

Gateway HDPVR

User Manual

**All your recordings.
All your TVs*.
One HDPVR.**

Add up to five Portals for a
whole home experience.

shaw.ca/gateway

Shaw)

*A maximum of six TVs can be connected by adding five additional Portals.

Welcome



Get ready to start your Gateway HDPVR experience. Visit shaw.ca/gateway for more information and user videos.

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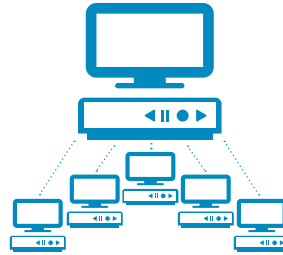
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Gateway HDPVR top features



Record up to six HD shows at once.

Keep everyone in the house happy when the playoff game, season finale and your kid's favourite movie are all on at the same time.



Connect up to six TVs.

Use your Gateway HDPVR as a standalone unit or add up to five additional Portals to connect your whole home. With multiple Portals, you can watch, record and manage shows from any TV in your home.



Instant access to over 10,000 titles.

Watch the latest movies, buzz-worthy shows and plenty of free programming on Shaw On Demand. Just press the **On Demand** button on your remote.



Searching for shows is easy.

Find the programs you want to watch, see what's playing now, what's coming up and what's on Shaw On Demand.



Customize your Favourites List.

Build and save your favourites list by browsing shows, channels or even filter by Sports, HD Kids or more.



Control your Gateway HDPVR from anywhere.

Search, record and manage your favourite shows on the go with the Shaw Go Gateway app.

Using your remote

Shortcut buttons



View
**My PVR
Recordings.**



Access the
**Shaw On
Demand
menu.**

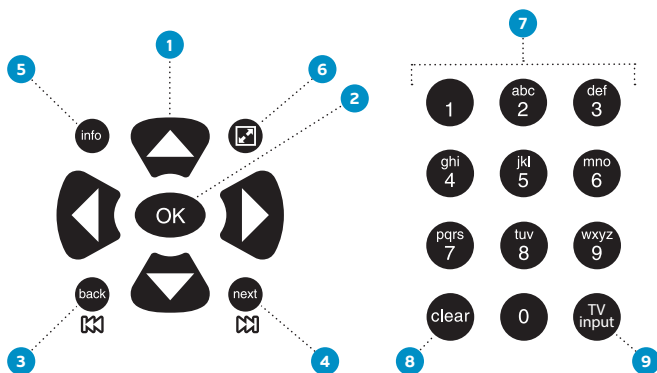


Activate the
**Channel Grid
Guide** view
of TV
programming.



Jumps to
full-screen,
Live TV.

Menu navigation



1 ARROWS

Moves backward or forward one item. Hold down to speed up your browsing.

4 NEXT

Skips forward two hours while in the Guide. Also pages forward in menus.

7 NUMBER KEYS

Enter a channel number to go directly to the channel.

2 OK

Begin playing a program or select an option in a menu.

5 INFO

Bring up a menu of options or information. Also view your individual recording settings.

8 CLEAR

Deletes the PVR content currently highlighted within **My PVR Recordings**. Also clears the search box.

3 BACK

Skips back two hours while navigating the Guide. Also pages back in menus.

6 EXIT

This button toggles between full-screen view and the last menu screen you were in.

9 TV INPUT

If programmed, cycle through the video sources on your TV.

Main menu

For easy access to your Gateway HDPVR features, press **MENU** on your remote and use the **LEFT** and **RIGHT** arrow keys to make your selection.



Channels

This menu lists what's currently airing on every channel.



My PVR Recordings

Access all the programs you've recorded.



Search

Integrated search to find listings, recordings and content from Shaw On Demand.



Shaw On Demand

Access Shaw On Demand movies and TV shows.



Shaw Pay Per View

Find Pay Per View listings of live events.



SuperTicker®

SuperTicker® to access weather and news while watching TV.



Games

Play classic arcade games like Blackjack and Slot Machine on your TV.



Settings

Personalize your Gateway HDPVR.



Messages

View messages about Shaw services and updates. An envelope icon will appear in the bottom left of the main menu to alert you of a new message.



Music

Access 60 channels of commercial-free music.



News

News channels and current news programming.



Kids

Access kid-friendly movies and TV shows.



Sports

View a list of current sporting events.



Movies

Display all movies available, including movies you've recorded.



HDTV

Display all your high-definition content.

