



# TV Smart Guide quick start guide

# Welcome

Welcome to the best TV experience in the North. Now you can control and watch content anywhere in your home. Filter, search and record with a customizable Smart Guide and store up to 75 hours of recorded content in high definition. Let's get started with all your system can do.

## Contents

Getting started .....	2
Your remote.....	5
Smart TV guide.....	6
Search.....	8
Recording.....	9
Video On Demand (VOD).....	10
Personalize your TV settings.....	11
Favourites.....	12
Parental controls.....	13
Tablet/Smartphone app.....	14
Netflix .....	15
YouTube .....	16
Enhance your experience .....	17
Internet.....	17
Personal account information .....	21

# Getting started

To turn on your TV Receiver, press the **POWER** button on your remote control.

The Receiver experience starts with pressing the **MENU** button on the remote. This will activate the Smart Guide. You'll then see the top level of the main menu, a horizontal band that runs across the middle of the screen and gives access to all of the main menu options.



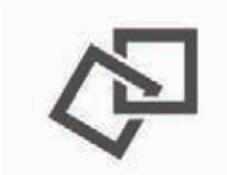
**Channels**  
A vertical menu that lists all available channels.



**Recorded TV**  
All of the programs you've recorded in one spot.



**Search**  
Options to search for programs by title, keyword, or by category.



**Home Network**  
An easy way to enjoy media stored on your computer from the comfort of your TV.



**Grid Guide**  
Enable the Grid Guide to see your TV programming in a traditional time grid format.



**Settings**  
A category that allows you to customize your media player.



**Pay Per View**  
A filter that displays pay per view (PPV) programming.



**Messages**  
Provides key updates on topics such as account information or feature upgrades.



**On Demand**  
A library of all available VOD titles, listed by category for easy access.



### **Phone**

A list of recent phone calls from your incoming lines.



### **TV Music**

A collection of TV music channels to match your taste and mood.



### **News**

A filter that displays all of the 24-hour news channels and current news programming.



### **Kids**

Access all children's programming in one consolidated list.



### **Sports**

A filter that displays all available sports content.



### **Movies**

A filter that displays all available movies, including live and recorded TV as well as VOD.



### **HDTV**

A filter that displays all of the available high-definition content.



### **Favourites**

A filter that lets you add your favourite TV, video, photo, and music content to one convenient place.



### **Apps**

A filter that gives you access to a variety of applications, right on your TV.

