

**Welcome to
the FUTURE of
entertainment**

USER MANUAL

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FLOW

Contents

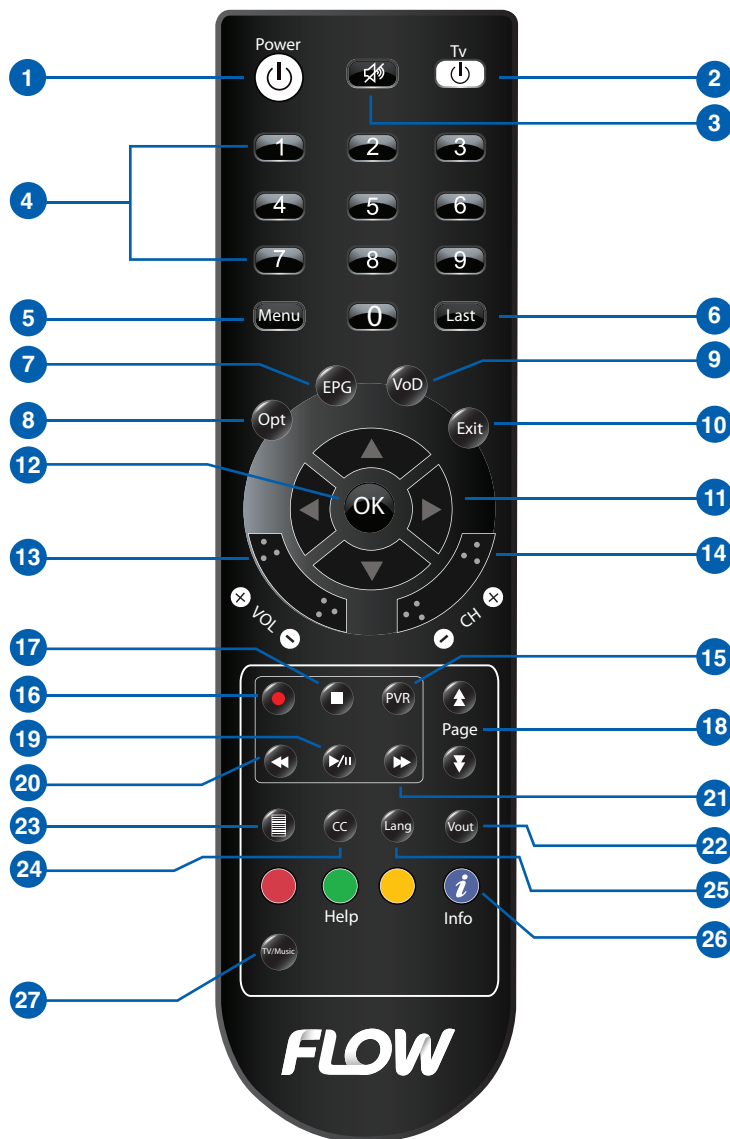
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Overview

Welcome to **Flow TV**. We're sure you will love all the new features like ultra high definition quality, the easy to use interface, play from beginning, and much more.

Please take some time to review this manual to help you get familiar with your new remote control and advanced features. If you still need help, please visit our website at www.discoverflow.co or call us at 223-FLOW.

Remote Control



- 1 Power:** Turn your set-up box on/off
- 2 TV:** Turn your television on/off
- 3 Mute:** Mute audio output of set-up box
- 4 Keypad:** Number display
- 5 Menu:** Display the **menu** option
- 6 Last:** Take you back to the last channel
- 7 Electronic Programming Guide (EPG):** Display the TV Program Guide
- 8 Option (Opt):** Display more options when applicable
- 9 Video On Demand (VOD):** Display the Video on Demand **menu**
- 10 Exit:** Close a **menu** or go to the previous **menu**
- 11 Arrow buttons:** Browse around your interfaces
- 12 OK:** Select what you want to see on the interface
- 13 Volume:** Control your volume
- 14 Channel:** Browse your channels
- 15 PVR (Cloud Personal Video Recorder):** Display the Personal Video Recorder **menu**
- 16 Record (REC):** Start recording a program from Guide: Set the selected program to be recorded
- 17 Stop:** Stop recording a program from Guide
- 18 Page Up and Down:** Move the channels (or programs in channel **Guide Mode**) up/down, one page at a time
- 19 Play and pause:** Control play and pause settings
- 20 Rewind:** When using Play from Beginning or viewing a recorded program, you can go back
- 21 Fast Forward:** When using Play from Beginning or viewing a recorded program, you can go forward
- 22 Vout:** Select among video output options
- 23 TV Guide:** Shortcut to menu
- 24 CC (Closed Captioning):** Enable/disable text on the television screen
- 25 Lang:** Select from available languages
- 26 Info button:** Display channel and program information on the screen.
- 27 HDTV/TV:** Change between HDTV and TV

NOTICE

All buttons within the smaller white box are functions for Video On Demand (VOD)

Electronic Programming Guide

The Electronic Program Guide or **EPG** shows information about the program, such as its name and channel number, airing time and synopsis of the program. Press **EPG** button to enter the Electronic Program Guide.

To change the **Guide Mode** (all channels or one channel), press the **EPG** button again.

Select a program using the **arrow** (▲/▼) **buttons** and press **OK**, or the **arrow** (◀/▶) **buttons**. Move program selection up/down to another channel on the program grid using the **arrow** (▲/▼) **buttons**. In the channel **Guide Mode**, move program selection up/down on the program list. Move program selection left / right on the timeline within the same channel in the **Guide Mode** using the **arrow** (◀/▶) **buttons**. This changes the channel that is being viewed.

MAIN MENU

This menu consists of many different menu categories:



Favourites



TV



My Recording Library



Radio



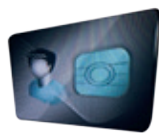
Flow on Demand



Bill View



Parental Control



Messages



Configuration

1. Press the **Menu** button to enter the **Menu** mode.
2. Use the **arrow** (◀/▶) **buttons** to scroll between **menu** items and the **arrow** (▲/▼) **buttons** to navigate within a selected item.
3. Navigate to the sub-**menu** you are looking for and press the **OK** button to confirm your choice.
4. Use the **arrow** (◀/▶) **buttons** to move to the previous/next **menu**.
5. To **exit** the current **menu**, press the **Exit** button.

FAVOURITES

Shows channel line up, HD channels and where you create lists.

Press the **Menu** button to enter the **Menu** mode. Select **Favourites** using the **arrow** (◀/▶) **buttons** and press the **Opt** button to open more options.



TV

TV Guide

1. Press the **Menu** button to enter the **Menu** mode.
2. Select **TV** using the **arrow** (▲/▼) **buttons**, then select **TV Guide** and press the **OK** button.
3. **TV Guide** will be displayed.

Select **Search by Name** and use the keypad to search for TV content based on the title.

Select **Search by Category** and use the keypad to search for TV content by genre



MY RECORDING LIBRARY

The **My Recording Library** menu allows you to access your Storage Quota, Scheduled, Ongoing, Completed and Incomplete Recording from the Cloud Personal Video Recorder (**PVR**).

For more information on the Cloud Personal Video Recorder (**PVR**) function of your FlowTV, consult the relevant section of your user manual.



RADIO (Coming Soon)

The **Radio menu** allows you to listen to local radio stations on your TV.

1. Select **Radio** using the **arrow** (◀/▶) **buttons** on the **Main Menu**.
2. Select the radio station you would like to hear using the **arrow** (▲/▼) **buttons** on the Radio submenu and press **OK** button to confirm your choice.
3. Press the **Menu** button to exit the previously selected radio station and return to the Radio submenu.

Select **Search by Name** and use the keypad to search for radio programs within available radio stations



FLOW ON DEMAND

The **Flow On Demand** menu allows you to access your **Video On Demand (VOD)** library including Search, Recently Watched, TV Shows, Movies A-Z, Documentaries, Kids, and Adult titles.

For more information on **Flow On Demand** consult the **Video On Demand** section of this user manual.



BILL VIEW

The **Bill View** menu allows you to view your current Flow bill.

