Break free from traditional TV.

AccessNexTV *Stream*

access
COMMUNICATIONS CO-OPERATIVE

NOT-FOR-PROFIT CO-OPERATIVE
100% SASK
COMMUNITY OWNED

Self Installation.

What's included:

AccessNexTV *Stream* **media player**

Universal remote x2 AAA batteries included
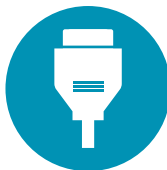
HDMI cable

Power cord

You will also need:

• A Google Account
  For the best experience, it's important to sign into your Google account.
  This will make sure your NexTV *Stream* functions work properly and you receive
  the latest updates. Don't have a Google Account? *Getting one is easy.*
  Visit Google.ca to create an account or manage your username and password.

• An ethernet cable to connect the media box, or your wireless network name
  and password

• TV with an HDMI port.

Self Install instructions:

Step 1: Connect your box

A. Plug one end of the HDMI cable to the HDMI port located at the back of the
box. Then plug the other end into an HDMI port on your TV.

Take note of the name of the HDMI port you selected, for example HDMI 1 or
HDMI 2.

* Self installation is not available to customers without an active AccessInternet subscription.

Step 2: Power up

A. Plug the provided power cord into your digital box, then plug the other end into an electrical outlet.

**B.** Confirm that the TV input is set to the same input as the HDMI cable was plugged into on the back of the TV *(HDMI 1, HDMI 2, HDMI 3, etc)*.

Tip: if you a unsure where the HDMI cable was plugged into, look for a button labeled INPUT or SOURCE on your factory TV remote. Pressing this button repeatedly will cycle through all the TV's inputs. If the incorrect HDMI port on the TV is selected, the TV will display NO SIGNAL.

Step 3: Pairing your remote

A. Make sure your TV and box are both turned on.

B. Before you can configure anything, you need to pair the remote. Point the remote at the box. Follow the on screen instructions.


Press and hold the buttons to pair your remote control.
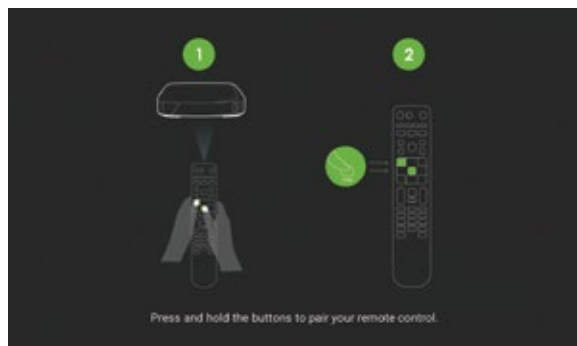
C. After pairing, your remote may download and install updates.

Self Installation.

Step 4: Activate your service

A. Select your language.

B. If you have an Android phone, you can easily transfer your phone's Wi-Fi network and Google Account to your TV. Select Continue, then follow the on screen steps. This will allow you to skip steps **C.** and **E.** Otherwise, select Skip to manually enter your Wi-Fi settings and Google Account.
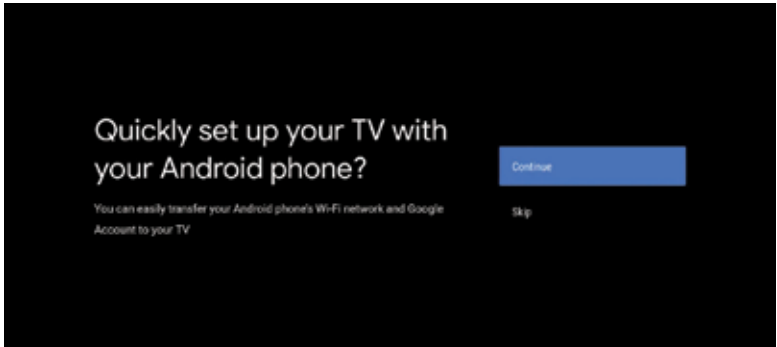

C. Select your Wi-Fi network and fill in your password.

**D.** Once the device is connected to the Wi-Fi network, it will check for any outstanding updates.

This process should download and install some Critical System and additional updates and will reboot your device to apply the new updates.

