



USER GUIDE

Cooptel

télécommunications
et divertissement

1 888 532-2667 cooptel.ca

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VISIT OUR YOUTUBE
CHANNEL FOR ACCESS
TO TUTORIALS

1 INTRODUCTION

Welcome to Cooptel TV, Cooptel's digital television service. This guide will provide you with the information you need to better enjoy and use your television service.

Cooptel TV is an all-digital service and requires one decoder per TV set in order to watch programs independently.

We offer three decoder models: a personal video recorder (PVR) that is compatible with all channels, a decoder that is compatible with all types of channels but does not allow recording, and finally, our newest model that allows you to record four or six channels simultaneously.

Several connection methods are possible on our different decoders. However, for the best video quality (HD), we recommend an HDMI connection and for the best possible sound, a Dolby digital S/PDIF connection. Of course, this will vary depending on the features available on your TVs and other devices, such as home theater or other.

UNIQUE PVR FEATURES

➤ 250 GB hard drive, which represents about 75 hours of recording time if the content is HD and about 200 hours if the content is SD;

➤ Dual tuner: record one channel while watching another, or record two channels at the same time while watching one of the two you are recording. You can also record two channels and watch another recorded TV show on the PVR at the same time;

➤ Live TV Pause (LTP) viewing: While watching a live TV show, feel free to pause it. The disc will continue to record, and you can resume viewing, as well as fast-forward or rewind the TV show. You'll be able to watch the live show in real time;

➤ Multiple recording methods: You can record a TV show at any time. To do this, press the **REC** button on the remote

control to record the channel you are currently watching. You can also select the TV show you want to record from the guide. We've also made it easier to record TV series. You can record entire series, in HD or SD;

➤ Better disk usage: you can see the total usage of all your recordings in regards to the disk space or delete your disk completely.

UNIQUE FEATURES OF THE MODEL ALLOWING FOR FOUR OR SIX SIMULTANEOUS RECORDINGS

➤ 1000 GB hard drive, which is approximately 300 hours of recording time for HD content, and approximately 800 hours for SD content;

➤ Four-channel model: record three channels while watching another, or record four channels at the same time while watching one of the ones you're recording. You can also record four channels and watch another recorded TV show on the PVR at the same time;

➤ Six-channel model: record five channels while watching another, or record six channels at the same time while watching one of the ones you are recording. You can also record six channels and watch another recorded TV show on the PVR at the same time;

➤ Live TV Pause (LTP) viewing: Feel free to pause a live show while you're watching it. The disc will keep recording and you will be able to resume viewing, as well as fast-forward or rewind the show. You'll be able to watch the live show in real time;

➤ Multiple recording methods: You can record a TV show at any time. To do this, press the **REC** button on the remote control to record the channel you are currently watching. You can also select the show you want to record from the guide. We've also made it easier to record TV series. You can record entire series, in HD or SD;

➤ Better disk usage: you can see the total usage of all your recordings in regards to the disk space or delete your disk completely.

2 NOVA REMOTE CONTROL FUNCTIONS

1. Turn devices on/off.
2. Select your TV's playback source, if the controller is programmed to operate your TV.
3. Programming mode.
4. Select the device to use.
5. Quickly rewind.
6. Fast-forward.
7. Rewind 10 seconds.
8. Fast forward 10 seconds.
9. Pause.
10. End viewing or recording.
11. Start a viewing.
12. Access certain decoder display settings (aspect, language).
13. Start a recording.
14. Access the decoder menu.
15. Rewind after entering ID code.
16. View current broadcast information.
17. Browse menu/guide. OK to select and/or confirm a choice in the menu/guide.
18. Exit from where you are at the moment (guide/menu/etc.) and return to the current TV show.
19. On Demand menu.
20. The Guide button allows you to display the programming guide.
21. Perform a search.
22. Activate/deactivate parental control.
23. Access the «Recordings» menu.
24. More information on the currently watched TV show.
25. Increase or decrease the volume.
26. Change the channel.
27. Watch the previous channel.
28. Mute the TV sound.
29. Display the text for the hearing impaired (analog CC1).
30. DVR button for the use of the multi-TV recorder.
31. View list of recordings.
32. Live TV and Media not programmed.

