

WatchTVEverywhere so you can enjoy your favorite programming from 85+ networks anywhere with internet!

Register your nexTV account

Before gaining full access, HCC customers must register and create an account for WatchTVEverywhere. You will need your HCC account number, found on your billing statement.

1. Go to **www.wtve.net**.
2. Once at the site, click on the drop down for “Select your TV provider” and select Hood Canal Communications.
3. Next, click “Register” at the top of the page.
4. Enter your HCC account number.
5. Provide an email address – this will be your username. It can be any valid email address.
6. Select a password and password reset question. Once you have created your password, write it down here.

Email: _____

Password: _____

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 email address you just used to register with a link to complete the registration process. Clicking on the link inside the email will be the final step to activate your registration. [You may need to check your spam/junk folder for the registration email.]

Share with family

Each family member may register up to four users after the main account has been 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. HCC is always working with channel providers to secure additional channels so you receive the best entertainment options while on the go.

Start watching nexTV...everywhere!

Watch TV Everywhere works anywhere you can receive an Internet signal: inside your house, at the office, shopping mall, hotel, airport, vacation home, etc. Wired connections and in-home WiFi will provide the best quality. The quality of Watch TV Everywhere signals while roaming [airports, stores, etc.] will vary depending on the strength of the signal. Each channel provider determines what content they release. TV episodes are often available same day or within a few days after they originally air, and unlike streaming services like Hulu Plus or Netflix, there is no extra fee for viewing on the go! You must subscribe to the corresponding channel package in order to access content from each network.

Have additional questions about WatchTVEverywhere?

Call us at **360-898-2481** or visit **www.hcc.net/wtve**

Getting Started

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

- Sign up for an active HCC internet account (min 100 Mbps recommended) and active nexTV package.
- Choose a nexTV-compatible streaming device, leased from HCC or purchased on your own.
 - » Compatible devices can be found at hcc.net/tutorials/cable-tv/nexTV-compatible-devices.
- Have your WiFi username and password handy to connect your streaming device to your home WiFi.
- Download the nexTV app onto your streaming device (if it isn't preloaded).
- Set up (or have an HCC technician set up) your nexTV username and password through the activation email.

nexTV Important Info [Keep this secure for your records]

NEXTV LOGIN	
username	
password	
WiFi NETWORK	
SSID	
password	

Initial Setup



Scan this QR code to download the nexTV app. Or, search for “nexTV by HCC” in the Google Play Store, Apple App Store, or Amazon App Store.

Sign In with your nexTV username and password

- Your username is the email address you provided when signing up for your nexTV service.
- Your password has either been set up by customer service or chosen by you in the activation email.

Create a profile for a personalized experience

- Enter a name and choose an avatar (an icon to represent your profile).
- You can set up additional profiles with additional avatars later.
- Note: Add parental controls to restrict mature content on kids profiles.



Profiles

Create up to four different profiles for various members of your household. nexTV will capture the individualized watch history for each profile and offer personalized recommendations based on content viewed. nexTV profiles work similarly to profiles on other streaming services like Netflix, where upon opening the nexTV app, you can choose who is watching. To set up a new profile, bring up the Main Menu and select the Avatar. Access the **Settings** page by navigating to the gear icon at the top of the screen. Select **“Manage Profiles”** and select **“Add New Profile.”**

Parental Controls

Restrict available content by TV ratings on nexTV. Parental Controls constrain full view access to content rated R, TVMA, or NC17 unless a PIN is entered. To set up Parental Controls, access the **Settings** page, and select **“Parental Controls.”** Choose and confirm a four-digit PIN. After the PIN has been chosen, you can manage the Parental Controls settings by following the same steps.

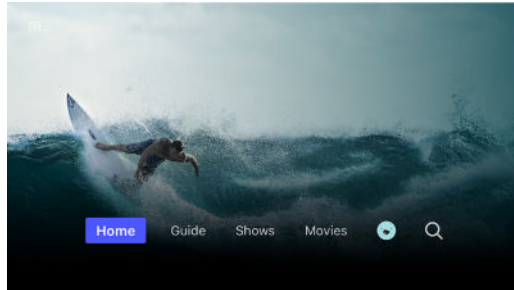
Forgot your Parental Controls PIN? Give tech support a call at 360-898-4357 and we'll help you recover it.

