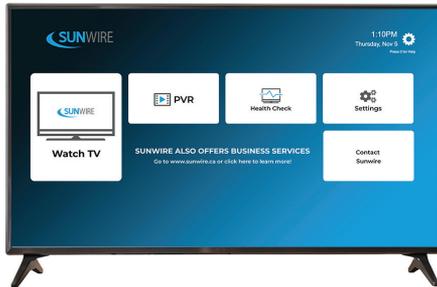


Solutions that shine.



# Sunwire TV

## Quickstart Guide

[www.sunwire.ca](http://www.sunwire.ca)

## Thank You for Choosing Sunwire!

We pride ourselves on delivering the best service.

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# Welcome to Sunwire TV Service

We offer of 150 of your favourite channels

## **Our Television Service**

Thank you for subscribing to the Sunwire TV experience.

Sunwire offers IPTV services with full Whole Home PVR functionality and over 150 channels.

We encourage you to take the time and review this section before setting up and using your Sunwire TV service.

Sunwire's TV service is delivered via your Sunwire Home Internet. We provide you with the same TV service you're familiar with but with modern features and advanced functionality.

## **High-Quality Picture and Sound**

Our channels provide you with the same quality you've come to expect from traditional terrestrial or satellite providers.

Because our service is delivered via your internet connection; it is always good practice to put your Sunwire set-top box in standby mode when you're not watching to conserve internet capacity.

To set your STB in standby mode, press the STB button on the remote. Your STB is in standby mode when you see the Sunwire screen saver.

FYI: An HD video stream uses approximately 5 Mbps of your internet's capacity.

## **Increased Flexibility**

Sunwire's set-top box can be setup anywhere that has a strong Sunwire internet connection in the home. Although Sunwire always recommends a hardwired connection, the service will work over Wi-Fi.

## Installing Your Sunwire TV Service

Ensure your set top box is setup properly.

### In The Box

1 x Sunwire Set Top Box

1 x Sunwire Remote Control

2 x 'AA' Batteries

1 x Ethernet Cable (colour may vary)

1 x HDMI Cable

### Instructions



1. Connect the HDMI cable from your television to the back of the set top box.

2. If you are able to hardwire your set top box, connect the Ethernet cable from the back of the set top box to the back of your router. In the alternate, you can use Powerline Adapters which passes networking connectivity through your home's electrical system. If your set top box cannot be hardwired; you may also connect over Wi-Fi.

3. Connect the power adapter from the set top box to an electrical outlet. The set top box will automatically power on.

4. Follow the on-screen instructions in order to configure your set top box. For more details, see information on next page.

**Note:** It is strongly recommended that your set top box's power adapter be connected to a surge protector. Sunwire is not responsible for STBs damaged by a power surge (e.g. power outage, lightning strike, etc).

# Configuring Your Sunwire Set Top Box

Get ready to start watching your favourite shows!

## Booting up for the First Time

When you connect the power adapter to your set top box, it automatically powers on. The system may take a moment to initialize.

If you are hardwired to your router using a network cable, you will immediately be brought to the Sunwire TV Home Screen. If you are using Wi-Fi, you will then be presented with a 'Warning' to check your network connection. Using your remote, select the 'Settings' button. Select 'Network & Internet' from the menu. Find and click your wireless network. You will be prompted to enter the Wi-Fi password.

After your STB connects to your internet connectino for the first time, it will register and may reboot. Once completed, you should be connected to the network and presented with the Sunwire TV Home Screen.

For best streaming results, it is highly recommended that you hardwire your Sunwire set top box wherever possible. If you need any assistance, don't hesitate to reach out to our support team.

