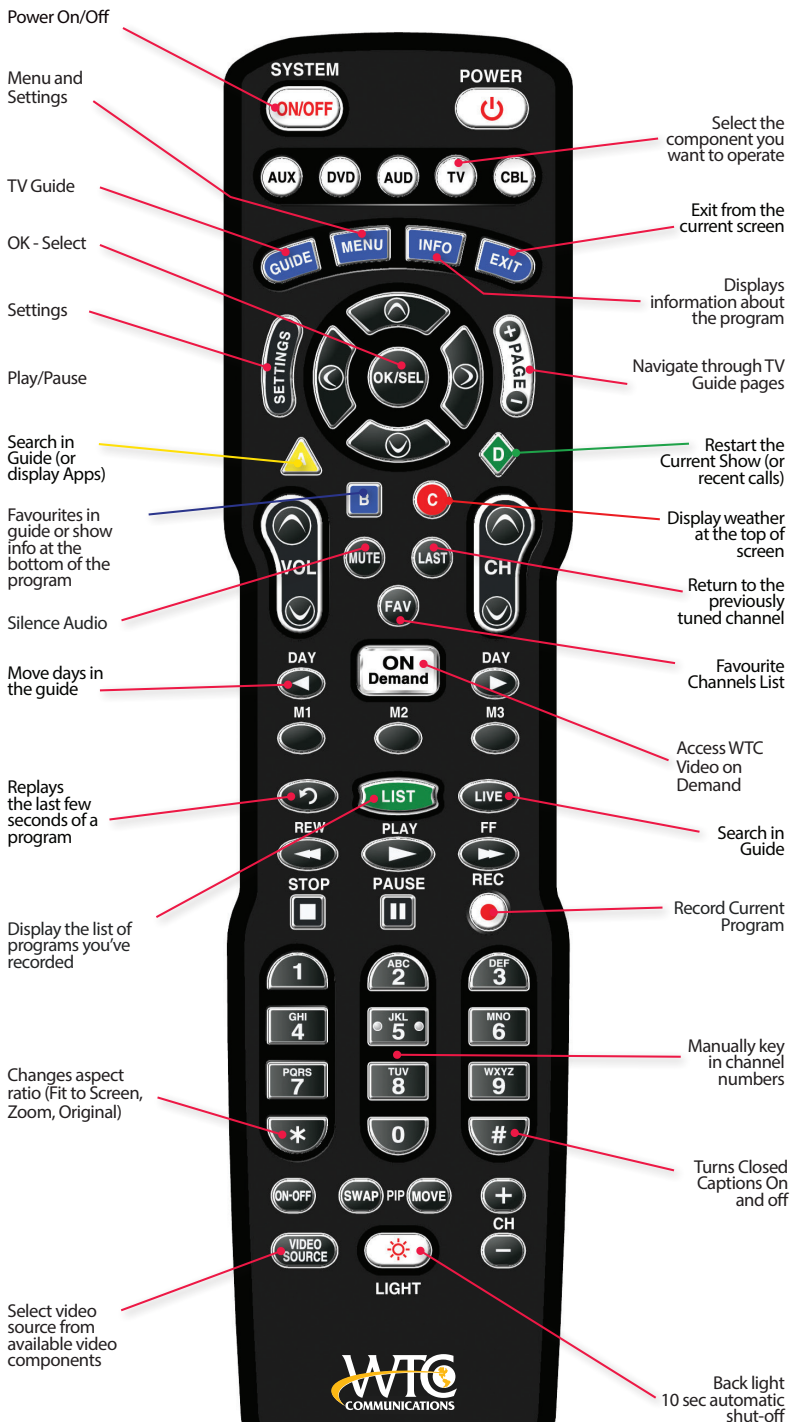


TV USER GUIDE

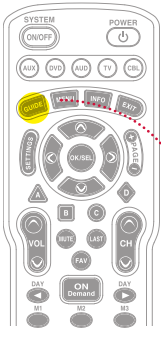


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Program Guide

Press Guide for program information (data available for up to 14 days).



- 1 Channel number, channel name
- 2 New Episode indicator
- 3 Current weather, date, and time for your area
- 4 Program Progress Bar
- 5 Show is available for Restart TV



Indicates a program **starting before** the time slot.



