



MTS TV

HOW IT ALL WORKS.

This is your operations manual. It gives you simple, straightforward instructions on how to make everything work, from how to use your MTS TV Remote Control to MTS Video On Demand. So you get the most out of MTS TV quickly and easily.

Should you have any questions that aren't answered in this guide, simply go to mts.ca or call us at 941-4545.

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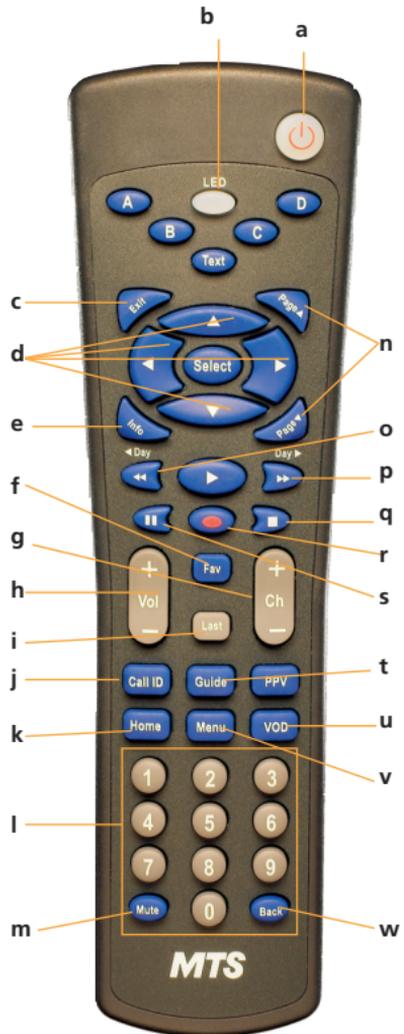
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YOUR MTS TV REMOTE CONTROL

For future reference, your TVs are physically set to the following channels:

1. Main TV – Channel 4
2. Second TV – Channel 8
3. Third TV – Channel 11

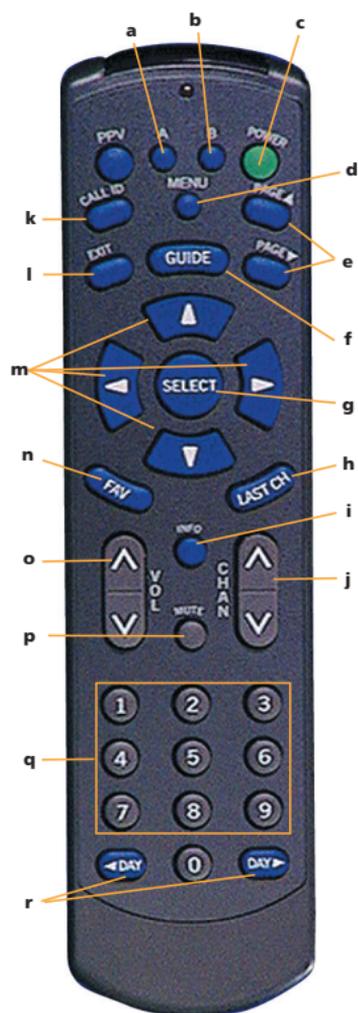
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- t. DISPLAYS INTERACTIVE PROGRAM GUIDE
- u. OPENS VIDEO ON DEMAND
- v. DISPLAYS MAIN MENU
- w. RETURNS TO PREVIOUS SCREEN



SRC300

Your fourth and consecutive TVs will share the programming from one of your 3 TVs by physically changing the channel on your TV to channel 4, 8 or 11.

For the most part, you can put away the original remotes that came with your TV/VCR and use your MTS TV remote control(s) to select the channels you want to watch, adjust the TV volume, access the Interactive Program Guide and MTS TV On Demand.



SRC200

- a. OPENS VIDEO ON DEMAND
- b. OPENS MTS TV ON DEMAND
- c. TV ON/OFF
- d. DISPLAYS THE MAIN MENU
- e. TO PAGE UP AND DOWN IN THE INTERACTIVE PROGRAM GUIDE AND MENU SCREENS
- f. DISPLAYS THE INTERACTIVE PROGRAM GUIDE
- g. TO SELECT HIGHLIGHTED OPTIONS
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- m. TO NAVIGATE THE INTERACTIVE PROGRAM GUIDE AND MTS TV ON DEMAND
- n. TO SCAN FAVOURITE CHANNELS
- o. TO ADJUST VOLUME
- p. MUTES & UNMUTES SOUND
- q. TO SELECT CHANNEL (NUMERIC KEYPAD)
- r. TO MOVE INTERACTIVE PROGRAM GUIDE FORWARD 1 DAY AND BACK TO CURRENT

Using the Interactive Program Guide

HOW TO FIND OUT WHAT'S ON

MTS TV's Interactive Program Guide is easy to use so you can quickly find your favourite shows, some new ones, and some that are only available on MTS TV.