## Sunwire TV Home Screen

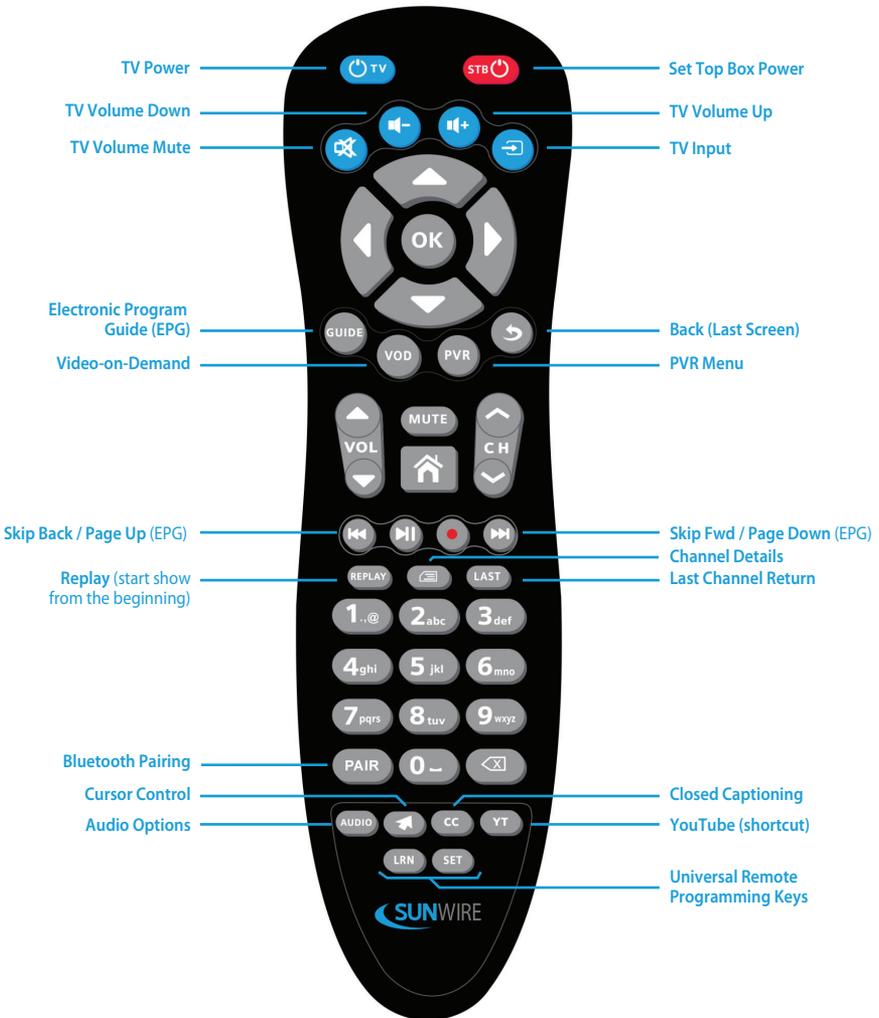
The Sunwire TV Home Screen allows you to watch Live TV, access your Sunwire Cloud PVR, search YouTube as well as change your device's settings and/or access Sunwire's contact information.

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**Note:** The Sunwire provided Wi-Fi service is a feature for customers that are using a Wi-Fi enabled modem provided by Sunwire. Although reliable in most situations, it may not be suitable for every client in every environment. Should Wi-Fi issues occur, our support team is available to assist and will make every effort possible to diagnose and resolve the issue. Unfortunately, we are unable to issue credits for Wi-Fi related issues.

## Sunwire TV Remote Control Overview

Understanding your remote and its functions.



## Programming Your Sunwire Remote

Use your Sunwire remote to control your TV.

### Bluetooth Pairing

By default, your remote control sends signals to the STB receiver using infrared. You can also pair your remote and STB using Bluetooth.

1. From the Home Screen, click the 'Settings' icon then select 'Remotes & Accessories' from the menu items.
2. Press and hold the 'PAIR' button on the remote for 5 seconds (or until the green TV light starts flashing).
3. Select your remote from the list and press 'OK' to pair the devices.

Pairing via Bluetooth provides for greater range, flexibility and would not require the user to point the remote directly at the receiver.

### Programming Your Universal Remote to Work With Your TV

Your Sunwire remote control can be programmed to operate **most** brands and models of infrared remote-controlled TVs in the world.

Program your remote using a 4 digit number code for specific TV models (see Code List included in your package) or use the auto searching feature to locate the correct one and program the remote:

1. Turn on the TV you want to program your remote for then press and hold the 'SET' button at the bottom of the remote until the 'TV' LED light turns a solid red.
2. Aim the remote at the TV. Press and hold the blue 'TV' power button until the TV turns off. Your remote is now programmed for your TV.

Note: The remote will exit Setting Mode after 30 seconds of inactivity.

## Using the Sunwire EPG (Guide)

Navigate, browse, scan and search.

### Sunwire EPG (Electronic Program Guide)

The Sunwire Guide provides you with added functionality to make your TV experience a smooth one. Click the 'Guide' button on the remote to open the EPG.

You can use the remote's navigation arrows to browse the Guide. You can page up and page down in the guide using the remote's 'Skip Fwd' and 'Skip Back' buttons.

### Searching for a Program

From the Guide, press the 'MENU' button on the remote. Select the 'Search' option from the menu. Using the on-screen keyboard, type the name of the program you would like to search for.

The search menu auto-completes your search. You can continue typing the complete name of your program or you can type a portion of the name, press the 'Back' button on the remote, and scroll through the list of programs that match the partial word you've typed.

Once you've found the program you are searching for, you can set it to 'auto-tune' (which means when the program is scheduled to start, your TV channel will automatically change to the requested program) or you can set it to record only that episode or the entire series (see below for more information on recording a program).

### Program Details

From the Guide, with a program highlighted, press the 'MENU' button on the remote. Select the 'Details' option from the menu.