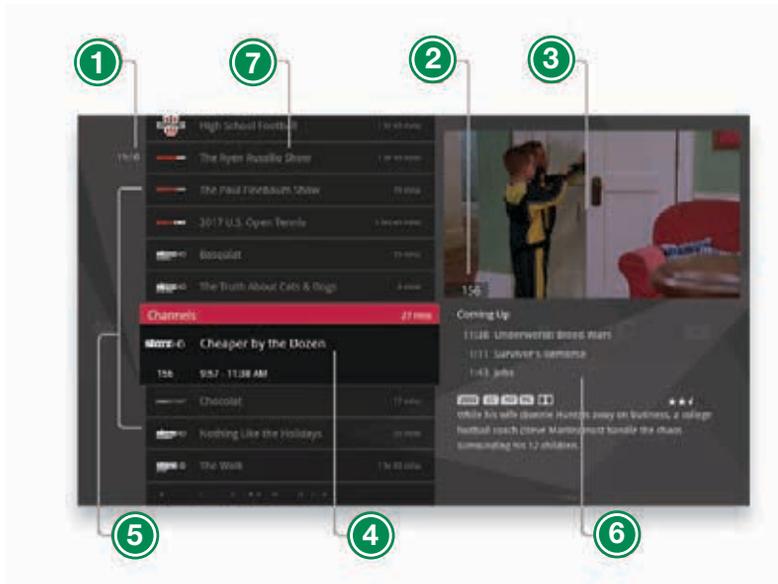


# Your remote

Setting	Definition/Usage
	Goes to the Recorded TV category.
	Goes to the TV Video On Demand category.
	Activates the traditional Grid Guide view of TV programming.
	Goes to full-screen, Live TV, regardless of what's currently in focus.
	Up and down move you backward or forward through channels. Left to right moves you through programs playing later in the selected channel in the panel. Holding the arrows down activates Turbo Mode and increases your browsing speed.
	Begins playing the item in focus or executes an option in an action menu.
	Takes a vertical list displaying TV programming back to the previous half hour. Also pages back through an info note and backs out of a second-level menu.
	Takes a vertical list displaying TV programming forward to the next half hour. NEXT also forwards through displayed info notes.
	Brings up an action menu of options related to the item in focus.
	Alternates between full screen and the main menu. Also turns the SuperTicker on and off.
	Entering numbers will take you directly to the corresponding channel.
	From wherever you are, MENU returns you one step at a time toward the top level of the main menu.
	Begins playing the TV show or media file in focus. Also allows you to view the show at the point of fast-forwarding or rewinding.
	Skips forward the number of seconds that you predefine in settings. Also takes a vertical list of TV programming forward in time 24 hours.
	Rewinds seven seconds. Also takes a vertical list of TV programming back in time 24 hours.
	Press up to three times (for three speeds) to rewind the show.
	Press up to three times (for three speeds) to fast-forward.
	Press RECORD while watching a show or with a show in focus to record.
	Exits out of a recorded show or stops a recording in progress if you're watching that show full screen.
	Pauses the show you are watching.
	In any menu, press the Channel up/down buttons to navigate up or down a page.

# Smart TV guide

## Main menu layout



- 1. Time**

With the current time, you'll know when your show begins.
- 2. Current Channel**

Displays the channel that is playing in Mini TV. If the program is recorded, an icon will display the current status – i.e., play or pause.
- 3. Mini TV**

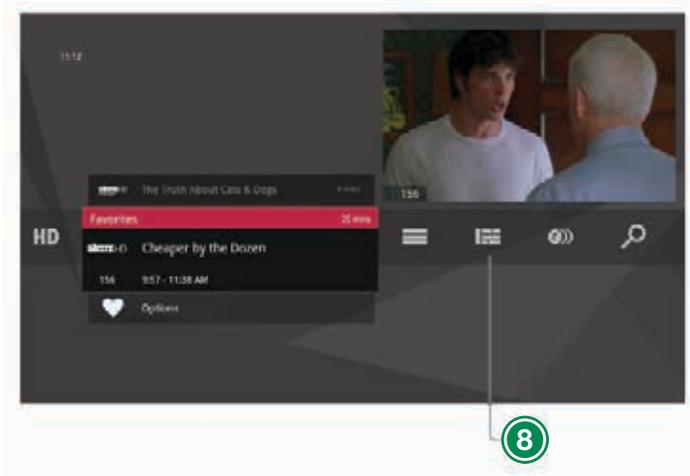
Lets you keep watching your program while you browse.
- 4. Focus**

The current selection is in the focus area of the menu. When cards are in focus, they appear raised and highlighted.
- 5. Vertical List**

Contains all of the items in the current horizontal category.
- 6. Action Menu**

Depending on the item in focus, this area either provides more information about that item or a selection of choices for that item.
- 7. Card**

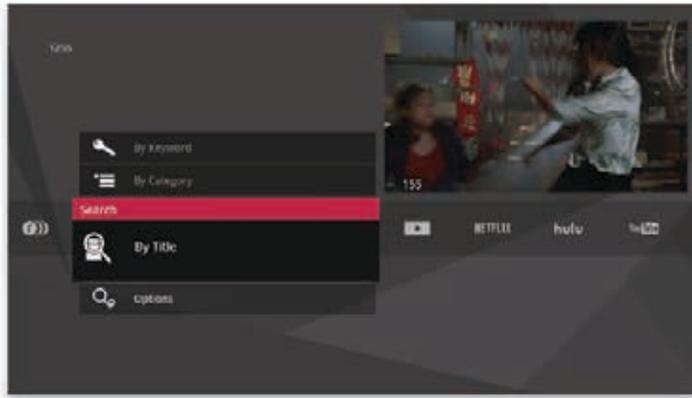
Items in vertical lists are called cards.



## 8. Category

Items in the horizontal band are called categories. When a category is in focus, the name of the category appears in the top of the focus area.