1. Press **GUIDE** on your **MTS TV** remote control.
2. Using the blue arrow keys, surf through the Interactive Program Guide.
3. Press the **PAGE ▲** or **PAGE ▼** buttons to go through a whole page of the guide at a time.
4. Press the **DAY** button to find out what's on a day in advance.
5. Highlight the program you want using the blue arrow keys and press **SELECT**.
6. Highlight one of three options: *TUNE*, *BACK* or *ACTIONS*.
 - To watch the show: highlight *TUNE*, using the blue arrow keys, then press **SELECT**.
 - To return to the Interactive Program Guide: Highlight *BACK*, using the blue arrow keys, then press **SELECT**.
 - To Record, Autotune or Lock out this channel: Highlight *ACTIONS* using the blue arrow keys, choose the appropriate command, and then press **SELECT**.
7. Press **EXIT** until you return to TV viewing.

HOW TO ACCESS MTS TV ON DEMAND

MTS TV On Demand is a place to visit often. This is where you will find Video On Demand, Weather On Demand, Games On Demand, Daily Essentials, Interactive Centre, MTS TV Services and Help.



QUICKLY FIND MTS TV ON DEMAND

1. Press the **B** button if your MTS TV remote control has a green power button or press the **HOME** button if your MTS TV remote control has a clear power button.
 - If 20 minutes or more have elapsed since your last interaction with the service, the MTS TV On Demand main page will display.
 - If less than 20 minutes have elapsed since your last interaction with the service, then the most recently viewed MTS TV On Demand page will display.
3. Press **EXIT** to return to regular programming.

NAVIGATION

There are several ways to navigate through MTS TV On Demand. Each page defaults to a highlighted area, but you can move through the pages and lists by using the blue arrow keys. Note the following definitions.

- **BUTTONS** are items on-screen that you can select using the **UP/DOWN/LEFT/RIGHT** arrow keys.

- **HOTKEYS** will take you directly to different sections of the service without having to use the blue arrow keys or SELECT key. Hotkeys usually appear along the bottom or top of the TV screen and are indicated by a number.
- **SCROLL BARS** allow for navigation of text or lists that are too long to fit within the TV screen. The UP/DOWN/ PAGE UP/PAGE DOWN keys can all be used to scroll.
- **POP-UP MESSAGES** are messages that appear over the top of the screen providing additional information on how to use the service.

HOW TO SEARCH FOR A PROGRAM

Use the search function when you know the type of programming you want to watch – but need help finding it on TV. Search by theme or by title.



SEARCH BY THEME

1. Press **MENU** on your MTS TV remote control.
 - Highlight *THEME SEARCH* using the blue arrow keys and press **SELECT**.
 - Highlight the category of programming you want to watch using the blue arrow keys (i.e. movies, sports, news, etc.) and press **SELECT**.
 - Highlight the subcategory of programming you want to watch (i.e. action movies, western movies, comedies, etc.) and press **SELECT**.

SEARCH BY TITLE

1. Press **MENU** on your MTS TV remote control.
 - Highlight **TITLE SEARCH** using the blue arrow keys and press **SELECT**.
 - Highlight the first letter or number of the title of the program using the blue arrow keys, and press **SELECT**.
 - Highlight the second letter or number of the title of the program using the blue arrow keys, and press **SELECT**.
 - To erase the last letter entered, highlight **BACK** using the blue arrow keys and press **SELECT**. To clear all letters, highlight **RESET** using the blue arrow keys and press **SELECT**.
2. Once you see the title of the program in the box on the right, use the blue arrow keys to move to that box and highlight it, then press **SELECT**.
3. Highlight either **TUNE**, **BACK**, or **ACTIONS** using the blue arrow keys and press **SELECT**.
4. Press **EXIT** until you return to TV viewing.