1. Select Bill View using the **arrow (◀/▶)** buttons on the **Main Menu**.
2. Select Bill View using the **arrow (▲/▼)** buttons on the **Flow Apps** submenu and press the **OK** button to confirm your choice.
3. For authentication enter your 4 digit Parental Control Pin. The default 4 digit Parental Control PIN is 1234.
(It is strongly recommended that you change the default 4 digit PIN to your own 4 digit PIN using the Change Parental Control PIN submenu).
4. Press the **Menu** button to **exit** Bill View and return to the Flow Apps submenu.



PARENTAL CONTROL

The **Parental Control** menu allows you to set the Parental Control options for your AV Cable service.

1. Select Parental Control using the **arrow (◀/▶)** buttons on the **Main Menu**.
2. Use the **arrow (▲/▼)** buttons on the Parental Control submenu to create/adjust the various parental control options (Blocking Status, Block Content, Block Channels, Block by Time)
3. Each parental control option will require you to enter a 4 digit Parental Control Pin.

The default 4 digit Parental Control PIN is 1234

It is strongly recommended that you change the default digit PIN to your own 4 digit PIN using the Change Parental Control PIN option.

After entering the 4 digit Parental Control PIN use the **arrow (▲/▼)** buttons to set the parental control features of each submenu or use the **arrow (◀/▶)** buttons to return to the main Parental Controls submenu.



To change your **4 digit Parental Control PIN** use the **arrow (▲/▼)** buttons on the **Parental Control** submenu to select **Change Parental Control PIN**. Enter your Old Pin. Then enter your New Pin twice as indicated by the on screen options.

To change the **4 digit Purchase PIN** required to make purchases use the **arrow (▲/▼)** buttons on the **Parental Control** submenu to select **Change Purchase PIN**. Enter your Old PIN. Then enter your New PIN twice as indicated by the on screen options.

CONFIGURATION

The **Configuration** menu allows you to set the configuration options for your FlowTV.

1. Select Configuration using the **arrow (◀/▶)** buttons on the **Main Menu**.
2. Use the **arrow (▲/▼)** buttons on the Configuration submenu to create/adjust the various configuration options (IP Network, Network Settings, Software, Chip ID 006 3051 1681, License Information).



Cloud Personal Video Recorder



Introduction and Product Overview

Flow's Cloud Personal Video Recorder is designed to enhance your television viewing experience by enabling the recording and playback of television programs using your new Set Top Box (STB).

Specifically, Cloud Video Recording enables you to:

- Record a program or program series in Standard Definition (SD) or High Definition (HD).
- Play a recorded program from the beginning, even when the program has not yet ended.
- Skip, Fast Forward, Rewind, Pause and Delete a recorded program or series
- Record multiple programs when watching another program and even when your television is turned off.
- Schedule, access and manage your recorded programs in a menu-driven Recording Library.
- As a part of your subscription package, you are provided with a specific number of recording hours. This is referred to as your storage quota and your initial entitlement according to your video package is outlined below.

TV Essential	TV Plus	TV Max	TV Watch All
5 hours	10 hours	15 hours	15 Hours

Additional Storage options available

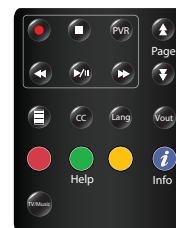
Tier 1	Tier 2	Tier 3
10 Hours	25 Hours	100 Hours

If you require additional storage quota, please contact a Flow Customer Service Representative at 223-FLOW to learn more and make a request.



1. **My Storage Quota** - how much storage quota you have available and how many hours are currently used.
2. **Scheduled Recording** - the programs that you have selected to record.
3. **Ongoing Recording** - the programs that are currently being recorded.
4. **Completed Recording** - the programs that have been recorded.
5. **Incomplete Recording** - the programs that were not successfully recorded.

All other recordings will be stored in sub folders within the main Recording Library • You can access the Recording Library one of two ways:



1. Press **PVR** on the remote.
2. Press **Menu** on the remote and use the **arrow** (←/→) buttons to move to **My Recording Library**.

Press the **arrow** (↑/↓) buttons to navigate through the Recording Library's options.

Recording a TV Program

- You can record a TV program directly using the Record button on your remote or through the **EPG**.

Directly on the Remote:

Press **Record** on the remote control and press **OK** while on the program.

This will immediately record the TV program and will be confirmed by the presence of a solid red dot in the right hand corner of the program indicator within the **EPG**.

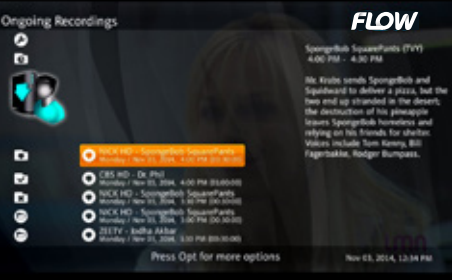
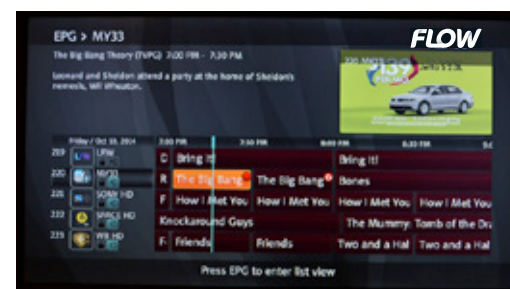


Directly from the EPG.

- If you want to record the program currently showing or schedule a recording by using the **EPG**:

1. Press **EPG** on the remote.
2. Select the channel and program you would like to record by using the (**▲/▼/◀/▶**) **arrow buttons** on the remote.
3. When you have selected the program you want to record, press **OK** to display the **Menu Options**.
4. Select **Record**, which will either immediately record the program or schedule it to be recorded when it airs.

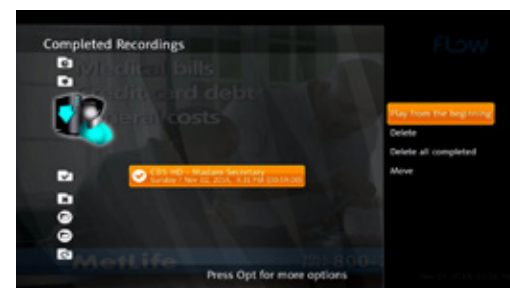
Current Recording will be confirmed by the presence of a solid red dot in the right hand corner of the program title within the **EPG** or a solid red dot with a clock hand for a scheduled recording.



The recording can also be confirmed by checking its status in the **Ongoing Recording** section of **My Recording Library**.

Recordings can also be confirmed by checking the status in the **Ongoing Recording** section of **My Recording Library**.

Once recording is complete they will be displayed in the **Completed Recording** section of **My Recording Library**.

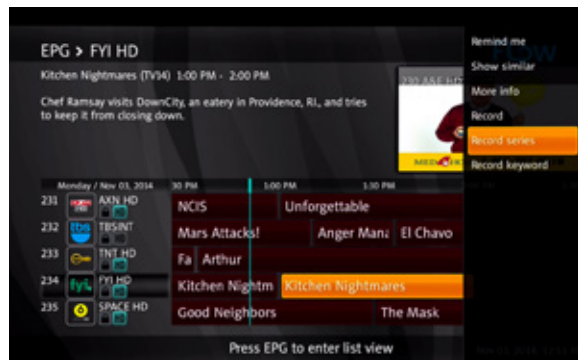


Once the recording is complete it will be displayed in the **Completed Recording** section of **My Recording Library**.

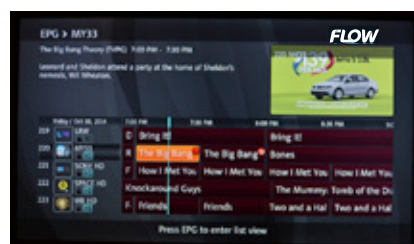
You can record as many programs as you want once you have the available storage quota. If you require additional storage, please contact a Flow Customer Service Representative at 223-FLOW to learn more and make a request.