E. Next you will need to login to your Google Account to enable features such as Google Play Store and Voice Search.

Click on Sign-In and you will be prompted with 2 options, either use your phone/computer or use your remote to sign in.
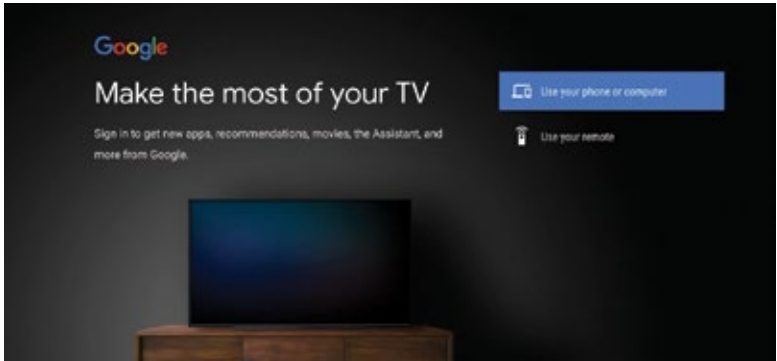
Using your phone/computer you will be given a 6 digit code that will need to be entered into the following website: https://androidtv.com/setup
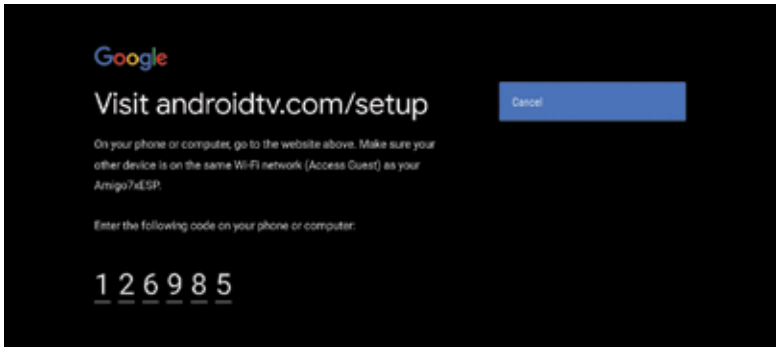
Using your remote you will be asked to enter in your Google Account details manually

F. Next you will be prompted to accept/turn on the following items/features:

- Terms of Service
- Location Services
- Help Improve Android
- Google Assistant *(voice search)*
- Get Personal Results
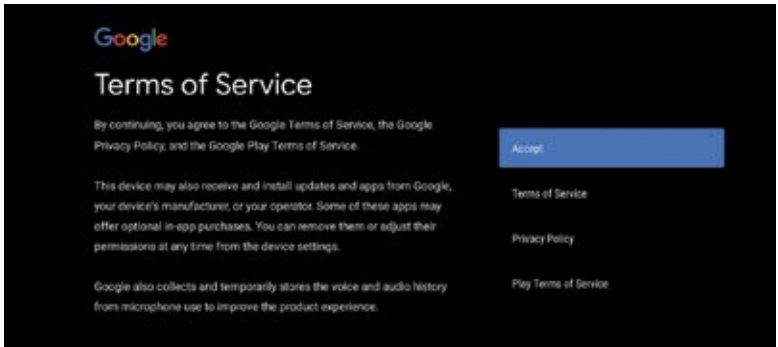
G. Lastly the device will attempt to detect your TV type and program the remote to the TV.

This process should happen automatically for most TV brands, but if there are any issues you can select your TV brand from the supplied list and follow the on screen instructions.

Sign up & register your Go Apps.

Binge your favourite movies and series.

