

# User Guide

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**max**TV

# Getting started

## New maxTV customer to-do list

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- ✓ Make sure the screen aspect ratio is correctly set for your TV.
  - Launch the **Main Menu**, select **Settings**, **Television** then **Screen Aspect Ratio and High Definition**.
- ✓ Change the Parental and Rental PINs.
  - All new maxTV customer PINs have been defaulted to 1 1 1 1. For enhanced security we suggest you change your PINs.
  - Launch the **Main Menu**, select **Settings**, then **Parental Controls**.
- ✓ Schedule your recordings with the maxTV Personal Video Recorder (PVR). (See page 5).
- ✓ Launch On Demand with the **on demand** button on your remote and find movies and TV programs available when you want to watch! (See page 6).
- ✓ Set up a mySASKTEL account and add the SaskTel maxTV app and maxTV GO Apps to your smartphone or tablet. You can enjoy your favourite TV shows, movies and live sports on the go! (See page 7).
- ✓ For other topics and step-by-step instructions you can always visit [sasktel.com/maxtvsupport](http://sasktel.com/maxtvsupport)

## Navigation

Instructions are based on remote control model as pictured. For instructions for the other maxTV remote control, please visit: [sasktel.com/attachments/support/maxTV-User-Guide-Discontinued.pdf](http://sasktel.com/attachments/support/maxTV-User-Guide-Discontinued.pdf)

The **left arrow** brings up the main menu, giving you quick access to your recordings, TV apps, search, and settings.

To see what's on right now, just press the **down arrow**. You can use this view to browse other channels, look ahead to see what's coming up next, or even set a recording right from here.

The **up arrow** shows you the last five channels you've recently viewed. Highlight a channel to see what's on right now, press **OK** to select. Press up again to pick from your five most recent recordings and press **OK** to play.

Press the **right arrow** to bring up the Viewing Options menu, where you can make your maxTV experience your own with live channel filtering and shortcuts to settings.



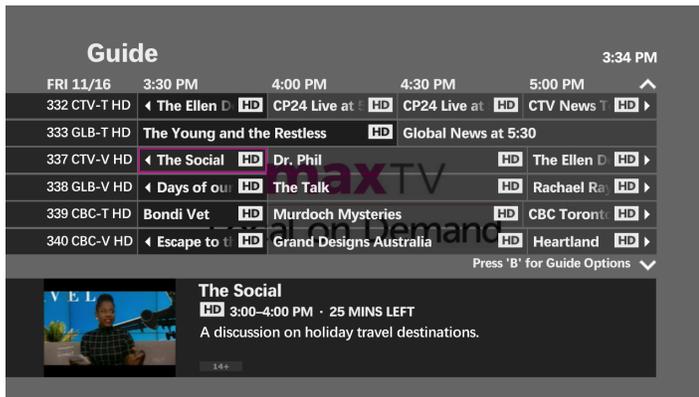
# Customizing your guide experience

To open and close the maxTV Guide, press **guide** on your remote. By default, the Grid Guide displays.

There are three guide styles available with the maxTV service: the Grid Guide, the Channel Guide, and the On Now Guide. You can customize your experience by changing the guide setting. Launch the main menu, select **Settings**, then **Television**, then **Primary Guide Style**. Select which guide you want to see first, then select **Guide rotation** to have one, two or all three guides display in your rotation.

Once set, pressing **guide** lets you cycle through the different guide styles. Pressing **back/exit** will take you back to your show.

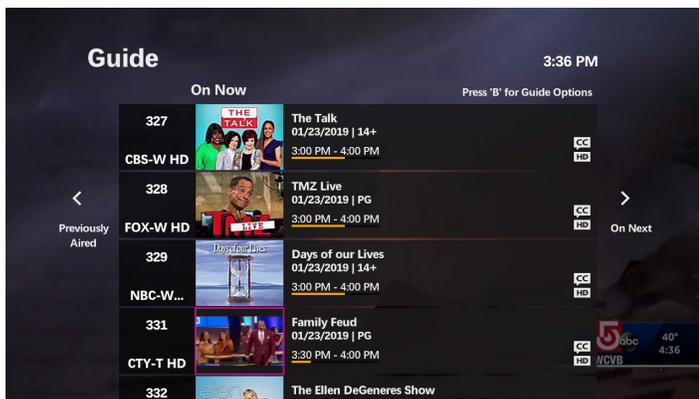
## Grid Guide



## Channel Guide



## On Now Guide



# Settings

## Accessibility features

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### Enabling described video (DV)

1. Launch the main menu with the **left arrow** button on the remote. Then go to **Settings** and select **Accessibility**.
2. Select **Secondary Audio**.
3. Change to **Use Secondary Audio if available**.