Recording a TV Series

1. Press **EPG** on the remote control.
2. Select the program series you would like to record by using the **arrow** (**▲/▼/◀/▶**) **buttons** on the remote.
3. When you have selected the program series you want to record, press **OK** to display the **Menu Options**.



4. Select **Record Series**, which will immediately record a series episode if it is currently playing as well as schedule any upcoming episodes to be recorded at their designated scheduled times.



The current recording will be confirmed by the presence of a solid red dot in the right hand corner of the program title within the **EPG** or a solid red dot with a clock hand to indicate that the program is scheduled to record.

Recording of a program series can also be confirmed in the **Ongoing Recording** section of **My Recording Library**.

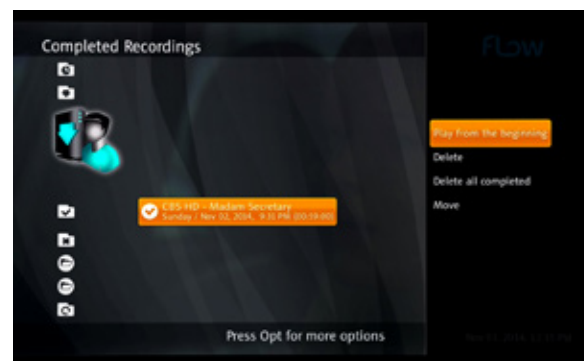
Once recording of a series episode has been completed they will be displayed under its program series name in the **Completed Recording** section of **My Recording Library**.

You can record as many programs as you want once you have the available storage quota. If you require additional storage, please contact a Flow Customer Service Representative at 223-FLOW to learn more and make a request.

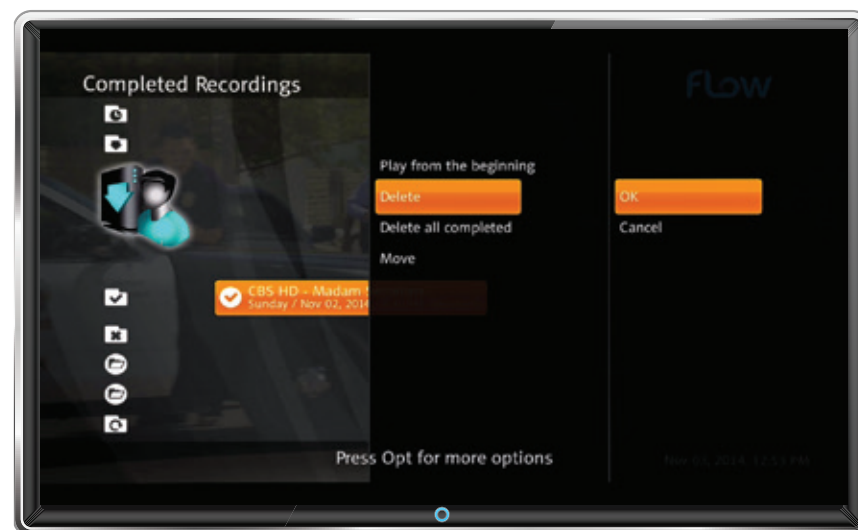
Playing a Recorded TV Program

You can watch your recorded television programs by following these steps:

1. Access **My Recording Library** either by pressing **PVR** on the remote or by pressing **Menu** and moving the **arrow** (**◀/▶**) **buttons**.
2. Use the **arrow** (**▲/▼**) **buttons** to select the Completed Recording section and press the **OK**.
3. Use the **arrow** (**▲/▼**) **buttons**, select the recorded program you want to watch and press **Opt** to display the **Menu** options.
4. Use the **arrow** (**▲/▼**) **buttons** to select **Play from Beginning** and press the **OK** to play the recording.



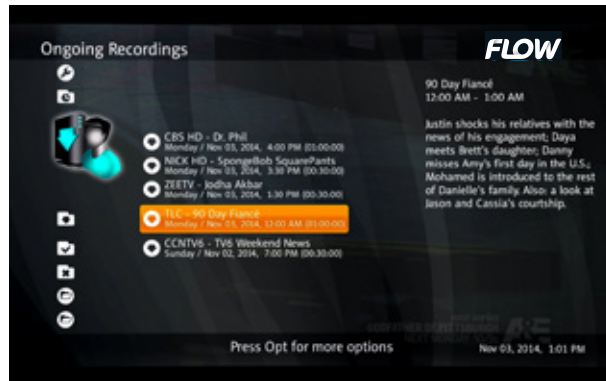
5. If you decide you no longer want to save the recorded program you can remove it from **My Recording Library** by repeating steps 1 to 3 then use **arrow** key to select **Delete** and press **OK**.



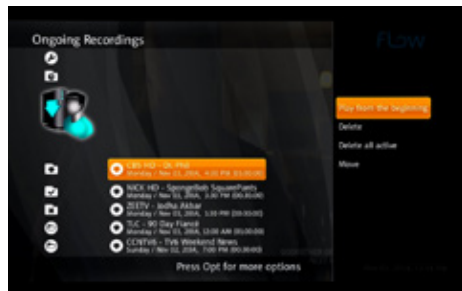
Playing a TV Program Currently Being Recorded

You can watch TV programs that are currently being recorded by following these steps:

1. Access **My Recording Library** either by pressing **PVR** on the remote or by pressing **Menu** and moving the **arrow (◀/▶)** buttons.
2. Using the **arrow (▲/▼)** buttons, select the Ongoing Recording section and press **OK**.



3. Use the **arrow (▲/▼)** buttons to select the program being recorded that you want to watch and press the **Opt** button to display the **Menu** options



4. Using the **arrow (▲/▼)** buttons to select **Play from Beginning** and press **OK** to play the recording.
5. If you decide you no longer want to record the program you can remove it from the recording library by repeating steps 1 to 3 then use the **arrow (▲/▼)** buttons to select **Delete** and press **OK** twice.

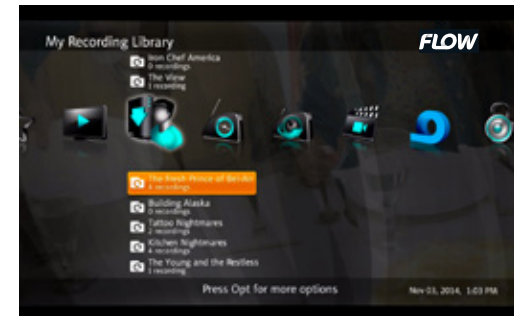


Playing Back a TV Series Recording

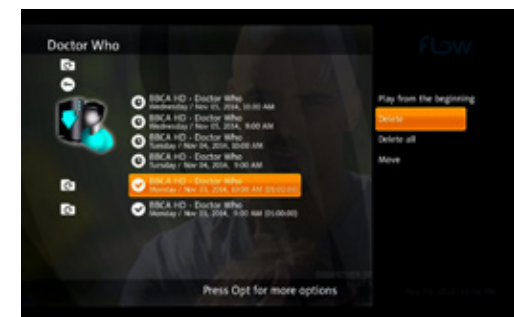
You can watch episodes of your recorded TV series by following these steps:

Access **My Recording Library** either by pressing **PVR** on the remote or by pressing **Menu** and then using the **arrow (◀/▶)** buttons.

1. Use the **arrow (▲/▼)** buttons to move to the bottom of the recording library to select the series being recorded and press **OK**.



2. Use the **arrow (▲/▼)** buttons to select the episode being recorded that you want to watch and press **Opt** to display the **Menu** options.



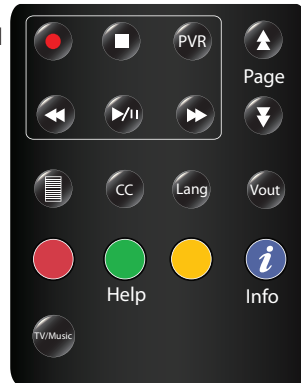
3. Use the **arrow (▲/▼)** buttons to select **Play from Beginning** and press **OK** to play the recording.

If you decide you no longer want to record the program you can remove it from **MyRecording Library** by repeating steps 1 to 3 then use the **arrow (▲/▼)** buttons to select **Delete** and press **OK** twice.

