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## Connections and Devices

### MTS HDTV Set-Top Box General Information and Maintenance

The MTS HDTV set-top box features high-definition TV (HDTV), which provides up to twice the colour resolution and up to six times the sharpness of standard TV when connected to an HD-capable TV.

The main TV's set-top box contains a Personal Video Recorder (PVR). The MTS HDTV set-top box PVR can record standard-definition and high-definition programs on a hard drive. It also enables you to pause and rewind live programming. PVR functionality may be limited on some channels.

Other TVs in your home are connected to a standard high-definition MTS HDTV set-top box.

Set-top boxes with hard drives and those without hard drives have identical front panels and rear panel connectors; only the size varies. Set-top boxes with hard drives are physically larger than those without hard drives.

Basic set-top box maintenance:

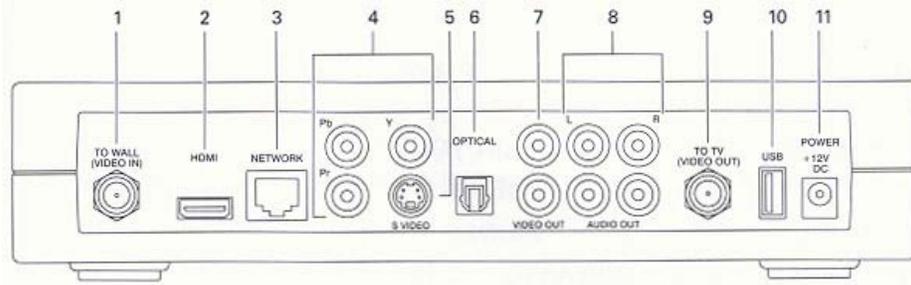
- Ensure the vents on the set-top box are not blocked.
- Do not place on a rug or bed as it may overheat.
- Do not stack equipment on it.
- Maintain at least two inches of free space above it.
- Never place near or on a heater or radiator.
- Ensure adequate ventilation.



## Connecting the MTS HDTV Set-Top Box

Before moving or changing components, disconnect the power cord from the MTS HDTV set-top box and other components.

Set-top boxes with hard drives and those without hard drives have identical front panels and rear panel connectors; only the size varies.



Key	Item	Function
1	TO WALL (VIDEO IN)	Coaxial input for home video network (HPNA)
2	HDMI	Connects to a high-definition TV or home theatre receiver with an HDMI input (for a DVI input, use an HDMI-to-DVI adapter)
3	NETWORK	Ethernet 10/100 Base-T RJ-45 port
4	Y PB PR	RCA-type component video outputs to an HDTV
5	S-VIDEO	High quality video output to a VCR or TV that accepts S-Video. It carries video only; you must also connect to the TV or home theatre receiver for audio
6	OPTICAL	S/PDIF audio output to a digital home theatre receiver
7	VIDEO OUT	RCA-type video outputs to a TV, VCR, DVD recorder, or other device
8	AUDIO OUT L and R	Left and right RCA-type stereo audio outputs
9	TO TV (VIDEO OUT)	Coaxial output to a TV or VCR
10	USB	USB 2.0 connector
11	POWER +12V DC	Connector for the DC power adapter

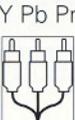
**Video Connection Options**

The set-top box offers the following video outputs:

- HDTV**                    HDMI or Y Pb Pr (component video)
- Standard TV**        S-Video, RCA-type, or RF coaxial

To determine the available inputs on your TV, check the manual supplied with the TV or on the TV itself. When you are familiar with the available inputs on your TV, choose the optimal video connection based on the following guidelines.

**Connecting to an HDTV, use *one* of:**

Best		Video and audio	<p>HDMI offers higher quality than component video. If your HDTV has an HDMI input, use the <b>HDMI</b> connector. HDMI carries video and audio. If you connect your HDTV using HDMI, no additional audio connection to the TV are necessary.</p> <p>If your HDTV has DVI input, you can use an HDMI-to-DVI converter cable to connect to set-top box HDMI connector. Use a cable with an HDMI connector on one end and a DVI connector on the other end. We do not recommend using the HDMI-to-DVI or DVI-to-HDMI adapter. Because DVI does not carry audio, a separate audio connection is required for DVI TV.</p>
Good		Video only	<p>The <b>Y Pb Pr</b> connectors provide component video the most widely supported HDTV connection. If your HDTV only has Y Pb Pr inputs, use these connectors.</p>

**Connecting to a standard TV, use *one* of:**

Best		Video only	<p>This is the highest quality standard video output. If your standard TV has an S-Video input, connect it to the <b>S-VIDEO</b> output on your set-top box using the provided S-Video cable.</p>
Very Good		Video only	<p>If your standard TV does not have an S-Video input, connect it to the <b>VIDEO OUT</b> connector on your set-top box using the provided RCA-type video cable.</p>
Good		Video and audio	<p>If your TV only has a coaxial RF input, use the coaxial <b>TO TV (VIDEO OUT)</b> connector.</p>

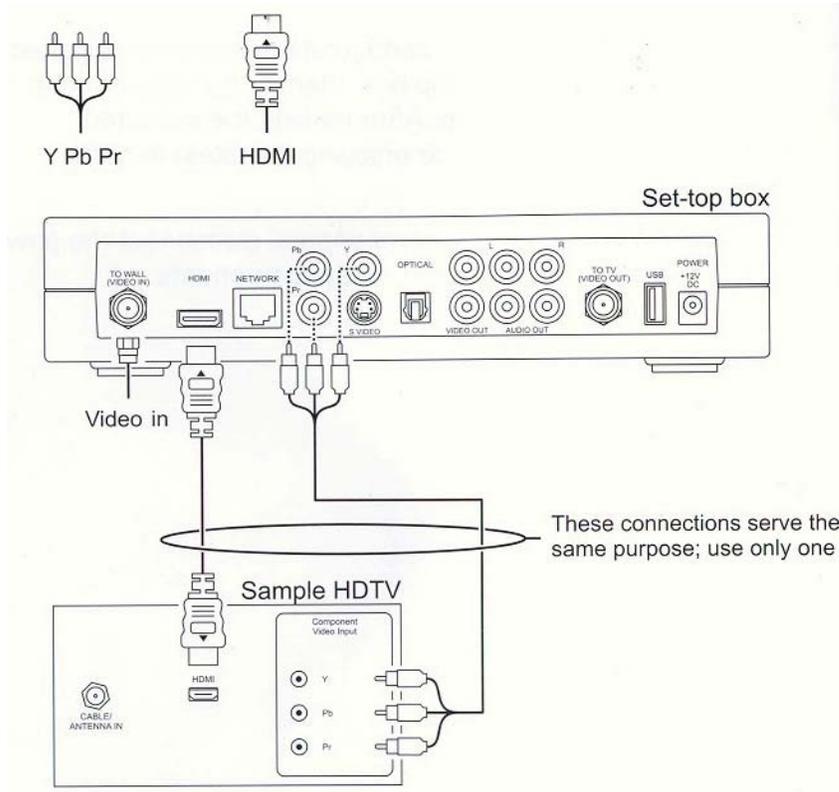
### Audio Connection Options

To connect your TV or home theatre receiver for audio, depending on its capabilities, you can use one of the following audio options:

Best	 <p>OPTICAL</p>	If possible with your TV or home theatre receiver, use the OPTICAL output to deliver S/PDIF Dolby® audio. In most cases, it offers better quality, including support for Dolby Digital 5.1 surround sound.
Good	 <p>AUDIO L and R</p>	If your TV or home theatre receiver has no S/DIF input, use the RCA-type AUDIO outputs to your TV or home theatre receiver.

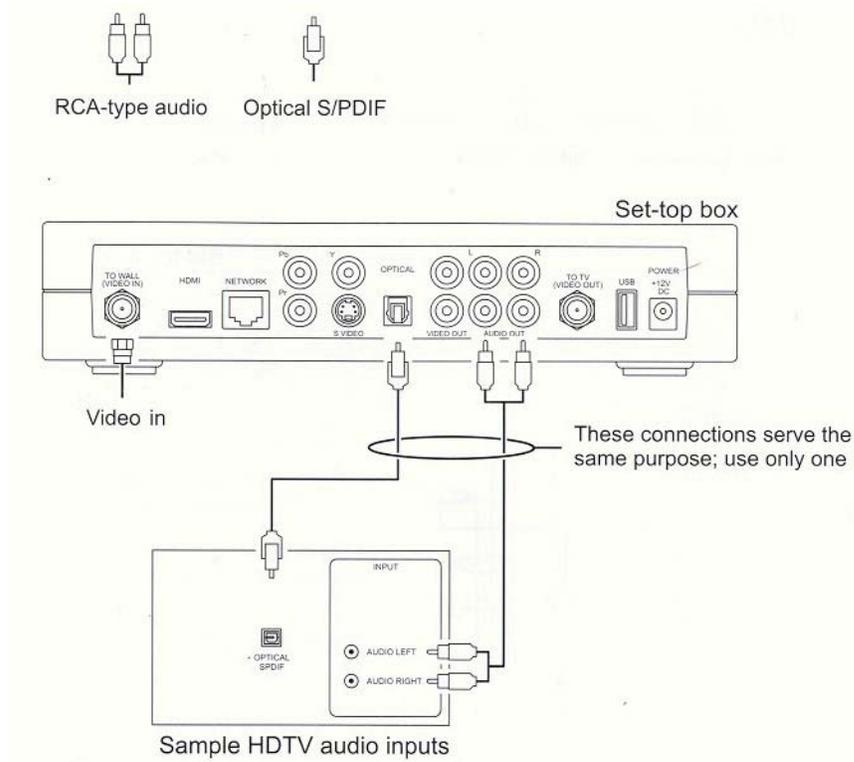
### Connect to an HDTV – Video Only

- To determine your best connection, refer to [Video Connection Options](#).
- If you are connecting to a DVI or Y PbPr input on your TV, a separate audio connection is required. Refer to [Connect to an HDTV – Audio Only](#).
- If you are connecting to a home theatre receiver, refer to [Connect to a Home Theatre – Audio Only](#).



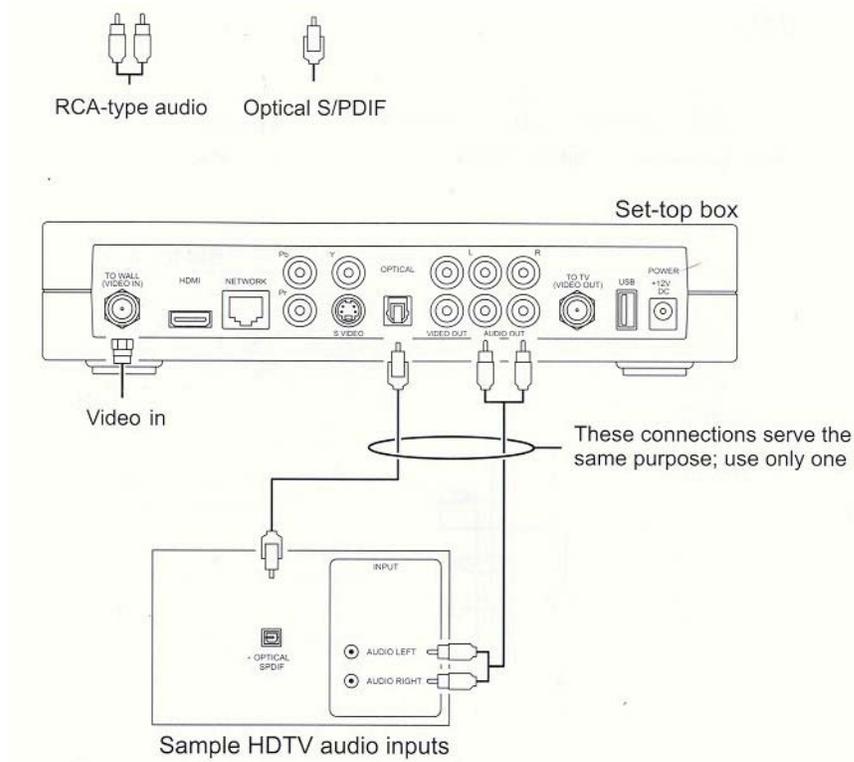
**Connect to an HDTV – Audio Only**

To determine your best connection, refer to [Video Connection Options](#).



### Connect to a Home Theatre Receiver – Audio Only

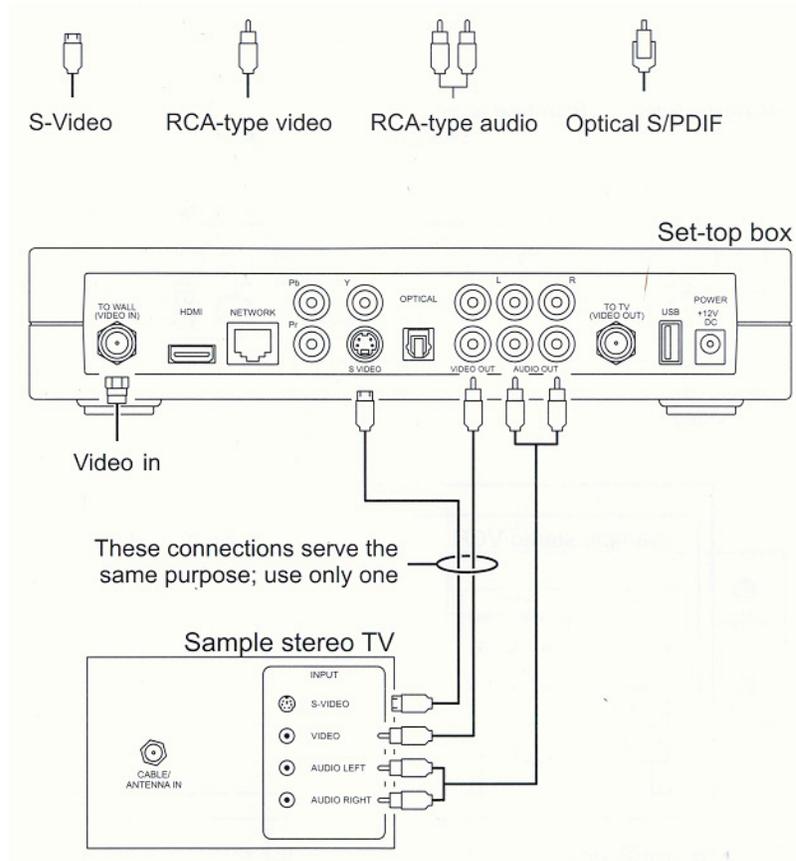
To determine your best connection, refer to [Video Connection Options](#).



### Connect to a Stereo TV

To determine the best connection, refer to [Video Connection Options](#).

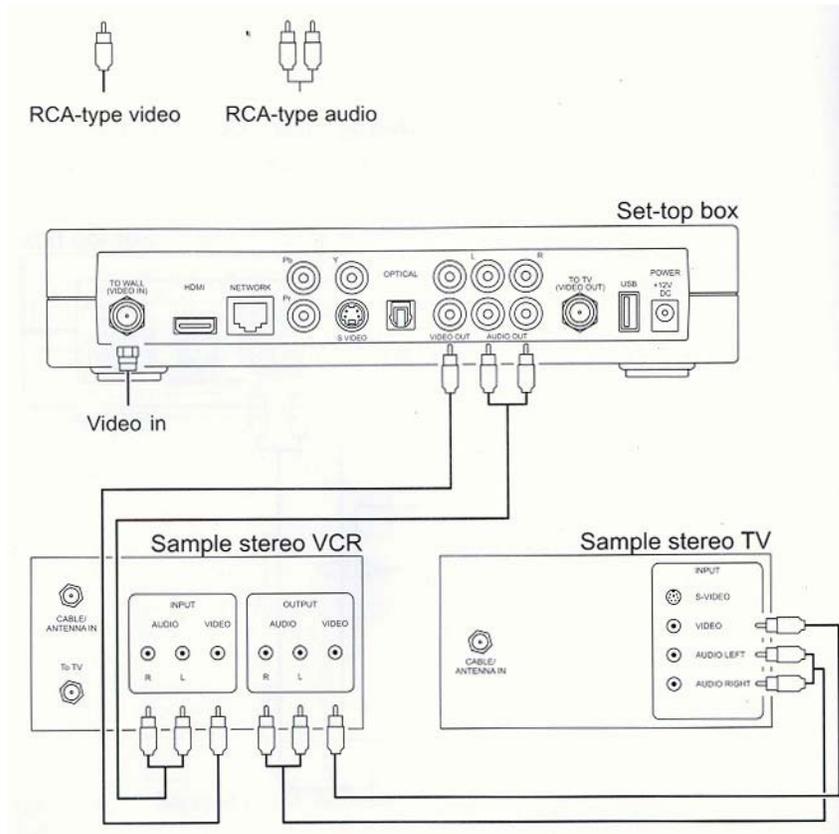
This video connection method does not support HD video. For more information, [see Connect an HDTV – Video Only](#).



