



Welcome  
to FibreOP

# Important Information

## FibreOP Internet

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### Wireless Home Networking

When adding a device (e.g. tablet, phone, laptop) you will need to select the following Network Name from the available Network Names listed on your device and enter this password when prompted. See page 34 for more details.

### FibreOP Modem

Network Name (SSID)	XXXXXXXXXX
PASSWORD (WPA/WPA2)	XXXXXXXXXX

Location:

### FibreOP Wi-Fi Extender

Network Name (SSID)	XXXXXXXXXX
PASSWORD (WPA/WPA2)	XXXXXXXXXX

Location:

### Email

You have been provided with the following username and password to access your FibreOP email. See page 35 for more details.

Email address: \_\_\_\_\_

Password: \_\_\_\_\_

### Bell Aliant Internet Security Services

If you have FibreOP Internet Security such as Anti-Virus, Personal Firewall, Parental Control or Anti-Spyware, you will be required to use the following username and password to access these services. See page 36 for more details.

Username: \_\_\_\_\_

Password: \_\_\_\_\_

# Important Information

## [FibreOP Home Phone](#)

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### **Voicemail Information**

Voicemail Temporary Password: When prompted for your temporary password enter your 7 digit telephone number. The system will prompt you to change this temporary password to a new one.

New password: \_\_\_\_\_

## [My Account Login](#)

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This information allows you to view and pay your bill, look up previous bills and view and change your services online.

Username: \_\_\_\_\_

Password: \_\_\_\_\_

## [Contact Us](#)

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### **Customer Service / Technical Support**

If you have questions about your FibreOP services, subscriptions, billing or need technical support, contact us:

Phone: 1 866 FIBREOP (1 866 342-7367)  
Online: [bellaliant.net/fibreop](http://bellaliant.net/fibreop)  
Mail: Bell Aliant Customer Service  
Box 1430  
Saint John, NB  
E2L 4K2



# Imagine the impossible. Now do it.

Thank-you for choosing FibreOP, and welcome to the most advanced network in the world.

Only FibreOP gives you 100% fibre optics direct to your home. With virtually unlimited bandwidth, it's the best network for all you do.

FibreOP TV is amazing, giving you everything you expect and exciting new features you won't find anywhere else.

FibreOP Internet is the fastest. Plus, enjoy the freedom of no Internet caps or fees.

Combine FibreOP TV and FibreOP Internet with fully-loaded Home Phone - delivering reliability you can trust - in a FibreOP Bundle and you can have it all. The best whole home solution for today and tomorrow.

We hope you are as excited about experiencing FibreOP as we are delivering it. If you ever have any questions; do not hesitate to contact us.

Sincerely,



Dan McKeen  
Senior Vice-President, Residential Services & Vice Chair Bell Aliant





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# FibreOP TV

FibreOP TV is amazing. Now, you can:

- Watch the best HD picture quality on TV - up to 1080p
- Pause, record and play live TV from any room in your home with the Whole Home PVR
- Browse an easy-to-use TV guide
- Enjoy the most HD On Demand
- Restart shows already in progress from the beginning
- Move your TV where you want, when you want with Wireless TV
- Control your TV from anywhere with the Remote App
- Enjoy awesome apps like The Weather Network, Stingray, Social TV and Twitter
- Watch shows from your tablet, smartphone and computer with GO apps

# Feature Spotlight

## Incredible Whole Home PVR

[Watch what you want, when you want, where you want.](#)

Our PVR lets you watch, record and pause TV from any room in your home.

[Never miss your favourite show.](#)

Record up to four shows at once from any TV.

[Hold onto more recordings.](#)

Store up to 400 total hours and 125 hours of HD programming.

[Tuned in halfway? No problem.](#)

Hit Restart and watch your show from the beginning.

## Whole Home HD

[Don't just watch the action, experience it!](#)

Every TV receiver is HD-ready, allowing you to get HD movies, sports and shows on all HD capable TVs in your home.

## Ultimate On Demand

[Get the most HD On Demand.](#)

Watch movies and shows when you want with the largest On Demand HD library available.

[Browsing made simple.](#)

Enjoy an easy-to-use On Demand Guide with poster art and Rotten Tomato ratings. It's simply a better way to browse.

## Amazing Guide

[Easy-to-use features that put the power of TV in your hands.](#)

Sharp, new program guide makes finding what's on better than ever.

Watch one show while checking what else is on. Picture-in-picture conveniently displays a program, its title and time remaining.

Find the hottest shows and movies based on titles, keywords or cast members, up to 14 days in advance.