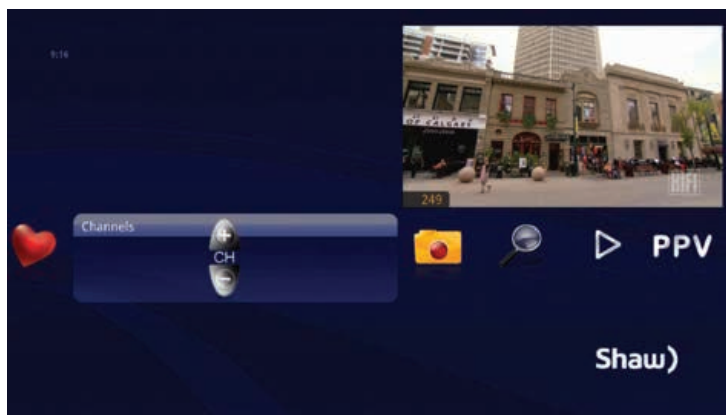


Favourites

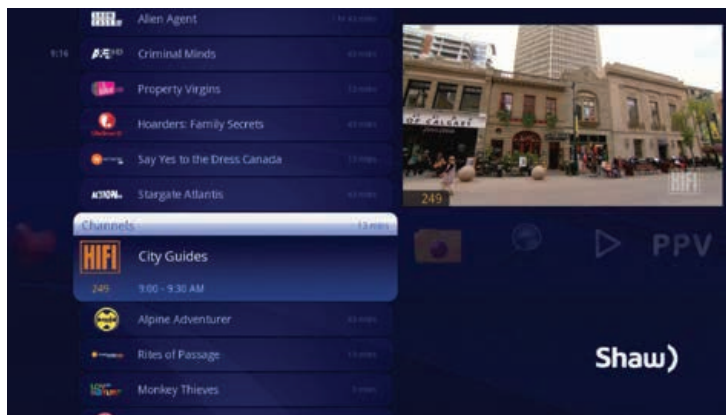
Create a custom Favourite List to quickly find movies and shows.

Navigating your Gateway HDPVR

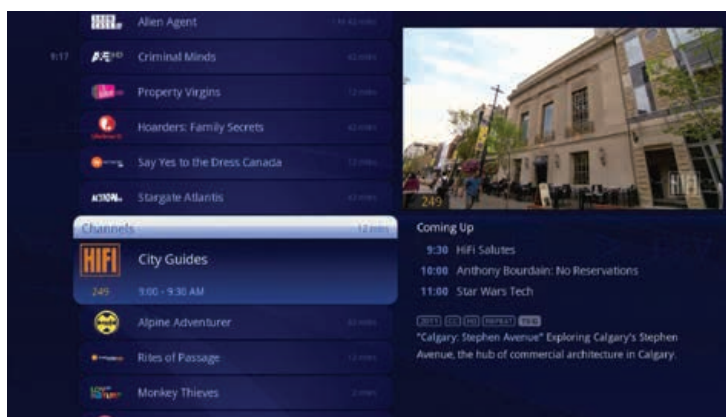
Your Gateway menu has horizontal categories that automatically expand when highlighted. If you've expanded a category and want to go back, just press the **LEFT** arrow.



When a menu expands, you can use the **UP** or **DOWN** arrows to navigate one item at a time, or **CH+/-** to page through the list.



You may see additional entries appear in the bottom right area of the screen in the Preview Panel. Press the **RIGHT** arrow to select the Preview Panel and then use the **UP** and **DOWN** arrows to move through the list. Pressing the **LEFT** arrow will return focus to the main category.



Press **INFO** on any show or movie to view a list of options available for the selected title.



Press **EXIT (or ZOOM)** to switch back to full-screen TV. Press **EXIT (or ZOOM)** again to return to the previous menu.

Ways to watch

Channel Grid Guide

The Grid Guide is the most popular way to view program listings 14 days in advance, plus you can continue watching your current program in the corner of your screen while the Grid Guide is displayed. For more information, go to page 11.

Channel Listing Guide

Select Channels from the Main Menu to view a list of what's currently airing and additional information on the programs. For more information, go to page 12.

Quick Bar

Keep watching your current program and use the Quick Bar to view upcoming shows. For more information on the Quick Bar, go to page 13.

PVR Recordings

To access your recorded shows directly, just press the **PVR** button at the top of remote. If you have additional Portals in your home, you can access your recordings from any TV that's connected to a Portal. For more information, go to page 17.

Integrated Search

Use integrated search to find a program whether recorded, On Demand or currently airing. For more information on the search function, go to page 21 .

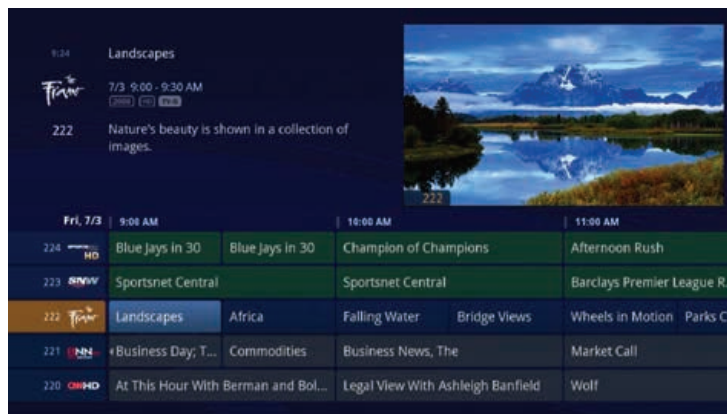
Filters

To see a list of Filters, like Movies, Sports, or Kids, press **MENU** and select from your customized or pre-set lists. To learn more about Filters, go to page 23.

Channel Number

If you know the channel you wish to tune to, simply enter the channel number and press **OK**. If you enter a channel number that does not exist, you will be directed to the nearest channel.