A pop-up will show the description for the specific program. Press 'OK' to return to the Guide.

## EPG Categories

From the Guide, press the 'MENU' button on the remote. Select the 'Categories' option from the menu.

From the pop-up, you can limit the Guide to only show specific Categories. You can also choose to only display the channels which your account is subscribed to.

Your STB will remember your Category setting when turned off.

## Recording a Program

From the Guide, with a program highlighted, press the 'MENU' button on the remote. There are two record options: 'Record' and 'Record Series'

Selecting the 'Record' option will record only the 1 episode of the selected program.

Selecting the 'Record Series' option will present you with additional options to:

- **Record New Only:** Out of the Series Recording Options, the first option allows you to toggle if you'd like to record new episodes only, record all episodes, record once per day or record once per week.
- **Save Last:** Out of the Series Recording Options, the second option allows you to toggle if you'd like to save the last 5 recordings, last 10 recordings or last 25 recordings.

Once you've set your 'Series Recording Options', select 'OK' to record.

## Replay Feature

From the Guide, with a program highlighted, press the 'MENU' button on the remote. Selecting the 'Replay' option will go back to the EPG's start time and restart the selected program from the beginning.

## Whole Home PVR

Schedule, record, watch and re-watch.

### Whole Home PVR

Sunwire's PVR functionality offers some unique advantages over other PVR or DVR providers.

Some of these advantages include:

- Sunwire stores your recordings in a private PVR that allows users to watch a recorded video or program from any set top box in your home.
- Once a program has been set to record, your set-top boxes do not need to be on for the recording to be stored. Even if your STB is in standby mode; it will still record your scheduled program.
- Recordings start from the program's start time rather than when the record button is pressed - ensuring you get your favourite shows from start to finish and in their entirety.

### PVR Menu

Sunwire's PVR menu will display has three categories:

- **Recently Recorded:** Displays all of your recently recorded programs. Press the remote's 'MENU' button to Play, Delete or get Details on a specific recording.
- **Future Recordings:** Displays any upcoming scheduled recordings. Press the remote's 'MENU' button to delete a future recording or to cancel a series recording.
- **Failed Recordings:** Displays recordings that have failed. If you have an issue with your recordings, please reach out to our support team.

## Frequently Asked Questions

Get answers to the most popular questions.

**Below, you will find some answers to our more frequently asked questions. For more help, please visit our website's support section.**

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**Q. Do PVR recordings only record from when the record button is pressed?**

*A. Once the 'Record' button is pressed, the PVR will start the recording from the beginning of the show so that you capture the entire show from start to finish.*

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**Q. Can I start a show from the beginning once I'm mid-way through the show or have pressed 'Record' mid-way through the show?**

*A. Yes. You can press the 'Replay' button to restart the show from the beginning. You can press 'Record' at any time to start recording the show.*

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**Q. How many shows can I PVR at once?**

*A. There is no limit to how many shows you can PVR at one time. The only PVR limit is 100 hours per customer.*

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**Q. Can I install third-party apps such as Netflix or Spotify?**

*A. The only third-party app currently available is YouTube. At this time, the focus of the device is Sunwire's TV service. Third-party app support is something Sunwire is looking to explore and expand on in the future.*

## Solutions that shine.

Q. Is there a way to Page Up/Page Down in the EPG (guide)?

*A. To Page Up or Page Down in the EPG menu, simply use the 'Skip Back' and 'Skip Forward' buttons (on either side of the record button).*

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Q. How do I delete a PVR show?

*A. From the Home Screen, enter the PVR menu.*

*1. Find the show you would like to delete using the Recent, Future, Older, Failed Recordings Menu on the left.*

*2. When the show you would like to delete is found, use the directional arrows to highlight the show you would like to delete.*

*3. Press the 'MENU' button on the remote.*

*4. Use the directional buttons to select 'Delete' from the menu and press 'OK' on the remote.*

*The show is deleted.*

*If you have chosen to select a series rather than only 1 show, then you must click the 'series' in the PVR menu to open each individual episode for individual deletion. Alternatively, if you wish to delete the entire series that was recorded – simply press the 'MENU' button on the 'series' from the PVR menu.*

*Reminder: After view a PVR show or if you exit from viewing a PVR show, you will be presented with a pop up to Save or Delete the show.*

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Q. Are there alternate color theme options for the guide or navigation?

*A. At this time, the device only supports the Sunwire color theme.*

Q. Why does the YouTube app show as STube?

*A. STube is a YouTube client for set-top boxes and Android-based TVs that corrects problems Android users may experience using YouTube. This client is intended to fix such flaws.*

*Navigation, content and performance are all the same as YouTube.*

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Q. Can the Guide be changed to only show the channels for which I'm subscribed to?