# Search



## The Search category in the main menu has 3 different ways to search for programming:

1. Title
2. Keyword
3. Category

Search results will display shows that are:

- Recorded
- Currently airing
- Airing in the future from Live TV
- On Demand programming

## You can tell what type of show by the colour of the card:

- Current shows and Video On Demand shows = black
- Future shows = blue-gray
- Recorded shows = yellow
- Pay Per View programs = teal-blue

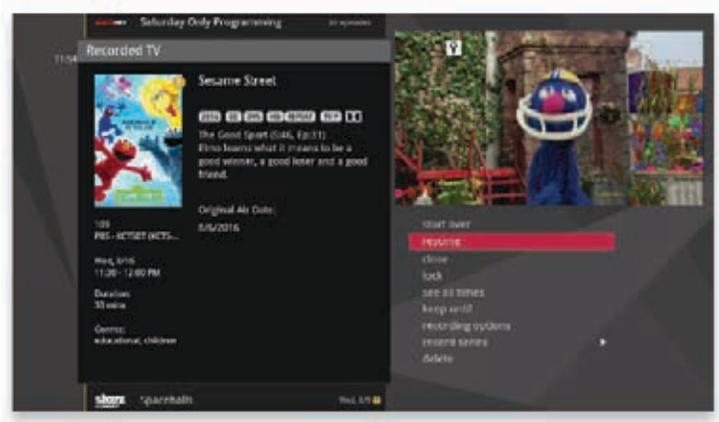
## Find by Title or Keyword

1. Select “Find By Title” or “Find By Keyword” and a screen will appear that allows you to enter what you are looking for
2. Press the arrow buttons to navigate the onscreen keyboard
3. To enter a letter, press **OK** with that letter highlighted. You will see the results on the left filter down with each letter you enter
4. To browse the search results, press the left arrow until that panel is in focus. Use the up and down arrows to scroll through search results

## Find by Category

1. Select “Find By Category”
2. Scroll left or right to view categories
3. Scroll up or down to view programs available in that category
4. A card labeled “More” in each category will take you one level deeper into the menu and allow you to browse subcategories

# Recording



## a. Recording Live TV

1. When watching a show press the **INFO** button and an action menu will appear
2. Select **Record Once** or **Record Series**

## b. Scheduling a recording

### Using the Search category:

1. Search for the show in the Search category by title, keyword or category (see page 5)
2. Select the show in the results by pressing **OK**
3. Select **Record Once** or **Record Series** in the action menu

### By the filters category:

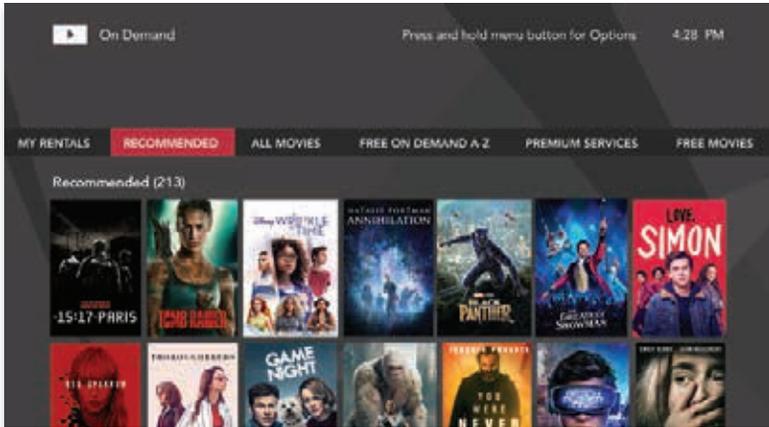
1. Scroll through the TV channels/HD/ News/Movie/Kids lineup
2. Select a show you want to record, either in the listing or in the preview panel for upcoming shows on that channel, and press **INFO**

3. Select **Record Once** or **Record Series** in the action menu

## c. Watching recorded content

- You can find the Recorded TV category via the horizontal menu or by the shortcut button on the remote
- All of the recorded and currently recording shows are listed in alphabetical order in the vertical band
- Episodes of a series are grouped into folders; you'll see individual episodes in the preview panel to the right
  1. To watch a show, select it and press **OK**
  2. If you've already watched half of the show, you can choose whether to resume where you left off or start over from the beginning

# Video On Demand (VOD)



Click on the **On Demand** card, and you'll see a list of video folders including My Rentals. When you bring each folder into focus, the movies available in each will appear in the preview panel.

