

# QUICK START GUIDE

# VIDEO



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## Installation / Setup

**NKTELCO VIDEO** service requires a compatible streaming device or compatible smart TV. The purchase and setup of a compatible streaming device is your responsibility. NKTelco does have FireTV Stick 4K devices available for purchase – \$49.95 each. **Device setup includes connecting the streaming device to your TV and establishing the user account required to operate the device.**

Examples of these include: an Amazon Account for use with a Firestick, a Gmail account for use with an Android device, and an Apple ID and iTunes/App Store account for use with an AppleTV or other iOS device. This account setup information should be kept confidential as it is proprietary information. You will need to enter this information in the required fields when prompted.

***NKTELCO VIDEO** is designed to be a self-installation product. Installations that require in-person assistance from a NKTelco technician will incur a charge of \$75.*

## Internet Connection

**NKTELCO VIDEO** requires NKTelco Internet – bandwidth requirement will be dependent upon how many simultaneous viewing streams you have. The quality of your **NKTELCO VIDEO** service may vary depending upon a variety of factors, some of which could be related to the environment at your home, the number of devices connected to your home broadband network, and the type of device you are using for streaming. In the event you do not have a strong Wi-Fi signal in the areas of your home where you wish to have **NKTELCO VIDEO**, NKTelco's Smart Wi-Fi service may be a solution. In the event you experience an interruption in your broadband connection, **NKTELCO VIDEO** will be affected.

### **NKTELCO VIDEO Checklist:**

- NKTelco Internet connection
- Compatible streaming device or compatible smart TV
- Streaming device connected / installed on TV
- Established device user account with login information
- Download NKTELCO VIDEO App



 Enter User ID

 Enter Password

Log In

→ Please enter the information that was emailed to you from support@nktelco.com

## Menu Items:

Quickly get settled in with NKTELCO VIDEO menu.

**SEARCH** Search for programs.

**HOME** View most watched live TV programs.

**TV** Access the TV guide.

**ON DEMAND** Watch your favorite programs anytime.

**RECORDINGS** See programs you have recorded.

**FULLSCREEN** View the current program, exiting the menu.

**SETTINGS** Access device settings.

Access user accounts, device settings, or log out of the device.

## Fire TV Stick Remote



## Roku Remote



## Quick Tips

**Play Current Show** When in the channel guide, click the back button one or two times to return to the current show.

**Find Current Time in Guide** If you happen to get lost in time in the channel guide, hold down the back button to return to the current time in the guide.

**New or Rerun** In the Guide, new programs will have green triangle earmark.

**Detached Window (PIP)** To see the current program while in the guide, turn on Detached Window (also known as picture-in-picture). To do so, in the menu, go to settings and select Non-Fullscreen Playback. Choose Detached Window.

**Devices** **NKTELCO VIDEO** isn't just for the TV screen. Try downloading the APP to a smart phone, tablet, or smart TV. NKTELCO VIDEO only works when connected to NKTelco Internet. For outside of our network check out WatchTVEverywhere (below) for when you're on the go.

**WatchTVEverywhere** With the WatchTVEverywhere suite of apps, you can enjoy your shows on any internet-capable device, wherever you are! To register for WatchTVEverywhere, go to [www.watchtveverywhere.com](http://www.watchtveverywhere.com) and click register. Once registered, access shows by the channel's app, or through [wtve.net](http://wtve.net). Log in to each app/website using your WatchTVEverywhere credentials. This service is free with NKTelco TV service. WTVE does not have an app — only channel apps.

## Menu Items:

SEARCH

HOME

TV

ON DEMAND

RECORDINGS

FULLSCREEN

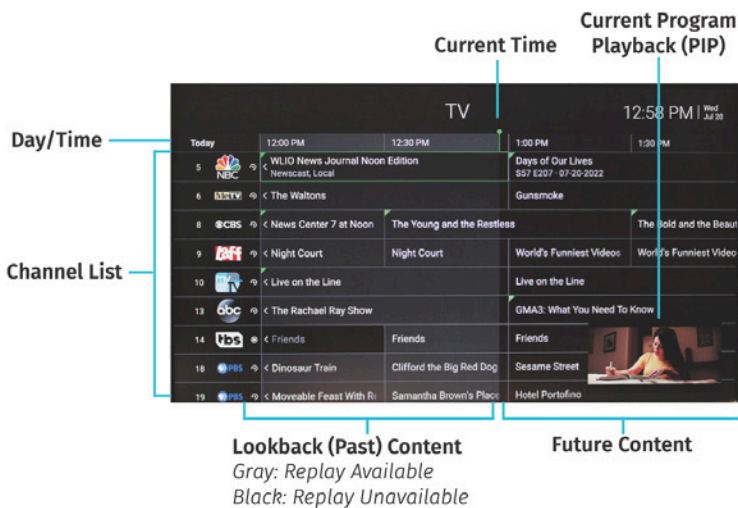
SETTINGS

**MENU** is a quick way to access many features of the app.

Press the **BACK** button (1-2 times) on our remote to display the **MENU**. Use the **NAVIGATION** ring or cross to move the highlight through the **MENU** to select a feature icon. Then press the circle **SELECT** or **OK** button to choose. These icons include **Search**, **Home**, **TV** (guide), **Recordings**, **Fullscreen**, **Settings** and User details.

**TV Guide** allows you to view a list of live, past, and future programs. Access the **Guide** by pressing the **MENU/GUIDE** button on your remote, the **BACK** button on your remote, or **SELECT** Live TV on the **MENU**. When the **GUIDE** is displayed, you can use your remote to select channels by using the **NAVIGATION** button on the remote. Press left and right to scroll through the **GUIDE** forward and backward in time, or by pressing up and down to scroll to different channels. The fast-forward and rewind buttons on your remote will move you forward and back in the guide by 12 hours.