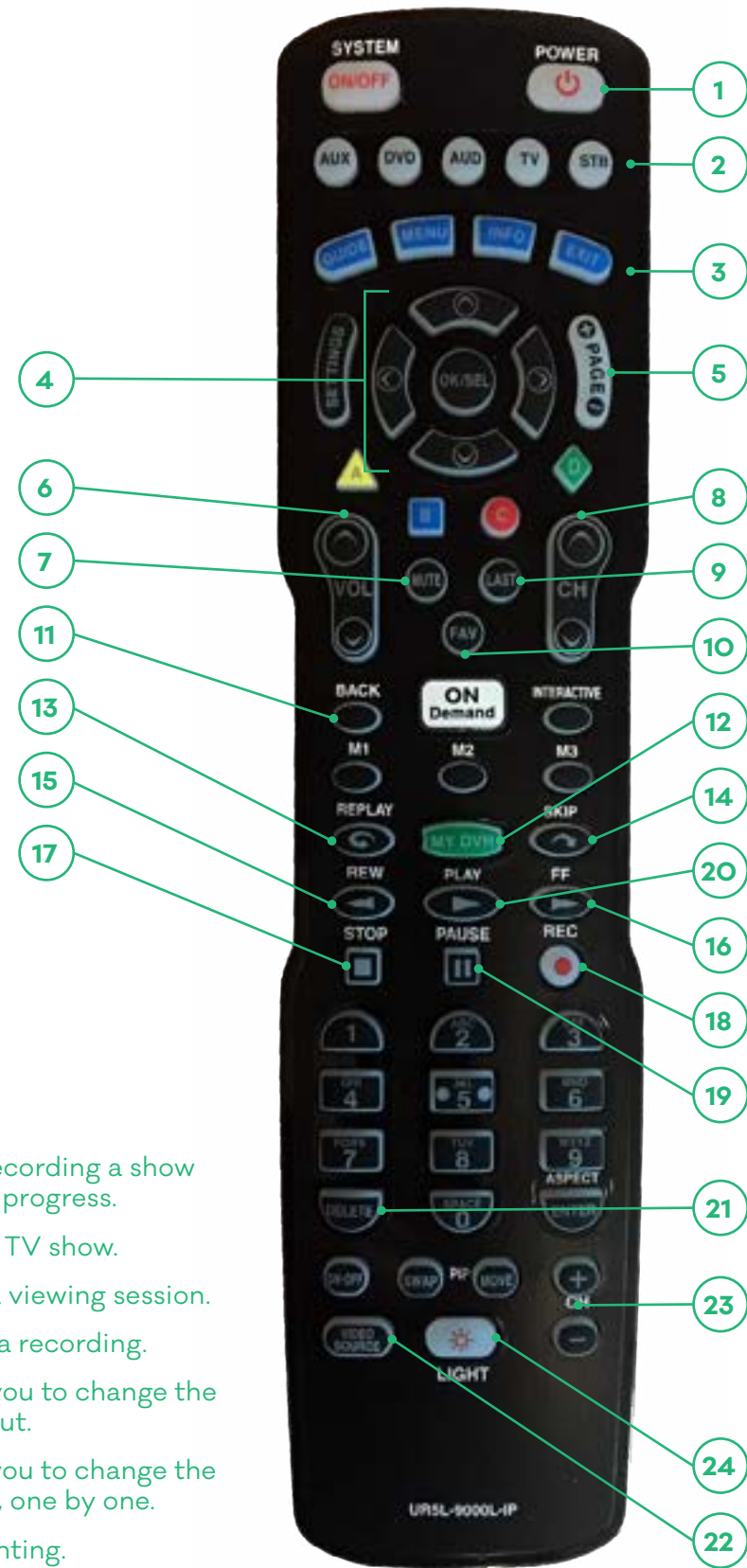


3 UNIVERSAL REMOTE CONTROL FUNCTIONS

This remote control is universal. It will allow you to control most of your electronic devices. Models may vary.

1. The POWER button is used to turn devices on and off.
2. Used to select the device to be used.
3. The GUIDE key will display the programming guide.
The MENU key will take you to the receiver menu.
The INFO key will give you information about the current broadcast.
The EXIT key will allow you to return to the current broadcast.
4. Allows you to scroll through the menu.
In the center is the OK/SEL button to confirm or select options or choices.
5. Allows you to skip 5 lines at a time in the guide.
6. Use to increase or decrease the volume.
7. Mutes the TV sound.
8. Changes the channel on the receiver.
9. Will take you back to the previously watched channel before the one currently being broadcast.
10. Allows you to access your favorites list.
11. Allows you to return to the previous menu.
12. Allows you to view the list of saved recordings.
13. Rewind 10 seconds.
14. Fast forward 30 seconds.
15. Quickly rewinds.
16. Fast-forwards.
17. Ends viewing or recording.

18. Starts recording a show that's in progress.
19. Pauses a TV show.
20. Starts a viewing session.
21. Deletes a recording.
22. Allows you to change the TV's input.
23. Allows you to change the channel, one by one.
24. Backlighting.



4 REBOOTING THE DECODER

If a power failure occurs or if you accidentally disconnect the power to the decoder, the decoder will reboot. Also, in some cases, you may need to force a restart, either because the decoder seems to have stopped working or because you have requested changes that require a restart.

TO FORCE A REBOOT:

Momentarily turn the power off on the decoder.

A few system start-up screens will appear. You will then see a live channel on your TV.



5 LOGGING IN

When you restart your decoder for the first time, you will have to enter the activation code provided to you by Cooptel. You will then be able to create your user profile and access the channels.



6 MENU OVERVIEW

Cooptel TV offers a main menu that consists of icons and text. The main menu can be accessed by pressing the **MENU** button on your remote control and has six functions. Note that **My Library** only comes up when you create a reminder or an autotune, when you have a message or when the TV display function is activated.



SEARCH;



COOPTEL ON DEMAND;



HOME;



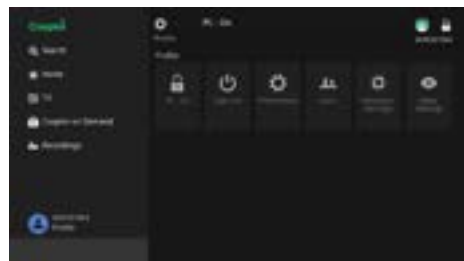
RECORDINGS;



TV (GUIDE);



MY LIBRARY;



7 THE INTERACTIVE GUIDE

7.1. EXTENDED GUIDE

You can access the interactive guide by pressing the **GUIDE** button on your remote control or after selecting the **GUIDE** function that appears on the main menu screen, followed by the **OK** button.

Pressing the **GUIDE** button on your remote again will take you to the variable programming. This allows you to sort your channels into the following categories:

- **All** (All channels);
- **Subscribed** (Only channels to which you are subscribed);
- **HD** (Channels available in HD only);
- **PPV** (Pay Per View channels only);
- **Favorite** (List of your favorite channels, go to page 11 for more details).

Use **Page Up/Down** buttons to quickly scroll through the channel list, five channels at a time.

To scroll through the list one channel at a time, use the up or down arrows.

To view future programming, press the right arrow.

- **HD programming is listed in the guide before each TV show name, as well as in the channel title;**
- **When a TV show is being broadcast for the first time, a blue star is placed in front of the title to indicate that it is new;**
- **The information about the selected TV show (in light blue) appears at the top of the screen;**
- **Press the “OK” button on your remote control to watch the channel of your choice. The channel being watched is identified by the channel number, its acronym and the title of the current TV show below the active channel screen.**

7.2. INFO GUIDE

You can get additional information about the TV show you are watching by pressing the **INFO** key on your remote control. To remove the box, press the **EXIT** key.



IF THE TV SHOW DESCRIPTION IS CUT OFF OR INCOMPLETE, PRESS THE OK BUTTON ON THE REMOTE CONTROL AND SELECT ADDITIONAL INFORMATION TO DISPLAY THE EXCESS.



7.3. REMINDER AND AUTOTUNING

Cooptel TV gives you the possibility to choose your programming in advance. You have two options: **set reminder** or **set autotune**.

To activate a reminder or an autotune, select a TV show from the guide and press the **OK** button on the remote control. You'll be presented with both options.

In the expanded guide, the TV shows you've selected as reminders or autotune are identified by the reminder icon ⌚ or autotune icon ↻.

WHAT IS THE DIFFERENCE BETWEEN BOTH OPTIONS?

An autotune will redirect you to the TV show you had tuned in.

In the case of a reminder, your decoder will simply notify you that your TV show will be starting soon, but will not redirect you to the selected show.

When a reminder message appears, the system will give you the option to tune in to the show or cancel the reminder.

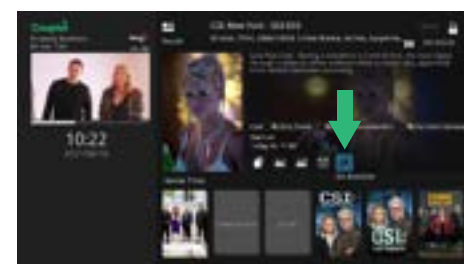
Note that it is possible to set multiple reminders for the same time. In this case, the system will show you the multiple reminder options and you can choose or cancel the request. If you do not take action, the reminder will be ignored.

You can cancel a reminder or autotune at any time. Go to your guide, select the TV show with the icon ⌚ or ↻ and press the **OK** button on your remote. The ⌚ or ↻ buttons in the menu will allow you to cancel the reminder or autotune.