Channel Grid Guide



To view the Channel Grid Guide, press the **GUIDE** button.

- **ARROW** buttons navigate the guide.
- **INFO** manages recording settings and shows a list of available options.
- **CH +/-** moves an entire page up or down.
- **SKIP** will move the guide forward 24 hours; **REPLAY** will move it back 24 hours.
- **BACK** and **NEXT** will move through the guide in 2.5 hour increments.
- **EXIT (ZOOM)** will alternate between the guide and full screen TV.
- **MENU** will return you to the Main Menu.
- **OK** takes you to a show if it's currently airing. If it's in the future, it'll bring up an Action Menu.
- Press the **REC** button to set up a one-time recording.

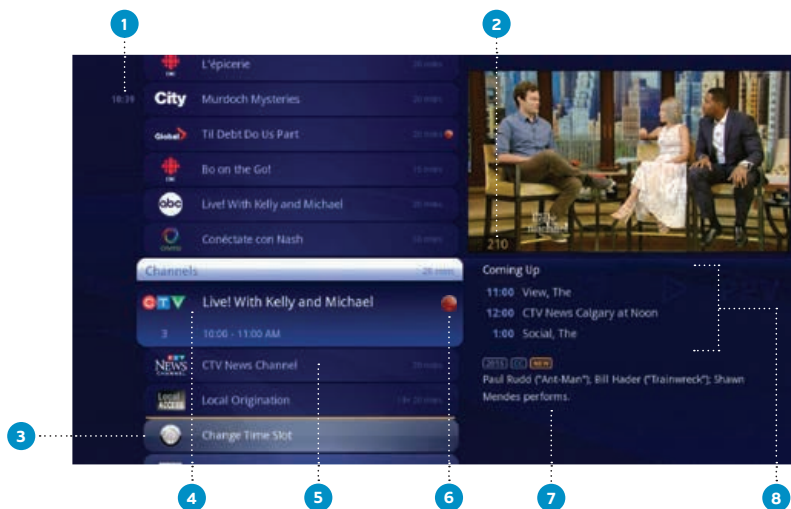
In the Channel Grid Guide, TV listings are colour coded to help you quickly identify different types of programming:

- Movies
- Sports
- Children's programs
- News, politics, and current events

Ways to watch

Channel Listing Guide

To search for programming currently airing, press **MENU** and navigate to the Channels category. Use the **UP** and **DOWN** arrows to move between programs. Once you've highlighted a program you want to watch, press **OK**. To navigate upcoming shows, press the **RIGHT** arrow.



1 TIME

Displays the current time.

2 CURRENT CHANNEL

Displays the channel playing in the Preview Window.

3 CHANGE TIME SLOT

Allows you to view programs airing at upcoming times. You can also press **BACK** or **NEXT** while in the list to change this.

4 HIGHLIGHTED PROGRAM

Press **INFO** to view more information about the highlighted program and access the Options menu.

5 CHANNEL LIST

Displays all the currently airing programs you have access to. Navigate with the arrow keys, press **CH +/-** to page up or down, or enter a channel number to jump.

6 RECORDING ICON

Displays an icon next to a show if it's being recorded or is scheduled to record.

7 INFORMATION PANEL

Displays details about a highlighted program.

8 UPCOMING PROGRAMS

Displays the next three shows airing on the highlighted channel. Press the **RIGHT ARROW** to navigate and view the full list.

Quick Bar

Easily view upcoming programming while continuing to watch your current show in full screen.



While watching full-screen TV, press an **ARROW** key, the **OK** button or change the channel to access the Quick Bar to view current program information, upcoming programs and what's on other channels.

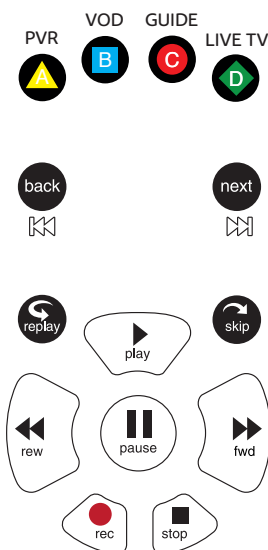
The main panel of the Quick Bar provides the program name, air time, and channel. Use the **UP** and **DOWN** arrows to change the channel displayed in the Quick Bar without leaving the program you're watching.

On the right, view what's upcoming for the channel by pressing the **RIGHT** arrow button to highlight the panel. Use the **UP** and **DOWN** arrow buttons to scroll through programming.

Press **INFO** to view more details and a menu for the selected show.

The Quick Bar will automatically disappear after five seconds, to remove it immediately press **CLEAR**.