# Feature Spotlight

## FibreOP Remote App

Turn your smartphone or tablet into your personal TV remote.

- Browse the guide and set recordings from anywhere
- Advanced search with a touchscreen keyboard
- Never look for your remote again

Compatible with select iOS and android devices. Requires Mobile network or Wi-Fi connection. Visit [bellaliant.ca/remoteapp](http://bellaliant.ca/remoteapp) for details.



## FibreOP Go Apps

Watch your favourite shows on your smartphone, tablet or computer.

Included with FibreOP TV



Subscription Needed



Visit [bellaliant.ca/goapps](http://bellaliant.ca/goapps) for details.

## Awesome Apps

Enjoy interactive weather, Stingray music and more.

Twitter lets you follow what people are saying about your favourite TV shows - right on your TV screen.

Social TV allows you to have a Facebook experience on your TV.

The Weather Network gives you detailed forecasts and more for up to 10 cities.

Stingray lets you listen to every genre of music - right from your TV.



The Weather Network



Stingray



Twitter

# Your Remote

To start enjoying FibreOP TV, press the STB button on your remote after you turn on your TV. You must point your FibreOP TV remote at the HD PVR or receiver when you push the buttons.

**STB**  
This mode controls the set top box (your FibreOP TV receiver). Press this button to resume using your Bell Aliant TV PVR or receiver if you changed the remote mode to TV, DVD, or AUX.

**RECORD**  
Press this button to record the program you are watching, or to schedule a recording in the program guide. (PVR only)

**REW and FF**  
Press these buttons to rewind or fast-forward live or recorded programs. (PVR only)

**ON DEMAND**  
Press this button to access Video on Demand.

**BACK**  
Press this button to return to the previous screen while in the menu.

**ARROWS**  
Press these buttons to navigate the menu or program guide.

**OK**  
Press this button to select an item in the menu or program guide.

**EXIT to TV**  
Press this button to return to watching live TV or resume a paused program.

**VOL + and -**  
Press these buttons to increase or decrease the volume of your TV. (Universal remote mode only)

**MUTE**  
Press this button to mute the volume of your TV. (Universal remote mode only)

**NUMERIC KEYPAD (0-9)**  
Press these buttons to select a channel or enter a PIN.

**DELETE**  
Press this button to backspace when entering numbers.

**POWER**  
Press this button to switch your set top box on or off. You can also control the power of your TV, DVD player, or auxiliary devices in universal remote mode.

**TV/VIDEO**  
Press this button to switch between Bell Aliant TV and your DVD player or other device. (Universal remote mode only)

**STOP, PAUSE, and PLAY**  
Press these buttons to stop, pause, or play live TV or recorded programs. (PVR only)

**REPLAY and FWD**  
Press FWD to skip ahead 30 seconds and REPLAY to rewind by 7 seconds. (PVR only)

**RECORDED TV**  
Press these buttons to display a list of recorded programs.

**MENU**  
Press this button to display the on-screen menu.

**INFO**  
Press this button to display information about a program.

**GUIDE**  
Press this button to display the program guide.

**CH/PG + and -**  
Press these buttons to channel surf or page through lists in the program guide.

**LAST**  
Press this button to display a list of recently viewed channels, or to quickly return to your last channel viewed.

**ENTER**  
Press this button to display options for programs or the guide.

# TV Basics

Learn the basics of controlling your HD PVR or HD receiver.

## Turn on your HD PVR or HD receiver

- 1 Press **STB** and then **Power** on your remote, or press Power on the PVR or receiver.
- 2 Your remote has four buttons on the top: STB, TV, DVD and AUX. By pressing these buttons you are changing what device the universal remote is controlling.

Note that “STB” stands for set top box (your FibreOP TV receiver). In most cases the installer has configured your STB button to control BOTH the receiver and your television.

**TIP** To learn how to program and use more universal remote features, refer to [www.bellaliant.net/tv/support](http://www.bellaliant.net/tv/support) or the Motorola Remote Control User Guide provided with your FibreOP TV remote.

## To turn on your TV and receiver at the same time

- 1 Press **STB** on your remote to place it in the mode that controls the TV and receiver.
- 2 Press **Power** on your remote, which will turn on both devices at the same time.

**TIP** Depending on how you point your remote, this can result in one device turning on and the other remaining off. To resolve this issue, press the power button directly on the device that is powered off.



# TV Basics

## Change TV channels

To change channels:

- Use the numeric keypad to enter the channel number.
- OR
- Press the **CH/PG** (Channel/Page) buttons on the remote.