Main Menu

To access the main menu press the Home or back button (depending on remote)

Main menu options:

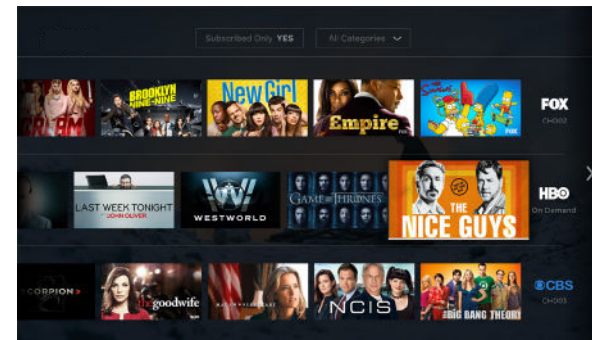
- **Home:** A display of your recorded shows and available On Demand content, sorted by category.
- **Guide:** The traditional channel listing allows for browsing both forward and backward in time, to see what's on, what's coming up, and Replay.
- **Shows and Movies:** Both allow you to browse available shows and movies, including live, upcoming and On Demand. They are sorted in order of popularity, and may sometimes change.
- **Profile/Avatar:** View or manage your recordings. Also on this page, the gear icon at the top of the screen allows you to edit parental controls, manage user profiles, sign out and view quick help tutorials.
- **Search:** Explore live, upcoming, recorded and On Demand content across the entire nexTV app.



Recently watched / “Last Channel” button

Your Recently Watched list is located below the Main Menu. Access this feature by pressing the Home or back button, depending on your remote, and scrolling down. Recently watched is equivalent to the “Last Channel” button on a standard cable remote. This feature shows a history of the last 15 channels or On Demand shows and movies watched.

Search



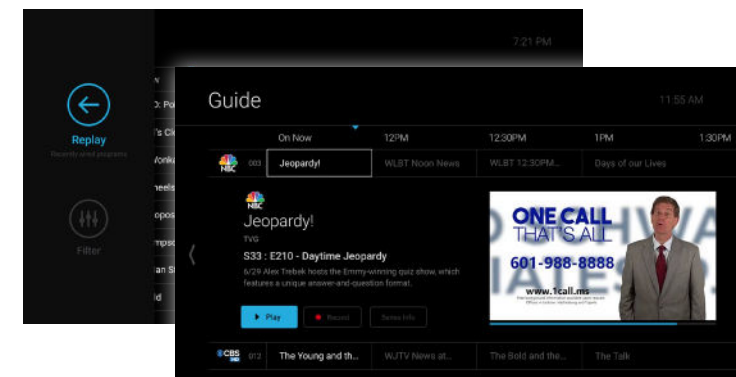
The search feature is accessed via the Main Menu. You can search for shows, movies and channels in the search bar. If your device is voice-enabled, you can say something like “Good Morning America,” or “ABC,” and results will show below. If your device is not voice-enabled, navigate the search menu by using the directional keys to type your request, and press **“Search”** or **“Select”** on the screen. nexTV will start recommending search results after a few letters have been selected, helping you get to your results faster. Navigate to the results and select your desired show, movie, or channel to access the content.

Guide

The traditional channel listing, also known as the **Guide**, or on-screen guide, allows for browsing both forward and backward in time to see what's on and what's coming up on each channel available in your nexTV package.

When a live program is highlighted, press the Select button on your remote once to enter the Quick View, and to see a brief description. You will also see a Thumbnail on the right of your screen, displaying a live preview of the channel. Inside the Quick View, you can select **“Play”** to view the channel live, **“Record”** to set a one-time or series recording, or **“Series Info”** for a longer description of the show currently on.

You can also access **Replay** from the Guide, by navigating to the left of the screen. Replay allows you to rewind up to 72 hours in the past for most channels, to catch shows you may have missed.



Live TV

How to change the channel:

nexTV allows for regular channel surfing without accessing the Guide. Depending on your remote, select Channel Up/Down to navigate between channels, or use your remote's other channel surfing functionality.

How to adjust the volume:

Your remote should be equipped with volume control buttons. Instructions on how to pair your remote with your TV can be found in your streaming device's manual.

Standby

After eight hours of consistently viewing the same channel with no remote control activity, nexTV will ask you to press any button to continue watching. If you do not press a button, nexTV will enter Standby mode, and the screen will revert to the streaming device's home screen. [This is to help conserve your network bandwidth when no one is watching.] To exit Standby mode, simply reopen the nexTV app on your streaming device.