Controlling live TV

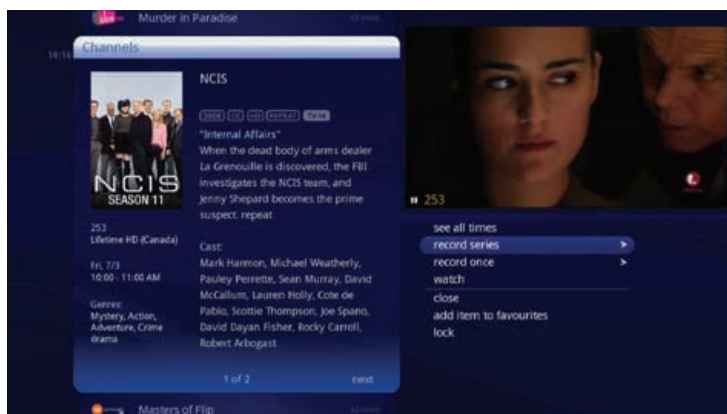


- Press **PAUSE** to pause and resume playing.
- Press **REWIND** up to three times (for three speeds) to rewind.
- Press **FORWARD** up to three times (for three speeds) to fast-forward.
- Press **PLAY** to resume playing.
- Press **LIVE TV** to jump to the last live TV channel you watched.
- Press **REPLAY** to watch the previous seven seconds.
- Press **SKIP** to skip forward 30 seconds. You can change the number of seconds to skip in the Settings menu.
- Press **BACK** to skip 15 minutes back, and **NEXT** to skip 15 minutes forward.
- Press **PAUSE** and then **FORWARD** once to watch in slow motion.
- Press **RECORD** to begin recording the show you're watching or quickly set a recording for a show using your guide.
- Press **PAUSE** and then **SKIP** to advance forward one frame.

Using your PVR

Your Gateway HDPVR allows you to record up to six programs at once. Connect up to five additional Portals to watch and set recordings from any room, or stop recorded TV in one room and resume watching in another.

Setting recordings



Recording options

There are many ways to record programs on your Gateway HDPVR. To update the default recording settings, press **PVR**, select "Scheduler" and scroll to the right to select "Recording Defaults".

Series recording

Press **INFO** on the show you want to record and select "record series" and then press **OK**. Press the **RIGHT** arrow to customize recording options, such as adding extra time or only recording new episodes.

Single recording

Press **INFO** on the show you want to record and select "record once".

Record now

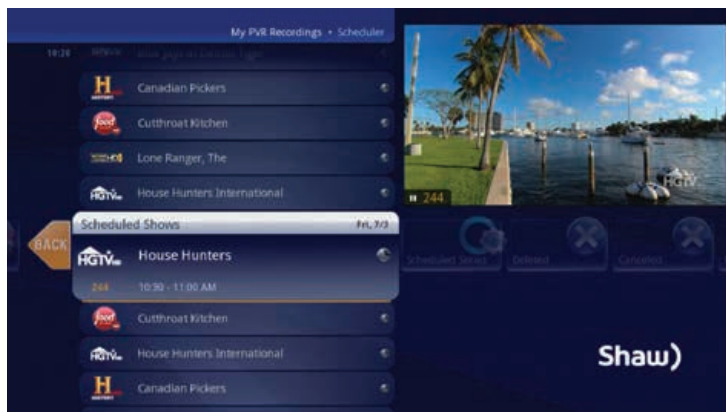
Press **REC** to record the program you are currently watching.

Mobile

Download the Shaw Go Gateway app to control and manage your recordings from your Apple™ or Android™ device.

Using your PVR

Managing your series recordings



To manage your series recordings, press **PVR** and then select “Scheduler”. The following categories are available by scrolling to the right:

Scheduled Shows: Provides a list of all upcoming recordings.

Scheduled Series: This list details all series you have set to record. Your Gateway HDPVR can record up to six shows at once, and schedules series starting at priority one. If six higher priority shows are recording, the seventh or greater will not be recorded. You can also customize a variety of recording parameters for each series, including how many episodes to keep, whether to include reruns, and recording start and end times. When you are done, select “Close” and press **OK** to save your changes.

Deleted: Provides a list of recorded episodes that have been deleted, including the reason.

Canceled: Provides a list of airings which were not recorded, including the reason.

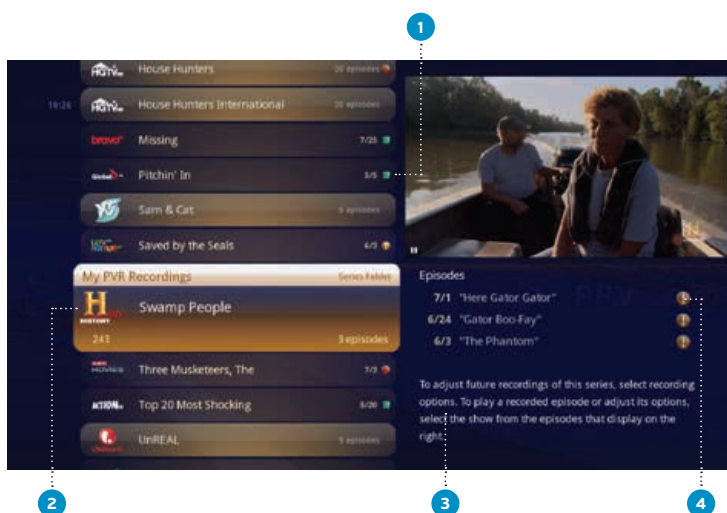
Recording Space: Lists the current amount of space used on your HDPVR. You can also expand your PVR capacity with an eSATA hard drive, compatible for PVR usage.