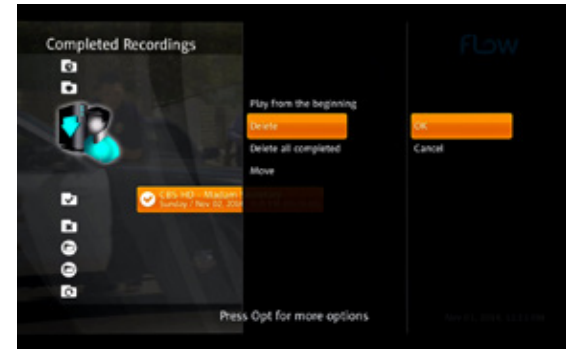
Fast Forward, Rewind, Pause and Stop a Recording

While you are playing a TV program you can manage your viewing experience by using the remote to:

1. **Pause** - press ►|| to pause the playback of the television program. Press again to resume playback.
2. **Play** - press ►|| to play or to resume a paused television program.
3. **Fast Forward** - press ►► to move ahead quickly through the television program. Press ►► this button again to multiply the speed of fast forwarding through the television program.
4. **Rewind** - press ◀◀ to move backwards quickly through the television program. Press this button again to multiply the speed of rewinding through the television program.
5. **Stop** - press ■ to stop playing the television program and return to live television.



5. Press **OK** again to confirm.

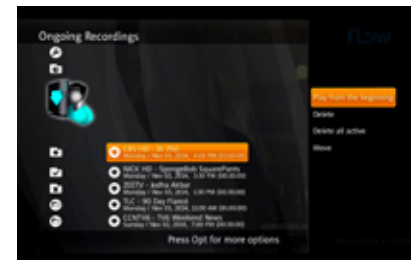


You can also delete a recorded TV Program from the Ongoing Recording section by following these steps:

1. Access **My Recording Library** either by pressing **PVR** on the remote or by pressing **Menu** and the **arrow (◀/▶)** buttons.
2. Use the **arrow (▲/▼)** buttons to move to the Ongoing Recording section and press **OK**.



3. Use the **arrow (▲/▼)** buttons to select the television program recording you want to delete and press **Opt** to display the **Menu options**.

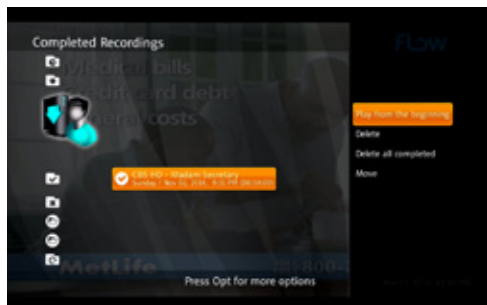


4. Use the **▲/▼**, select and press **OK**.
5. Press **OK** again to confirm.

Deleting a TV Program Recording

Once you are finished watching a television program you can delete it from your by following these steps:

1. Access **My Recording Library** either by pressing **PVR** on the remote or by pressing **Menu** and the **arrow (◀/▶)** buttons.
2. Use the **arrow (▲/▼)** buttons to move to the **Completed Recording** section, select the recorded television program and press **OK**.
3. Use the **arrow (▲/▼)** buttons to select the recorded television program you want to delete and press **Opt** to display the **Menu options**.



4. Using the **arrow (▲/▼)** buttons, select **Delete** and press **OK**.

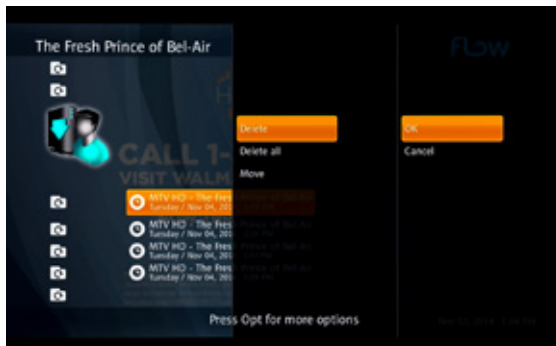
You can record as many programs as you want once you have the available storage quota. If you require additional storage, please contact a Flow Customer Service Representative at 223-FLOW to learn more and make a request.

Deleting a TV Series Recording

Once you are finished watching a television episode or television series you can delete it from by following these steps:

Access **My Recording Library** either by pressing **PVR** on the remote or by pressing **Menu** and the **arrow (◀▶)** buttons.

1. Use the **arrow (▲/▼)** buttons to move to the bottom of **My Recording Library**, select the series you have recorded and press **OK**.



2. Use the **arrow (▲/▼)** buttons to select the episodes you want to delete and press **Opt** to display the **Menu** options.
3. Select **Delete** and press **OK** to delete the recording.
4. Press **OK** to confirm.
5. Select **Delete All** and press **OK** if you want to delete all episodes.

Cloud Personal Video Recording - Storage Quota Management

The **My Recording Library** is the control center for your **Cloud Personal Video Recording** service and is designed for you to easily manage your current and ongoing television recording.

The **My Storage Quota** section of the **My Recording Library** indicates how much storage quota you have available and how many hours are currently used.



You can manage your current storage quota by following these three steps:

1. Delete recording as soon as playback is completed. Refer to Section 9 on how to delete recording.
2. Delete old television program recordings that are no longer required. Refer to the section on Deleting a TV Program Recording.
3. Actively manage series recording by deleting previously watched episodes. Refer to the section on Deleting a TV Series Recording.

You can record as many programs as you want once you have the available storage quota. If you require additional storage, please contact a Flow Customer Service Representative at **223-FLOW** to learn more and make a request.

Advanced Options (Opt)

There are several advanced features available to further enhance your Cloud Personal Video Recording experience.

Custom Storage Folder - in **My Recording Library** you can create your own custom folder to store “special” recordings for future viewing by following these steps:

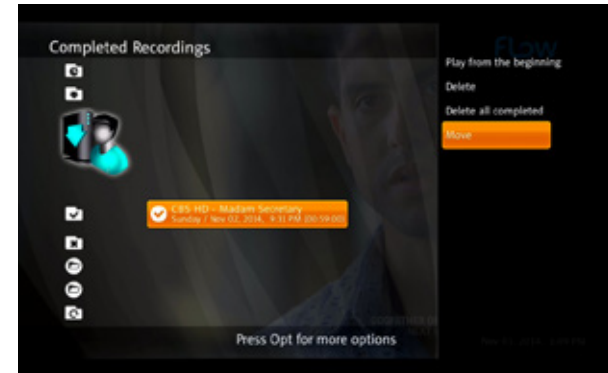
1. Access **My Recording Library** either by pressing **Opt** on the remote or by pressing **Menu** and the **Left/Right** buttons.
2. On the remote press **Opt** to reveal the **Opt** menu.
3. From the **Opt** menu, using the **Up/Down** press to select **Create New Folder**.



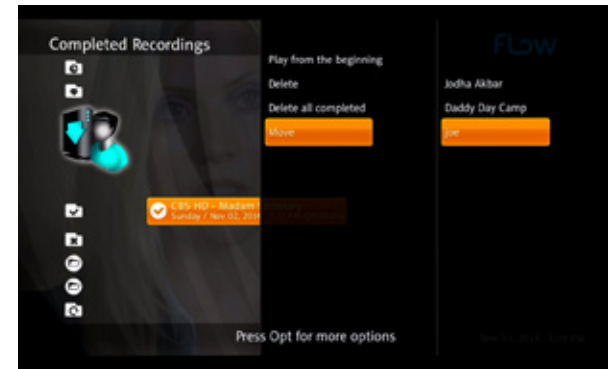
4. Using the **arrow (Up/Down/Left/Right)** buttons, spell the name of your custom directory on the keypad provided. Press **OK** to select a letter and then select **Enter** on the keypad to create the directory.
5. Your new custom folder can be found in order of date created in **My Recording Library**.

