

### What is Access**NexTV Stream** and how is it different from traditional TV service?

Access**NexTV Stream** offers you an exceptionally high-quality video experience, but with services and flexibility that are not available with traditional TV service. You can watch across a wide range of devices from set-top boxes to media players to mobile devices, you can access content when and where you want, and with your new set-top box you have the broadest range of content with an easy voice-controlled search. Whether you are a traditional viewer, or the most advanced user, Access**NexTV Stream** offers you an exceptional experience.\*

### What equipment do I need?

In order to watch Access**NexTV Stream**, you will need a TV with an HDMI port. Access**NexTV Stream** requires Access**Rural Internet** at a minimum internet speed of 25 Mbps in rural internet markets.

### Is Internet required?

An Access**Internet** subscription is not required for Access**NexTV**; however, certain features such as the Access**NexTV Stream** app, universal search, casting, voice control and the ability to bring your own device will not work without Access**Internet** service and a set-top-box will be required on every TV.

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### How do I download the app on my own device?

Once you've signed up for Access**NexTV Stream**, you can easily install the app by searching Access**NexTV Stream** in the App Store/Play Store.\*\*

### What login information do I use to sign in?

Enter the same login credentials as you use for WatchTVEverywhere.

### Can I access my channels from anywhere with the Access**NexTV Stream** app?

You can view your channels anywhere in Canada with the Access**NexTV Stream** app as long as you have access to the Internet over Wi-Fi or cellular data. Note that some channels may not be available for streaming as dictated by the channel provider.\*\*

### How many streams or devices can I have?

Access**NexTV Stream** supports up to 15 streaming devices, 5 in home streams, 3 out of home streams, maximum of 5 active streaming devices per account and maximum of 2 concurrent streams per channel, Access**NexTV Stream** set top boxes are not included in this count. Note that some channels are not available for out of home streaming and some content is not available for streaming due to copy protection assigned by the program provider.\*\*\*

### How do I add or remove a device from my account?

Whenever you add the app to a new device and log in, that device will be added to your account. To manage your active devices, use the Settings option on the Home Screen.

### Can I still watch on a TV?

Yes! You can watch on TV using a set-top box or a compatible streaming media player or smart TV.\*\*\*\*

### Is the remote RF?

Yes, the remote is Bluetooth and RF, which means that once setup, the set top box does not need to be visible for the remote to work.

### What is Cloud PVR?

Cloud PVR takes the functionality away from the set-top box and is done in the cloud. This means that recordings are available anywhere on multi-screen devices and there is no risk of lost recordings due to set-top box failure.

### How do I record a show?

**On set-top:** To record a show, simply select a current future show from the Guide and you will be offered the choice to record. Or, if you are already watching a show, press the **Enter** or **OK** button on your remote to pull up the Play Controls, then select **Start Recording**.

**On mobile device:** To record a show, tap on a current or future show from the Guide and then tap the **Record** icon.

\*Some features are not available without a subscription to AccessInternet service.

\*\*This feature is not available without an AccessInternet subscription.

\*\*\*Streaming is not available without an AccessInternet subscription.

\*\*\*\*Watching on Smart TV is not available without an AccessInternet subscription.

### How do I find and manage my recorded shows?

From the Home Screen, select **My Recordings**. Here you can watch recorded shows or delete shows you no longer want to save. *(On mobile devices, this can be found in the Home menu in the upper left corner of the screen.)*

### Can I watch and record at the same time?

Yes! You can watch and record from any device, including a set-top box or any media player or mobile device.

### How do I set favourite channels?

**On set-top:** When watching a show, use the **Enter** button to bring up an options menu, then select **Add to Favourites**.

**On mobile device:** Tap on the **Logo** for any channel and then tap **Add to Favourites**.

### How do I see my favourite channels?

**On set-top:** From the Guide, use “**left**” button on your remote to scroll backwards through the guide until the **Filters** screen appears. Then activate the **Favourites** filter.

**On mobile device:** From the Guide, use the **Filter Channels** drop down menu to select **Favourites**.

### Do my favourite channels carry over to each device?

No. Favourite channels specified on a set-top or mobile device will stay with that device.

### Can I customize my channel lineup so it only lists the channels I want to watch?

Yes! From the Guide you can view just your Favourite Channels or only the channels you subscribe to. *(This feature may not be available on all devices.)*

### Can I set parental controls?

Yes – follow these instructions.

- Access Parental Controls from the **Settings Menu**.
- To enable **Parental Controls**, you'll first set a **4-digit PIN**.
- Once enabled, you can block shows and movies based on their rating *(for example, PG-13 or R content)*.
- In order to watch blocked content, you'll need to input your pin. Otherwise, it cannot be watched.

### What is Restart TV?

Restart TV allows you to start watching shows from the beginning up to 72 hours in the past.

### How do I see shows that I can start over?

**On set-top:** When watching live TV, use the **Enter** button to bring up an **Options menu**, then select **Catch-Up Guide**. Look for the **Catch-Up icon** on the Guide to see content you can restart or catch-up.

**On mobile device:** From the Guide, look for shows with the **Restart icon** under the title.

### Why can't I start my show from the beginning?

Only select programs or channels offer the Restart option based on the content rights from the channel provider. If you don't see the option to restart the live show, that means this particular program or channel is not available for Restart viewing.

### Can I watch OnDemand from any device?

Yes! Every device where you access AccessNexTV Stream can access the same **OnDemand** library.

### How do I access OnDemand content?

From the Home Screen, select **OnDemand** in the menu bar.

*(On mobile devices, this can be found in the Home menu in the upper left corner of the screen.)*

### Does Emergency Alert System work on all devices?

No, the Emergency Alert System will only work on the AccessNexTV Stream set top boxes, not on all customer owned devices.

### Can I change the length of time it takes for the screen saver to start?

The default time for the screen saver to kick in is set for 30 minutes. You can change this by going to **Settings > System > Device Preferences > Screen Saver**. From there you will have the options to change to 5 min, 15 min, 30 min, 1 hour or 2 hours.