7.4. AUTOTUNING CONFLICT

Note that you cannot schedule autotune for two TV shows that start at the same time. The system will flag a scheduling conflict.

This constraint does not apply to reminders. You can schedule multiple reminders for shows that share the same time slot. When the time comes, the system will show you the shows available to you and you can make your selection.



7.5. FAVORITES

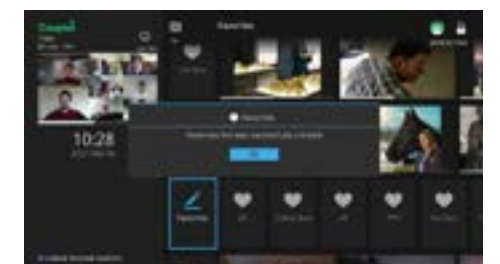
Select the **TV** option from the menu. The **Favorites** tab on the right side of your screen will allow you to manage your list of favorite channels. Once you have a list set up, go to the extended guide and press the **GUIDE** button on your remote until the favorites tab (with the name you designated for it) appears. From this point on, and as long as the active guide tab is your **Favorites**, only your **Favorites** will come up when you switch channels. Choose the **Favorites** function from the menu to manage the features.

The system first presents you with the option to choose a list that has already been set up, modify the favorites list, create a new one or delete it.

You can give a specific name to your favorites list. Simply select the name field, press **OK**, and a keyboard will come up. Delete the suggested name and enter the name you want your list to have. Press the **EXIT** key on your remote to exit the keyboard. You can

also use the remote if your list name is numeric.

When you create a list, you'll be presented with all the channel options. Navigate through the list of channels. Press the **OK** key, which will add the selected channel to your list and mark it with a heart icon ♥.



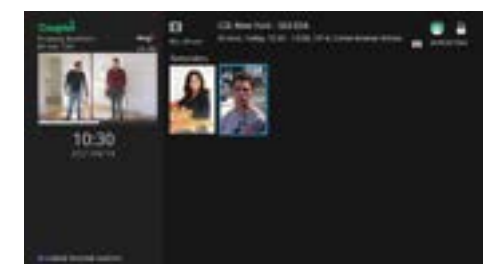
8 MY LIBRARY

My Library only comes up when you create a reminder or an autotune, have a message or have the TV display function activated.

8.1. REMINDERS

The **Reminders** feature gives you quick access to a list of all the programs for which you have set a reminder or auto-tune. They also come up in the extended guide, although they are harder to find that way.

Finally, you can easily cancel a reminder or auto-tune from this feature. Select the **Reminder** or **Autotune** you wish to cancel and press the **OK** key on your remote.



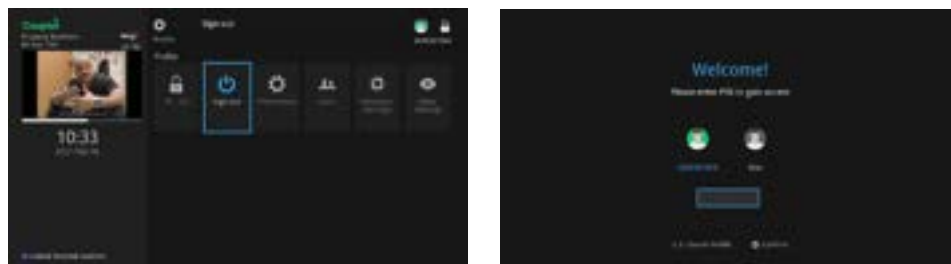
9 PROFILE

The **Profile** function is your portal to manage Cooptel TV's features including parental controls, main account, subscriber management and decoder configuration.

The three main **Profile** function tabs are **Sign out**, **Preferences** and **Users**.

9.1. "SIGN OUT" TAB

This option allows you to log out of your profile to connect to another.

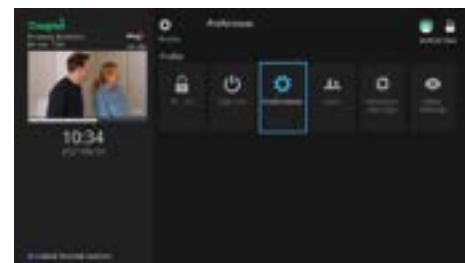
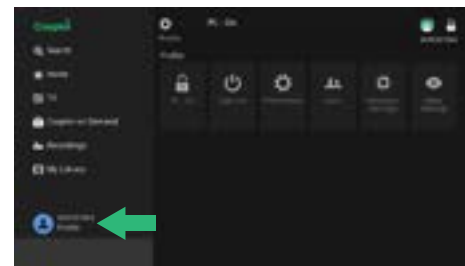


9.2. "PREFERENCES" TAB

To access the **Preferences** function, you must enter your password, as this function allows you to modify the parental controls. Your default password is the last four digits of your file number (example: 450 532-2667; your password is 2667).

In the **Preferences** tab, you can configure your system by checking off the following features.

- **Share Rentals:** check to allow sharing of Pay Per View purchases on all decoders in the house;
- **Require Login:** when you restart the decoder, the system may ask you for the username and password. If you use sub-accounts (see below), make sure this box is always checked. Note however that the password is always required when accessing the **Settings** function;
- **Channel Blocking:** check this box to block access to certain channels. Then select **Edit** to choose the channels to block. Select the channel you want to block by using the arrows on your remote control and press the **OK** button. The channel will then be identified with a padlock icon (🔒). Press **Update** to save your changes;
- **Enable Caller ID:** check this box to see who is calling you on your TV screen (you must subscribe to Cooptel's telephony service and have the Caller ID option);
- **Parental Control:** allows you to activate the parental control filters set in the **Users** tab (see below).



9.3. "USERS" TAB

The **Users** tab allows you to change the default password and PIN that Cooptel first assigned to you when you activated your account. You can also create and modify sub-accounts and add parental controls.

9.3.1. Modifying Security Codes

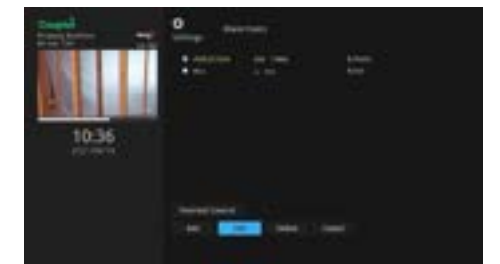
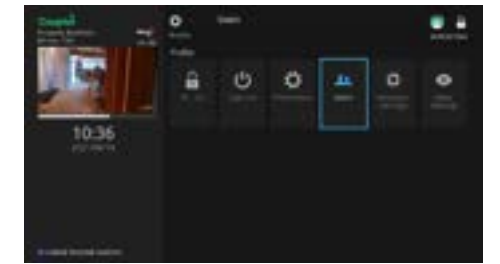
If you want to modify any security settings, you must first select the user to whom it will apply. Skip this step if you are the only user in the system. Then press the **Edit** button.

