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Flextv
IN-HOME TELEVISION APP

Registration & User Guide



The Evolution Of Television Is Here

WATCH TV THE WAY YOU WANT WITH LOCAL PROGRAMMING, SPORTS AND LIVE EVENTS

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Flextv
IN-HOME TELEVISION APP

Sign-Up

To sign up for Flextv service follow these five easy steps.

- Step **1** Call Vianet using your local number or by dialing 1-800-788-0363, then press 2 for Customer Service. This will get you in touch with a Customer Service Representative.
- Step **2** Choose your preferred starter package - Essential or Premium, as well any additional Add-On Packages.
Once activated, your packages may take up to 15 minutes to become available on registered devices.
- Step **3** Provide your desired email address to Vianet for account setup – once your account is activated you will receive an Account Token to register devices
(Flextv Set-Top boxes come pre-configured and don't require Account Token or count towards the device limit)
- Step **4** Complete the sign-up process by downloading the Vianet Flextv app on your chosen device from the app store or register online through your internet browser at **app.flextv.ca** (See REGISTRATION steps below).
- Step **5** Repeat STEP 4 as needed across all the devices you intend to use (up to a maximum of 5).

.....
or visit flextv.ca to signup online

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Flextv
IN-HOME TELEVISION APP

Registration

The Vianet Flextv In-Home Television App can be downloaded directly from Google Play, the Apple App Store, Amazon App Store, and select smart TVs. It can also be watched directly from most browsers, including Chrome, Firefox, Opera, and others. As well, Vianet offers a simple Flextv Set-Top Box that all you need to do is plug in, connect and enjoy.

To use out Vianet Flextv In-Home Television App, you must first register it for each device that you plan to use it on. Doing so involves going through a few easy and quick steps which may be presented slightly different depending on device.

Step

1

First, you need to download Vianet Flextv App on your smartphone, smart TV, Amazon Firestick, or other compatible device.

Alternatively, if you prefer to use Flextv in your internet browser of choice, please visit <https://app.flextv.ca>.

If you are using a Flextv Set-Top Box, plugin, connect to the internet and enjoy! (See page 14 for detailed instructions)

Supported App Stores



Google Play Store

<https://play.google.com/store/apps/details?id=com.vianet.FlexTV&pli=1>



Apple App Store

<https://apps.apple.com/ca/app/vianet-flextv/id6474690026>



Amazon Fire Stick

https://www.amazon.ca/Built-Write-Solutions-Inc-Flextv/dp/B0CGBLYW2Q/ref=sr_1_1?crid=2CED16EB319VA&keywords=Vianet+Flextv&qid=1707856467&s=mobile-apps&sprefix=vianet+flextv,mobile-apps,89&sr=1-1

Note: An account can have up to FIVE devices registered at a time. You may swap each registered device once per month.

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Step

2

Once you have downloaded and installed your application, or have visited the supplied URL, you will be prompted to enter in some information.

Depending on the application (*see screenshots on the following page*), you may be asked to enter this information in steps or all at once:

- Choose your preferred app language. Currently available languages include ENGLISH, FRENCH and SPANISH.

APP LANGUAGE

*** SELECT ***

- Enter the Account Token that was provided to you in your Account Activation Email during signup into the available text field.

You can also find your Account Token in the Setting Option () of any previously Registered Device.

ACCOUNT TOKEN

- Choose a name for your device. This will help you differentiate one device from another, for example "Sarah's iPad" and "Basement Firestick".

DEVICE LOCATION

Step

3

Once the needed information has been supplied, you are done and your device is ready to start accessing Flextv.

You may need to refresh the webpage or reload the app if you are not immediately brought to the home screen .



Have questions or having trouble? Get in touch!

Our friendly staff are ready to help you get your Flextv up and running.



1-800-788-0363



Live Help @ vianet.ca

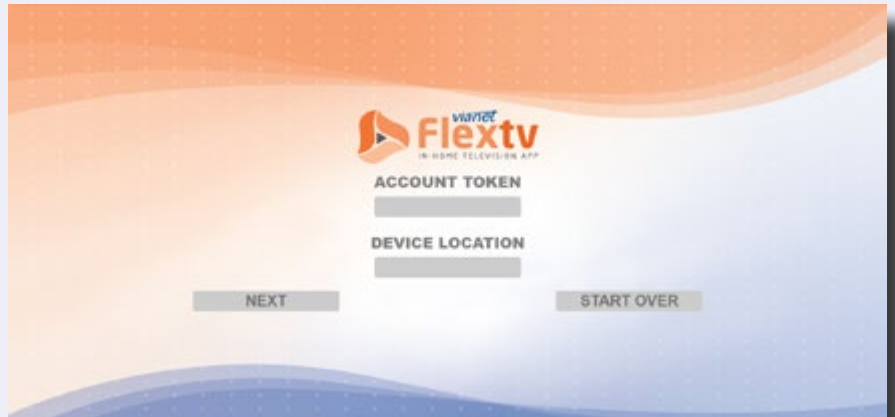
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Example Registration Screenshots

