Watch Live TV your way.

Access NexTV *Stream*

Live TV for Mobile Devices
Quick Guide

Access COMMUNICATIONS CO-OPERATIVE

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Welcome to AccessNexTV *Stream*

Welcome to the latest in TV: Access**NexTV *Stream*** for Mobile Devices.
This Guide will get you started in just a few minutes.
Supported devices include iOS and Android phones and tablets.

Installation

To install Access**NexTV *Stream*** for Mobile Devices, go to your App Store/Play Store and search on Access**NexTV *Stream***.

GET IT ON Google Play Download on the App Store

Download the app and sign in with your WatchTVEverywhere username and password.

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 Trending Now

1. From the Home page, tap one of the shows that are trending now.

Note: the progress bar beneath the show

The Details page for that show opens. *(See Figure 2.)*

2. Tap **Watch Now** to play the show.

Figure 1. Home screen gives instant access to shows trending now

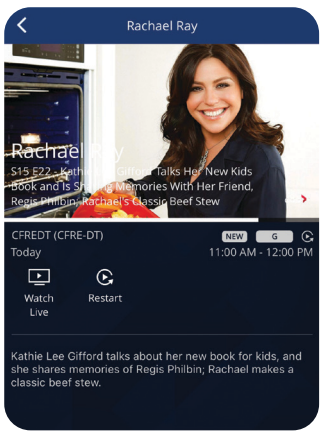


Figure 2. Details page for the selected show

The Guide

1. Tap the **menu icon** *(the three horizontal bars on the upper left. See figure 3).*
The menu opens. If you are on a page that doesn't show the menu icon, tap the back arrow to see the menu icon.

Figure 3. Menu icon on Home page

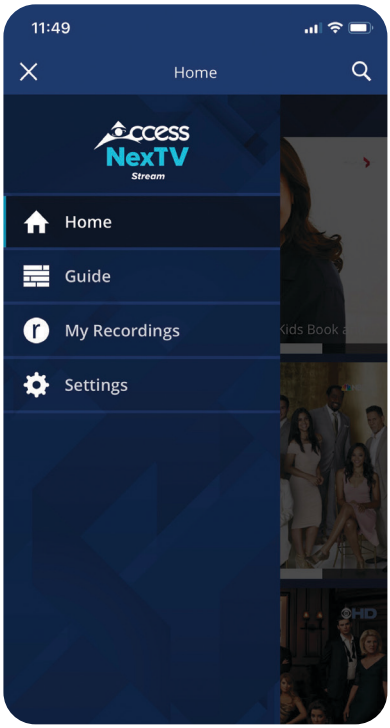


Figure 4. Menu

Watch live TV your way.

2. Tap **Guide**.
The Guide opens at the current time

3. Tap a show and the Details page for that show opens. *(See Figure 2, Page2.)*

4. Tap **Watch Now** if the show is currently playing. The show will open in progress.

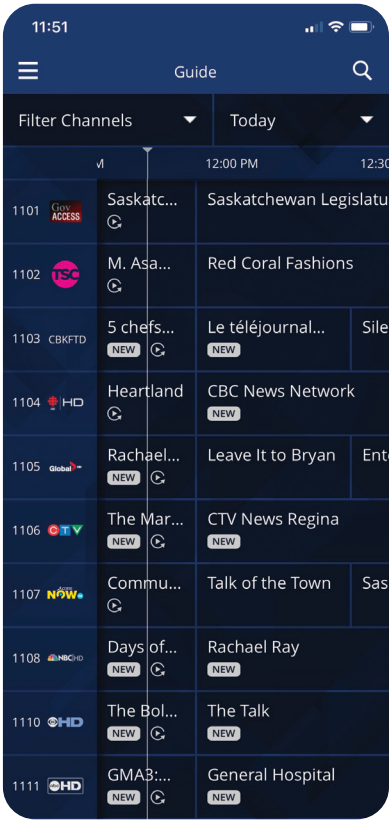


Figure 5. Guide for current time

Tablet *(Android or iPad)*

When you tap a show on the Guide while using a tablet, the Details page for that show opens on the right. Again, tap **Watch Now** to open the show.