## See what's playing on other channels or time slots

- 1 Press one of the **arrow** buttons on the remote. The browse panel appears at the bottom of the screen.
- 2 Use the **Up or Down Arrow** buttons to step backward or forward through channels. The browse panel displays the title, a picture-in-picture video for the current time slot, and information for each channel.
- 3 Use the **Left or Right Arrow** buttons to browse programs playing later on the channel selected in the browse panel. The browse panel displays the title and more information about future programs.
- 4 Press **OK** to watch the program shown in the browse panel or to find out more.
- 5 Press **Exit to TV** to close the browse panel and return to your original program in full screen, or wait 10 seconds and the browse panel will disappear.



## Basic TV Navigation

FibreOP TV is easy to use. There are two main interfaces on screen:

- 1 **The Guide:** Brings up a grid of channels and time slots. You get to the Guide by pressing "Guide" on the remote.
- 2 **The Menu:** Allows you to access features like search, PVR, On Demand, and settings. You get to the Menu by pressing "Menu" on the remote.

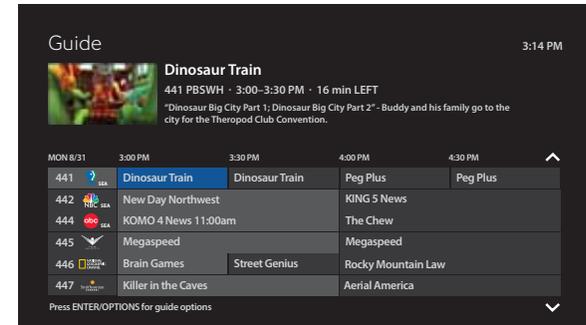
The following pages will explain the features of The Guide and the Menu in detail.

# The Program Guide

The main way to find what you want to watch on FibreOP TV.

- 1 Press the **Guide** button to open the program guide. The Guide screen appears.
  - The guide lists all programs scheduled for the next 14 day
  - The Browse panel at the bottom of the screen displays program information
  - The Preview window displays the program that is currently available on the channel being browsed
- 2 Press the **arrow** buttons or **CH/PG** buttons to page up or page down through the list of channels.
- 3 Press **FF** button while viewing the guide to skip ahead 24 hours.

You can also press the **Enter** button while viewing the guide to access additional shortcuts.
- 4 When you find a program you want to watch, highlight the title and press **OK**. Alternatively, press the **Guide** or **Exit** button to dismiss the Guide and return to live TV.



# The Menu

The FibreOP TV menu is designed to help you access all the features and settings of your TV service. To get started, press the **Menu** button on your remote control.

The main menu has the following categories organized left to right on screen:

## TV

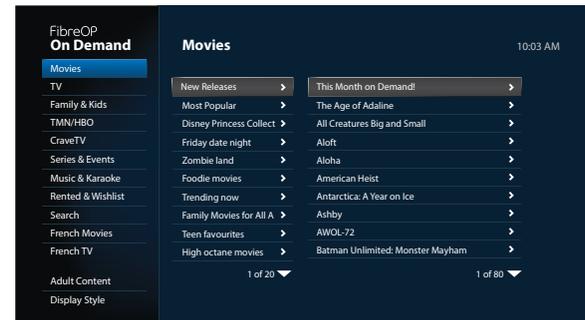
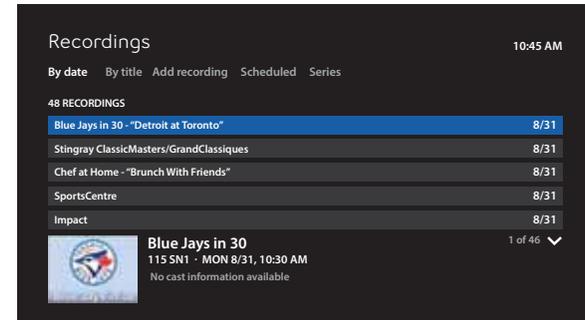
- Guide** See what's playing on each channel.
- Favourite Channels** Display a list of your favourite channels.
- Search** Find what you want to watch.

## Recorded TV

- View Recordings** Display a list of your recorded programs.
- Add Recordings** Schedule additional recordings.
- Scheduled** Check the status of your upcoming scheduled recordings.
- Series** Prioritize your scheduled series' recordings.

## On Demand

- Current rentals** Display a list of your current rentals.
- Browse videos** Browse On Demand programs available for rental.
- Search** Search for On Demand programs.