firetvstick

Fire TV Stick 4K Registration



Step

1

Language Select

APP LANGUAGE

*** SELECT ***



Step

2

Enter Account Token

ACCOUNT TOKEN



Step

3

Device Name Entry

DEVICE LOCATION

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User Guide

To help you get familiar with the Vianet Flextv app, here is some general user information that you might find handy. The information should apply regardless of chosen platform or device; any differences will be noted accordingly.

Menu Options



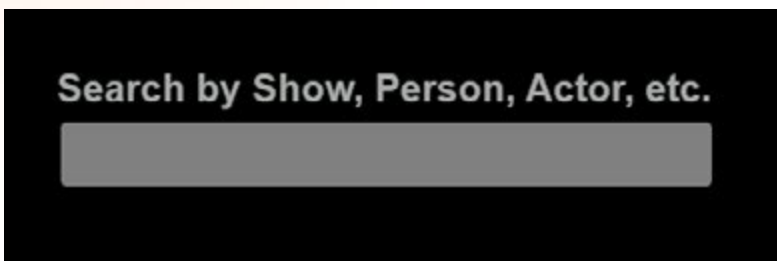
The app initially loads the Home screen. From there, you can navigate through the app, as outlined here.

Menu Item	Icon	Description
Search		Search through the available and recorded programming to find a channel or show. Results, if any, will be displayed below the search criteria.
Home		Return to the home screen.
TV		This is the channel guide, which features a programming grid arranged by time and channel.
DVR		Recorded programming can be accessed in the DVR screen – view or manage your recordings here.
Settings		Adjust settings such as device name, account token, and accessibility of mature or unrated content.

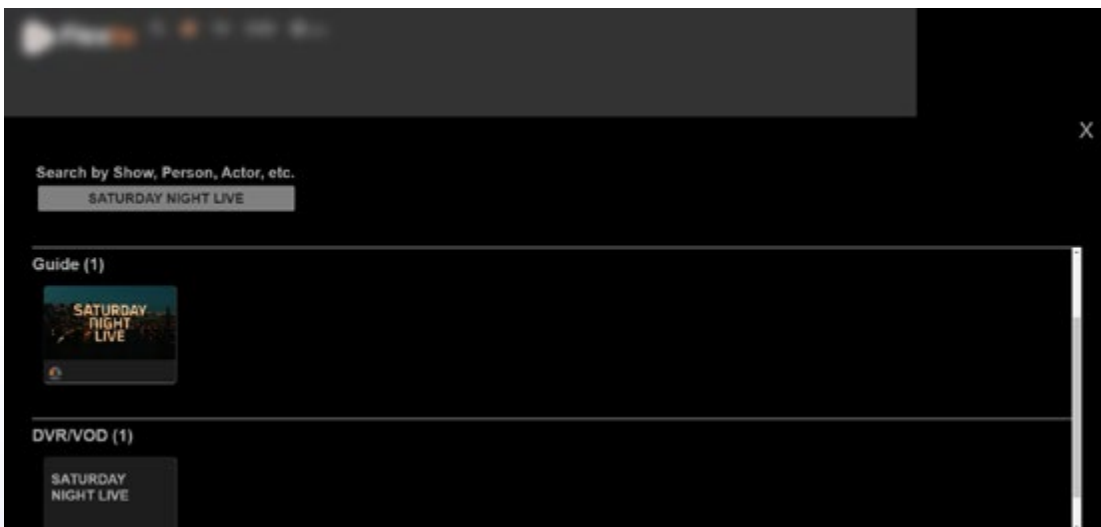


Search

You can search through available and recorded programming with the search feature. To do so, enter the title of a show/movie or a category name and then confirm your choice by the method most appropriate to the device you're using. (For example, pressing Enter on a keyboard or touching elsewhere on the screen on a mobile device.) Please be advised that depending on device, the search form may start searching automatically after one or more characters have been entered.



If any results are found, they will be displayed below your search criteria grouped by program name. Individual episodes can be accessed by selecting the program. From there, you may select a live program to view or a future program to record.