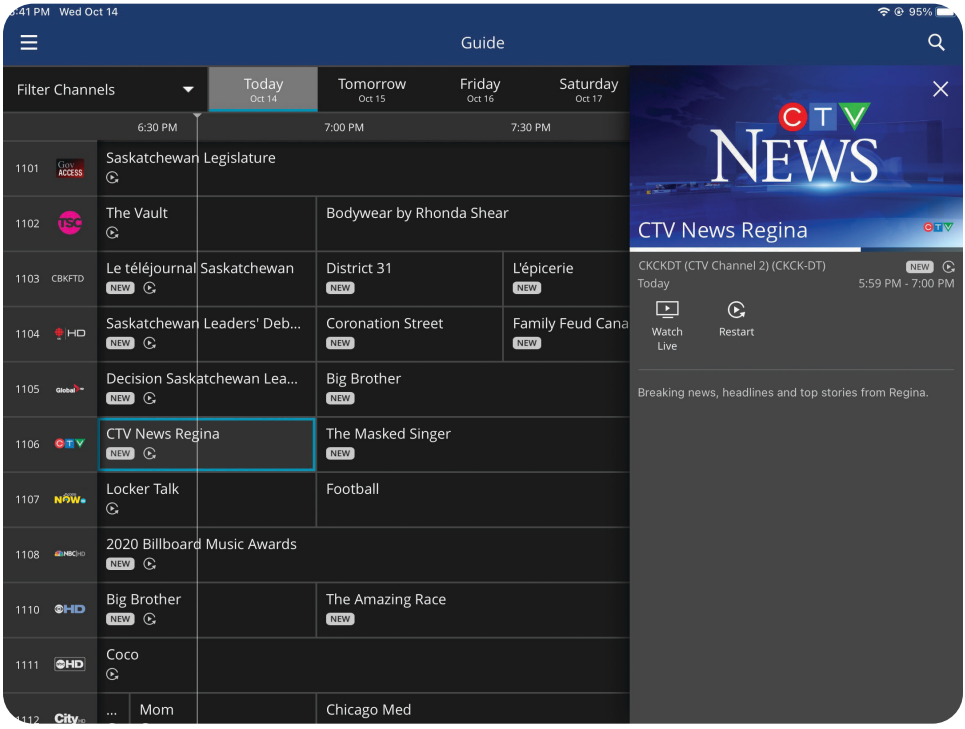


Figure 6. Details page in the Guide on an iPad

Watch live TV your way.

Filter Channels on the Guide

You can make it easier to select the shows you want to watch by filtering which channels appear on your Guide.

1. On the Guide, tap **Filter Channels**. The Filter Channels menu appears at the bottom of the page.

2. Tap the appropriate slider button to the right if you wish the Guide to show only your Favourites, Subscribed, or HD shows.

3. Tap **Close**.

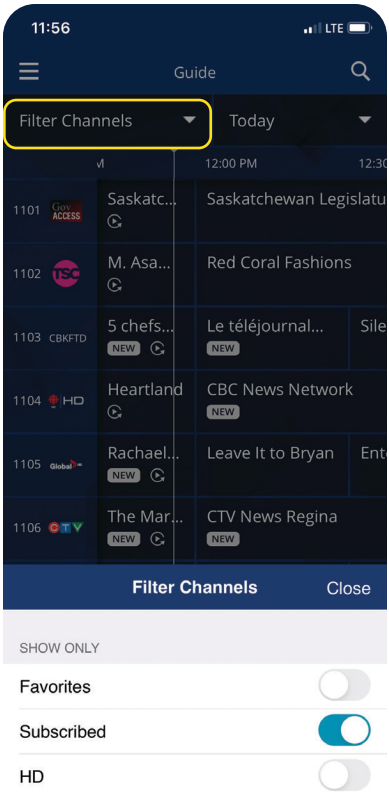


Figure 7. Filter Channels menu

Add a Channel to Your Favourites

To add a channel to your Favourites:

1. Tap the channel.
The Add to Favourites balloon opens.

2. Tap **Add to Favourites**.

Note: You can remove a channel from your Favourites the same way: tap the channel and tap Remove from Favourites.