You can change your password and PIN, and even decide if you need to use a PIN to purchase pay-per-view TV shows, then press the **Update** button. This layout differs for a sub-account (see below). Note that a sub-account user does not have access to the **Settings** menu and therefore cannot change their own security codes.

9.3.2. Parental Controls

To use the parental control, you must first activate the function in the "Preferences" tab. Then click on the "Users" tab and select the "Parental Control" function. The modifiable parental control settings are the following.

- **Rating:** It is possible to restrict viewing according to movie ratings. Movie ratings are: G, PG, PG-13, R, NC-17, AO, X, XX, XXX. When you select a rating, you allow viewing if the rating is less than or equal to that rating (e.g. if you selected PG-13, then all movies rated R or higher are blocked);
- **TV rating:** similar to a movie rating, but this rating is more general. Note that on a channel like On Demande, it is possible to have a short show between two movies. The general ranking is therefore an interesting complement to movie rankings. Your options are: TV-Y, TV-Y7, TV-G, TV-PG, TV-14, TV-MA;
- **Unlock Timeout:** you can set the automatic unlocking up to 1440 minutes (24 hours) after activating the parental control function. This allows you to temporarily use this function, for example, when a babysitter is with your children;
- **Block Unrated:** If this box is checked, a "NR" (not rated) TV show can be blocked;
- Finally, you can also block content according to codes that may appear at the beginning of a TV show, such as S (sexual), D (dialogue), V (violence), etc. So even if you haven't blocked a channel, if a particular TV show doesn't meet your control criteria, the show will be blocked.



CINEMA RATING

- G:** General
- PG:** No age limit
- PG-13:** Parental supervision strongly advised
- A:** For audiences of 17 years and older or accompanied by an adult
- NC-17:** For audiences of 18 years and older
- AO:** Adults only
- X:** Eroticism reserved for an audience of 18 years and older
- XX:** Pornography for audiences of 18 years and older
- XXX:** Explicit Pornography for audiences of 18 years and older

TV RATING

- TV-Y:** For children of all ages
- TV-Y7:** For children 7 years and older
- TV-G:** For an audience of all ages
- TV-PG:** Parental supervision recommended
- TV-14:** For audience 14+ years old
- TV-MA:** Not recommended for young children

9.3.3. Sub-accounts

Sub-accounts are an efficient way to manage what your children can see. You can set up a list of favorites by sub-account or for each family member to only have access to certain channels or content. Subscribers don't have access to the **Profile** portion of the menu to restrict features such as parental controls.

Select the **Profile** option from the menu and go to the **Users** tab. Select the **Add** option.

The **Create New User** screen will appear. Navigate to the **New Login** field.

Press the **OK** button on your remote control to activate the alphanumeric keyboard. Type in the name you want to give it (ie: "Abby" as seen in this example) then press **✓** to close the keyboard.

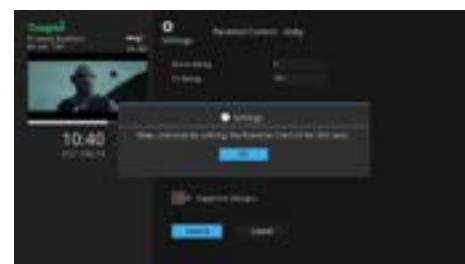
Choose a password for this sub-account. This password must be different from the main account password to prevent the sub-account user from accessing features such as parental controls. You can also give it a different look than the main account. Complete this first phase of the sub-account by confirming with the PIN of the main account, then press **Continue**.

A second screen will come up to set the Parental Control level. Refer to the above section on parental control and then press **Submit**.


You will get a confirmation that the account has been created. Press **OK**.

To access the sub-account, you must sign out of the main account in the system by selecting the **Sign Out** option.

To delete a sub-account, you should select it in the **Users** tab and then press **Delete**.



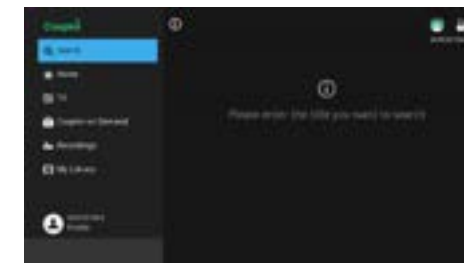
10 SEARCH

The **Search**  function allows you to search for a TV show based on keywords. A search is normally done in the guide, both on the title of the TV show and on its detailed information. In the case of a DVR (2-channel recorder), you can also search through the shows recorded on your hard drive. Press the **Search** option from the menu.

You can then enter keywords using the keyboard (**OK** button on your remote control).

In the example, we have intentionally entered a vague search word "THE" as a keyword.

The search result using the word "THE" sources a list of all the programs in the seven-day interactive guide that contain the word "THE", in the title or in the programming information. The broader the search (as in this example), the more likely you are to get a long list of search items.



11 PAY-PER-VIEW

11.1. VIEWING SCHEDULES

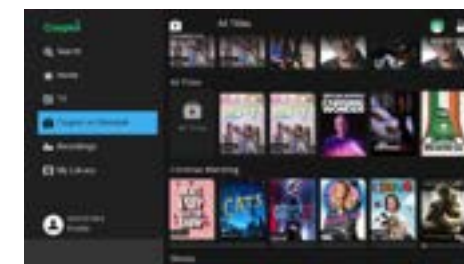
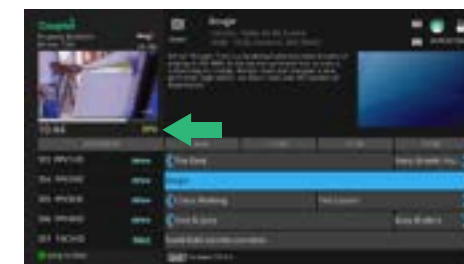
➤ Your default Pay-Per-View PIN is 9999.

The credit limit for Pay-Per-View purchases is \$100, with the option to increase or decrease*.

To only access pay-per-view channels in your guide, press the **GUIDE** button on your remote until the guide is in **PPV** mode.

Using the **CH+** and **CH-** buttons on your remote control will allow you to switch from one pay-per-view channel to another. You will need to press the **GUIDE** key a few more times to return to a guide mode that suits you (e.g., All, Subscribed, Favorites, etc.).

You can also access the Pay-Per-View content in the **Cooptel on Demand** main menu tab.



* Certain conditions apply.

11.2. TRANSACTIONS AND CONFIRMATION

When you access a pay-per-view channel that is not yet purchased, the system will display the information, but the program will be blocked until a transaction is confirmed and the broadcast time arrives.

You may proceed to purchase if your profile allows it and if your credit limit allows you to make additional transactions.

For questions about your credit, contact Cooptel Customer Service.

To proceed, go to the extended guide and select the desired program (which has not yet started) and press the **OK** button on your remote.

The rental price is listed under the title of the à la carte programming.

Select the "PPV" function from the menu.

