



# Optik TV

## User Guide

on  
demand

Check out our Optik TV video tutorials through the help centre in the On Demand menu or online at [telus.com/tvhelp](http://telus.com/tvhelp)

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# Learn more with our Optik TV™ video tutorials

Many of the topics covered in this guide are also available as video tutorials. Our easy-to-follow how-to videos are designed to help you get the most out of your Optik TV service. Packed with useful information, they show you how to do everything from using the onscreen guide to programming your PVR.

Look for the  icon in the table of contents on the next page. There are videos available for all topics with the icon.

## Access the Optik TV video tutorials two ways:

### ■ Watch the tutorials on your TV












- 1 Press .
- 2 Use  to select Help centre and press .
- 3 Use  to select Optik TV and press .
- 4 Use  to select the tutorial topic that interests you.

### ■ Online at [telus.com/tvhelp](https://telus.com/tvhelp)

#### Quick tip

When new Optik TV features are launched the video tutorials will tell you everything you need to know to get the most out of your service.

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# Say hello to Optik TV

And say goodbye to planning your shows and subscribing to tons of channels just to get the ones you want. You can now enjoy features only available with digital TV such as On Demand, Pay Per View and High Definition (HD) programming and with the onscreen guide, planning your TV viewing is a breeze. Plus Optik TV offers great apps like Optik on the go, TED Talks, The Weather Network, Galaxie and more. Use the Optik on the go app to access your favourite shows or movies on your laptop, smartphone or tablet.

For more information, visit [telus.com/tvhelp](http://telus.com/tvhelp) or call **310-MYTV (6988)** or contact us at [telus.com/contact](http://telus.com/contact)



# Your remote control

## Mode & Power Buttons

Why have multiple remotes when all you need is one? The Optik TV remote is universal and works with most TVs, DVD players, VCRs and A/V receivers.

Once you have programmed your remote, select the device you want to power on by pressing **mode** until the device of your choice is selected, and then pressing **power**.

To change your TV input source, press **search** while in TV mode.

Tap to go back. Press and hold to exit.

## Did you know?

You can use your smartphone or tablet as your remote? With the Optik Smart Remote app you can control your TV, browse the onscreen guide and On Demand library and record shows while you're on the go. To find out more, skip to page 13 or visit [telus.com/apps](http://telus.com/apps).








## Quick tip

Your Optik TV digital box is Energy Star certified and enters energy saving mode after 4 hours of inactivity. When the digital box enters standby mode, the video outputs are disabled and a black screen will appear. If your digital box is on and you want to exit standby mode, press **ok**. If your digital box is off, press **power** to turn it on and this will resume your TV service.



MODE		Allows your remote to control your digital box, TV or additional (aux) device. Press to select Optik (green), TV (red), or Aux (yellow).
POWER		Turns devices on and off
INPUT		Displays TV or video input sources. Input button can be activated by holding down the search button.
ON DEMAND		Displays the On Demand menu
MENU		Displays the main menu
BACK / EXIT		Tap to go back to the previous screen or press and hold to exit.
APPS		Optik TV apps
MOVE SELECTION		Navigate up, down, left or right
OK		Selects the highlighted item
INFO		Displays a description of the selected program
SEARCH		Display the search menu
GUIDE		Displays the Interactive Programming Guide
VOL + / VOL -		Increases/decreases volume
CH/PG + / CH/PG -		Displays the program listings and menus one page at a time
MUTE		Turns sound on and off from indicated source
PREV		Returns to the previous channel and shows picture-in-picture of the last 5 channels you viewed
DELETE		Deletes entry. Delete button can be activated by holding down the options button.
OPTIONS		Displays the current screen's shortcuts



The following buttons also allow you to access additional functions if you have a PVR:

RECORD		Records live TV
REW/FF		Reverses or fast-forwards. Repeatedly press the button to choose from 3 speeds. Also, when the guide is open, use the forward button to skip the guide forward 24 hours.
STOP		Stops your On Demand movie, VCR/DVD, or recorded program
PAUSE		Pauses your On Demand movie, VCR/DVD, live TV or recorded program
PLAY		Plays your On Demand movie, VCR/DVD, paused live TV or recorded program
REPLAY/SKIP		Reverses in 7-second intervals or fast-forwards in 30-second intervals for On Demand movies, live TV and recorded programs
RECORDED TV		Displays recorded programs and scheduled recordings

# Your remote control

## Programming instructions for your TV and/or additional device

### Before getting started:

- Stand 6-8 feet away from the TV and ensure there is a line of sight between the remote and the digital box.
  - Make sure the TV and digital box are on.
  - Make sure the digital box volume is set to 25 by using the remote volume button while in OPTIK mode.
- 1 Turn on the device that you would like to program the remote for. This could be your TV set, or an auxiliary device such as an amplifier, DVD or Blue-Ray player.
  - 2 There are 3 lights on the remote: green for OPTIK, red for TV and yellow for AUX. Press  until the device of your choice is illuminated on your remote. Use TV to program the remote for your TV set or AUX for all other devices.
  - 3 Press and hold  until the red TV or yellow AUX light flashes twice.
  - 4 From the lists below, enter the code for your device brand and the TV or AUX light will flash twice. Entering the code for "Other" will search for all other brands and may take up to 15 minutes.

#### Codes for TV Brand

Funai	11
Insignia	21
LG	15
Panasonic	13
Philips	19
RCA	20
Samsung	18
Sanyo	12
Sharp	14
Sony	17
Toshiba	16
Vizio	10
Other*	29

#### Codes for DVD and Blu-Ray Brands





Funai	31
Hitachi	33
JVC	38
Kenwood	36
LG	37
Onkyo	34
Panasonic	41
Pioneer	40
Samsung	43
Sanyo	32
Sharp	35
Sony	42
Toshiba	39
Vizio	30
Other*	44

#### Codes for Amplifier Brands

Aiwa	70
Bose	67
Denon	63
Harman/ Kardon	62
Hitachi	71
LG	65
Onkyo	66
Phillips	69
Pioneer	68
Samsung	64
Sanyo	73
Sharp	72
Sony	60
Yamaha	61
Other*	79

### Quick tip

To change the input selection on your TV, first check that your remote is in TV mode by pressing  until the light flashes red beside TV. Press  to change your input (ex HDMI1, HDMI2 etc).

- 5 Press and hold  until your TV or auxiliary device turns off.
- 6 Press  and the red TV or yellow AUX light will flash twice.
- 7 Press  to switch your TV or auxiliary device back on.
- 8 Press  until the green OPTIK light is on. Once in OPTIK mode, you can control your Optik TV digital box as well as your TV and auxiliary device simultaneously.

