

Launch your connection

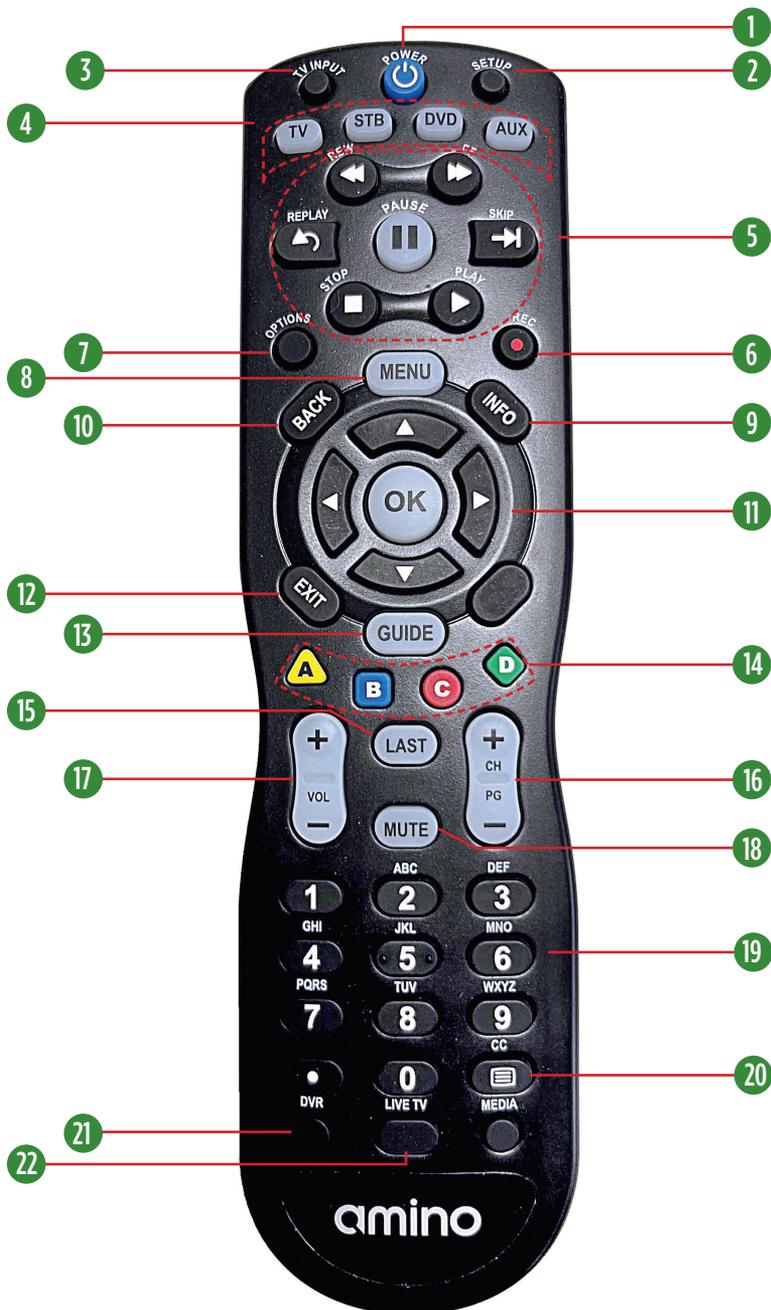
TV & Remote User Guide



EH!tel



Your remote overview





	Button(s)	Description
1	POWER	Switches the power on/off for the selected device Switches STB to power on or standby mode
2	SET UP	Set up remote for TV
3	TV/INPUT	Changes the current A/V input of the selected device programmed (i.e. TV or AUX)
4	DEVICE CONTROL	TV: Select to control TV (when programmed)
		STB: This button is pre-programmed to control this device
		DVD: Select to control DVD (when programmed)
		AUX: Select to control another device (when programmed)
5	TRANSPORT KEYS	Controls video programming when available
		REPLAY: Goes back approx. 30 seconds
		REW: Rewinds video
		FF: Fast forwards video
		SKIP: Advances ahead in 30 second increments
		PAUSE: Pauses video
		PLAY: Plays video or resumes a paused program
STOP: Stops playback of video		
6	REC	Starts or stops recording a program
7	OPTIONS	Provides additional options for certain on-screen menus or items
8	MENU	Displays on-screen menu or home screen
9	INFO	Displays on-screen information about the current program
10	BACK	Goes back one level within menus