### Connect to a Stereo TV and Stereo VCR

To determine the best connection, refer to [Video Connection Options](#).

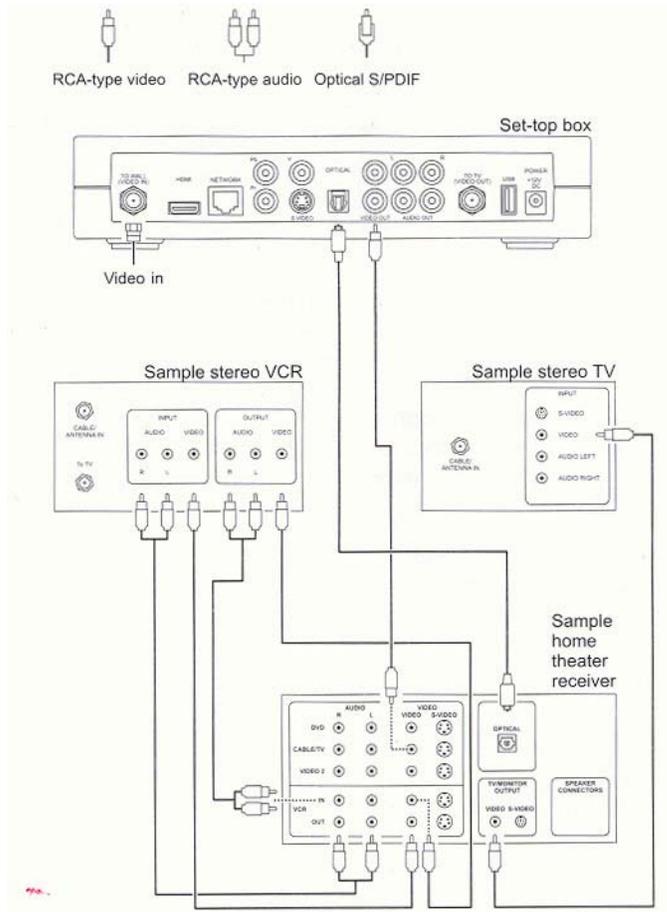
This video connection method does not support HD video. For more information, [see Connect an HDTV – Video Only](#).



### Connect to a Home Theatre Receiver, TV and VCR

To determine the best connection, refer to [Video Connection Options](#).

This video connection method does not support HD video. For more information, [see Connect an HDTV – Video Only](#).



### Reset the MTS HDTV TV Set-Top Box

- Press the **MENU** button on the remote control.
- Use the **RIGHT ARROW** to move to **<SETTINGS>**.
- Use the **DOWN ARROW** to highlight **RESTART SYSTEM** and press **OK**.
- The message “**Are you sure you want to restart your system?**” is presented.
- Highlight **RESTART** and press **OK**.
- The screen goes blank, the message “**No video signal**” displays for a few moments.
- The MTS logo appears with the message “**Please wait while system loads...**”
- When the system completes the restart cycle Live TV resumes playing.

### The MTS HDTV Set-Top Box Will Not Power On

- Verify the power cord is securely connected to the set-top box and outlet. Unplug the set-top box from the outlet, plug it back in, and press the **POWER** button.
- If the set-top box is connected to a switched outlet on another device, such as a VCR or home theatre receiver, verify the unit is powered on. Unplug the set-top box from the outlet, plug it back in, and press **POWER** button.
- Press the **POWER** button on the set-top box front panel instead of the remote control. The batteries in the remote control may be depleted.

### The MTS HDTV Set-Top Box is Making a Humming Noise

The set-top box includes an integrated hard and a fan for cooling. During normal operation, it emits a low humming noise, similar to a personal computer. The noise varies in volume occasionally when the speed of the internal fan adjusts to changes in the temperature around the set-top box. Please note the hard drive will stay on even when the set-top box is turned off.

### MTS HDTV Set-Top Box is Warm to the Touch

- If the MTS HDTV set-top box is warm, check the following:
- Ensure the vents on the set-top box are not blocked.
- Do not place on a rug or bed as it may overheat.
- Do not stack equipment on it.
- Maintain at least two inches of free space above it.
- Never place near or on a heater or radiator.
- Ensure adequate ventilation.

### MTS HDTV Service is Not Available

The TV displays no signal, and the following message appears “**Television is not currently available. Choose Restart to try connecting again. If this problem continues, contact MTS customer service. Error#259**”

- Record the error code that appears in the message.
- Select **RESTART** and press **OK**.
- If service is not restored, contact MTS at 204-225-5687.

## TV Streams

MTS assigns three (3) unique 'streams' to your home at one time. Each stream can deliver a single program at a time to the set-top box in your home.

Two (2) streams are High Definition Streams, and one (1) stream is a Standard Definition Stream. The High Definition Streams can be used to deliver High Definition Channels, Standard Definition Channels, or Video On Demand movies. Even though Video On Demand service is not delivered in an HD format, it does require the use of one of the HD streams.

### Using TV Streams

- You can watch three unique channels at once, each on a separate TV.
- You can record 1 channel to the PVR and watch two other channels. You must subscribe to PVR service.
- You can record 2 channels at once and watch a third channel. You must subscribe to PVR service
- You can record 3 channels at once.
- You must subscribe to PVR service – call MTS at 204-225-5687 to subscribe.
- Watching a previously recorded show from the PVR does not count as a stream as the program has already been delivered to and recorded on the PVR.
- If you try to use more streams than you have available, a conflict occurs, and you are prompted to resolve it.

### Stream Conflicts

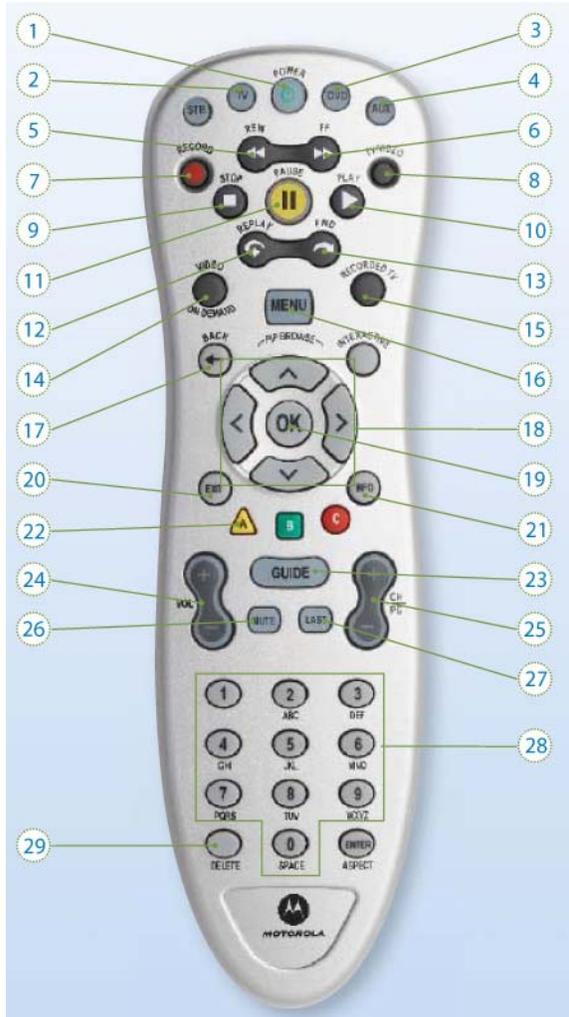
A “**CONFLICT RESOLUTION**” message will appear on your screen. This is the system warning you that it cannot deliver more than three unique streams at one time.

You will be given options depending on how you are using your service.

- If more than three televisions are trying to access different channels, you will be given the following options. Highlight the option you want, and press **OK**.
- **INTERRUPT A TV** – This will turn off the stream that has been running the longest. This option will not interrupt a PVR recording or a VOD movie which is playing.
- **STAY ON CHANNEL** – This option will keep the TV on the channel it is currently watching.
- If the PVR is recording one or more streams and one or more TVs are watching live TV, then you will be given the following options. Highlight the option you want, and press **OK**.
- **INTERRUPT A TV** – This will turn off the stream on the TV that has been running the longest. It will not interrupt a PVR recording or a VOD movie which is playing.
- **RECORDED TV** – This option will take you to the current recordings screen of the PVR, allowing you to stop a recording to free up a stream for watching live TV. This option is only available at the PVR set-top box.
- **STAY ON CHANNEL** – This option will keep the TV on the channel it is currently watching.

## Remote Control

### The MTS HDTV Remote Control Functions



1. **POWER** - TURNS TV ON/OFF
2. **TV** - SETS THE REMOTE CONTROL TV FUNCTIONS
3. **DVD** - CAN BE SET UP TO CONTROL DVD PLAYER
4. **AUX** - CAN BE SET UP TO CONTROL AUXILIARY DEVICES
5. **REW** - REWINDS MTS VIDEO ON DEMAND, RECORDED\*, OR LIVE TV \*
6. **FF** - FAST FORWARDS MTS VIDEO ON DEMAND, RECORDED\*, OR LIVE TV \*
7. **RECORD** - TO RECORD LIVE TV \*
8. **TV VIDEO** - TO CHANGE THE VIDEO INPUT
9. **STOP** - STOPS MTS VIDEO ON DEMAND OR RECORDED TV \*
10. **PLAY** - PLAYS MTS VIDEO ON DEMAND OR RECORDED TV \*
11. **PAUSE** - PAUSES MTS VIDEO ON DEMAND, RECORDED\*, OR LIVE TV \*
12. **REPLAY** - SKIPS BACKWARD IN SHORT SEGMENTS IN MTS VIDEO ON DEMAND, RECORDED \*, OR LIVE TV \*
13. **FWD** - SKIPS FORWARD IN SHORT SEGMENTS IN MTS VIDEO ON DEMAND, RECORDED \*, OR LIVE TV \*
14. **VIDEO ON DEMAND** - DISPLAYS VIDEO ON DEMAND MENU
15. **RECORDED TV** - DISPLAYS PROGRAMS

YOU HAVE RECORDED ON YOUR PVR \*

16. **MENU** - DISPLAYS INTERACTIVE MENU
17. **BACK** - RETURNS TO THE LAST SCREEN YOU WERE ON
18. **ARROW BUTTONS** - TO NAVIGATE THROUGH THE MENU, GUIDE, AND TO BRING UP PICTURE IN PICTURE
19. **OK** - ACTIVATES HIGHLIGHTED ITEM
20. **EXIT** - EXITS CURRENT FUNCTION
21. **INFO** - DISPLAYS PROGRAM INFORMATION
22. **A** - LAUNCHES THE SEARCH FUNCTION
23. **GUIDE** - DISPLAYS INTERACTIVE PROGRAM GUIDE
24. **VOLUME** - ADJUSTS VOLUME
25. **CH/PG** - TO CHANGE CHANNELS OR NAVIGATE THROUGH MENUS AND SCREENS.
26. **MUTE** - MUTES AND UNMUTES SOUND
27. **LAST** - RETURNS TO THE LAST CHANNEL YOU WERE WATCHING

28. **NUMERIC KEYPAD** - TO MANUALLY ENTER CHANNEL AND OTHER NUMBERS

29. **DELETE** - TO DELETE NUMBERS OR LETTERS

\* Note: Must subscribe to PVR service – call MTS at 204-225-5687 to subscribe.

### Using the MTS HDTV Remote Control

- Use the **ARROW** buttons and/or the **CH|PG** button to scroll through lists.
- Press **OK** to make selections.



When in the **Menu**, **Guide**, **Video On Demand**, or **Recorded TV** screens:

- Use the **ARROW** buttons and/or **CH|PG** to highlight items in the screen. The highlighted item shows the selection.
- Press **OK** to activate the selection.
- Press **BACK** to return to the previous screen.
- Press **EXIT** to return to TV viewing.

### Remote Control Functions in the Guide

- Press **GUIDE**.
- Press the **UP DOWN** buttons or the **CH|PG** to scroll vertically through the Guide. Press and hold the **CH|PG** to go through a whole page of the Guide at a time.
- The **REW** or **FF** buttons will go ahead a day or back a day in the Guide.
- Press the **RIGHT LEFT ARROW** buttons to scroll vertically through the Guide to see what is playing at a later time.
- Highlight the program and press **OK**. If the program is currently available, it will begin playing.
- If the program is on at a later time, a **Program Info** screen appears with options to choose from.
- Press **EXIT** to return to TV viewing.

### The Remote Control is Working Intermittently or Does Not Work

- Verify the TV is on.
- Verify there are no obstructions between the remote control and the set-top box. Point the remote control directly at the set-top box front panel, not at the TV or VCR.
- The angle between the remote control and the set-top box may be too large. Stand in front of the set-top box and not too far to either side.
- Press and release operation keys one at a time, firmly and deliberately.
- Try changing the channels using the up and down arrow keys on the set-top box front panel. The light on the remote control should go on while you change the channel.
- Check the batteries in the remote control. Install new batteries if needed.

## Programming the Remote Control

### Install Batteries

The remote control requires two AA size (1.5V) batteries to work. Alkaline batteries are required for the proper functioning of this remote.

1. On the back of the remote control, press the battery cover tab and remove the battery cover.
2. Insert two (2) AA-size batteries, matching the + and – symbols with the battery diagrams inside the battery compartment.
3. Close the battery compartment with the battery cover. Test the remote control by pressing the **STB** key. The **STB** key should light up to indicate that batteries are inserted properly.

### Control Other Devices

In order to control other devices with your Motorola Remote Control you need to tell the remote control what types of devices you have.

[Section 1](#) brings you through the steps needed to do this. When you do this the volume and channels will always work on the Receiver no matter what mode you are in.

[Section 2](#) allows you to change **POWER** key to affect multiple devices.

[Sections 3 and 4](#) are optional if you want to reset any of the settings.

### Section 1 – Program the Remote to Control Other Devices

To use the remote control for your other devices you will need to program the **TV**, **DVD** and **AUX** mode keys to control the devices (section A). Please refer to the [Manufacture Code List](#), found in this manual, for a list of supported brands and models. If you have an integrated or combination unit, such as a TV/DVD unit, each component of the unit will normally be programmed separately. If your device is not supported you will need to use section B on “Using the Automatic Search”.

**Note:** The **AUX** may be programmed to operate a VCR, Home Theatre In the Box (HTIB), receiver or amplifier.

#### A. Manual Programming

Use the following steps to program the **TV**, **DVD** or **AUX** mode keys:

1. Power on the device you want to program
2. Locate the 4-digit set up code for the device you want to program from the [Manufacture Code List](#)
3. Press and hold the appropriate mode key (**TV**, **DVD** or **AUX**) on the remote control
4. Without releasing the chosen mode key, press and hold the **OK** key simultaneously
5. Release both the mode key and the **OK** key – All the mode keys should flash twice
6. Enter the 4-digit set up code by pressing the number keys (0-9) on the remote control
  - a. The mode key will flash three times indicating correct entry and return to normal operation
  - b. When an invalid code is entered, the selected mode key will give a long flash to indicate that you have not entered the set up code correctly
  - c. Should the remote control time-out before you complete the code setup, you will need to start over
7. Point the remote control at the programmed device and press the **POWER** key once
  - a. The device should turn off
  - b. If it does not turn off, repeat steps 2 through 6 trying each code for your brand until you find the correct code
8. Repeat steps 1 through 7 to program another device

Now that your devices are programmed, you can press the appropriate mode key on the remote control to work with the selected device. To use the remote control for your Receiver again, press the **STB** mode key.

### **B. Using the Automatic Search**

You can search the remote control memory for your 4 digit manufacture device code. Also use this function if the code for your device is not listed in the [Manufacturer Code List](#).