**You're done! To program another device repeat the above steps.**

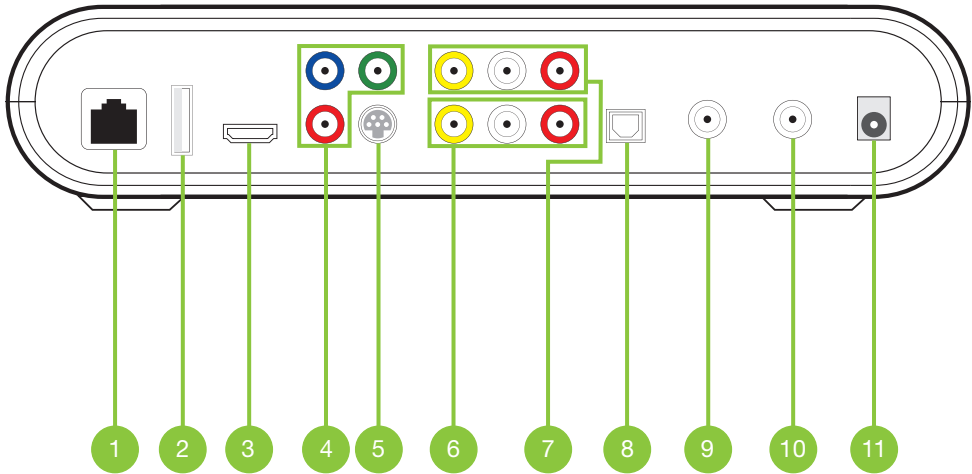
Need help? Go to [telus.com/optikremote](http://telus.com/optikremote) for troubleshooting steps.

# Your Optik TV digital box

The following illustrations outline your digital box (HD or HD PVR) connections. Digital boxes may not be exactly as shown below.

## Back view

model numbers: SA430, SA330, Cis430 and Cis330



- 1 Network In – Connects the network cable from your home network or modem
- 2 USB – Not currently enabled
- 3 HDMI (Out) – HDMI is the HD connection that contains both audio and video signals. Use for HDTVs
- 4 Component Video Out – Component video cables can be used for high quality signals to either HD or non-HDTVs
- 5 S-Video Out – S-Video is preferred for older TVs
- 6 RCA Video / Audio 1 Out – These connections are ideal for VCRs and older TVs. The audio ports can be used independently if other video connections have been used
- 7 RCA Video / Audio 2 Out – These duplicate connections are available for users with multiple devices
- 8 Optical – This is an all digital audio connection. It is ideal for audio receivers
- 9 Video Out – Connects to the antenna jack on the TV
- 10 Video In – For TELUS installer use only
- 11 Power In – Connects to the supplied adapter to power the unit

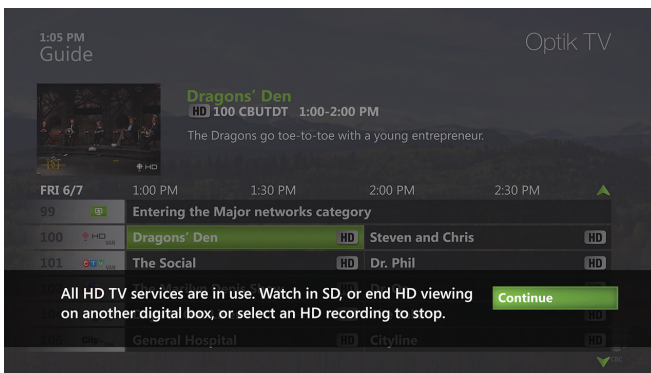
# Getting set up with Optik TV

## Managing live TV feeds

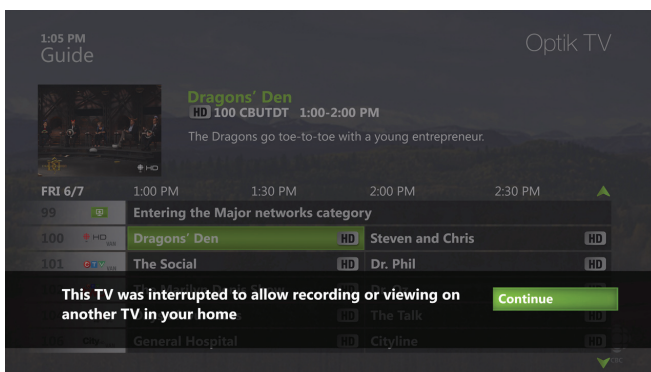
Optik TV supports up to 6 TVs and delivers, depending where you live, up to 4 live TV feeds to your household. A TV feed can be a live TV show, an On Demand program or a Pay Per View (PPV) event. If you have 2 or more TVs tuned to the same live TV program you'll only be using 1 live TV feed. Also, watching programs that have already been recorded on your PVR doesn't use a live feed.

The number of live HD (high definition) programs you can watch at once depends on the service in the area you live. You may be able to watch between 1 and 3 HD programs concurrently and another 1 SD (standard definition) at the same time.

If you try to watch or record more live TV programs than you have available feeds, your Optik TV service will present you with options to either select the programs that you wish to watch or record, interrupt a program on another TV, or simply watch the program in SD if there is a SD channel airing that same program.



With your Optik TV PVR, while the live TV feeds are being used to watch or record live programs, you can watch up to 4 recorded programs on your other TVs. Viewing a recorded program does not use a live TV feed as it is stored on your PVR.



### Quick tip

Turning off one of your digital boxes will free up a live TV feed.










Subscribing to the Time Choice theme pack allows you to watch or record your favourite programs outside your local time zone with time shifting and will help you manage usage of your live feeds. This means you can watch or record your favourite programs earlier when it is more convenient for you. See page 18 for manage my channels if you would like to add this theme pack.

## Parental Controls





Not all shows are meant for all eyes, which is why you're in control of what your family watches. Parental Controls must be configured on each of your digital boxes with your PIN and will allow you to block programs by channel, rating and content. You'll also need this PIN to modify your settings, view blocked content or change your PIN.

### Create a Purchase PIN

Prevent unauthorized purchases using the Manage my channels app, as well as On Demand and PPV programs by creating a Purchase PIN.

- 1 Press .
- 2 Use  to select **Settings**.
- 3 Use  to select **Parental Controls** and press .
- 4 Use  to select **Purchase PIN** and press .
- 5 Create a 4-digit PIN using the number pad on your remote control.
- 6 Confirm the 4-digit PIN by re-entering the PIN.
- 7 Press  to select **Purchase PIN**.
- 8 Use  to select **Save** and press .










### Creating a Parental Control PIN

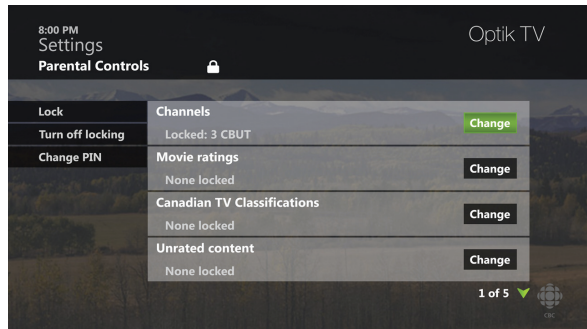
- 1 Press .
- 2 Use  to select **Settings**.
- 3 Use  to select **Parental Controls** and press .
- 4 Create a 4-digit PIN using the number pad on your remote control.
- 5 Confirm the 4-digit PIN by re-entering the PIN.

# Getting set up with Optik TV

## Blocking and unblocking programs

Block or unblock programs by channel or content rating.

