

User Guide

maxTV
— *STREAM*

Getting Started

mySASKTEL account

- Visit sasktel.com/mysasktel to create an account if you don't have one or manage your username and password. Your **mySASKTEL** account is required to log into **maxTV Stream**.

Google account

- Don't have one? Getting one is easy. Visit google.ca to create an account or manage your username and password. It is important to sign into your Google account and download the latest **maxTV Stream** app updates from the Google Play store to ensure you receive the best quality service available.

Setting up User Profiles

- One of the first steps when watching **maxTV Stream** is to set up your User Profiles. These profiles can be unique to each member of the household and will provide recommendations based on the watching behaviour of each user.

Change the Content locking, Purchase locking, and Adult locking PINs

- All new **maxTV Stream** customer PINs have been defaulted to 1 1 1 1. For enhanced security we suggest you change your PINs.
- Parental Controls are applied to all User Profiles so PIN changes made while logged into one profile will be applied for everyone.

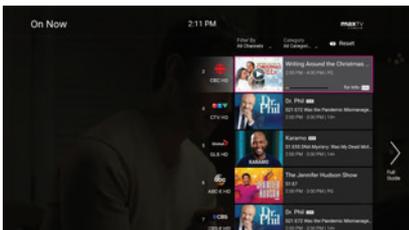
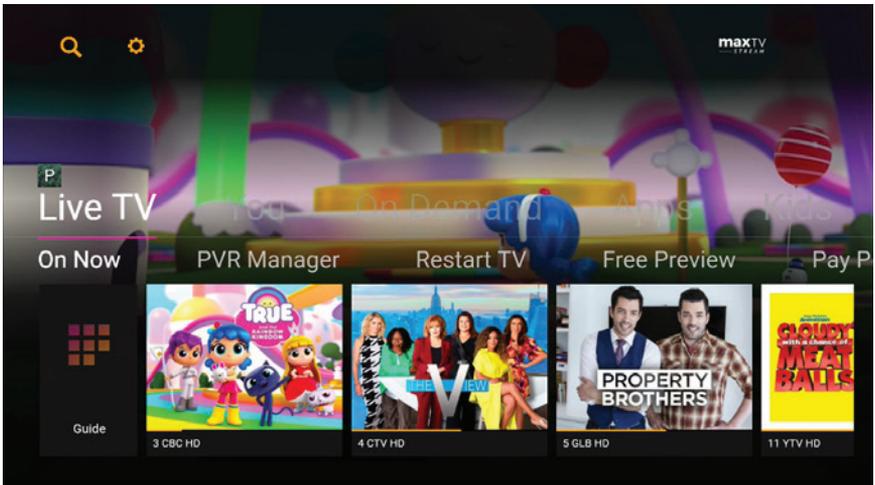
Overview

maxTV Stream is organized into several different hubs which allows for easy navigation to the shows that you want to watch.

Live TV

In the Live TV hub you can see a list of popular channels and what's currently airing on them, which is a quick way to find the shows you love. If you want to check out all of the channels you have, press Guide on the remote or press OK on On Now. This will open a mini guide to see all of the shows currently airing. If you want to plan ahead or see what you've missed, press the right arrow on your remote to see a full guide that displays current, previously aired, and future shows.

Tip: Within the full guide or mini guide, you can filter by channels that you are subscribed to (default) or all channels offered on **maxTV Stream**. You can also filter by categories such as Movies, Children, or Comedy.