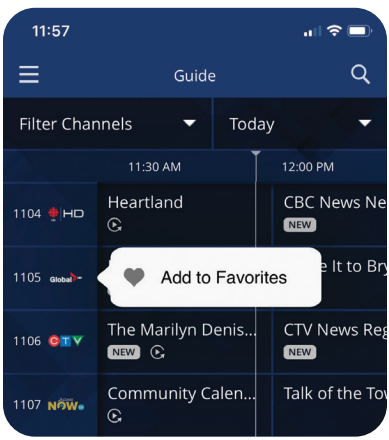


Figure 8. Add channel to Favourites

See Schedule of Future Shows

1. On the Guide, tap **Today**. The Date menu appears at the bottom of the page that allows you to access the past, current, and upcoming schedule.

2. Highlight the date you want and tap **Close**. Whatever is playing on that date at the current time of day will show in the Guide.

3. If you open a show that is in the past or future, the Details page for the show opens. Instead of the option to **Watch Now**, you have the option to **Go to Channel**. By tapping **Go to Channel**, whatever is currently playing on that channel will open in progress.

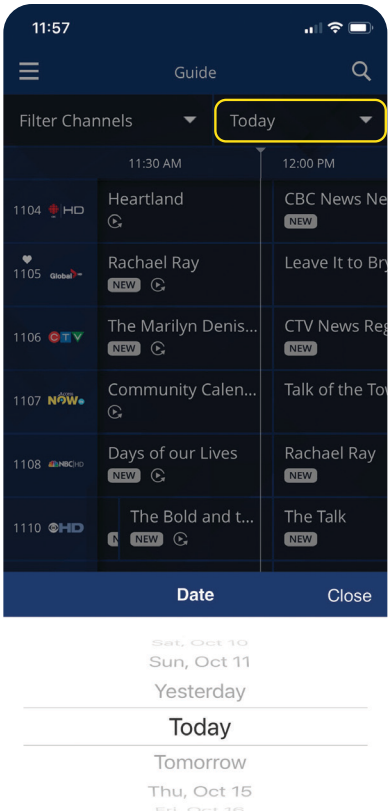


Figure 9. Date menu

Tablet (Android or iPad)

On a tablet, to see the schedule of shows in the past or future, simply scroll the Guide left or right.

Search

To search for a show:

1. Tap the Search icon on the upper right of the screen.

2. Enter the name of the show you want to watch. You may also get useful results by entering the name of an actor.

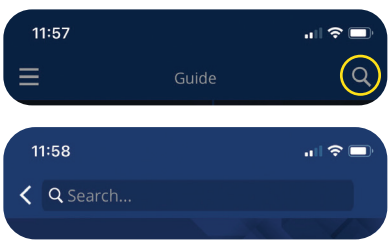


Figure 10. Search Page

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

Closed Captions

To turn on closed captions:

1. While watching a show, tap the screen to bring up Show Info and then tap the three dots on the upper right corner of the screen.

