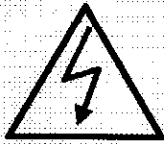


TELUS Multimedia Interactive TV Box User's Guide

For Assistance, Call 1-888-832-8222

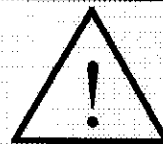


WARNING



CAUTION

RISK OF ELECTRIC SHOCK
DO NOT OPEN



ATTENTION

RISQUE D'ELECTROCUTION - NE PAS OUVRIR

CAUTION

TO PREVENT SHOCK, DO NOT OPEN THE CABINET. NO USER-SERVICEABLE PARTS INSIDE.
REFER SERVICING TO QUALIFIED TELUS SERVICE PERSONNEL.
UNINSULATED VOLTAGE WITHIN THE UNIT MAY BE SUFFICIENT TO CAUSE ELECTRICAL SHOCK. THEREFORE, IT IS DANGEROUS TO MAKE ANY KIND OF CONTACT WITH ANY PART INSIDE OF THE UNIT.

ATTENTION

AFIN DE REDUIRE LES RISQUES D'ELECTROCUTION, NE PAS ENLEVER LE COUVERCLE.
AUCUN DES ELEMENTS INTERNES NE DOIT ETRE REPARÉ PAR L'UTILISATEUR. LAISSER
A UN PERSONNEL QUALIFIÉ LE SOIN DE REPARER CET APPAREIL.
DE PREVENIR L'UTILISATEUR DE LA PRESENCE D'UNE TENSION DANGEREUSE, NON
ISOLÉE SE TROUVANT A L'INTERIEUR DE L'APPAREIL. ELLE EST D'UNE INTENSITE
SUFFISANTE POUR CONSTITUER UN RISQUE D'ELECTROCUTION. EVITER LE CONTACT
AVEC LES PIECES A L'INTERIEUR DE CET APPAREIL.

WARNING

TO PREVENT FIRE OR SHOCK, DO NOT EXPOSE THIS UNIT TO WATER OR MOISTURE.

AVERTISSEMENT

AFIN DE REDUIRE LES RISQUE D'INCENDIE OU D'ELECTROCUTION, NE PAS EXPOSER CET
APPAREIL A LA PLUIE OU A L'HUMIDITE.

RF INTERFERENCE

WARNING

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. This Class B digital apparatus meets all requirements of the Canadian Interference Causing Equipment Regulations (ICES-003). These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications.

AVERTISSEMENT

Cet appareil numerique de la classe B respecte toutes les exigences du Reglement sur le materiel brouilleur du Canada.

Chapter 1. Services Overview

The TELUS Interactive TV Box provides digital broadband television and community access television (CATV) signals as well as special and unique interactive features. These features allow TELUS Multimedia customers to utilize a wide variety of services, all via their television:

- ♦ An **electronic program guide (EPG)** offers 7 days of program listings, updated daily and "one button tuning " to a channel in the listings; Immediate access to a **selection of to approximately 25 movie or video titles**;
- ♦ Access to a **selection of approximately 25 movie or video titles**;
- ♦ Access to "**pay per view**" (PPV) events;
- ♦ **Control the viewing of movies**: ability to interrupt the movie for a time then resume viewing at a later time;
- ♦ **Parental control** features allow each family to decide on acceptable rating levels for the movies ordered in their home;
- ♦ **Customer controlled spending** limits for movie and event purchases;
- ♦ **Closed captioning** for hearing impaired or translation use available on selected programs;
- ♦ "**On line**" help is always available;
- ♦ "**On screen**" **billing information** available;
- ♦ Decodes standard **digital** signals;
- ♦ **Internet access**: sample the world wide web on your TV, from the comfort of your armchair;

The TELUS Interactive TV Box accepts several signal input sources:

- ♦ Traditional **analog** 75 Ω cable television signals; analog signals are still passed through to a VCR or TV, even if the ITV Box is "OFF".
- ♦ **Digital television** signals: the unit must be "ON" to decode digital signals;
- ♦ **High speed internet connection**: This feature could replace the TELUS external modem connecting your PC to **Velocity** service, depending on your requirements for internet speed.

