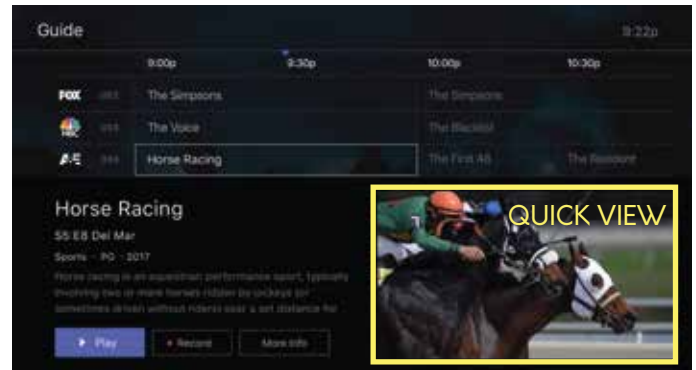




Find Content To Watch Using the Guide

Use the GUIDE for a list of channels and content to choose from. Using the directional arrows on your remote, you can surf up and down through live shows to the right for upcoming programs, or to the left for replay (previously aired programs.)

The Guide lists channels you subscribe to in a traditional set-top-box format. When you select a program, you'll see a "quick view" first, with a description and a mini-player window. From here you can press OK to Play, set a Recording or press the UP once and then RIGHT, using the remote to see a "quick-view" of each upcoming program on that channel.



Home Menu & Filters



Press the  button (or Guide on other remotes) to view the HOME MENU where you can discover content under each of these headings:



Find Free Channel Previews. Press HOME and scroll down.

Use Filters. When on the Guide, scroll LEFT for genre filters like sports, comedy and action.

Make a Favourites list. When on the Guide, scroll LEFT and while on the channel logo, press okay to add a channel to you favourite channel list.

Scroll LEFT again to access your list. You can select or deselect your favourite channel list by pressing OK on the icon.  



Guide Filters

Replay Previously Aired Programs



Replay

Replay allows you to watch previously aired programs for up to 36 hours. While on the Guide, scroll left using your remote to view available content on each channel. (Channel providers determine the availability of replay.)

Fast Forward is not available when using this feature or watching live programs.

Recordings in the Cloud

Set it now, watch it later

Each Streaming Package comes with a minimum 5 hours of recording time. You can subscribe to 100 or 200 recording hours. Record as many programs as you like at one time, even while you are watching a program. Record on any device in your home and watch on any device later.

Record the program you are watching: Press the OK or Pause button, choose Record.

Record a program from the Guide: Select the program, choose Record.


- You can record the current program only or choose to record the entire series.
- You can also record from a specific channel, or new episodes only.

View Recordings and the amount of storage space you have left. Press DVR on your remote. From this screen you can delete recordings and view what you have scheduled to record.

*From a recorded program you can use the Rewind and Fast Forward features.
If your allotted hours are used, the system will delete the oldest program first.*

■ Accessibility

Each device you use will have the ability to turn Captions (Audio Description) on or off quickly while you are watching a program. Remotes may have a Closed Caption button (cc) or look for an on-screen option to use Audio Subtitles.

Most devices will also allow you to set Caption Text Size and Style (black text on white or the reverse). To set Text and Style Parameters, locate the settings icon,  then choose Device Settings, Device Preferences and Accessibility.

Using Captions with the Evo Force Set-top Box Remote

Turn Captions on or off while watching a program.

- Press OK, choose Audio Subtitles

Set Caption Text and Style

Press the HOME screen button 

Choose Settings 

Go to Device Settings/Device Preferences/Accessibility

- Captions Display - on/off
- Captions Text Size
- Captions Style (black on white etc.)

