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Guide

You can access the guide in two ways. Press the guide button on your remote control or by accessing guide in the menu bar.

Press Guide 1x – All channels (subscribed and unsubscribed).

Press Guide 2x – Subscribed. Displays only the channels a customer is subscribed to.

Press Guide 3x – HD. Displays only HD channels.

Press Guide 4x – Favourites. Displays a configurable list of your favourite channels.

*Pressing the exit button on your selection will save your preferred guide display each time you press guide.

Symbols Used on the Guide



New Episode



Program in High Definition



Auto Tune Reminder



Recording Program



Series Record



Series Record Episode Skipped



Favourite Channel



Blocked by Parental Controls

Guide Layout

Favorite List
Indicates the favorite list currently in use.

Info Area
Provides information about the currently highlighted program.

Picture-in-Picture
Allows you to watch TV while you are in Guide.

Subscribed
Shows a list of subscribed channels and their current program listings.

Highlight
Indicates what program listing is currently in focus.

Program Listings
Shows channel number and abbreviation and program listings for each channel. Program listings may include icons to indicate a setting or feature for a particular program.

Listing Date/Time
Shows the date and time (divided into 30-minute increments) for the programs currently shown in Guide.

Menu Bar

The menu bar provides quick access to the many features such as Guide, DVR, My Library, Settings, Favourites, Search, and Parental Control features, and more. To access the menu bar press Menu on your remote control. Use the left/right buttons on your remote to navigate through the options.



- ✦ **Guide** – Launch the interactive program guide
- ✦ **DVR** – Watch, edit, and create DVR recordings
- ✦ **On Demand** – Access on demand movie and events
- ✦ **My Library** – Will show any programs rented through the On Demand option
- ✦ **Favourites** – Create or edit a favourite channel list
- ✦ **Settings** – Access settings for TV Caller ID, Channel Blocking, Parental Controls, and Hardware
- ✦ **Search** – Find your favourite programs by title or key word
- ✦ **Parental Controls** – Turn on or off parental controls to block programs by program rating. The parental controls option will only appear if the parental controls box is checked in Settings.
- ✦ **Widgets** – Offers

Favourites

It's easy to enjoy the channels you watch the most with personalized favourites lists. You can create multiple favourites lists and quickly change the guide to display one of those lists.

Create/Edit a Favourites List

1. Press menu, scroll to favourites, press OK, select create, and press OK.
2. Press OK and name your favourites list.
3. Choose your channels. Highlight the group of channels you want to pick from (All, Subscribed, or HD). Then highlight the desired channel to add to the list and press OK.
4. Highlight update at the bottom right of your screen and press OK.

Delete a Favourites List

1. Press menu, scroll to favourites, and press OK.
2. Arrow down to highlight delete, and press OK.
3. Arrow up/down to select the list you would like to delete, press OK, and confirm your selection.

Digital Video Recording

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

You have 4 streams to record and watch on your DVR. This means you can watch 1 show live and record 3 other shows, or you can record 4 shows while not watching live TV.

Live TV can be paused for up to 2 hours as long as the current paused channel is not changed. Whole home video allows you to watch the shows you recorded on your DVR on your other set top boxes throughout your home.

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. A red dot will appear beside this show in the guide to indicate it is being recorded.

Record from Guide

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Use the guide to navigate to the show you want to record. Press the record button on your remote to record the show selected.

Create a Series Recording

Highlight the show you would like to record the entire series for and press record 2x. A red dot with a plus sign will display beside the show in the guide indicating that you are now recording the series, not just a single episode.

Edit a Series Recording

Highlight the show that has a red dot with a plus sign and press OK. This menu allows you to choose if you want to record All or New Only episodes. You can also edit the start and stop times just in case the episode goes over time.

Manage DVR Recordings

To access your DVR recordings, press menu, and select DVR. You can view current recordings, see any future scheduled recordings, edit and cancel recordings, as well as sort and prioritize recordings.

Schedule Priority

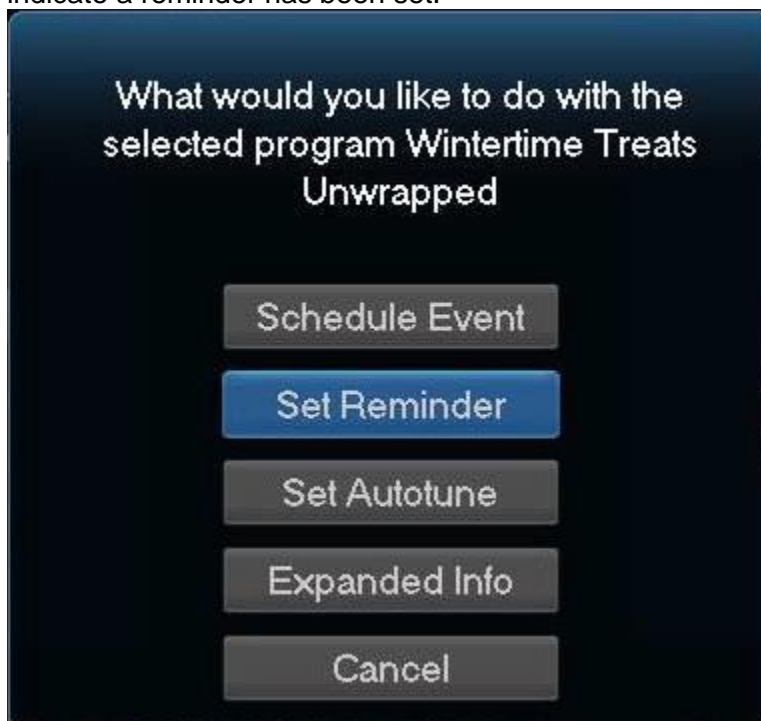
To prioritize your program recordings press menu, select DVR, and then select schedule priority. This list is sorted with the highest priority recordings at the top of the list. In the event of a scheduling conflict, the programs with higher priority will record before those with a lower priority.