Enter your PIN if required. If the **Share Rentals** box in the **Preferences** tab of the **Settings** menu is checked, you will also have the option of allowing this program to be viewed on all the decoders in your residence. Press **OK** to conclude.

If you access the guide, you will see a clock icon on the channel and time you've selected. This is a confirmation that your transaction has gone through. A reminder has now been programmed to notify you within a timeframe set in the **Preferences** tab of the **Settings** menu.

You can also get a confirmation by accessing the **My Library** menu, under the **Pay-Per-View Events** tab to view your program purchases that have not yet aired. You will then be able to view the programming at the time indicated in the extended guide.

11.3. CANCELING A TRANSACTION

As long as the purchased program has not been aired or is not yet available to view, you have the option of canceling a transaction free of charge.


You can cancel a program by locating it on the extended guide and pressing the **OK** button on your remote. This will give options, including to cancel the transaction.

You can also cancel in **My Library - Pay TV** menu and press **OK** to select **Cancel Pay-Per-View Purchase**.



12 USE OF THE PVR PERSONAL VIDEO RECORDER

12.1. PVR MENU


When you use the PVR (2 or 4 channel recorder), your menu has one more function, called **Recordings**, with the icon . Select this function.

The **Recordings** menu gives you three basic options.

- **Recorded Programs:** shows the recordings you have on your decoder;
- **To record:** indicated pre-scheduled future programs;
- **Schedule Priority:** if applicable, indicates a series episode that will take priority in the event of a scheduling conflict;

Also note that the menu shows you the percentage (%) of total disk usage (out of 160 GB capacity) at the top of your screen when the **To Record** option is highlighted. Your disk can record more or less between 50 and 100 hours of programming depending on the quality of the program. A program recorded in HD will consume significantly more disk space than a standard program.

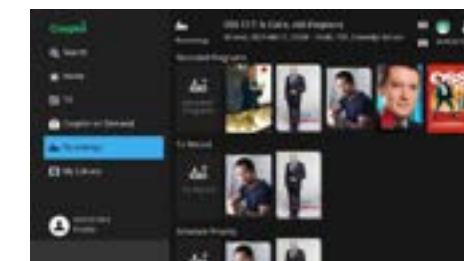
12.2. BASIC RECORDINGS

There are several ways to start a recording. A quick way to start a recording is to simply press the **REC**  button on your remote.

If you open your guide, you'll notice a recording icon (large red dot) on the channel you've selected. If a recording is in progress, you will also see a red light on the front of the decoder.

Note that your PVR has a dual channel tuner. You can therefore view (or record) a second channel at the same time, without affecting the current programming. However, to stop it, you will have to return to the channel being recorded.

You can also start a recording on the channel you're watching or elsewhere on the extended guide by pressing the **OK** button on the remote control and selecting the **Record Program** option from the submenu.



12.2.1. Modify a recording

When you schedule a recording, you can access it in the **To Record** option of the **Recordings** menu. By selecting the scheduled recording and pressing the **OK** button on your remote control, you will have access to a few options, including **Modify the recording**.

You can then add an input and output buffer to avoid losing a few seconds or minutes of recording if there is a mismatch between the broadcast time and the Cooptel TV time.

12.2.2. Canceling a Recording

There are several ways to cancel a recording. You can cancel it long before it starts, by selecting it from the list of scheduled recordings. This is accessible from the **To Record** option in the **Recording** menu (also accessible with the **DVR** key and the **C** key on your remote control). Note that this also shows you the recordings in progress with a red button confirming that the program is recording.

Select the scheduled recording you wish to cancel from the list. The system will then suggest different options, including **Stop Recording**.

At any time, you can also end a recording in progress by pressing the **STOP** button on your remote control (wait for your request confirmation on the screen). Once the recording is complete, the red light on the decoder will turn off.



12.3. RECORDING A SERIES

Cooptel TV allows you to easily manage multiple recordings of a series in HD or SD. Record old or new episodes and specify the number of recordings for each one.

Just as with a basic recording, done by pressing the **REC** button on your remote.

You can also select a program in the guide and press the **OK** button, which will suggest options including **Record Series**.

When you record a series, the program (and its repetition in time and on other channels) will be identified in the Guide with a series recording icon (●●●). This can be used to record a normal series, if it is a skipped program (●●●) (see below for explanation) or a less preferred program quality (HD or SD) (see below).



12.3.1. "Record" function

The list of scheduled series recordings is available in the **Recordings** menu under the **To Record** option (also accessible with the **DVR** and **C** buttons on your remote).

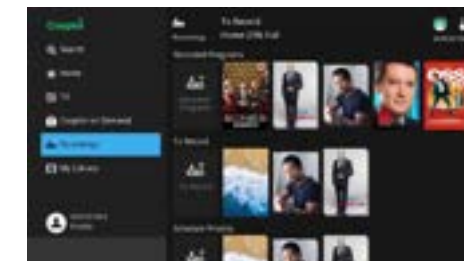
Depending on the rules you set for recording TV series' (see below), you may see the same program being recorded on two channels at once or at different times of the day. Some icons may be gray in color in addition to the red ones.

Once you have programmed a serial recording, you can edit its settings to set your preferences. First, select the program on the extended guide or by some other means and press the **OK** button. A menu will come up with several options, including **Edit Serial Recording**.

The following editing options will come

up:

- **Channels:** a specific channel (note that you cannot record more than two channels at a time. If the same program is broadcast on several channels at the same time, you will have a programming conflict);
- **Preference:** SD or HD (the latter of course if you subscribe to the HD service);
- **Episodes:** all or new episodes only (note that the episode must have never been broadcast, neither in English, to be considered new);
- **Start/End:** to add extra time at the beginning and end of a recording (compared to the time on the guide);
- **Limit to:** 1, 5, 10 episodes or all (if you use the **All** option, you could eventually record over recorded shows, depending how much disk space you have left).

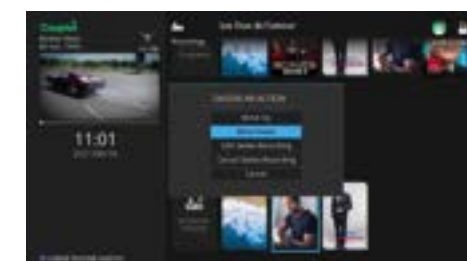
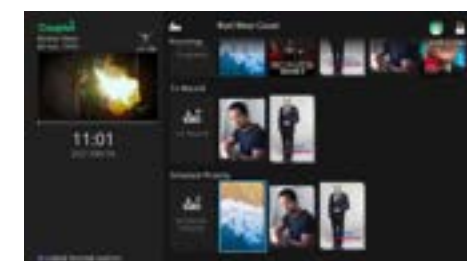


12.3.2. "Recording priority" function

The **Recording Priority** accessible in the **PVR** menu is valid only when a series is recording (basic recordings are always considered of higher priority). This will identify which series to prioritize if there's a scheduling conflict. In the example, three series are being recorded and the second series is flagged as a priority in case of a schedule conflict.

