Welcome to WTC TV
Power

Return to live TV PVR
Skip ahead 30 seconds PVR
Fast forward PVR
Record

See PVR items
Skip back 10 secs PVR
Rewind PVR
Play/Pause PVR
Stop PVR

Access WTC TV menu
Confirm selection

View on-screen program guide
Move up, down or sideways within any on-screen guides
Exit on-screen function or menu
Move the on-screen guide forward or backward by a page or by a full day

Function of coloured buttons changes depending on what screen you’re in. See bottom of individual screens for functions.

Volume

+ Vol -
Create and access PVR favourites list
Mute volume

Channel Up/Down

Jump to last selected channel
Manually key in channel numbers

Change device input

One-Touch Weather

Access WTC TV menu

Get current program info

2 WTC Technical Support: 1-844-507-9000  support@wtccommunications.ca
Using your new remote and PVR

Press the Guide button on the remote control for your on-screen program guide with information for up to 14 days. Details about the program you are tuned to displays at the top of the screen along with indicators showing:

1. Channel number, channel name, program name
2. Whether a program is broadcast in HD, and if it is a new episode
3. The current weather, date, and time for your area
4. Whether closed-captioning is available for this program
5. A progress bar indicating the length of the program
6. A symbol that the show is currently among the highest-watcheds
7. A symbol indicating that the show is scheduled for recording

Other channels and their programs will show at the bottom of the screen. Programs that started prior to the current time slot are indicated with a blue arrow prior to the program name. Shows that continue past the last time slot showing on the guide are indicated with a blue arrow after the program name.

Use this group of buttons to move around the on-screen guide:

Menu Access your recordings and change on-screen settings
Info Shows description of the selected program
Arrow buttons Moves to next item up, down, left and right
Guide Brings up the on-screen guide
Exit Exits the on-screen guide
Day– and Day+ Moves the guide by 24 hours ahead or back
Pg+ Pg – Moves the guide up or down by one full page, rather than by one channel at a time
OK Press to confirm selection and exit menu
Recording programs (PVR)

Whether you want to quickly record the program you’re currently watching, or set up a variety of recorded events in advance, the Schedule Recording screen offers plenty of options to fully customize your viewing experience.

**One-Time Recording:** To start recording the show you are currently watching, press the Record button. The Schedule Recording screen above will appear, and One-Time will be selected. Use the down arrow buttons to change the options below, and when finished, arrow down until “Create One-Time Recording” is highlighted in the bottom-left corner. Press OK on your remote control.

**Series Recording:** To set up the recording of a series, choose the Series option by arrowing to the right. The use the down arrow to choose from the options presented, such as how many episodes of the series to keep in the PVR memory, whether you would like to start the recordings early or extend them later, and whether you would like the TV to AutoTune to the station being recorded at the start of the recording time. When finished, arrow down until Create Series Recording is highlighted in the bottom-left corner, then press OK on your remote.

Use these keys on your remote to move up, down and side to side within any on-screen menu. Press OK to confirm your choices.
Setting up Reminders: Your television can be set to remind you when a program is about to air or automatically tune to a program you don’t want to miss.

To set a reminder, press the Guide button and use the arrow buttons to find and highlight the upcoming program you wish to flag with a reminder. Now press the Record button on the remote and arrow over to select Reminder. Customize your settings for a one-time reminder, a reminder only when a new episode will air, or a reminder for all program broadcasts. You can also select how many minutes before the program starts you want your reminder to appear (1, 2, 3, 4, 5, 10 or 15 minutes early), and whether to automatically tune to the channel when the program begins. Arrow down to highlight Create Reminder then press the OK button on the remote.

A reminder icon will appear next to the program on the guide to indicate a reminder has been set and a reminder pop-up will appear at the top of your TV screen at the time you designated. Press the OK button to begin watching the program at any time or wait for it to change channels automatically if you set the AutoTune feature.

Setting up Future Recordings: At any time that you’re within the on-screen program guide, you can select a future program for recording. Simply highlight the program you’d like to record and press OK. Follow the on-screen instructions to set up your recording preferences to your liking.

Tip: When setting up recording for a live event, such as a sports game, there is a chance that it may run longer than originally scheduled in the program guide. You have the option to extend your recording time in case the event runs longer than scheduled. Follow the on-screen prompts to adjust your recording schedule beyond the event’s scheduled time.