### Turning closed captioning on

1. Launch the main menu with the **left arrow** button on the remote. Then go to **Settings** and select **Accessibility**.
2. Select **Closed captioning**.
3. Change to **Closed Captions On** (Digital for HD programs or Standard for SD programs).

## Setting up favourites

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1. Launch the main menu with the **left arrow** button on the remote. Go to **Browse Live TV** and select **Favorites**, then **Set Up**.
2. Select **Set Up...** and follow on-screen instructions to add channels to your favourites list and give it a custom name.
3. Once saved, you can find it under **Browse Live TV** in the main menu next to **Set Up**.
4. Select the favourites list you want to enable. From now on, when you launch the guide, you will only see your favourites list.

*Tip: You can reorder the channels in your list by selecting **Change Order**. Create up to 5 favourites list for each set-top box.*

## To view all maxTV channels

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If you would like to view all channels available on maxTV, not just the channels you are subscribed to:

1. Launch the main menu with the **left arrow** button on the remote. Then go to **Settings** and select **Television**.
2. Choose **Subscribed Channel Filtering**, then **View All**.



# PVR

## Recording a program with maxTV PVR

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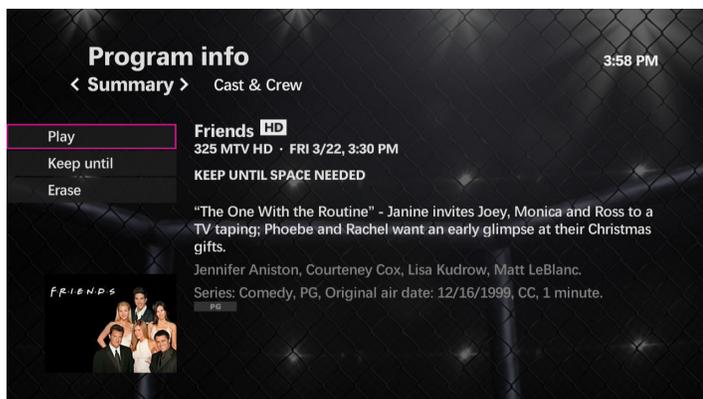
1. Press **guide** on the remote.
2. Highlight a program you want to record.
3. Press **rec** on the remote once to record an episode, twice to record an entire series.
4. Press **info** on the remote to access additional recording options.

*Note: Pressing **rec** a third time on the remote will cancel the recording.*

## Watching a recorded program

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1. Press **pvr** on your remote. Or launch the main menu with the **left arrow** button on the remote and go to **Recorded TV**.
2. Select the recording you want to watch. If it is a series, you will also have to select the episode.
3. Select **Play**.



# PPV and On Demand

## Purchasing maxTV Pay Per View (PPV) – Channels start at 600

1. Launch the main menu with the **left arrow** button on the remote. Go to **Browse Live TV** and select **Pay Per View**.
2. Go to the poster for the event you want to buy and press **OK**. The event summary will appear.
3. Go to **Purchase Schedule** and then pick the event time/date.
4. Select **Purchase HD**. Follow the rest of the on-screen instructions to complete the purchase. Purchased PPVs can also be recorded.

Note: SaskTel does not offer PPV in Standard Definition. Search [sasktel.com/support](http://sasktel.com/support) "maxTV Pay Per View" to find out about more PPV features like how to "Cancel a Purchase", "Record a PPV" or "View Your Purchase History".



## On Demand

With maxTV On Demand, your favourite shows and movies are available at the touch of a button. You'll find a huge selection of movies for rent, as well as on-demand libraries from Crave, TSN, Treehouse, Global, CTV, and others, with more being added all the time. If you subscribe to a channel that offers on-demand content, you'll have access at no extra cost.