Pressing **OK** with any of these folders in focus will take you to that particular folder in the VOD (Video On Demand) library.

## a. VOD Library

When you select **VOD** a list of movie categories will appear.

### VOD Options

When you see a program you like, press **OK** and the following list of options will appear.

- Preview – Plays the trailer for the selected movie
- Lock – uses Parental Controls to block access to that channel
- Buy – Purchase the movie for immediate viewing

## b. Personal Identification Number (PIN) Entry

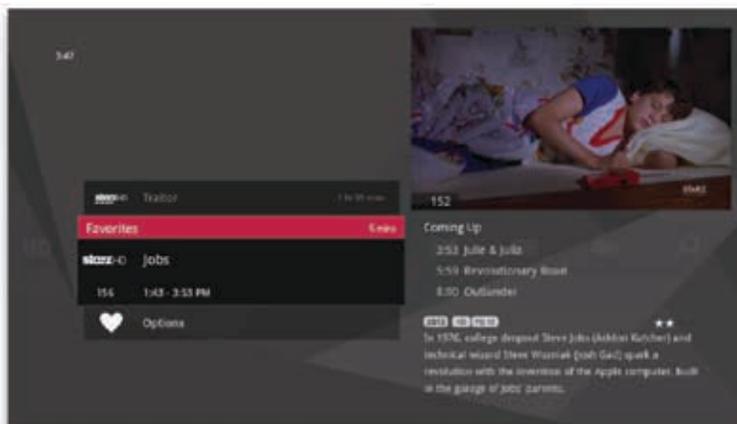
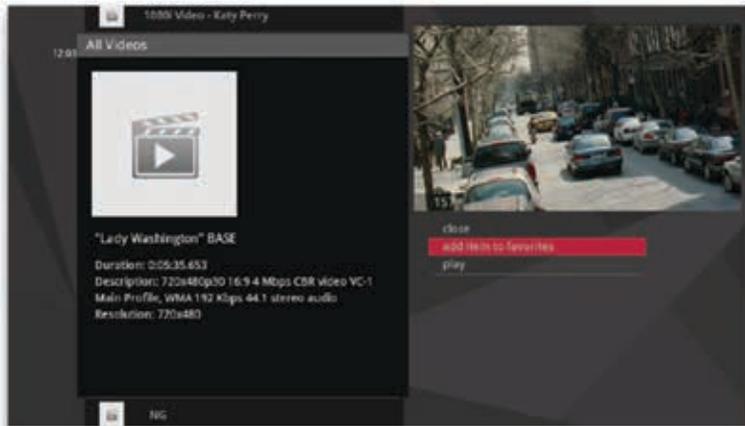
The first time you purchase a VOD program (or purchase a Pay-Per-View program, or set Parental Controls); a prompt to create a PIN will appear. You can turn off the PIN prompt in the Parental Controls section of the Settings category. See the "Settings" chapter on page 100 of the TV Smart User Guide for details. It can be found at [nwtel.ca/smartguide](http://nwtel.ca/smartguide)

# Personalize your TV settings

- a. **Configure Main Menu** – allows you to toggle each category on or off for menu display. There are some categories, like Settings, that cannot be turned off
- b. **Sort Options for TV Channels** – choose whether TV channels sort in ascending menu up the vertical list or descending menu down the list. To locate this, go to the **Settings** card and select **Menu Customization**, then go to **About Configure Main Menu** and scroll to the right to highlight
- c. **Customize Super Ticker** – decide which items you would like to tick
- d. **Display** – change brightness of the front panel
- e. **Customize your main channel lineup on each TV by hiding the channels that you don't want to see in the menu.** To locate this, go to the Settings card and select **Channel List**
- f. **Customize Filter Cards** – Show or hide the following filter cards: Favourites, HDTV, Movies, Sports, Kids, News, TV Music, Games, SuperTicker, and Home Network. Simply select the **Settings** card and choose **Menu Customization**
- g. **TIPS** – provides information on using your Receiver features. To access TIPS, go to **Settings** and then TIPS. To read a tip, scroll to one that interests you and press **OK**

Please refer to Settings on page 100 of the TV Smart User Guide for more details at [nwtel.ca/smartguide](http://nwtel.ca/smartguide).