By pressing the **OK** button on the second program line, a submenu with several options will be presented, including the option to move priorities up or down.

Here, the priority is moved up. The series that was formerly in second priority is now in first priority and only basic (non-series) recordings can prevent its registration (with two basic recordings).



12.3.3. Skipping an episode of a series' recording

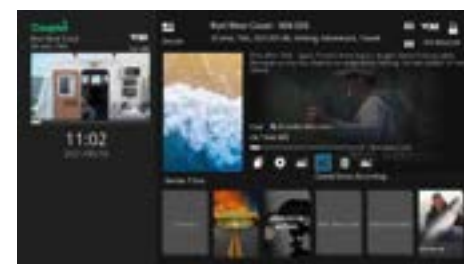
You can skip a specific episode of a series recording, while keeping the programming active. Go to guide and select the episode to be skipped, which is identified by the recording icon and press the **OK** button. You will then be presented with options, including **Stop Recording**.

Once you've skipped an episode, the icon will change from red to gray.

12.3.4. Canceling a series' recording

You can cancel the recording of a series at any time. Select the series episode with the series recording icon and press **OK**. A menu with several options will come up, one of which is **Cancel Series Recording**.

The series recording icons will then disappear for that specific program. This recording will also disappear from the **To Record** list in the **Recordings** menu.

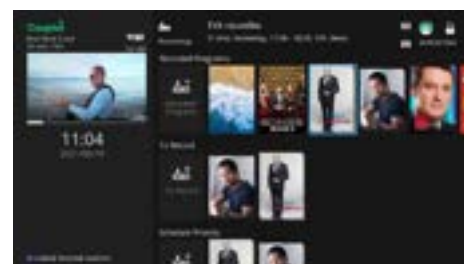
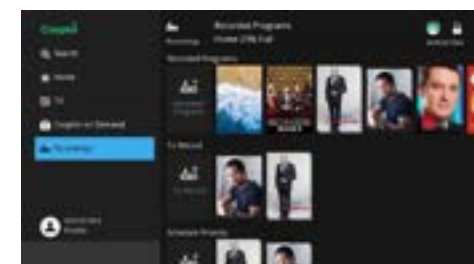


12.4. LIST OF RECORDINGS

You can view a complete list of your recordings on the hard disk by selecting the **Recordings** option from the main menu. The basic display shows a summary of all recordings.

In some cases (especially with series recordings), the **All** option will show the image of any program, but without other information such as its duration, channel and date. The display will only show a number next to the name. This indicates that the detail will be displayed when you select that line.

Only one image of the series will be displayed. Once the show poster is selected, all recorded episodes of that show are now displayed on the left.



12.5. VIEW YOUR RECORDINGS

To view a recording, go to the **Recordings** menu (also accessible by pressing the **DVR** button on your remote). Select the TV show you want to watch.

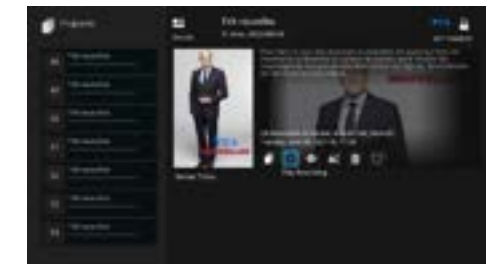
When you press the **OK** button, you will be presented with a menu where the second option is **Play Recording**. Select this option to start viewing.

When viewing from a disc, a second green indicator appears on the front of the decoder.

In this example, we are viewing a recorded TV show. Note the **Recording** indicator at the bottom right instead of **Live**. This confirms that it is a recording by pressing the **INFO** button on the remote control.

When viewing a recorded show, you can fast forward or rewind, pause or stop the TV show. Here we are at four times the normal speed.

If you fast-forward to the end of the recording, or press the «STOP» button on your remote, you will return to the live broadcast.



12.6. MANAGING YOUR RECORDINGS

In addition to viewing your recordings, the other accessible options in the **Recordings** menu allows you to lock a recording or delete it. This becomes an action to consider when you notice that the percentage (%) of disk space is approaching its full capacity.

Locking a recording protects the show from being replaced by another when the disk is full and the system has a command to record another show. Go to the **Recordings** menu and select the show you want to lock. Press **OK**, which will present you with several options, including **Lock**.


Deleting a recording frees up disk space and avoids recording over other shows that you might have preferred to keep or had not watched. Go to the **Recordings** menu and select the show you want to erase. Press **OK**, which will present you with an options menu, including **Delete Recording**.

The system will then ask you to confirm before deleting that recording.



12.7. VIEWING IN LIVE TV PAUSE MODE

The PVR continuously records the channel that is tuned to your TV. This feature allows you to watch Live TV in Pause mode.

If you are watching a live TV show and want to pause it, press the **PAUSE**  button on your remote control. From this point on, you will see a time scale bar at the top of your screen, which reflects the current recording. The recording will keep going for as long as you stay on this channel.

You can then continue watching the TV show. If you increase the speed (up to 100 X depending on the time recorded), you can eventually recover the lost time and get to the real broadcast time (particularly interesting during commercials breaks). However, do not change the channel if you want to see what has been recorded, as this is only a temporary recording.

Also, note that since the PVR is constantly recording, you can rewind to see the same or previous TV shows, provided you haven't changed the channel. As soon as you change the channel, everything is lost and the recording will start again.



13

VIDEO SIGNAL BLOCKED

If you get the following message, you are trying to access a channel that you are not subscribed to. If you wish to subscribe to this channel, please call Cooptel Customer Service.




14 WHOLE HOME PVR (WHPVR)

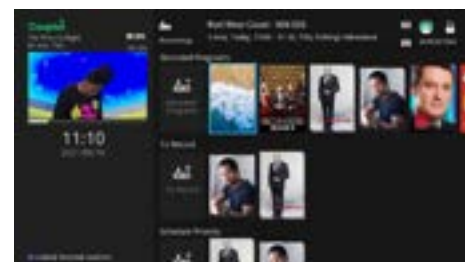
Take advantage of your PVR (Personal Video Recorder) decoder features elsewhere in your home without having to buy additional PVRs. Every decoder in your home can tune into a live channel available on Cooptel TV or view recorded content on the PVR's hard drive. Up to five decoders can access the service at the same time (including the PVR itself).

This service is compatible with both high definition (HD) and non-HD content. However, you must subscribe to Cooptel TV's HD service in order to record and view HD content. Also, if any of your decoders are not HD compatible, you will not be able to record and view HD programming.

If you decide to add the WHPVR at a later date and you already have a Cooptel TV service in your home with compatible decoders that include at least one PVR, no technician visit is required.


