



**MA TÉLÉ +**

Application

# TABLE OF CONTENTS

Downloading the application.....	3
Selecting the decoder .....	4
The various functions.....	4

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*This document is intended for Cooptel members.*

*For any question or comment regarding this document, please contact our Customer Service Department by email or by phone: [solutions@cooptel.ca](mailto:solutions@cooptel.ca) or 1-866-532-2667.*

*Please note that this document is subject to change without notice.*

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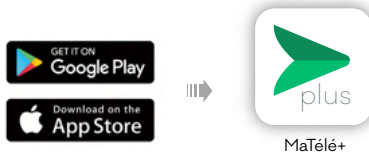
## DOWNLOADING THE APPLICATION

Note: Disable “energy saver” mode on your smart device to make sure that the configuration process is not slowed down.

To install the MaTélé+ application, follow these steps:

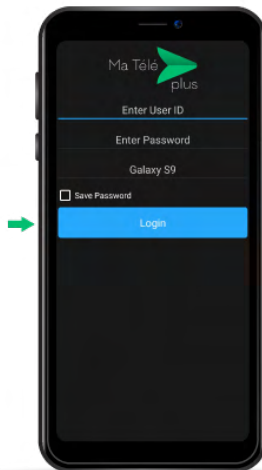
### 1. Download and install the **MaTélé+** application

You can download the **MaTélé+** application on Google Play or the App Store.



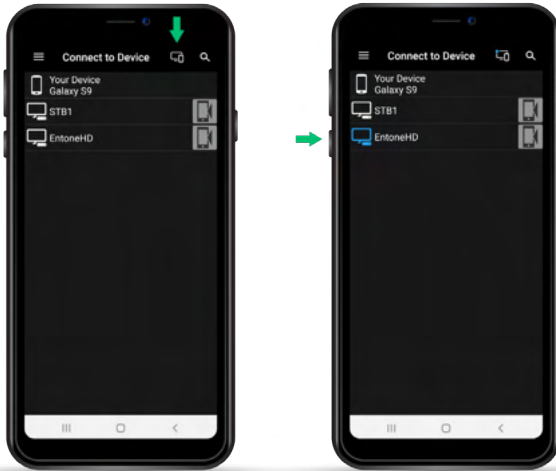
### 2. Open the application

- Open the application, then enter:
  - Your username: your decoder’s identifier.
  - Password: the last 4 numbers of the telephone number associated with your account or 1234 or 4321.
- Click on **Login**




## SELECTING THE DECODER

Once you are logged in, you can select the decoder you wish to access by clicking on the icon  at the top right of your screen.

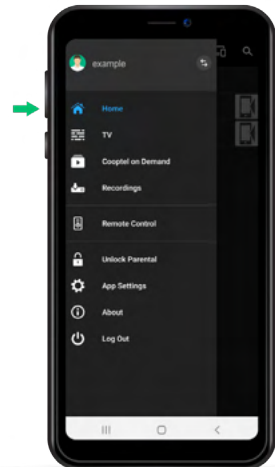


## THE VARIOUS FUNCTIONS

Click on the icon  at the top left of your screen; your decoder menu will appear.

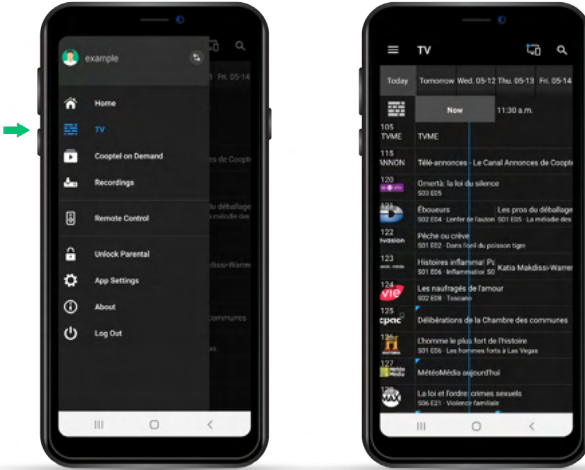
### 1. Home

When you select **Home**, you will see the shows that are currently being viewed.



