

MTS Ultimate TV Remote Control

Set your TV to STB mode or your MTS service will not work. On some remotes this button is labelled MTS.

Record TV* with just one click
Skip back in 7-second increments

Go to Video On Demand library (Note: **ON DEMAND** button may be called **VIDEO ON DEMAND** on some remotes)

Go to Main Menu
Program MTS remote control to TVs/DVDs or auxiliary devices (Note: **LEARN** button may be called **SETUP** button on some remotes)

When in Guide, return to last screen or Main Menu

Exit from **MENU** screen to TV

Search

Go to Interactive Program Guide

Edit letters or numbers on the **SEARCH** screen

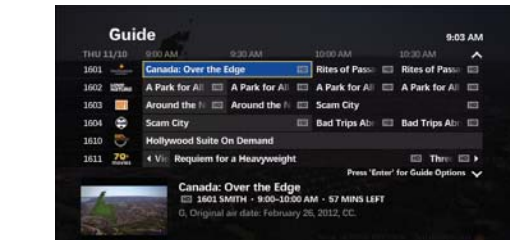
Change video input (Must be in TV mode for TV service to work)
Pause Live TV*
Skip forward in 30-second increments. (Note: **FWD** button may be called **SKIP FORWARD** on some remotes).
Go to list of recorded TV programs*
Launch MyMenu, your customizable menu app
Navigate channels, menus and screens using arrows
Go to **PROGRAM INFO** screen
Customize using MyRemote
Return to the previously viewed TV channel or a list of previously viewed channels
While watching TV, change screen dimensions to fit wide-screen TV
While in Guide, jump channel listings by tonight, tomorrow or the next 14 days
While in Guide, easily add a channel to your Favourites list (Note: **ENTER/ASPECT** button may be called **OPTIONS** on some remotes)

TIP: The remote control must be within 20 feet of your set-top box and have a clear line of sight with no obstructions, such as a glass door, in order for it to work.

Note: Remotes come in silver, black and charcoal. Some remotes do not have a **LEARN** button. *You must subscribe to PVR Service to use this function.

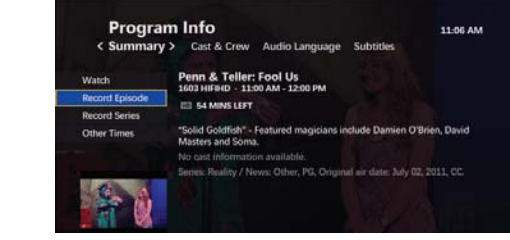
Finding your favourite shows

- Press **GUIDE** on your remote to launch the onscreen Interactive Program Guide (IPG)



Find details about a specific program

- Press **OK** or **INFO** to see a summary of the program, including actor, director, program rating, the original air date, how much time is remaining, and whether or not the program is in HD



Search for programs by day

- From the Guide press **ENTER** and the option to 'Jump to Day' will appear along the right hand side of your screen
- Highlight the option you want and select **OK**

Search for programs

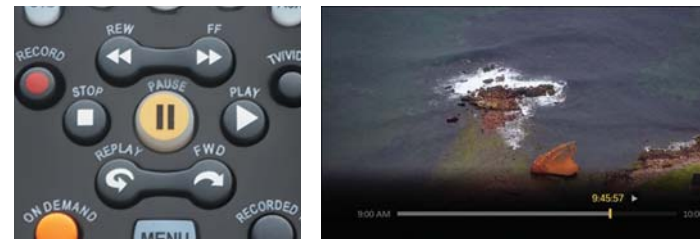
- Press the yellow triangle to find out when your favourite program is on. Expand or filter your search results by scrolling to **OPTIONS** to search for titles, cast and crew, Video On Demand and channels.

Customize channels in your guide

- Press **MENU**, select **SETTINGS**, **GUIDE**
- Select **CUSTOMIZE CHANNEL GUIDE**, press **OK**
- On each TV, uncheck the channels that you do not want to appear in the guide and save changes

Controlling live TV using your Whole Home PVR

You must subscribe to MTS Whole Home PVR service to record programs.



Control live TV using the same control buttons that you use to pause, fast-forward, and rewind MTS Video On Demand – all while watching a live TV program:

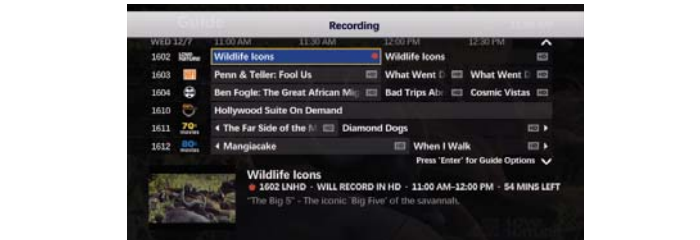
- Press **PAUSE** to pause the program for up to 90 minutes
- Press **FF** once, twice or three times to fast forward at increasing speeds. Program can be forwarded to the point at which the program is live.
- Press **REW** once, twice or three times to rewind at increasing speeds. Program can rewind to the point at which you are tuned to the channel.
- Press **FWD** to skip forward 30 seconds
- Press **REPLAY** to skip back 7 seconds

Recording and watching programs using your Whole Home PVR

If you subscribe to Whole Home PVR you can set recordings and play back recorded programs on any connected TV in your home.