- 1 Press .
- 2 Use  to select **Settings**.
- 3 Use  to select **Parental Controls** and press .
- 4 Enter your 4-digit Parental Control PIN with the number pad on your remote control.
- 5 Use  to highlight **Change** next to the blocking option you want to use and press . Refer to the blocking option table below to choose your preferred blocking option(s). You must lock the **Adult programs** option to block adult rated content.
- 6 Use  to make your selection and press .
- 7 Navigate to **Save** and press .















BLOCKING OPTION	DESCRIPTION
Adult programs	Allows you to block programs rated A or AO When you choose to block adult programs, the program title and information will be blocked from appearing in the guide. Other blocking options will not hide the adult titles or program information unless this setting is set to locked
Channels	Allows you to block selected channels
Movie ratings	Allows you to block programs rated G, PG, 14A, 18A, R or A When you choose to block by rating, all programs with higher ratings will also be blocked. To block Adult Movies you must set the adult program to locked
Canadian TV classifications	Allows you to block programs rated E, C, C8+, G, PG, 14+ or 18+ When you choose to block by rating, all programs with higher ratings will also be blocked. To block Adult TV programs you must set the adult programs to locked
Unrated content	Allows you to block programs that are not rated e.g. educational programs and movies released before 1960s

## Display settings



Using your TV's user guide as a reference, you can adjust your screen settings by choosing the most suitable resolution from this list and then following steps 1 to 8:

- 4:3 standard definition
- Widescreen standard definition
- 720p High Definition
- 1080i High Definition

- 1 Press .
- 2 Use  to highlight **Settings**.
- 3 Use  to select **Television** and press .
- 4 Use  to select **Screen aspect ratio and High Definition** and press .
- 5 Use  to select the setting that is appropriate for your TV.
- 6 Navigate to **Continue** and press .
- 7 Navigate to **Start test** and press . The system will verify whether your TV can display the selected setting.
- 8 If you can see the video on your screen, use  to select **Keep setting** and press  to save.

Or if you see a black screen, your TV may not be able to display the selected setting or it may not be properly connected to your digital box. Use  to choose another setting or check your cables to ensure proper connection between your TV and digital box.

### Quick tip

To remove the black bars that appear on both sides of the screen when you watch standard definition programming on an HDTV, press , and use  to select **Aspect Ratio** to find the optimum setting for your TV.











# Getting set up with Optik TV

## Creating favourites list

You can customize your onscreen guide to display only the channels you want to view by creating a favourites list. Up to 5 favourites lists can be created on each digital box.










### Creating your favourites list

- 1 Press .
- 2 Use  to select **Favourites** under **Live TV** and press .
- 3 Use  to select **Set up favourites** and press .
- 4 Use  to highlight the available channels and press  to add it to the favourites list.
- 5 Navigate to **Save** and press  to save your changes. A green checkmark will appear next to the channels that are included in your favourites list.

### Selecting your favourites list

- 1 Press .
- 2 Use  to select **Favourites** under **Live TV** and press .










### Editing your favourites list

- 1 Press .
- 2 Use  to select **Settings**.
- 3 Use  to select **Television** and press .
- 4 Use  to select **Set up favourites** and press .
- 5 Use  to highlight the available channels and press  to add or remove the channel(s). A green checkmark will appear next to the channels that are included in your favourites list.
- 6 Navigate to **Save** and press  to save your changes.

## Call Display on your TV

If you have Call Display on your TELUS Home Phone, you can see the name and number of who's calling right on your TV screen. Take the call or wait until your show is done. To find out more or to subscribe to Call Display, call **310-MYTV (6988)** or contact us at [telus.com/contact](http://telus.com/contact)

### Call Display settings

- 1 Press . Use  to select TV apps and press .
- 2 Use  to select **Call Display settings** and press .
- 3 Navigate to **Enable Call Display** and press  to turn Call Display on or off.
- 4 Use  to select the desired notification timeout period and press . This allows you to select the length of time you'd like the Call Display pop-up to appear on your screen.
- 5 Navigate to **Save** and press .

















# Apps

## Apps

Optik TV offers great apps that put you in control to make TV convenient for you. On your Optik TV remote press  to launch the TV apps menu.

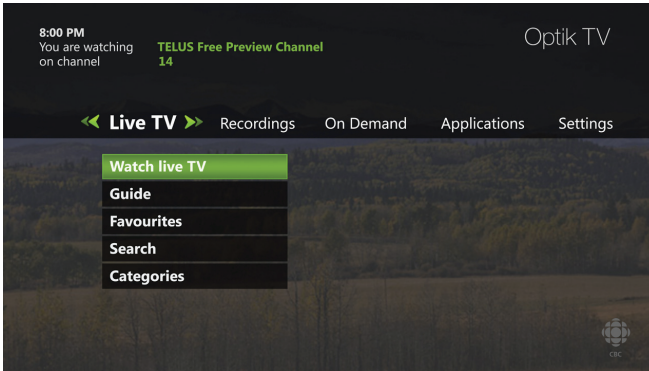
An Optik TV account is required for some apps. You can find more info on how to set up an Optik TV account in the On Demand menu or online at [telus.com/tvaccountsetup](http://telus.com/tvaccountsetup)

Optik Smart Remote		Instead of using your remote control, use your smartphone or tablet to browse through your guide with a swipe or change channels with a tap. Plus set and manage recordings on the go.
Optik on the go		Watch live or On Demand TV shows and movies straight from a smartphone, tablet or computer.
Remote Record		With remote record you can schedule and manage your PVR recordings when you're away from home with a Blackberry or Windows smartphone.
Manage my channels		Adding channels just got easier. You can now instantly change your TV programming choices online or directly from your TV using your remote control.
Call Display (see page 12)		See the name and number of who is calling you on your TV screen.
Musicroom		Listen to local radio stations from different cities, with over 100 stations to choose from it's easy to find something you like.
Galaxie Music		Commercial-free Galaxie music channels across a wide range of genres at home or on the go. Plus, access the mobile app for free when you login with your Optik TV account.
Karaoke		Sing along to great karaoke songs with The KARAOKE Channel TV App. Choose from more than 8,000 popular songs and enjoy hours of musical entertainment.
Multi-View		Catch all the live action on up to 4 of your favourite channels at once.
TumbleBooks TV		Choose from a library of over a hundred popular kid's books and enjoy interactive read-alongs.
The Weather Network App		Get access to weather conditions and weather alerts 24 hours a day, 7 days a week.
TED		Watch riveting TED Talks on demand and enjoy "ideas worth spreading" from the most remarkable minds on the planet.
Facebook		Surf Facebook right on your TV screen. Check status updates, view photos in a full screen slide show and tell your friends what you're watching with the click of a remote.
PVR storage		See how many hours of programming storage you have on your HD PVR.

Visit [telus.com/apps](http://telus.com/apps) for more information on Optik TV apps. You can also view tutorial videos through the On Demand menu  under help centre.

## Using the menu

Use the menu to quickly access the [Live TV](#) (refer to page 14), [Recordings \(PVR only\)](#) (refer to page 14), [On Demand](#) (refer to page 15), [Apps](#) (refer to page 15), [Settings](#) (refer to page 15) and [Help Centre](#) (refer to page 15), drop down menus.