Recording Defaults: Allows you to change the settings which will be applied to new series recording requests.

When you are finished, press **BACK** to return to your recordings list.

My PVR Recordings

To access My PVR Recordings, press **PVR** at the top of your remote. All of your recorded shows will be listed, by channel and program name. To watch a show, select it and press **OK**. If you've already watched part of a show, you can resume where you left off or start from the beginning.



1 RECORDING ICON

Indicates the status of your recordings (see recording icons, page 19). The recording date or number of episodes recorded will also display here.

2 HIGHLIGHTED RECORDING

Displays the channel number, logo and a series folder indicator. A single recording displays episode length and the status of a recording. A series folder will display the number of episodes recorded.

3 INFORMATION

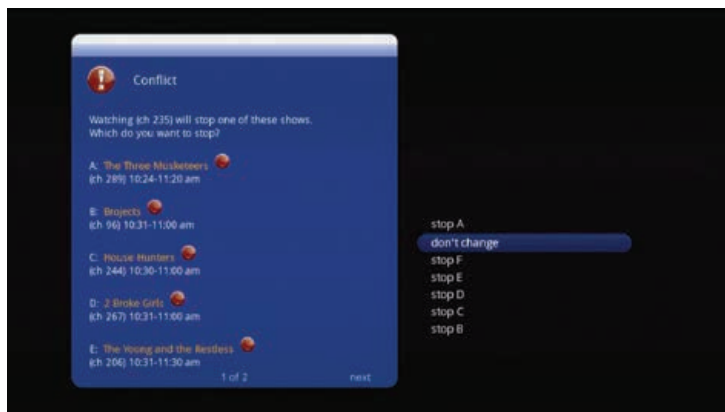
See a description of a selected episode. If a series folder is selected, recording options will be displayed.

4 SERIES

Individual episodes in a series are displayed in the preview panel. Press the **RIGHT** arrow to review recorded episodes. Press **OK** to see episode options.

Using your PVR

Managing your recordings



Your Gateway HDPVR allows you to watch or record up to six shows at once while watching five previously recorded, all in HD. In the unlikely event that there is a recording conflict, such as when you have six recordings scheduled and are watching another live show, your PVR will automatically display a menu showing your options to decide your viewing experience.

Space management

Shows are automatically kept until more room is needed. **My PVR Recordings** category allows you to protect specific shows from deletion.

If all your current recordings are protected against deletion, new shows will not be recorded until you manually delete some of the current recordings.

Recordings icons

The following recording icons indicate PVR status at a glance and are used throughout all menus:



The show is recording right now.



The show is scheduled to be recorded.



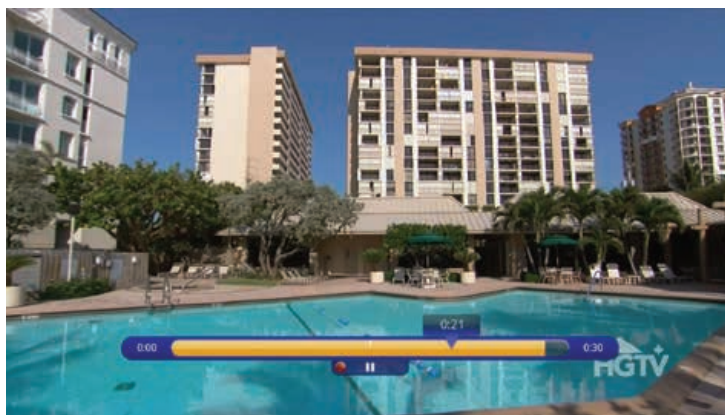
The show has been recorded and may be deleted if space is needed for newer shows.



The show must be deleted manually.

Playing your recordings

Press **OK** on a recorded show to begin playback from wherever you left off. To restart playback, press **INFO** and select “Start Over”.



You can control playback of your recordings using the same keys described on page 14.

When the recording has finished playing, you'll be asked whether you want to keep or delete the recording. To delete recordings manually, select a show or series folder and press **CLEAR**.

Find the content you want

Have a specific show in mind? Want to see something with your favourite actor in it? Or feel like a good comedy or horror thriller? With your PVR's dynamic search functionality, you can quickly find exactly what you're looking for.



The Search category in the Main Menu contains three different ways to search for programming: By Title, By Keyword, and By Category.

Search results will contain current and future air dates for programs, Shaw On Demand titles and shows you've recorded. You can customize whether these are included in results by selecting "Search Options".