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.
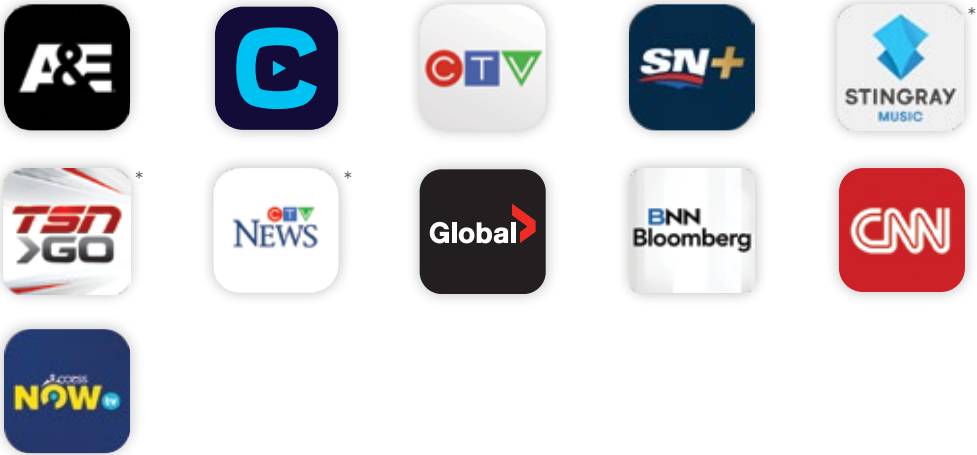
Register at **wtve.ca**

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.

** Feature not available without a subscription to AccessInternet service.

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

** Feature not available without a subscription to AccessInternet service.

wtve.ca Username: _____

Password: _____

WatchTVEverywhere

Sign Up Instructions for WatchTVEverywhere.

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. AccessInternet service is required for this feature.

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

1. TV input source select

2. TV/Aux power/standby

3. Colour navigation

4. 'A' button

5. Set-top box (STB) PVR transport

6. Apps*

7. Navigation and OK

8. Back

9. Volume up and down

10. Channel select and text entry

11. Information

12. Search

13. Infra-red (IR) window

14. Microphone

15. STB power/standby

16. 'B' button

17. 'C' button

18. Electronic Program Guide

19. Home

20. Voice Control*

21. Channel/page up and down

22. Mute

23. Subtitles/closed captions

24. Last channel recall

25. Low battery warning LED
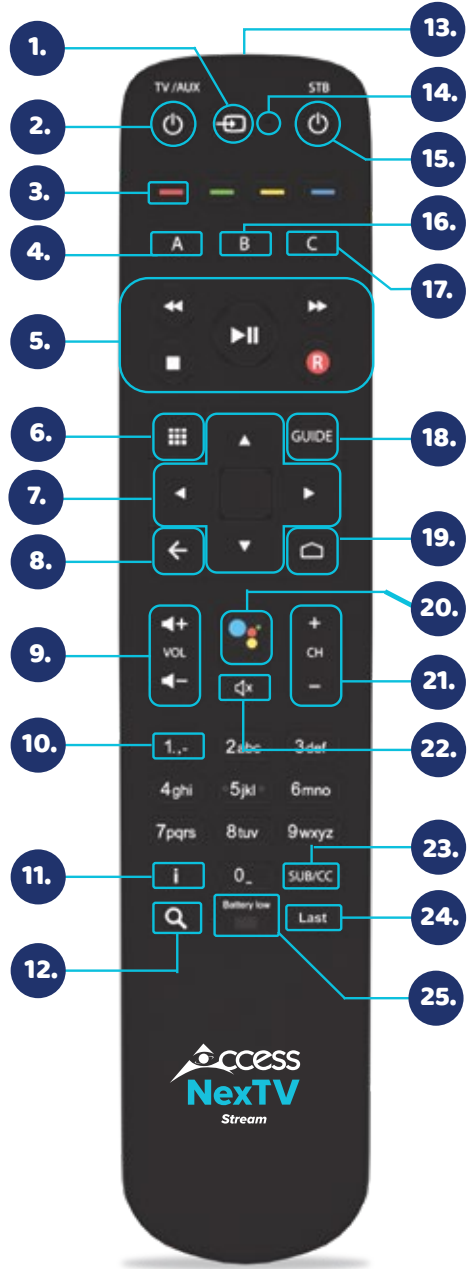
Note: Some functionality (e.g. PVR) may not be available on specific models of set-top box (STB), also functionality may vary with the TV and Internet service you are subscribed to.