Indicates a program that **continues past** the time slot.

WTCtv 18°C ☀ Tues, Aug 1 4:23 PM

Dog's Best Friend TV-G
4:00 PM 6:00 PM
A rescued puppy enjoys time cuddled up next to an African sulcata tortoise; a Great Pyrenees mountain dog and a donkey be...

350	animal planet	Dog's Best Friend Puca & Larry... TV-G	Dog's Best Friend Aspen and Ruby... TV-G
351	NAT GEO WILD	Dr.K's Exotic Ani... Wild Things NEW	The Incredible Dr.Pol NEW
352	Family Ties	Spin City	Spin City
353	OUR	Destination Fear	Ghost Loop NEW Mayhem Manor
354	MasterChef Canada	Cash Cab	Cash Cab

4:00 PM 4:30 PM 5:00 PM 5:30 PM

5 ● Watch from Start ● Search ● Favourites

Guide Navigation Buttons

Menu Find Menu options like Settings and Recordings

Info Shows program description

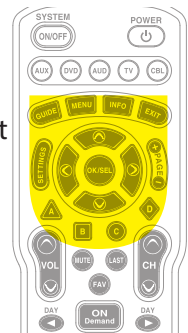
Arrow buttons Moves to next item up, down, left and right

Guide Brings up the on-screen guide

Exit Exits the on-screen guide

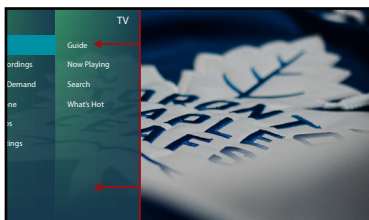
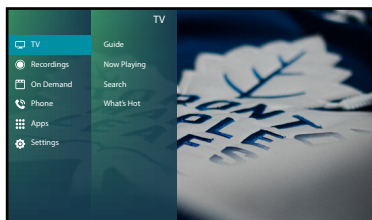
Pg+ Pg- Moves the guide up or down by one full page

OK Press to confirm selection and exit menu



Menu Button

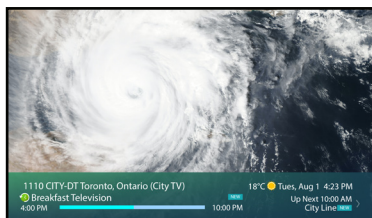
Find menu options such as Settings and Recordings.



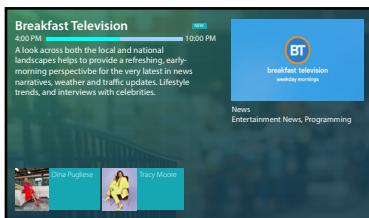
Press Menu to open the side menu Press Exit or Menu to close the side menu

Info Button

Display the program description.



Press Once

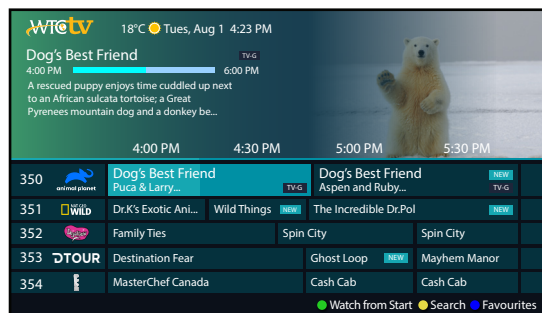


Press Twice

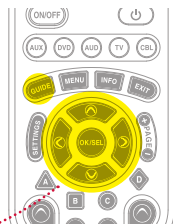


Guide Button

Brings up the on-screen Guide.

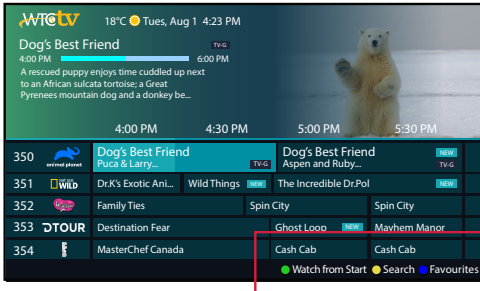


Use the arrow buttons to move up and down through the guide.