HOW TO AUTOTUNE A PROGRAM

When you want your show to automatically come on your TV, use the Autotune feature. You'll no longer have to remember to tune to your favourite shows because MTS TV finds them for you!



AUTOTUNE (ONE TIME/EVERY MON-FRI/ONCE A WEEK)

1. Press **GUIDE** on your MTS TV remote control.
2. Using the blue arrow keys highlight the program you want to watch and press **SELECT**.
 - Highlight *ACTIONS* using the blue arrow keys and press **SELECT**.
 - Highlight *SCHEDULE AUTOMATIC TUNE* using the blue arrow keys and press **SELECT**.
 - Highlight your tuning preference using the blue arrow keys (*ONE TIME, EVERY MON-FRI* or *ONCE A WEEK*) and press **SELECT**.
3. Press **EXIT** until you return to TV viewing.

TO CANCEL AUTOTUNE

1. Press **GUIDE** on your MTS TV remote control.
2. Using the blue arrow keys highlight the program you have autotuned and press **SELECT**.
 - Highlight *ACTIONS* using the blue arrow keys and press **SELECT**.
 - Using the blue arrow keys highlight *CANCEL THIS AUTOMATIC TUNE* and press **SELECT**.
3. Press **EXIT** until you return to TV viewing.

NOTE:

You will use the Autotune feature when you are setting up manual recording (not using the one-touch record feature). You set your VCR to record the channel that your MTS TV is physically set to. Autotune schedules and automatic channel change to the program when it begins.

HOW TO CUSTOMIZE YOUR INTERACTIVE PROGRAM GUIDE

Easily find your favourite shows or remove channels from appearing on the guide. MTS TV makes your TV viewing more enjoyable and worry-free.

1. Press **MENU** on your MTS TV remote control.
2. Highlight *SET UP THE CHANNELS* using the blue arrow keys, and press **SELECT**.
3. Now proceed to customize your Interactive Program Guide.

SET UP A "MY FAVORITES" CHANNEL LIST

1. Highlight *FAVORITE CHANNELS* using the blue arrow keys and press **SELECT**.
 - Using the blue arrow keys highlight the channel(s) you want to appear in the "my favorites" channel list and press **SELECT**. A star symbol will appear beside the selected channel once it has been added to your list. To remove channel(s) from your favourites list, use the blue arrow keys to highlight the channel(s) and press **SELECT**.
2. Press **EXIT** until you return to TV viewing.
3. Press **FAV** to view your favourites.

REMOVE CHANNELS FROM YOUR GUIDE

1. Using the blue arrow keys highlight *SELECT CHANNELS* and press **SELECT**.
2. Using the blue arrow keys highlight the channel(s) you want to delete from your Interactive Program Guide and press **SELECT**.
3. Press **EXIT** until you return to TV viewing.
 - You will no longer see the channels you want removed.

REARRANGE CHANNEL ORDER IN YOUR GUIDE

Customize the channel order according to your preferences. You can group channels by family member, or by theme for easier TV viewing.

1. Highlight *CHANGE CHANNEL ORDER* using the blue arrow keys and press **SELECT**.
2. Using the blue arrow keys highlight the channel(s) you want to move and press **SELECT**. A 4-arrow icon now appears to the left of that channel.
3. Using the blue arrow keys highlight the location you want the channels to appear in your Interactive Program Guide and press **SELECT**.

4. Press **EXIT** until you return to TV viewing.
5. Your preferred channel order will appear the next time you go to the guide.

TO RESET BACK TO ORIGINAL SETTINGS (ACCORDING TO CHANNEL NUMBERS)

1. Highlight the *CHANGE CHANNEL ORDER* using the blue arrow keys and press **SELECT**.
2. Highlight *RESET* using the blue arrow keys and press **SELECT**.

USER TIP: ONCE YOU CHOOSE YOUR PROGRAM PACKAGES, REMOVE THE CHANNELS YOU DO NOT SUBSCRIBE TO SO YOU CAN EASILY SEE WHAT'S AVAILABLE ON YOUR TV.

HOW TO RECORD

For future reference, your main TV (with the MTS TV Home Gateway) is physically set to channel 4. Your second and third TVs are set to channels 8 and 11. This set-up allows for up to three TVs in our home to watch three different programs at the same time.

Additional TVs in your home will share TV programming from one of your three TVs. Make sure you're using the corresponding MTS TV remote control for each TV. Refer to the back of your MTS TV remote control for the appropriate channel number.