You'll be able to tell what type of show you're looking at by the colour:



Current shows



Future shows



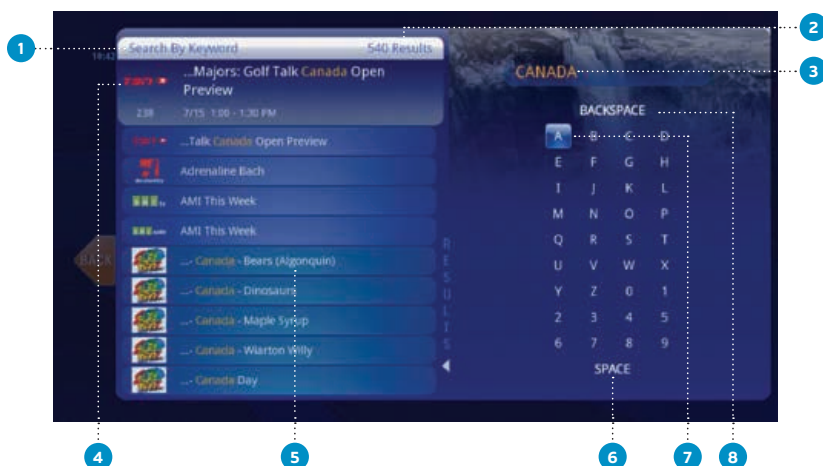
Shaw On Demand titles and Shaw Pay Per View programs



Recorded content, and also features the icons shown on page 19.

Search By Title or Keyword

To search for a program name, use Search By Title. If you're looking for a specific actor or something contained in the description of the show, use Search By Keyword.



When you select “Search By Title” or “Search By Keyword”, a screen appears to enter text to browse. Use the **ARROW** buttons to navigate the on-screen keyboard. To enter a letter, press **OK** with that letter highlighted. To browse the list, press the **LEFT** arrow until the panel is highlighted.

1 SEARCH TYPE

Describes the type of search you're doing.

2 SEARCH RESULTS

As you enter characters on the right, the list on the left will filter down to display shows that match your entry.

3 SEARCH BOX

As you select characters, the characters are entered in the search box. Tip: The number keys on your remote can be used to enter letters. 1 is used for spaces.

4 HIGHLIGHTED PROGRAM

The details for the channel and show are highlighted.

5 LIST

The vertical list fills with shows that match your criteria. Press the **UP** and **DOWN** arrows to navigate the list.

6 SPACE

Use a space to separate words in your search entry.

7 SELECTOR

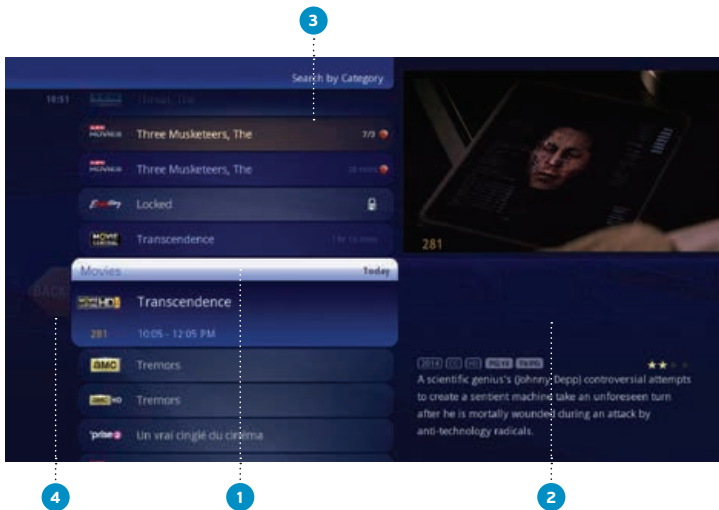
To enter a letter, move the selector to it, and press **OK**. The letter will be entered into the search box.

8 BACKSPACE

Removes a character from the search box. Press **CLEAR** on the remote to clear the entire search box.

Find the content you want

Search By Category



Search By Category allows you to browse types of programming. By selecting "Search By Category" and pressing **OK**, you'll see a list of categories. Each list will display shows in each category. Selecting "More" in each category will take you one level deeper in the menu and allow you browse subcategories, such as Movies -> Comedy or Sports -> Hockey.

1 CATEGORY

Describes the type of search you're currently doing.

2 SHOW CATEGORY

The different types of shows run along the horizontal band.

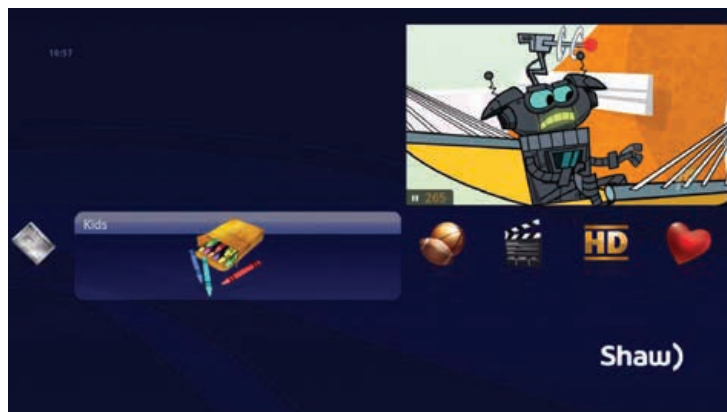
3 SHOW LIST

Each show airing over the next 24 hours that falls into the selected category will be displayed. Episodes already recorded will also appear.

4 BACK CARD

Select this and press **OK** to jump back up one level in the menu, or press **BACK**.

Filters and Favourites



Filters

To narrow down the list of currently airing shows, use Filters in the Main Menu to filter by Music, News, Kids, Sports, Movies or HDTV. To hide certain Filters in the Main Menu, go to Settings and select "Menu Customization".