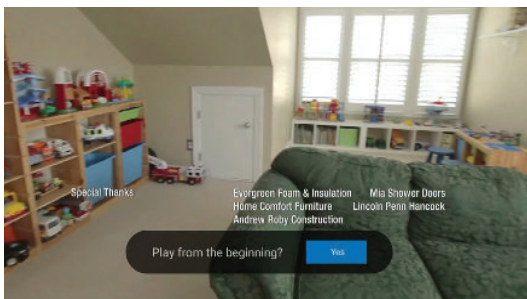
HD channels

HD is included with all nexTV packages! No need to make sure you're on the correct channel for HD. If we receive the channel in HD from the provider, we broadcast in HD directly to your streaming device. No extra cost or hassle.

“Live” vs. “Upcoming”

nexTV streaming TV service keeps track of every show and movie playing on every channel, all the time. When navigating different menus you may see “Live” and “Upcoming” labels. “Live” means the selected show or movie is on right now. “Upcoming” means the show or movie is scheduled to run within the next 14 days and can be recorded.

Restart a Live Show

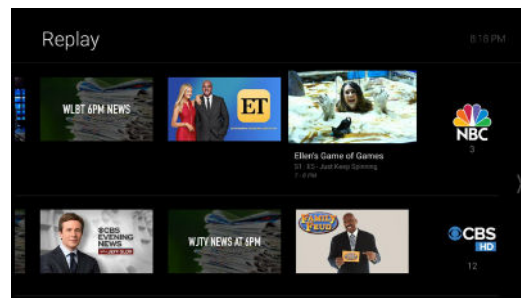


nexTV offers the ability to **Restart** a live show from the beginning, when available. When selecting a channel from the Guide, or when landing on a channel while surfing, a small pop-up may appear near the bottom of the screen that says “Play from the beginning?” Select “Yes” to restart this show from the beginning and catch what you

may have missed! The Restart pop-up only appears for about five seconds. If you miss the pop-up, change the channel and then change back, or find the current channel in the Guide and view the desired channel live to make the pop-up reappear.

Note: *If there is no Restart pop-up when you select a show, then that content is restricted for Restart availability by the content provider.*

Replay TV



nexTV offers the ability to **Replay** a live show from up to 72 hours in the past, when available. To access Replay, open the Guide, find the desired channel, and navigate to the left. Shows and movies that have aired on that channel within the past 72 hours will appear in reverse chronological order, scrolling from right to left. The most

recently aired show or movie will be the first image. Navigate to the left to travel farther back in time.

While in the Replay feature, you can navigate to other available channels by selecting Up or Down on your remote.

Note: *If channels are missing from the Replay feature, then that channel is restricted from Replay availability by the channel provider, not by HCC. Shows and movies are only available in Replay for 72 hours.*

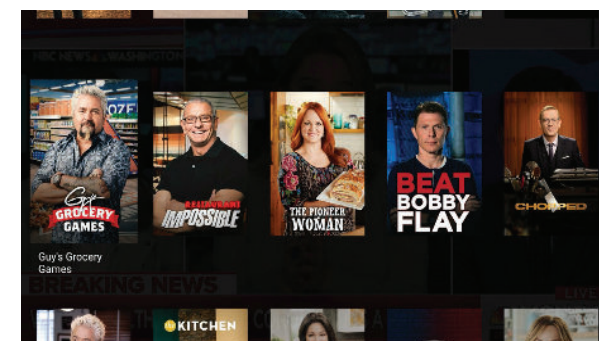
Shows and Movies

The **Shows** and **Movies** sections are organized in a picture tile display for easy navigation. Episodes, series and content are organized horizontally across the screen according to popularity or genre.

How to navigate Shows and Movies:

For **Shows**, select one of the following options:

- “**Play Recent**” will play the most recent airing of the selected show..
- “**Record**” will allow you to record a single show or set up a series recording.
- “**View All Episodes**” will bring up all available shows in the On Demand library.

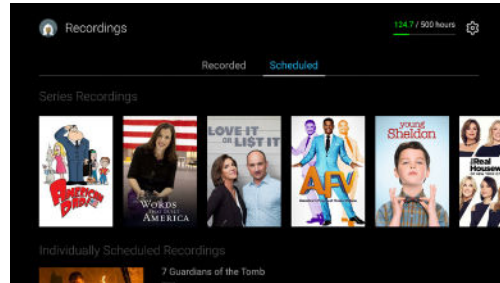


For **Movies**, select one of the following options:

- “**Play**” will play the selected movie.
- “**Record**” will allow you select which time and channel to record the selected movie.
- “**Full Details**” will bring up more details about the selected movie, as well as recommendations for other similar movies you may enjoy as well.

