

# CUSTOMER GUIDE: Online Watching Instructions

## You Must Have The Following Software Programs On Your Computer

- **Internet Explorer 6 or 7** – Other browsers, such as Firefox, Google or Safari will not work.
- **Windows Media Player 11** – Older Media players, VLC, Real Media or Quicktime will not work.

## What You Need To Know About Watching TV

- **Moving around the TV Guide**
  - You must use your keyboard, or, a Remote Control (supplied by your Dealer) to move around the TV Guide. You cannot use your mouse to move around the TV Guide.
  - If you are using your keyboard - You can navigate through the TV Guide by using the “Arrow Keys” & the “Enter” key.
  - If you want to use a Remote Control - You must use the remote control that is supplied by your Dealer (this is a specialized remote control designed to work with the TV Guide). Refer to the document “Customer Guide: Remote Control Key Guide” on the remote control functions.
- **To change channels**
  - When you see a channel highlighted in green, you are ready to move between channels. Use the arrow keys to move between channels.
  - If you do not see a channel highlighted in green, you will not be able to change channels. For example, if you use your mouse, you will lose the green highlighting and you will not be able to change channels. To fix this, move your mouse over a channel to get the green highlighting back. Once a channel is highlighted in green, stop using your mouse. Use your “Arrow Keys” and your “Enter” key to change & watch channels.
- **To choose a channel**
  - If you are using a keyboard, press the “Enter” key. The channel will automatically go to a full screen mode.
- **To go from watching a channel back to the TV Guide**
  - Press the “Esc” key to go from watching a channel back to the TV Guide.

## **You Can Only Watch TV In Canada**

- You will not be able to access the TV Service outside of Canada.

## **What You Need To Know About Customer Support**

- You must use the “Contact Us” link on the TV Guide for technical support. Your Dealer is not responsible for tech support. The link submits an email that will be answered within 24 hours or less. A copy of the email will be sent to your inbox.