Favourites

Create a list of Favourite channels for quick access to what's currently airing. Simply select a program, press **INFO**, and choose "add item to favourites". The channel that program airs on will be added to your Favourites list, which can be accessed from the Main Menu. To delete channels, select the channel and press **CLEAR** on your remote, or select "remove from favourites". To clear the entire list, select "options" and choose "clear all".

Shaw On Demand

Get instant access to thousands of movies and hit TV shows with Shaw On Demand. Catch up on Canada's most popular TV series for free, save titles to your Wishlist to watch later, protect your kids with parental controls, and much more.



To access Shaw On Demand on your TV, select "Shaw On Demand" from the Main Menu, or press the **VOD** button on the remote. You will be presented with a list of categories such as Movies, TV, Wishlist and My Orders. Browse the list using the **UP** or **DOWN** arrows, and press **OK** to enter a category. If submenu's exist within a category, you can access these using the **LEFT** and **RIGHT** arrows.

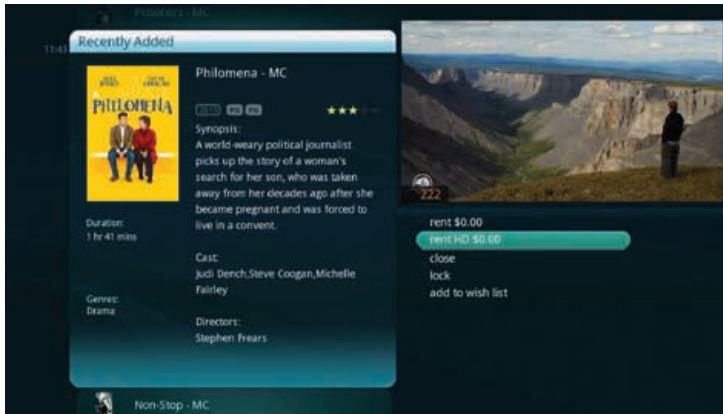
Movies: Rent from a huge selection of on-demand movies, including new releases, classics, kids movies and many more.

TV: With Shaw On Demand, you never miss out on your favourite programs. Catch up on many of the latest shows from a variety of TV networks for free. Simply select a TV network and browse the available titles.

Premium shows and movies on demand: Subscribe to premium networks, such as Movie Central™, Super Channel™, or Hollywood Suite, and get on-demand access to the hottest shows and movies.

Tip: Many new-release movies are also available in full 1080p HD and in 3D. You can find these categories in the Movies section of Shaw On Demand

How to order Shaw On Demand



After selecting a title, press **OK** for the following list of options:

Rent: You can rent a title in standard definition (SD) or high definition (HD) where available. A confirmation window will appear before a purchase is complete to avoid accidental orders. The price and rental window varies by title, but is always shown on screen before you confirm your rental.

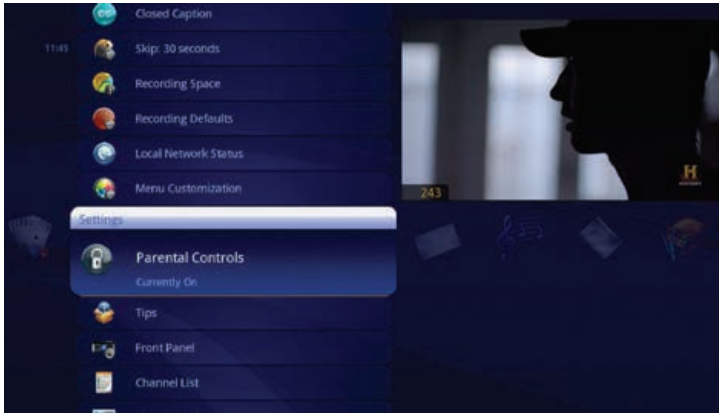
Close: Will exit this section and return you to the list of options.

Lock: Uses Parental Controls to block access to other titles with that rating.

Add to Wishlist: Create your own personal collection of future Shaw On Demand rentals by saving them to your Wishlist. You'll never be charged for an item in your Wishlist until you decide to order it. To access your Wishlist, enter Shaw On Demand, then select "Wishlist" from the list of categories.

Parental Controls

Manage what your kids are watching and control who can make purchases on your TV with the customizable Parental Controls.

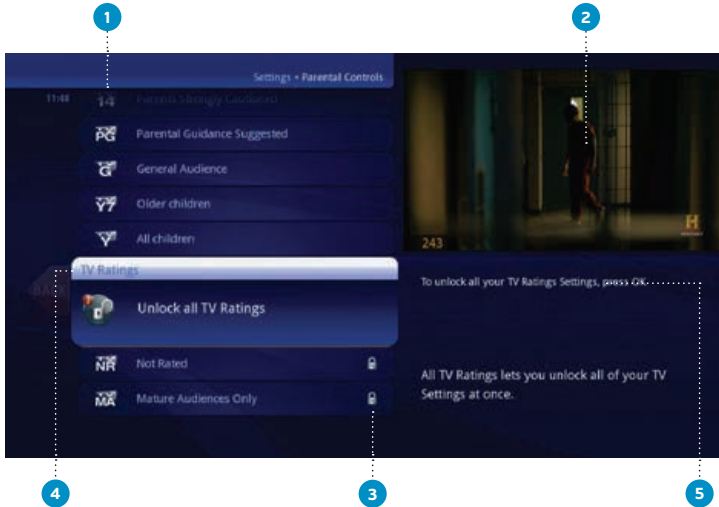


In the Settings category you can set enhanced Parental Controls, to lock shows by channel or by program rating. Choose a 4-digit PIN to get temporary access to locked content and manage your choices.