1. Turn on the device you wish to program
2. Point the remote control at the device
3. Press and hold the mode key (i.e. **TV**, **DVD** or **AUX**) you want to program
4. Without releasing the selected mode key, press and hold the **OK** key simultaneously
5. Release both the mode key and the **OK** key – All mode keys will flash twice indicating programming mode
6. Enter **922** by pressing the number keys on the remote control
  - a. The selected mode key will flash twice indicating correct entry (For **AUX** searching only, press and release the **PLAY** key then press:
    - 1** for VCR
    - 2** for Receiver/Tuner
    - 3** for Amplifier
    - 4** for Home Theatre In the Box (HTIB)The **AUX** mode keys will flash twice indicating correct entry
7. Press and hold **PLAY** key and wait until the device turns off, then release the **PLAY** key
  - a. The **REW** key can be unitized to go back through the codes one at a time
  - b. The **FF** key can be utilized to move forward through the codes one at a time
8. To save the code press the **ENTER** key on the remote control or press the **EXIT** key to return to normal operations - The selected mode key will flash three times and return to normal operations
9. If no valid code is found, the green backlight will flash 2 times and the remote control will return to normal operation.
10. Turn the device back on and use the remote to control you device. Now that your devices are programmed you can press the appropriate mode key on the remote control to work with the selected device. To use the remote control for your Receiver again, press the **STB** mode key.
  - a. You may need to repeat steps 1 through 8 to find a code

**Note:** *If any other key is pressed except **PLAY**, **ENTER**, **POWER**, **EXIT**, **REW**, **FF** or number keys **1** to **4** the selected mode key will give a long red flash (error message) and the remote control will return to normal operation and you will need to start over.*

*If you are interrupted while you are programming, the remote control may time-out before you complete the code setup and you will need to start over. This is indicated by two quick flashes of the green backlighting.*

## Section 2 – Set Volume, Channel and Power Options

The defaults for your power, volume and channel control are that they always send the codes to the Receiver not matter what mode you are in. Thus in **DVD** mode, the volume still controls the Receiver, etc.

If you would like to change this follow these instructions:

### A. Volume Control Set Up Options

The volume commands are always sent to the Receiver until the TV mode key is programmed. Then the volume commands are sent to the TV from all mode keys. If you'd like the volume commands to still be sent to just one device, but that it be different device (for example a home theatre setup) then follow the instructions in [I. Volume Always Controls the Same Device](#). If you'd like the volume command sent to different devices depending on which mode you are in then go to [II. Volume Control Depends on Device Selected](#).

#### [I. Volume Always Controls the Same Device](#)

1. Press and hold the **STB** key on the remote control
2. Without releasing the **STB** key, press and hold the **OK** key simultaneously
3. Release both the **STB** key and the **OK** key – All the mode keys will flash twice indicating programming mode
4. Enter **955** by pressing the number keys on the remote control – The **STB** key will flash twice indicating correct entry
5. Press the mode key that you want to always receive the volume commands – The selected mode key will flash three times indicating successful assignment and return to normal operation

The volume commands will now go to the selected device no matter what mode you are in.

#### [II. Volume Control Depends on Device Selected](#)

The volume setting can also be reconfigured to independently control the volume associate with each device. (E.g. In **AUX** mode the receiver controls the audio; In **TV** mode the TV controls the audio)

1. Press and hold the **STB** key on the remote control
2. Without releasing the **STB** key, press and hold the **OK** key simultaneously
3. Release both the **STB** key and the **OK** key – All the mode keys will flash twice indicating programming mode
4. Enter **955** by pressing the number keys on the remote control – The **STB** key will flash twice indicating correct entry
5. Press the **ENTER** key – The **STB** key will flash tree times indicating successful assignment and return to normal operations

### B. Channel Selection Set Up Option

By default the remote control will always send channel commands to the Receiver no matter what mode you are in. This will prevent accidental TV channel changes while in **TV**, **DVD** or **AUX** modes.

Channel selection can also be reconfigured to independently send channel commands to different devices depending on what mode you are in (e.g., In **STB** mode the remote sends channel command to the Receiver; In **TV** mode the remote sends channel commands to the television). To do this, follow these instructions:

1. Press and hold the **STB** key on the remote control

2. Without releasing the **STB** key, press and hold the **OK** key simultaneously
3. Release both the **STB** key and the **OK** key – All the mode keys will flash twice indicating programming mode
4. Enter **966** by pressing the number keys on the remote control – The **STB** key will flash twice indicating correct entry
5. Press the device mode key that you wish to provide channel control
6. Press the **ENTER** key – The **STB** key will flash three times indicating successful assignment and return to normal operation

**Note:** if you press any key other than the mode keys or **ENTER** the **STB** key will give along red flash and the remote control will return to normal operation. Should the remote control time-out before you complete the procedure you will need to start over.

### C. Power Control Set Up Options

By default, the **POWER** key only powers ON or places your Receiver in Standby mode. Unless you have programmed the **TV** mode key then the TV and Receiver will both be powered ON/OFF simultaneously. You also have the option to turn ON/OFF **TV**, **DVD** and **AUX** mode devices individually by pressing the applicable mode key then the **POWER** key.

#### To Have Multiple Devices Power Off with the Power Key

If you would like other devices to be powered ON/OFF simultaneously with the **POWER** key then follow these instruction for the additional devices (for a total of 4).

1. Press and hold the **STB** key on the remote control
2. Without releasing the **STB** key, press and hold the **OK** key simultaneously
3. Release both the **STB** key and the **OK** key – All the mode keys will flash twice indicating programming mode
4. Enter **977** by pressing the number keys on the remote control – The **STB** key will flash twice indicating correct entry
5. Press the **STB** key on the remote control – The **STB** key will flash twice indicating correct entry
6. Press the **TV** key on the remote control – The **TV** key will flash twice indicating correct entry
7. Press each additional mode key that you wish to include such as the **DVD** key or **AUX** key
  - a. The selected mode key will flash twice indicating correct entry
  - b. If you want to include both mode keys repeat step 7 selecting the other mode key
8. Press the **ENTER** key to complete – The last mode key selected will flash three times indicating successful assignment and return to normal operation

**Note:** If you press any key other than the mode keys or **ENTER** the **STB** key will give a long red flash and the remote control will return to normal operation. Should the remote control time-out before you complete the procedure you will need to start over.

If the devices that you have programmed to turn ON/OFF at the same time get out of sync so that some turn ON and others turn OFF you will need to manually turn OFF the out of sync devices and then press the **POWER** key to turn them all back ON. It is important to point the remote directly toward the devices for this to work properly.

To change the number of devices controlled by the **POWER** key, you must start at Step 1 and continue until all desired devices have been programmed.

## Section 3 – Change and Remove Codes

### A. Mode Deactivation

To deactivate a mode key, follow these steps:

1. Press and hold the appropriate mode key (**TV**, **DVD** or **AUX**) on the remote control
2. Without releasing the chosen mode key, press and hold the **OK** key simultaneously
3. Release both the mode key and the **OK** key – All the mode keys should flash twice
4. Enter the appropriate 4-digit code from the list below depending on the mode you are deactivating:
  - a. **TV 1254**
  - b. **DVD 2254**
  - c. **AUX 3254**
  - d. The mode key will flash three times indicating correct entry and return to normal operation
  - e. When an invalid code is entered, the selected mode key will give a long flash to indicate that you have not entered the code correctly
  - f. Should the remote control time-out before you complete the setup, you will need to start over

### B. Reassign the Mode Keys to Another Device

The **TV**, **DVD** and **AUX** keys are already set up to control specific devices:

**TV** key: TV & HDTV

**DVD** key: DVD

**AUX** key: VCR, Home Theatre In the Box (HTIB), Receivers and Amplifiers

You may reassign these mode keys to operate another type of device. For example, you can control a second DVD player in **AUX** mode, the same way you control the first DVD player in **DVD** mode.

1. Press and hold the **STB** key on the remote control
2. Without releasing the **STB** key, press and hold the **OK** key simultaneously
3. Release both the **STB** key and the **OK** key – All the mode keys will flash twice indicating programming mode
4. Enter **944** by pressing the number keys on the remote control – All the mode keys will flash twice indicating correct entry
5. Press the mode key (i.e., **TV**, **DVD** or **AUX**) for the device you would like to reassign
6. Press the mode key you would like to reassign the device to – The selected mode key will flash three times indicating successful reassignment and return to normal operations

**Note:** If any other key is pressed except the mode keys the **STB** key will give a long red flash and the remote control will return to normal operation. Should the remote control time-out before you complete the procedure you will need to start over.

## Section 4 – Reset the Remote

### A. To the Factory Default Settings

1. Press and hold the **STB** key on the remote control
2. Without releasing the **STB** key, press and hold the **OK** key
3. Release both the **STB** key and the **OK** key – All four mode keys will flash twice to indicate programming mode

4. Enter programming code **900** by pressing the number keys on the remote control – The **STB** key will flash three times indicating you have successfully entered the code and the remote has been reset to the factory default settings

**Note:** *If any other key is pressed except the number keys the **STB** key will give a long red flash and the remote control will return to normal operation. Should the remote control time-out before you complete the procedure you will need to start over.*

#### **B. Rest the Volume, Channel and Power Programming**

1. Press and hold the **STB** key on the remote control
2. Without releasing the **STB** key, press and hold the **OK** key
3. Release both the **STB** key and the **OK** key – All four mode keys will flash twice to indicate programming mode
4. Enter programming code **902** by pressing the number keys on the remote control. – The **STB** key will flash three times indicating you have successfully entered the code to set all of the mode keys as inactive and the remote will return to normal operation

**Note:** *If any other key is pressed except the number keys the **STB** key will give a long red flash and the remote control will return to normal operation. Should the remote control time-out before you complete the procedure you will need to start over.*

## Remote Control Codes

### Set up Code List

TV	
Admiral	1001, 1099
Advent	1005, 1053, 1110, 1113
Adventura	1100
Aiko	1015
Aiwa	1034
Akai	1002
Alleron	1044
Amtron	1036
Anam National	1003, 1036
AOC	1004, 1005
Apex	1111, 1119, 1163, 1256
Audiovox	1036
Belcor	1004
Bell & Howell	1001, 1045
Benq	1042
Bradford	1036
Broksonic	1114, 1121, 1382, 1383
Brokwood	1004
Candle	1004, 1007, 1100
Celebrity	1002
Citizen	1004, 1007, 1015, 1036, 1073, 1097, 1100
Colortyme	1004
Concerto	1004
Contec/Cony	1011, 1012, 1036
Craig	1036
Crosley	1000, 1053
Crown	1036, 1053
Curtis Mathes	1000, 1004, 1014, 1045, 1073, 1097, 1385
CXC	1036
Daewoo	1004, 1005, 1013, 1015, 1016, 1097, 1106, 1258, 1362, 1368, 1369
Daytron	1004, 1097
Dimensia	1000
Dumont	1160
Dynatech	1004
Electroband	1002
Electrohome	1002, 1003, 1004, 1018, 1021
Emerson	1004, 1011, 1013, 1025, 1028, 1031, 1033, 1036, 1044, 1045, 1080, 1097, 1101, 1102, 1107, 1382, 1383
Envision	1004
Fisher	1043, 1045, 1047, 1103
Fujitsu	1044, 1029
Funai	1036, 1044, 1384
Futuretec	1036
Gateway	1038
GE	1000, 1003, 1004, 1008, 1021, 1048, 1049, 1063, 1068, 1094, 1144, 1164, 1224, 1367, 1380, 1381, 1385, 1386
Gibraltar	1160
Goldstar	1004, 1005, 1011, 1018, 1050, 1090, 1091, 1097, 1098
Grunpy	1036, 1044
Hallmark	1004
Harvard	1036
Hisense	1112
Hitachi	1004, 1011, 1012, 1051, 1052, 1084, 1085, 1086, 1087, 1102, 1225, 1384
HMA	1036
Infinity	1053
Janel	1100
JBL	1053
JCB	1002
JC Penney	1000, 1004, 1005, 1007, 1012, 1021, 1048, 1049, 1058, 1063, 1068, 1072, 1073, 1075, 1097, 1098
Jensen	1004, 1232, 1285, 1314, 1376
JVC	1011, 1012, 1026, 1049, 1052, 1054, 1055, 1080, 1092, 1117, 1131, 1235, 1288, 1299
Kawasho	1002, 1004
Kenwood	1004, 1018
Kloss Novabeam	1036, 1056, 1057, 1100, 1036, 1097, 1101
LG	1005
Loewe	1053
Logik	1001
Luxman	1004
LXI	1000, 1004, 1045, 1053, 1058, 1068, 1075
Magnavox	1004, 1007, 1018, 1053, 1056, 1057, 1059, 1060, 1083, 1110, 1147, 1228, 1300, 1301, 1326, 1339, 1365, 1366, 1371, 1384, 1387
Majestic	1001
Marantz	1004, 1051, 1053
Megatron	1004, 1051
Memorex	1001, 1004, 1005, 1022, 1045
MGA	1004, 1005, 1018, 1021, 1047, 1061, 1062, 1380
Midland	1049, 1068, 1097, 1098, 1160
Minutz	1048
Mitsubishi	1004, 1005, 1018, 1021, 1047, 1061, 1062, 1081, 1381
Montgomery Ward	1001
Motorola	1003, 1099
MTC	1004, 1005, 1073
Multitech	1036
NAD	1004, 1058, 1075, 1085
NEC	1003, 1004, 1005
Net-TV	1040
Nikko	1004, 1015
NTC	1015
Onwa	1036
Optimus	1085
Optonica	1064, 1099
Orion	1023, 1033, 1107, 1382, 1383
Panasonic	1003, 1010, 1049, 1053, 1096, 1123, 1152, 1231, 1289, 1292, 1295, 1303, 1304, 1305, 1306, 1385
Philco	1003, 1004, 1005, 1007, 1011, 1018, 1053, 1056, 1057, 1059
Philips	1003, 1004, 1007, 1011, 1047, 1018, 1053, 1056, 1057, 1059, 1060, 1063, 1110, 1126, 1129, 1148, 1155, 1238, 1263, 1264, 1265, 1290, 1291, 1307, 1308, 1309, 1337, 1389
Pilot	1097
Pioneer	1004, 1085, 1102
Portland	1004, 1005, 1015, 1097
Price Club	1073
Prima	1113,
Prism	1049
Proscan	1000, 1008, 1068, 1108
Proton	1004, 1011
Pulsar	1160
Pulser	1004
Quasar	1003, 1039, 1049, 1096, 1165, 1166, 1385
Radio Shack	1000, 1045, 1098, 1384
Radio Shack/Realistic	1004, 1011, 1036, 1045, 1064, 1097, 1098
RCA	1000, 1003, 1004, 1005, 1008, 1018, 1049, 1065, 1066, 1067, 1068, 1069, 1070, 1071, 1082, 1102, 1104, 1106, 1108, 1115, 1151, 1162, 1167, 1168, 1268, 1269, 1270, 1271, 1310, 1355, 1359, 1361, 1370, 1373, 1379, 1380, 1381, 1385, 1386
Runco	1160
Sampo	1004, 1097, 1098, 1120
Samsung	1004, 1005, 1011, 1014, 1018, 1019, 1072, 1073, 1074, 1097, 1098, 1156, 1161, 1297, 1323, 1360, 1363, 1364
Sansui	1023, 1107, 1122, 1273, 1382, 1383, 1384
Sanyo	1045, 1062, 1095, 1103, 1380
Scotch	1004
Scott	1004, 1011, 1033, 1036, 1044
Sears	1000, 1004, 1012, 1018, 1044, 1045, 1047, 1055, 1058, 1068, 1075, 1076, 1103, 1105, 1384
Sharp	1004, 1009, 1011, 1025, 1064, 1077, 1078, 1097, 1099, 1153, 1157, 1274, 1298, 1311, 1312, 1362, 1375, 1378
Shogun	1004
Signature	1001
Simpson	1007
Sony	1002, 1109, 1137, 1201, 1202, 1249, 1272, 1275, 1276, 1277, 1278, 1317, 1356, 1374, 1384, 1388
Soundesign	1004, 1007, 1036, 1044
Squareview	1105
SSS	1036
Starlite	1036
Supre-Macy	1100
Supreme	1002
Sylvania	1004, 1007, 1018, 1027, 1153, 1056, 1057, 1059, 1060, 1124, 1150, 1145, 1279, 1296, 1387
Symphonic	1024, 1031, 1036, 1105, 1280, 1384
Tandy	1099
Tashiko	1058
Tatung	1003
Technics	1049
Techwood	1004, 1049
Teknika	1001, 1004, 1005, 1007, 1111, 1012, 1015, 1036, 1044, 1060, 1073, 1096, 1097
Tera	1004, 1011
TMK	1004
Toshiba	1006, 1045, 1058, 1073, 1175, 1079, 1093, 1116, 1154, 1158, 1159, 1252, 1267, 1281, 1282, 1283, 1284, 1286, 1293, 1294, 1313, 1315, 1319, 1338, 1364, 1377
Totevision	1097
Universal	1048, 1063
Victor	1055
Vidtech	1004, 1005
Viking	1100
Wards	1000, 1001, 1004, 1005, 1118, 1031, 1044, 1048, 1053, 1056, 1057, 1059, 1060, 1063, 1064

