



At TELUS, we're committed to putting you first, and that's why we're here to help you every step of the way. Please see the below table of contents, for helpful information on setting up and using your Optik TV and Internet, as well as troubleshooting common issues.

Here's what you'll find inside:

Optik TV

- ① Get to know your Optik TV remote
- ② Record and watch TV programs
- ③ Watch On Demand movies & shows / Use apps on your Optik TV
- ④ Watch Optik on the go
- ⑤ Set up parental controls

High Speed Internet

- ⑥ Connect your devices to Wi-Fi
- ⑦ Get the best from your Wi-Fi
- ⑧ Create a TELUS.net email address

Troubleshooting

- ⑨ My TV is not displaying Optik TV
- ⑩ My remote is not controlling my Optik TV
- ⑪ My HD TV picture quality is not good

1

Get to know your Optik TV remote

Turn on your TV and digital box

Press **optik** to turn your digital box on/off.

Press **tv** to turn your TV on/off.

Search for shows and movies

Press **search** to search the channel listings by TV show, movie title, actor or channel name.

Press **back/exit** to go back one screen. Press **back/exit** and hold (2 seconds) to exit the Channel Guide, main menu, or an app.

Browse the Channel Guide

Press **guide** to find out which shows are on now and which shows are coming up later.

For more information on programming your Optik TV remote, visit telus.com/optikremote



2

Record and watch TV programs

Your Optik Personal Video Recorder (PVR) allows you to:

- Record your favourite programs.
- Pause and replay TV.
- Start watching a recording in one room, pause it and resume in another.

Record single episodes and TV series

1. While watching live TV, from the Channel Guide or search results, highlight the program to record.
2. Press **rec** once to record a single episode; **twice** to record the series; **three times** to cancel a recording.

Pausing and playing live TV

1. Press **pause/play** to pause live TV for up to 90 minutes.
2. Press again to resume live TV.

Watch your recordings

Press **pvr** to watch your recorded programs, view your scheduled recording and access your PVR storage space.



3 Watch On Demand movies & shows

With Optik on Demand you can:

- Browse the library of over 23,000 movies and TV shows at no cost.
- Catch up on the latest episodes of select TV shows for free.
- Binge watch shows from the premium channels you subscribe to.
- Rent the latest blockbusters or choose from classic movie titles.

Explore Optik On Demand carefree

For paid content, Optik TV clearly displays the price and requires you to click **\$ Order** before you get charged.

Use apps on your Optik TV

You can access great apps like Netflix, TED Talks, The Weather Network and more, directly through your Optik TV.



Press **apps** to launch apps.





You can browse and watch a huge library of On Demand shows, movies, and select TV anytime, anywhere with Optik on the go.



onthego.telus.com

Create a free Optik TV account

Get access to Optik TV apps on your mobile device with an Optik TV account. To get started:

1. Turn on your TV and press **menu** on your remote. _____
2. On the TV, select **Settings** from the menu.
3. Select **Optik TV account** from the menu.
4. Select **Create account** from the menu.
5. Enter your email address and select **Create account**.



Now, complete your registration from your computer or tablet:

1. Find the Optik on the go confirmation email in your inbox.
2. Click the link in the email or simply copy the code.
3. On the website, follow the instructions including entering your email address and the confirmation code.

5

Set up parental controls

You can control what your family watches by setting parental controls to block specific content.

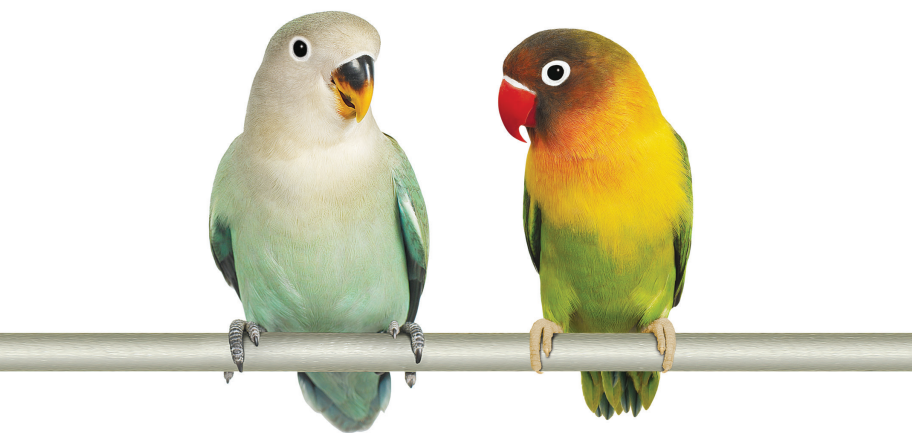
Parental control settings are specific to each digital box, allowing you to block different types of content on each TV in your home. Follow these steps to set up parental controls:

1. Press **menu** on your remote.
2. On the TV, select **Settings** from the menu and then select **Parental Controls**.
3. If this is your first time setting up parental controls, you will be asked to create a 4-digit parental control PIN. If you have already created a PIN, you will be asked to enter it.
4. Use the arrows to highlight **Change** next to the blocking option (channels, movie ratings, TV ratings, adult), you want to select and press **OK**.

