



Getting Started

Before attempting any of the content in this “How-To Guide”, first:

- ✓ Have an active Fidelity Communications Internet service AND an active e-mail address.
- ✓ Purchase a streaming device of your choice. (See below for supported devices).
We recommend the Amazon Fire TV Stick and sell them at our retail locations.
- ✓ Have your WiFi username and password at hand to connect your device to WiFi.
- ✓ Setup an Amazon, Apple ID, or Google Play account based on which device you are using.
- ✓ Subscribe to FidelityTV service by contacting your nearest Fidelity Communications office.
- ✓ Set up your username and password through the FidelityTV activation email.
- ✓ Download Fidelity Communications App and login to FidelityTV on the device of your choice.

FidelityTV Important Info (Keep this secure for your records)

SERVICE ACCOUNT EMAIL		DEVICE	
username:		username:	
password:		password:	
WiFi NETWORK NAME		FidelityTV LOGIN	
SSID:		username:	
password:		password:	

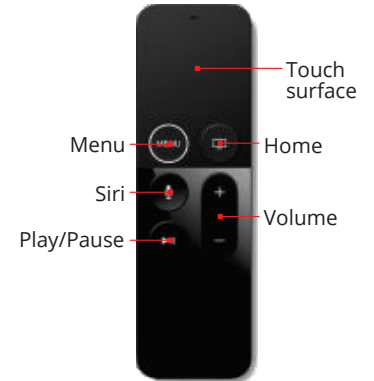
Below are a few of the popular streaming products, and details of some of the most popular remotes are shown to the right.

FidelityTV RECOMMENDED DEVICES:

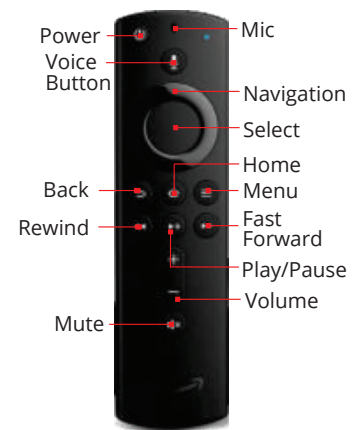
- Amazon Fire TV
 - Amazon Fire TV Stick (2nd Gen)
 - Amazon Fire 4k Cube
 - Amazon Fire TV (3rd Gen) Pendant
- Apple TV
 - Apple TV 4k (5th Gen)
 - Apple TV (4th Gen)
- IOS
 - Apple devices running IOS 10 or higher
- Mobile
 - Android
 - Smartphones / Tablets running Android 7.0 or higher
- Web Browsers
 - Chrome (latest version)
 - Firefox
- Television
 - Android TV
 - Amazon TV
 - Microsoft Edge/Internet Explorer



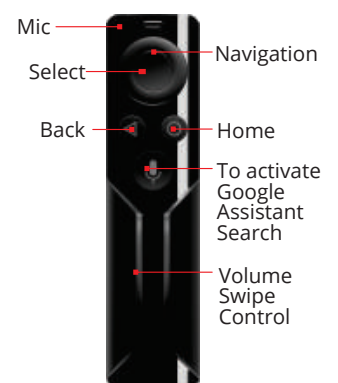
Apple TV



Amazon Fire TV 4K



Android TV



Initial Setup

DOWNLOAD THE FidelityTV APP

On a streaming or mobile device, you can download the FidelityTV app from your devices' App Store.



For Android and Android TV devices go to the Google Play Store. 

For Apple iOS and Apple TV devices go to the Apple App Store. 

For Amazon Fire TV devices go to the Amazon App Store. 

Once you are in the App Store, search for "Fidelity Communications FidelityTV" and select "download." After the app is installed, you'll be able to see it on your device.

SIGN-IN TO THE APP WITH YOUR USERNAME AND PASSWORD

- Your username is the email address you provided when signing-up for your Fidelity Communications FidelityTV service.
- Your password is what you entered in the FidelityTV activation email.