*A. Yes. Press 'GUIDE' on the remote to pull up the EPG (electronic programming guide). With the Guide visible:*

*1. Press the remote's 'MENU' button.*

*2. Use the directional arrows to select 'Category' from the menu and press 'OK'.*

*3. In the Category menu, select the 'Subscribed Only' option.*

*You will now only see the channels for which you are subscribed to in the Guide.*

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Q. Is it possible to create a 'Favourite Channels' list for the guide?

*A. At this time, there is no way to populate a 'Favourite Channels' list.*

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Q. When your recorded PVR reaches its limit, does it overwrite existing shows? Or cancel new recordings?

*A. Each customer's private PVR is capable of holding up to 100 hours (that's at the customer level, regardless of how many STBs a customer has). Once the PVR reaches its limit, any attempt to record a new show or*

*series will present the following message: "Warning – Currently there is no storage available for PVR."*

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**Q.** After about 2 hours of watching TV with no activity, the TV returned me to the Home Menu and entered 'Sleep' mode where it showed the Sunwire logo.

**A.** *Your device is configured with a sleep timer of 150 minutes of inactivity. After 2.5 hours of inactivity, a popup appears asking "Are you still watching?" with the option to press "Yes" or, after 300 seconds, the device will go to sleep.*

*This differs from traditional TV because the IPTV is constantly using data to deliver the stream, even when running in the background (e.g.: If you watch Sunwire TV then switch TV inputs; the Sunwire TV stream is still being delivered and using resources).*

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**Q.** Is the device Bluetooth compatible?

**A.** *Yes, the device supports Bluetooth and can be paired with your BT sound bar or BT headphones.*

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**Q.** I'm having issues with my sound. It's not coming through on certain channels or it sometimes gives out a "static" sound.

**A.** *If you are experiencing sound issues, please ensure that the following configurations are set on your device (set-top box).*

**1.** *Press the "Home" button on your remote.*

**2.** *Use the button's arrows to navigate to the "Settings" icon in the top right. Press "OK".*

**3.** *Click on "Device Preferences".*

4. Scroll down and click on "Sound"

5. Click the "BitStream" menu option.

6. Click the first option - "Audio device". Ensure your Audio device is set to "Decode".

7. Use the remote's "Go Back" button to go back to the Settings' "Sound" menu.

8. Click "Select formats". Ensure your format is set to "Auto: Use the formats that your device reports supporting (recommended)".

9. Press the "Go Back" button until you return to the main menu or press the "Home" button.

Try your TV service again. If you are still experiencing issues, please contact our support team.

## Reasonable and Acceptable Use Policy

Please review the details below carefully.

- 1.1. Sunwire delivers its TV services over a private Internet connection. At minimum, customers are required to include a “basic” package in their subscription.
- 1.2. TV services are only authorized for active Sunwire Internet customers. Sunwire TV must only be used at the address associated with the Sunwire Internet connection.
- 1.3. Sunwire TV services require a Sunwire set-top box (STB).
- 1.4. We cannot guarantee that Sunwire’s universal remote will be compatible with all TV sets.
- 1.5. Changes to subscription-based programming selections can be made at any time as long as changes remain in effect for a minimum 30-day period. Following the 30-day period after a change in subscription programming, customers may once again change their subscription at any time.
- 1.6. All programming is provided on a “Subject to Availability” basis. Certain programs provided by networks, often sports events, may be “blacked out” in certain regions due to copyright or licensing reasons.
- 1.7. Sunwire TV relies on your internet connection to deliver the TV programming feeds. Each Sunwire TV stream uses approximately 6 Mbps of data.
- 1.8. You understand and acknowledge that your rights with respect to the Content, Service and Software are limited by copyright law and other intellectual property laws.
- 1.9. Additional Usage Rules:
  - You will not use the Service or Content for any unlawful purpose.
  - You may not use the Service or Content for commercial purposes. You agree not to reproduce, duplicate, copy, sell, distribute, resell or exploit any portion of the Service and/or Content or use the Service and/or Content for any other purpose other than your personal, private, noncommercial purposes.
  - You agree not to, intentionally or otherwise, damage, overburden, impair or disable the Service and/or Content.
  - You agree not to remove, circumvent, disable, damage or otherwise interfere with any security related features of the Service and/or Content, or other features that prevent or restrict the use or reproduction of any content accessible through the Service.
  - You agree that you will not attempt to gain unauthorized access to the Service and/or Content or any computer system or networks connected to the Service and/or Content, through hacking, password mining or any other means or interfere or attempt to interfere with the proper operation of the Service and/or Content.
  - You agree not to modify, adapt, translate or create derivative works based on the Service or any part thereof.



**Sunwire Inc.**  
[www.sunwire.ca](http://www.sunwire.ca)

If you require any further assistance,  
please contact our support team:

[support@sunwire.ca](mailto:support@sunwire.ca)  
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