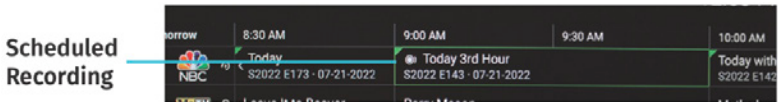
While the **GUIDE** is displayed, highlight the program, and press the **SELECT** button to view information about the program. Press the **SELECT** button again to tune to the program.



**Search for a Program** by **NAVIGATING** to the Search option at the top of the **MENU** and click the **SELECT** button. Use the keys to type in your search or press and hold the **VOICE** button on your remote to speak your search. Then, choose **SEARCH**. Results will populate.

**RECORDING** a program can be done in the Live TV Guide.

A scheduled program recording will have a circled dot icon next to the name in the Live TV Guide.



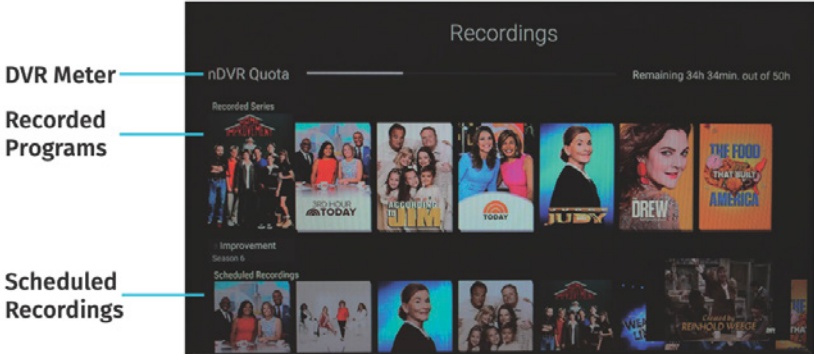
**Record a Future Program:** Find the program you would like to record in the guide. (*Past programs cannot be recorded.*) Press the **SELECT** button once to see the program detail and again for the record options. **NAVIGATE** to the record options and **SELECT**. The recording menu will appear.

Here, you can record the current episode or the series, if available.

- ~ To record the current episode, select **Record Episode**. That's it!
- ~ To record the program series, select **Record Series**. To make modifications to series recordings, go to the Recordings tab on the **MENU**. Options include: channel to record, record new or all episodes, and choose how many episodes to keep. Once you have made your selections, click "update series recording options" to save your changes.

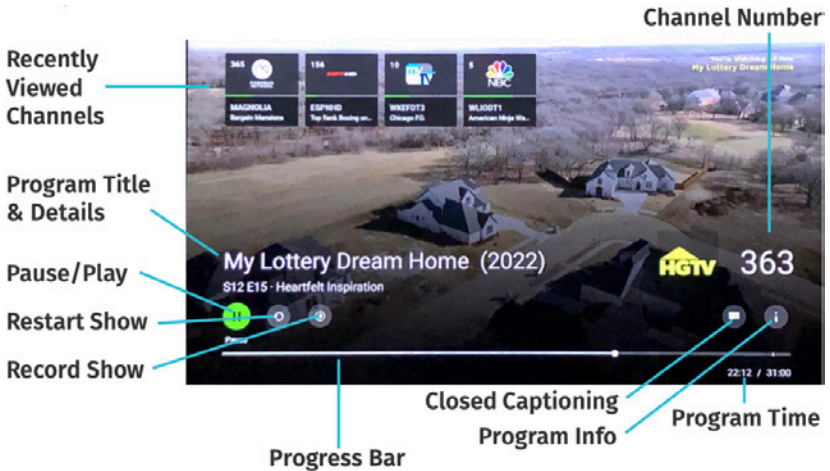
**Record a Current Program:** While watching the program, the recording will start from where you are in the program. Content in the past cannot be recorded. To record press the **SELECT** button and **NAVIGATE** to the record icon (circled dot) and click **SELECT**. Stop the recording by doing those steps again.

**Manage Your Recordings:** To watch or change your recordings, go to the **MENU** and **SELECT** Recordings. **NAVIGATE** to the program (or series) to view and **SELECT**.



**Lookback** allows you to watch past programs, up to 72 hours ago. *Not all channels have this offering.* In the Live TV Guide, **NAVIGATE** back in time to find a program. (Gray indicates a program is available for replay.) Press **SELECT** button to view details and again to start the program.

**Quick Access Items** can be found while you are watching a program. Simply press the **SELECT** button for them to appear. **NAVIGATE** to the option to use.



**Recently Viewed Channels** will populate as you view different channels. To view these channels while watching a program, press the **SELECT** button one time. Boxes will appear at the top of the screen. **NAVIGATE** up to choose one of the recently viewed channels. Press the **SELECT** button to go to that channel.

**Pause /Play** the current program by pressing the pause/play button. Or press the **SELECT** button, then **NAVIGATE** down to the Pause/Play icon, and press the **SELECT** button.

**Restart** the current program by pressing the **SELECT** button, then **NAVIGATING** down and over to the Restart icon, and pressing the **SELECT** button. To get back to the current time, do these steps again.

**Fast Forward/Rewind** the current program by pressing the fast forward or rewind buttons on your remote. Or press the **SELECT** button, then **NAVIGATE** down to the Progress Bar. Using the **NAVIGATION** button, press (or press and hold) the right side to rewind or left side to fast forward.

**Program Info** contains information about the current program and more. This includes easily finding more episodes of the program, details about the program, and similar shows. To access, press the **SELECT** button, then **NAVIGATE** down and over to the info icon. Press the **SELECT** button.



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