Figure 11. Tap the screen to open Show Info

2. Tap **CC/Subtitles**.

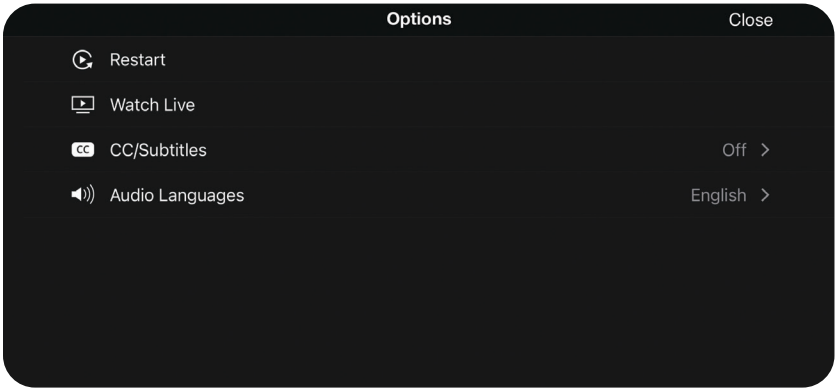


Figure 12. Tap CC/Subtitles to access Closed Captions control

3. Tap your preferred closed caption language to check that row. Tap **Close**. Closed captions are now on.

Figure 13. Closed Captions control pane

Settings

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

1. Tap the menu icon.
(If you are on a page that doesn't show the menu icon, tap the back arrow to see the menu icon.)

2. Tap **Settings**.

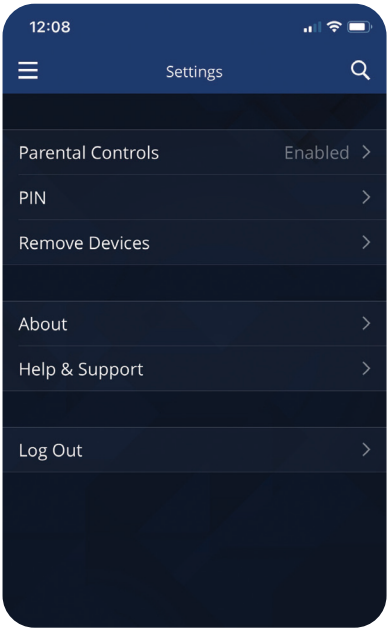


Figure 14. Settings

Enable/Disable Parental Controls

1. Tap **Parental Controls**.

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

Note: The first time you set a PIN on any device on your account, that PIN is applied to all devices on your account. However, parental controls are specific to each device.

3. Tap the slider button to the right to enable parental controls or to the left to disable. If you enable parental controls, the Block Parental Ratings option becomes active.

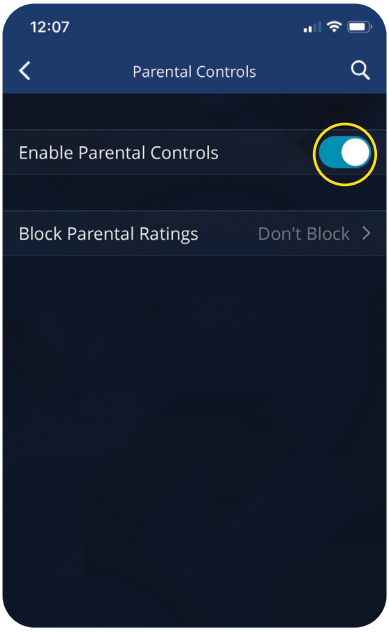


Figure 15. Enable Parental Controls page

Block Parental Ratings

To block parental ratings:

1. On the Parental Controls page, tap **Block Parental Controls** *(after first enabling Parental Controls).* The Block Parental Ratings page opens.

2. Tap a rating and locks will appear to the right 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.

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

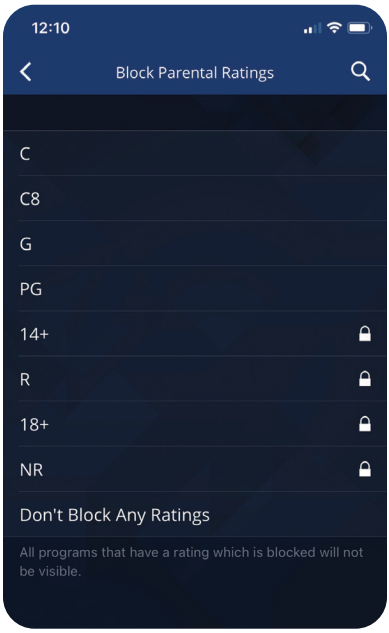


Figure 16. Block Parental Ratings page, showing 14+ ratings and below blocked

PIN

To first create your PIN or to change your PIN once it's created:

1. In Settings, tap **PIN**. The PIN page opens.

2. To create a PIN for the first time, enter your desired PIN on the PIN or Parental Controls page when prompted to do so. That PIN will apply to all devices on your account.

3. To change your PIN, tap **Change PIN**. You will be prompted to enter your current PIN and then you can set a new PIN.