Cloud DVR and Recordings

If you purchased the optional **Cloud DVR**, you will have access to record and re-watch any show or movie. Series recordings—as well as individual program recordings you have set—can be found by clicking your Avatar from the Main Menu. From here, you can play the show, view detailed info, or delete the recording. You may also view upcoming episodes that are set to record. Select any series or show to view Recording Options.



From the Profile section, you can also access all of your recordings to either quickly watch, change recording options or delete recordings if you're running out of space. Additional storage space is available for a monthly fee. Recordings are stored for a maximum of 365 days after which they will automatically be deleted.

How to set a recording:

- Select any show or movie within the guide that you would like to record.
- Press **“Record”** on the screen. You will see a confirmation message that your recording has been set.
- Select **“Record this episode only”** or **“Record all episodes”** on the screen.
 - » If you select “Record all episodes,” the next screen will allow you to select **“New Only”** or **“New and Reruns,”** confirm the channel and allow for extra time, by navigating up to each option and selecting.
- If you do not wish to record this show, or pressed record by mistake, select the back button on your remote to cancel.

Manage your recordings:

Select your Avatar from the Main Menu to see your existing and upcoming recordings. From here, you can navigate through your recordings with additional options including Play, Info and Delete. At the top right of the screen, you will also see how many hours have been recorded and how many are left on your plan.

If you have a series set up to record, you can access additional settings by selecting the show from the Recordings page. At the top of the screen are three options:

- **Recording Options:** From here, you can adjust “New Only” or “New and Reruns,” confirm the channel and allow for extra time.
- **Cancel Series Recording:** This feature will cancel any upcoming recordings for this series.
- **Delete All Recordings:** This feature will delete all the episodes that you have recorded in this series. Other recordings are not affected.

Recordings are stored for a maximum of 365 days. If you are missing any of your recordings, please call tech support at 360-898-4357.

Media Player Controls

While watching live content, you can access additional options, called the **Media Player Controls**, by pressing the Select button on your remote. These controls include:

- **Restart:** Restart the current program, if available.
- **Record:** Record the current program, or set up a series recording.
- **Play/Pause:** Play or pause the current program [for snack breaks].
- **Details:** More details about the current program, including past and upcoming episodes for shows, or recommendations for other movies you may like.
- **Audio/Subtitles:** Turn on or off Closed Captioning (CC).

Channel Lineup

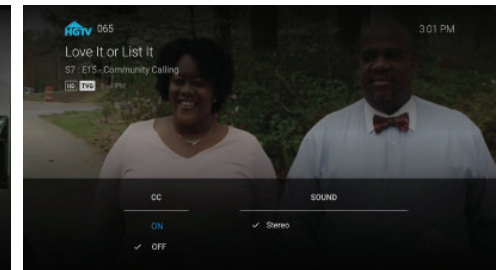
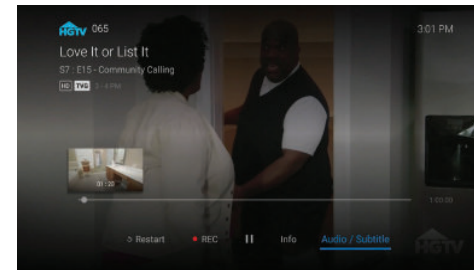
To view and print a current list of channels included with your nexTV by HCC streaming video service please visit <https://www.hcc.net/channel-lineup/>.

Audio/Subtitles (CC)

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

To activate CC:

- Press the Select button on your remote to activate the media player controls.
- Select “Audio/Subtitles” on the bottom right of the screen.
- CC can be toggled on and off for available languages.



nexTV and Your Internet Connection

Your nexTV streaming TV service is served over your HCC internet connection. Your viewing experience may be affected if your internet connection is too low or unstable. Use a hard-wired connection between your router and your streaming device if possible, or make sure there is a clear sight-line between your WiFi router and your streaming device. If you are experiencing any of the following issues, you may need to adjust your router placement, or upgrade your HCC internet speed.

- Tiling/Pixelation
- Content not loading
- Slow input response
- Buffering
- Audio delay
- Error messages