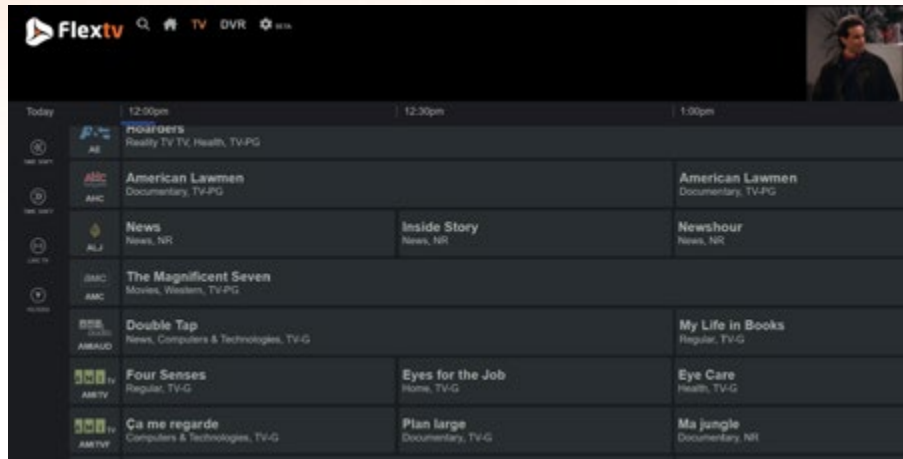


Note: There is no Home button on the Search page; to return to the Home Screen, you must use the X button to close the results or use the back arrow on your remote.



Guide Options

Our guide uses the familiar grid-style for channel and program presentation displayed in three half-hour blocks.



There are various options available to you on the guide, such as moving forward or backwards through the available time slots, selecting a program to watch, filtering by program category, among others. More details on the available options follow:

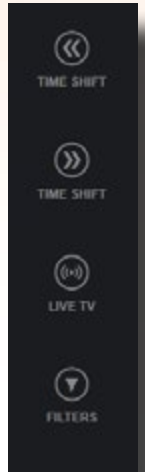
- **Select Channel Name/Logo:** Selecting the channel name/logo panel will activate a menu containing the following 4 options:
 - **Watch Channel Live:** Tune in live to the selected channel.
 - **Start Program Over:** Tune in to the selected channel at the beginning of the currently airing program.
 - **Add to Favs:** Add the selected channel to your favorites list.
 - **Block Channel:** Add the selected channel to your block list.
- **Select Program:** Selecting a program activates a Program Details pop-up panel that contains its own set of options:
 - **Current:** The upper portion of the panel contains 2 or 3 options that relate to what is currently playing on the channel or what is about to be playing.
 - **Start Over:** Start the current program over from the beginning.
 - **Watch Channel:** Start watching the current channel/station live.
 - **Record:** Start recording the current program. You can "Record Once", "Record All Showings" and "Record New Showings Only."
 - **All Showings:** Below the "current" options is a list of all available showings of the selected program:
 - **Watch Channel:** If available, you can start watching the selected showing.
 - **Record:** Record a future showing of the selected program. You can "Record Once", "Record All Showings" and "Record New Showings Only."





Guide Navigation

- **Page Up / Down:** Move through guide in larger increments.
- **Time Shift Left:** Go back in guide by 30-minute increments.
- **Time Shift Right:** Go forward in guide by 30-minute increments.
- **Live TV:** Bring guide back to current time slot.
- **Filters:** Apply filters to guide content. Add parameters to filter guide data to Genre, Day, or Hour.



Note: If you go back to Home from Playback with video playing, video will stay playing in upper right corner.



TV Playback Options

You will have access to a handful of options to control your viewing experience while you are watching a program.

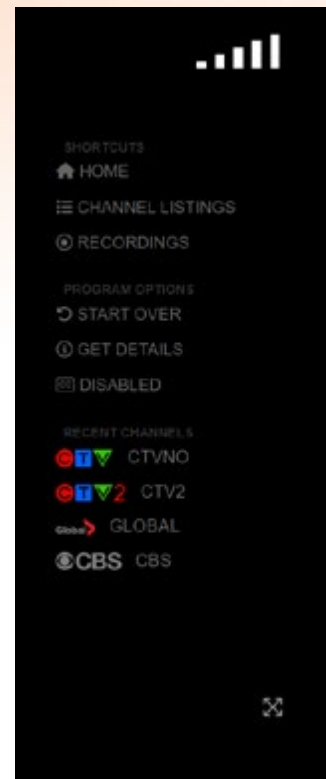
Menu Item	Icon
Rewind 10 second intervals	⏮
Pause/Play	⏸
Forward 30 second intervals	⏭
Channel Up	⏶