14.1. PVR MAIN SCREEN

By pressing the **DVR** button or the button with the icon  (depending on the model of your remote control), the following will come up on your TV screen, attached to a non-PVR decoder. This allows you to request a recording, to see what is available on the PVR's hard drive, and other functions. This screen is identical to the one on the PVR itself.



14.2. SERVICE LIMITATIONS

Cooptel TV's WHPVR service has very few limitations, but they must be taken into account.

- Specific connection situations: there might be some specifications if you've initially connected to Cooptel's TV service through a "VDSL" modem (not applicable to subscribers with fiber optics). Cooptel technicians have had to use a special physical connection due to bandwidth limitations at the given address. Although exceptional, if you are in this situation, you will have two "VDSL" modems in your home. If this is the case, Cooptel unfortunately cannot provide this service for you;
- It is impossible to view HD content from a non-HD decoder. In this case, you will get an error message. However, the opposite is possible (an HD decoder can access an SD recording);
- Each decoder attached to the WHPVR service works independently. For example, two decoders in the house can view the same recording on the PVR hard drive. However, it's impossible to pause a TV show on one decoder and transfer the same signal to another. You can, however, stop a viewing on one decoder, note the approximate viewing time, and request to review that same recording on another decoder;
- There are a maximum of five logical channels in any client network. Thus, up to five decoders, including the PVR itself, can access the PVR's hard drive, view content, record, and perform other functions;
- The live TV pause function, i.e. using the button  to temporarily stop a live broadcast viewing, is only available on the PVR itself. Any set-top box can, however, on the same WHPVR service, pause the viewing of recorded content using this same remote control button.

14.3. TROUBLESHOOTING INSTRUCTIONS

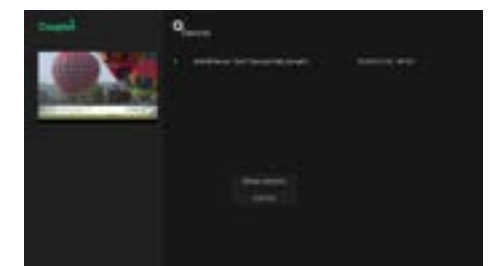
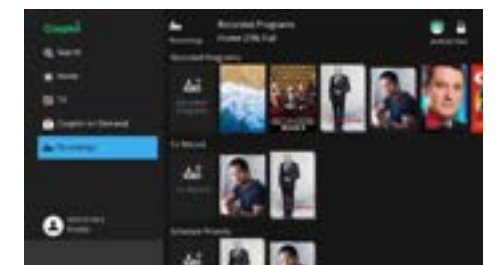
14.3.1. Confirm that the service is activated

Look at the menu on non-PVR devices using the MENU button on your remote control. If you see "PVR" among the available functions, your service is activated.

Another way to confirm that the WHPVR service is enabled on your Cooptel TV is to dial the code 00001232 on your remote. This will display a confirmation letting you know whether or not you have the service.

14.3.2. Watching a recording that no longer appears in the PVR menu

Someone else in your home might have viewed the recording, perhaps on another decoder. If that person deletes the TV show, it will no longer be available on the disk, erasing it from all decoders.



15 COOPTEL ON DEMAND GUIDE

Accessing the on-demand content interface:

1. From the remote control, press the **MENU** button.
2. Select **Cooptel On Demand**.

DIFFERENT CATEGORIES ARE ON THE RIGHT SIDE OF THE VSD INTERFACE:

“All Titles”, “Continue Watching”, “Movies”, “TV Series”, “Kids”, “Rentals”, “Free”, “Adults”, etc.

When you select the **All Titles** category, you can apply filters to refine your search including:

- Genres
- Network
- Video Quality
- Hot Titles
- Release Year
- Rating
- TV or Movie
- Price
- Closed captioning
- Availability
- Country of Origin
- Download and Go
- Show Type

HD ONLY CONTENT


If you subscribe to Cooptel’s HD service, browse through HD-only titles by going to the **All Titles** category, selecting the **Video Quality** filter and then selecting **HD**.

TO VIEW FREE CONTENT ONLY

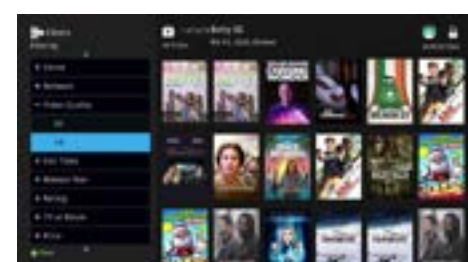
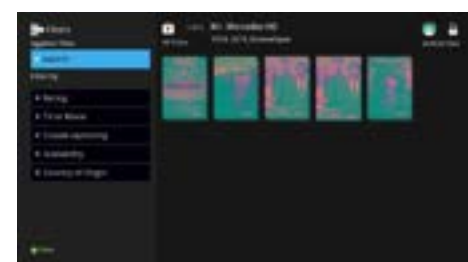
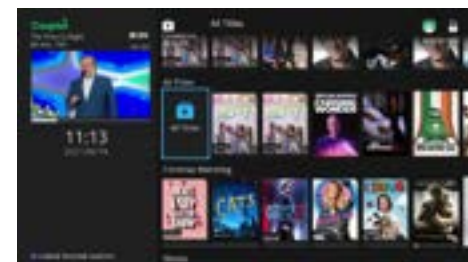
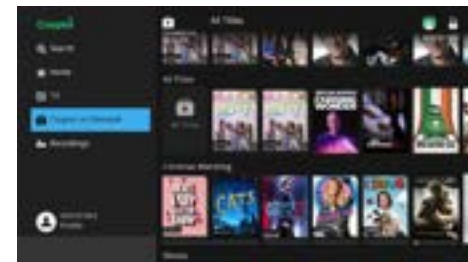
To browse through free movies and series, scroll down to the **Free** category of Cooptel’s On Demand main menu. Scroll to the right and select **View All** to filter through the free content.

TWO WAYS TO REWATCH A RENTED MOVIE:

When you rent a movie, you have 48 hours to watch it. You rented a movie and you want to watch it again or resume watching from where you stopped? There are two ways to do this:

1. You can select the rented movie and simply choose **Play from last**.
2. You can see the list of all rented movies that are still active to be watched in the **My library** section identified by the icon . You will then see the list of rented movies.