Wish you had a PVR? We can add a PVR to your WTC TV service quickly and easily—with no tech visit! Simply call WTC Customer Service at 1-866-547-6939 to add the amazing functionality of a PVR to your WTC TV service.
Watch programs you’ve recorded

Press the List button to access recordings made on your PVR. By default, recorded programs will appear within the All Recordings folder, however you have the option of creating new folders when scheduling recordings. (Tip: Pressing List twice will show programs scheduled to be recorded in the future.)

From the list of recordings, use the Up/Down arrow buttons to choose the folder containing the recorded program you wish to watch. When you highlight a program, it expands to show more information, or you may need to press the Info button depending on your configuration.

To start playback of the recording, press the Play button on the remote control.

If the program is one that you had previously viewed and stopped in the middle, you will be asked if you would like to resume playback from where you left off, or if you would like to restart from the beginning, or if you would like to exit and return to the Recordings List.

As you play back a program, you have the ability to Fast Forward, Rewind, Pause, Replay, Skip Ahead, Skip Back or Stop the playback. Use the keys shown on the page opposite to control playback of your PVR.

When you reach the end of the program, you will be asked if you would like to delete the recording. Select either Yes or No.

Creating Folders: When you’re setting up a recording, choose “New Folder” in the folder options. Follow the on-screen prompts to name your folder and save your recordings.
Pause live TV, slow motion and more

The keys shown at right are your PVR controls that allow you to pause live TV, control playback options and much more. A status bar will appear at the bottom of your screen whenever you Skip Ahead, Skip Back, Pause, Rewind, or Fast Forward a live or recorded program. The status bar also displays information such as the channel you are viewing, the title of the program you are watching, and the length of the live buffer.

**How it works:** Each time you tune to a channel, your PVR automatically begins making a temporary recording of the program you are watching. This one-hour “buffer” recording gives you the ability to pause the current program for up to one hour, and the ability to rewind or instantly replay a scene. It’s important to understand that only the most recent hour of programming on the same channel is kept in the PVR memory. Once you change channels, your temporary recording is discarded, and your PVR begins a new recording on the current channel.

**Pause Live TV:** Click the Pause button to pause live TV for up to 60 minutes. When you’re ready to continue watching your show, press the Play button.

**Rewind:** Press the Rewind button up to four times to sequentially increase the rewind speed. x4, x15, x60 and x300 will display next to the on-screen status bar. x4 is the slowest setting and x300 is the fastest. To slow the Rewind speed, press the Fast Forward button. At the point that Rewind mode is slowed as far as it goes, you will return to normal mode and then Fast Forward mode. Press the Play button or the Live button to return to live TV.

**Fast Forward:** Press the Fast Forward button to move forward in a recorded program or a live program that you have paused. Press it again up to four times to increase the fast forward speed. x4, x15, x60 and x300 will display next to the status bar. x4 is the slowest setting and x300 is the fastest. To slow the Fast Forward speed, press the Rewind button. At the point that Fast Forward is slowed as far as it goes, you will return to normal mode and then to Rewind mode. Press Play or the Live button to return to live TV. Fast Forward mode can only be activated if you have paused or rewound the program.

**Skip Back:** Press the Skip Back button on your remote control to replay the previous 10 seconds. Press this button repeatedly to continue skipping back in 10-second increments.

**Skip Ahead:** Skip Ahead allows you to advance playback in increments of 30 seconds.

**Slow Motion:** The Slow Motion function allows you to rewind to a point in a recorded program or within the recorded (buffer) of the program you are currently watching and watch a segment of the program in slow motion. Select the Pause button at the point in the program that you would like to watch in slow motion. Select the Fast Forward button to play in slow motion. Press once to play at x1/4 speed, and press twice to play at x1/2 speed.

**Return to Live TV:** Any time you pause or rewind a live program, the show continues to be broadcast in real time and saved in the buffer. To return to live programming, press the Return to Live button.
Using the Favorites feature

To see only specific sets of channels, you can create Favorites lists. By default, channels are grouped into pre-set Favorites lists including: All Channels, Subscribed Channels, Movie Channels, Sports Channels, Music Channels, Entertainment Channels, Kids Channels, News Channels, Business News Channels, Infotainment Channels, Religious Channels, Regional Channels and HD Channels. You may create up to five additional Favorites lists.