# Favourites

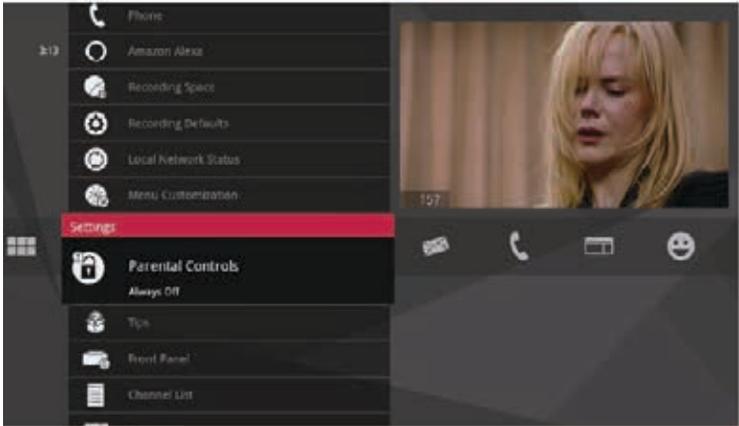


You can build your Favourites list from any channel that appears in the TV channels category or TV filters, as well as adding files from your computer.

- To add an item, select it and press **INFO**, then choose add item to favourites
- To delete a single item, select it and press **INFO**. Choose remove from favourites or press **CLEAR** on the remote control

The new TV Smart Guide keeps track of your favorites and automatically stores this content in the Favourites menu. From the Main Menu, press the left arrow once, then scroll through Favourites with the up and down arrows on your remote. Select and watch by pressing **OK**.

# Parental controls



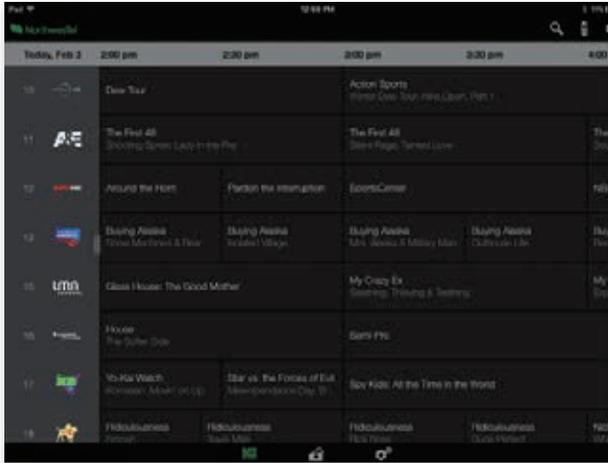
Settings provides robust Parental Controls. By using a PIN, you can lock out shows by TV Rating, Movie Rating, and Channel. The system will record scheduled shows blocked by parental controls, but you must enter the PIN before you can watch them. Parental Controls also provides the option to have a PIN prompt before any VOD or PPV purchase.

With Parental Controls you can:

- a. Create a PIN
- b. Change a PIN
- c. Turn off Parental Controls

For complete Parental Controls information see page 102 of the TV Smart User Guide at [nwtel.ca/smartguide](http://nwtel.ca/smartguide).

# Tablet/Smartphone app



The TV Mobile App allows you to use your tablet or smartphone as a remote control, and to schedule and manage recordings.

The app can be downloaded from iTunes, or the App Store for iOS devices, or the Play Store for Android devices. Simply search “Arris” or “Arris Follow Me TV” and select the **Arris Follow Me TV** mobile application. Once downloaded, you need to pair it with your TV Receiver once by following these steps:

1. Ensure your tablet is connected to the Wi-Fi network created by your Media Gateway
2. Go to Settings and select **TV Mobile Card**. Choose add. An 8 digit code will display on the screen
3. Open the mobile app on your device and enter the code into the mobile app. When you see the success message, you’re ready to use your mobile app

For more information on using the remote app, please refer to page 81 of the User Guide at [nwtel.ca/smartguide](http://nwtel.ca/smartguide).