## MTS HDTV Service

### HDTV / LCD / Plasma etc

Acer	1041, 1192
Apex	1088
Benq	1136
Daewoo	1135
Dell	1141, 1142, 1146, 1394, 1395
Fujitsu	1029
Gateway	1038
Hitachi	1030, 1132, 1133, 1134, 1191, 1208, 1209, 1210, 1211, 1212, 1226, 1322, 1324, 1328, 1344
JVC	1130, 1131, 1227
LG	1343, 1346
Magnavox	1329, 1358, 1372
Mitsubishi	1032, 1213, 1229, 1230
Nec	1193
NET-TV	1040
Panasonic	1140, 1169, 1170, 1194, 1233, 1234, 1331, 1336
Philips	1126, 1129, 1236, 1237, 1239, 1261, 1334, 1351, 1390, 1338, 1335, 1195, 1240, 1335
Pioneer	1262, 1391, 1392, 1393, 1411
Polaroid	1000
Proscan	1143, 1196, 1241, 1242
RCA	1038, 1243
Sampo	1019, 1171, 1172, 1173, 1174, 1175, 1197, 1198, 1200, 1245, 1246, 1325, 1327, 1352, 1354
Samsung	1138, 1176, 1177, 1214, 1244, 1247, 1248, 1348, 1350
Sharp	1037, 1128, 1137, 1216, 1220, 1250, 1251, 1178, 1215, 1218, 1316, 1318, 1330, 1347
Sony	1046
Sylvania	1127, 1179, 1203, 1204, 1222, 1223, 1332, 1340, 1341, 1345, 1353
Toshiba	1038, 1149, 1180, 1181, 1182, 1183, 1184, 1185, 1186, 1187, 1188, 1189, 1190, 1205
Viewsonic	1020, 1139, 1207, 1253, 1255, 1333, 1342, 1349
Zenith	

### VCR

Admiral	3001
Adventura	3021
Aiwa	3021
Alkal	3003, 3055, 3058
Apex	3189
Audio Dynamics	3005, 3006
Bell & Howell	3007
Broksonic	3081, 3082, 3202, 3213
Candle	3011, 3013, 3014
Carver	3036
Citizen	3011, 3013, 3014
Colortyme	3005
Curtis Mathes	3000, 3005, 3014, 3212
Daewoo	3011, 3013, 3021, 3076, 3120, 3150
DBX	3005, 3006
Dimensia	3000
Dynatech	3021
Electrohome	3023
Emerson	3003, 3011, 3021, 3023, 3038, 3083, 3202
Fisher	3007, 3029, 3030
Fuji	3058
Funai	3002, 3021
Garrard	3021
GE	3000, 3059, 3090, 3201, 3203, 3212
Go Video	3066, 3073, 3109, 3110, 3188, 3193, 3221
Goldstar	3005, 3014
Gradiente	3021
Harley Davidson	3021
Harman Kardon	3005
Headquarter	3007
Hitachi	3052, 3055, 3059, 3117, 3169
JC Penney	3005, 3006, 3007, 3030, 3036, 3052
Jensen	3055
JVC	3005, 3006, 3007, 3014, 3055, 3060, 3067, 3118, 3121, 3122, 3123, 3124, 3125, 3126, 3127, 3151, 3170, 3171, 3194, 3205
Kenwood	3005, 3006, 3007, 3014, 3055, 3060
Lloyd's	3021
Magnavox	3036, 3037, 3051, 3061, 3128, 3152, 3153, 3154, 3181, 3183, 3190, 3206, 3211
Magnin	3201
Marantz	3005, 3006, 3007, 3014, 3036
Memorex	3001, 3004, 3007, 3021, 3051
MGA	3023, 3038, 3201
Minolta	3052
Mitsubishi	3023, 3038, 3039, 3060, 3108, 3203
Montgomery Ward	3001
Motorola	3001
Multitech	3021
NEC	3005, 3006, 3007, 3014, 3055
Optimus	3060
Optonica	3001
Orion	3047
Panasonic	3004, 3202, 3213
Penney	3053, 3062, 3063, 3077, 3078, 3079, 3086, 3087, 3107, 3129, 3130, 3131, 3132, 3133, 3134, 3145, 3146, 3155, 3156, 3157, 3158, 3159, 3172, 3191, 3197, 3207, 3212
Pentax	3201, 3212
Pentax Research	3052, 3059
Pentex Research	3014
Philco	3036, 3037
Philips	3036, 3047, 3061, 3071, 3135, 3160, 3161, 3173, 3208, 3216
Philips Magnavox	3135
Pioneer	3006, 3060
Polaroid	3111
Portland	3013
Proscan	3000
Pulsar	3051
Quarterm	3007
Quartz	3007

Quasar	3062, 3091, 3092, 3212
Radio Shack	3001, 3047
Radio Shack/Realistic	3007, 3021, 3023, 3029, 3047
RCA	3000, 3003, 3040, 3041, 3042, 3052, 3059, 3062, 3068, 3075, 3093, 3094, 3106, 3136, 3162, 3174, 3175, 3199, 3201, 3203, 3206, 3212
Realistic	3001, 3007, 3011, 3021, 3023, 3029, 3047
Ricoh	3064
Runco	3051
Samsung	3011, 3069, 3084, 3089, 3101, 3148, 3184, 3214, 3215, 3218
Sanky	3001, 3051
Sansui	3004, 3006, 3055, 3060, 3202, 3211, 3213
Sanyo	3007, 3070, 3201
Scott	3011, 3038
Sears	3007, 3029, 3030, 3052, 3211
Sharp	3001, 3013, 3023, 3047, 3080, 3100, 3137, 3163, 3164, 3176, 3177, 3200
Shintom	3048, 3058
Signature	3001
Singer	3064
Sony	3048, 3049, 3058, 3085, 3104, 3138, 3139, 3140, 3178, 3179, 3187, 3192, 3195, 3209, 3211, 3217
STS	3052
Sylvania	3021, 3036, 3037, 3038
Symphonic	3002, 3021
Tandy	3007
Tatung	3055
Teac	3021, 3042, 3055
Technics	3053
Teknika	3021, 3050
Thomas	3211
Tivo	3074
Toshiba	3011, 3029, 3030, 3038, 3096, 3098, 3099, 3102, 3103, 3141, 3142, 3149, 3165, 3166, 3167, 3168, 3180, 3182, 3185, 3210, 3219, 3220
Vector Research	3005, 3006, 3011
Victor	3006
Video Concepts	3005, 3006, 3011
Wards	3001, 3011, 3021, 3023, 3047, 3052
White Westinghouse	3002
XR-1000	3021
Yamaha	3005, 3006, 3007, 3014, 3055
Zenith	3048, 3051, 3058, 3064, 3072, 3097, 3119, 3143, 3144, 3186, 3196, 3198, 3202, 3204, 3211, 3213

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## DVD

Aiwa	2026, 2131
Apex	2001, 2056, 2057, 2061, 2095, 2098, 2229, 2250, 2316
Apex Digital	2261, 2262, 2263, 2266, 2269, 2291
Audiovox	2132
Blaupunkt	2136
BOSE	2122, 2130, 2215
Broksonic	2053, 2072, 2284
Cinevision	2152, 2195
Clarion	2100
Classic	2102
CyberHome	2083
Daewoo	2058, 2062, 2137, 2138, 2190
Denon	2110, 2133, 2040, 2216, 2247, 2253, 2317
Emerson	2002, 2059, 2073
Fisher	2112, 2134, 2255
Funai	2002
GE	2079, 2118, 2041, 2261, 2272
Go Video	2046, 2124, 2127, 2129, 2230, 2239, 2249
GFX	2114
Harman/Kardon	2125
Hitachi	2000, 2027, 2126, 2173, 2240
Irradio	2149, 2150
JVC	2017, 2028, 2047, 2090, 2096, 2097, 2115, 2166, 2204, 2206, 2217, 2218, 2232, 2242, 2265, 2277, 2283
Kenwood	2142, 2148
Konika	2029, 2030
Koss	2060, 2206
Lasonic	2081
LG	2297, 2303
Magnavox	2002, 2018, 2033, 2089, 2237, 2241, 2245, 2259, 2270, 2293
Marantz	2143
Memorex	2003
Mintek	2004
Mitsubishi	2019, 2123, 2145, 2147
NAO	2059, 2139
Nakamichi	2116
Hexitech	2140, 2256
Norcent	2005, 2117
Onkyo	2006, 2219, 2220
Ortron	2009
Panasonic	2031, 2066, 2075, 2076, 2104, 2105, 2106, 2111, 2151, 2153, 2154, 2155, 2167, 2179, 2188, 2198, 2207, 2211, 2212, 2221, 2228, 2248, 2258, 2268, 2300
Philips	2018, 2032, 2033, 2045, 2051, 2156, 2157, 2158, 2159, 2091, 2109, 2169, 2208, 2209, 2222, 2243, 2259, 2260, 2264, 2282, 2285, 2302, 2304
Pioneer	2008, 2021, 2160, 2164, 2191, 2223, 2224, 2267, 2310
Polaroid	2007
Proscan	2010, 2118, 2144, 2205
Qwestar	2009
RCA	2010, 2048, 2055, 2063, 2077, 2099, 2107, 2118, 2161, 2165, 2172, 2177, 2181, 2261, 2275, 2281, 2287, 2289
Sampo	2119
Samsung	2012, 2049, 2074, 2085, 2102, 2175, 2186, 2196, 2214, 2233, 2246, 2274, 2279, 2286, 2290, 2294, 2295, 2299, 2311, 2314
Sansui	2071
Sanyo	2034, 2050, 2120
Sharp	2013, 2015, 2044, 2082, 2086, 2170, 2174, 2292
Sherwood	2121
Sony	2014, 2020, 2022, 2065, 2067, 2068, 2069, 2070, 2087, 2103, 2108, 2113, 2162, 2171, 2176, 2178, 2182, 2187, 2189, 2192, 2193, 2201, 2202, 2203, 2226, 2238, 2244, 2251, 2257, 2273, 2278, 2280, 2288, 2296, 2298, 2305, 2306, 2307, 2309, 2313, 2315
Sylvania	2002, 2064, 2078, 2092, 2194, 2213
Techwood	2141
Toshiba	2023, 2025, 2037, 2038, 2040, 2041, 2054, 2080, 2084, 2088, 2093, 2094, 2135, 2168, 2180, 2183, 2184, 2185, 2197, 2210, 2227, 2231, 2235, 2259, 2271, 2276, 2284, 2301, 2312
Venturer	2011
Yamaha	2106, 2146
Yamaha	2163
Zenith	2039, 2052, 2128, 2199, 2234, 2236, 2252, 2308

## AUDIO

Aiwa	5000, 5001, 5002, 5004, 5005, 5006, 5034
Akai	5083
BOSE	5007
Carver	5000
Denon	5008, 5035, 5036, 5037, 5038, 5039, 5040, 5041, 5042, 5043, 5044, 5045, 5046, 5047, 5048, 5049, 5050, 5051, 5052, 5053, 5054, 5114, 5124
Harman/Kardon	5000, 5009, 5055, 5056, 5142
JBL	5009
JVC	5010, 5057, 5058, 5059, 5116
Kenwood	5011, 5012, 5013, 5060, 5061, 5062, 5063, 5064, 5065, 5066, 5067, 5068, 5123, 5127, 5128, 5132
Linn	5000
Maganvox	5000
Marantz	5000, 5069
Mitsubishi	5070, 5071, 5072
Onkyo	5018, 5073, 5074, 5075, 5076, 5077, 5078, 5078, 5079, 5080, 5081, 5082, 5084, 5085, 5086, 5087, 5130, 5131, 5140
Panasonic	5019, 5020, 5107, 5108, 5109, 5110, 5111, 5115, 5126
Philips	5000, 5112, 5138
Pioneer	5021, 5022, 5088, 5089, 5090, 5091, 5092, 5093, 5094, 5119, 5120
Polaroid	5141
RCA	5024, 5025, 5026, 5137
Samsung	5139
Sansui	000
Sherwood	5027
Sony	5017, 5023, 5028, 5029, 5030, 5031, 5032, 5033, 5095, 5096, 5097, 5113, 5117, 5121, 5125, 5129, 5133, 5134, 5136
Technics	5016, 5019, 5020, 5098, 5099, 5100, 5101, 5115, 5122, 5126
Wards	5000, 5021
Yamaha	5003, 5014, 5015, 5021, 5102, 5103, 5104, 5105, 5106, 5118, 5135

## AMPLIFIER

Aiwa	6003, 6020
Carver	6002
Citizen	6026
Denon	6014, 6039
Fisher	6002
GE	6028
Goldstar	6016, 6021
Harmon/Kardon	6013
Hitachi	6034
JVC	6018, 6024, 6041
Kenwood	6015, 6022
Magnavox	6035
Marantz	6000
Nakamichi	6012
NEC	6033
Onkyo	6005, 6006, 6017
Optimus	6008
Panasonic	6001, 6040
Pioneer	6004, 6009, 6010, 6023, 6036
Proton	6035
Quasar	6001
RCA	6025
Sharp	6029, 6030, 6031, 6032
Sherwood	6011
Sony	6020, 6042, 6044
Teac	6019
Technic	6001
Technics	6001, 6040
Toshiba	6027
Victor	6024
Yamaha	6007, 6037, 6038, 6043
Yamaha	6037, 6038

## RECEIVER

Apex	4049
Philips	4019
Denon	4012
JVC	4013, 4014, 4028
Koss	4015
LG	4041
Magnavox	4035
Onkyo	4016, 4017
Panasonic	4018, 4030, 4038
Philips	4027, 4039, 4042
Pioneer	4020, 4021, 4029
RCA	4026
Samsung	4033, 4036, 4047
Sony	4024, 4031, 4032, 4034, 4043, 4044, 4045, 4046, 4048
Toshiba	4025, 4040
Zenith	4037

## COMBOs

Combination device codes are listed under the device category. For instance if you have a TV / VCR you must program the TV mode key with a valid code listed under the TV or HDTV code list for your brand. Then you must program the AUX key with a valid VCR code listed for your brand.

## HOME THEATER IN A BOX

Like combination devices a Home Theater in a Box (HTIB) requires separate codes for the receiver and the DVD. For your convenience the following list provides these codes in pairs. The Receiver code begins with 4 and the DVD code begins with 2.

Brand	Receiver	DVD
Apex	4049,	2316
BOSE	4000,	2130
	4000,	2215
Denon	4012,	2216
JBL	4001,	2043

Brand	Receiver	DVD
JVC	4002,	2035
	4013,	2217
	4014,	2218
	4028,	2283
Koss	4003,	2060
	4015,	2200
	4041,	2303
LG	4035,	2293
Magnavox	4004,	2024
Onkyo	4016,	2219
	4017,	2220
Panasonic	4005,	2104
	4018,	2221
	4038,	2300
	4030	
Philips	4006,	2036
	4019,	2222
	4027,	2282
	4042,	2304
Pioneer	4007,	2016
	4020,	2223
	4021,	2224
	4029	
RCA	4008,	2042
	4026,	2281
	4008,	2161
Samsung	4033,	2294
	4036,	2299
	4033,	2295
	4047,	2314
Sony	4009,	2113
	4010,	2108
	4023,	2225
	4022,	
	4024,	2226
	4031,	2278
	4032,	2288
	4034,	2296
	4042,	2305
	4044,	2306
	4045,	2307
	4048,	2315
Toshiba	4025,	2227
Venturer	4011,	2011
	4017,	2220
Panasonic	4005,	2104
	4018,	2221
	4038,	2300
	4030	
Philips	4006,	2036
	4019,	2222
	4027,	2282
	4042,	2304
Pioneer	4007,	2016
	4020,	2223
	4021,	2224
	4029	
RCA	4008,	2042
	4026,	2281
	4008,	2161
Samsung	4033,	2294
	4036,	2299
	4033,	2295
	4047,	2314
Sony	4009,	2113
	4010,	2108
	4023,	2225
	4022,	
	4024,	2226
	4031,	2278
	4032,	2288
	4034,	2296
	4043,	2305
	4044,	2306
	4045,	2307
	4048,	2315
Toshiba	4025,	2227
Venturer	4011,	2011

## Audio and Picture

### There is No Audio when Viewing TV Channels

#### Mute and Connection

- Verify the **MUTE** button on the remote control has not been pressed. Press **MUTE** on the remote control to restore sound.
- Verify the set-top box audio output is connected to the TV or home theatre receiver.
- If the set-top box audio output is connected to the TV, verify the **MUTE** button on the TV has not been pressed.
- If the set-top box audio output is connected to a home theatre receiver, verify the home theatre receiver is set to the appropriate input source and its **MUTE** button has not been pressed.