Reminder & Autotune Timers

You can set timers to remind you of the programs you want to watch. This is a great way to make sure you never miss your favourite program again.

Setting a Reminder Timer

1. Highlight the show you want a reminder about in the guide and then press OK.
2. Choose Set Reminder from the options. A yellow clock symbol will appear on the guide to indicate a reminder has been set.

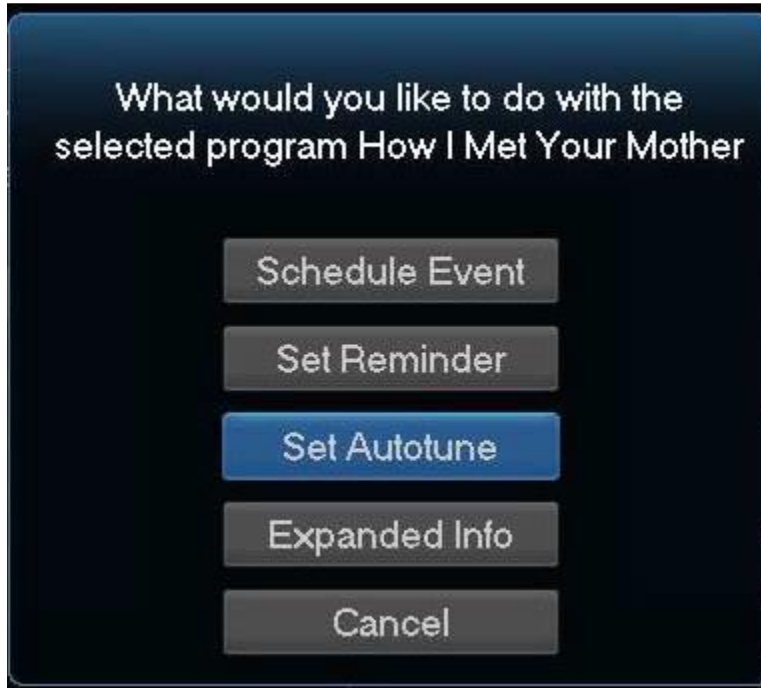



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A reminder timer message will appear on your screen reminding you of the program just before it begins. Press Info to view the reminder and then press OK to tune to the program. Press cancel to exit out of the reminder.

Setting an Autotune Timer

1. Highlight the show you want to set an autotune timer for and press OK.
2. Choose Set Autotune from the options. An orange circle symbol will appear on the guide to indicate an autotune timer has been set.



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 through settings on the menu bar.

Parental Controls

Parental controls allow parents to selectively block programming by channel or rating giving them more control over the content their children have access to.

Note: Parental Controls will not appear in the menu bar until you have created the parental controls in settings.

Enable Parental Controls

1. Press menu, scroll to settings, and press OK.
2. Enter your account number and press OK.
3. Under main preferences highlight parental control and press OK to check the box.
4. Highlight submit and press OK.

Modify Parental Control Settings

1. Navigate back to settings and enter your account password.
2. Select Users and press OK.

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3. Select Parental Control and press OK.
4. Check all of the boxes you would like to restrict access to, submit, and press OK.



Turn Parental Controls On/Off


Parental controls are active once you have enabled them in the settings menu.

1. Press menu, scroll to parental controls, and press OK.
2. Enter your account password and press OK.

Channel Blocking

Channel blocking enables or disables a list of channels you have selected to be blocked. Programs on blocked channels cannot be watched regardless of the rating.

1. Navigate to settings, enter your account password, and press OK.
2. Select the check box next to Channel Blocking and press OK.

3. Select the channels you would like blocked. A lock icon  will appear to the right.
4. Select Update, OK, Submit, OK.

Search

This feature allows you to search for a specific word across the guide, your DVR recordings, and Video on Demand content.

To Search

1. Press menu, scroll to search, and press OK.
2. Using the arrow keys and the letters on the screen enter in your search keyword, select done, and press OK.



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3. Select search and press OK.

The search results appear on the right side of the screen. Scroll over to the list and press OK. From the menu that pops up you can choose to tune to a program if it is currently on, record the program, set a reminder, or set an autotune.

Still Have Questions?

If you still have any questions about services with EH!tel or need some help with anything our teams are here for you.

Technical Inquiries and Support

Our technical support team is here to help you figure out how to use our products and troubleshoot any difficulties you may be experiencing.

Email: support@ehtel.ca

Phone: 519-594-0946 ext. 1

Billing or Change Inquiries

Our customer care team is here to help with any billing inquiries or if you want to make any changes to your services.

Email: sales@ehtel.ca

Phone: 519-594-0946 ext. 2