### Accessing On Demand content

- Press **on demand** on the remote and scroll through the available content

On Demand is organized into several different sections:

**Search:** Allows you to easily search for any TV show, movie, or actor that you are looking for.

**You:** Combines all of the movies and TV shows that you've watched, favoured, or rented. It also displays subscription On Demand content that is included in your TV package.

**Featured:** An easy way to find top ten movies, new releases, and staff picks.

**Movies:** Here you will find all of the movies available to watch, categorized into a variety of genres.

**On Demand Kids:** This section only includes kids rated content including kids movies, and subscription On Demand such as Disney and Treehouse.

**TV Shows:** This section combines all of your favourite TV shows in one place and is categorized in a variety of genres.

*Note: All TV shows are displayed here even if you do not subscribe to that channel package.*

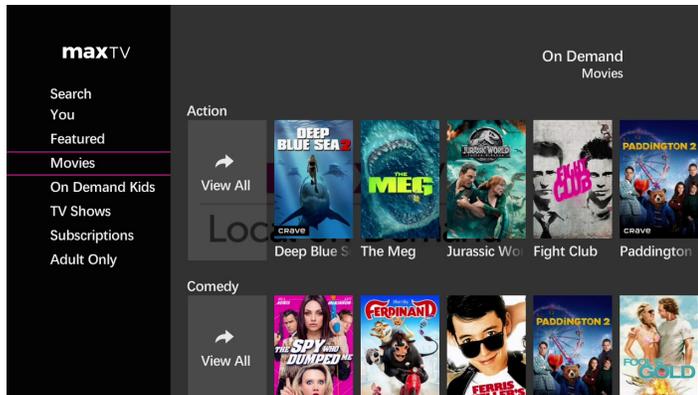
**Subscriptions:** This section shows all On Demand content that is available as channel subscriptions. Some come with the basic package including CTV, CityTV, CBC, and Global, while others require a subscription such as Crave and Super Channel.

## Renting movies

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1. Press **on demand** on your remote.
2. Select **Movies** and then select the movie you want to rent.
3. Select **Rent** and follow the instructions.

*Note: Not all movies listed are available to rent. Some require a channel subscription (for example, Crave).*



## Watch maxTV on your small screen.

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With the maxTV app you can stream over 120 live channels right from your mobile device. Plus you can watch and schedule PVR recordings or access shows on demand.

*Note: Due to provider agreements, some content available on your maxTV set-top-box is not available on the maxTV app.*

Subscribing to channels such as CTV, Global, TSN, Sportsnet, or others will also grant you access to their Go apps. Visit [sasktel.com/goapps](http://sasktel.com/goapps) for a full list.

## Logging into the SaskTel maxTV app, or GO apps

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1. To use the SaskTel maxTV app, or any Go apps, you will need to ensure you are subscribed to maxTV and the channel that you are trying to access.
2. You'll also need to register for mySASKTEL and add your maxTV account to your mySASKTEL profile (if you haven't already). Go to [mysasktel.com](http://mysasktel.com) to register.
3. Download the SaskTel maxTV app or GO app you want from the app store of your device.
4. Sign into the SaskTel maxTV app or GO app using your mySASKTEL login and password.

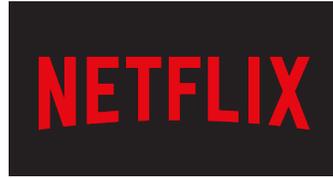
*Note: Standard data charges will apply.*



# Check out these other great maxTV features and add-ons!

## NETFLIX

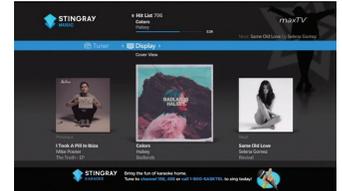
Access Netflix right from your set top box (infiNET customers only) by pressing the Netflix button on your remote control.



## Stingray Music

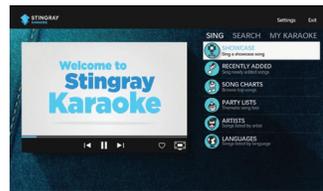
Launches automatically from a Stingray music channel

*Stingray channels start at 700.*



## Stingray Karaoke

Sing karaoke today! Go to Channel 158 or 458.



## maxTV Caller ID



# We're here for you!

For more information, please visit:  
[sasktel.com/maxtv](https://sasktel.com/maxtv)

For sales & support call  
**1.800.SASKTEL (1.800.727.5835)**