Recording a program you are currently watching

- Pressing the red **RECORD** button at the top of the remote. **RECORDING** appears briefly on the top of the screen



Recording a program or series from the Guide

- Press **GUIDE**; highlight a program that you want to record
- Press **RECORD**. A red dot will appear by the program to indicate that the program is now scheduled to record. **RECORDING SCHEDULED** appears briefly on the top of the screen
- Press **RECORD** twice to set a series recording. Three red dots will appear next to **SERIES RECORDINGS**
- To adjust the settings on your recording such as when to stop your recording or to only record first-run episodes (series only); press **INFO**, select **EPISODE OR RECORD SERIES**, and press **OK**

Watching your recorded programs

- Press **MENU**, select **RECORDED TV**
- Choose the program you want to watch

Stopping a recorded program

- While watching a recorded program, to stop it at anytime press the **STOP** button on your remote control
- Select one of the options that appear

How much can you record? Check the capacity of your PVR by:

- Pressing the **MENU** button
- Select **SETTINGS**, then **RIGHT ARROW** to select **PVR SPACE**

When less than 10% of disk space is remaining, your PVR will start deleting the oldest recorded programs that are not protected.

To protect your recordings from being erased automatically

- Press **MENU**, select **RECORDED TV** and select the recorded show that you want to protect
- Select **KEEP UNTIL**
- Select either **KEEP UNTIL SPACE NEEDED** to erase the program automatically when space is needed, or **KEEP UNTIL I ERASE** to store the program until it is manually erased

If all your recordings are protected and your PVR's storage space is full, a warning message will appear and your PVR will stop recording. You can free up space by deleting old or unwanted recordings.

TIP: Your PVR will automatically turn on to start recording and turn off when a recording is completed.

- Visit mts.ca/pvr/support for more details.

MyPVR

Control your PVR on the go! Add, delete or change recordings from a computer or select mobile devices.

- Visit mts.ca/MyAccount to set up your MyPVR.

My Picks and Ultimate Picks

Watch up to 6 programs at one time! Visit channel 92 to check out our Ultimate Picks for Kids, Sports, Movies and more! Or, set up your own customized channels on Channel 93 with MyPicks.

MTS Video On Demand

Rent all the newest Hollywood blockbusters and your favourite films whenever you want, plus get access to original made-in-Manitoba programming from MTS Stories From Home.

- Press **VIDEO ON DEMAND** or **ON DEMAND**
- Visit mts.ca/nowplaying for a complete list of movies.

Apps on TV

Interactive applications to entertain, inform or amuse you. Try our Apps on TV Demo channel for free on channel 96.

Stingray Music Room

Want some background music in the house? Tune to Channel 1060 to see all your free Stingray music stations in one place.

MTS Pay-Per-View

Get front row seats to some of the best live TV events from mixed martial arts, wrestling and other special events.

- Press **GUIDE** to see Pay-Per-View listings on channels 801 and 802 and channels 1801 and 1802 in HD.

- Visit mts.ca/ppv for a complete list of MTS Pay-Per-View events.

TIP: You can record a Pay-Per-View event but you cannot record a Video On Demand program due to copyright protection.

Parental Locking

Block material that is inappropriate for your family by setting a PIN that viewers must enter in order to view blocked content.

- Press **MENU**; highlight **SETTINGS**, and select **PARENTAL CONTROLS**
- Select **PARENTAL LOCKING** and use the numeric keypad to enter a four-digit PIN.
- The first time you access your Parental Locks, you will be prompted to enter a new PIN. A default PIN (1234) has been pre-set by MTS to prevent access to adult content.
- After you enter a new PIN, you must re-set the Adult Lock settings in order to block Adult Content.**

With Parental Locking, you can:

- Lock and restrict access to specific channels
- Lock TV programs and movies by their ratings
- Lock any unrated movies and TV programs
- Lock adult programs
- Lock access during specific hours and days of the week
- Change your PIN

TIP: Parental Locking settings must be set up on each TV for the settings to take effect on each TV. Setting your Parental Locks will also block content in the Picture In Picture preview of the guide.

- Visit mts.ca/ultimatetv/parentallocking for more details.

Call Display

See who's calling with Call Display.

To personalize your Call Display setting:

- Press **MENU**
- Highlight **EXTRAS**
- Highlight **MESSAGE CENTRE**
- Select **CALL DISPLAY OPTIONS**

- Customize your settings at each TV, turning it off or on or off, length of time that the 'pop up' stays on your TV, and the location of the 'pop up'.

You must subscribe to MTS Call Display on your MTS Home Phone service to view caller information on your TV.