Menu Item	Icon
Channel Down	⏷
Home	🏠
Closed Captioning	CC
Full Screen	⛶



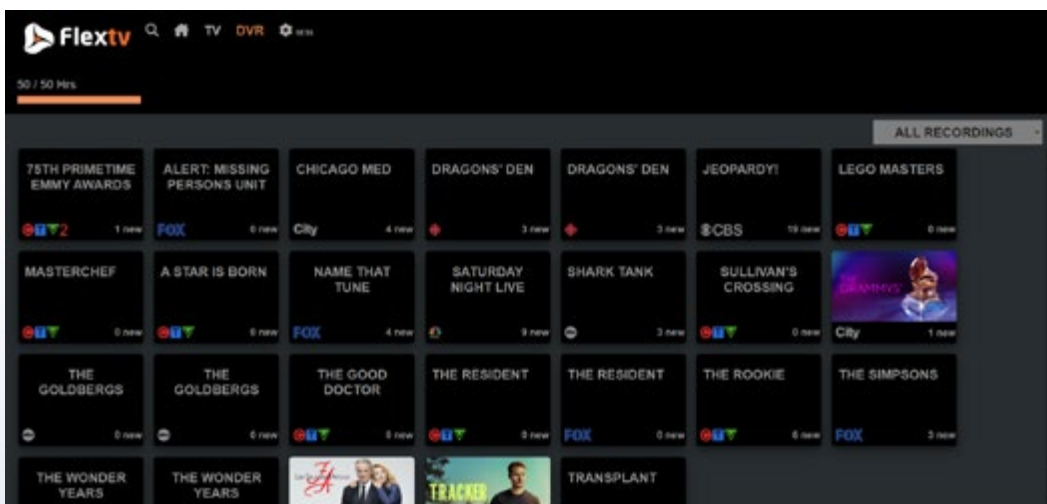
TV App Shot - Side Menu

Click the back button on the remote or click directly on the live screen (browser) to access the App Shot - Side Menu for navigation shortcuts, additional program options and recently viewed channels.



DVR

Digital Video Recording (DVR) functionality is available on the Vianet Flextv app. Although there is a set limit to the number of hours worth of programming that can be recorded, as well as a limit for how long it can be kept for, these amounts may vary depending on your service package.



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You will see on the DVR screen a total number of hours used vs hours available in addition to retention length. Recordings will be grouped by shows; to access individual recordings, please click on the appropriate show panel.

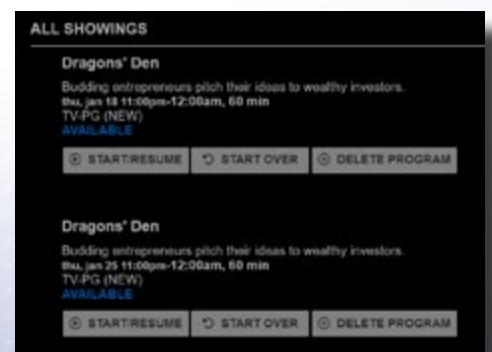
If you subscribe to a DVR package and use up your provided hours, you will need to delete old recordings in order to make room for more. Please be advised that recordings older than 30 days will automatically be removed.

The following options are available on the DVR screen:

- **All Recordings:** Filter recordings by category.
- **Recording Details:** Selecting a program's panel will open a screen that shows all available recordings for the selected show. From there, you have additional options:



- **Recording Details > Series Options:**
 - **Pause Series:** Pause the recording of future programs for this series.
 - **Delete Existing:** Delete all previously recorded programs for this series.
 - **Delete Series:** Delete all previously recorded programs for this series and stop the recording of all future programs for this series.
- **Recording Details > Program Options:**
 - **Start / Resume:** Begin or resume watching a recorded program.
 - **Start Over:** Starting a recorded program from the beginning.
 - **Delete Program:** Delete a recorded program.