PVR Manager

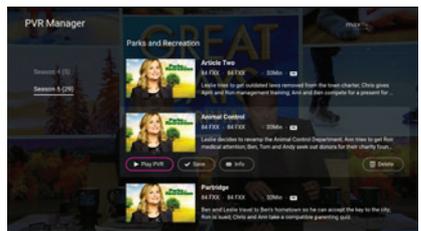
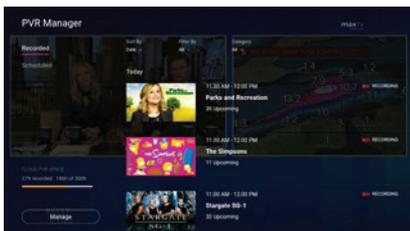
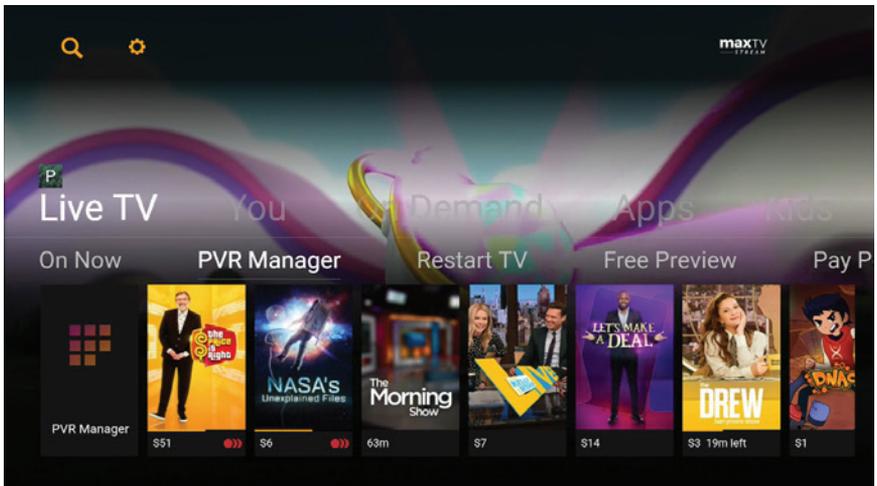
Record programs to watch later with pause, skip, rewind, and fast-forward control.

The PVR Manager is where you'll find your current and future recordings. **Recorded** lists all the programs you have stored. **Scheduled** lists the episodes soon to be recorded. To easily find what you're looking for, programs can be sorted and filtered.

The PVR Manager also shows how many recordings you have and how much recording storage space is being used. If storage space is needed to record a new program, your oldest, unprotected recording will automatically be erased.

Tip: To free up storage space, delete unwanted recordings to prevent your oldest recordings from being automatically deleted.

Recordings can be stored for a maximum of 365 days (even when protected).

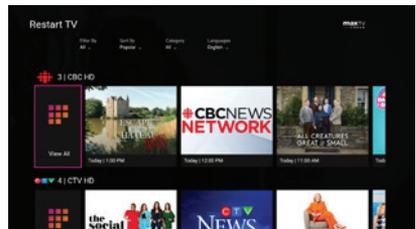
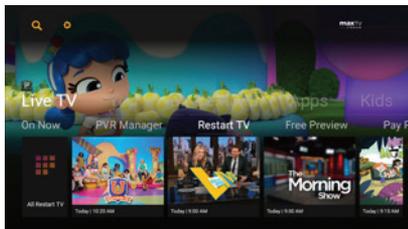
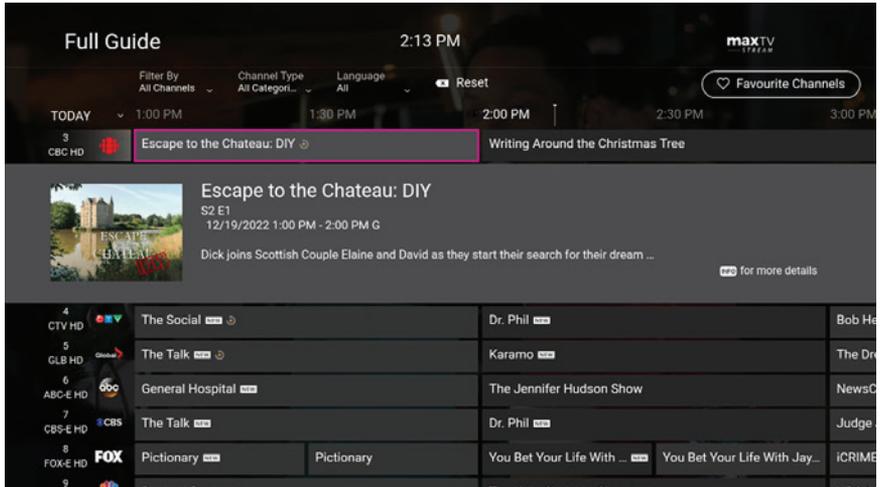


Restart TV

Restart TV offers a different way to watch shows that you may have missed on Live TV. Restarting live TV lets you restart select programs that have aired up to 72 hours ago, just scroll back in the guide and find the show you want to watch. Just look for the Restart icon (↺) in the Guide.

