



FAQ & Answer

1. Q: Can I hook up my WOWTV with a wireless network ?

A: No! WOWTV requires a **wired connection** to provide the best level of service and speed. Wireless connections are at risk of **interference from electronic devices** such as cordless phones and microwave ovens. A network cable is required to enjoy WOWTV.

2. Q: I'm using a network cable, why is the reception still slow ?

A: If you have multiple computers connected to one router and in use at the same time as your WOWTV Box. BT,P2P, downloading movies/music, online gaming **required a lot of bandwidth**.

Solution: Using a **router with QoS Protocol** allows you to setup your WOWTV Box as the **top priority**,and the picture quality remains perfect.

3. Q: Which Internet Service Providers work with WOWTV ?

A: MTS Lighting/Lighting MAX or Shaw Highspeed/Highspeed Xtreme Internet will work. WOWTV requires a high speed internet connection. These two Internet Service Providers offer several speeds of internet for the customer. It's recommended that you select one of the premium options to experience WOWTV at its best.

[Suggested minimum bandwidth for WOWTV - 750kb/sec]

4. Q: Why does my tv screen turn to a black screen every hour while i'm watching my WOWTV ?

A: WOWTV has a **bandwidth screen saver** that goes into a **pause mode** exactly one hour after the remote has been touched last. Service can be **resumed** by simply touching any button on your WOWTV remote control. The reason for this feature is to ensure that when you are not watching it, the WOWTV box is not using any of your bandwidth. This results in faster internet service.

5. Q: Why does my WOWTV stop working sometimes ?

A: The main reason is the network connection is not working. Usually MTS/SHAW will have their **regular maintenance or repair** during late night. Please check your internet connection and your router.

(Suggestion: Restart your WOWTV box + reset your hi-speed internet modem AND router)