

# Watch TV your way.

## AccessNexTV Stream


**Live TV for  
COAM Devices  
Quick Guide**



# Welcome to the **NexTV Stream** experience.

Welcome to the next generation of television: Access**NexTV Stream** for Customer Owned and Managed (COAM) Devices. Access**NexTV Stream** lets you take control of your viewing experience with an intuitive user interface. This guide will get you started in just a few minutes. Supported devices include Android TV, Apple TV, Fire TV iOS and Android. This guide outlines how to use on Android TV.

## Installation

1. Go to the Android TV Home screen and click **Apps**.
2. Select the Google Play Store app. 
3. Search for Access**NexTV Stream**.
4. Click **Install**. NexTV Stream will now appear in your Apps.

*(You can then add it to your Favourites.)*

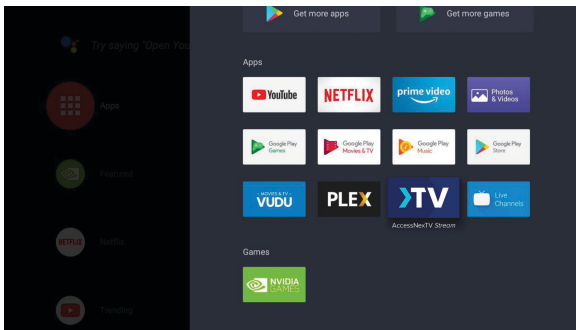


Figure 1. NexTV Stream added to Android TV Apps.

The Emergency Alert System will only work on the AccessNexTV Stream set top box, not on all customer owned devices.

# To Watch Live TV

You have a couple of options for watching live TV with the NexTV *Stream* app from the Home screen. You can select a show that is Trending Now or select a show from the Guide.

## Watch from the Home Page

From the Home page, select one of the shows that are Trending Now. *(Note the progress bar beneath the show.)* On Android TV, once you select a show, it immediately begins to play in progress.

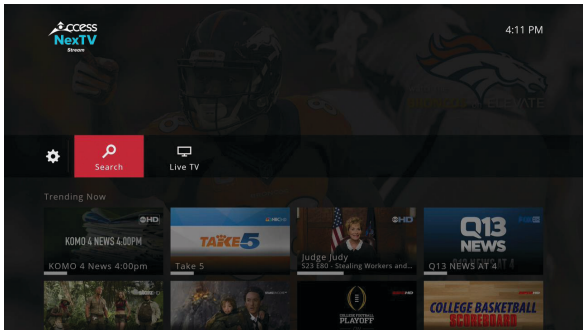


Figure 2. Homepage.

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## The Guide

- 1. While a show is playing, press the **OK** (or **Select**) button on the remote. A menu of options will open onscreen with the Guide in focus.
- 2. Click **Guide**, which then opens.  
*(If you do not select an option within 5 seconds, the options disappear.)*



Figure 3. Options with guide in focus.

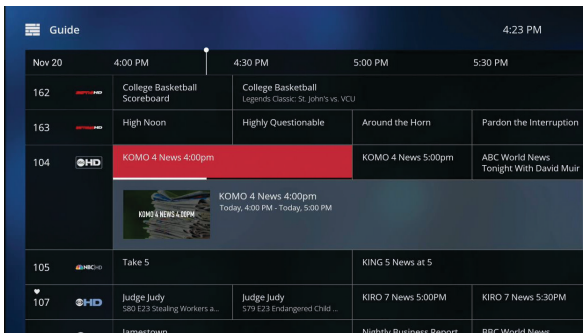


Figure 4. Guide.

- 3. Select a show and press **OK**.

# Filtering Channels

- 1. On the Guide, scroll left past the current show. The Filters menu opens.
- 2. Select a slider button to toggle filters to Show Favourites Only, Show HD Only, or Show Subscribed Only.
- 3. To close the Filters menu and save your changes, scroll right.