11	NAVIGATION	Navigates within on-screen guide/menus
		OK: Executes the currently selected menu options
		LEFT/RIGHT/UP/DOWN: Using these buttons will navigate you through your selected screen
12	EXIT	Exits the current menu item or back to brings you back to LIVE TV
13	GUIDE	Displays the on-screen program guide
14	SHORTCUTS	Color-code buttons correspond to features that are enabled by your service provider (contact us for details) *
15	LAST	Changes channel to the previously viewed channel
16	CH/PG	Changes channel up/down or pages up/down within the on-screen program guide
17	VOLUME	Increases or decreases the volume
18	MUTE	Toggles TV volume on/off
19	NUMBER KEYS	Allows direct access to specific channels and menu items
20	CC	Toggles closed captioning on/off
21	LIVE TV	Automatically reverts back to Live TV
22	DVR	Brings you to your recorded content

**Availability of certain features is dependent on your service provider/plan.*

Controlling your connection – Devices

Your remote control can be used to control other devices (e.g. TV) as well. It uses InfraRed (IR) light signals to control other devices. IR signals travel only short distances (10 meters or less) and can't go through solid objects. You'll need to point the remote directly at these devices, with no objects blocking the line of sight.

Program your remote to control your other devices! A comprehensive guide to your remote control and programming can be found with your new remote control. You can also locate this guide on our website.

POWERING UP SETTING UP REMOTE CONTROL

1. Locate the two AA batteries and remote control in the accessory box.
2. To open the battery cover, press down on the battery cover latch and slide it off.
3. Insert the AA batteries, matching the “+” and “-” marks on the batteries to the “+” and “-” marks on the interior of the remote control.
4. Snap the battery cover back onto the remote control and follow Quick Setup.





Guide

Press the **guide button** on your remote control or access the guide in the menu bar.

Press Guide **1x** – All channels (subscribed and unsubscribed).

Press Guide **2x** – Subscribed: Displays only the channels a customer is subscribed to.

Press Guide **3x** – Displays a configurable list of channels you have added to your favourites.

- New Episode
- Autotune Reminder
- Recording Program
- Blocked by Parental Controls
- Series Record
- Series Record Episode Skipped
- Favourite Channel

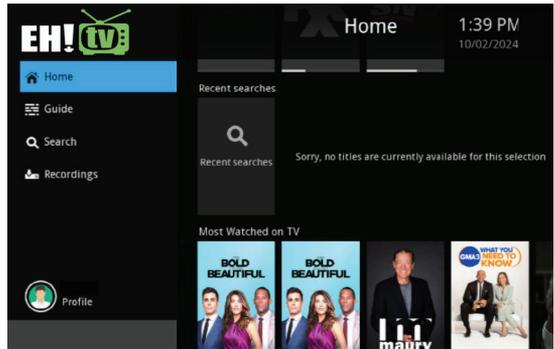
The screenshot shows the TV Guide interface for the 'Community Billboard' program. At the top, it displays the program title, duration (240 min), and airing schedule (11:00 AM - 3:00 PM, aired on 01/18/2016). Below this, a grid shows the program's schedule for 10/02/2024. The current time is 1:25 PM. The program is currently airing on channel 1 (EH!TV). The grid shows the program is scheduled for 1:30 PM, 2:00 PM, and 2:30 PM. The program is currently airing on channel 1 (EH!TV). The grid shows the program is scheduled for 1:30 PM, 2:00 PM, and 2:30 PM. The program is currently airing on channel 1 (EH!TV). The grid shows the program is scheduled for 1:30 PM, 2:00 PM, and 2:30 PM.