ONE TOUCH RECORD

(from your main TV next to the MTS TV Home Gateway)

One Touch Record feature is not supported on all VCR/DVD makes and models. If you don't have access to this feature, please refer to "Manual Recording".

1. Using your MTS TV remote control, press **GUIDE** and select the program (highlighted in yellow) and time (and date if applicable) by using the **SELECT** button.
2. Using the blue arrow keys, tab to the right and select **ACTIONS** when highlighted.
3. Using the blue arrow keys, tab down and select **RECORD THIS SHOW**. Select **ONE TIME**, or **EVERY MON – FRI** or **ONCE A WEEK**. A message "Recording request accepted" will appear.
4. Press **EXIT** 4 times to return to the regular TV programs.

NOTE:

Make sure there is a recordable tape in the VCR (with room to record) and that the **VCR is powered off**.

TO WATCH ANOTHER CHANNEL WHILE RECORDING ON YOUR TV

1. Use your original TV remote to physically change the channel on your TV to either channel 8 or 11.
2. Then use your corresponding MTS TV remote to change the channels. Please make sure you're using the MTS TV remote designated for the TV you're watching. The MTS TV remote control is labeled on the back as either 8 or 11.
3. If the picture is fuzzy, push the **TV/VCR** button on your VCR remote.

NOTE:

You can use either channel 8 or 11 on your main TV to watch another channel while recording. However, if you have three or more TVs in your home, and at least one of those TVs is using one of those channels, then you will end up sharing a stream if you choose the same channel.

MANUAL RECORDING (Recording a current program)

Manual recording is recording without the One Touch Record feature. This example is for your second TV, physically set to channel 8.

1. Using your MTS TV remote control, tune to the channel you want to record (i.e. Movie Central channel 211).
2. Physically change the channel on your TV (with the original TV remote, not the MTS TV remote control) to the output channel (the channel that works with your VCR) of your VCR (channel 3 or 4).
3. Using the VCR remote, set the VCR to be on channel 8 (the program you want to record should be playing on the screen) and then press **RECORD**.

NOTE:

Once recording has started, you must use the original TV remote (not the MTS TV remote control) to turn your TV off, otherwise a blank screen will be recorded.

To watch another channel while recording, use your TV remote to physically change the channel on your TV to channel 4 or 11. To change the channels, you will need the corresponding MTS TV remote control (channel 4 or 11 labeled on the back of the remote control). If the picture is fuzzy, push the **TV/VCR** button on your VCR remote.

RECORDING WHILE AWAY (Recording a future program without using the One Touch Record feature)

1. Schedule an *AUTOMATIC TUNE* using your MTS TV remote control.
 - Press the **GUIDE** button on the MTS TV remote.
 - Find the program you wish to record, using the arrow buttons. When the program is highlighted, press the **SELECT** button.
 - Press the right arrow once to highlight the *ACTIONS* key and press **SELECT**.
 - Press the **DOWN** arrow button 3 times until *SCHEDULE AUTOMATIC TUNE* is highlighted and then press **SELECT**.

- Choose the option that is appropriate (*ONE TIME*, or *EVERY MON – FRI* or *ONCE A WEEK*) using the arrow buttons and then press **SELECT**.
 - Press the **EXIT** button 4 times to return to TV programming.
2. Manually change the channel on your TV (with the original TV remote control, not the MTS TV remote control) to the channel that works with your VCR (channel 3 or 4).
 3. Using the VCR remote control, set up the VCR for the date and time (as you previously did prior to subscribing to MTS TV), except set your VCR to record channel 4, 8 or 11 – the channel that matches the MTS TV remote control you use with that TV. (**Do not input to record the MTS TV channel that the program is actually showing on**).
 4. Ensure that your VCR is powered off.
 5. To return to watching TV, manually turn your TV channel back to 4, 8 or 11 – the channel that matches the MTS TV remote control you are using.

HOW TO WATCH A VIDEO

1. Turn on your VCR using the original VCR remote.
2. Using your original TV remote, turn on your TV and physically set your TV to the channel you normally record on (Channel 3 or 4).
3. Using your VCR remote rewind your tape and press **PLAY**.

NOTES:

If the picture is fuzzy or has a blue screen, click the **TV/VCR** button on the VCR remote.