CREATE A PROFILE

- Enter a name and choose an avatar (an icon or figure representing you).
- You can setup additional profiles for up to four users.




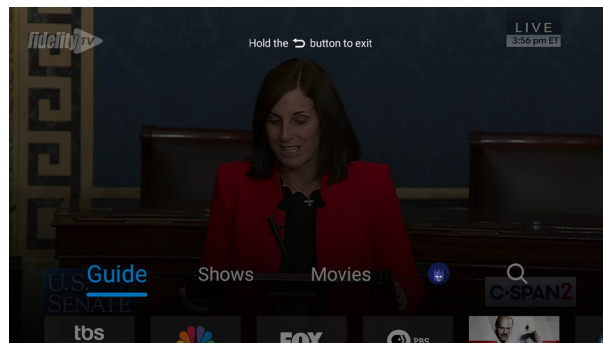
Main Menu

TO ACCESS THE MAIN MENU

Select Menu, Back or Home button depending on your remote.

THE MAIN MENU HAS IMMEDIATE OPTIONS:

- Guide: The traditional channel listing allows for browsing both forward and backward in time to see what's on and upcoming.
- Shows & Movies: Browse live, upcoming, and recently aired shows and movies by categories such as "What's on Now," "Action," "Drama," etc.
- Profile Settings : Manage settings such as DVR Recordings, Parental Controls, User Profiles, Sign out, and other information here.
- Search: Explore live, upcoming, recorded, and Replay content across the entire app.



RECENTLY WATCHED - AKA..."LAST" BUTTON

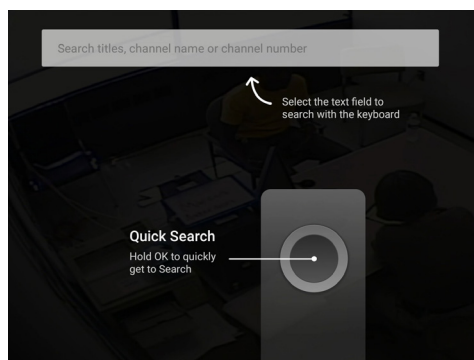
Your Recently Watched list is located below the Main Menu. This is equivalent to the LAST button on a standard cable remote. This feature is a history of the last 15 channels and programs watched.

HOW TO ACCESS RECENTLY WATCHED FROM THE MAIN MENU

- Apple TV: Swipe down on the touch pad.
- Amazon Fire & Android: Press the Down directional button.

From the Main Menu, arrow down, a pop-up panel will appear which gives you the option to "Watch Recently Aired Programs."

Search



The Search feature is accessed in the Main Menu. You can search for title, channel name, or channel number in the search bar. Navigate the cursor to each letter and press Select on the remote. FidelityTV will start recommending search results after a few letters are selected. Navigate to the results and press Select on the remote to access the desired content.

FidelityTV will search for the request and deliver results across all your subscribed channels including:

- Live TV
- Upcoming Live TV
- Restart TV
- DVR Recordings

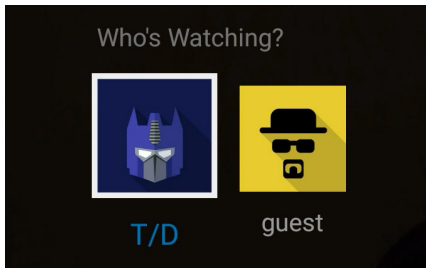
Please Note: Certain devices like Apple TV 4th Generation or the Amazon Fire Stick 2nd Generation may allow for voice search capability through the manufacturers' remote.

Settings

The Settings menu is where to find Profiles, Manage Recordings, update Parental Controls, Sign out, and other device-specific information. Go to the Main Menu and navigate to the right. Press Select on the Settings icon.