You can move a recorded television program into your **Custom Folder** by following these steps:

1. Access **My Recording Library** either by pressing **PVR** on the remote or by pressing **Menu** and moving the **arrow (Left/Right)** buttons.
2. Use the **arrow (Up/Down)** buttons to select **Completed Recording**, then select the recorded program and press **OK**.
3. When you have selected the program you want to move to your custom folder, press **Opt** to display the **Menu** options.



4. Using the **arrow (Up/Down)** buttons, select **Move**, which will display a **menu** indicating a location **option** to move your recorded television program.



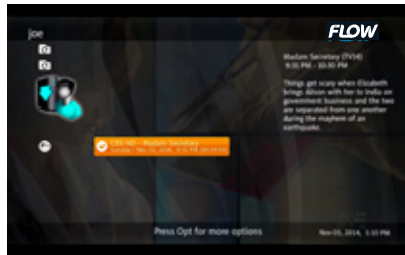
5. Your recorded content can now be found in your Custom Directory at the bottom of your **My Recording Library** where your television programs are recorded.

You can watch a recorded television program from your **Custom Folder** by following these steps:

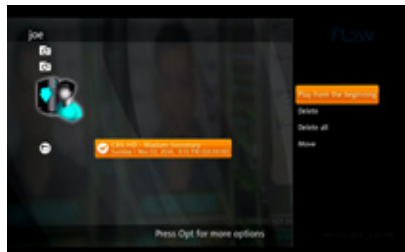


Access **My Recording Library** either by pressing **PVR** on the remote or by pressing **Menu** and moving the **arrow (◀/▶)** buttons.

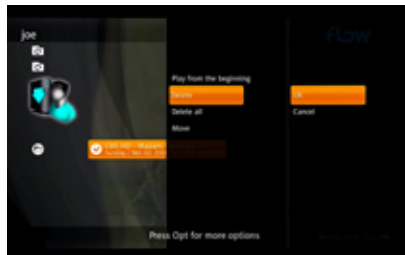
1. Use the **arrow (▲/▼)** buttons to select your **Custom Folder** located at the bottom of **My Recording Library** and press **OK**.



2. Using the **arrow (▲/▼)** buttons, select the program recording you want to watch and press the **Opt** button to display the **Menu** options.



3. Using the **arrow (▲/▼)** buttons, select **Play from Beginning** and press **OK** to play the recording.



4. If you decide you no longer want to save the recorded program you can remove it from the Custom Folder by selecting **Delete** and pressing **OK**.

You can rename your **Custom Folder** by following these steps:

1. Access **My Recording Library** either by pressing the **PVR** on the remote or by pressing **Menu** and moving the **arrow (◀/▶)** buttons.
2. Using the **arrow (▲/▼)** buttons, select your Custom Folder located at the bottom of **My Recording Library**. Press **Opt** to display the **Menu** options.
3. Using the **arrow (▲/▼)** buttons, select **Rename Directory** and press **OK**.
4. Using the **arrow (▲/▼/◀/▶)** buttons, spell the name of your custom directory on the keypad provided.

Press **OK** to select a letter and then select **Enter** on the keypad to create the directory.

You can delete your Custom Folder by following these steps:

1. Access **My Recording Library** either by pressing the **PVR** on the remote or by pressing **Menu** and moving the **arrow (▲/▼)** buttons to select.
2. Using the **arrow (▲/▼)** buttons, select your Custom Folder located at the bottom of **My Recording Library**.



3. Press **Opt** to display the **Menu** options.
4. Using the **arrow (▲/▼)** buttons, select **Remove Folder** and press **OK** to delete.
5. Press **OK** again to confirm.

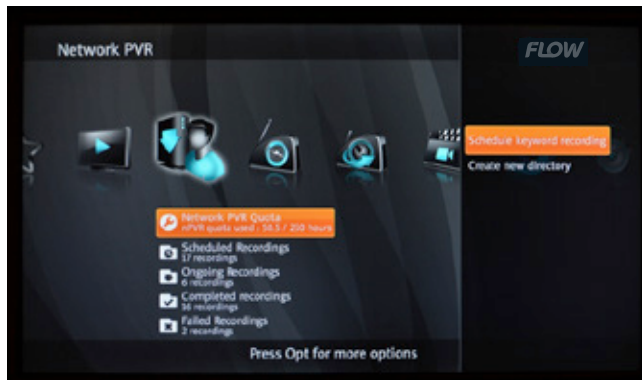
Schedule Keyword Recording

You can also schedule smart recording of television programs which match certain criteria that you specify. This can include a show's title, a person, a sports team, or any word that appears in a show's description. For example, if you want to record all cooking shows or if you want to follow a particular sports team you can use **Schedule Key Word Recording** to set up the recording.

Creating a Key Word Recording

You can create a keyword recording by following these steps:

1. Access **My Recording Library** either by pressing **PVR** on the remote or by pressing **Menu** and moving the **arrow** (▲/▼) buttons.
2. On the remote press **Opt**, to display the **Opt** menu.
3. From the **Opt** menu, choose **Schedule Keyword Recording**.



Using the **arrow** (▲/▼) buttons select **Keyword**.



4. Using the **arrow** (▲/▼/◀/▶) buttons, spell the name of your custom directory on the keypad provided by pressing **OK** to select each letter. Select **Enter** on the keypad to create the directory.
5. Using the **arrow** (▲/▼) buttons, select channel and press **OK**.
6. Using the **arrow** (▲/▼) buttons, highlight the channel you wish the keyword recording to apply and press **OK** to select.
7. Using the **arrow** (▲/▼) buttons, select **Save** and press **OK** to configure your keyword recording.



Recording of a keyword recording will be confirmed by the presence of a solid red dot in the right hand corner of the program indicator within the **EPG** for current television programs or a solid red dot with a key future recording.

Once a keyword recording has been completed it will be displayed at the end of **My Recording Library**, highlighted by a key next to the recording's name.

To Watch a keyword recording:

You can watch a keyword recording by following these steps:

1. Access **My Recording Library** either by pressing **PVR** on the remote or by pressing **Menu** and moving the **arrow** (◀/▶) buttons.



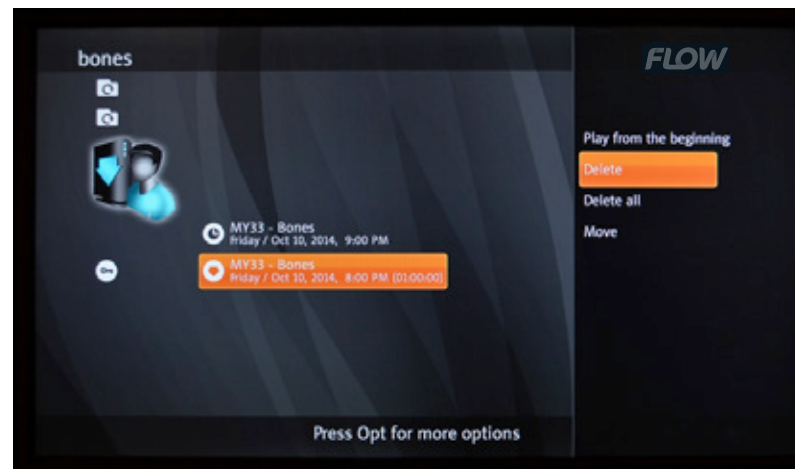
2. Use the **arrow** (▲/▼) buttons to select your **Keyword Recording** located at the bottom of **My Recording Library** and press **OK**.
3. Use the **arrow** (▲/▼) buttons to select the program recording you want to watch and press **Opt** to display the **Menu** options.



4. Use the **arrow (▲/▼)** buttons, select **Play from Beginning** and press **OK** to play the recording.



5. If you decide you no longer want to save a specific keyword recording you can remove it from **My Recording Library** by repeating steps 1 to 3 then use **arrowc(▲/▼)** buttons key to select **Delete** and press **OK** twice.