Here is a brief description of each drop down menu:

### Live TV

Watch live TV	Allows you to watch a live TV program
Guide	Accesses the onscreen guide
Favourites	Accesses your customized favourites list
Search	Allows you to search for a movie, TV program, person or channel
Categories	Lists channels that are grouped together by subject matter, genre or content provider

### Recordings (PVR only)

View recordings	Lists all in progress and completed recordings
Scheduled	Lists all future recordings
Add a recording	Allows you to record a program using search, the guide or by entering the channel number and recording time
Remote record	Set up your remote recording account and access FAQ's
PVR storage	Shows how much storage space is remaining on your PVR

# Using your Optik TV service

## On Demand

On Demand	Lists all videos by category
Rentals	View your current rentals, your wish list and rental history
Search	Allows you to easily find your favourite On Demand titles

## TV apps

TV apps	Access all the apps Optik TV has to offer. To find out more about the apps check out page 13
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## Settings

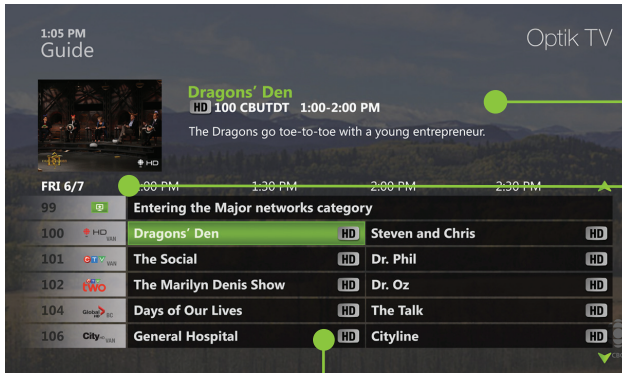
General	Allows you to turn system sound effects on or off, access system information and troubleshoot your connection
Television	Allows you to customize your guide, favourites list, screen aspect ratio and closed captioning
Audio	Allows you to activate descriptive video and change your digital audio output settings
Parental Controls	Allows you to block On Demand titles, PPV events and programs by channel, rating or content
Guide	Find out which shows are on and which ones are coming up
Optik TV Account	Create an Optik TV account to use apps like Galaxie, Optik Smart Remote and Optik on the go

## Help Centre

Help Centre	Access Optik tutorials On Demand to learn more about how to get the most out of your Optik services
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## Using the onscreen guide

Use the guide to find out which shows are on and which ones are coming up.



### Information




Provides details about a highlighted program including the title, time, rating, description and cast information if available.

### Guide



Displays program listings by time and channel.

### Programming view

Displays 2 hours of program listings.

- 1 Press .
- 2 Use  to scroll through and highlight a program.
- 3 Press  to change the channel to that program.

### Quick tip

To view a list of all programs on a channel, use  to highlight the channel logo and number and press .

### Quick tip

To go forward or backward in the guide in 24-hour intervals, press  .

### Quick tip

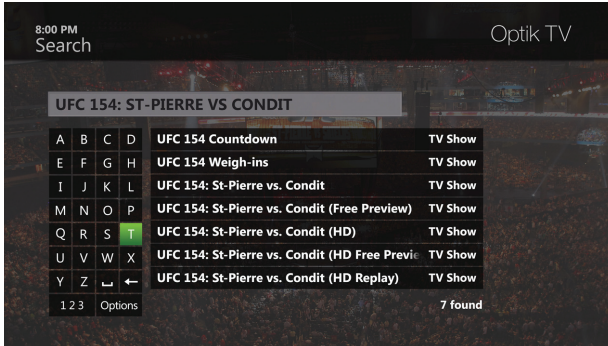
#### Favourites list












You can customize your onscreen guide to display only the channels you want to view by creating a favourites list. Up to 5 favourites lists can be created on each digital box. See page 11 or go to [telus.com/tvhelp](http://telus.com/tvhelp) for more information.

# Using your Optik TV service

## Using search

Use search to quickly and easily find your favourite TV shows, On Demand titles and PPV events.



- 1 Press  to access the search screen.
- 2 Press  to search by one of the following:
  - Title of a TV show, On Demand or PPV program
  - Name of a person (actor/actress/director)
- 3 Navigate to highlight the first letter you are entering and press .
- 4 Repeat step 3 to enter more letters.
  - a. To enter a number, navigate to **123** and press .
  - b. Navigate to highlight a number and press .
  - c. To return to the alphabet, navigate to **ABC** and press .
- 5 Navigate to highlight the desired search result and press  to view upcoming episodes of the same program or different programs with the same cast.
- 6 Use  to highlight the program title and press .
- 7 Use  to highlight the desired option and press .






### Quick tip

Quickly search by using the number keypad on your remote to spell the name of the person or program you are looking for.

## Manage my channels

You can instantly add new channels to your TV line-up.

### Adding a channel or pack

- 1 Using your remote, tune to a channel you are not subscribed to, and the **Manage my channels** app will load automatically in just under a minute.
- 2 Navigate to highlight the **Subscribe** button and press  on your remote control. If you want to exit the app, you can use the down arrow button on your remote, highlight the **Cancel** button onscreen and press  on your remote control.
- 3 Choose the channel or pack you want to add by using  on your remote. Navigate to highlight **Subscribe** and press  on your remote.
- 4 Enter your 4-digit **Purchase PIN** if you have parental controls set-up.
- 5 A confirmation screen will pop-up. Select **Close** and press  on your remote. Your new programming will be on-screen in less than 15 minutes

At any time you can exit the **Manage my channels** app by selecting the **EXIT** button on your screen or selecting **GUIDE**.

An enhanced version of the **Manage my channels** app is available from your account on [telus.com](https://www.telus.com).

Please note, the total amount showing on your screen through the **Manage my channels** app does not include any promotional discounts. Also, because we bill one month in advance, any changes to your account that are made in the middle of your billing cycle (the 30-day period based on the date your account was activated) will appear on your next bill as partial-month charges associated with the change.

### Quick tip

Make sure to set up your pins. See page 8 for how to set up a Purchase pin and Parental control pin.



# Using your Optik TV service





## Pay Per View (PPV)

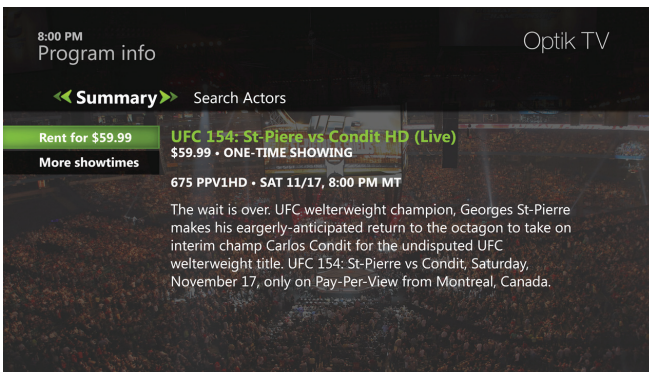
Invite your friends and family over for a live PPV event and give everyone a front row seat to the action. From great events to live sports, like UFC® and WWE® events. TELUS PPV has entertainment for everyone.