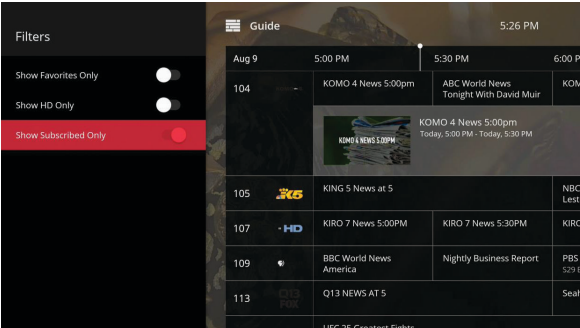


Figure 5. Filter menus

# Welcome to the **NexTV Stream** experience.

## Search

To search for a show:

1. Click the Search icon.

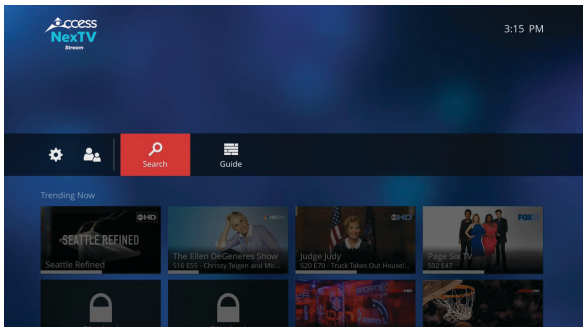


Figure 6. Search in focus

2. On the Search screen, enter the name of the show you want to watch. You may also get useful results by entering the name of an actor.

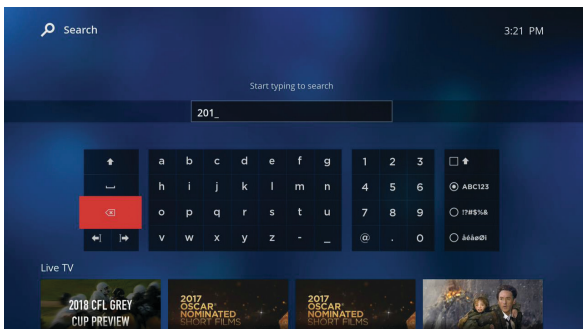


Figure 7. Search screen

**Note:** Search will only give results that conform to the parental control rating set on the device.

# Closed Captions

## To enable closed captions:

- 1. While playing a show, press **OK** to bring up options.
- 2. Click **Closed Captions** to open the Closed Captions screen.

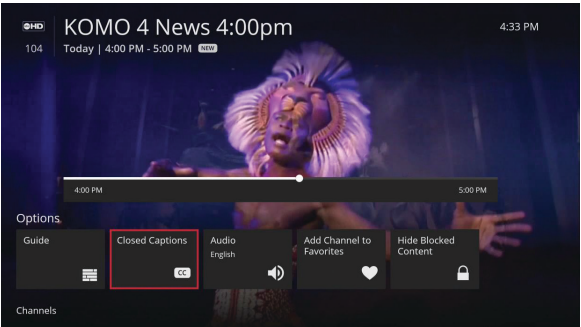


Figure 8. Options with focus on closed captions.

- 3. Select **Default Language** or **Off** to toggle closed captions on or off.

**Note:** If you select Customize Formatting, you will leave the NexTV *Stream* app and be able to set preferences for Android TV.

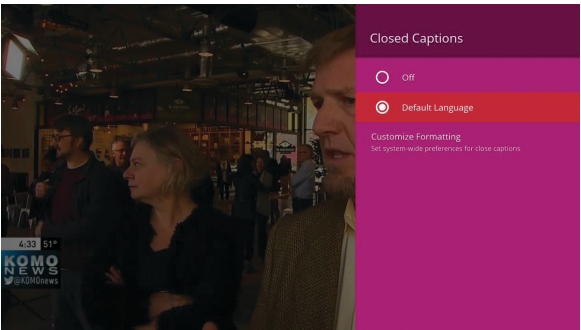


Figure 9. Closed captions screen.