#### Secondary Audio

- Ensure you are not trying to play secondary audio on a channel that does not support secondary audio.
- To check the secondary audio selection:
  - Press **MENU**.
  - Use the **RIGHT ARROW** to highlight **<SETTINGS>**.
  - With **GENERAL** already highlighted press **OK**.
  - Use the **DOWN ARROW** to highlight **SECONDARY AUDIO** and press **OK**.
  - Use the **RIGHT ARROW** to highlight **USE PRIMARY AUDIO** and press **OK**.
  - Use the **ARROW BUTTON** to highlight **SAVE** and press **OK**.
  - “**Primary Audio Program Set**” message appears.
  - Press **EXIT** to return to Live TV.

#### Volume

- Ensure the volume on the TV is turned up.
- Control the volume by using the **VOLUME** button on the set-top box remote control, not the volume control on the TV remote control or on the TV set.
- However, on some TV sets, you may have to use the TV controls to set the volume to full or slightly less than full before using the set-top box remote control to control the volume. In this case, use the TV controls to turn the volume all the way up, and then use the **VOLUME** button on the set-top box remote control.

### There is No Audio From the Centre and/or Surround Speakers of a Home Theatre Receiver Connected to the MTS HDTV Set-Top Box

- Not all Dolby Digital programs feature full 5.1 Surround Sound. In some cases the programs may only contain left and right stereo audio.
- Verify the S/PDIF cable is firmly connected to the set-top box and the home theatre receiver.
- Verify the home theatre receiver is set to a surround sound audio mode (Dolby Digital, Dolby Pro Logic® II, Dolby Pro Logic).
- Verify the home theatre receiver is properly configured to work with all connected speakers.

### Video or Audio is Choppy, Jerky, or of Poor Quality

The video or audio can be choppy, jerky, or otherwise of poor quality when the network is slow.

- Verify if anything is running on the same DSL connection, such as a graphics-intensive video game. If so, terminate it and see if the quality of video and audio improves.
- Restart the set-top box by unplugging it and plugging it back in. Pull the plug from the wall, not from the back of the set-top box.

### Audio and Video are Out of Sync: Audio Lags Video or Video Lags Audio

Sometimes the audio and video feeds can get out of sync. Ordinarily this problem can be resolved by backing up the video and watching it again, or by refreshing the video.

- Point the remote control at the set-top box and press the **REPLAY** button on the set-top box remote control. Try this several times.
- Tune away from the current channel, and then tune back to it.

### Program Guide and Menus are Available but No Video

- Ensure the TV, the set-top box, and all other relevant pieces of equipment are plugged in, turned on, and properly connected.
  - Ensure the set-top box power switch is turned on.
  - Ensure that electric sockets are live. Test by plugging in a lamp or some other device known to work.
- Ensure that the DSL network connection is operational. Restart the set-top box by unplugging it and plugging it back in. Pull the plug from the wall, not from the back of the set-top box.

### PIPs are not Displayed in any Screens or Menus

PIPs appear only for currently playing TV programs and for videos. PIPs do not appear for future programs or for recorded programs.

- For future programs, the PIP space shows how many minutes until the program starts.
- For recorded programs, the PIP space shows a graphic symbol.

### Snowy Picture

- Ensure the VCR is powered off.
- Check the TV physical connections. If the set-top box and TV are connected with a coax cable ensure that the RF output on the set-top box:
  - Press **MENU**.
  - **RIGHT ARROW** to **<SETTINGS>**.
  - With **General** already highlighted press **OK**.
  - **DOWN ARROW** to **RF OUTPUT CHANNEL** and press **OK**.
  - Ensure the number (**3** or **4**) is the same as the channel to which the TV is tuned.
- Ensure all cables are connected and are tight to the TV, VCR (if applicable) and set-top box.
- Ensure there is power to the set-top box. The green light ring around the **POWER** button should be light up.
- Ensure the set-top box is tightly plugged in at the back of the box and the plug is in a live electrical outlet.

## Picture is Distorted

### Changing TV Ratio

Changing the screen aspect ratio changes the screen dimensions for the video image and for the TV screens.

- Press **MENU**.
- Press the **RIGHT ARROW** button to highlight **<SETTINGS>**.
- Highlight **TELEVISION**, and press **OK**.
- Highlight **SCREEN ASPECT RATIO AND HIGH-DEFINITION**, and press **OK**.
  - The Screen Aspect Ratio and High-Definition screen appears.
- Highlight the desired aspect ratio and resolution and press **OK** to activate.
  - **4:3 STANDARD-DEFINITION** – Used for ordinary televisions.
  - **WIDESCREEN STANDARD-DEFINITION** – Used for wide-screen TVs (16:9 aspect ratio) that does not display in high-definition.
  - **720P ON HIGH-DEFINITION SCREENS** – Used for wide-screen TVs that display images 720 pixels wide (this is sometimes called “enhanced definition”).
  - **1080I ON HIGH-DEFINITION SCREENS** – Used for wide-screen TVs that displays high-definition images (1080 pixels wide).
- Highlight **CONTINUE**, and press **OK**.
- Select **CANCEL CHANGES** and press **OK** to exit from this screen without changing the aspect ratio.

### Incompatible Ratio Setting

If the selected ratio setting is incompatible for the TV, a test screen appears with the following message: **“Your TV may not be able to display (selected ratio i.e. 720p or 1080i on High-Definition Screens). To verify if this is the correct setting for your TV, choose Start test. If you don’t see anything during the test, wait 15 seconds and then choose another setting”**

- Highlight **Start Test** and press **OK** or,
  - Highlight **Cancel Changes** to return to the Setting menu options.
- If the selected setting is not compatible the TV screen will be black (possibly with snow) for about 15 seconds.
- The Aspect Ratio and High Definition (Step 3) screen appears with the following message: **“If you saw a black screen during the test, your TV may not be able to display High Definition video, or your TV may not be properly connected to your set-top box. Choose another setting or check your cable to ensure your HDTV is connected properly. If you saw an image during the test, choose Start Test Again.”**
- Highlight **I saw a black screen. Choose another setting.**, and press **OK** or select **START TEST AGAIN** if an image appeared.
- The **Screen Aspect Ratio and High-Definition** screen returns, choose from:
  - **4:3 STANDARD-DEFINITION**
  - **WIDESCREEN STANDARD-DEFINITION**
  - **720P ON HIGH-DEFINITION SCREENS**
  - **1080I ON HIGH-DEFINITION SCREENS**
- Select a compatible aspect ratio, then highlight **CONTINUE** and press **OK**.
- The **Settings <Television>** menu screen appears.
- Press **EXIT** to return to Live TV.

## Changing Secondary Audio (Descriptive Video)

Descriptive Video is a service that allows Visually Impaired Persons to access a second stream of audio (Secondary Audio Program – SAP), describing nonverbal actions in a program. Example: “Mary takes out a book and reads to John.”

- Press **MENU**.
- Use the **RIGHT ARROW** button to select **<SETTINGS>**.
- Highlight **GENERAL** and press **OK**.
- **DOWN ARROW** to **SECONDARY AUDIO** and press **OK**.
- **ARROW** to **USE SECONDARY AUDIO IF AVAILABLE** and press **OK**.
- **ARROW** to **SAVE** and press **OK**.
- Press **EXIT** to return to Live TV.

Descriptive Video will only have audio if the show has Descriptive Video.

## Closed Captioning

- Enable closed captioning on the TV (refer to the TV manual).
- Press **MENU**.
- **RIGHT ARROW** to highlight **Settings**, then **DOWN ARROW** to highlight **TELEVISION** and press **OK**.
- Highlight **CLOSED CAPTIONING**, and press **OK**.
- Use the **ARROW** buttons to highlight **CHANGE** beside **STANDARD CLOSED CAPTIONING** and press **OK**.
- Use the **ARROW** buttons to highlight **CLOSED CAPTION1** and press **OK**.
- Use the **ARROW** button to highlight **SAVE** and press **OK**.
- Use the **ARROW** button to highlight **DONE** and press **OK**.
- Press **EXIT** to view closed captioning displays on Live TV.

## Turning System Sound Effects On and Off

- Press **MENU**.
- Press the **RIGHT ARROW** button to highlight **<SETTINGS>**.
- With **GENERAL** already highlighted, and press **OK**.
- Highlight **SYSTEM SOUND EFFECTS**, and press **OK**.
- Highlight **PLAY SOUND EFFECTS** or **MUTE SOUND EFFECTS**, and press **OK**.

Highlight **SAVE**, and press **OK**. Select **DON'T SAVE** and press **OK** to exit from this screen without changing the sound effects setting.

## The Guide

### Program Guide has no Channel or Program Information

Occasionally, a delay occurs in the delivery of program Guide information.

- If the delay is more than a few minutes, press the **GUIDE** button to display the program Guide, and then wait for at least two minutes before taking further action.

If cells in the program Guide are labelled "**No Information**," there may be a short delay in providing the program Guide listings information. Another possibility is, you may have scrolled past the days for which the program Guide has information, or no program Guide data exists for those services.

- Press **EXIT** to Live TV or **MENU** to leave the program Guide.
- Press **GUIDE** to return to the program guide and wait for at least two minutes.

### Channels are Missing in the Program Guide

The program Guide appears on-screen correctly, but some channels in the program Guide are not there. Check the Customize Channels Settings screen to determine if channels have been selected to not appear. This feature effects only the TV it was setup on.

- Press **MENU**.
- Press the **RIGHT ARROW** button to highlight **<SETTINGS>**.
- Highlight **TELEVISION**, and press **OK**.
- Highlight **CUSTOMIZE CHANNEL GUIDE**, and press **OK**.

Channels currently displayed in the Guide have a check mark in front of them. Channels that are not currently displayed in Guide do not have a check mark in front of them.

- Use the **UP DOWN ARROW** button or **CH|PG** to go through the list of channels. The following options are available:
  - To hide a channel currently in the Guide, highlight the channel, and press **OK**. The check mark disappears from the check box.
  - To make a hidden channel reappear in the Guide, highlight the channel, and press **OK**. A check mark appears in front of the channel.
  - To make all channels appear in the Guide, highlight **CHECK ALL**, and press **OK**. Check marks appear in all the check boxes.
  - To display only the unchecked boxes (hidden channels), highlight **VIEW UNCHECKED**, and press **OK**. The **SHOW UNCHECKED** option becomes **SHOW ALL**.
  - To restore the entire list, highlight **SHOW ALL**, and press **OK**.
- To save the settings, highlight **SAVE**, and press **OK**. Select **DON'T SAVE** to exit from the screen without saving the settings.

## Reset Channels to Original Settings

- Press **MENU**.
- Press the **RIGHT ARROW** button to highlight **<SETTINGS>**.
- Highlight **TELEVISION**, and press **OK**.
- Highlight **CUSTOMIZE CHANNEL GUIDE**, and press **OK**.
- Highlight **CHECK ALL**, and press **OK**. Check marks appear in all the check boxes.
- Highlight **SAVE** and press **OK**.
- Press **EXIT** to return to Live TV.

All channels will display but only subscribed channels will play.

## Customize Channels in the Guide

Channels **1001 DVR** (Recorded TV) and **1003 VIDEO** (Video On Demand) cannot be deleted from the Guide.

Customized Guide only effects the TV it was setup on. Each TV needs to be customized Guide.

- Press **MENU**.
- Press the **RIGHT ARROW** button to highlight **<SETTINGS>**.
- Highlight **TELEVISION**, and press **OK**.
- Highlight **CUSTOMIZE CHANNEL GUIDE**, and press **OK**.  
Channels currently displayed in the Guide have a check mark in front of them. Channels that are not currently displayed in Guide do not have a check mark in front of them.
- Use the **UP DOWN ARROW** button or **CH|PG** to go through the list of channels. The following options are available:
  - To hide a channel currently in the Guide, highlight the channel, and press **OK**. The check mark disappears from the check box.
  - To make a hidden channel reappear in the Guide, highlight the channel, and press **OK**. A check mark appears in front of the channel.
  - To make all channels appear in the Guide, highlight **CHECK ALL**, and press **OK**. Check marks appear in all the check boxes.
  - To display only the unchecked boxes (hidden channels), highlight **VIEW UNCHECKED**, and press **OK**. The **SHOW UNCHECKED** option becomes **SHOW ALL**.
  - To restore the entire list, highlight **SHOW ALL**, and press **OK**.
- To save the settings, highlight **SAVE**, and press **OK**. Select **DON'T SAVE** to exit from the screen without saving the settings.

## Setup Favourites Channels

- Press **MENU**.
- **RIGHT ARROW** to **SETTINGS**, then **DOWN ARROW** to highlight **TELEVISION** and press **OK**.
- Highlight **SETUP FAVOURITES**, and press **OK**.
- Use the **UP DOWN ARROW** buttons or the **CH|PG** button to scroll through the list of channels.
- Press **OK** to select or deselect the checkmark beside the channel.
  - A checkmark includes the channel in the favourite list.
  - An empty check box removes the channel from the favourite list.

From the menu on the left the following options are available:

- To reset the favourite channels list, highlight **UNCHECK ALL**, and press **OK**. All the check boxes become unchecked.
- To only show the channels in the favourite channels list, highlight **VIEW CHECKED**, and press **OK**. The **VIEW CHECKED** option becomes **VIEW ALL**.
- To show the entire list of channels, highlight **VIEW CHECKED**, and press **OK**, then highlight **VIEW ALL**, and press **OK**.
- Press the **LEFT ARROW** to move to the left side of the screen, highlight **SAVE** and press **OK**.
- To cancel the changes highlight **DON'T SAVE** and press **OK**.
- Press **BACK** to return to the main menu and **LEFT ARROW** to **LIVE TV**.
- **DOWN ARROW** to **FAVOURITES** and press **OK**.
- Only the channels with checkmarks under **SETUP FAVOURITES** display.
- Highlight a program and press **OK** to view.

## View Favourites

- Press **MENU**.
- Under **<LIVE TV>**, highlight **FAVOURITES** and press **OK**.
  - See Setup Favourites to choose which channels are to appear in the Guide.
- The Favourite Guide appears showing all selected channels under **SETUP FAVOURITES**.
- Favourite channels are effective only on the TV they were setup on.

## Search Live TV (Title, Video On Demand, People)

- Press the **A** button, or;
- Press **MENU** and highlight **SEARCH** under **<LIVE TV>** or **<EXTRAS>**, and press **OK**.
- The Search screen appears with the following:
  - Select letters on the **ALPHABETIC KEYPAD** to search for the program or person.
  - Press  to add a space between words.
  - Press **←** to delete a letter/number.
  - Press **123** to activate the numeric keypad.
  - Press **OPTIONS** to apply the search filters, **ALL RESULTS, TITLES, VIDEO ON DEMAND, PEOPLE**.
- Begin the search; use the **ARROW** buttons to highlight the first letter or number and press **OK**.
- On the right side of the screen, a list of programs or names that contain the letter entered appear.
- To narrow the search, highlight **OPTIONS** and press **OK**. The following filters are available:
  - **ALL RESULTS** – Displays people, program titles, and Video On Demand programs.
  - **TITLES** – Titles from Live TV and VOD display (**VIDEO** indicate VOD titles)
  - **VIDEO ON DEMAND** – Only VOD programs display.
  - **PEOPLE** – Only programs with the person appear.
- Use the **ARROW** buttons to highlight the title or name from the list on the right, then press **OK**.
  - If the filter is set to **TITLE**, times when the program is playing displays along with program details at the bottom of the screen.
  - If the filter is set to **PEOPLE**, programs featuring that person appear along with program details at the bottom of the screen.
  - If the filter is set to **VIDEO ON DEMAND**, the **Program Info Summary** screen appears with program detail along with rental information.
- Press **EXIT** to return to Live TV.