# The Menu

## Apps

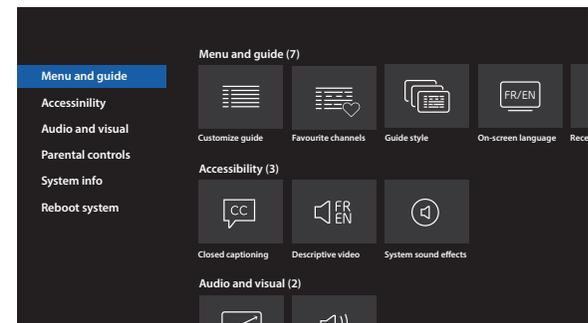
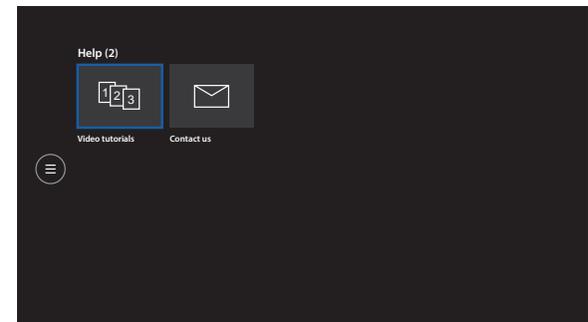
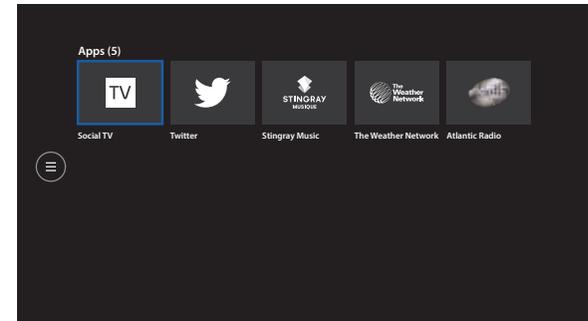
- Social TV** Enjoy a Facebook experience on your TV.
- Twitter** Lets you follow what people are saying about your favourite TV shows – right on your TV screen.
- The Weather Network** Gives your detailed forecasts and more for up to 10 cities.
- Stingray Music** Lets you listen to every genre of music – right from your TV.
- Atlantic Radio** Gives you access to the best Atlantic Canadian radio stations.

## Help

- Video Tutorials** Watch a variety of tutorials to learn more about FibreOP TV.
- Contact Us** View contact information for FibreOP TV.

## Settings

- General** Modify your on-screen language settings and access system information.
- Television** Change settings for your program guide, favourites list, screen aspect ratio, or closed captioning.
- Audio** Enable/disable surround sound and descriptive video.
- Parental Controls** Control access to mature content and program rentals.
- Restart System** Restart the HD PVR or receiver.



# Whole Home PVR

The FibreOP TV Personal Video Recorder (PVR) gives you total control over the digital television experience.

The following pages include information on:

- Controlling live TV
- Recording programs
- Watching programs
- Manual recordings
- Whole Home PVR

## Whole Home PVR Features

With our Whole Home PVR, one PVR powers your whole home. Start watching a recorded show in one room, finish in another. And you can record shows and play them back from any TV in the house!

How does it work? All the receivers in your home are connected back to your PVR. These secondary TVs have full access to all the features you would expect on your main PVR receiver.

This means you can:

- Set up and change recordings from any TV in the house
- Watch recordings from any TV in the house
- Stop a recording in one room and resume it on another TV
- Pause live TV on any TV in the house
- Multiple people can watch the same recording on different TVs at the same time
- See scheduled recordings and manage conflicts on all TVs in the house
- Record up to 4 programs at the same time
- Watch up to 3 recordings on different TVs at the same time

**TIP** Turning the receiver off when not in use, so that the green light is not illuminated around the power button, ensures that other TVs in the house are able to watch and record as much as possible.



# Whole Home PVR

## Pause Live TV

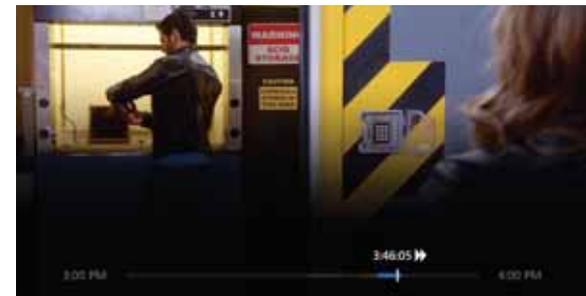
- 1 You can pause live programs with your FibreOP HD PVR receiver. Press the **Pause** button on the remote control to pause the program for up to 60 minutes. The image freezes and a progress indicator temporarily appears on-screen displaying the following information:
  - The time at which you paused the program (shown as a vertical line with the time below it)
  - How much of the program has been held since you paused it (shown as the shaded area after the pause)

If you pause for longer than 60 minutes, the program automatically begins playing again from the point at which you paused it.