To prevent unauthorized purchases of PPV events, create a rental locking PIN. Refer to page 8 to learn how.

## Purchasing a PPV event

PPV events can be ordered by tuning to the PPV channels within the Sports & PPV category of your onscreen guide. Charges will appear on your next month's bill.

- 1 Press .
- 2 Navigate to the Sports & PPV category of your onscreen guide, select the PPV event that you want to purchase and press .
- 3 Navigate to **Rent for \$** and press .
- 4 Navigate to **Rent for \$** and press . A rental confirmation message will appear on your screen.






## On Demand

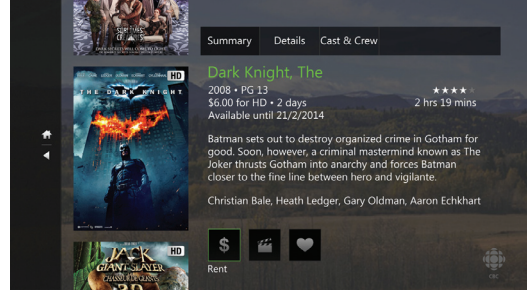
With On Demand you can order great films and enjoy full control to start, pause, rewind and fast-forward. Choose from hundreds of titles, including Hollywood blockbusters, timeless classics and a wide variety of titles available in HD. Plus check out TV On Demand to watch great shows and movies when it's convenient for you. To find out what's playing, check out the On Demand menu. Great new releases updated regularly.

If you want to prevent unauthorized rentals, create a rental locking PIN. Refer to page 8 to learn how.

Check out the TV On Demand category. TV On Demand shows and movies are free to watch with a subscription to the channel.

### Renting an On Demand program

- 1 Press **on demand**.
- 2 Use  to select a category in the main menu. Use  to browse a desired category.
- 3 Use  to browse titles. Press **ok** to select the title. A Program Summary screen will appear for you to rent the video, watch a preview, or add to my wishlist.
- 4 Select **Rent**, and press **ok**.
- 5 Navigate to **Rent for \$** and press **ok** to confirm rental. The video will begin playing immediately.









You will see the charge for your purchase on your next TELUS bill. If you watched a TV On Demand title there will be no charge for viewing.

If you have blocked adult-rated content, the titles of the adult films will not appear in the On Demand menu within the adult category. To view these titles refer to page 8 to learn how to disable your Parental Controls.

# Using your Optik TV service

## Watching a rented On Demand program

Watch your rentals as many times as you want within the rental period (48 hours for most rentals).

- 1 Press  to view your current rentals.
- 2 Use  to select **My Videos** folder. Use  to enter **My Rentals**. Use  to select the movie you would like to watch and press .
- 3 Use  to **Watch** icon to start playing the movie.

## Features for On Demand

**My Wishlist** – Bookmark movies that you would like to watch by selecting the heart icon on the program information page. To view the movie titles on your wishlist, simply select **My Videos**, and then **My Wishlist**.

**Search** – Quickly find a movie by searching for the title, actor/actress or director.

**Optik on the go** – Enjoy your favourite On Demand entertainment on your smartphone, laptop or tablet on the go. Get access to thousands of On Demand TV shows and movies or rent a movie once and watch it on your TV, PC, smartphone, or tablet within its rental period.

Check out this app at [telus.com/apps](http://telus.com/apps) or on page 13 of this guide.

### Quick tip






Check out the TV On Demand category. TV On Demand shows and movies are free to watch with a subscription to the channel.

# Using your Optik TV PVR

## PVR Anywhere

With Optik TV's PVR, one PVR is all you need to get full PVR functionality on any digital box in your home. You can pause a recorded show you have been watching in your living room and pick up where you left off in the kitchen or den. You can also schedule and access recordings from any room in your home, and even watch the same recording from different rooms at the same time and control them separately. Plus pause, rewind and fast-forward live TV from any TV with a digital box.

## Resuming a recorded program on a different TV

- 1 Press  on the recorded show you are watching.
- 2 Go to another TV and turn on the digital box.
- 3 Press .
- 4 Use  to select the same show and press .
- 5 Select **Resume play** and press  to start viewing the recording from where you left off.

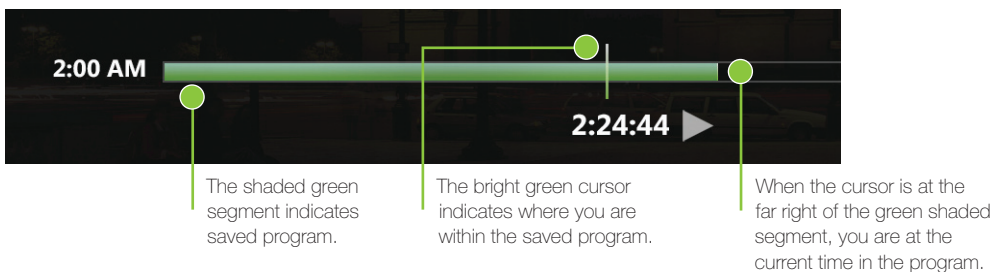
### Quick tip

Your Optik TV PVR allows you to watch the next episode and delete the one you just watched.

## Controlling live TV

When you're watching a show, your PVR will save it for up to 90 minutes, so you can pause, rewind and fast-forward whenever you like on the TV connected to your PVR. Once you've paused live TV, a status bar will show you where you are in the program and how much has been temporarily saved.



If you pause for longer than 90 minutes, the program will automatically start playing from the point where you paused it. All temporarily saved live TV will be deleted once you change the channel or turn your TV off. Remember, if you'd like to save a show, be sure to record it.



# Using your Optik TV PVR

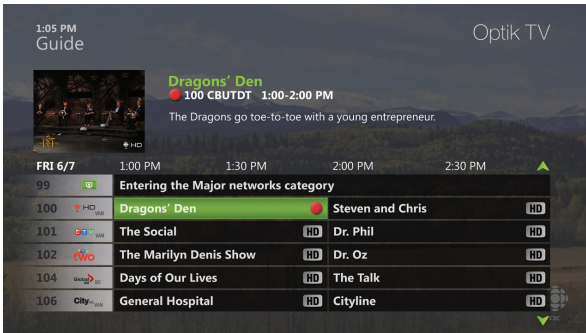
## PVR menu

Quickly and easily manage your recordings through the PVR menu.

- 1 Press .
- 2 Use  to access your recordings, edit your recording settings, or add a recording.

## Recording programs



When a program is being recorded, a red record icon will be displayed in the guide regardless of which digital box you are watching TV on. The record light will remain lit on all your digital boxes, including your PVR, during a recording.






### Quick tip

Sometimes programs, like sporting events, will run a little longer than their scheduled time. But if you extend the recording time you can be sure you won't miss a minute.

## Recording a single episode

- 1 Press .
- 2 Navigate to the program that you wish to record.
- 3 Press .

