

Yes. Even if you don't have an HDTV, it is still possible to view HD channels on Shaw Direct as long as you have an HD satellite receiver. With a Shaw Direct HD receiver, you can convert the high definition signal into a picture that is viewable on standard definition TVs. The same viewing and subscription requirements still apply when viewing high definition channels in this converted format.

What do I need to view 3D programming?

To view broadcasts of 3D programming, you will need the following equipment:

- A 3D ready HDTV set to 3D mode
- The television manufacturer's specified 3D glasses (for each viewer)
- Shaw Direct TV service and a true 3D broadcast
- A Shaw Direct 3D ready receiver
- An HDMI connection from your HD receiver to your TV

Why did I lose my signal?

When you experience a signal loss, you will typically see a message on screen that reads **receiver has lost satellite signal**. This can happen if the line-of-sight from your dish to our satellite is blocked. It could be a tree or your neighbour's new home addition. It can also happen temporarily when severe weather systems are in the line-of-sight and impair the signal transmission. You can get weather-outage updates by calling us at 1-888-782-7417 and using our automated telephone system.

I have a black/blue/snowy screen on my TV. What should I do?

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

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

If the black or blue screen is still present, give us a call at 1-888-782-7417 or visit shawdirect.ca – we're always glad to help.

How do sports blackouts affect me?

Blackout rules are local or regional viewing restrictions set up by various sports leagues and television networks. As a distributor, Shaw Direct has no control over these blackout restrictions. If a particular game is blacked out in your region, you will see a message when you try to tune in.

What are CRTC restrictions?

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

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

The Advanced 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 Advanced HDPVR to record on **all channels**, the Advanced HDPVR 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.