- 2 Use the playback controls on your remote control to pause, fast-forward or rewind any part of the program that remains after pausing the program. The progress indicator updates to display the following information:
  - The place you are watching in the recorded portion of the program (shown by a vertical line with the time below it)
  - How far you can rewind or fast forward the save portion of the program (shown by the shaded areas before and after the point in the program you are currently watching)
  - The point at which you'll be watching live TV again (shown at the right most end of the shading)

## Resume Live TV

- 1 Press the **Play** button to resume playing the program.
- 2 Press the **Rewind** or **Fast-Forward** buttons to rewind or fast-forward the current program. To increase the rewind or fast-forward speed, press the button multiple times. Press the **Play** button to resume watching the program at normal speed.



# Whole Home PVR

## Record live TV

- 1 Switch to the channel you want to record.
- 2 Press the **Record** button on your remote. A “Recording” confirmation message appears.  
**Note:** On Demand programs cannot be recorded.
- 3 To stop recording at any time, press **Stop**. A confirmation window appears.
- 4 Highlight **Stop Recording** and press **OK**.



## Schedule a recording

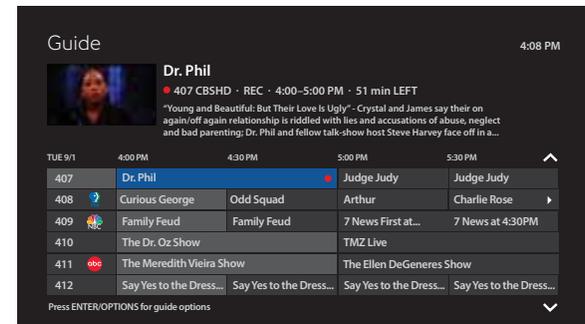
- 1 Press the **Guide** button on the remote control and use the arrow buttons to highlight the program you want to record.  
**TIP** Avoid missing the overtime period! Changing your recording time to stop from 5 to 60 minutes later ensures you don't miss the end of your show!
- 2 Press the **Record** button. A confirmation message and the following symbol will appear. If the program is part of a series, press **Record** a second time to record the series.

To cancel a recording, press **Record** again.

**TIP** Set recordings using Search. Search for a program title, select a search result, and select Record.

**Note:** you can also press the **Info** button to learn more about the program and then select either **Record Episode** or **Record Series**.

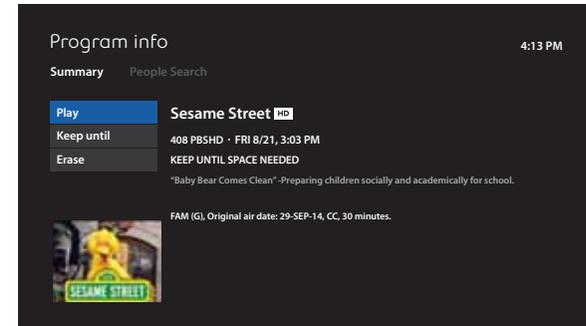
**TIP** If you set up a recurring recording, three red dots appear beside the program title in the Guide.



# Whole Home PVR

## Watch recorded programs

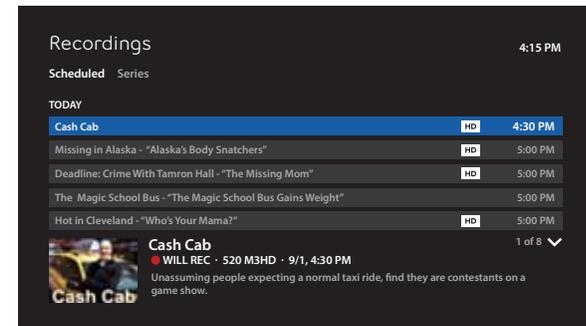
- 1 Press the **Recorded TV** button on the remote control. The **Recordings** screen appears.
- 2 Press the **Left or Right Arrow** buttons to view the list of recordings by date or by title.
- 3 Select the recording you want to watch and press **OK**.
- 4 The Program info screen appears. Highlight and press **OK** for one of the following options:  
**Play** – to play the recording  
**Erase** – to erase the recording  
**Keep until** – to specify when the PVR should automatically erase the recording



## List upcoming recordings

- 1 Press the **Recorded TV** button on the remote control. The **Recordings** screen appears.
- 2 Press the **Right Arrow** button to select **Scheduled** on the menu bar.
- 3 A list of all upcoming recordings appears. Press the **Up or Down Arrow** buttons to scroll through the list. If you want to find out more about a program or change the recording settings, highlight the program and press **OK**.