## Recording a series

- 1 Press .
- 2 Navigate to the program that you want to record.
- 3 Press  twice. A series record icon  will appear in the onscreen guide.

### Quick tip

If you press the record button for a third time, your recording will be cancelled.

# Key customer records and contact information

## Remote control codes

TV model #	code:
DVD model #	code:
A/V model #	code:
VCR model #	code:
other model #	code:
other model #	code:

## How to contact TELUS

Have questions? Just call **310-MYTV (6988)**

Check out our Optik TV tutorial videos through the help centre in the On Demand menu or online at [telus.com/tvhelp](http://telus.com/tvhelp) or contact us at [telus.com/contact](http://telus.com/contact)

Or if you'd like to tell us how we're doing, please email [tvfeedback@telus.com](mailto:tvfeedback@telus.com)

For the most up-to-date information on Optik TV, visit [telus.com/optiktv](http://telus.com/optiktv)

## Service and maintenance

Your Optik TV digital box doesn't contain any user-serviceable parts, and removing the cover may expose you to dangerous voltage and other electrical hazards.

You will also want to avoid connecting any equipment to the USB ports on the back of your Optik TV digital box. They're for future use only and you could potentially damage both the equipment and the digital box.

## Cleaning

Wipe with a damp cloth when necessary. Do not use liquid or aerosol cleaners.

## Frequently Asked Questions

For a full list of FAQs, please visit [telus.com/content/tv/optik/services-hardware/faq.jsp](http://telus.com/content/tv/optik/services-hardware/faq.jsp)

# Troubleshooting your Optik TV system

PROBLEM	POSSIBLE SOLUTION
<b>Cannot turn on my Optik TV digital box</b>	<ul style="list-style-type: none"><li>■ Try pressing the front panel power button on your digital box.</li><li>■ Make sure that all your power cords are completely inserted into a power outlet.</li><li>■ Ensure that your TV set is plugged into a working power outlet.</li><li>■ If the Optik TV digital box is plugged into a power bar or surge protector, make sure that the power bar is on and has not tripped. If it has tripped, press the reset button on the power bar to restore power.</li><li>■ If the digital box is connected to a switched electrical outlet, make sure that the switch is on.</li><li>■ If the green LED light at the front of the Optik TV digital box lights up, your box is now on and working.</li></ul>
<b>TV and PVR power out of sync</b>	<ul style="list-style-type: none"><li>■ Ensure TV is on, and press OK button to turn on the PVR.</li></ul>
<b>The Optik TV digital box does not initialize</b>	<ul style="list-style-type: none"><li>■ Check to ensure that your modem or router is operating and that all cords are properly connected.</li><li>■ Turn the power on the digital box off and on.</li><li>■ Initiate the reset procedure, by plugging in/out the power cord of the digital box.</li></ul>
<b>No picture or poor picture quality</b>	<ul style="list-style-type: none"><li>■ Check to ensure that your TV is set to the right video input.</li><li>■ Ensure that the TV channel is set to the appropriate channel to match the settings on your Optik TV digital box and VCR/DVD (Video 1, 2, etc.).</li><li>■ Check the back of your Optik TV digital box and any additional devices to ensure that all of the cables are firmly connected.</li><li>■ Make sure that all the connections are made according to the appropriate configuration for your particular requirements.</li><li>■ Press OK on your remote to ensure not in Energy Saving Mode .</li></ul>

If you're still unable to solve the problem, try resetting the PVR and digital box by unplugging it from the power outlet for at least 10 seconds and plugging it back in. This resets the device and usually resolves most problems related to the box. If the problem persists, please visit [telus.com/tvhelp](http://telus.com/tvhelp) or call 310-MYTV (6988).

# Optik TV Agreements

You should review the following two agreements carefully prior to using the Optik TV Services. Your use of the Optik TV Service and equipment is subject to the terms of the applicable agreements below.

(1) Optik TV Service Terms

(2) Terms of Sale for Equipment

The Terms of Sale for Equipment will not apply to you if the Optik TV equipment is rented/loaned to you by TELUS. Terms and conditions relating to rental/loan of Optik TV equipment are contained in the Optik TV Service Terms.

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## Optik TV Service Terms

This is an agreement between you and TELUS Communications Company ("TELUS"). It sets out the terms and conditions (the "Service Terms") that apply to your use of the video and audio programming services and associated telecommunications services that TELUS provides (the "Services"), and any equipment provided to you for use with the Services. The Service Terms, together with TELUS rules and policies applying to the use of the Services, form the agreement between you and TELUS for the Services (the "Agreement").

By using the Services you are agreeing to the terms of this Agreement. IF YOU DO NOT AGREE TO THESE SERVICE TERMS, YOU MAY NOT USE THE SERVICES. For the purposes of these Service Terms, "you" refers to the person or business whose name appears on the bill.

TELUS reserves the right to amend these Service Terms, including rates and additional charges, at any time by giving 30 days notice. TELUS will notify you of amendments to these Service Terms by posting notice of the amendment at [telus.com/optiktv](http://telus.com/optiktv) (the "Service Web Site"), or by sending you notice on your monthly bill or email bill notice that the Service Terms have been amended, directing to where the amendment may be consulted. If you have access to the Internet, it is your responsibility to go to the Service Web Site at least every month in order to become aware of any amendments posted on the site, and you agree to consult any amendments notified to you in accordance with the directions received on your monthly bill or email bill notice. You are not obliged to continue using the Services after an amendment to the Service Terms is made; however, in the event you choose not to accept the changes, your sole remedy is to cancel the Services, effective at the end of your current billing period. Your continued use of the Services following any amendment shall be deemed to be your acceptance of the amended Service Terms, waiver of any additional notice requirements and agreement to pay for the Services in accordance with the amended Service Terms.

## 1. What TELUS Provides

### a) Services

TELUS will provide you with the ability to receive video and audio programming channels at your premises, only as delivered through the TELUS wireline telecommunications network in accordance with the distribution licenses held by TELUS. The Services may also include video on demand and pay per view programming, interactive programming and related personal video services.

You acknowledge and agree that the Services must include the minimum levels of programming required by Canadian government regulation, called "The Essentials" by TELUS, and that such programming requirements may change from time to time without notice. You acknowledge that certain programming channels may be suspended from time to time or cancelled permanently, and that individual programs may be blacked out in your local viewing area, due to restrictions imposed by the providers of such programming or the rights of Canadian programming services, and agree that TELUS may at its discretion substitute alternative programming to replace the suspended, cancelled or blacked out programming. Your sole remedy, available only where programming channels have been permanently cancelled, is to cancel your subscription to the programming package containing such channels, effective at the end of your current billing period.

You are responsible for the use of the Services by any person. You agree to indemnify and hold all TELUS Entities, as defined in paragraph 4(b), harmless from all losses, costs, damages, liabilities and expenses related to any violation of the Service Terms by such other persons, or in connection with their use of the Services.

### b) Equipment

TELUS will supply, install, maintain and repair all facilities and equipment necessary to provide the Services up to the point of connection with the facilities or equipment owned by you. All TELUS equipment will remain the property of TELUS and must be returned to TELUS upon termination of this Agreement for any reason. TELUS may charge you for all work and equipment supplied in order to extend existing TELUS network facilities to your premises, including any expenses incurred to secure rights of way, access and occupancy.