- 4. Press the **Back** button on the remote to exit the Closed Captions screen.

# Welcome to the **NexTV Stream** experience.

## Settings

From Settings you can enable or disable Parental controls, create or change your PIN, and remove devices.

### To open Settings:

1. Click the Settings icon on the Home screen to open Settings.

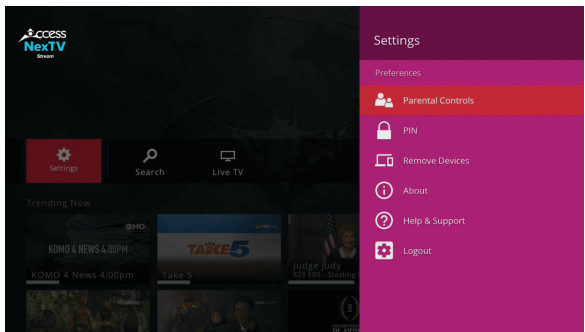


Figure 10. Settings menu on Android TV.

## Enable/Disable Parental Controls

1. Click Parental Controls.
2. Enter your PIN (or create a PIN if you have not already done so). The Enable Parental Controls page opens.

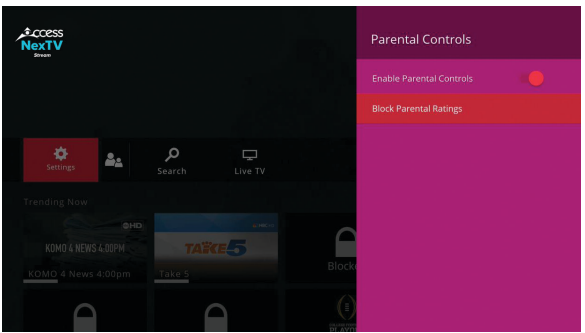


Figure 11. Parental controls enabled on Android TV.

3. Toggle **Enable Parental Controls** to turn parental controls on or off. If you enable parental controls (*toggle right*), the Block Parental Ratings option becomes active as shown in Figure 11.



# Block Parental Ratings

**To block parental ratings:**

- 1.** On the Parental Controls page, click **Block Parental Ratings** (after first enabling Parental Controls). The Block Parental Ratings pane opens.
- 2.** Click a rating and locks will appear to the left of that rating and all ratings below it. These ratings are blocked, meaning that shows with those ratings will show as Blocked in the Guide and on the Home page. Blocked shows will also not show up as results in a search.

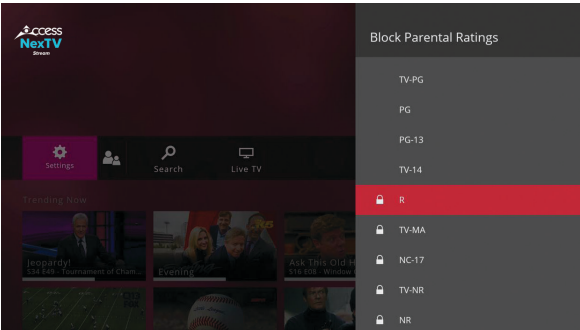


Figure 12. Block Parental Ratings pane on Android TV, showing R ratings and below blocked.

- 3.** To unblock ratings, click a rating below a locked rating that you wish to unblock. For instance, to unblock R ratings, click **TV-MA**. Then TV-MA ratings and below will remain blocked and R will be unblocked. To unblock all ratings, click **Don't Block Any Ratings**.

# Welcome to the **NexTV Stream** experience.

## Show/Hide Blocked Content

Once you have enabled parental controls, the Show/Hide Blocked Content icon appears on the menu (*to the right of Settings*).