Scheduled Program Recordings

Series Recordings, as well as Individually Scheduled Recordings you set, can be found under Recordings. Select any series to view Recording Options and Manage or Cancel Recordings. From here, you can play the show, view detailed info, and delete. You may also view future episodes that are set to record. See detailed info for each show, extend a particular recording time, and cancel the series recording. Recording Options: Allow selection of episodes that are only new, or new plus reruns, it also lets you select the channel, and allows you to add any extra time to the end of the recording. Series Info: This brings up more information for the series and an overview with some additional browsing options. If you find that you are recording a lot of content, you can upgrade your DVR storage capacity by calling a Customer Service Representative, **1-800-392-8070**.



Profiles

Create up to four different profiles for various members of the household. FidelityTV will capture the individualized watch history for each profile and offer personalized recommendations based on content viewed. FidelityTV profiles work similarly to Netflix® profiles, where upon opening the FidelityTV app, you can choose which profile to watch. To set-up profiles, bring up the Main Menu and the Settings Icon and press OK.

Parental Controls

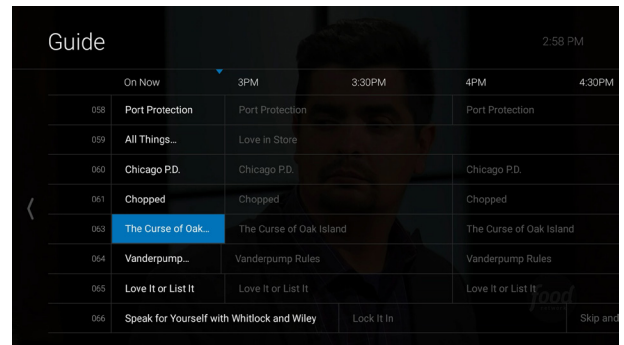
To restrict available content by ratings on FidelityTV, activate Parental Controls. Parental Controls constrain full view access to content rated R, TVMA, or NC17 unless a Personal Identification Number (PIN) is entered. Full access to the content resumes after entering the correct PIN.

- The Parental Controls setting is either enabled or disabled and is accessed through the Profile Settings in the Main Menu.
- At first access, the user will be asked to create a 4-digit PIN.
- This PIN will be used to restrict access to the Parental Controls and mature content.
- You can also change or reset your PIN from this menu.

Guide

The traditional channel listing allows for browsing both forward and backward in time to see what's on and upcoming.

When a live program is highlighted, press the Select button once for a brief show description. If the show is currently airing, a live sample will display to the right for a sneak peek. Inside the Quick View you can also set recordings, as well as go to the full show or movie details page. Navigating to the left of the guide screen past "On Now," a pop-up overlay appears for Replay TV.



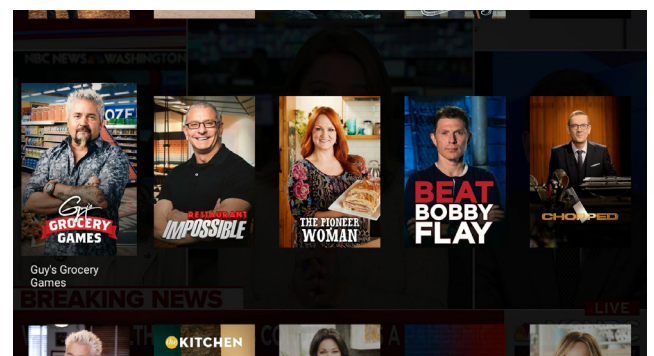
Show & Movies

The Shows and Movies sections are organized in a picture tile display for easy viewing. Episodes, series, and content are organized into horizontally scrolling rows according to show type or genre.

These include:

- Recordings: This is another place to view content recorded by profile on the account.
- The "On Now" rows: Quickly see what is currently live.
- TV Genre & Movie Genre rows: Browse through series, episodes, or movies by genre type.
- Navigate this area with the up/down and left/right on the remote.

Once a TV Show is selected, press the Select button on the remote to see more options & info. Select Movies and press "Browse All" in the upper right corner. Press Select to see more options regarding the content. If the movie has not yet aired, you can set it to record from this screen.