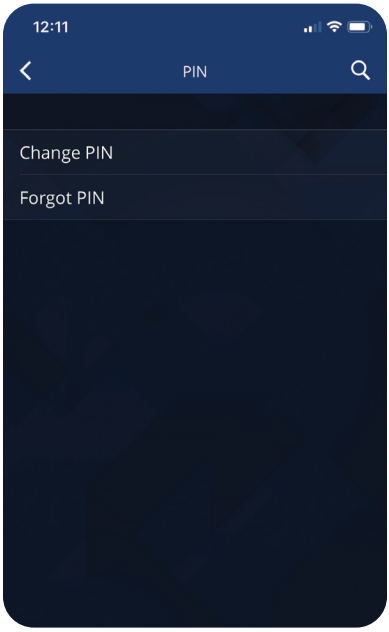


Figure 17. PIN page, here showing that a PIN has already been created

Remove Devices

To remove devices on your account:

1. From the Settings page, tap **Remove Devices**.

2. You will be prompted to enter your PIN. After you enter your PIN, a page opens listing all devices associated with your account.

3. Tap the **X** to the right of the device you wish to remove. Confirm by tapping **Remove**.

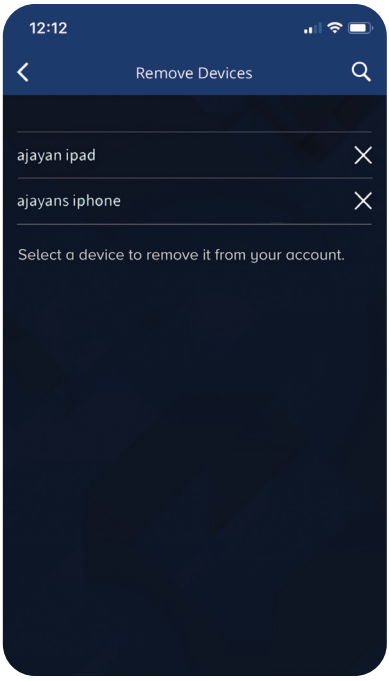
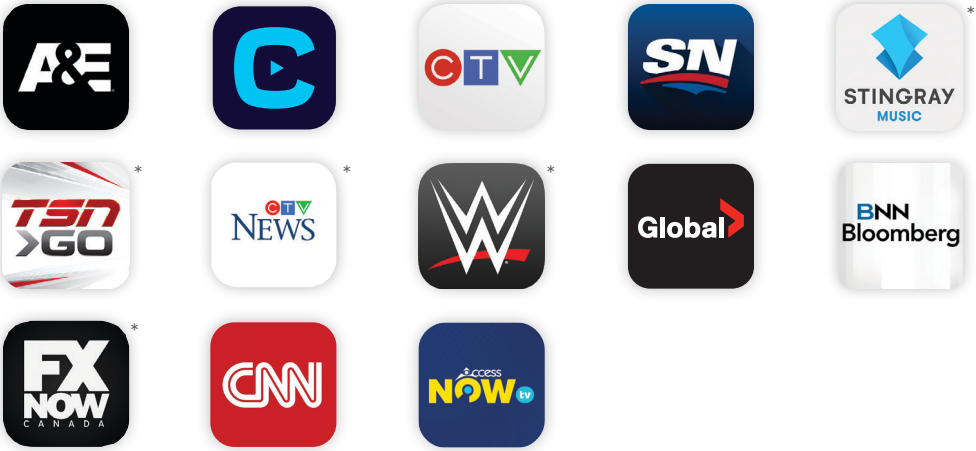


Figure 18. Remove Devices screen

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 Access**NexTV *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 Access**NexTV *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.

Download on the App Store

GET IT ON Google Play

Note: If you downloaded the Network App before signing up for WatchTVEverywhere, you will need 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**

For technical assistance, call **1-866-363-2225** or email **help@myaccess.coop**.

8:23 PM
Live TV
Guide
My Recordings
YouTube
Disney+
crave
prime video
Recently Recorded
KING 5 News at 5
Today
E202
Q13 NEWS
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