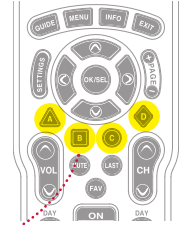


Special Features

Look to the lower right-hand side of the screen for options.



Use the button with the corresponding colour.



Closed Caption

Turn Closed Caption On and Off.



Easily display or remove closed caption subtitles from your screen by using the # button.



Aspect Ratio

Change the way your program is displayed.

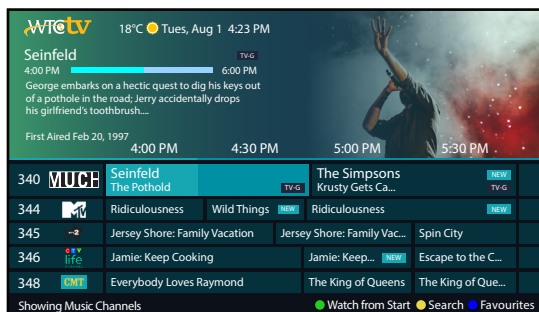


Use the * button to change the aspect ratio. For example, from 16:9 to 4:3.



Search by Name

While in the guide, Search for programs by name.

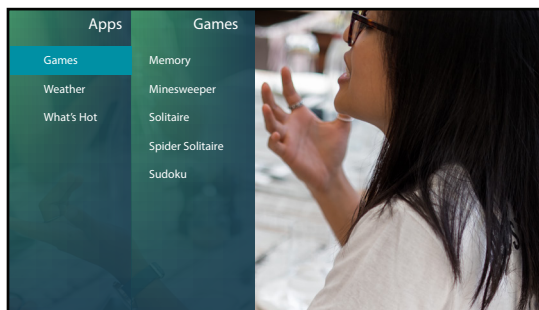


While in the guide, press the yellow feature button to search for programs.



Games and Apps

While watching a program, show the Apps Menu.

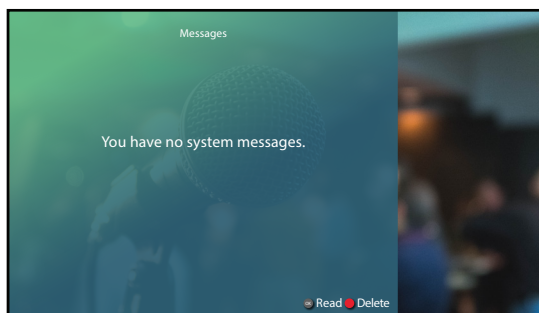


While watching a program, press the yellow feature button to display the apps and games menu.



On-screen Call Display

While watching a program, display your Recent Calls list.



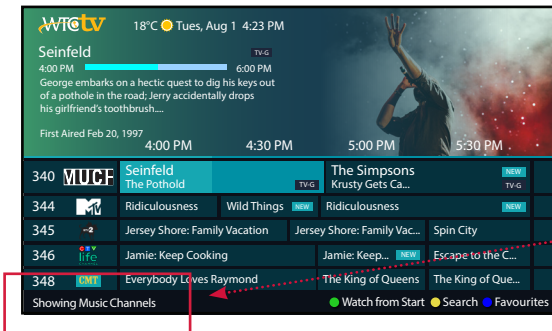
If you're subscribed to Call Display with your WTC phone service, incoming caller information will automatically display on your TV. Use the green feature button to show your Recent Calls list.



Search by Category

While in the guide, browse by favourites.

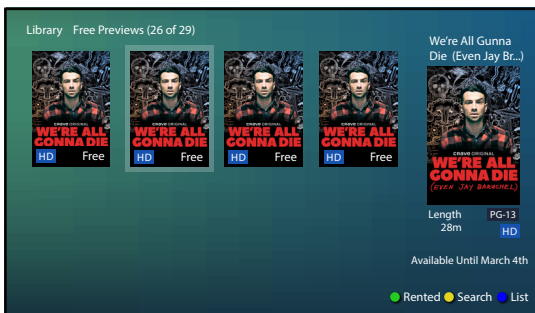
While in the guide, press the blue feature button to scroll through the favourites categories. See lower left corner for category.