If you cannot see the video playing on your TV, verify that your TV is tuned to channel 3 or 4. If your TV has multiple inputs, verify that your TV is set on “antenna”. Using your original TV remote, access your TV set-up menu and refer to your TV owner’s manual for further directions.

If you want to turn off the TV while recording, only use your original TV remote (not the MTS TV remote control) otherwise a blank screen will be recorded.

TO RETURN TO REGULAR VIEWING AFTER WATCHING A VIDEO

1. Turn off your VCR using the VCR remote.
2. Using your original TV remote, physically change the TV back to match the channel number indicated on the back of your MTS TV remote control.
3. Set aside your original TV remote and use your MTS TV remote control to use the Interactive Program Guide.

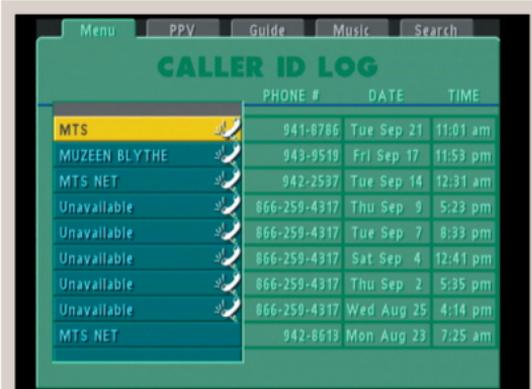
HOW TO REMOVE CALL DISPLAY AND MESSAGE WAITING INDICATOR WHEN RECORDING

1. Press **MENU** on your MTS TV remote control. Highlight *TELEPHONE SERVICES* using the blue arrow keys and press **SELECT**. Highlight *CALLER ID SET UP* or *VOICE MAIL SET UP* using the blue arrow keys and press **SELECT**. Highlight *TURN CALLER ID OFF* or *TURN VOICE MAIL OFF* using the blue arrow keys and press **SELECT**.
2. To reactivate, follow the steps above, just select *TURN CALLER ID ON* and *TURN VOICE MAIL ON* (where applicable) and press **SELECT**.

* Requires subscription to MTS Call Display or Call Answer Basic or Plus. Call 941-4545 to subscribe.

HOW TO USE TV CALL DISPLAY OR MESSAGE WAITING INDICATOR*

While you are watching TV, MTS TV Call Display conveniently show you on each TV screen who is calling.



	PHONE #	DATE	TIME
MTS	941-8786	Tue Sep 21	11:01 am
MUZEEN BLYTHE	943-9519	Fri Sep 17	11:53 pm
MTS NET	942-2537	Tue Sep 14	12:31 am
Unavailable	866-259-4317	Thu Sep 9	5:23 pm
Unavailable	866-259-4317	Tue Sep 7	8:33 pm
Unavailable	866-259-4317	Sat Sep 4	12:41 pm
Unavailable	866-259-4317	Thu Sep 2	5:35 pm
Unavailable	866-259-4317	Wed Aug 25	4:14 pm
MTS NET	942-8613	Mon Aug 23	7:25 am

ACCESSING THE LAST CALL RECEIVED

1. Press **CALL ID** on your MTS TV remote control to view the name and telephone number of the last person that called, along with the date and time of the call.
2. Press **EXIT** until you return to TV viewing.

HOW TO ADJUST THE DISPLAY TIME OF CALL DISPLAY OR THE MESSAGE WAITING POP UP ON YOUR TV SCREEN

1. Press **MENU** on your MTS TV remote control.
 - Highlight *TELEPHONE SERVICES* using the blue arrow keys and press **SELECT**.
 - Highlight *VOICE MAIL SET UP* or *CALLER ID SET UP* using the blue arrow keys and press **SELECT**.
 - Adjust the length of pop up window display time.
2. Press **EXIT** until you return to TV viewing.

USER TIP: WHEN RECORDING ON YOUR MAIN TV, TV CALL DISPLAY AND MESSAGE WAITING INDICATOR ARE AUTOMATICALLY REMOVED. HOWEVER, ON YOUR OTHER TV'S YOU HAVE TO MANUALLY REMOVE THESE FUNCTIONS OR THEY WILL SHOW UP ON YOUR VIDEO.