Live TV

CHANGE THE CHANNEL

FidelityTV allows for regular channel surfing by moving up or down to the adjacent channels and browse future and past programming by using the right and left directional controls.

- Apple TV: Swipe right/left/up/down.
- Android TV & Amazon Fire: Press right/left/up/down directional controls

PAUSE LIVE TV

Once a channel begins to play, you can pause live content with your remote for up to 60 minutes. After 60 minutes of pause time, the channel will automatically play whatever is currently live.

STANDBY

After four hours of consistent viewing on the same channel with no remote control activity, FidelityTV will ask you to press any button on the remote to continue broadcasting content. If you do not press a button on the remote after inactivity, the screen will revert to the home screen of the device.

HD CONTENT

FidelityTV offers FREE HD content with your Fidelity Communications service. If we receive the channel in HD, we broadcast it in HD. No extra channels, costs, or hassles.

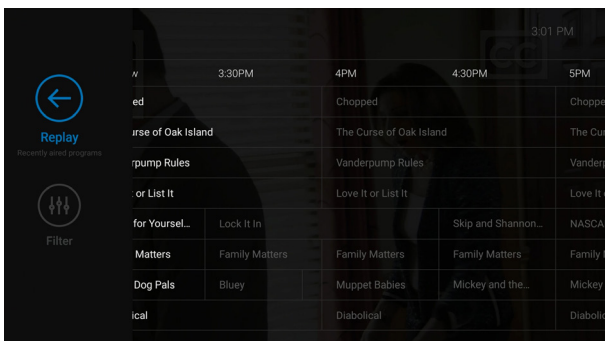
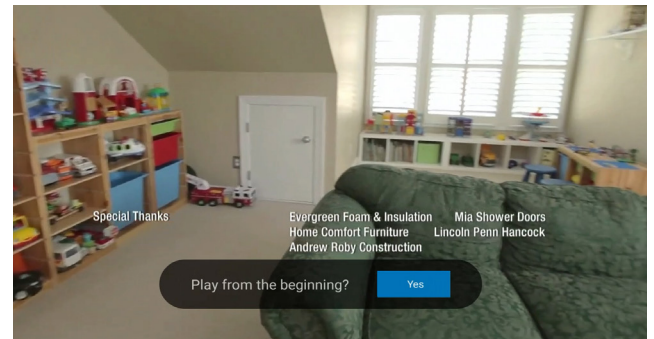
Restart TV

FidelityTV also offers the ability to Restart a program while in progress. When changing to a live program that has already started, a small pop-up may appear near the bottom of the screen that reads, "Play from the beginning?".

Click Select button on the remote to be taken to the beginning start time of the program.

The Restart pop-up message only appears for around five seconds. If you miss the pop-up, press the Select button on your Amazon remote or swipe down for the Apple remote while watching Live TV. This will bring up Restart, Record, and other options. Navigate to Restart using the remote and press "OK" to restart the program. You can also press select or rewind and navigate backwards.

Please Note: If there is not a pop-up or an option to Restart from the program options, then that content is restricted for Restart and/or Restart TV by the channel provider.

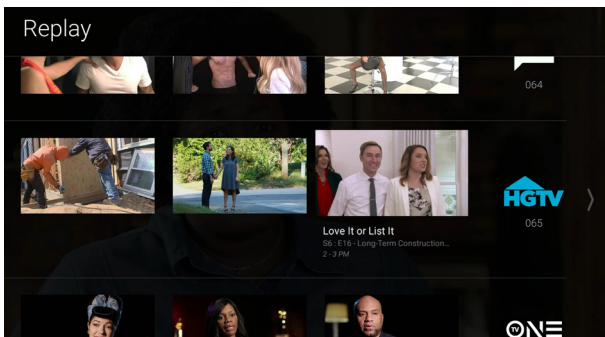


Replay TV

Replay TV allows access up to 72 hours of already-played programming, depending on the availability and permissions from each content provider.*

To access Replay TV, select the Guide from the main menu then navigate left or backwards in time past the "On Now" column.