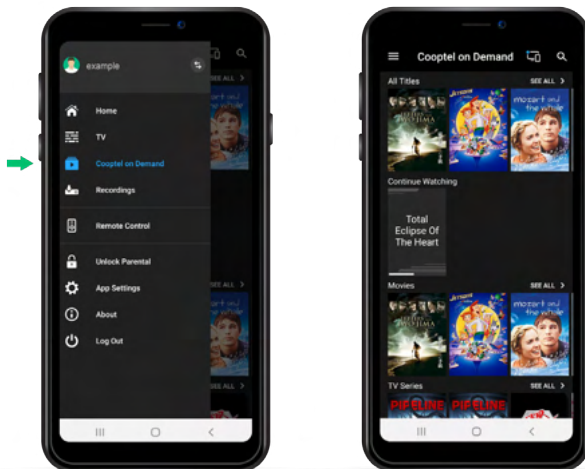
## 2. TV

When you select **TV**, you will access our TV guide. You can navigate the guide and see upcoming shows.



## 3. Cooptel on Demand



When you select **Cooptel on Demand**, you can see the shows that are currently being viewed and navigate through the On demand offering.

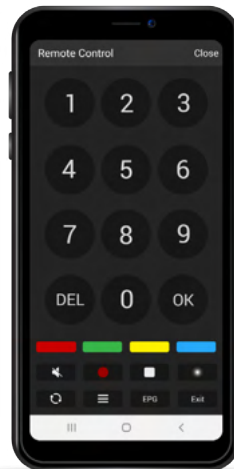
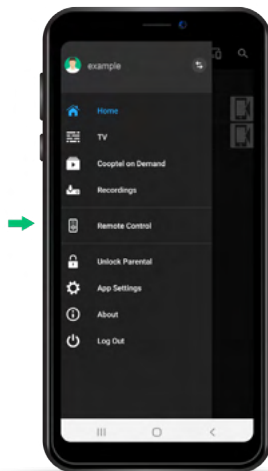


## 4. Recordings

Unfortunately, this function is not compatible with our system.

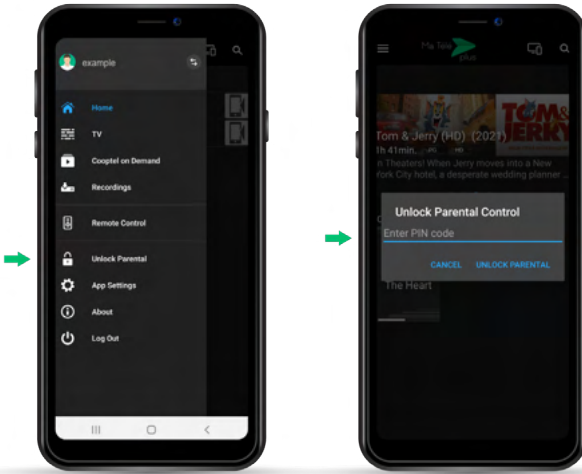
## 5. Remote Control

When you choose **Remote Control**, you will access our virtual remote control. By clicking on this icon , you will access the remote control's numeric keypad. Clicking on the circle  will bring you back to the volume control.



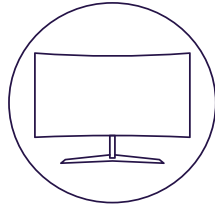
## 6. Unlock Parental

When you choose **Unlock Parental**, you can lock or unlock parental control on your decoder.



Your PIN code is the same as the one you use to unlock parental control directly on your decoder.

If you don't know your PIN code, contact our technical support at 1-866-532-2252.



## CONTACT US

### **Customer service**

450 532-2667 (COOP)  
1 888 532-2667 (COOP)  
[solutions@cooptel.ca](mailto:solutions@cooptel.ca)

### **Business hours**

Monday to Wednesday from 8:30 AM to 5 PM  
Thursday to Friday from 8:30 AM to 6 PM  
Saturday from 9 AM to 5 PM

### **Technical support**

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1 866 532-2252  
[support@cooptel.ca](mailto:support@cooptel.ca)

### **Business hours**

Monday to Friday from 8 AM to 9 PM  
Saturday and Sunday from 9 AM to 9 PM  
(except december 25th and January 1st)

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