HOW TO REMOVE CALL DISPLAY AND MESSAGE WAITING INDICATOR

1. Press **MENU** on your MTS TV remote control.
 - Highlight *TELEPHONE SERVICES* using the blue arrow keys and press **SELECT**.
 - Highlight *CALLER ID SET UP* or *VOICE MAIL SET UP* using the blue arrow keys and press **SELECT**.
 - Highlight *TURN CALLER ID OFF* or *TURN VOICE MAIL OFF* using the blue arrow keys and press **SELECT**.
2. Reactivate, follow the same steps above, just select *TURN CALLER ID ON* and *TURN VOICE MAIL ON* (where applicable) and press **SELECT**.

*REQUIRES SUBSCRIPTION TO MTS CALL DISPLAY OR CALL ANSWER BASIC OR PLUS. CALL 941-4545 TO SUBSCRIBE.

ACCESSING CALL LOG

1. Press **MENU** on your MTS TV remote control.
 - Highlight *TELEPHONE SERVICES* using the blue arrow keys and press **SELECT**.
 - Highlight *CALLER ID LOG* using the blue arrow keys and press **SELECT**.
2. Press **EXIT** until you return to TV viewing.

DELETING CALLS FROM CALL LOG

1. Press **CALL ID** on your MTS TV remote control.
 - Highlight *1 ITEM* or *ALL ITEMS* using the blue arrow keys and press **SELECT**.
2. Press **EXIT** until you return to TV viewing.

USER TIP: IF YOU ALREADY SUBSCRIBE TO CALL DISPLAY AND CALL ANSWER FROM MTS, YOU AUTOMATICALLY RECEIVE TV CALL DISPLAY. WHEN ENABLED, IT WILL LOG THE LAST 50 CALLS RECEIVED.

HOW TO SET UP PARENTAL CONTROL LOCKS

For worry-free TV viewing, set up Parental Control Locks on all TVs in your home.



TO START:

1. Press **MENU** on your MTS TV remote control.
2. Highlight *PARENTAL CONTROL*, using the blue arrow keys, and press **SELECT**.

SET UP PASSWORD(S)

1. Highlight *SET UP PASSWORDS*, using the blue arrow keys and press **SELECT**.
2. Using the blue arrow keys highlight *CREATE PARENTAL PASSWORD* and press **SELECT**.

LOCK BY CHANNEL(S), TV SHOWS, AND/OR MOVIES BY RATING OR CONTENT

1. Enter a 4 digit Password.
 - For Creating Parental Password – Using the blue arrow keys highlight *LOCK BY CHANNEL*, *LOCK BY TV RATINGS*, or *LOCK BY MOVIE RATINGS* and press **SELECT**.
 - Using the blue arrow keys highlight specific channel(s), Rating and/or Content categories you want to lock out, and press **SELECT**.
2. Press **EXIT** until you return to TV viewing.

USER TIP: CUSTOMIZE PARENTAL CONTROL LOCKS ON EVERY TV IN YOUR HOME.

USER TIP: TO TEMPORARILY UNLOCK A PROGRAM, PRESS **GUIDE**, HIGHLIGHT THE PROGRAM AND PRESS **SELECT**. ENTER YOUR PARENTAL CONTROL PASSWORD.

NOTE:

When one TV is tuned to a program that had its parental locks removed, other TVs could access that program by changing to the channel that the unlocked TV is set to.

If you are watching a program you wish to immediately lock, you must select channel up or down after locking the program.

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.”

TO ACTIVATE DESCRIPTIVE VIDEO

1. Press the **MENU** button or the wrench symbol on the front of the Home Gateway.
2. Select *TV Set UP*.
3. Select the channel **4** (main TV), channel **8** (second TV) or channel **11** (third TV) for where you would like descriptive video to be activated.
4. Change *SECONDARY AUDIO SETTING* to *DVS*.
5. Use **EXIT** key on remote to leave the menu.

TROUBLE SHOOTING

Follow these tips for common problems. If you still have issues, visit us at mts.ca/tvsupport or call 941-4545.

IF THERE'S NO SOUND OR AUDIO SIGNAL

If there's no sound on a specific channel, please call 941-4545. If there's no sound on all channels:

1. Mute may be enabled. Press the **MUTE** button on the remote control to restore the volume.
2. The TV code may not be programmed. Please refer to "How to Program Your MTS TV Remote Control".

GENERAL MAINTENANCE OF YOUR HOME GATEWAY

Check to see that the opening on your Home Gateway is not blocked. Do not place the Home Gateway on a rug or bed as it may overheat. Do not stack equipment on top of the Home Gateway. Maintain at least 2 inches of free space above the Home Gateway. The Home Gateway should never be placed near or on a heater or radiator. The Home Gateway must be placed in an area with proper ventilation.