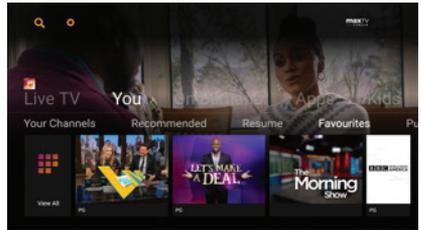
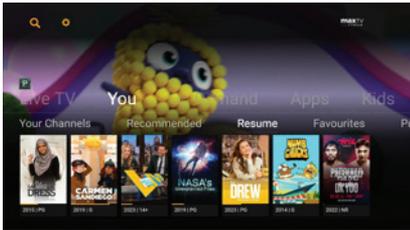
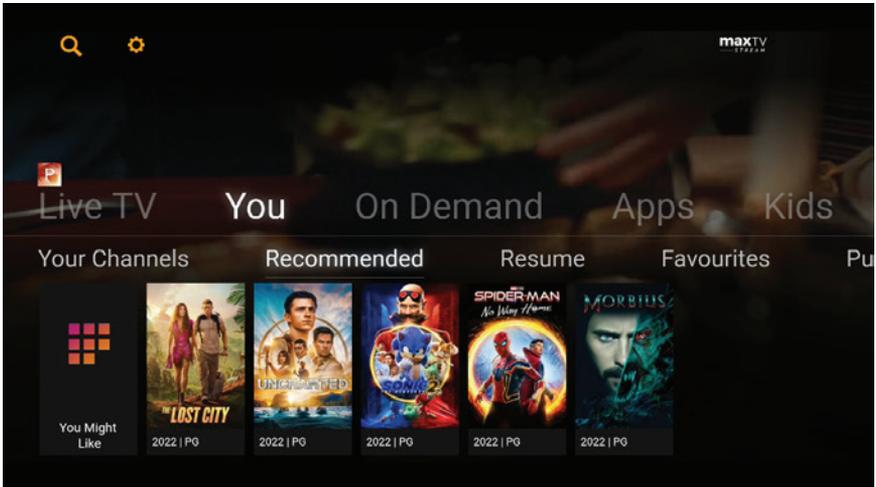
To make things even easier, there's a Restart TV section in the Live TV hub so you can see all recently aired programs that are available to watch.

To see all of the channels with Restart TV, click [here](#).



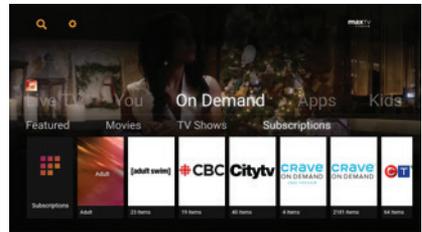
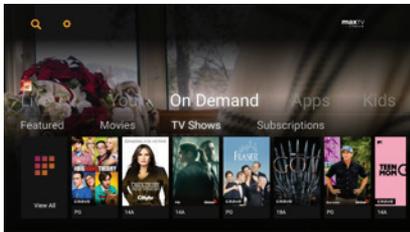
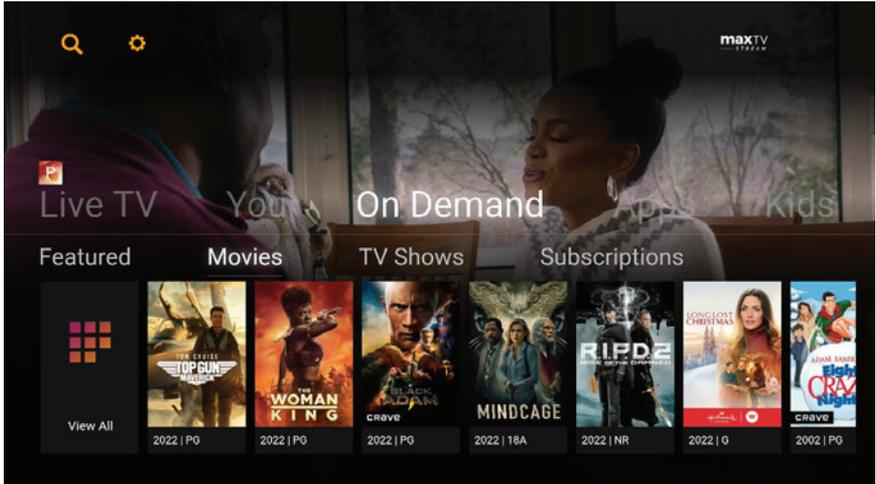
You hub

With everything on TV today, it's tough to find what you want to watch. **maxTV Stream** makes it easy. It learns what you like, and recommends shows just for you. And the best part is we put it all together in the You hub-your destination to find your favourite programs, review what you've watched and purchased, and finish that show you started earlier.