Note: To block adult movies or TV programs, you must enable **Adult locking**.

5. Use the arrows to make your selection and press **OK**.
6. Navigate to **Save** and press **OK**.





6

Connect your devices to Wi-Fi

You can easily connect your smartphone, tablet, laptop or computer to your home Wi-Fi network using the steps below:

Step 1











Go to **Settings**

Step 2

Click **Wi-Fi**

Step 3

Turn on **Wi-Fi**

Apple iOS			
Android	 icons may vary		
Windows 8 / 10			
Mac OS X	N/A		Wi-Fi: ON

Step 4 Select your Wi-Fi network name once it appears. You can find your Wi-Fi network name and password on the magnet that your installer provided.

Step 5 Type your password and then tap **Connect**. Your device will be connected to Wi-Fi.

Wi-Fi details slip
your mind?

Wi-Fi Network Name:

Wi-Fi Network Password:



Still need help?
Visit telus.com/support



7 Get the best from your Wi-Fi

For the fastest possible connection

Connect your computer or laptop using a cable to your TELUS modem. For Wi-Fi devices, it's always best to get close to your modem.

Avoid congestion

Each additional device that you connect to Wi-Fi may reduce the speed for each device.

Keep your devices fully charged

Your smartphone, tablet and other Wi-Fi devices may receive and send a stronger Wi-Fi signal when they are fully charged.

Minimize interference

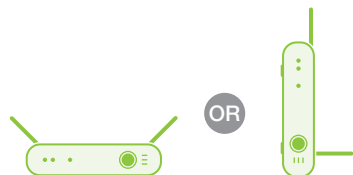
Try to keep the following items 2-3 metres from your modem:

- Cordless telephone base station
- Baby monitors
- Bluetooth devices
- Microwaves
- Wireless speaker systems

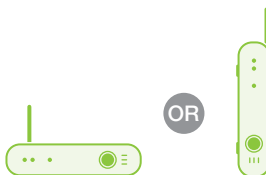
Adjust antenna position

Your TELUS installer has positioned your modem to optimize the Wi-Fi performance in your home. If the antenna position has accidentally changed, you can re-adjust to get the best Wi-Fi performance.

Modem with two antennas



Modem with one antenna



As a TELUS customer, you can create your own free personalized **TELUS.net** email account:

1. Visit **telus.com/myaccount**. If you already have an account, login using your **My Account username** and **password**. If not, register for an account.
2. From the left hand menu, click **Classic Home Services**.
3. From the **Product & services** section halfway down the page, find **Telus High Speed** and on the right click **View details/modify**.
4. From the **E-mail boxes** section, click **Add new mailbox**.
5. Complete all required fields and click **Next**.
6. Click **Order Now**.

Once you've created your **TELUS.net** email account, you can access your email by visiting **webmail.telus.net**



Try the following steps to successfully display Optik TV:

- Make sure that your digital box is plugged in and switched on. Check that the oval power light in the front of the box is green.
- If the digital box's power light is not green, press **OK**. Your digital box may have entered Energy Star mode, which occurs after 4 hours of being idle in order to save you money on your energy bill.
- Check that the TV power cord is firmly plugged into a working power outlet and/or power bar.
- Confirm the TV is on by checking that its power light is on.



Still seeing **No Signal / Input**, a blue screen or static?

Try the following steps, and wait 8-10 seconds between each step to confirm if the issue has been resolved.

- Press **guide**. If the guide comes up but there is still no picture, try changing the channel. If other channels are appearing properly, it may be a temporary problem with that channel.
- Confirm which port on your TV (either back or side) the HDMI or component cable leading to your digital box is plugged into (usually **HDMI 1** or **Component**). Check using your TV remote that the TV input is set to this input.
- Make sure that the cable is firmly plugged into the back of your digital box and the TV port. Try resetting both ends by unplugging and plugging the cable back in.
- If that doesn't work, try moving the cable from **HDMI 1** to **HDMI 2** and change the input on the TV to **HDMI 2**.