Programs are arranged in reverse chronological order from right to left. The most recently aired program will be the first image seen. Navigate to the left for older channel content.



To Navigate To Different Channels Within Replay Screen:

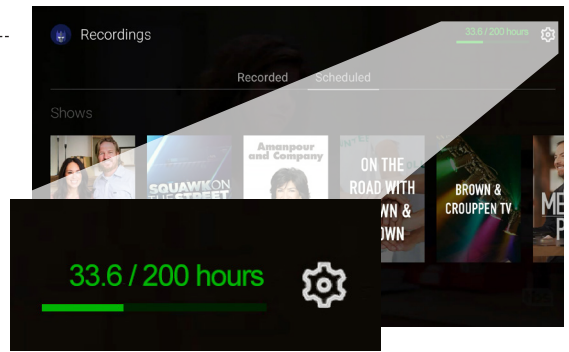
- Apple TV: Swipe up/down on the touch pad.
- Android TV, & Amazon Fire: Press up/down on the Ring to see all content available from the other channels.

***Please Note:** Each network, series, and channel has different rules as to what can be viewed and how. If a channel or program is not offered in the Replay TV section then either the program is beyond the Replay TV window for that channel, the network itself does not allow Replay TV, or the content provider has restricted Replay TV content. Some networks only allow for 24 hours of Replay TV content, and some have restricted certain shows.

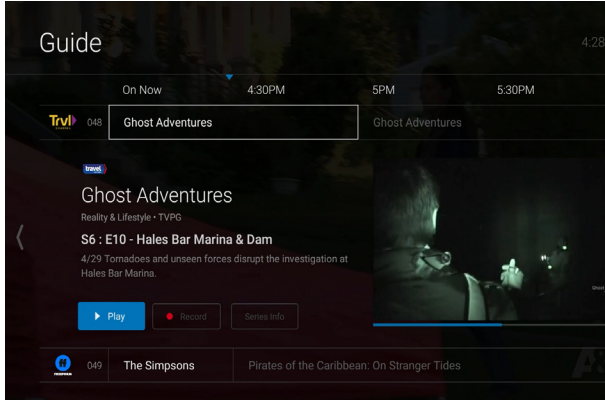
Cloud DVR

RECORDINGS

A Digital Video Recorder, (DVR), allows you to watch your favorite shows at your convenience. There are no limits to the number of programs that can be recorded simultaneously, only the number of hours allowed with your package. DVR storage is shared across all profiles. Once a show is recorded, it is accessible by everyone on the account at home or on-the-go.



TO SCHEDULE RECORDINGS



- From a live program: Press the Select or OK button, or swipe depending on your remote. This will bring up a screen overlay with several options. Navigate to the Rec option and select it.
- From the Guide or when Browsing: Select the program you wish to record when browsing the Guide, Search, Shows & Movies. This will bring up the detailed information about that program including some options. You should see a Record option, select this option to start the recording.

The next step provides a choice of which Episodes you wish to record, plus a list of channels on which the program will air. The series and other recordings may be managed under Settings. Hour usage can be viewed in upper right corner.

TO MANAGE RECORDINGS

Access Settings from the Main Menu, select Manage Recordings to view, edit, and delete your recorded programs and series.