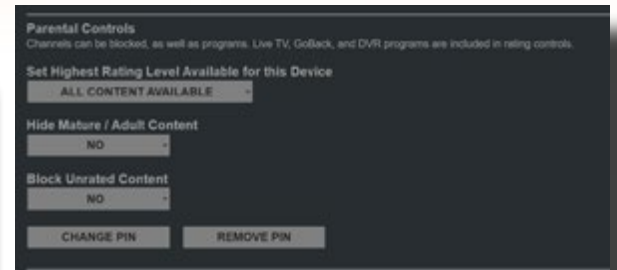
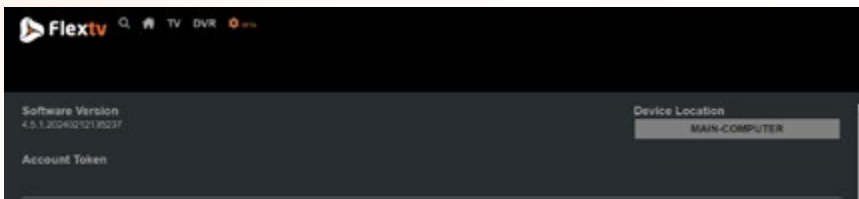


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Settings

There are a handful of settings that can be adjusted. These settings are on a per device basis and are not global, so if you have the Vianet Flextv app installed on multiple devices, you will need to set each individually.



- **Device Location:** Rename active device – this can be helpful to identify different activated devices.
- **Parental Controls:**
 - **Set Highest Rating Level Available for this Device:** You can adjust your device to allow all content or to restrict based on content rating.
 - **Hide Mature/Adult Content:** Allows you to enable or disable access to mature and adult content.
 - **Block Unrated Content:** Allows you to enable or disable access to unrated content.
- **Change PIN:** Setting up parental controls requires a pin for each device; you can change the pin in that device's settings.
- **Preferred Language:**
 - **Audio Language:** Set the preferred audio language for programming that supports audio preferences. Please be advised that not all devices or programming supports this feature; in those cases, the default language will be used.
 - **Screen Language:** Set the preferred text language for closed captioning available for programming.
 - **Time Format:** Switch the application between 12-hour and 24-hour time formats.
- **Factory Reset:** Remove all device settings for the App and return to original/factory settings. Will require app to be re-registered, if desired.



Flextv Set-Top Box Setup

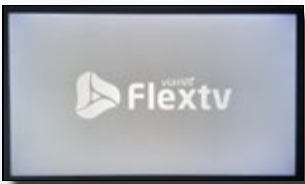
This guide will help you set up and start using your Vianet Set-Top Box to access the Flextv In-Home Television app. With the Set-Top Box, you can enjoy a wide variety of channels, on-demand DVR content, and interactive features directly on your TV.

Here's why you'll love it:

- **Effortless viewing:** No need for complicated setups or account tokens. Simply plug in, connect to WiFi (or Ethernet), and start enjoying vast array of channels, on-demand DVR content, and interactive features - all in stunning HD.
- **Ditch the device limits:** Unlike the app, the Set-Top Box doesn't count towards your device limit, giving you more flexibility and freedom.
- **Seamless experience:** Enjoy smooth, responsive navigation and uninterrupted streaming thanks to the dedicated hardware of the Set-Top Box.
- **Upgrade your entertainment:** Leave outdated equipment behind and experience the future of TV: personalized recommendations, intuitive search, and a world of entertainment at your fingertips.

Note: Your Set-Top box will come pre-configured and will not require an Account Token to set up. Plug in, connect to the internet and enjoy!

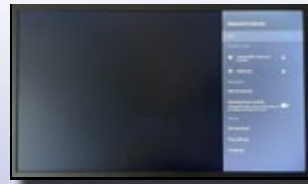
- Step 1 Start by plugging in your Flextv Set-Top box and connecting the HDMI cable to your television.
- Step 2 If you are going to connect your device with a wired connection to the internet. Connect your ethernet cable now.
- Step 3 Once, all your cables are connected turn on the device and follow the instructions to either connect your WiFi network settings or if you have a wired connection, it should load directly into the Flextv In-Home Television App.
- Step 4 Start enjoying your Flextv television service!



Load Up Screen



Access Network Settings
For WiFi Setup



Select Your WiFi Network



Reload To Front Screen

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Support

If you require assistance with the set-up or use of the Vianet Flextv app or are experiencing a problem with your packages or channels, please reach out to us.

Due to the variety of devices that support the application, and device-specific factors that may impair installation and use of the Vianet Flextv app, we will not be able to assist with troubles that do not relate to the service itself. Therefore please be advised that technical support will be limited to both the Vianet Flextv app and setup.

Technical Support will be available 7 days a week between 8:00 AM to 1:00 AM.



Support Website

<https://www.vianet.ca/support/television/>



LiveHelp in MyAccount

<https://myaccount.vianet.ca>



Telephone Support

Toll-Free: 1-800-788-0363

Technical Support - ext. 1

Customer Service - ext. 2

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