### To show or hide blocked content:

1. Click the Show/Hide Blocked Content icon to toggle between the two options.

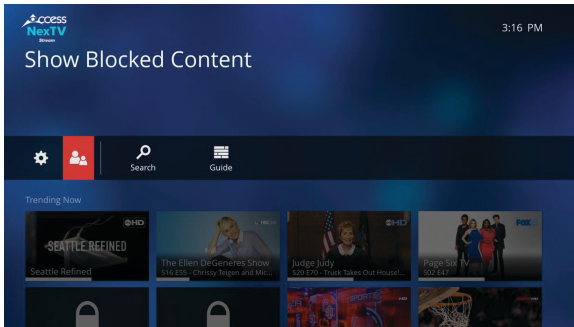


Figure 13. Show/hide Blocked content

## PIN

### To first create your PIN:

1. In Settings, click **PIN**. (See Figure 14.)
2. Enter your desired PIN when prompted to do so. That PIN will apply to all devices on your account.

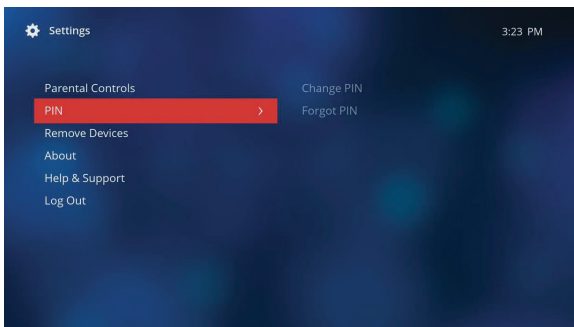


Figure 14. PIN page, here showing after PIN has already been created.

### To change your PIN:

1. In Settings, click **PIN**.
2. Click **Change PIN**. You will be prompted to enter your current PIN and then you can set a new PIN by entering it twice.

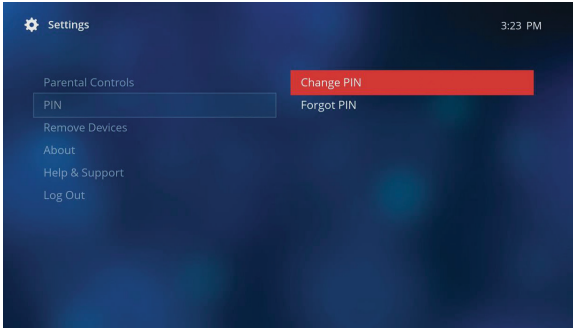


Figure 15. Change PIN option selected.

## Remove Devices

To remove devices on your account:

1. From the Settings page, click **Remove Devices**.
2. You will be prompted to enter your PIN. Enter your PIN and click **Next**. A page opens listing all of your devices associated with your account.
3. Select the device you wish to remove and press **OK** on the remote.

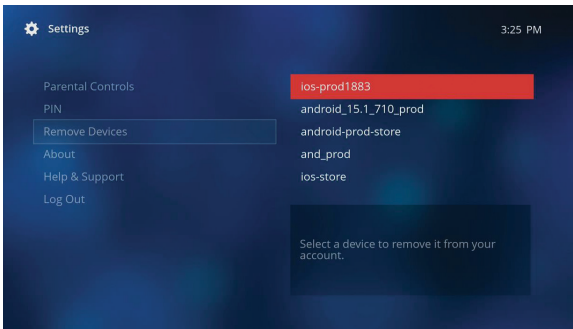


Figure 16. Remove Devices screen

4. Confirm by clicking **Remove**.

# Sign up & register your Go Apps.

## How to sign up & register your Go Apps.

Take TV shows on the road on your laptop, tablet, smartphone or on your AccessNexTV *Stream* set top box. With Go Apps, you can watch whatever, whenever, wherever.



## Register at **wtve.ca**

All apps require subscription to the linear TV channel and are restricted to viewing in Canada only.

This is set by the networks. Internet connection required for all apps. Data carrier rates may otherwise apply.

Go apps are available for PC, Mac, iOS and android devices.

\* Some apps are not supported on the AccessNexTV *Stream* set top box.

You will also use your WatchTVEverywhere username and password to log into the AccessNexTV *Stream* app from another device.