- Visit mts.ca/homephone/calldisplay for more details, or call 204-225-5687 to sign up for Call Display.

How many programs can I watch at the same time?

Your household can watch up to 8 programs at the same time:

- Live – Watch live or record up to 4 programs at the same time. Watching a Video On Demand program also counts as a Live program.
- Recorded – Watch up to 4 recorded programs at the same time.

If you try to watch or record more than the number of programs above, you will get a **CONFLICT MESSAGE**. Follow the on-screen instructions to resolve the conflict and continue watching TV.

TIP: Two TVs in your home tuned to the same live channel count as one program. Video on Demand is a live program, not a recorded program.

- Visit mts.ca/watchmultipleprograms for more details.

Adjusting your TV settings

If you watch non-HD (regular TV programming) on a widescreen HDTV, black bars will appear on all four sides of the program.

To remove or minimize the bars while watching TV:

- Press the **RIGHT ARROW** on your remote
- Select **ZOOM TV**
- Choose one of the following options:
 - Normal displays the unaltered image in standard format
 - Stretch expands the image to fill the screen (may cause distortion of the image)
 - Zoom 1-3 will zoom in on the image but may result in part of the image being cropped out of the frame

Note: using Zoom will affect all channels, including HD. Stretch will only affect the non-HD channels.

Closed Captioning

To Activate Closed Captioning:

Enable closed captioning on your television (refer to your television manual).

- Press **MENU**
- Select **SETTINGS**, **TELEVISION**, select **CLOSED CAPTION**
- Use the arrow buttons to select **CLOSED CAPTIONS**
- Use the arrow buttons to highlight **CHANGE** beside **STANDARD CAPTIONING**
- Use the arrow buttons to highlight **CLOSED CAPTION1**
- Use the arrow buttons to highlight **DONE**
- Press **EXIT** to view closed captioning displays on Live TV

Note: For Closed Captioning of HD Channels, select **DIGITAL CLOSED CAPTIONING**. For Closed Captioning of Standard Definition Channels, select **STANDARD CLOSED CAPTIONING**. Closed Captioning can be mapped to the A, B or C button for easy toggling.

TIP: You can set up a toggle for Closed Captioning and Descriptive Video with My Remote.

- See mts.ca/descriptivevideo for more information on descriptive video and how to set it up

Changing Devices

Sometimes you'll need to switch to different 'inputs' to use another device (e.g. Gaming system, DVD player, etc.). To get back to *Ultimate TV* or use the PVR, set your TV's 'Input/Source' to the type of cable that is connecting the *Ultimate TV* set-top-box to your TV set, i.e. Component or HDMI.

TIP: Two TVs in your home tuned to the same live channel count as one program. Video on Demand is a live program, not a recorded program.

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Set-top box equipment care and maintenance information

- TO REDUCE RISK OF ELECTRIC SHOCK, DO NOT REMOVE COVER (OR BACK).
- PVR set-top boxes (VIP 1216/2262) require careful handling to avoid damaging the drive.
- Wait at least 10 seconds after disconnecting power before moving the set-top box.
- Do not attempt to mount or position the set-top box vertically, as it must be positioned horizontally and rest on its rubber feet.
- Do not position the set-top box near any external heat source such as a heater or radiator.
- Do not place the set-top box on a rug or bed as it may overheat.
- Do not stack other electronic equipment on top of it.
- Allow for at least two inches of free space above the set-top box and ensure the vents on the set-top box are not blocked.

Note: using Zoom will affect all channels, including HD. Stretch will only affect the non-HD channels.

Quick TV Fixes

- Press **STB**, located at the top left-hand side of your remote, to ensure that the operating mode is set to MTS *Ultimate TV* service. (On some remotes, this button is labelled MTS).
- Check that you are within 20 feet of your set-top box and have a clear line of sight with no obstructions, such as a glass door, in order for your remote control to work.
- Check or replace the batteries in the remote control.
- On some TVs, the brightness settings can interfere with the signal from your remote to your set-top box. Try adjusting the brightness on your TV set.
- Check that there is power to your set-top box. You will see a green light around the power button on the front panel.
- Check that your TV's Input/Source is set to the type of cable that is connecting the *Ultimate TV* set-top box to your TV set i.e. Component or HDMI.
- Check that your cables are firmly attached to the TV and set-top box.
- Turn your set-top box off and on by pressing the **POWER** button on your set-top box to reset the system.

Remember:

- To instantly change your Channel Groups online, visit mts.ca/myaccount
- You must have an HD TV set to view HD quality TV signals
- HD and SD channels are now sold together– when you subscribe to a Digital channel, you will also automatically get the HD version of that channel (where available)

A condensed version of the *MTS Ultimate TV* Terms & Conditions is available on your TV by pressing **MENU**, **MESSAGE CENTRE**, **NEWS LOG**, **TERMS & CONDITIONS**. To obtain a full version visit mts.ca/termsandconditions or call 204-225-5687.