* Feature not available without a subscription to AccessInternet service

Learning mode

For a separate sound bar or device, the remote will not be able to learn how to control it over HDMI and will need to be "learnt" separately by the remote.

The Maxi ATV remote control can learn a key function from another 'source' remote control.

1. Choose your 'target key' on the remote control. It must be one of the following keys: TV/AUX POWER / TV INPUT / VOL+/ VOL- / MUTE. This key will learn a function from the source remote control.

2. Press **4** and **6** for at least three seconds. The TV/AUX POWER key will flash twice and remain on.

3. Press your target key within 30 seconds:
• if valid, the TV/AUX POWER key will give a confirmation flash and remain on.
• if invalid, or you do not press within 30 seconds, the TV/AUX POWER key will give a long flash and return to user mode.

4. Hold the Maxi ATV remote control 3 - 6 cm from the source remote control with the IR windows facing each other, then press your target key on the source remote control *(e.g. if your target key on the Maxi ATV remote control is mute, press mute on the source remote control).*

5. If the IR signal is received correctly, the TV/AUX POWER key will turn off and the remote control will return to normal mode (note: this can overwrite a previously learned code).

6. If the IR signal is not received correctly, or is received after 30 seconds, the Maxi ATV remote control will not store the code from the source remote control: it will give a long flash and return to user mode.

7. If the **Back** key is pressed on the remote control while it is waiting for an IR signal, the TV/AUX POWER key will give a long flash and return to user mode. (If the target key is pressed, any learned code on it is cleared.)

8. To clear the target key, press **4** and **6** for at least three seconds. The TV/AUX POWER key will flash twice and remain on. Then press your **<target key>** twice. The TV/AUX POWER key will flash to confirm the target key is cleared.

How to control Access**NexTV** *Stream* using Google Assistant and your remote

The Google Assistant comes installed on your Access**NexTV** *Stream* set top box so you can quickly find and play your favourite shows and more. Press the **voice button** on your remote to get started.

Using your voice to do a Google search:
1. Press the voice button on your Access**NexTV** *Stream* remote
2. Say what you're looking for into the microphone on your remote
3. Select what you want to view from the search results

Voice search tips:
1. It is best to say the words as you would type them on a manual search.
For example, say "Storage Wars" instead of "Watch Storage Wars."

2. Use your voice to spell out short words or acronyms as it may not pick up what you say correctly, a common issue with one syllable words.

Sample voice commands:
• What's the weather?
• Popular action films from 2018
• TSN
• Bruce Willis movies
• House Hunters
• Turn up/down volume
• Open YouTube
• Pause
• Skip ahead 90 seconds
• Next episode
• Exit
• Turn on/off TV

Ask the Assistant "What can you do?" to find out more commands like "Tell me a riddle" and more!

Note: You can also use Google Assistant to control your Access**NexTV** *Stream* through Google home devices instead of your remote. Simply say "OK Google" before your search to activate the Assistant.

* Google Assistant voice control is not available to customers without an active AccessInternet subscription.
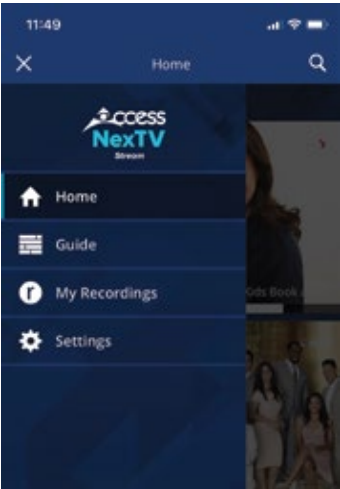
Getting started.

Welcome to Access**NexTV** *Stream*, an innovative solution for TV viewing. This guide will walk you through the various features and functions available when watching TV on your mobile device, or other media player. Let's get started!