Chapter 2. Getting Started

Introduction

In this chapter, we will show you the equipment that is included in the TELUS Multimedia Interactive TV service package. We will start by unpacking the box (a TELUS Multimedia service representative will assist you with this) and getting familiar with the Interactive TV Box and the accessories.

Unpacking the Interactive TV Box

When you first unpack the box, you should find the following equipment and accessories:

- ♦ The Telus Multimedia Interactive TV Box User's Guide (this manual)
- ♦ The Interactive TV Box

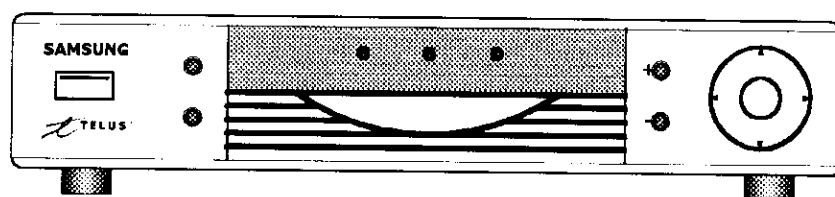


Figure 1 - The Interactive TV Box

- ♦ A power cord for the ITV Box
- ♦ The "Navigator" Universal Remote Control and batteries

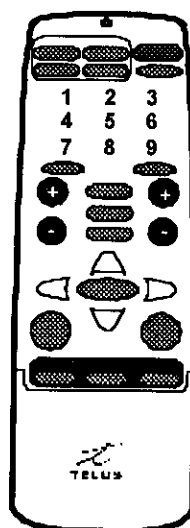


Figure 2 - The Universal Remote Control

- ◆ A User's Guide for the Remote Control
- ◆ An RF Coaxial cable for connection from the ITV Box to a VCR or TV
- ◆ An audio/video cable with RCA plugs for connection from the ITV Box to a TV or VCR
- ◆ An S-video cable for a higher quality picture, if your TV supports it.

If you are missing any of these items, please notify a TELUS Multimedia service representative as soon as possible.

The Interactive TV Box Panels

The Front Panel

In the figure below, the front panel of the ITV Box is shown. Please refer to the table following the diagram for a description of the numbered items.