Your remote control may be unresponsive because its signal is weak or cannot reach your TV and digital box.

Try the following steps:

1. Clear any objects in front of the TV and digital box and press **guide** on your remote, it should appear after a short delay.
2. Replace the batteries in your remote and press **guide** on your remote, it should appear after a short delay.



If the above steps were unsuccessful, visit telus.com/support for more troubleshooting tips.

Is your remote not turning on your TV and digital box at the same time?

If the digital box is on and the TV is **off**:

- Press **tv** on the remote to turn the TV **on**.
- You should see your TV's power light turn **on**.



OR

If the digital box is off and the TV is **on**:

- Press **OK** on the remote to turn the digital box **on**.
- You should see the oval green power light on the front of the digital box turn **on** and should now see a picture on the screen.



My HD TV picture quality is not good

Does the TV picture quality on an HD channel look squished, stretched or have black bars on the side?

1. Press **menu** on your remote. _____
2. Choose **Settings** from the menu, then select **Television**.
3. Select **Screen aspect ratio**.
4. Use the up/down arrows to select **720p**, **1080i** or **1080p** (if supported by your digital box). The TV will prompt you to confirm that the settings work.
5. Be sure to save your new or updated settings.



Are you experiencing poor Optik TV picture quality?

- Check the picture quality on other channels you watch. If you're having problems with only one channel, it may be the channel provider and/or that specific program.
- Check the back of your digital box and TV to ensure that all of the cables are firmly connected.

Still having other picture quality problems?

Visit telus.com/support for more help.

Notes

Our customer service is what sets us apart.

Welcome to TELUS. We look forward to keeping you happy with outstanding telecommunications service. Month after month, 99% of our customers choose to stay with us.

Following today's installation, you may receive a survey call from TELUS. The questions are intended to rate your service experience, and provide feedback on the technician who visited your home today.

Here is a sample of what you will see on the survey:

- How would you rate the overall performance of the technician who did your install or repair?
- Did you receive a call from the technician prior to their arrival at your home?
- Did the technician introduce themselves and provide you with a business card when they arrived?
- Did the technician tell you when they completed the job?
- Did the technician provide information on TELUS products and services, including additional channels, how to use your services, etc.?
- If you have any Wi-Fi devices, did the technician explain how Wi-Fi works and show you the Wi-Fi performance around your home?

If you have any questions or experience any issues over the next 7 days, please call your technician.

Thank you for choosing TELUS.

Our gift to you. Enjoy your first movie rental on us!



Get a free movie rental in your first 30 days*:

Here's how to get started:

Step 1 Simply press **on demand** on your Optik remote. _____



Step 2 Make your selection from our library featuring over 23,000 hit movies, classic titles, family favourites and more.

Step 3 Hit **Order \$** and enjoy the show. A credit will be automatically applied to your next bill.

Learn more at TELUS.com/ondemand

*Up to a maximum of \$8. Credit must be used within 30 days of installation.
Unused credits will expire.

Learn more about your TELUS services:

Get help online

Find the answers to your problems at **telus.com/support**

Manage your account

Check your bill, change your channel packages or update your address at your convenience 24/7 by registering your account at **telus.com/myaccount**

Understand your bill

Your regular monthly charges are billed one month in advance. Depending on your activation date, your first bill may be higher as it will also include any partial charges up to the month's billing date. Learn more at **telus.com/billing**

Book a learning session

Book your free in-store session to learn more about your Optik TV and internet. Visit **telus.com/learn** to book today.

Visit the TELUS Neighbourhood

Ask questions and find answers all in one place at **telus.com/neighbourhood**





























Tweet @TELUSsupport

You can also tweet your questions to us **[@TELUSsupport](https://twitter.com/TELUSsupport)**

We are dedicated to continuous improvement.
You can download the latest version of this Welcome Kit
at **telus.com/welcomekit**

Find your favourite channels

Optik TV channels are grouped by categories so you can easily find your favourite kids, sports, news or lifestyle channels. Type in a channel number below and start channel surfing.

Channels starting at	Category	Channels including
100	Major networks	  
200	Timeshift	Watch your favourite shows earlier or later on channels in other timezones
300	Entertainment	  
400	Movies & series	  
500	Comedy & Music	  
600	Kids & family	  
700	Learning	  
800	News	  
900	Sports & PPV	  
1000	Premium sports	  
2000	French	  
2300	Multicultural	  
For a complete channel guide, visit telus.com/optikchannelguide		

Visit telus.com/serviceterms for terms and conditions.