Home Screen

On your media player, everything you need to get started with your Access**NexTV** experience can be found on the home screen, including viewing options and settings to customize your experience. You can get back to the Home screen any time by pressing the **"Home"** or **"back"** button on your remote.

On a mobile device, tap the ☰ icon in the upper left corner to see the **Home menu.**

* AccessNexTV Stream will not work on a mobile device or other media player for customers without an active AccessInternet subscription.

Getting started.

Screen Saver

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.

Guide

The Guide lists current and upcoming shows in channel number order. To select a show, use the **OK** or **Select** button on your remote or, if watching on a mobile device, tap on the show. When selecting a show with a future start time you will see the option to record.

Customize your Guide with filters. You may filter the Guide by Favorites, HD networks, and/or only show channels that are included in your video service subscription.

Media Player: Simply scroll left through the Guide until the **Filters** window appears, then activate your preferred Filters.

Mobile Device*: From the Guide, click on **Filter Channels** in the top menu, and then activate your preferred Filters by tapping on the **slider button**.

* Not available to customers without an active AccessInternet subscription.

Watching Live TV

Start by selecting **Live TV** from the Home screen or select a show from the **Guide**.

Play Controls: Media Players

Access Play Controls within any live show by pressing the **Select** button on your remote. Use the **forward/backward** buttons to navigate through the controls including **fast forward/rewind, Restart** (when available), or **pause**.

While watching any live show, press the **Select** or **OK** button on your remote, then press the **down** button to access more options including:

- **Guide** - Takes you back to the channel listings

- **Restart** - Watch the current program from the beginning, up to 72 hours in the past *(not available for every show or channel)*

- **Audio Options** and **Closed Captioning**
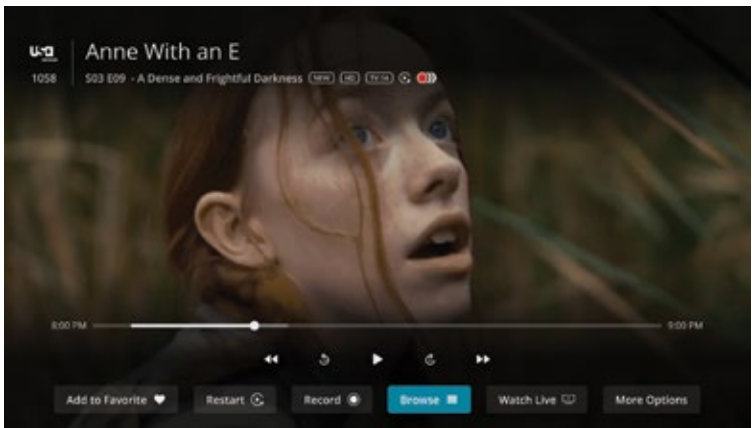
Play Controls: Mobile Devices

Access Play Controls within any live show by tapping **the screen once**. To pause, tap the **Pause** icon in the lower left of the play window.

For additional options, after tapping the screen, click the **3 dots** in the upper right corner to restart a program *(when applicable)* or access audio options.*

Search

Select the **Search** button on the remote to find shows and movies by title, actor, topic and more. The search results will display options for Live TV, Recorded and On Demand content, as well as options to view on apps like **Disney+ or Prime Video***.
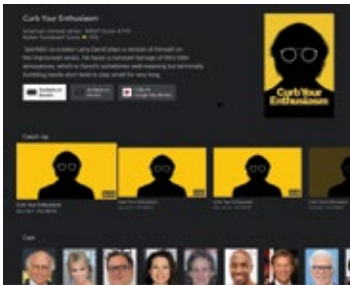
* Not available to customers without an active AccessInternet subscription.

Watching Recordings or OnDemand.

Recordings*

To record a show, simply select it from the **Guide** and then select **Record**. Or, within a live show, use the **Select** or **OK** button to show the options menu and select **Record**.

Choose **My Recordings** from the Home screen *(or Home menu on mobile devices)* to see all of the shows or movies you have previously recorded. Because these shows are stored on a Network PVR, or "in the cloud" you can access them from any device from where you typically watch Access**NexTV Stream**. Shows with Restart enabled will automatically record from the beginning.