Deleting Keyword Recording

You can delete a keyword recording by following these steps:

1. Access **My Recording Library** either by pressing **PVR** on the remote or by pressing **Menu** and moving the **arrow (◀/▶)** buttons.
2. Using the **arrow (▲/▼)** buttons, select the specific keyword recording folder to be deleted.
3. On the remote, press **Opt** to display the **Opt** menu.
4. Using the **arrow (▲/▼)** buttons, select **Stop Keyword Recording** and press **OK**.
5. Press **OK** again to confirm.

video on demand product overview

1.0 Introduction and Product Overview

Flow's Video on Demand 4.0 (VOD) product is an advanced video service that lets you select and watch the programs you want from hundreds of movies including blockbuster premiers, library titles, TV series, adult content, music videos, and kids/ family programming whenever you choose.

VOD 4.0 gives you complete control of your programs including the ability to pause, rewind, fast forward or even stop a program and return to viewing it, or even start over. Once a program has been purchased you have up to 48 hours from its initial purchase to complete viewing with unlimited views during that time.

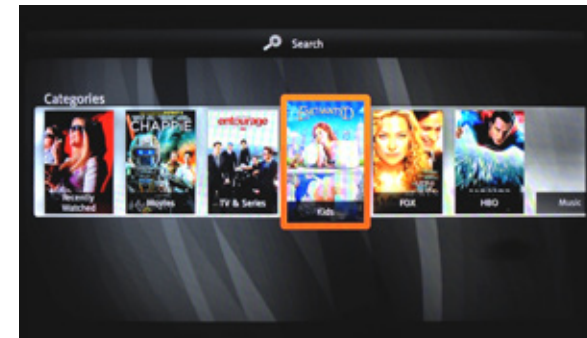
VOD 4.0 programming is either paid or free, or as in the example of HBO, is included with your HBO subscription. The prices for paid VOD programming are easily visible from any program you select from your VOD library.

2.0 Introduction and Product Overview

The VOD 4.0 Library comprises various high level and sub-level folders to better organize your program viewing including:

- *Recently Watched*
 - *Movies*
 - *TV Series*
 - *Kids*
 - *FOX+*
 - *HBO*
 - *Music*
 - *Adult*
- *The **Recently Watched** folder stores your recently purchased and/or played programs into a single location for easier access.*
 - *The remainder of the categories such as Movies and TV Shows are further broken down by genre and in some cases alphabetically making it easy to find a movie or TV program for your viewing pleasure.*

To access a particular folder of your choice, use the **arrow** (◀/▶) buttons to highlight the categories and navigate across the screen. When you have selected a category, press the **OK** button on your remote to access the sub-category content in that folder



Sub-Categories

Movies

If you have selected the Movies category using the **arrow** (◀/▶) **buttons**, press **OK** on your remote. The following sub-categories of movie genres will appear on screen:

- Premieres
- Action/Adventure
- Romance/Comedy
- Drama/Musical
- Kids/Family
- Horror/Sci-Fi
- Mystery/Thriller
- International/Independent
- Documentaries
- Movies A-Z
- TV Series

If you have selected the TV Series category using the **arrow** (◀/▶) **buttons**, press **OK** on your remote. The following sub-categories of movie genres will appear on screen:

- FOX+ TV Series
- HBO TV Series
- BET
- Outdoor Network
- Spike TV
- VH1
- NFL Network
- Nickelodeon

Kids

If you have selected the Kids category using the **arrow** (◀/▶) **buttons**, press **OK** on your remote. The following sub-categories of movie genres will appear on screen

- Kids Movies
- Current Kids TV Series*

*Use the **arrow** (▲/▼) **buttons** to navigate through the various Kids TV series. TV series programs are based on current shows and are subjected to change as new programs become available.

FOX+

If you have selected the FOX+ category using the **arrow** (◀/▶) **buttons**, press **OK** on your remote. The following sub-categories of movie genres will appear on screen

- FOX+ Premieres
- FOX+ Series
- FOX+ Movies
- FOX+ Romance/Comedy
- FOX+ Action/Adventure
- FOX+ Drama/Musical
- FOX+ Horror/Sci-fi
- FOX+ International
- FOX+ Kids/Family
- FOX+ Mystery/Thriller
- FOX+ Classics/Westerns

HBO

If you have selected the HBO category using the **arrow** (◀/▶) **buttons**, press **OK** on your remote. The following sub-categories of movie genres will appear on screen

- HBO Premieres
- HBO Promo
- HBO Romance/Comedy
- HBO Action/Adventure
- HBO Drama/Musical
- HBO Documentaries
- FOX+ Kids/Family
- HBO Horror/Sci-fi
- HBO Classic/Western
- HBO Adult
- Movies A-Z

Music

If you have selected the Music category using the **arrow** (◀/▶) **buttons**, press **OK** on your remote. The following sub-categories of movie genres will appear on screen

- Karaoke
- Hip-Hop
- Modern Rock
- Live
- Concerts
- Metal
- Punk
- Indie
- Electronic
- Pop
- Classics
- A-Z



Use the **arrow** (▲/▼) **buttons** to navigate between sub-categories. Using the **arrow** (◀/▶) **buttons**, browse through the library of movies within the sub-category. As you highlight a program, an information screen will appear on your right, informing you of the following:

- Synopsis of the movie
- Price and number of days to be viewed (highlighted in yellow, prices quoted in NAF currency)
- Director
- Cast
- Rating
- Duration of the movie

When you have chosen a particular movie, press **OK** on your remote. A full screen information window will appear providing the information listed above. You will also have the opportunity to view a trailer for that movie you have selected. Using the **arrow** (◀/▶) **buttons**, highlight the trailer box and press **OK** to watch the trailer. Press **OK** again to watch the trailer full screen.

To **exit** the trailer, press **Opt** button on your remote. On the **menu** to the right, select **Exit** to return to the movie information page.

Purchasing a program on VOD 4.0

You can purchase **VOD 4.0** content in two ways:

Using the **arrow (◀▶) buttons**, browse through the sub-categories and locate a program of your choice. Press **Opt**. On the right of the screen, an **option** window will appear. If you choose to view the trailer before viewing the program, select **Play Trailer**. If you wish to view the program, select **Rent**.



An authentication box will appear asking you to enter your four digit PIN along with the program title, price (music programs are free), and the length of time you will be able to watch the program. Enter your PIN and press **OK**.

The program you have just purchased will begin.

You can also purchase a program on **VOD 4.0** by using the **arrow (◀▶) buttons** to browse through the sub-categories and locate the program of your choice. Press **OK**. You will be directed to a full screen information window with the following information:

- *Synopsis of the movie*
- *Price and number of days to be viewed (highlighted in yellow, prices quoted in NAF currency)*
- *Director*
- *Cast*
- *Rating*
- *Duration of the movie*

Highlight the program poster. Press **OK**. On the right of the screen, an **option** window will appear. If you choose to view the trailer before viewing the program, select **Play Trailer**. If you wish to view the program, select **Rent**.

An authentication box will appear asking you to enter your four digit PIN along with the program title, price (music programs are free), and the length of time you will be able to watch the program. Enter your PIN and press **OK**.

The program you have just purchased will begin

Pausing/Stopping a VOD program

To stop a VOD program in play, press the Stop button on your remote. Program in progress will cease. If you choose to stop a program in progress you will be directed to the program's information screen. If you wish to continue viewing the program, select the movie poster and Press **OK**. On the options **menu** on the right, select Continue.

If you wish you start the program over again, select **Play from Beginning**.

To pause a VOD program in play, press the **pause** button on your remote. The program in progress will pause. To resume the program, press the **Play** button

Fast Forward/Rewind a VOD program

To Fast Forward a program in progress, press the **Fast Forward** button on your remote control to skip ahead. When you have reached your desired point to continue, release the **Fast Forward** button and press **Play**.

To rewind a program in progress, press the **Rewind** button on your remote control to go backwards. When you have reached your desired point to continue, release the **Rewind** button and press **Play**

Recently Watched

After you have watched the VOD program you have purchased, it will be retained in the **Recently Watched** folder for future viewing. To view the program again, use the **arrow (◀▶) buttons** to browse and select. Press **OK** and select **Play**. After the length of time in which you can view the program has expired it will be removed from the **Recently Watched** folder.

parental control

Accessing Parental Control

Parental Control allows you to decide and manage what is appropriate for viewing by your children. It enables you to restrict the viewing of certain channels, movie types, Cloud Video Recording, ratings, content and time periods. Parental control is also used to restrict the viewing of adult content.