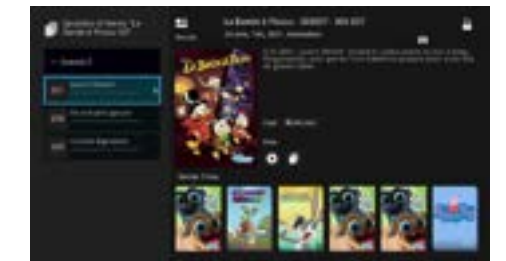
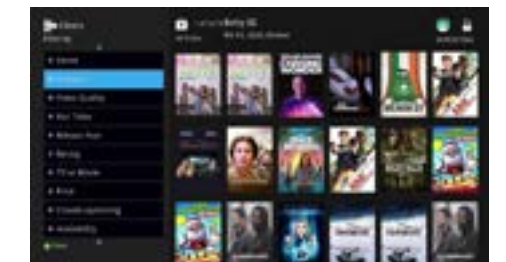
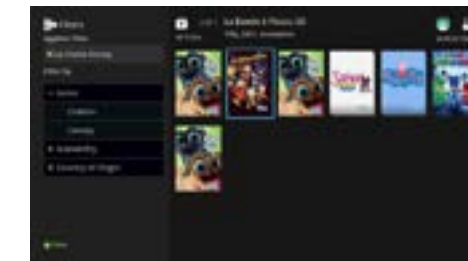
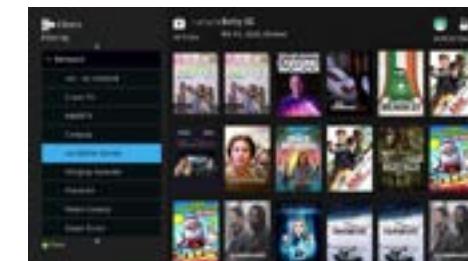
You just need to make a choice and to resume watching



The **Network** filter lists the channels to which you are currently subscribed. The content of these channels is then free. If the channel is not displayed, you are not subscribed to that channel.

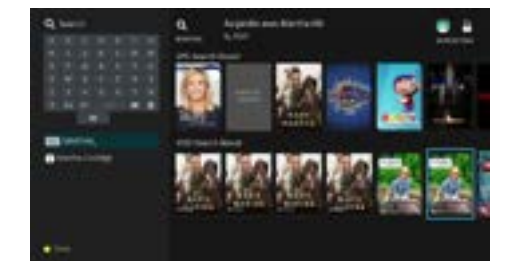
When you select a channel, you will see the available TV shows on demand. You can then filter the TV shows by “Year of production”, “TV or movie”, “Availability” or “Download and Go”.

When you select a TV show, press the **OK** button on the remote control. You can view the trailer, get a synopsis of the show, (optional in some cases) or start playing the movie or show.



15.1. SEARCH FOR A TV SHOW

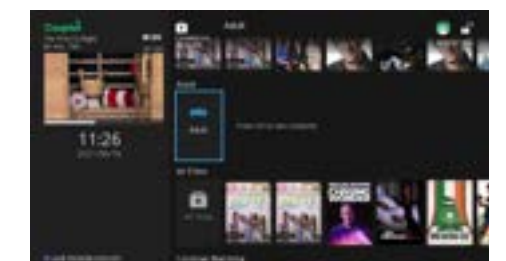
You can also search for a TV show by pressing the **YELLOW** button on your remote control. You must use the arrows on the remote to move through the letters and press **OK** on the remote to select a letter. To start a search, press the **Search** box.



15.2. ADULT SECTION

When **Parental Control** is enabled on an account, the **Adults** category will not appear in your On Demand menu.

When **Parental Control** is disabled, you can access the **Adults** category in your On Demand menu.



FIND THE COMPLETE COOPTEL ON DEMAND GUIDE ON OUR WEBSITE AT WWW.COOPTEL.CA/EN/SUPPORT/TELEVISION/

16 HOW TO CONTROL COOPTEL ON DEMAND ADULT CONTENT

Press the **MENU** button on your remote control and select the **Cooptel On Demand** option. You will find different types of content depending on the package you have. In addition, depending on the broadcaster, some channels offer adult-only content at different times or on a continuous basis.

If you wish to exclude adult content, simply follow the instructions below:

1. From your remote control, press **MENU** followed by **Profile**, and then **Preferences**.
2. Enter your password (which you can find by contacting Customer Service).
3. Check the **Parental Control** option and select **Submit** to apply the parental control activation.
4. Press **Users**.
5. Press **Parental Control**.

6. Make the following changes:

- a. **Rating:** R
- b. **TV Rating:** TV-14
- c. **Unlock Timeout:** 300 minutes
- d. **Block Unrated:** DO NOT CHECK THIS BOX and DO NOT CHECK ANY OTHER BOXES (S, L, D, V, F) as these are used to provide you with acceptable content.

7. Press **Submit**.

Block Unrated: You can set the automatic unlock up to 1440 minutes or 24 hours. This allows you to temporarily set parental controls if, for example, you leave and leave a babysitter with the children.

If you have any questions or need help with your services, please call Customer Service at 1-888-532-2667 or Technical Support at 1-866-532-2252, option 5.



17 COOPTEL'S GO SERVICES

- Allows you to watch certain channels via a high-speed Internet link, using a computer, laptop, smartphone or tablet;
- You must be subscribed to the channel on Cooptel TV;
- Accessible everywhere in Canada (not elsewhere for copyright reasons);
- Accessible via the following link: www.wtve.ca ;
- You must subscribe and then you can view certain channels directly via the portal (e.g. with your PC) or via smart device applications (Android and IOS).

RIS and RDS are accessible via the same application. Super Écran is accessible via the Crave application.

Once your account is set up, you will have access to your subscribed channels via your computer through the www.wtve.ca website or via the IOS and Android applications for each channel.

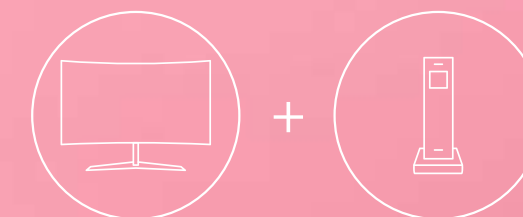
You will still need to authenticate in two ways:

1. By creating an account via the smart device app (IOS or Android).
2. Logging in by selecting the Cooptel cable operator from the drop-down list on the www.wtve.ca web page.



 **FIND THE COMPLETE COOPTEL'S GO SERVICES GUIDE ON OUR WEBSITE AT WWW.COOPTEL.CA/EN/SUPPORT/TELEVISION/**

**NO NEED TO GET UP TO SEE WHO IS CALLING
FILTER YOUR CALLS ON YOUR TV***



TV

TELEPHONE WITH CALL DISPLAY

*On Cooptel's network, where technology allows.

REFER A FRIEND and get ONE MONTH OF FREE SERVICE(S)*



Fill out the form on our website's customer area and get a 1 month free access to the services your friend subscribed to!

*Certain conditions apply. See our website for further details.



CUSTOMER SERVICE

450-532-2667 (COOP)
1-888-532-2667 (COOP)
solutions@cooptel.qc.ca

Business hours

Monday to Wednesday from 8:30 am to 5 pm
Thursday to Friday from 8:30am to 6pm
Saturday from 9:00 am to 5:00 pm

-

TECHNICAL SUPPORT

450-532-3141
1-866-532-2252
support@cooptel.qc.ca

Business hours

Monday to Friday from 8am to 9pm
Saturday and Sunday from 9am to 9pm
(except December 25th and January 1st)