The system records scheduled shows that are blocked by Parental Controls, but you must enter the PIN before you can watch them. Parental Controls also allow you to have a PIN prompt before any Shaw On Demand or PPV purchase.

If you've added additional Portals to your Gateway, you can enable unique Parental Controls for each one.

Parental Controls – layout



1 RATING

You can lock individual ratings by pressing **OK**. Locking a rating will automatically lock all higher ratings above it.

2 PREVIEW WINDOW

Your current program will continue to play in the preview window if it's unlocked.

3 LOCK ICON

The lock icon indicates if the item is locked.

4 CATEGORY TITLES

Category titles display the parental control category. Be sure to use the **RIGHT** arrow to scroll through all options, including Movie Rating, Channel Locks, and purchase PIN.

5 HELP

Explains details about the currently selected rating.

Parental Controls

Working with your PIN

Creating a PIN

- 1 The first time you use Parental Controls the system asks you to create a PIN.
- 2 In the Settings category, scroll to Parental Controls and press **OK**.
- 3 Press the numbers on your remote to enter a four digit PIN. Enter the PIN again to confirm it.
- 4 Choose "Close".

Changing a PIN

- 1 In the Settings category, scroll to Parental Controls and press **OK**.
- 2 Choose "settings", use the **LEFT** arrow to scroll left to Change PIN card, and then press **OK**.
- 3 Enter the old PIN, enter the new PIN, and then enter the new PIN again to confirm it.

If you forget your PIN

To learn how to reset your PIN, visit community.shaw.ca.

PIN

You can choose to turn off the PIN prompt before a Shaw On Demand or Pay Per View purchase from the Parental Controls section. Select Shaw Pay Per View and press **OK** to turn the PIN prompt on or off.

Locking and unlocking programs

Locking by channels or by rating

- 1 In the Settings category, scroll to the Parental Controls, and then press **OK**.
- 2 Choose “Settings” (within Parental Controls) and then use the **RIGHT** arrow to choose either TV Ratings, Movie Ratings or Lock By Channel.
- 3 Each contains a list of program ratings or a list of channels. Use the **UP** and **DOWN** arrows to navigate. Once highlighted, press **OK** on your remote. When you lock a rating, all ratings for more restrictive content are also locked. For example, if you lock the TVPG rating, then the TV14 and TVMA ratings are locked automatically, because these ratings are for more mature audiences than TVPG.

If your TV is V-Chip enabled, you may see a black screen after tuning to a channel with blocked content. No Shaw menu, flip bar, sound effects, or any other audio or video are shown or heard. To correct this, change to an unblocked channel, or disable all V-Chip functions on your television.

Turning off Parental Controls

To unlock or change all Parental Controls, go to the Settings category, scroll to Parental Controls, and then press **OK**. Follow these instructions to unlock selected items:

- 1 Press **OK** on any locked program.
- 2 Enter your PIN to unlock all programming temporarily or choose more options to only unlock the current channel.

Unlock for a specified amount of time

- 1 In the Settings category, scroll to the Parental Controls, and then press **OK**.
- 2 Choose Settings (within Parental Controls), scroll to the Set Relock Timer, and then press **OK**.
- 3 If prompted, enter your PIN.
- 4 Choose the unlock duration between one and six hours.
- 5 Once set, the Parental Controls section displays the selected relock time.

Digital Cable Equipment Warranty

Shaw provides a warranty on cable boxes and other hardware used to access Shaw's services (the "Hardware"). The warranty is for three (3) years on new Hardware, one (1) year for refurbished Hardware, and covers defects in materials and workmanship under normal use. The warranty period begins on the date of original purchase of the Hardware from Shaw or an authorized reseller. Any Hardware or part of the Hardware replaced pursuant to a warranty claim will not extend the warranty period. Refurbished Hardware or parts may be used to replace or repair any damaged Hardware covered by this warranty. If Hardware needs to be replaced, Shaw reserves the right to replace the Hardware with a different model that provides comparable functionality as the original product. Warranty claims must be submitted to Shaw within the applicable warranty period.

The above warranty does not extend to (i) Hardware subjected to accident, misuse, neglect, alteration, modification and/or customization, improper handling, improper storage, improper use, improper installation or unauthorized repair, or (ii) cosmetic problems or defects which result from normal wear and tear under ordinary use of the Hardware.

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 Shaw's sole obligation and liability and the original purchaser's sole remedy in contract, tort or otherwise in respect of the Hardware.

For more information
visit shaw.ca/gateway

Shaw)