TELUS is not responsible for the maintenance or repair of facilities or equipment owned by you, and does not guarantee that the Services will operate with all television sets, remote controls, home theatre components or other audio/visual equipment. The Services require electrical power to operate, which you must supply at no charge to TELUS, and you acknowledge and accept that you may lose service during a power outage unless you supply, install and maintain at your own expense a battery backup power system. TELUS may, from time to time, offer you the right to purchase certain equipment necessary to receive the Services, including, without limitation, set top boxes. If you choose to purchase such equipment from TELUS, (i) the terms and conditions of such purchase shall be governed by The Terms of Sale for Equipment attached hereto, and (ii) you will provide access and otherwise permit TELUS to maintain and install software upgrades on such equipment.

#### **c) Billing**

TELUS may provide you with a monthly bill in electronic format made available to you over the Internet, setting forth the charges incurred for use of the Services. Your monthly bill will be sent in paper form if electronic billing is not made available by TELUS. If TELUS makes your bill available over the Internet, it is your responsibility to create an online account management profile, to subscribe to electronic bill notification, and to check your online account every month for your bills. Regularly recurring charges are billed in advance and charges incurred on a per-use basis are billed in arrears. If your bill is lost or if you do not receive a bill, you are still responsible for making the required payment to TELUS.

#### **d) Maintenance**

You agree to provide TELUS' agents and employees with access to the property and premises where the Services are provided in order to inspect the facilities and equipment used to provide the Services and to perform maintenance work. TELUS will provide reasonable notice of any such inspection or maintenance work on your premises, except in cases of emergency.

#### **e) Service Limitations**

TELUS may refuse to provide any of the Services where the provision of such Services would necessitate unusual expenses which you do not agree to pay, or is impractical because TELUS cannot reasonably acquire the equipment, facilities or rights required to extend its network facilities to your premises. TELUS reserves the right to change its telecommunications network at any time,

which may result in changes to rates or to the availability of programming. TELUS assumes no liability whatsoever for any claims, damages, losses or expenses arising out of the unavailability or modified availability of the Services in any of the circumstances described in this paragraph.

## **2. Your Responsibilities**

### **a) Requesting Service**

After the Services have been requested, you must provide TELUS with a location on your premises to provide access to the Services and allow TELUS to enter your property and premises in order to install, maintain and repair TELUS' facilities and equipment. You agree to pay any unusual expenses required to extend TELUS' network facilities to your premises, including the cost of all trenching and backfilling work, poles, conduits and other facilities TELUS requires to extend its network facilities from your property line to the point of access to the Services on your premises, and any expenses incurred to secure rights of way, access and occupancy.

You must supply all facilities and equipment necessary to connect your facilities and equipment to TELUS' network facilities, including all wiring inside your premises and all set top boxes. All facilities and equipment you supply must meet the technical standards for certification established by Industry Canada.

If you cancel a request for Services after installation work has started, you will be charged the costs incurred for the installation, including the cost of equipment, materials and supplies specifically provided or used for the installation, the cost of labour, fees for engineering design and supervision, and any other expenses resulting from the installation and removal work.

### **b) Your Account**

You are responsible for all charges properly billed by TELUS to your account, including charges for all video on demand and pay per view programming ordered from any set top box providing access to the Services, regardless of who ordered such programming. You are responsible for setting and securing a password on your set top box to prevent unauthorized purchases. You may dispute charges for programming you do not believe were ordered from a set top box providing access to the Services.

**c) Acceptable Use**

You may only use the Services at your premises for your own private home viewing. You may not redistribute or publicly display any portion of the Services, or use the Services for any commercial purpose. You may not attempt to circumvent any encryption technique or other copy protection method used to restrict access to programming on the Services. You may not directly or indirectly charge any person for the use of the Services, or re-arrange, disconnect, remove, repair, or otherwise interfere with any TELUS facilities or equipment. You may not use the Services in any way that interferes with the ability of other customers to use services provided by TELUS fairly and proportionately, and TELUS may, at any time, limit the use of any Services in order to prevent such interference. TELUS may require you to change or disconnect any of the facilities or equipment at your premises providing access to the Services if they interfere in any way with the Services or the operation of TELUS' facilities or equipment.

**d) Fees and Other Charges**

The Services are provided to you subject to payment of all applicable service rates and any additional charges identified to you at the time you applied for the Services or otherwise in accordance with these Service Terms, including installation and activation fees, together with all applicable taxes and other government charges. Additional charges authorized by these Service Terms may be charged on a one-time, monthly or per-use basis, as TELUS may determine from time to time.

Provided there is no deception in order to avoid payment, you are not responsible for paying an unbilled or under-billed portion of a charge unless TELUS correctly bills the charge within one year from the date it was incurred. In these circumstances, TELUS will not charge any interest on the amount of the unbilled or under-billed charge owing until the correct charge has been billed to your account. All charges and credits to your account shall be deemed validly incurred unless you dispute the charge or credit within 90 days after receiving the bill that includes the charge or credit.

**e) Payment for the Services**

All bills are due upon receipt. Bills made available through the Internet are received when they are posted. Charges not paid before the end of the grace period shown on your bill are assessed a late payment charge of 2% per month (26.82% per year), calculated from the billing date for

those charges, which you must pay in addition to all other amounts owing to TELUS. Administrative and collection charges may apply, in accordance with TELUS rules and policies, if your account goes into arrears, including as a result of returned or rejected payments or your failure to inform TELUS of any change to your account information for pre-authorized payments. If you subscribe to a pre-authorized payment method, you waive pre-notification of the amounts and dates of debits from your account. TELUS may require you to make interim payments for non-recurring charges you have incurred in the period between two monthly bills, for such Services as are identified to you with the demand for payment. The grace period for the payment of charges so identified expires three days after you receive the demand for payment.

**f) Deposit requirements**

TELUS may require a security deposit from you (i) before the Services are provided, if you do not have a satisfactory credit history with TELUS or do not provide other proof of creditworthiness satisfactory to TELUS, or (ii) at any time this Agreement applies, if you have an unsatisfactory credit rating with TELUS as a result of your payment practices, or (iii) if you clearly present an abnormal risk of loss. Interest on any security deposit required by TELUS, at a rate equal to the rate established on January 1 and July 1 of each year for daily interest savings accounts at a chartered Canadian bank, shall be credited to your account monthly. TELUS may apply any portion of the security deposit against unpaid charges on your account at any time and, upon termination of this Agreement or where the conditions justifying the security deposit no longer apply, will refund any outstanding security deposit, with accrued interest, retaining only the amount then owing on your account.

**g) Indemnity**

You will indemnify the TELUS Entities, as defined in paragraph 4(b), from all losses, expenses and all manner of actions, claims and judgments sustained by or made against the TELUS Entities in connection with use or misuse of the Services, or violation of these Service Terms by any person.