Switch from Grid to List

When in our On Demand Menu, switch from Grid View to List.

Grid view might make it difficult to see the full program title if the program name is long.



Grid View



List View

Schedule One-Time Recording

While in the guide, schedule a recording.



While in the guide, press the red feature button to view your recording options.



Schedule Series Recording

In the recording menu, select "Series".

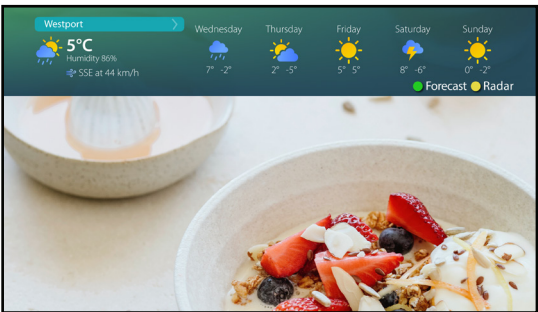


In the recording menu, use the arrows to select 'Series' and to select your options.

When finished, highlight "Create One-Time Recording" in the lower left-hand corner then press OK.

One-Touch Weather

While watching a program, show the 7-day weather.

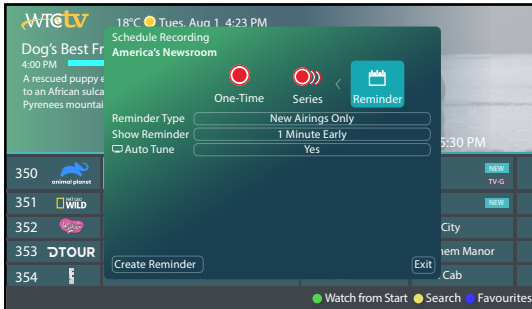


While watching a program, press the red feature button to display the 7-day weather.



Recording Reminders

In the recording menu, select “Reminder”.



In the recording menu, use the arrows to select ‘Reminder’ and to select your options.

When finished, highlight “Create Reminder” in the lower left-hand corner then press OK.

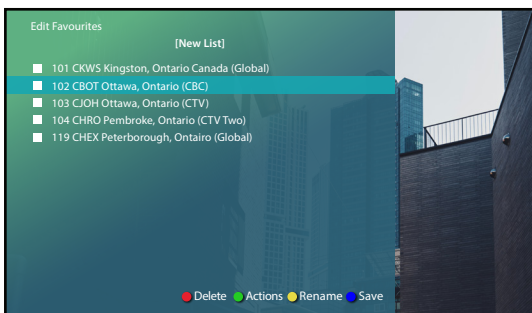
You can select how many minutes before the program that you want your reminder to appear, and whether to automatically tune to the channel when the program begins.

A reminder icon will appear next to the program on the guide to indicate a reminder has been set, it will pop-up at the top of your TV screen at the time you designated.

Press **OK** to begin watching the program at any time or wait for it to change channels automatically if you set the Auto Tune feature.

Create a Favourites List

Create a specific set of channels in a Favourites List (up to 5).



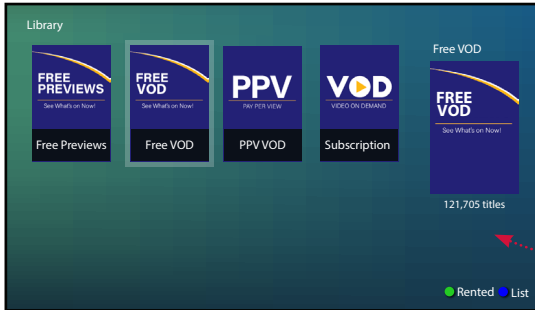
To create a new list, press the Menu button on your remote, arrow down to My Settings, and arrow right to Edit Favorites.

“New List” should be displayed at the top (if it is not, arrow right again) and all available channels will be listed.

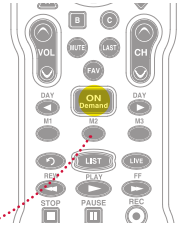
Highlight a channel to include and press OK on your remote. A check-mark will appear next to the channel name.