Time	Now	1:30 PM	2:00 PM	2:30 PM
1:25 PM	Community Billboard			
1:30 PM	Community Billboard	Community Billboard		
1:45 PM	Community Billboard	Community Billboard		
2:00 PM	Community Billboard	Community Billboard	Community Billboard	
2:15 PM	Community Billboard	Community Billboard	Community Billboard	
2:30 PM	Community Billboard	Community Billboard	Community Billboard	Community Billboard
2:45 PM	Community Billboard	Community Billboard	Community Billboard	Community Billboard
3:00 PM	Community Billboard	Community Billboard	Community Billboard	Community Billboard

Menu Bar

The menu bar gives you quick access to features such as your Home Page with continue watching, recent searches, most watched TV, series recordings and program recordings.

To access the menu bar press **Menu** on your remote control. Use the **up/down/left/right arrows** to navigate through all the options.



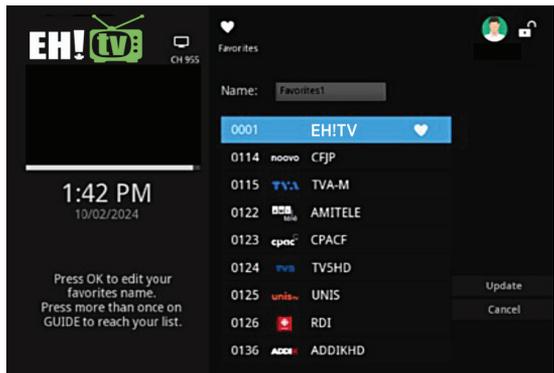
Note: Parental Controls will not appear in the menu bar until you have enabled the parental controls in settings.

Favourites

It's easy to access the channels you watch the most with personalized favourites lists. You can create multiple favourites lists and quickly change the guide to display one of those lists.

Create/Edit a Favourites List

1. Press **Menu**, scroll down to **Guide**, Click **Favourites**, then click **Create**.
2. Press the name option at the top of the screen to change the name of your favourites list.
3. Highlight which channel you would like to add to your favourites list and click ok.
4. Once you are done selecting your channels click update.



Recording

You can easily record the programs you want to watch and then view them whenever it is convenient for you. With 4 streams, record 3 shows and watch live, or record 4 shows at a time. Live TV can be paused for up to 2 hours if the current paused channel is not changed.

Digital Video Recording (DVR)

Record Live TV – Record the show you are watching by pressing **OK**, then scroll over and click **Record Program**. The show will be recorded until it is scheduled to finish. To manually stop the recording before it is scheduled to finish, press **OK**, then scroll over and click **Stop Recording**.

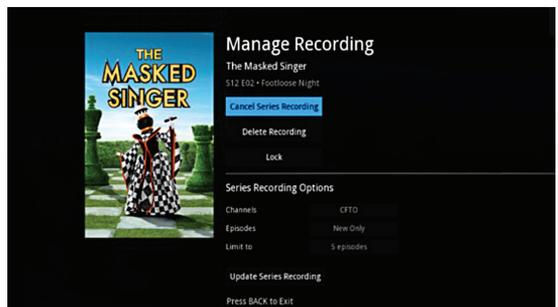
Record from Guide

Use the guide to navigate to the show you want to record. Press the **Record** button on your remote to record the show selected.

Create and Edit a Series Recording

Highlight the show you would like to record the entire series for on the guide and press the record button 2x. This will bring up the details page for the program where you can manage your recordings.