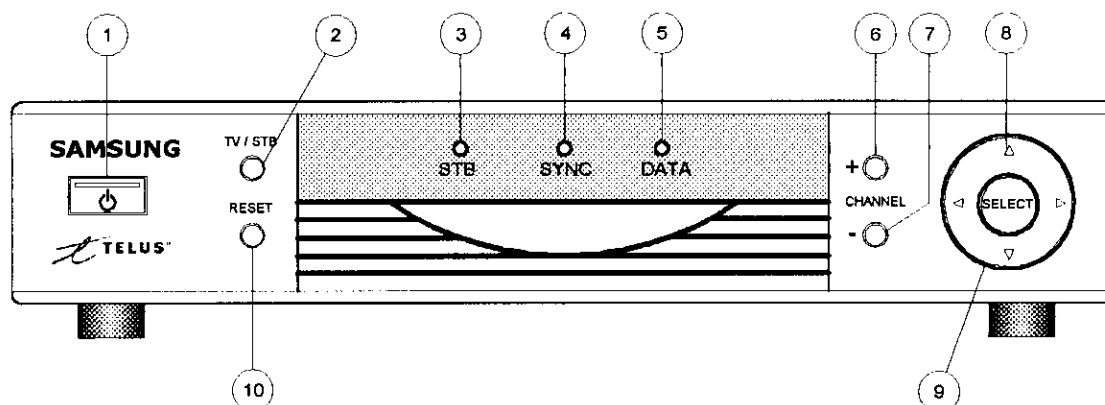


Figure 3 - The ITV Box Front Panel

Number	Name	Description
1	POWER Button	Press POWER to turn on the ITV Box. A steady green light (the light is inside the button) indicates the box is fully operational. In Standby mode, the power button will show a steady red light. If the POWER button light is flashing red, please refer to the Troubleshooting Guide in Chapter 10 of this manual.
2	TV / STB	This button determines what signal is present at the RF output jack (#11 on the back panel). Default position is STB, which will display both analog and digital signals; The STB light will be on when the STB position is selected. TV position (The STB light will not be lit when the TV position is selected) means that only the analog signal (conventional CATV) will be present at the RF output (#11 on the back panel), provided that a coaxial cable connection is present at the RF input jack (#5 on the back panel)
3	STB light	Lit unless TV position selected
4	SYNC light	Lit when the box is connected to the digital TV network. If the SYNC light is flashing green, please refer to the Troubleshooting Guide in Chapter 10 of this manual.
5	DATA light	Lit when a PC is connected to the ETHERNET jack on rear panel (Future Use Only)
6	CHANNEL +	Press to select next higher channel. This button is only active when watching TV through the ITV Box, i.e., not in CATV pass-through mode.
7	CHANNEL -	Press to select the next lower channel. This button is only active when watching TV through the ITV Box, i.e., not in CATV

Number	Name	Description
		pass-through mode.
8	NAVIGATION ARROWS	Press these directional arrows to scroll information on the screen, either horizontally or vertically, or to move the on-screen cursor.
9	SELECT	Press to choose a page feature or an available option
10	RESET	Use RESET with the SELECT button to restore a lost network connection if unable to access network information and the SYNC indicator light is not lit. Please read the Troubleshooting Guide in Chapter 10 for more information.

The Back Panel

In the figure below, the back panel of the ITV Box is shown. Please refer to the table following for a description of the numbered items.

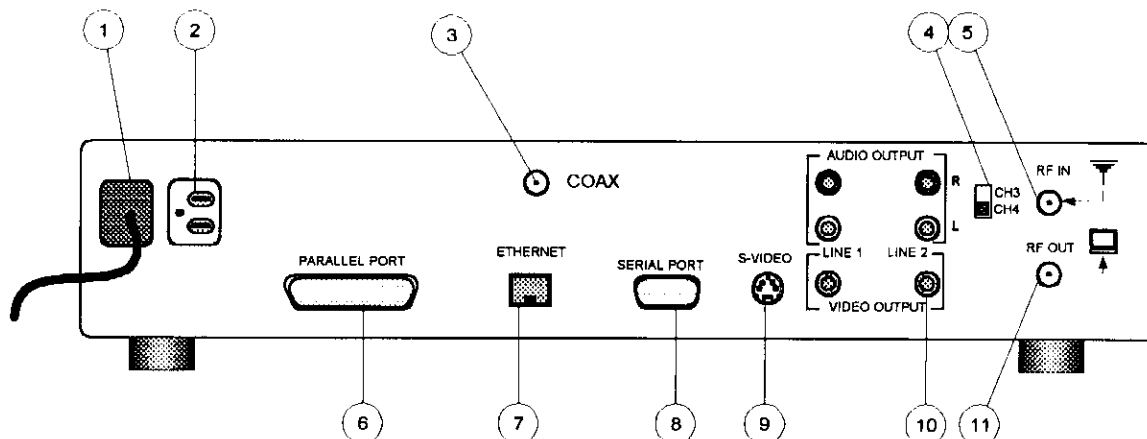


Figure 4 - The ITV Box Back Panel

Number	Name	Description
1	POWER CORD	Connect to grounded household outlet
2	UNSWITCHED POWER OUTLET	TV set or VCR may be plugged into this outlet
3	COAX	Attach TELUS coax cable from wall outlet
4	CHANNEL SELECT	Select either channel 3 or 4 for output. (Check your TV manual for the correct channel). The TV must also be tuned to this channel if you are using the RF coaxial output jack (part #11)
5	RF IN	For additional signal input: TV antenna, cable company etc. This jack must be connected to a cable source if the user wishes to watch one program through the TV tuner while recording another through the ITV Box tuner, or vice versa.
6	PARALLEL PORT	FUTURE USE ONLY. WARNING: Do not attempt to connect any device to this port. Damage to both the ITV Box and your device may result.
7	ETHERNET	High Speed Internet output to a PC (DATA light on front panel will be lit if PC is connected properly). (Future Use only)
8	SERIAL PORT	FUTURE USE ONLY. WARNING: Do not attempt to connect any device to this port. Damage to both the ITV Box and your device may result.
9	S-VIDEO	Interactive TV video and audio output for compatible VCR or TV equipped with S-video input.
10	RCA AUDIO & VIDEO	Interactive TV video and audio output for compatible VCR and/or TV equipped with composite audio/video (RCA) input jacks
11	RF OUT	Interactive TV output to TV or VCR with RF input jack (coax, 75Ω)