To access Parental Control:

- Press **Menu** on the remote and use the **arrow** (◀/▶) buttons to move across to the Parental Control (Lock) icon. Use the **arrow** (▲/▼) buttons to move through the parental control options:



The **Parental Control (Lock)** menu presents several options for managing your parental control preferences:

1. **Blocking Status**- Enables or disables Parental Control, as well as set the time for Auto Relock.
2. **Block Content**- Provides an explanation of program ratings, and allows you to block programs by rating.
3. **Block Channels**- Allows you to select channels to block.
4. **Block by Time**- Allows you to set time periods and days during which program viewing is allowed/ blocked.
5. **Change Parental Control PIN**- Allows you to change your PIN to authenticate changes to Parental Control.
6. **Change Purchase PIN**- Allows you to change your PIN to authenticate VOD purchases.

Note: You will need a PIN to authenticate changes to any of the Parental Control options listed above.

Managing Parental Control

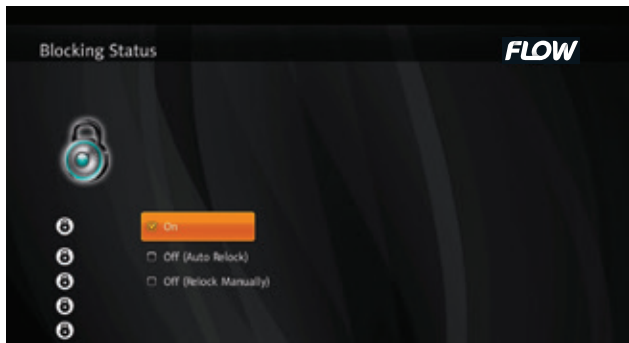
A PIN is required to activate and make changes to the various **Parental Control** options. The **Parental Control PIN** is accessed in the Parental Control menu. It is the secret identification number that allows the restriction of access to programming. The default Parental Control PIN is 1234.

Blocking Status

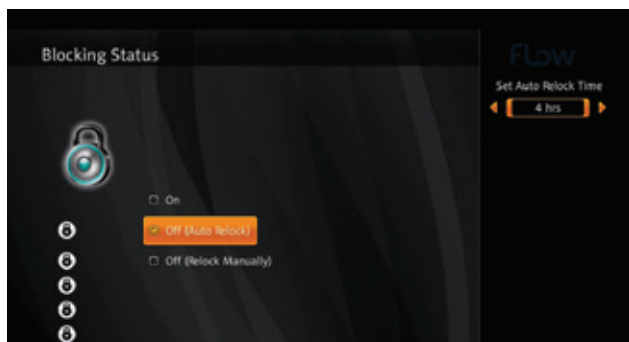
Use the **arrow (▲/▼) buttons** to select one of the three options:

- On
- Off (Auto Relock)
- Off (Relock Manually)

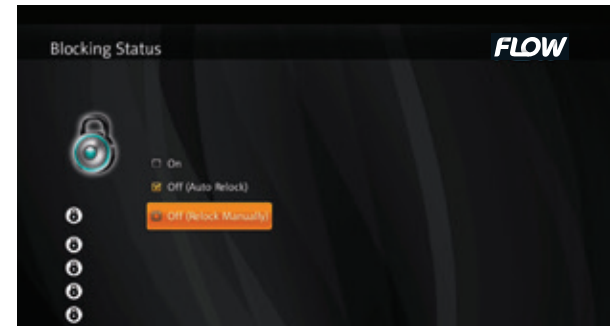
When the **ON** option is selected Parental Control is enabled and locked. *Please note, Parental Control must be enabled for the Parental Control optional features to work.*



Auto Relock allows you to temporarily disable **Parental Control** for a specified period of time. To activate, use the **arrow (▲/▼) buttons** to decrease or increase the length of time after which auto relock will take effect.

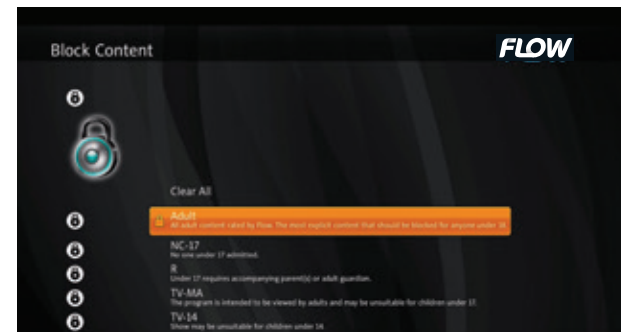


Off (Relock Manually) disables **Parental Control** and all optional features. To turn **Parental Control** back on, you will need to select the **On** option.



Block Content

- Enter Parental Control PIN. A listing of program ratings will appear.

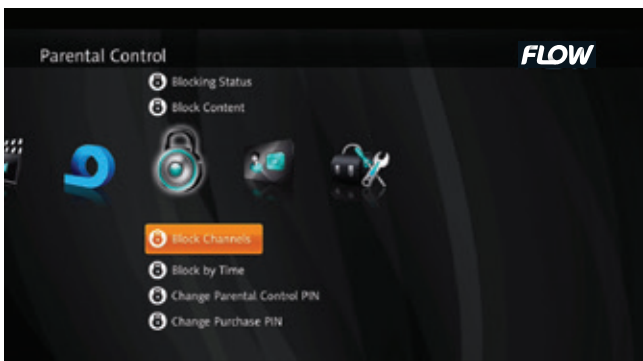


- Use the **arrow (▲/▼) buttons** to select the rating type to be allowed and press **OK**. A Lock icon will appear next to your selection, indicating that the content is now blocked from viewing. To remove the block content rating, that is, to allow it to be viewed, use the **arrow (▲/▼) buttons** to go to the rating, and press **OK**. The Lock icon will disappear.

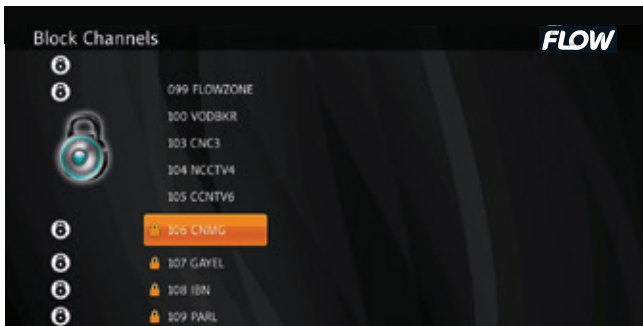
This indicates that the program type is no longer blocked.
To clear all settings under **Block Content**, press **Clear All**.



Block Channel



- Enter the Parental Control PIN. A listing of channels will appear.

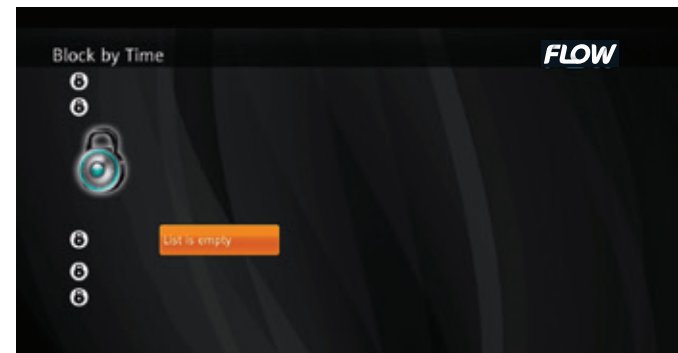


- Select channels by using the **arrow** (▲/▼) **buttons** on the remote to select channels that you want to block. A lock icon will appear next to the channel you want to block, indicating that the content is now blocked from viewing. To remove the blocked channel, that is, to allow it to be viewed, use the **arrow** (▲/▼) **buttons** to select the channel, and press **OK**. The lock icon will disappear, indicating the channel is no longer blocked.