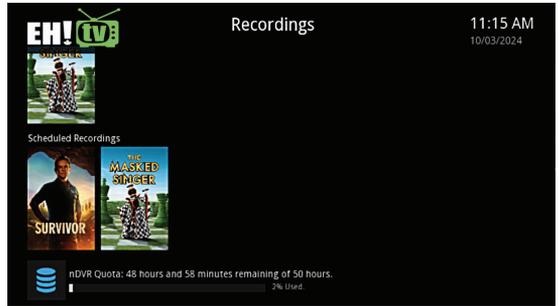
1. Click **Manage Recording**
2. Here you can select if you only want to record new episodes or all episodes.
3. The default limit of shows you can record is set to 5 episodes. You can change this setting to all episodes if you like.
4. Press **OK** on record series.



Monitor your DVR storage

The default storage available is 50 hours. Added storage is available at an additional cost. Please call our customer care team for more information. 519-368-2000

1. Press **Menu**.
2. Select **Recordings**.
3. Available and used storage is displayed at the bottom of the screen.



Lookback

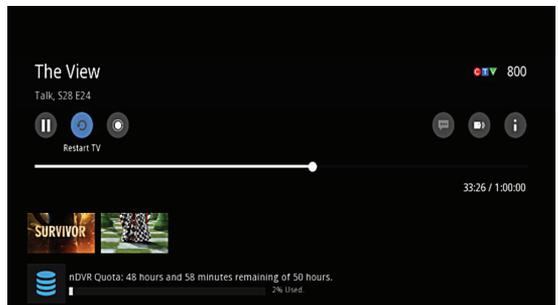
This feature allows you to go back in time 24 hours to watch a show you may have missed.

1. Select **Guide**.
2. Navigate to the channel and use your left arrow to go back in time to find the desired program.
3. Hit **OK** on your desired program and select play.

Restart

This feature allows you to restart a live channel to the beginning of the program.

1. Select **Guide**
2. Navigate to the live show you would like to restart and press **OK 2x**.
3. Select **Restart** and press **OK**.



Note: Lookback and Restart is available on select channels only. For a full list of available channels please visit the support page on our website.

<https://ehtel.ca/tv-2/>

Reminders & Autotune

Never miss your favourites! Set timers to remind you of the programs you want to watch.

Setting a Reminder

Highlight the show you want a reminder about in the guide and then press **OK**. Choose **Set Reminder** from the options. A white clock symbol will appear on the guide to indicate a reminder has been set. A reminder timer message will appear on your screen reminding you of the program just before it begins. Press **Info** to view the reminder and then press **OK** to tune to the program. Press **Cancel** to exit out of the reminder.

Setting an Autotune

Set an autotune reminder by highlighting the show you want to watch, press **OK**. Choose **Set Autotune** from the options. A white arrow with the letter A will appear on the guide to indicate an autotune timer has been set.

View Scheduled Reminders and Autotune

1. Press **Menu**
2. Select **My Library** and this will display any reminders or autotune that have been scheduled.

Enable Parental Controls

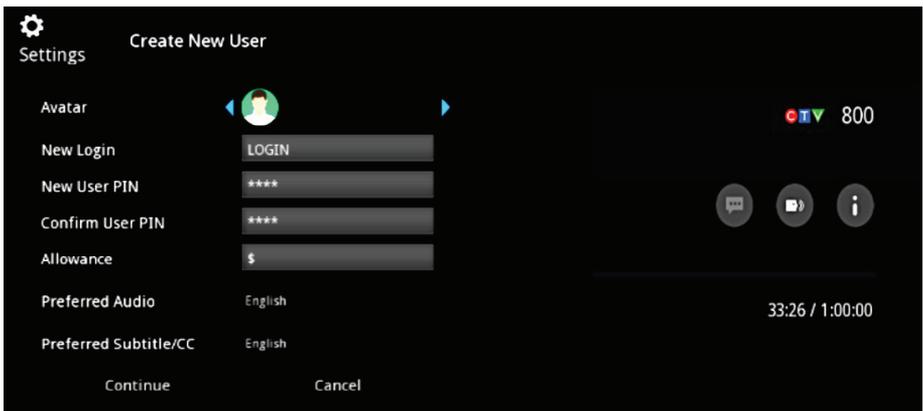
Selectively block programming by channel or rating to hide certain programming.