### 3. Privacy

You agree that the TELUS Privacy Commitment, available for inspection at [telus.com/privacy/privacy](https://www.telus.com/privacy/privacy), as it may be updated from time to time (the "TELUS Privacy Commitment"), shall apply to your use of the Services. You hereby consent to the collection, use and disclosure by TELUS and its agents of your personal information collected in connection with provision and/or use of the Services, for the purposes identified in the TELUS Privacy Commitment and acknowledge that those purposes include the exchange of your account and usage information with other TELUS companies and their affiliates or dealers, for the purpose of offering additional services or products to meet your communications and entertainment needs.

By using the Services and incurring charges for such use, you authorize TELUS to obtain information about your credit history from credit reporting agencies, credit grantors and other TELUS companies from time to time, and consent to the disclosure of your credit history with TELUS to such entities at any time.

### 4. General Terms

#### a) No Warranties

The Services are provided on an "as is" and "as available" basis. Your use of the Services is at your sole risk. TELUS does not guarantee timely, secure, error-free or uninterrupted service or receipt of material or messages transmitted over or through TELUS' networks or the networks of other companies. To the fullest extent permitted by applicable law, TELUS disclaims all warranties, representations, guarantees and conditions (express, implied or statutory) relating to the Services, including any warranty of fitness for any particular use or purpose you intend for the Services, even if you have communicated such intention to TELUS. Your sole remedy for any defect or malfunction of any set top box provided by TELUS for use with the Services is set forth in the manufacturer's warranty.

#### b) Limitation of Liability

To the fullest extent permitted by applicable law, neither TELUS nor its affiliates, nor their respective directors, officers, employees, or agents (collectively, the "TELUS Entities") shall be liable to you or any other party for any direct, indirect, special, incidental, consequential or punitive damages, or any other damages or losses whatsoever arising directly or indirectly from your use of the Services, regardless of the cause of action, including negligence, and even if one or more of the TELUS Entities have been advised of, or could reasonably have

foreseen, the possibility of such damages or losses. If for any reason a TELUS Entity becomes liable to you or a third party arising out of or in any way connected with the Services, regardless of the form or cause of action or the number of claims asserted, the aggregate liability of the TELUS Entities to you or such third party is limited to the greater of \$20 and the fees paid by you to TELUS for the particular Services giving rise to the claim, in the three months immediately preceding the last occurrence of the damages or losses.

Without limiting the generality of the foregoing, TELUS is not liable for (i) the consequences of natural catastrophes such as earthquakes, flooding, severe wind, ice or fire storms, landslides, lightning strikes or tidal waves, (ii) the actions of third parties which TELUS cannot reasonably foresee or control, such as war, terrorism, civil insurrection, government decree, failure of the public power grid, labour disturbance by TELUS' own employees or by the employees of another enterprise, or the unlawful acts of suppliers, (iii) any act or omission of a telecommunications carrier whose network facilities are used in establishing connections to points which TELUS does not directly serve, (iv) defamation or copyright infringement arising from material transmitted or received over TELUS' network facilities, or (v) infringement of patents arising from combining or using your facilities or equipment with TELUS' network facilities.

#### c) Termination and Suspension

Upon the expiry of the term of this Agreement, TELUS will continue to provide you the Services on a month to month basis on the terms and conditions then applicable, unless you notify TELUS at least 30 days in advance of your intention to terminate your Service or enter into a new service agreement. Unless otherwise agreed, you may terminate this Agreement at any time by notifying TELUS at least 30 days in advance. Where this Agreement is made for a fixed term, you will be required to pay TELUS a termination charge in the amount specified on the Service Web Site, as liquidated damages and not as a penalty, in addition to any other amount then owing to TELUS, if you terminate this Agreement prior to the end of the term or if TELUS terminates the Services for any of the reasons listed below. You may also be required to pay a reconnection fee to have the Services reconnected. Upon the expiry of the term of this Agreement, TELUS will continue to provide you the Services on a month to month basis on the terms and conditions then applicable, unless you notify TELUS at least 30 days in advance of your intention to terminate your service or enter into a new service agreement.

TELUS may suspend the Services if you contravene any provision of these Service Terms, including your obligation to pay for the Services as charges become due. TELUS may terminate the Services (i) immediately and without notice, where TELUS determines that you are using the Services contrary to the acceptable use provisions of this Agreement, (ii) upon three days written notice to you, if any amount owing under this Agreement or any other agreement for services provided to you by TELUS is in arrears, (iii) if you do not remedy any other breach of these Service Terms within 15 days of receiving written notice of the breach from TELUS, (iv) if you become a bankrupt or, if you are a business customer, a receiver or receiver-manager is appointed to manage the affairs of your business, or (v) for any reason, upon 30 days written notice to you.

#### d) Mediation and Arbitration

Any unresolved dispute arising out of the marketing, sale or provision of the Services by TELUS or relating in any way to this Agreement, except the collection by TELUS of charges owing for the Services, may only be referred to a single mediator chosen by the parties. Should the mediation not result in a settlement, the dispute will then be determined by private, confidential and binding arbitration by the same person originally chosen as mediator. The fees of the mediator and arbitrator shall be shared equally by the parties. By agreeing to mediation and arbitration of disputes, you waive any right you may have to commence or participate in any class action against TELUS, to the extent the waiver of such rights is permitted by applicable law.

#### e) Miscellaneous

The federal laws and regulations of Canada, and applicable provincial laws and regulations, govern this Agreement. You may not assign or transfer this Agreement without TELUS's prior written consent. If any provision of these Service Terms is prohibited or unenforceable in certain circumstances, the remaining Service Terms shall apply and be construed in those circumstances as if such provision had never been written. The failure of TELUS to require or enforce strict performance of any provision of these Service Terms in a particular instance shall not be construed, in other circumstances, as a waiver of any right conferred upon TELUS.

## Limited warranty

### What the Warranty Covers

This warranty is restricted to the original user of the product hardware and Software.

The warranty period is 3 years on IP set top hardware from the original purchase date from TELUS and 90 days on software from the original purchase date. TELUS warrants the hardware to be free from material defects in material or workmanship and the hardware and software shall conform in all material respects to the specifications provided at [telus.com/tvbox](https://www.telus.com/tvbox).

During the warranty period the user shall promptly notify TELUS of any claims against the warranties provided. TELUS will repair or replace any product returned to TELUS by user at its expense during the warranty period, which fails to satisfy the warranty, unless such failure was the result of shipping; improper installation; maintenance or use; abnormal conditions of operation; attempted modification or repair by user; use of the product in combination with other items not recommended by TELUS; or an act of God.

### What the Warranty Does Not Cover

The warranty provided above is in lieu of and excludes all other liabilities, warranties, guarantees or conditions written or oral, statutory, common law, expressed or implied, including warranties or implied conditions as to non-infringement, merchantability or fitness for a particular purpose and shall constitute TELUS' sole obligation and liability and the original users sole remedy in contract, tort or otherwise in respect of the hardware and software. TELUS makes no warranty that the operation of the software will be uninterrupted or error free. In addition, due to the continual development of new techniques for intruding upon and attacking networks, TELUS does not warrant that the software or any hardware item on which the software is used will be free from vulnerability or attack.

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