## Navigating the Guide

### Menus and Screens

Use the **ARROW** buttons and/or the **CH|PG** button to scroll through lists.

Press **OK** to make selections.

When in the **Menu**, **Guide**, **MTS Video On Demand**, or **Recorded TV** screens:

Use the **ARROW** buttons and/or the **CH|PG** button to highlight items in the screen. The highlighted item shows the selection.

- Press **OK** to activate the selection.
- Press **BACK** to return to the previous screen.
- Press **EXIT** to return to TV viewing.

### The Guide

The **REW** or **FF** buttons will go ahead a day or back a day in the Guide.

- Press **GUIDE**.
- Press the **UP DOWN ARROWS** or the **CH|PG** to scroll vertically through the Guide. Press and hold the **CH|PG** button to go through a whole page of the Guide at a time.
- Press the **RIGHT LEFT ARROW** buttons to scroll vertically through the Guide to see what is playing at a later time.
- Highlight the program and press **OK**. If the program is currently available, it will begin playing.
  - If the program is on at a later time, the **Program Info** screen appears with options to choose from.
- Press **EXIT** to return to TV viewing.

### The Menu

The Menu screen provides access to the features.

- Press **MENU**. The Menu screen appears.
- Press the **RIGHT LEFT ARROWS** to highlight a heading, such as Live TV, on the horizontal menu bar.
- Press the **UP DOWN ARROWS** to highlight an item, such as Guide, under the heading.
- Press **OK** to select the item.
- Press **EXIT** to return to TV viewing.

## The Program Info Screen

The Program Info screen displays information about all programs in the Guide, and provides access to a variety of options related to the program.

- Press **GUIDE**.
- Press the **UP DOWN ARROWS** or **CH/PG** to highlight the program.
- Press **INFO** and the Program Info screen appears.
- Under the Summary heading, highlight one of the following options and press **OK**.
  - **WATCH** – To tune to the program if it is currently on.
  - **RECORD EPISODE** – To record the program. This option appears on PVR boxes.
  - **RECORD SERIES** – To record the series for this program. This option appears on PVR boxes.
  - **RENT** – To rent the program. This option only appears in the Program Info screen for a Video On Demand movie.
- Press the **RIGHT ARROW** button to highlight **RELATED INFO** on the horizontal menu bar to find out additional details of the program.

## Picture-in-Picture

While watching full-screen TV, use the **ARROW** buttons to see what is playing now, or later, on other channels without leaving the currently viewed program.

- Press any **ARROW** button to display the Picture-in-Picture (PIP).
- The PIP appears at the bottom of the screen while the TV remains tuned to the current program.
- Press the **UP DOWN ARROW** buttons to see what is currently playing on other channels. For each program, the PIP displays the title and other relevant information about the program.
- Press the **RIGHT LEFT ARROW** buttons to see what is playing at a later time on the channel selected in the PIP.
- Press **OK** to tune to the program shown in the PIP, if it is currently on, or to find out more about the program if it is playing at a later time.
- Press **EXIT** to close the PIP.

## MTS Weather Channel

### Menu Method

- Press **MENU**.
- **RIGHT ARROW** to **<EXTRAS>**, then **DOWN ARROW** to highlight **LOCAL WEATHER** and press **OK**.
- The weather channel 29 displays.

### Guide Method

- Press **GUIDE**.
- Use the **UP DOWN ARROW** or **CH|PG** buttons to scroll through the Guide to locate **29 WEATHER**.
- Highlight **THE WEATHER**, a description displays at the bottom of the screen, press **OK**.
- The Weather Channel 29 displays.

### Remote Control Method

- Press **29** on the remote control.
- A thumbnail and description of the channel displays at the bottom of the screen, in about 8 seconds, this disappears and the Weather channel plays.

## Using the PVR Service (Recorded TV)

### Record a Current Program Using the RECORD Button

While watching Live TV record the current program until its scheduled end time, or add extra time at the end to ensure that the whole program records.

- While watching Live TV, press **RECORD**.
- The message “**Recording**” appears briefly on the screen. The **RECORD** light on the set-top box turns on and remains on while the program is recording.

#### To Change Record Settings:

- While the program is recording press **INFO**.
- Highlight **RECORD SETTINGS**, and press **OK**. The **Record Settings** screen appears.
- Highlight the text under **STOP RECORDING**, and press **OK**.
- Highlight one of the following options, and press **OK**:
  - At Scheduled Time
  - 5 Minutes After
  - 15 Minutes After
  - 30 Minutes After
  - 1 Hour After
  - 2 Hours After
  - 3 Hours After

Or, highlight **DON'T CHANGE** and press **OK** to keep your current setting.
- Highlight text under **KEEP UNTIL**, and press **OK**.
- Highlight one of the following options, and press **OK**.
  - **SPACE NEEDED** – Automatically erases the program when space is needed for a new recording.
  - **I ERASE** – Stores the program until it is erased manually.

Or, highlight **DON'T CHANGE** and press **OK** to keep current setting.
- Use the **ARROW BUTTONS** to highlight **SAVE CHANGES**, and press **OK**.
- “**Recording Updated**” message appears for a few seconds
- Press **EXIT** to return to Live TV.

## Record a Series from Live TV

Record recurring programs, such as episodes in a series. Once scheduled, a series recording occurs until cancelled. Scheduled recordings continue even when the TV and receiver are off.

- While watching the Live TV press **INFO**. The Program Info screen appears.
- Use the **ARROW BUTTONS** to highlight **RECORD SERIES**, and press **OK**. The **Record Series** screen appears.
- To change the time of recording, highlight the text under **TIME**, and press **OK**.
- Highlight one of the following options, and press **OK**:
  - **ANY DAY, AROUND XX:XX AM/PM** – Records programs any day of the week, as long as they occur at or near the same time as the selected episode.
  - **ANY DAY, ANYTIME** – Records programs any day of the week at any time.
  - **ANY DAY, ANYTIME, ONCE PER DAY** – Records programs any day and time, but records only one episode per day.
- To change the type of recording, highlight the text under **SHOW TYPE**, and press **OK**.
- Highlight one of the following options, and press **OK**:
  - **FIRST RUN & RERUN** – Records first-run and all subsequent reruns of this program.
  - **FIRST RUN ONLY** – Records first-run episodes, but will not record reruns.
  - To keep current settings highlight **DON'T CHANGE** and press **OK**.
- To add extra time to ensure the entire episode is recorded, highlight the text under **STOP RECORDING**, and press **OK**.
- Highlight one of the following options and press **OK**:
  - At Scheduled Time
  - 5 Minutes After
  - 15 Minutes After
  - 30 Minutes After
  - 1 Hour After
  - 2 Hours After
  - 3 Hours After

Or, highlight **DON'T CHANGE** and press **OK** to keep your current setting.
- To set how long the recording is to be stored highlight text under **KEEP UNTIL**, and press **OK**.
  - Highlight one of the following options, and press **OK**.
  - **SPACE NEEDED** – Automatically erases the program when space is needed for a new recording.
  - **I ERASE** – Stores the program until it is erased manually.
  - Or, highlight **DON'T CHANGE** and press **OK** to keep current setting.
- Use the **ARROW BUTTONS** to highlight **RECORD**, and press **OK**.
- The message **Recording** appears for a few seconds and Live TV plays.

## Record Manually

Schedule a recording manually by specifying the channel, date, time, and duration. Only single programs (not series) can use the feature **CREATE A MANUAL RECORDING WITH:**.

- Press **RECORDED TV**.
- **RIGHT ARROW** to highlight **<ADD RECORDING>**.
- Highlight **CHANNEL AND TIME**, and press **OK**. The **Manual Record** screen appears.
- Highlight the text entry box under **CHANNEL**. Use the **NUMERIC KEYPAD** to enter the channel to record.
- Highlight the text entry box under **DATE**, and press **OK**. Highlight the date you want, press **OK**.
- **DOWN ARROW** to highlight **MON/DATE | CHANGE** under **DATE** and press **OK** to change the recording date.
- Highlight the text entry box under **START**. Use the **NUMERIC KEYPAD** to enter the time to start recording. **RIGHT ARROW** and press **OK** to change to **AM** or **PM**.
- Highlight the text entry box under **STOP**. Use the **NUMERIC KEYPAD** to enter the time to stop recording. **RIGHT ARROW** and press **OK** to change to **AM** or **PM**.
- To set how long the recording is to be stored, highlight the text under **KEEP UNTIL**, and press **OK**. Highlight one of the following options and press **OK**:
  - **SPACE NEEDED** – Automatically erases the program when space is needed for a new recording.
  - **I ERASE** – Stores the program until it is manually erased.
- Highlight **RECORD** and press **OK**. Or, highlight **DON'T RECORD** and press **OK** to cancel the recording.
- The message **"Recording Scheduled"** appears for a few seconds.
- Press **EXIT** to return to Live TV.

## Record a Single Program from the Guide

Use the Guide to schedule a recording of a program that is currently showing or one that will be shown in the future.

- Press **GUIDE**.
- Use the **ARROW BUTTONS** or **CH|PG** to scroll through programs, and then highlight the program to record.
- Press **RECORD**. A red dot appears by the program to indicate the program is scheduled to record.

## Change Record Settings for a Program Already Set to Record

- Press **GUIDE**.
- Use the **ARROW BUTTONS** or **CH|PG** to the program recording (indicated by a red dot).
- Press **INFO**. The **Program Info** screen appears.
- Highlight **RECORD SETTINGS**, and press **OK**. The Record Settings screen appears.
- Use the **ARROW BUTTONS** to highlight the text under **STOP RECORDING**, and press **OK**.
- Highlight one of the following options, and press **OK**:
  - At Scheduled Time
  - 5 Minutes After
  - 15 Minutes After
  - 30 Minutes After
  - 1 Hour After
  - 2 Hours After
  - 3 Hours After

Or, highlight **DON'T CHANGE** and press **OK** to keep your current setting.
- Highlight text under **KEEP UNTIL**, and press **OK**.
- Highlight one of the following options, and press **OK**:
  - **SPACE NEEDED** – Automatically erases the program when space is needed for a new recording.
  - **I ERASE** – Stores the program until it is erased manually.

Or, highlight **DON'T CHANGE** and press **OK** to keep current setting.
- Use the **ARROW BUTTONS** to highlight **SAVE CHANGES**, and press **OK**.
- **RECORDING UPDATED** message appears for a few seconds
- Highlight **WATCH** and press **OK**, to return to Live TV.

## Record a Series Using the Guide

- Once a recording is scheduled, it continues to record until cancelled.
  - Pressing the **RECORD** button twice while highlighting a program in the Guide schedules a series recording, and three overlapping dots appear.
- 
- Press **GUIDE**.
  - Use the **ARROW BUTTONS** or **CH|PG** to scroll through programs, and then highlight the program to record.
  - Press **RECORD** twice. A red dot appears on the first press, and three overlapping dots appear on the second press. This indicates that a series is recorded. This program will record at the same time on the same day each week for time shown in the Guide.

## View Recorded Program Lists

### View Scheduled Recordings

- Press **RECORDED TV**. The **Recorded TV** screen appears.
- Press the **RIGHT ARROW** button to highlight **SCHEDULED** on the horizontal menu bar. The **Recorded TV** screen now lists all upcoming recordings in the order in which they will be recorded.
- Use the **ARROW BUTTONS** or **CH|PG** to scroll through the list.

### View Series Recordings

- Press **RECORDED TV**. The **Recorded TV** screen appears.
- Use the **RIGHT ARROW** button to highlight **SERIES** on the horizontal menu bar. The **Recorded TV** screen lists the series scheduled to record.
- Use the **ARROW BUTTONS** or **CH|PG** to scroll through the list.

### View Recordings from the Guide

- Press **GUIDE**.
- Use the **ARROW BUTTONS** or **CH|PG** to scroll through the channels to locate the **RECORDED TV** channel, or press **1001** on the remote control.
- With **RECORDED TV** highlighted press **OK**.
- The **Recorded TV** screen appears with all recordings **BY DATE, BY TITLE, SCHEDULED** and **SERIES**.

## Play Recorded Programs

- Press **RECORDED TV**. The **Recorded TV** screen lists available recordings by date, from the most recently recorded programs to the oldest.
- Use the **ARROW BUTTONS** or **CH|PG** to scroll through recorded programs.
- Highlight a recorded show, and press **OK**.
- The **Program Info** screen appears:
  - Highlight **PLAY**, and press **OK** to play the recording from the beginning.
  - Note: If the recorded program is locked by parental locking, refer to [Parental Locks](#).
  - If the recorded program is stopped, to continue watching, highlight **RESUME PLAY**, and press **OK**.
  - If the recorded program is stopped, to start watching the program from the beginning, highlight **START OVER** and press **OK**.
- After the program finishes playing the **Finished** screen appears with the following menu options:
  - **START OVER** – Watch the program again
  - **ERASE** – Erase the program
  - **RECORDED TV** – Returns to recorded programs for another selection
  - **WATCH LIVE TV** – Returns to live programming

## Cancel, Stop, Erase Recordings

### Cancel Recording from the Guide

The easiest way to cancel a single or series recording is by using the Guide. Individually scheduled recordings are marked by a red dot, and series recordings are marked by three overlapping dots.

- Press **GUIDE**.
- Use the **ARROW BUTTONS** or **CH|PG** to scroll through programming, highlight the program (red dot(s) indicate recording) to be cancelled.
- **Cancel Single Program**
  - If the program is an individually scheduled recording (shown by a single red dot), press **RECORD** twice.
  - The first press changes the program to a series recording (three overlapping dots), and the second press cancels the recording (the dots disappear).
  - A “**Recording Cancelled**” message appears on the screen.
- **Cancel Series**
  - If the program is a series recording (three overlapping dots), press **RECORD** once.
  - This cancels the entire series recording, and the dots disappear from the Guide.
  - A “**Recording Cancelled**” message appears on the screen.

### “STOP” Recording

- While watching a program being recorded, press **STOP**.
- A message appears that enables you to stop or continue recording.
- Highlight **STOP RECORDING**, and press **OK**. The message Recording Stopped appears. Or, highlight **KEEP RECORDING**, and press **OK**.
  - If the program is stopped a message appears “**Recording Stopped**”.

### “RECORDED TV” Stop Recording

- Press **RECORDED TV**.
- Use the **RIGHT ARROW** button to highlight **<SCHEDULED>** or **<SERIES>**.
- Use the **ARROW** buttons or **CH|PG** to scroll through recorded programs.
- Press **OK** on the program recording to be stopped or cancelled.
- Highlight **DON'T RECORD** or **CANCEL SERIES** and press **OK**
- A confirmation message appears, **CANCEL EPISODE** or **CANCEL SERIES** or **DON'T CANCEL**.
- The **Recorded TV** screen returns.
- Press **EXIT** to return to Live TV.

### Erase Existing Recording

Recorded programs remain until they are erased, or until the receiver erases old recordings to make space for new recordings (this can be set under **CHANGING HOW LONG THE RECORDING WILL BE STORED**)

- Press **RECORDED TV**.
- Use the **ARROW BUTTONS** or **CH|PG** to scroll through recorded programs.
- Highlight the recorded program to be erased, and press **OK**. The **Program Info** screen appears.
- Highlight **ERASE**, and press **OK**. A confirmation message appears.
- Highlight **ERASE** again, and press **OK**. The message “**Recording Erased**” appears, this erases the program permanently.
- Select **DON'T ERASE** to avoid erasing the program.
- The **Recorded TV** screen appears. Press **EXIT** to return to Live TV.

### How to Store Recorded Programs

- Press **RECORDED TV**.
- Use the **ARROW BUTTONS** or **CH|PG** to scroll through recorded programs.
- Highlight the program to change store settings, and press **OK**.
- Highlight **KEEP UNTIL**, and press **OK**.
- Highlight the text under **KEEP UNTIL**, and press **OK**.
- Highlight one of the following options, and press **OK**.
  - **SPACE NEEDED** – Automatically erases the program when space is needed for a new recording.
  - **I ERASE** – Stores the program until it is erased manually.
- Or, highlight **DON'T CHANGE** and press **OK** to keep current setting.
- Highlight **SAVE CHANGES**, and press **OK**. The message “**Recording Updated**” appears briefly. on your screen.