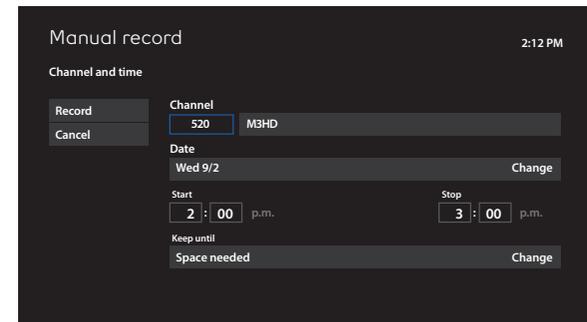
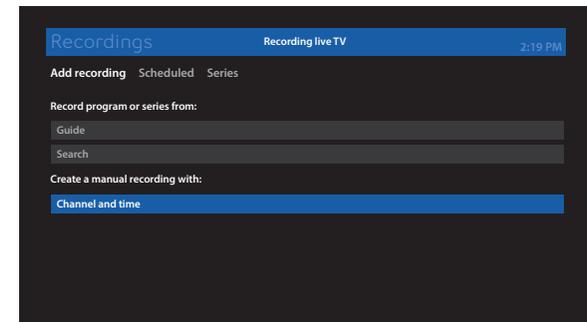
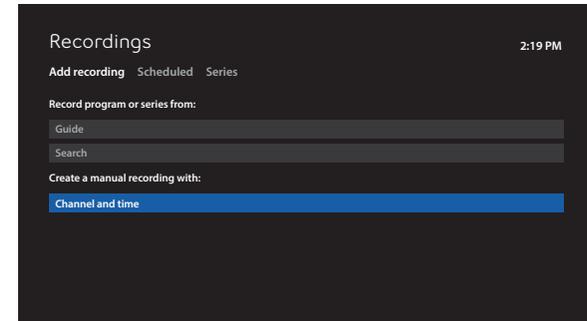
**TIP** If you cancel a recording that is in progress by pressing the Record button while in the program guide, this also cancels any future recurring recordings of the program.



# Whole Home PVR

## Manual Recording

- 1 Press the **Recorded TV** button on the remote control. The **Recordings** screen appears.
- 2 Press the **Right Arrow** button to highlight **Add Recording** on the menu bar.
- 3 Press the **Down Arrow** button to highlight **Channel and time** under the **Create A Manual Recording With:** heading. Press **OK**. The **Channel and time** screen appears.
- 4 Use the numeric keypad to enter the channel number you want to record.  
**Note:** some channels are not available for manual recording.
- 5 Press the **Down Arrow** button to highlight the **Date** field. Press **OK** if you want to choose a different date for your recording.
- 6 Press the **Down Arrow** button to highlight the **Start** field. Use the numeric keypad and the right or left arrow buttons to enter the start time and end time in hours and minutes. Press **OK** to switch between AM and PM.
- 7 Press the **Down Arrow** button to highlight the **Keep Until** field. Press **OK** to select **Space needed** or **Erase**. Choose your preference and press **OK**.
- 8 Press the **arrow** buttons to highlight **Record** and press **OK**. A confirmation message appears. Press **Exit to TV** to return to live TV.



# Whole Home PVR

## Tuned in halfway? Just Restart

Restart lets you watch a show already in progress from the beginning<sup>1</sup>. So whether you tune in midway or just as the credits are rolling, you can simply start from the beginning by hitting Restart. Only with FibreOP.

## It's easy to restart a show

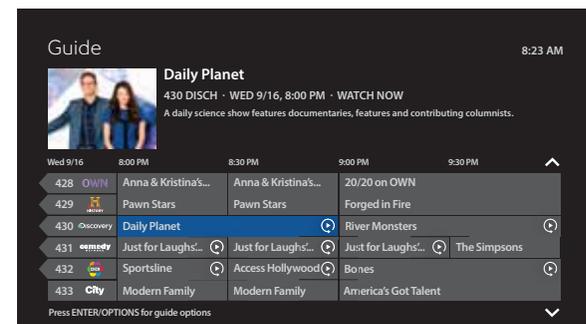
As you browse the guide or flip through channels, shows that can be restarted will be identified by the Restart symbol. Once you've tuned into the show you want to restart, simply press OK on your remote as the Restart symbol appears on screen. It's as easy as that.