* Subscription to cloud PVR is required.
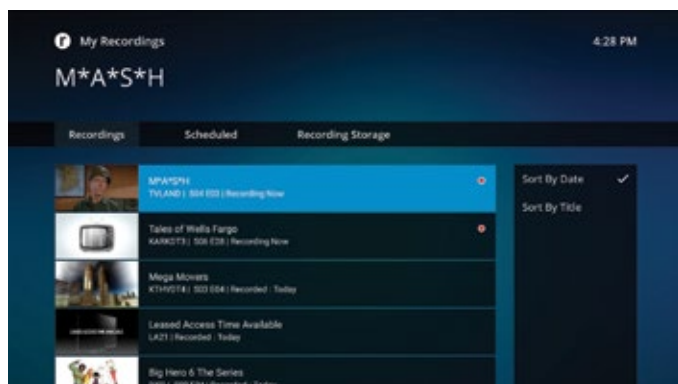
Restart TV (Shows currently airing that can be started over)

Miss the start of your show? When watching live TV, use the **Enter** button to bring up an options menu, *(might need to push the down button)* then select **Restart** or you can look for the restart icon in the guide to see available content.

Catch-up Guide

Hitting the **Enter** button while watching live TV also brings up the Catch-up Guide option. Hit **Enter** to open the guide to see content you catch-up on for up to 72 hours in the past. You can also open the Catch-up guide through the filters window - scroll left through the guide until the **filters** window appears.

* Content available for Restart and Catch-up is based on rights from the channel provider.

OnDemand

The OnDemand catalog features both free and paid content. Watch hit movies or binge watch your favorite TV shows. Access**OnDemand** from the top Menu on the **Home screen** *(or Home menu on mobile devices).*
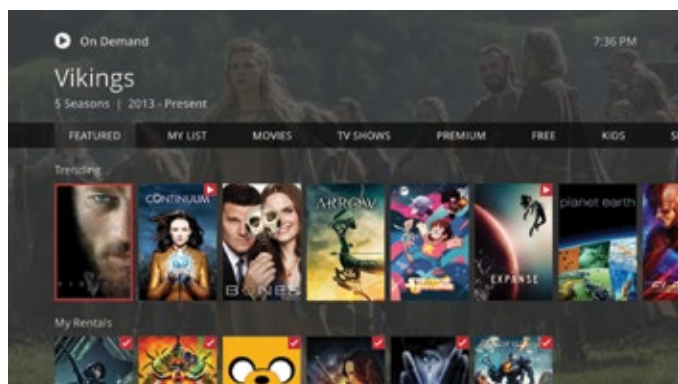
App Screen

The app screen opens up a list of all the apps currently installed. This is also the place where you can access the Google Play Store to download even more apps to enjoy! To get here, just press the **app button** on your remote.

Downloading the app on other devices

Once you've signed up for the Access**NexTV** *Stream*, you can easily install the app by searching Access**NexTV** *Stream* in the App Store or 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?

As long as you have Access to the internet over Wi-Fi or cellular data, channels can be viewed anywhere in Canada. Note that some channels may not be available for streaming outside of the home as dictated by the channel provider.

* AccessInternet service required for these features.

FAQs

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.

Access**NexTV** *Stream* requires Access**Rural Internet** at minimum internet speed of 25 Mbps in rural internet markets.

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.**

*Some features are not available without a subscription to AccessInternet service.
**This feature is not available without an AccessInternet subscription.

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.

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.)*

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

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.

How can I see shows that I may have missed?

Scroll left through the guide until the **Filters** window appears to open the catch-up guide.

Can I watch OnDemand from any device?

Yes! Every device where you access Access**NexTV** *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.*)

How do I order Pay-Per-View?

Order a Pay-Per-View event or movie from your account online or by calling **1-866-363-2225**.

Does Emergency Alert System work on all devices?

No, the Emergency Alert System will only work on the Access**NexTV** *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.

Want to watch from a different device?*

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

* Not available to customers without an active AccessInternet subscription.

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