Video On Demand - VOD

Get access to all the latest movies, popular shows, and free programming.



Browse our menu of Free and Available to Rent programs.



How much does On Demand cost?

Browsing the VOD library is completely free- you'll be asked to confirm any purchases before they're made.

The cost of VOD orders are added to your next invoice. The name of each order and the date of the order will be detailed.



How can I prevent my children from ordering On Demand content?

Similar to your live content, parental control settings will be applied based on the rating of the program.

Your default purchase PIN is 0000

We recommend changing this password using the Guide Menu option under Settings>Parental>Change PIN>Purchase PIN.

Can I cancel an order?

You'll be billed for an order once the program has played for five minutes, or if you skip forward. If your selection does not load or you are having trouble streaming, you should hit Stop on your remote or close the video window immediately to avoid being billed.

Video On Demand - VOD

Press the On Demand button at any time.



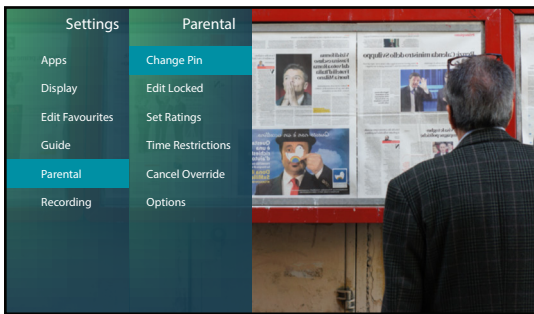
On your remote, press the 'ON DEMAND' button.

Use the Up/Down buttons to navigate through the programming.

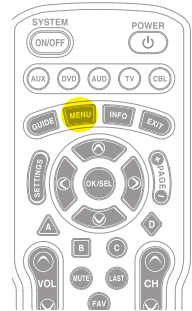
Press OK when you find a Movie or TV show to rent or play.

Parental controls

Press the Menu button to explore Parental Controls.

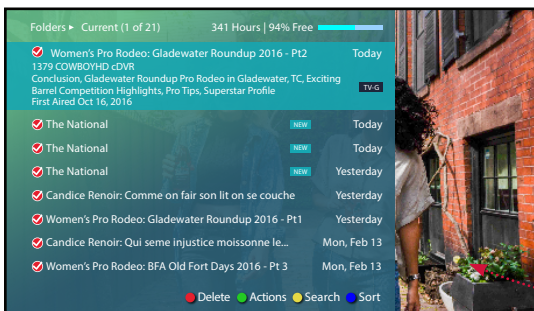


Use the Menu button to navigate to the Parental Controls.



List Button

View your cDVR Recording Folders.



While watching a program, use the list button to bring up your cloud DVR folders.



Thank you for choosing WTC

Since 1932, WTC has been serving the communication needs of businesses and homes throughout Eastern Ontario. Today we are an industry leader in residential and commercial communication solutions. If you have any questions about the services we can offer, please contact us.

Home and Business phone & Internet services in Kingston, Napanee, Gananoque, Inverary, Westport, Newboro, Perth and other areas.

Security Alarm Systems and Monitoring for home and commercial locations
Business communication solutions throughout Eastern Ontario.

Residential Technical Support

Kingston area: 613-507-9000

All other areas: 1-844-507-9000

Mon–Fri: 8am to 10pm; Weekends: 9am to 6pm;

Holidays: 9am to 5pm

Email: support@wtccommunications.ca

Business Technical Support

Kingston area: 613-507-9222

All other areas: 1-844-507-9222

Mon–Fri: 8am to 10pm; Weekends: 9am to

6pm; Holidays: 9am to 5pm

Email: bss@wtccommunications.ca

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Mon–Fri: 8am to 5pm

Closed weekends & holidays

Phone: 613-547-6939 Fax: 613-547-5436

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Mon–Fri: 8am to 5pm

Closed weekends & holidays

Phone: 613-273-2121 Fax: 613-273-7878

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64 North Street, K7H 2T2

Mon–Fri: 8am to 1pm & 2pm to 5pm

Closed 1-2pm, and weekends & holidays

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Email: info@wtccommunications.ca

Website: wtccommunications.ca