# Netflix



Like all of the apps, you can access the Netflix application one of two ways. Either click the Apps category and navigate up or down to the Netflix card, or, if you have enabled Netflix to show on the main menu, you can find it there as a category (see Personalize your TV settings on Page 11.)

To use this service, you need to have an active Netflix account and an active Internet connection. If you do not have an account, you can sign up for one at [netflix.com/signup](http://netflix.com/signup).

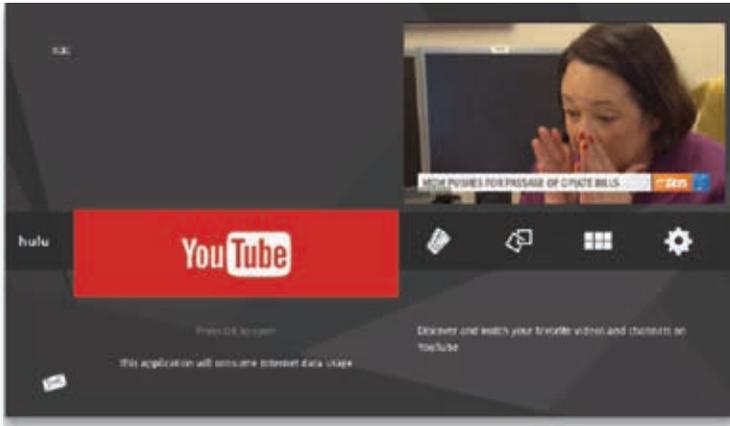
By using the Netflix service, you agree to be bound by its Terms of Use. Access to HD content and multiple simultaneous streams is subject to the type of account you have with Netflix.

Note: Parental control restrictions set do not apply within the Netflix application. Please configure these settings for the Netflix application separately on a Web browser.

### **Watching Netflix via TV incurs Internet data usage.**

For help using the application, please visit [help.netflix.com/en](http://help.netflix.com/en).

# YouTube



Access the YouTube application the same way you access any of the apps. You can use the YouTube service without a Google account, but if you use your Google account to sign in, you will be able to access personalized content and other features.

To create a Google account to sign in to YouTube, go to [www.youtube.com](http://www.youtube.com) and click **Sign in** on the top right and then **Create Account**.

By using the YouTube service, you agree to be bound by its Terms of Use.

Note: Parental control restrictions set do not apply within the YouTube application. We recommend using the service at your own discretion.

**Watching YouTube via TV incurs Internet data usage.**

For help with using the application, please visit [support.google.com/youtube](http://support.google.com/youtube).

# Enhance your experience

## TV Media Streamer

Get access to live and recorded TV content on any smartphone or tablet with the TV App.

## Internet

Wireless settings that can be configured through the TV wireless administration tool:

URL to access the TV wireless administration tool: **http://192.168.0.1**

To access the administration tool you have to be connected to the Internet via Gateway – either wired or wireless.

Default User Name: **admin**

Default Password: **password**

Valid characters are the numbers '0' to '9', the letters 'a' through 'z', and printable special characters (such as \$, !, ?, &, #, @, and others.)



# Basic Set-up Tab

While the system has many configuration options, the options on this Basic Setup page are those required by most users. Hover the mouse pointer over the question mark icon next to an option to view a description of that option. For changes to take effect, you must click the Apply button.



## Settings under Basic Setup

Setting	Definition/Usage
Host Name	The host name of the Router.
Enable Wireless	Click this checkbox to enable the wireless network on your system.
Wireless Network Name (SSID)	You can enter a user-friendly name to identify your wireless network, referred to as the Service Set Identifier (SSID). The name can be up to 32 characters long.
Broadcast Network Name (SSID)	Click this checkbox to allow the SSID to be broadcast by the gateway. If you don't want others not to see your access point on their devices, uncheck the checkbox to hide the SSID.
Tx Power Level	Sets the transmit power level, which is the output power level of the wireless radio. Can be set to high, medium, or low.
Channel	Sets a communication channel for your Gateway. For the best performance, choose channel 1, 6, or 11, since these channels do not overlap. If another unit is operating in the area, choose a channel that is farthest away from the channel that unit uses. For example, if one is using channel 11, set yours to channel 1. If you experience interference or poor performance on a particular channel, choose a different channel. The default setting is 'Auto', in which the gateway selects a channel to use.
AP Isolation	Click this checkbox to enable AP Isolation. When enabled, each of your wireless clients will be in its own virtual network and will not be able to communicate with one another.
Security Mode	Sets the security mode for your Gateway. Can be set to OPEN (no security), WEP (Wired Equivalency Privacy), WPA-PSK (Wi-Fi Protected Access: Pre-Shared Key), or WPA2-PSK. WPA is a stronger security mode than WEP. WPA2 is a stronger version of WPA. 802.11N performance is only available in Open or WPA2 with AES encryption.