■ Control Your Viewing Experience

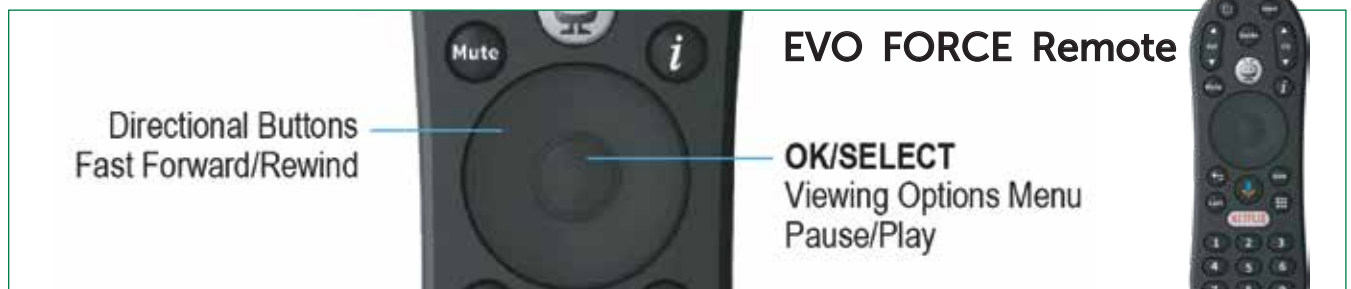
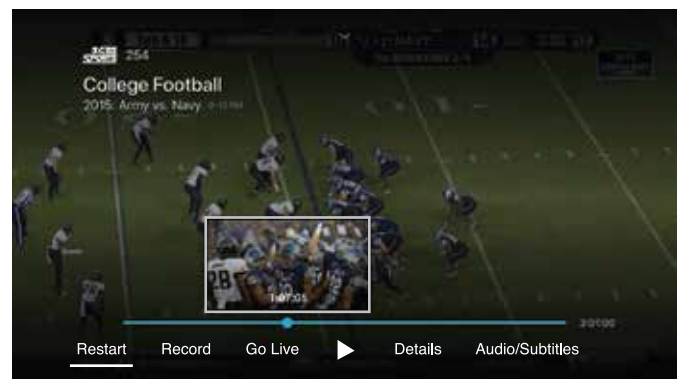
Pause, Play, Rewind

Pause & Play live TV anytime so you don't miss a thing. When you press OK or Pause, the Viewing Options Menu appears.



Rewind all the way to the beginning of a show or just what you missed.

Most channel providers will allow you to rewind, but will not allow you to fast forward (FF). Record a program to use the FF feature.



On the EVO remote, press OK twice to make the live program Pause.

Restart from the Beginning

Play from the beginning?

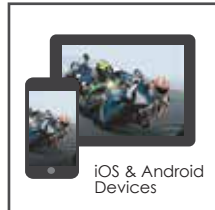
Yes

For several seconds when you select a live program, you will have the option to start your show from the beginning. "Play From the Beginning".

If you miss it, press the OK button on your remote and scroll down to Restart. You can also use the left directional button to rewind.

■ Adding a New Device

Watch Xstream TV on Multiple Devices



The most common devices used are the Amazon Firestick, Apple TV, Android Smart TV's and mobile devices. It is recommended that you purchase a high quality device.

Each device uses a login stream while you are watching it. The amount of streams you subscribe to can be increased to a maximum of 4.

Once you have an eligible device:



- Download the Xstream TV app
- Go to the App store on the device, search for Hay Xstream TV.
- Login using the email and password created when you signed-up.
You may also need to create an account on your device. (Amazon or Apple etc.)

View a list of supported devices and self-installation instructions on our website:
www.hay.net/support#tv

Enjoy Your New TV Service

MANAGE YOUR ACCOUNT

Type this address in a browser window:
xstream.hay.net

- Change & reset your password
- View your DVR storage
- Set-up parental controls
- Add up to 5 personal profiles

You can also watch TV & set up a recording from this site.

PASSWORD RESET

If you forget your password, go to xstream.hay.net. Choose Forgot Password on the login screen.

PASSWORD CHANGE

If you want to change your password, go to xstream.hay.net. Under ACCOUNT on the menu, choose Change Password

SUPPORT

If you are experiencing difficulty with Hay Xstream TV, contact us:

by email: assist@hay.net
by phone: 519-236-4500

HAY COMMUNICATIONS OFFICE LOCATIONS

Zurich- 72863 Blind Line 519-236-4333

Exeter - 168 Thames Road., W 519-235-3369

Grand Bend - 30 Ontario Street, N 519-238-8333