## Verify the Program is Recording

- When a program is recording a red light turns on the receiver under RECORD.
- Individually scheduled recordings are marked by a red dot, and series recordings are marked by three overlapping dots.
- Scheduled recordings continue even when the TV and receiver are off. This does not apply to an unscheduled recording started by pressing the **RECORD** button while watching Live TV.

## How to Determine the Program is Recording

- Tune to the program. Press **INFO** and the **Program Info** screen appears. If the program is recording, the **Program Info** screen displays a red dot.
- Press **GUIDE** and look for the red dot or dots beside the program name.
- Tune to a program and press **PLAY**. If the program is recording, the progress indicator that appears at the bottom of the screen has a red dot on the right.
- Tune to a program and press **STOP**. If the program is currently recording, a message appears that enables you to stop or continue the recording.
- Press **RECORDED TV**. This screen displays the title of a recorded program with a red dot as soon as it begins recording. Scroll to **SCHEDULED** to see programs that will be recorded.

## Cannot Record a Program

### Personal Video Recording (PVR)

- With the MTS PVR, you can record current shows, schedule future shows to be recorded, and watch the recorded shows at any time. You can record an individual show or a series of episodes that occur at regular intervals.
- Ensure the set-top box has PVR functionality and you are subscribed to the MTS PVR service.
- Movies and programs within the Video On Demand service are copy-written material and not able to be recorded.
- When a program is recording a red light turns on the receiver under RECORD.
- Individually scheduled recordings are marked by a red dot, and series recordings are marked by three overlapping dots.
- Scheduled recordings continue even when the TV and receiver are off. This does not apply to an unscheduled recording started by pressing the **RECORD** button while watching Live TV.

### Recording to an External Device like a VCR or DVD Recorder

Verify the device is plugged in, turned on, and properly connected. Consult the documentation for the external device for information about proper connection of the external hard disk drive.

Only the tuned channel will record using a VCR or DVD recorder.

All actions using the remote control will record.

To record up to three programs using the PVR, you must be subscribed to the MTS PVR service.

Call MTS at 204-225-5687 to subscribe.

### Program Scheduled to Record Does Not Record

- Press **RECORDED TV** and scroll to the **Recorded TV** screen. If the program recorded, this screen lists the program. Do one of the following:
  - If the **Recorded TV** screen lists the program, select the program in the list and play it.
    - With the program highlighted press **OK**
    - Highlight **PLAY** and press **OK**

If there is no indication the program recorded, continue with the following:

### A Different Program Recorded

- Press **RECORDED TV**, does the **Recorded TV** screen list a program that was recorded on the same day and at the same time as the program that you wanted to record. If so, another program was scheduled to record in that time slot and the resulting conflict was resolved in favour of the other program.

### Record Series Daily

- Press **GUIDE**.
- Highlight the program to record and press the **RECORD** button twice.
- One-touch recording schedules a series recording **weekly**. Use the **Program Info** screen to schedule a daily series recording.
- Press **INFO**.
- Highlight Series Settings and press **OK**
- Use the **ARROW** button to change the settings.
- Select **TIME** and choose from:
  - Any day, around HH:MM AM/PM
  - Any day, anytime
  - Any day, anytime, once per day
- Highlight **SAVE CHANGES** and press **OK**.
- Press **EXIT** to return to Live TV.

### Record Based On Time Slot (Not Program Name)

Series recording is based completely on the time slot and not on the program name of the series.

If a series is scheduled to record for 11:00 AM every day, it records whatever is on that channel at 11:00 AM every day.

### Available Space for Recording

If the system has less than 25 MB of free disk space (which allows only a few minutes of playing time), the oldest program, based on the recording start date, is automatically deleted.

To ensure important programs are recorded, monitor the disk usage and pre-emptively delete old recordings.

### Check Disk Storage

- Press **MENU** then use the **RIGHT ARROW** to select **<SETTINGS>**.
- Highlight **GENERAL**, and press **OK**.
- Select **SYSTEM INFORMATION** and press **OK**.
- **RIGHT ARROW** to select **SYSTEM RESOURCES**, press **OK**.
- The **System Resources** screen, displays total disk space and free disk space under **DISK USAGE**.

### Delete Recordings

Recorded programs remain until they are erased, or until the receiver erases old recordings to make space for new recordings (this can be set under **CHANGING HOW LONG THE RECORDING WILL BE STORED**)

- Press **RECORDED TV**.
- Use the **ARROW BUTTONS** or **CH|PG** to scroll through recorded programs.
- Highlight the recorded program to be erased, and press **OK**. The **Program Info** screen appears.
- Highlight **ERASE**, and press **OK**. A confirmation message appears.
- Highlight **ERASE** again, and press **OK**. The message "**Recording Erased**" appears, this erases the program permanently.
- Select **DON'T ERASE** to avoid erasing the program.
- The **Recorded TV** screen appears. Press **EXIT** to return to Live TV.

## Unwanted Recordings are Listed on Recorded TV

Unwanted recordings can appear on the Recorded TV screen when a series recording is scheduled. Series recordings record whatever is playing on the channel in the scheduled time slot, which may include programs not requested.

For example, if the desired program occurs three weekdays per week, a daily series recording records those three programs plus whatever is in the time slot on the other two weekdays.

### Set Series Settings

- Press **RECORDED TV**.
- Use the **RIGHT ARROW** to highlight **<SERIES>**.
- Highlight the series name and press **OK**. The **Series Info** screen appears.
- The following can be changed, **TIME**, **SHOW TYPE**, and **STOP RECORDING**.
- Use the **ARROW** buttons to highlight selection and press **OK**.

#### TIME

- Any day, around HH:MM AM/PM
- Any day, anytime
- Any day, anytime, once per day

#### SHOW TYPE

- First Run & Rerun
- First Run Only

#### STOP RECORDING

- At Scheduled Time
- 5 Minutes After
- 15 Minutes After
- 30 Minutes After
- 1 Hour After
- 2 Hours After
- 3 Hours After

- Highlight your choice and press **OK**.
- When choices have been selected, highlight **SAVE CHANGES** and press **OK**.
- The **Series info** screen appears. Press **EXIT** to return to Live TV.

### Delete Recordings

- Press **RECORDED TV**.
- Use the **ARROW BUTTONS** or **CH|PG** to scroll through recorded programs.
- Highlight the recorded program to be erased, and press **OK**. The **Program Info** screen appears.
- Highlight **ERASE**, and press **OK**. A confirmation message appears.
- Highlight **ERASE** again, and press **OK**. The message "Recording Erased" appears, this erases the program permanently.
- Select **DON'T ERASE** to avoid erasing the program.
- The **Recorded TV** screen appears. Press **EXIT** to return to Live TV.

## Resolving Recording Conflicts

The receiver can record three programs at a time. Recording conflicts occur when additional recordings are attempted.

### Single Recording Conflict

When individual recording conflicts with one or more previously scheduled recordings, a **Recording Conflict** screen alerts you to the problem.

- To cancel recording the program that caused the conflict, highlight **DON'T RECORD** (Program Name), and press **OK**. Highlight **CANCEL RECORDING**, and press **OK**. Or, highlight **DON'T CANCEL** and press **OK** if you do not want to cancel the recording.
- To resolve the conflict by changing which programs will be recorded, highlight **RESOLVE CONFLICT**, and press **OK**.
- Use the **ARROW** button to highlight which program to record and press **OK**, a red dot indicates the program is chosen for recording. The program beneath it will have the red dot removed.
- Highlight **SAVE CHANGES** and press **OK**, or **CANCEL CHANGES** to return to the Guide.

### Series Recording Conflict

**Record all episodes of the series and cancel recordings that conflict:**

- Highlight **RECORD ALL EPISODES OF SERIES CONFLICT**: Series Name, and press **OK**.  
The recordings of episodes for this particular series will override and cancel any previously scheduled recordings that were conflicting. A conflict icon appears in the Guide by each overridden program.

**Record only episodes that do not conflict with previously scheduled recordings:**

- Highlight **RECORD THIS SERIES ONLY WHEN NO CONFLICT OCCURS**. and press **OK**.  
Episodes that conflict with previously scheduled recordings are not recorded. The previously scheduled recordings occur as planned.

**Manually choose which episodes to record.**

- Highlight **CHOOSE WHICH SHOWS TO RECORD**., and press **OK**. A list of conflicting episodes are displayed with an X in the dots.
- To record one of the conflicting episodes, highlight the program you want to record, and press **OK**. The **Program Info** screen appears with information on that program.
- Highlight **RESOLVE CONFLICT**, and press **OK**. The **Recording Conflict** screen appears, listing the conflicting recordings.
- Highlight the program to record, and press **OK**. The program or programs scheduled to be recorded are marked with a red dot. When one program is selected to record, the program(s) beneath it have the red dot(s) removed.
- Highlight **SAVE CHANGES**, and press **OK**. A “**Series Recording Scheduled**” message appears briefly on your screen.

### Recording or Clearing an Overridden Single Recording

An individual conflict icon (the crossed-out red dot) in the Guide marks an individual recording that was cancelled in favour of another recording.

- Press **GUIDE**.
- Use the **ARROW** buttons or **CH|PG** to highlight the overridden program (indicated by a crossed-out red dot), and press **OK**. A **Program Info** screen appears.
- The following actions are available:
  - Leave it as is.
  - **Cancel the recording** - Highlight **DON'T RECORD** and press **OK**, select **CANCEL RECORDING** to clear the conflict and cancel the recording. Choose **DON'T CANCEL**, to return to the **Program Info** screen.
  - **Override another recording to allow this recording** - To override a different program and allow the current conflicting program to record, highlight **RESOLVE CONFLICT**, and press **OK**. Highlight the conflicting program and press **OK**, the red dot appears to the right of the program name. Highlight **SAVE CHANGES** and press **OK**. The message "**Recording Scheduled**" appears for a few seconds and the **Program Info** screen returns. The conflict icon reverts to a red dot. Press **EXIT** to return to Live TV.

### Recording or Clearing an Overridden Series Recording

A series conflict icon (crossed-out, three overlapping red dots) in the Guide marks a series episode that was cancelled in favour of another recording.

- Press **GUIDE**.
- Use the **ARROW** buttons or **CH|PG** to highlight the overridden episode (indicated by crossed-out, three overlapping red dots), and press **OK**. A Program Info screen appears.
- The following actions are available:
  - Leave it as is.
  - **Cancel the recording** - Highlight **DON'T RECORD** and press **OK**, select **CANCEL EPISODE** to clear the conflict and cancel the entire series recording. Choose **DON'T CANCEL**, to return to the **Program Info** screen.
  - **Override another recording to allow this recording** - To override a different series episode and allow the current conflicting series to record, highlight **RESOLVE CONFLICT**, and press **OK**. Highlight the conflicting series and press **OK**, the red dot appears to the right of the program name. Highlight **SAVE CHANGES** and press **OK**. The message "**Series Recording Scheduled**" appears for a few seconds and the **Program Info** screen returns. The conflict icon reverts to overlapping dots. Press **EXIT** to return to Live TV.

### Cannot Record a Program While Watching Another Program

While recording a program, you can watch that program, or watch another previously recorded program. You cannot watch another live TV channel or a video without stopping the recording in progress.

- If you try to tune away from the channel you are recording to a live TV channel or to a video, a message directs you to cancel or continue the recording in progress on the current channel.
- If you choose **STOP RECORDING**, the recording stops and tunes to the other channel.
- If you choose **KEEP RECORDING**, the recording continues and stays on the current channel.
- If you are tuned to a live TV channel or video when a program is about to record on another channel, a message tells you the system is changing channels to record the other program.
- Do one of the following:
  - Cancel the recording and continue watching the current channel.
  - Allow the system to tune to the other channel to execute the scheduled recording.

## Control Live TV

- Control Live TV using the same control buttons used to pause, fast-forward, and rewind MTS Video On Demand.
- Recording Live TV starts from the point at which **RECORD** is pressed, not from the beginning of the program.
- A PIN is not required to schedule recordings for programs that are locked by the parental locking feature; however the PIN is required to view the recording.

### While watching a live TV program:

Press **PAUSE** to pause the program for up to <<90>> minutes. The image freezes. A progress indicator shows the following:

- The time the program paused (shown as a vertical line with the time below it).
- How much of the program has been recorded since paused (shown as the shaded area after the pause time).

If paused longer than the maximum amount of time allowed, the program automatically begins to play from the point at which it was paused.

- Press **PLAY** to resume playing the program from the point at which it was paused. Press **PLAY** at any time while watching live TV to display the progress indicator.
- Press **FF** to fast forward through the program up to the point at which the program is live. Press **FF** once, twice, or three times to fast forward at increasing speeds.
- Press **FWD** to skip forward in short segments up to the point at which the program is live.
- Press **REW** to rewind the program to the point at which it was originally paused. Press **REW** once, twice, or three times to rewind at increasing speeds. Press **REPLAY** to skip backward in short segments up to the point at which you tuned to the channel.



## MTS TV Video On Demand

- A list of MTS Video On Demand movies and trailers are also available at [mts.ca/nowplaying](http://mts.ca/nowplaying) and from a Web browser capable MTS Mobility cellular phone.
- If the video is locked by parental or rental locking, enter a PIN to unlock the video. A video remains unlocked for four hours.
- Watch rented unlimited times within a 24-hour rental window.
- Capable of rewind, fast-forward, and pause.

### Accessing MTS Video On Demand

#### Access VOD using the VIDEO ON DEMAND Button

- Press the **VIDEO ON DEMAND** button.
- Use the **ARROW** buttons to highlight a video category:
  - **MOVIES & HOLLYWOOD** – Displays subcategories, including genres
  - **CURRENT RENTALS** – Displays your current rentals, if any
  - **MORE CHOICES** – Displays specialty programming
- Use the **DOWN ARROW** to highlight a genre, subcategory or video and press **OK**.
- A Video On Demand screen appears and enables the following:
  - **RENT FOR \$** – To purchase a video rental.
  - **WATCH TRAILER** – If available, a trailer can be previewed.
- To rent the video, highlight, “**Rent for \$\_\_\_**”, and press **OK**.
- To confirm the selection, highlight **RENT**, and press **OK**

The video begins to play immediately. A menu bar appears briefly at the top of the screen to indicate how long the rental is available.

### Access VOD from the MENU.

- Press **MENU** and **RIGHT ARROW** to **VIDEO ON DEMAND**.
- Use the **DOWN ARROW** to highlight a category and press **OK**.
  - **MOVIES & HOLLYWOOD** – Displays subcategories, including genres
  - **CURRENT RENTALS** – Displays your current rentals, if any
  - **MORE CHOICES** – Displays specialty programming
- Use the **DOWN ARROW** to highlight a genre or subcategory and press **OK**.
- A Program Info screen appears and enables the following:
  - **Rent for \$** – To purchase a video rental.
  - **Watch Trailer** – If available, a trailer can be previewed.
- To rent the video, highlight, “**Rent for \$\_\_\_**”, and press **OK**.
- To confirm the selection, highlight **Rent**, and press **OK**.

The video begins to play immediately. A menu bar appears briefly at the top of the screen to indicate how long the rental is available.

### Using the MTS VIDEO ON DEMAND Channel

- Press **GUIDE** and scroll to the **VIDEO ON DEMAND** channel **1003 VIDEO** or press **1003** on the remote control, then press **OK**.
- Use the **ARROW** buttons to highlight a video category:
  - **MOVIES & HOLLYWOOD** – Displays subcategories, including genres
  - **CURRENT RENTALS** – Displays your current rentals, if any
  - **MORE CHOICES** – Displays specialty programming
- Use the **DOWN ARROW** to highlight a genre, subcategory or video and press **OK**.
- A Video On Demand screen appears and enables the following:
  - **RENT FOR \$** – To purchase a video rental.
  - **WATCH TRAILER** – If available, a trailer can be previewed.
- To rent the video, highlight, “**Rent for \$\_\_\_**”, and press **OK**.
- To confirm the selection, highlight **RENT**, and press **OK**.
- The video begins to play immediately. A menu bar appears briefly at the top of the screen to indicate how long the rental is available.

### Play Video On Demand Programs

Rented videos can be played anytime until it expires within the 24 hour rental window.

- Press **VIDEO ON DEMAND**. The Current Rentals screen appears.
- Highlight the video, and press **OK**.
- Highlight **Play**, and press **OK**.

## Controlling Video On Demand Programs

If the video was previously paused or stopped before it was finished, the video resumes from where it left off. To restart the video from the beginning, press **STOP**, highlight **START OVER**, press **OK**.