Setting	Definition/Usage
Enable WMM	Click this check box to enable Wi-Fi Multimedia (WMM) functionality. Enabling WMM can help control latency and jitter when transmitting multimedia content over a wireless connection. This quality of service mechanism uses four access categories, which in order of priority are Voice, Video, Best Effort and Background. This ensures that applications with low tolerance for latency and jitter are treated with high priority than less-sensitive data applications. WMM sets different wait times for the four categories in order to provide priority network access for applications that are less tolerant of packet delays.
Password	Sets your WPA Pre-Shared Key. This text string is used to generate a unique set of encryption keys for your network. Enter a text string in this field. The key can be either ASCII (text) or Hex (hexadecimal). An ACSII text key can be from 8 to 63 characters long. Valid characters are numbers '0' through '9' and letters 'a' through 'z'. A hexadecimal key must be 64 characters long. Valid characters are numbers '0' through '9' and letters 'a' through 'f'.
WPS Enable	Click this checkbox to enable WPS on your system. WPS is a standard method for easily configuring a secure connection between your Gateway and computers or other wireless devices (known as enrollees) that support WPS. When WPS is enabled, you can attach other wireless devices by pressing the WPS buttons on the device (if equipped) and on your Gateway, or by entering the enrollee's PIN and then clicking the Start WPS Association icon.
Device PIN Code	Only enter this on your computer if requested during connection.
Encryption Mode	Sets the encryption method for WPS. Can be set to PBC (Push Button Control) or PIN Code. If using PBC, press the WPS buttons on the client device and on your Gateway simultaneously to start the WPS association. If using PIN codes, enter the enrollee's PIN in the Enrollee PIN Code field, and then click the Start WPS Association icon. If the connection is successful, the WPS indicator light on the Gateway stops flashing and remains lit. If unsuccessful, the WPS light continues to flash for up to two minutes (indicating that it's ready to accept a client connection) and then turns off. If the WPS light turns off, start the association process over.
Enrollee PIN Code	If your client device has a WPS PIN, enter it here, then click the Start WPS Association icon.
Start WPS Association	Click the WPS icon after (optionally) entering the enrollee's PIN to configure the network connection to the device.



## Restore Wireless Settings to Default Settings

1. Log into the TV wireless administration tool by going to 192.168.0.1.
2. Select **Utilities** tab.
3. Select **Factory Defaults** menu item.
4. Select **Factory Defaults** button.

# Personal account information

Please write down your personal account information in the space below. You will need this information if calling in for technical support or general inquiries about your service.

## TV

Account Number:

Parental Control PIN:

VOD PIN:

## Internet

User name:

Password:

To access the Configuration Interface via the Control Panel enter **192.168.0.1** into the address bar of your web browser.

## Internet Usage

To check your Internet usage, go to **nwtel.ca**

Under the Internet tab, select **Internet Usage Tools** and then **Usage Report**. Select Cable Internet, and enter your DOCSIS MAC ID (refer to this under Wi-Fi settings).

Existing Cable Internet customers moving to TV must complete the steps above as your MACID is no longer valid.

## Email Information

Main Email Address:

Password:

## Wi-Fi Settings

SSID:

Security Key:

DOCSIS MAC ID:

Look for a DOCSIS MAC ID sticker located on the bottom or back of your TV Gateway.

## Support Information

If at any time you have a question about your service, simply contact one of our customer care agents at 1 888 423-2333, or visit **nwtel.ca/smartguide/support** to connect with the Northwestel Support Portal.