RECORDED PROGRAMS

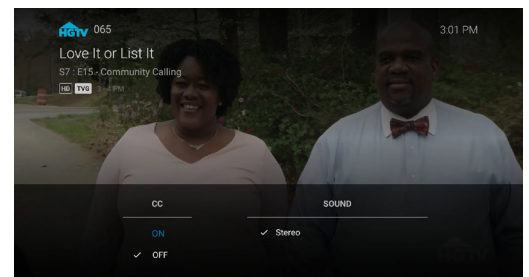
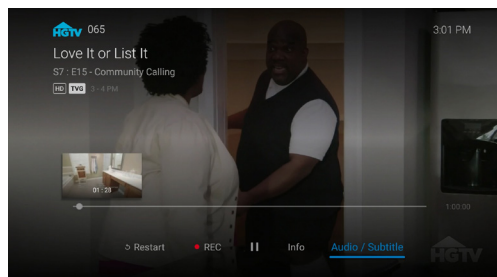
All the recorded programs that are ready to watch on your device will be displayed in this section from most recent to oldest. To play a show, go to title, select View Recordings to see all the recordings of that particular program. Select a recording and then select Play. **Watch recordings from anywhere on any internet connection!**

Closed Captioning

Closed Captioning (CC) provides a text overlay for all programming that provides the service.

HOW TO ACTIVATE CC

- Apple TV: Swipe down in the touch surface area of the remote while watching live TV. This brings up the media player controls on an overlay at the top of the screen. Navigate to the CC option in the overlay screen. Click CC to toggle it on or off.
- Android TV & Amazon Fire TV (and Stick): Click the Select button while watching live TV. This brings up the media player controls on an overlay screen at the bottom. Navigate to the CC option and press the Select button to toggle it on or off.



YOUR INTERNET CONNECTION MATTERS

Your FidelityTV viewing experience will be different depending upon what type of internet you're connected to.

On Fidelity Internet

- ✓ Full Channel Lineup
- ✓ Cloud DVR
- ✓ Replay
- ✓ Restart
- ✓ WTVE

Off Fidelity Internet

- ✓ Cloud DVR Recordings
- ✓ Handful of Live Channels
- ✓ WTVE

YOUR WIRELESS SIGNAL - PLEASE READ

FidelityTV is an app based video platform that works over the internet. Because of this, the internet speed you subscribe to along with the wireless signal strength in your home are very important to the quality of your experience with FidelityTV.



watchTVEverywhere

WatchTVEverywhere is FREE with your FidelityTV service.



With WatchTVEverywhere you can enjoy your favorite programming from 85+ networks anywhere you have an Internet connection.



REGISTER FIRST

Before gaining full access, FidelityTV customers must register and create a user account. You will need your Fidelity Communications account number, which is on your bill statement.

1. Go to www.WatchTVEverywhere.com or click the "Register Your Account" button above.
2. Once at the site, click on the drop down for Select your TV provider and select Fidelity Communications.
3. Next, click Register at the top left of the page.
4. Enter your Fidelity Communications account number.
5. Provide an email address--this will be your user name. This can be any valid email address.



- Start your account number with an "M"
- If there are four zeros (0000) at the beginning of your account number, DO NOT ENTER THEM. (example: customer number 0000254210, enter only 254210)

6. Provide a password and a password reset question. Once you have created your password, we recommend you write down your password and keep it in a safe place.
7. Once all registration fields are filled click the Register button at the bottom of the page.
8. When finished, an email will be sent to the e-mail address you just used to register with a link to complete the registration process*. Clicking on the link will be the final step to activate the registration and must be completed.

**Check your email Junk/Clutter folders for the registration email if it is not received in a timely manner.*

SET UP YOUR ACCOUNT

Detailed instructions for setting up your watchTVEverywhere account can be found here: <http://www.fidelitycommunications.com/fidelity-tv/faqs>.

SHARE WITH FAMILY

Each member may register up to four users after the main account is created and verified. There is no limit to the number of devices used to access each account. Additional channels will be added as they become available. We are actively working with other providers to secure additional channels to provide you with more entertainment options. Each station determines what content they release. TV episodes are often available just days after they originally air and, unlike Hulu Plus or Netflix®, there is no extra fee for viewing! You must subscribe to the corresponding channel package in order to access content from each network.

FOR ADDITIONAL QUESTIONS OR ASSISTANCE WITH FidelityTV

Call Fidelity Communications at 800-392-8070 or go to our webpage:

<http://www.fidelitycommunications.com/fidelity-tv>