**wtve.ca** Username: \_\_\_\_\_

Password: \_\_\_\_\_

## WatchTVEverywhere

## Sign Up Instructions for AccessTV ToGo

**STEP 1** Visit **wtve.ca**

**STEP 2** Select your provider (Access Communications) then click on “Register” and fill out your information. You will need to know your account number and the last name on your statement.

Access Communications will then automatically authenticate your details with our system and register you for the service. This process may take up to 24 hours.

**STEP 3** You will receive your confirmation email with the activation link to log into **wtve.ca**.

### For Desktop Viewing:

Log into **wtve.ca**, click on the network link from your WatchTVEveryWhere account and start watching your favourite TV shows!

### For Mobile:

Download the free Network Apps that you subscribe to, sign into the App on your mobile phone using your WatchTVEverywhere username and password and start watching.

**For NexTV Stream set top box:**

Download the Network App from the Google Play Store, open app and follow the on-screen instructions.



**Note:** If you downloaded the Network App before signing up for WatchTVEverywhere, you will need to uninstall the App and reinstall the App and sign in, in order to get the authentication working properly.

# Need more assistance?

**Find your answers here**

Visit us online at [www.myaccess.ca/customer-support/tv/accessnextvstream](http://www.myaccess.ca/customer-support/tv/accessnextvstream)



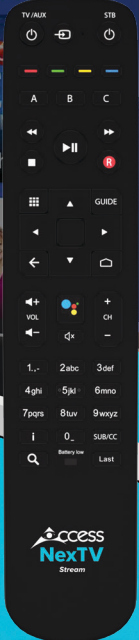
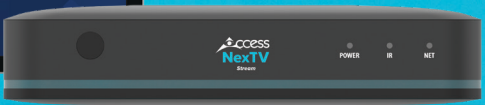
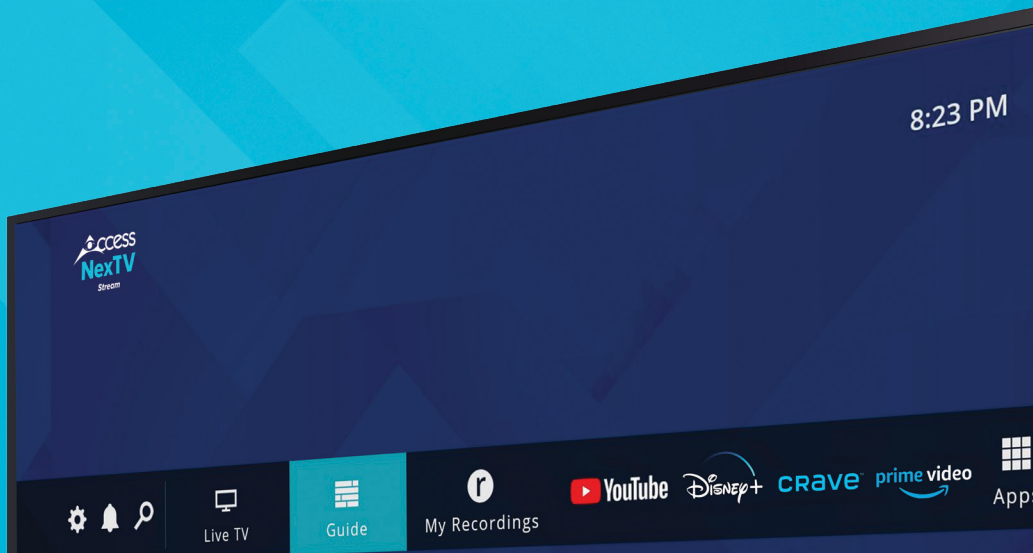
For technical assistance, call 1-866-363-2225 or email [help@myaccess.coop](mailto:help@myaccess.coop).

## **Want to watch from a different device?**

Download the Access**NexTV Stream** App from the Google Play or App Store.









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**myaccess.ca | 1-866-363-2225**