On Demand

Watch what you want, when you want with On Demand. Hit the sofa and choose from thousands of movies on demand, and loads of TV programs with On Demand channels such as TSN, CTV, and HBO On Demand.

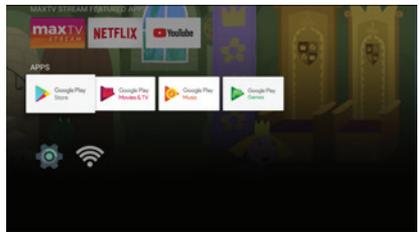
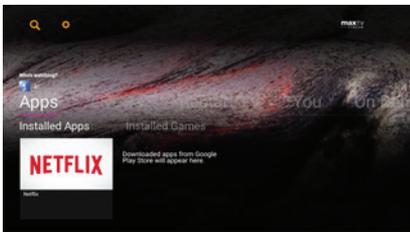


Apps

The maxTV Stream media box lets you use some of your favourite apps right on your TV. It comes preloaded so you can watch YouTube and access Netflix if you're subscribed. Plus, you'll be able to access the Google Play store so you can download even more. All of the apps you download will appear in the Apps hub so you don't have to leave the maxTV Stream app to access them.

Tip: To improve the overall performance close all apps that aren't in use.

- 1) On the supplied remote control, press the **HOME** button.
- 2) Press and hold the **HOME** button to open the list of installed apps.
- 3) Press the **left, right, up, or down arrow** buttons to highlight the app you want to close.
- 4) Press and hold the **Enter** button.
- 5) Select **Info**.
- 6) Select **Force stop**.



Remote Control



1. Power button; turns the media box on/off. If you paired the remote with your TV, the power button will also turn off the TV.
2. Netflix button; launches Netflix (subscription required)
3. maxTV Stream button; launches the maxTV Stream application OR takes you to the maxTV Stream main menu if you are already in the app
4. Google Home button; takes you to the Android TV home page
5. Pause/Play
6. 7 second rewind
7. 30 second skip forward
8. Navigation buttons; scroll through the menu (all arrows), fast forward and rewind (right and left arrows)
9. Back; allows you to return to the previous screen
10. Guide; a quick way to open up the Live TV guide
11. Info; displays show details
12. Volume controls; when paired with TV, controls volume
13. Google Assistant button is your voice controlled personal Google. Press this and say "OK Google" then ask it to find your favourite show, the score in the game, or more.
14. Mute; when paired, mutes your TV
15. Record; a quick way to schedule a recording.
16. Previous; press this to take you to the last show you were watching

maxTV Stream Settings

Launch the Main Menu by pressing the white **maxTV Stream** button on your remote. To access settings, locate the gear icon in the right hand corner of the main menu and press OK.

Turning Closed Captions On

1. Within Settings, go to Device Settings and press OK
2. Press OK on Display and turn Closed Captions ON
3. Press the white **maxTV Stream** button on your remote to return to the main menu

Enabling Descriptive Audio

1. Within Settings, go to Device Setting and press OK
2. Press OK on Audio and turn Descriptive Audio ON
3. Press the white **maxTV Stream** button on your remote to return to the main menu

Playback Quality

maxTV Stream is equipped with preferred streaming quality settings to manage your household bandwidth.

1. Within Settings, go to Playback Quality and press OK
2. Select your preferred video quality; Best, Better, or Good.
3. Press the white **maxTV Stream** button on your remote to return to the main menu

Tip: We recommend Best when only streaming one media box or if your Internet connection is greater than 10 Mbps. Better if you are streaming two boxes and have a 10 Mbps Internet connection.

Media Box Settings

Android TV has additional settings that lets you customize your viewing experience

1. Within Settings, go to Media Box Settings and press OK
2. Press OK on Launch TV Settings and the Android TV settings menu will display

Tip: Within Android TV settings you can change the Wi-Fi Network you are connected to, change video or audio settings, modify the screen saver, pair the remote with your TV, or log into your Google account.

For more tips and help:

Visit sasktel.com/support, [start a chat](#)
or call **1.800.SASKTEL (1.800.727.5835)**.