Configuration #2: ITV Box to VCR and then TV with RF Connections

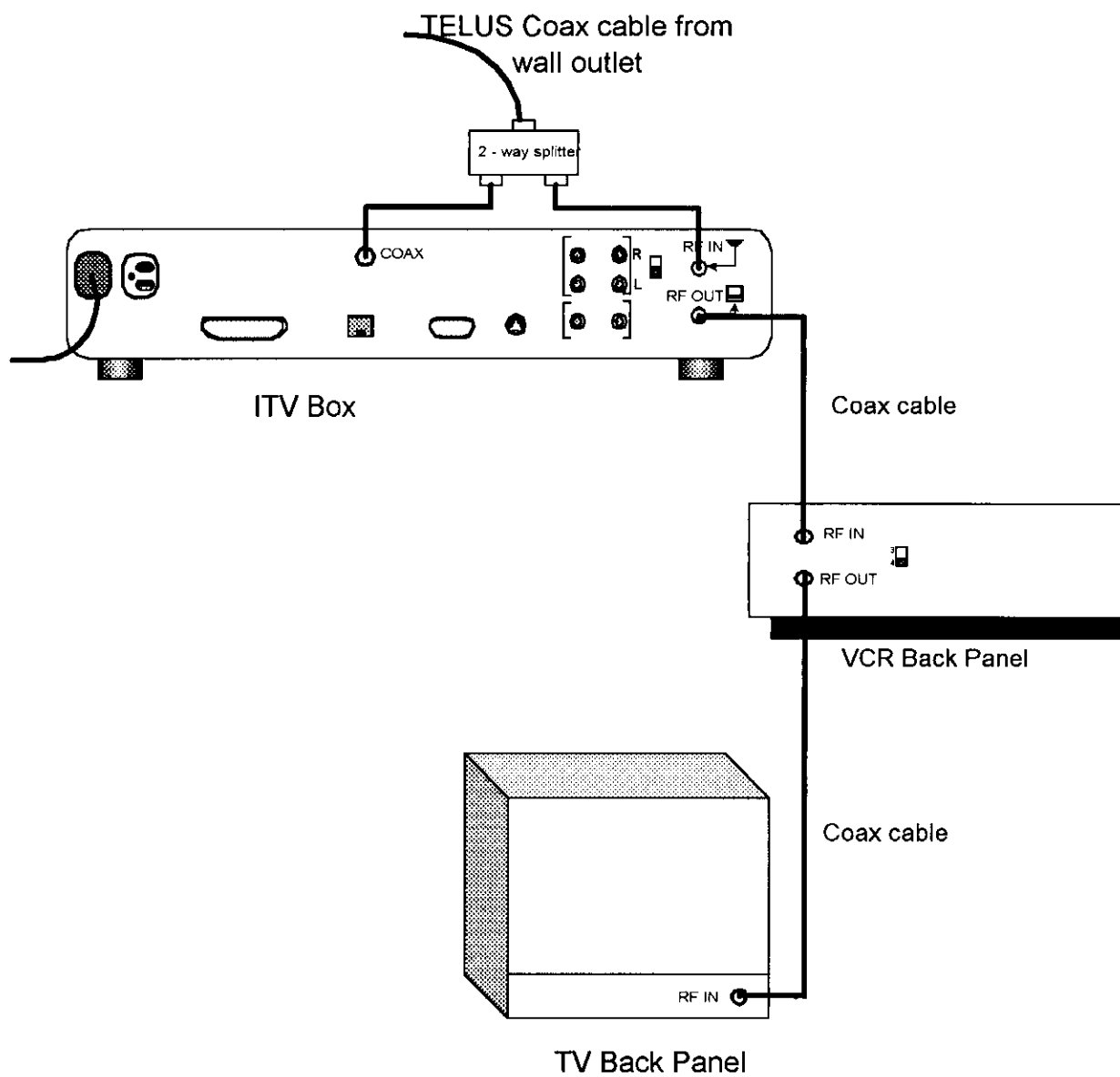


Figure 6 - ITV Box to VCR and TV with RF cable