## Restart, pause and rewind

Restart is like live TV, which means you can't skip commercials or fast forward. However, you can pause or rewind whenever you want. Shows are available for viewing for a period equal to the duration of the show, starting after the live broadcast has ended.

## Go left in the guide

Missed recording your favourite show? Browse backward in the guide up to 30 hours, and watch select shows that previously aired as if it were live TV.<sup>1</sup>

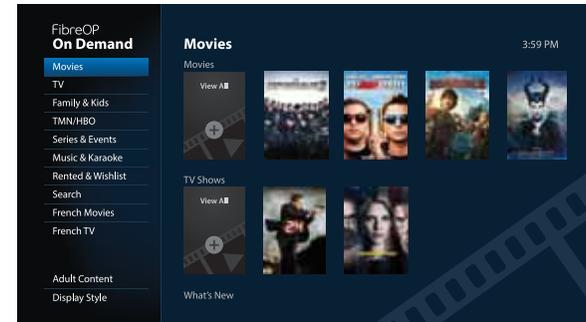


<sup>1</sup>. Available with select channels/content, excluding US networks and non-local content, and subject to viewing limitations. Must subscribe to HD and PVR to receive Restart functionality (included with Better and Best bundles).

# Easy-to-use On Demand guide

Easy to use and easy to love. It's simply a better way to browse.

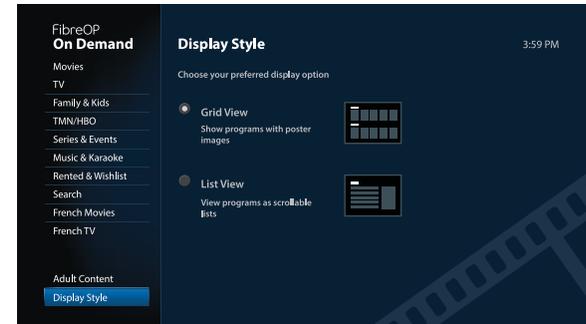
- Stunning visual design with poster art
- Rotten Tomatoes ratings, reviews and recommendations
- Thousands of hours of movies and shows On Demand, with the most HD On Demand
- Narrow down your search using popular categories - like Movies, TV, Family & Kids and TMN/HBO
  - **Movies** - this category has thousands of hours of the best new releases and classic titles. Get new releases the day they hit the video store, all from the comfort of your home.
  - **TV** - this category has loads of on-demand content that's included in your TV package like; CTV, HGTV, CBC, YTV, Treehouse, Family and so much more
    - Subscribe to TMN, AMC, Hollywood Suite, Super Channel or Super Ecran to get even more on-demand movies and shows
- Use “Family & Kids” for easy access to loads of childrens content
- Use “TMN/HBO” for easy access to the best Premium Movie service in Canada (subscription required to view content)
- Develop a Wish List - save must-watch programming in an easy-to-access list
- Select your display style – either poster or list view
- Search for your on-demand programming by poster art (Grid View) or by a scrollable list (List View)



# Easy-to-use On Demand guide

Choosing your display style is easy:

- 1 Press the **ON DEMAND** button on your remote.
- 2 Use the down arrow on your remote to scroll to **Display Style**.
- 3 Press **OK** on your remote.
- 4 Use the up and down arrow to select one of the following options:
  - Grid View:** Displays poster images of the programs
  - List View:** Displays a scrollable list of the programs
- 5 Press **OK** on your remote.
- 6 Press the **BACK** button on your remote to return to the On Demand guide.



# Apps

FibreOP TV offers customers exciting interactive applications, with many more coming soon.

## The Weather Network App

First to bring an interactive Weather App to Atlantic Canada - at no extra cost.

### The Weather Network App Features

- Create your own default city.
- City Searches & Personalized Favourites.
- Current Conditions.
- Short & Long Term Forecasts.
- Weather warnings & more.

### How to access The Weather Network App

- Press the **Menu** button on your remote, select **Apps** and click **The Weather Network** in the Apps section.



## Stingray Music App

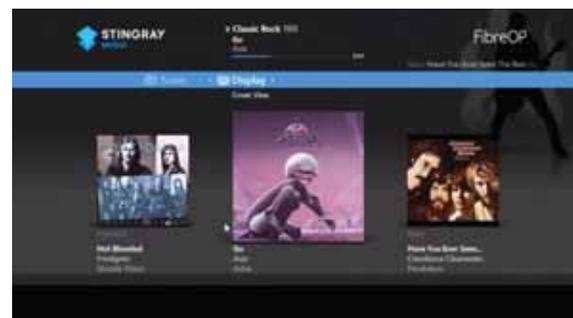
Now you can access all of our 90+ music and radio stations, all organized by genre, on one simple to use channel - at no extra cost.