IF YOU EXPERIENCE ANY OF THE FOLLOWING: NO PICTURE, BLUE OR BLACK SCREEN, SNOWY PICTURE, DISTORTED OR FROZEN SCREEN.

1. Ensure your VCR is powered off.
2. Ensure your TV is physically on channel 4, 8 or 11, whichever channel matches the number of your MTS TV remote control (you can do this by using the channel up and channel down buttons on the front of your TV or use the original TV remote control).
3. Ensure all cables are connected and are tight to the TV, VCR (if applicable) and Home Gateway.
4. Is there power to the Home Gateway? Green, yellow or red lights on the front of the Home Gateway indicates power. If there is no power, ensure the Home Gateway is tightly plugged in at the back of the box and that the plug is in a live electrical outlet.

5. If the lights are red on the Home Gateway, you will have to reboot it. To reboot the Home Gateway, press and hold the "X" or power button on the front of the box for about 5-6 seconds until the lights begin to blink on the box and then let go. This reboot can take up to 10 minutes to complete. When complete, the light will be a solid green and the screen will be blank with white printing that says *PRESS SELECT FOR VIDEO*.

IF THE MTS TV REMOTE CONTROL DOESN'T WORK

1. Check that your MTS TV remote control has power by pressing any button and the *LED* button should light up. If there is no power, replace the batteries.
2. Check that your TV is physically set to the correct channel – 4, 8 or 11 – matching the number on the back of the MTS TV remote control.
3. Make sure the antenna connected to the back of the TV is on tightly.
4. There may be an obstruction between your remote control and the Home Gateway or the TV antenna, so check to ensure that nothing is blocking the line of sight between the remote control and the Home Gateway or TV antenna.
5. You may need to re-program your remote control to work with your TV.

HOW TO PROGRAM YOUR MTS TV SRC-200 REMOTE CONTROL

STEP 01 – TO PROGRAM THE HOME GATEWAY TO WORK WITH YOUR TV

- Press the "WRENCH" or MENU button on the front panel of your Home Gateway. The *MENU* screen will be displayed on your TV. Use the MTS TV remote control labeled for channel 4 and press the down arrow on your remote control to scroll down to *REMOTE CONTROL SETUP*. Press *SELECT* on your remote control. The *REMOTE CONTROL SETUP* screen will be displayed. Press *PPV* on your remote control you are trying to program. **You need to write down the Gateway ID.**

Using the MTS TV remote control you are programming:

- Press and hold the **B** button until the red light at the top of the remote control flashes rapidly.
- Release the **B** button.
- Enter **7-8-9**.
- Enter the 3-digit number that is your Gateway ID.

If you have entered an invalid sequence or a 20-second lapse in button presses occurs, the **LED** button turns off and the remote control returns to standard operation.

If you correctly entered the single-digit code, the **LED** button flashes on and off and then remains off.

STEP 02 – TO PROGRAM THE MTS TV REMOTE CONTROL TO WORK WITH YOUR TV

- Turn on your TV.
- Press and hold the **A** button until the red light at the top of the remote flashes rapidly.
- Enter **7-8-9**.
- Press one of the following numbers for your TV:
 - 0 = your main TV with the Home Gateway (Set Top Box) close to your TV (this is your TV that is physically set to channel 4).
 - 1 = your main TV with the Home Gateway (Set Top Box) in another room (this is your TV that is physically set to channel 4).
 - 2 = your 2nd TV that is physically set to channel 8.
 - 3 = your 3rd TV that is physically set to channel 11.

You may repeat this procedure for each remote.

STEP 03 – TO PROGRAM THE MTS TV REMOTE CONTROL TO CONTROL THE VOLUME AND POWER BUTTONS ON YOUR TV

- Turn on your TV set.
- Press the **MUTE** button and hold down until the red light at the top of the remote control flashes rapidly.
- Press the **POWER** button. The red button will light up and remain solidly lit.
- Press the **UP** arrow to scan through the TV codes to find the one that will work with your TV.
- When you have reached the correct code, the TV will turn off. If you scroll past the correct code, arrow down until the TV turns off or on.
- To save the correct code, press the **SELECT** button.