There are different results for some of the buttons depending on which button was pressed previously.

- Press **PAUSE** to freeze the video.
- Press **PLAY** to resume playing the video.
- Press **STOP** to stop the video.
- Press **PLAY** to start playing the video from the beginning.
- Press **REW** or **FF** to rewind or fast-forward through the video.
- Press **REW** or **FF** once, twice, or three times to rewind or fast forward at increasing speeds.
- Press **PLAY** to resume playing at normal speed.
- Press **SKIP** or **REPLAY** to skip forward or backward in short segments (about 30 seconds).

## Stop Video On Demand Programs from Playing

Press **STOP**. Highlight one of the following options and press **OK**.

- **Resume Play** – The program begins playing from the point at which **STOP** was pressed.
- **Video On Demand** – Returns the main Video On Demand screen.
- **Start Over** – Replays the rented program from the beginning.
- **Watch Live TV** – Tunes to the last channel viewed before watching the rented program.

## What to do when a Video On Demand Program Finishes

When a rented video finishes playing, the Finished Screen appears. Highlight one of the following options and press **OK**:

- **Video On Demand** – Returns the main Video On Demand screen.
- **Start Over** – Replays the rented program from the beginning.
- **Watch Live TV** – Tunes to the last channel viewed before watching the rented program.

## You are Unsure of the Expiration Date for a Video

Watch rented unlimited times within a 24-hour rental window.

- Press **VIDEO ON DEMAND**.
- The **Current Rentals** screen lists the rented videos.
- Select the video and press **OK**.
- The expiration period for that video appears at the bottom of the screen. When a video expires, the system automatically deletes it from the **Current Rentals** screen.

## The Video Expires While Playing

If a video expires while being played, it stops playing immediately.

### **A Rented Video On Demand Program is Not in the Current Rentals List**

- The video probably expired before viewing
- When a video expires, it is deleted from the Current Rentals screen.

#### **Access Rented Programs**

- Press **VIDEON ON DEMAND**.
- The **Current Rentals** screen is presented with the available purchased programs.
- Select the program and press **OK**
- Select **PLAY** and press **OK**.

## Locking – VOD and Live TV

- MTS TV Parental Control locks are set at 18A.
- Locked channels and programs still appear in the Guide and they can be scheduled to record, however the PIN is required to watch recorded locked program.
- Each TV requires Parental Locking to be setup.

### Parental Locking

- Press **MENU**.
- Press the **RIGHT ARROW** button to highlight **<SETTINGS>**.
- Highlight **PARENTAL CONTROLS**, and press **OK**.
- Highlight **PARENTAL LOCKING**, and press **OK**.
  - A default PIN has been preset by MTS to **1234** to prevent access to Adult Content.
  - Use the **NUMERIC KEYPAD** to enter a four-digit PIN.
  - If PIN is entered incorrectly, press **DELETE** to erase.
  - If a PIN has already been set, enter the previously set PIN.
- To set ratings for **Channels, Movie Ratings, TV Parental Guidelines, Unrated Content** and **Adult Programs** use the **ARROW** button to highlight **CHANGE** and press **OK**.

#### Channels (Lock specific channels)

- All channels are listed.
- Use the **UP DOWN ARROW** buttons to move through the list, press **OK** to lock or unlock a channel. Locked channels display a lock in the box to the left of channel.

From the menu on the left the following options are available:

- To reset locked channels, highlight **UNLOCK ALL**, and press **OK**. All the lock icons are removed.
- To only show the locked channels, highlight **VIEW LOCKED ONLY**, and press **OK**. The **VIEW LOCKED ONLY** option becomes **VIEW ALL CHANNELS**.
- Highlight **SAVE** to keep changes, or **DON'T SAVE** to cancel changes.

#### Movie Rating (Block movies based on ratings)

- All movie rating levels are displayed.
- Use the **UP DOWN ARROW** buttons to move through the list, press **OK** to lock or unlock a channel. Locked movie ratings display a lock in the box to the left of the rating.
- To reset locked channels, highlight **UNLOCK ALL**, and press **OK**. All the lock icons are removed.
- Highlight **SAVE** to keep changes, or **DON'T SAVE** to cancel changes

#### TV Parental Guidelines (Block programming based on ratings)

- All rating levels are displayed.
- Use the **UP DOWN ARROW** buttons to move through the list, press **OK** to lock or unlock a channel. Locked ratings display a lock in the box to the left of the rating.
- To reset locked channels, highlight **UNLOCK ALL**, and press **OK**. All the lock icons are removed.
- Highlight **SAVE** to keep changes, or **DON'T SAVE** to cancel changes

### Lock Unrated

- The message “**Lock Unrated Programming – Some programs, such as educational TV shows and movies released before 1960 are not rated.**”
- Highlight the box and press **OK** to add or remove a lock.
- Highlight **SAVE** to keep changes, or **DON'T SAVE** to cancel changes

### Adult Programs

- When locked your 4-digit PIN will be required to view adult programs.
- Highlight the box and press **OK** to add or remove a lock.
- Highlight **SAVE** to keep changes, or **DON'T SAVE** to cancel changes

## Rental Locking

- Press **MENU**.
- Press the **RIGHT ARROW** button to highlight **<SETTINGS>**.
- Highlight **PARENTAL CONTROLS**, and press **OK**.
- Highlight **RENTAL LOCKING**, and press **OK**.
  - A default PIN has been preset by MTS to **1234**.
  - Use the **NUMERIC KEYPAD** to enter a four-digit PIN.
  - If PIN is entered incorrectly, press **DELETE** to erase.
  - If a PIN has already been set, enter the previously set PIN.
- To lock rentals, press the **RIGHT ARROW** button to highlight **RENTAL LOCKING**, and press **OK**.
- **RIGHT ARROW** to highlight the checkmark **LOCK RENTING** selection box.
- Press **OK** and the lock renting icon appears in the box.
- To unlock rentals, press **OK** again to clear the lock icon.
- Highlight **SAVE**, and press **OK**, or select **DON'T SAVE** to exit from this screen without saving changes.

## Watching a Locked Program

- When scrolling through the Guide or channels on Live TV, locked programs display a lock image in the picture in picture tile.
- To access a locked program, select the channel and press **OK**.
- The screen fills with the lock image with the message “**Press OK to Unlock**”, press **OK**.
- The message “**Enter your 4-digit PIN to unlock** appears. Using the **NUMERIC KEYPAD** enter the four digit PIN.
- The option to **DON'T UNLOCK** and **UNLOCK** are displayed, highlight and press **OK**.

## Changing the PIN

- Press **MENU**.
- Press the **RIGHT ARROW** button to highlight **<SETTINGS>**.
- Highlight **PARENTAL CONTROLS**, and press **OK**.
- Highlight **PARENTAL LOCKING**, and press **OK**.
- Enter the four-digit PIN.
- Use the **ARROW BUTTONS** to highlight **CHANGE PIN**, and press **OK**.
- Use the **NUMERIC KEYPAD** to enter a four-digit PIN, and then enter the PIN again to confirm it. To change parental locking settings must specify a new PIN.
- Highlight **LOCK**, and press **OK**.

## Forgot the Parental Control PINs

- First-time subscribers have PINs set to **1234**.
- Check to ensure the correct PIN was used. For example, was a parental-control PIN used to rent a movie or was a rental PIN used to view adult content.
- Check with other members of the home if the PIN was reset.
- Has someone who is not supposed to have access to the PIN, set or reset the PIN.
- If the PIN must be reset contact MTS at 204-225-5687.

## Lock Unrated Movies and TV

- Press **MENU**.
- Press the **RIGHT ARROW** button to highlight **<SETTINGS>**.
- Highlight **PARENTAL CONTROLS**, and press **OK**.
- Highlight **PARENTAL LOCKING**, and press **OK**.
- Use the **NUMERIC KEYPAD** to enter a four-digit PIN.
- Use the **ARROW** button to highlight **CHANGE** and beside **LOCK UNRATED** and press **OK**.
- The message **“Lock Unrated Programming – Some programs, such as educational TV shows and movies released before 1960 are not rated.”**
- Highlight the box and press **OK** to add a lock.
- Highlight **SAVE** to keep changes, and press **OK**.
- Highlight **LOCK** to keep changes, and press **OK**.

## Block Content for Sexual Content, Violent Content, or Offensive Language

You may not want to block an entire channel or an entire rating category. For example, you may want to allow children to watch movies with strong language but not with sexual scenes.

- Press **MENU**.
- Press the **RIGHT ARROW** button to highlight **<SETTINGS>**.
- Highlight **PARENTAL CONTROLS**, and press **OK**.
- Highlight **PARENTAL LOCKING**, and press **OK**.
- Use the **NUMERIC KEYPAD** to enter a four-digit PIN.

### Set Movie Ratings

- Use the **ARROW** button to highlight **CHANGE** and beside **Movie Ratings** and press **OK**.
  - **A** – Only adults may rent. Content is sexually explicit, or graphically and excessively violent.
  - **R** – Only adults 18 and over may view or rent. May contain many scenes of horror, violence, sexual activity or material that degrades individuals or groups.
  - **18A** – Youth aged 14 – 17 must be accompanied by an adult when they view or rent. Parents strongly cautioned. Will likely contain explicit violence, frequent coarse language, sexual activity and/or horror.
  - **14A** – Children under 14 must be accompanied by a parent or adult when they view or rent. Subject matter or language may be controversial or offensive.
  - **PG** – All may view or rent. However, parental guidance is advised. Most suitable for viewers over age 12.
  - **G** – General audiences. All ages admitted.
  - **E** – Exempt from rating. Includes news, sports, documentaries and other information programming, as well as talk shows, videos, music, and variety programming.
- Use the **ARROW** button to highlight a box beside the rating to be locked and press **OK**.
- All ratings higher than the one select are automatically locked.
- Highlight **SAVE** to keep changes, and press **OK**.
- Highlight **LOCK** to keep changes, and press **OK**.

### Set TV Parental Guidelines

- Use the **ARROW** button to highlight **CHANGE** and beside **Movie Ratings** and press **OK**.
  - **A** – Adult only. Content is sexually explicit, or graphically and excessively violent.
  - **18+** – Adult programming, intended for viewers 18 years and older. Might contain depictions of violence, graphic language or explicit sexual activity.
  - **14+** – Viewers 14 years and older. Parents strongly cautioned. Might contain intense scenes of violence, possible strong or frequent profanity, nudity and/or sexual activity.
  - **PG** – Parental guidance suggested. Might be unsuitable for children under 13 without supervision. Might contain limited and moderate violence, mild profanity and/or suggestive language, brief scenes of nudity and/or discreet sexual references.
  - **G** – General programming, suitable for all audiences. Minimal violence, no profanity. No sex/nudity.
  - **C8+** – Acceptable for children 8 years and over to view without supervision. References to controversial these are subtle. Might include mild violence. No profanity, no sex/nudity.
  - **C** – Intended for all children, especially those under the age of 8. Depictions of aggressive behaviour are infrequent and unrealistic. No offensive language, no sex/nudity.
  - **E** – Exempt from rating. Includes news, sports, documentaries and other information programming, as well as talk shows, videos, music, and variety programming.
- Use the **ARROW** button to highlight a box beside the rating to be locked and press **OK**.
- All ratings higher than the one select are automatically locked.
- Highlight **SAVE** to keep changes, and press **OK**.
- Highlight **LOCK** to keep changes, and press **OK**.

### Lock Adult Programs

- Use the **ARROW** button to highlight **CHANGE** and beside **Lock Adult Programs** and press **OK**.
- Use the **ARROW** button to highlight a box **Lock Adult Programs** and press **OK**.
- Highlight **SAVE** to keep changes, and press **OK**.
- Highlight **LOCK** to keep changes, and press **OK**.

## Movie and TV Rating Systems

### Movie Ratings

- **A** – Only adults may rent. Content is sexually explicit, or graphically and excessively violent.
- **R** – Only adults 18 and over may view or rent. May contain many scenes of horror, violence, sexual activity or material that degrades individuals or groups.
- **18A** – Youth aged 14 – 17 must be accompanied by an adult when they view or rent. Parents strongly cautioned. Will likely contain explicit violence, frequent coarse language, sexual activity and/or horror.
- **14A** – Children under 14 must be accompanied by a parent or adult when they view or rent. Subject matter or language may be controversial or offensive.
- **PG** – All may view or rent. However, parental guidance is advised. Most suitable for viewers over age 12.
- **G** – General audiences. All ages admitted.
- **E** – Exempt from rating. Includes news, sports, documentaries and other information programming, as well as talk shows, videos, music, and variety programming.

### TV Parental Guidelines

- **A** – Adult only. Content is sexually explicit, or graphically and excessively violent.
- **18+** – Adult programming, intended for viewers 18 years and older. Might contain depictions of violence, graphic language or explicit sexual activity.
- **14+** – Viewers 14 years and older. Parents strongly cautioned. Might contain intense scenes of violence, possible strong or frequent profanity, nudity and/or sexual activity.
- **PG** – Parental guidance suggested. Might be unsuitable for children under 13 without supervision. Might contain limited and moderate violence, mild profanity and/or suggestive language, brief scenes of nudity and/or discreet sexual references.
- **G** – General programming, suitable for all audiences. Minimal violence, no profanity. No sex/nudity.
- **C8+** – Acceptable for children 8 years and over to view without supervision. References to controversial these are subtle. Might include mild violence. No profanity, no sex/nudity.
- **C** – Intended for all children, especially those under the age of 8. Depictions of aggressive behaviour are infrequent and unrealistic. No offensive language, no sex/nudity.
- **E** – Exempt from rating. Includes news, sports, documentaries and other information programming, as well as talk shows, videos, music, and variety programming.

## Rental Locking is in Effect Even When Parental Locking is Temporarily Turned Off

After **Rental Locking** is set up, it remains in effect even if **Parental Locking** is temporarily turned off. You can watch any program without entering a parental control PIN during the suspension period, but you must still enter a PIN to rent videos and other content.

## Set a Limit for Rentals and Purchases

A monthly spending limit is set to \$100 for MTS Video On Demand.

To limit access to rental purchases, set **Rental Locking**:

- Press **MENU**.
- Press the **RIGHT ARROW** button to highlight **<SETTINGS>**.
- Highlight **PARENTAL CONTROLS**, and press **OK**.
- Highlight **RENTAL LOCKING**, and press **OK**.
  - A default PIN has been preset by MTS to **1234**.
  - Use the **NUMERIC KEYPAD** to enter a four-digit PIN.
  - If PIN is entered incorrectly, press **DELETE** to erase.
  - If a PIN has already been set, enter the previously set PIN.
- To lock rentals, press the **RIGHT ARROW** button to highlight **RENTAL LOCKING**, and press **OK**.
- **RIGHT ARROW** to highlight the checkmark **LOCK RENTING** selection box.
- Press **OK** and the lock renting icon appears in the box.
- To unlock rentals, press **OK** again to clear the lock icon.
- Highlight **SAVE**, and press **OK**, or select **DON'T SAVE** to exit from this screen without saving changes.

## Cannot Prevent the Recording of Locked Content

Locked content can be recorded without entering a PIN. However, a PIN is required to view recorded locked programs.

Parental locking can be applied to recordings even after a program has been recorded.

For example, if an R-rated movie is recorded before parental locking is in effect, and then a lock is applied to R-rated content, you cannot view the R-rated recording without entering the correct PIN.

## Children Can View a Hidden Channel

Hiding a channel does not lock the channel.

Hiding a channel by using the [Customize Channels](#) screen makes the channel invisible in the program Guide as well as when using the channel/page (**CH | PAGE**) button.

The channel can be viewed if it is tuned to directly by entering the channel number.

To lock a channel use the [Parental Locking Settings](#).

### Unlock a Single Program

Unlock a currently playing locked program by entering the correct parental control PIN.

After tuning away from a locked program, if you attempt to return, the PIN needs to be re-entered.

Unlocking a currently playing program does not unlock any other programs.

### Unlock a Program

- Locked programs display a lock image in the picture in picture tile.
- To access a locked program, select the channel and press **OK**.
- The screen fills with the lock image with the message “**Press OK to Unlock**”, press **OK**.
- The message “**Enter your 4-digit PIN to unlock**” appears. Using the **NUMERIC KEYPAD** enter the four digit PIN.
- The option to **DON'T UNLOCK** and **UNLOCK** are displayed, highlight and press **OK**.