1. Press **Menu**, scroll down to your profile and press **OK**.
2. Click **Preferences**, then enter your account pin and press **OK**.
3. Highlight parental control and press **OK** to check the box.
4. Highlight submit and press **OK**.

Create New Users

You can selectively block programming by rating to hide certain programming for individual users.

1. Press **Menu**.
2. Select **Profile**.
3. Select **Users**.
4. Enter your account pin and press **OK**.
5. Select **Add**.
6. Create user name under new login. An account pin is required to enable this feature.
7. Select **Continue** and you can select your tv and movie ratings for this user.
8. Select **Submit**.



Settings Create New User

Avatar   800

New Login LOGIN

New User PIN ****

Confirm User PIN ****

Allowance \$

Preferred Audio English 33:26 / 1:00:00

Preferred Subtitle/CC English

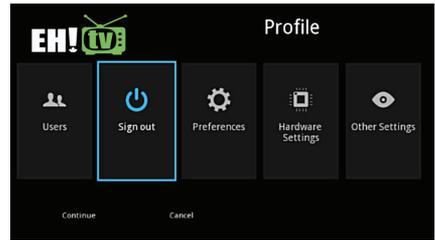
Continue Cancel

How to switch users

When you turn on the set top box, access will display as the last logged in user.

To change users:

1. Select **Menu** then **Profile**.
2. Select **Sign Out**.
3. Select the user you would like to change too and enter the pin for that user.
4. Click **OK**.

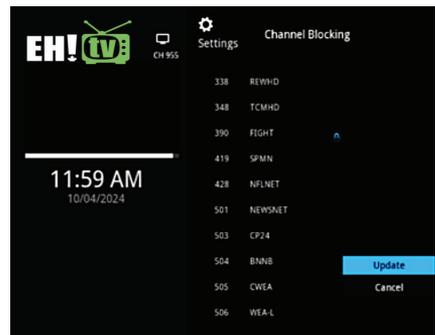


Channel Blocking

Channel blocking enables or disables a list of channels you have selected to be blocked. Programs on blocked channels cannot be watched regardless of the rating.

To block channels:

1. Press **Menu**.
2. Navigate to your profile and click **Preferences**.
3. Enter your account pin and press **OK**.
4. Highlight Channel Blocking and press **OK** to check the box.
5. Select **Edit**.
6. Select the channels you would like blocked. A lock icon will appear to the right.
7. Once you have completed selecting the channels you want blocked, select **Update** and then **Submit**.



Search

Search for a specific word across the guide or recordings to find the show that you are looking for.

1. Press **Menu**.
2. Select search and press **OK**.
3. Using the arrow keys and letters on the screen, enter in your search keyword.

Search results will appear on the right side of the screen. Use your arrow keys to navigate through your search results and press **OK** to select the desired program. If the show you selected is currently live, it will take you directly there. If the show you selected is future dated it will navigate you to a screen where you can set up recordings, reminders and autotune.

If you still have any questions about your digital TV with EH!tel or you just need some help, our team is here for you!

Technical Inquiries and Support

Our technical support team is here to help you figure out how to use our products and troubleshoot any difficulties you may be experiencing.

Email: csr@ehtel.ca

Phone: 519-594-0946



Visit our website for comprehensive channel and device guides.

ehtel.ca

The logo for EH!tel is displayed. 'EH' is in a bold, dark grey sans-serif font. A small green maple leaf icon is positioned between 'EH' and 'tel'. 'tel' is in a bold, green sans-serif font. The background of the entire page is a photograph of two young children of African descent sitting on a light-colored sofa in a bright, sunlit living room. The child in the foreground is wearing a yellow sweater and smiling, with a black TV remote control resting on the sofa in front of them. The child behind them is wearing a pink shirt and looking upwards with a joyful expression.

ehtel.ca | (519) 594-0946