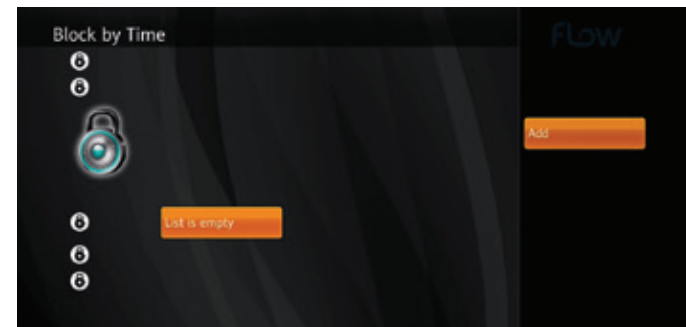
Block by Time



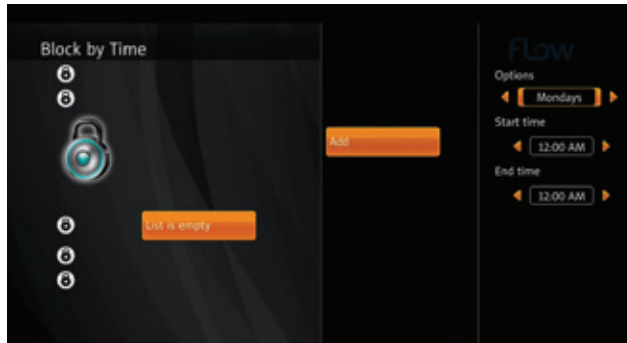
- Enter the Parental Control PIN. If no time periods are set to be blocked, List is empty will appear.



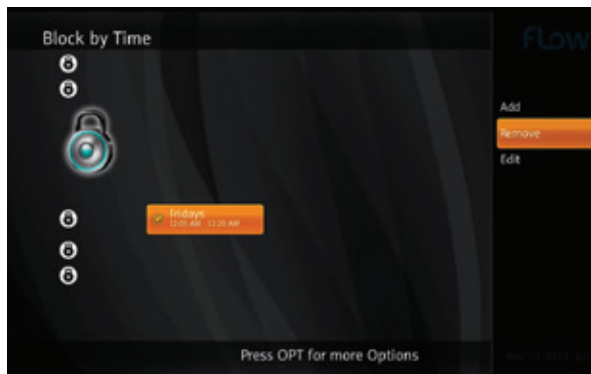
- To add times for blocking the viewing of programs, press **Opt** on the remote.
- Select **Add**.



- Using the **arrow** (◀/▶) **buttons** on the remote, choose the day, start time and end time. Use the **arrow** (▲/▼) **buttons** to move up and down the list.



- To add /remove the time blocked, select **Opt** on the remote. A listing showing the options will appear on the right of the screen. Select the desired **option** and press **OK** to activate the desired command.

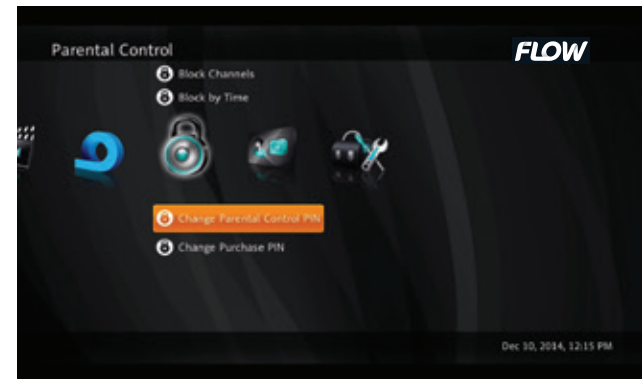


Change Parental Control PIN

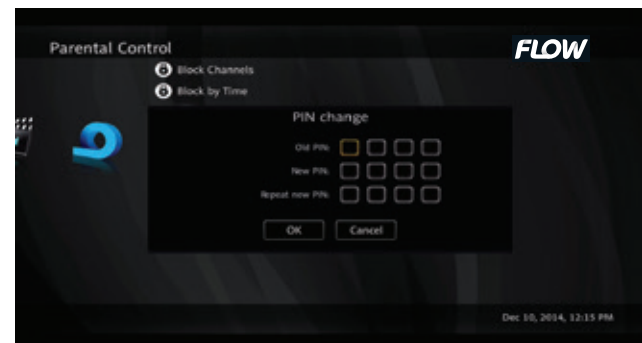
We strongly suggest you change the **PIN** from its default setting, and to change it on a regular basis.

To change your Parental Control PIN:

- Select Change Parental Control PIN from the **menu**.



- Press **OK** to display the Change PIN window.



- If this is your first time changing your PIN, enter the default PIN (1234) as the **Old PIN**. If you are changing your PIN regularly, enter your most recent PIN.
- Enter a new 4-digit number in the **New PIN** section and again in the **Repeat New PIN** section.
- Select **OK** to save the changes.



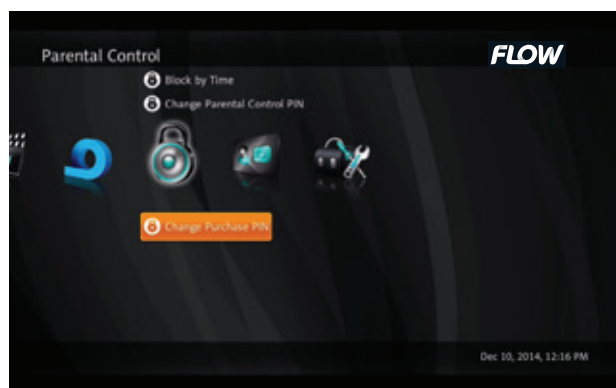
Purchase PIN

The Purchase PIN is the secret identification number required to purchase VOD programming. The default Purchase PIN is 1234. We strongly suggest that you change the Purchase PIN from its default setting and to change it on a regular basis. Additionally, we strongly suggest that your Purchase PIN be different from your Parental Control PIN.

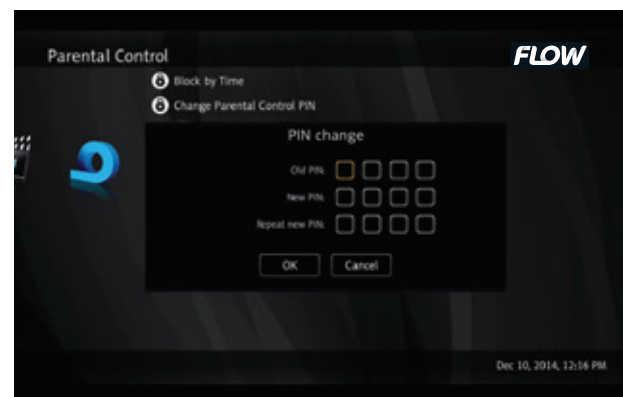
Change Purchase PIN

To change your Purchase PIN:

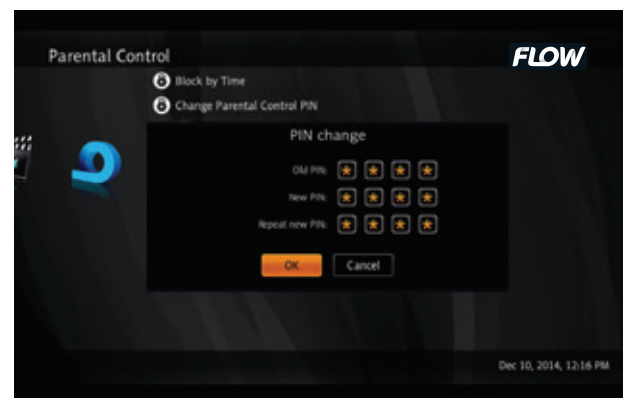
- Select **Change Purchase PIN** from the **Flow on Demand** menu.



- Press the **OK** button to display the Change PIN window.



- If this is your first time changing your PIN, enter the default PIN (1234) as the **Old PIN**. If you are changing your PIN regularly, enter your old PIN.
- Enter a new 4-digit number in the **New PIN** blocks and again in the **Repeat New PIN** blocks.
- Select **OK** to save the changes.



say hello to **TV on the go**



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