By following these three steps, your MTS TV remote control should now turn the TV on and off, control the volume and the Interactive Program Guide. If you have any difficulties setting up your MTS TV remote control, refer to the User Guide that came with your Home Gateway or please call us at 941-4545 for assistance.

HOW TO PROGRAM YOUR MTS TV SRC-300 REMOTE CONTROL

STEP 01 – TO PROGRAM THE HOME GATEWAY TO WORK WITH YOUR TV

- Turn on your TV set.
- Press the "WRENCH" or MENU button on the front panel of your Home Gateway. The MENU screen will be displayed on your TV. Using the MTS TV remote control labeled for channel 4, use the down arrow on your remote control to scroll down to REMOTE CONTROL SETUP. Press SELECT on your remote control. The REMOTE CONTROL SETUP screen will be displayed. Press PPV on the remote control you are trying to program. **You need to write down the Gateway ID.**

Use the MTS TV remote control you are programming.

- Press and hold the LED button.
- The button will turn red and blink.
- Press the RECORD button (with red dot).
- Press B button.
- Enter the 3-digit number that is your Gateway ID.

STEP 02 – TO PROGRAM THE MTS TV REMOTE CONTROL TO WORK WITH YOUR TV

- Turn on your TV.
- Press and hold the LED button. The button will turn red and blink.
- Press the RECORD button (with a red dot).
- Press the A button.
- Press one of the following numbers for your TV:
 - 0 = your main TV with the Home Gateway (Set Top Box) close to your TV (this is your TV that is physically set to channel 4).
 - 1 = your main TV with the Home Gateway (Set Top Box) in another room (this is your TV that is physically set to channel 4).
 - 2 = your 2nd TV that is physically set to channel 8.
 - 3 = your 3rd TV that is physically set to channel 11.

STEP 03 – TO PROGRAM THE MTS TV REMOTE CONTROL TO CONTROL THE VOLUME AND POWER BUTTONS ON YOUR TV

- Turn on your TV.
- Press and hold the **LED** button (the button will turn red and blink).
- Press the **RECORD** button (with red dot).
- Press and release the **POWER** button (the **LED** button will now remain solidly lit) .
- Press the **UP arrow** to scan through the TV codes to find the one that will work with your TV.
- When you have reached the correct code, the TV will turn off. If you scroll past the correct code, arrow down until the TV turns off.
- To save the correct code, press the **SELECT** button.

If you have entered an invalid sequence or a 20-second lapse in button presses occurs, the **LED** button turns off and the remote control returns to standard operation.

If you correctly entered the single-digit code, the **LED** button flashes on and off and then remains off.

By following these three steps, your MTS TV remote control should now turn the TV on and off, control the volume and the Interactive Program Guide. If you have any difficulties setting up your MTS TV remote control, refer to the User Guide that came with your Home Gateway or please call us at 941-4545 for assistance.

IF THE VCR WON'T RECORD

1. If you are attempting to use the *ONE TOUCH RECORD* feature from your main TV, check that you have an IR-Blaster cable plugged in to the back of your Home Gateway (labeled IR Blaster) and connected to the front of the VCR, over the infra-red signal. If you do not have an IR-Blaster cable, you may pick one up at any MTS Connect store.
2. Check that your VCR is turned off.
3. Refer to "**How To Record**" for more detailed information.

One Touch Record feature is not supported on all VCR/DVD makes and models. If you don't have access to this feature, please refer to "**Manual Recording**".

IF THE VCR WON'T PLAYBACK PROGRAMS

1. Check to see if your TV is on the correct channel that works with your VCR – either channel 3 or 4.
2. Your VCR may not be connected properly. Please refer to “TV, VCR and Audio Connections” in the user guide that came with the Home Gateway for instructions on how to fix this.

IF YOU GET AN ERROR MESSAGE OR CANNOT CHANGE CHANNELS ON THE TV

1. If the error message states, “There is a problem with the network/third video not available” or if you’re unable to change the channel, wait several seconds and try again. If this doesn’t work, use the MTS TV remote control to turn the TV off and on.
2. If you have any other error message, please call 941-4545 for assistance.

HAVING TROUBLE RECORDING ON VIDEO ON DEMAND

The movies and programs within MTS Video On Demand service are copyrighted material and can not be recorded.

ADDITIONAL HELP

1. Visit us at mts.ca/tvsupport.
2. See **Help** on MTS TV On Demand.
3. Call MTS TV Service at **941-4545**.