When you’re in the on-screen guide, press the blue button on your remote to bring up the Favorites list. When the on-screen guide is not visible, access the Favorites List by pressing the Fav button on the remote.

Use the up and down arrow buttons to choose a Favorites list, and press OK to confirm your choice. Your on-screen guide will now show only the channels within the selected list.

To create a new list, press the Menu button on your remote, arrow down to My Settings, and arrow right to Edit Favorites. "New List" should be displayed at the top (if it is not, arrow right again) and all available channels will be listed. Arrow down to highlight a channel you wish to include and press OK on your remote. A checkmark will appear next to the channel name. Continue selecting channels, then choose the coloured button on the remote to select your next step.

Press the coloured button on your remote to perform each action: Red to Discard changes; Green to see more Actions; Yellow to Rename your list; and Blue to Save your list changes.
Blocking channels, parental controls

You can control many aspects of your viewing experience through options contained in the Main Menu. Press the Menu button to explore and customize available settings, including Parental Controls, on-screen guide display and much more. (Some features may not be available depending on your setup.)

To access the Parental menu, press the Menu button on your remote, arrow down to My Settings, then arrow right to Parental. Press OK. The default password (PIN) is 0000. Follow the on-screen prompts to change it.

1. **Change Pin**: Set up and change PIN. Default is 0000.
2. **Edit Locked**: Allows you to block individual channels. Viewers must enter PIN to watch.
3. **Set Ratings**: Set access to programming based on TV and movie ratings. Viewers must enter PIN to view programming at or beyond the rating you specify. TV ratings are: TV-Y, TV-Y7, TV-Y7 FV, TV-G, TV-PG, TV-14, TV-MA, Off. Movie ratings are: G, PG, PG-13, R, NC-17, Adults Only, Off.
4. **Time Restrictions**: Set time-of-day restrictions when programming cannot be accessed without override. Example: Set up a restriction that TV programming cannot be accessed after 10pm at night unless PIN is entered.
5. **Cancel Override**: Quickly cancel a program that was previously blocked. PIN required.
6. **Options**: Allows you to show/hide locked channels or restricted titles. PIN required.
Customizing your settings

After you press the Menu button, arrow to the right, highlight Display, and press the OK button to customize many of your television display settings.

1. Turn Closed Captioning On or Off.
2. Set the Audio Language to Descriptive Audio, Canadian Descriptive Audio, English, Spanish, or French.
3. Set Audio Format to Stereo, Dolby Digital, or Dolby Digital +.
4. Change Connector settings to Coaxial, Composite, S-Video, Component or HDMI.
5. Set the TV Type to either 16:9 or 4:3.
6. Select the Output Resolution for the television.
7. View the setting for Conversion Mode, Original Size or Fit to Screen (this may also be changed temporarily by pressing the * button on the remote control).

Customizing the on-screen guide: Press the Menu button, arrow to the right to highlight Guide, and press OK. Here you can customize the way your on-screen guide is displayed, including how many rows and columns are shown, how long the guide stays visible following selection and more. Once you’ve made your choices, arrow down to highlight Save and press OK.
On-screen Call Display

If you are subscribed to Call Display with your WTC phone service, incoming caller information will automatically display on your TV so you can see who is calling right on your TV screen.

Press the Green button at any time to see your Call Display Recent Calls list. This handy feature allows you to review a list of phone numbers that have called your phone service. To delete numbers from your recent calls list use the arrow button to highlight the number you want to delete and press the Red button on your remote.

Using WTC One-Touch Weather

Simply press the red button on your WTC TV remote control, and your weather forecast will appear instantly overlaid on the show you’re watching. Get current conditions, five-day forecasts and even watch the weather radar in real time. Press the red button to start, then follow the on-screen prompts to explore all the features of WTC OneTouch Weather.
Thank you for choosing WTC Communications

Since 1932, WTC has been serving the communication needs of businesses and homes throughout Eastern Ontario. Today we are an industry leader in residential and commercial communication solutions. If you have any questions about the services we can offer, please contact us.

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