### Stingray Music App Features

- Grouped into genres such as Rock, Pop, Country, Smooth and Mix it provides instant access to channel information and currently playing song.
- Visually inviting on-screen experience, including:
  - Album, song title & artist information
  - Album cover art
  - Song / Artist-related information
  - Genre-themed on-screen channel backgrounds

### How to access The Stingray Music App

- Press the **Menu** button on your remote, select **Apps** and click **Stingray Music** in the Apps section.



# Apps

## Social TV

Enjoy a Facebook experience right on your TV.

### Social TV features

- Access Fan Pages related to the channel or show you are watching.
- Like, share or comment on a TV show.
- Access personal Facebook account features, including photos, and videos.

### How to access Social TV

- Press the **Menu** button on your remote, select **Apps** and click **Social TV** in the Apps section.



## The Twitter App

The Twitter App lets you follow what people are saying about your favourite TV shows – right on your TV screen. And it's at no extra cost.

### Twitter App Features

- Post and follow tweets.
- Share what you're watching.
- View tweets from other fans.
- See top tweets and trending topics.

### How to access the Twitter App

- Press the **Menu** button on your remote, select **Apps** and click **Twitter** in the Apps section.



# Apps

## Atlantic Radio App

Now you can access the best Atlantic Canadian radio stations, all organized by genre, on one simple to use channel - at no extra cost.

### Atlantic Radio App Features

- Available automatically at no extra charge on all FibreOP TV packages
- From the menu, you can access our complete selection of over Atlantic Canadian radio stations.
- Grouped into genres such as Rock, Pop, Country, Smooth and Mix - it's easy to find, personalize and organize your music favorites.

### How to access the Music App

- Press the **Menu** button on your remote, select **Apps** and click **Atlantic Radio** in the Apps section.



# Program Info and Managing TV Feeds

## Program Info

- 1 Press the **Info** button on the remote to display more information about a program.  
If you are in the On Demand section you can rent or watch a preview.
- 2 Press the **Up** or **Down Arrow** buttons to select the option that interests you and press **OK**.
- 3 Press the **Left** or **Right Arrow** buttons to explore other menus such as **People Search**, **Alternate Audio**, or **Subtitles**. The options available in the menus vary depending on the program.
- 4 Press **Exit to TV** to dismiss the Program info screen.

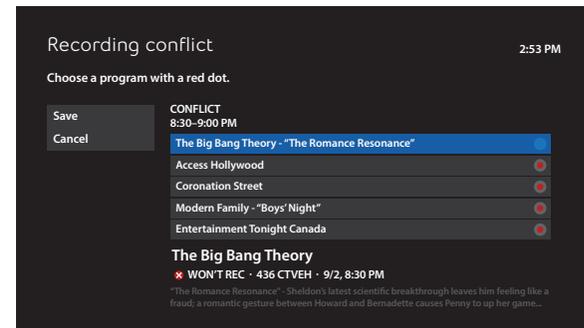
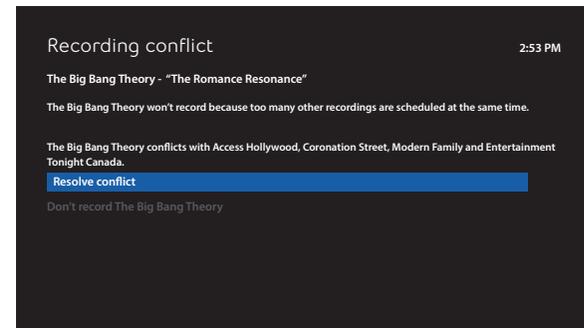
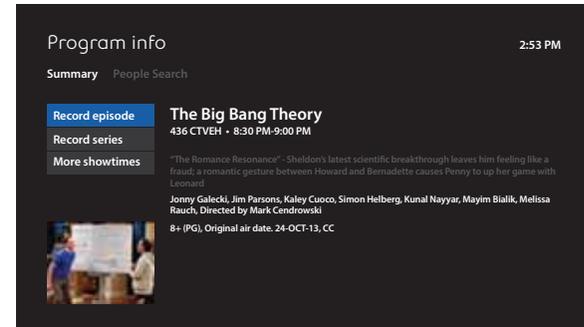
## Manage Live TV and PVR Feeds

FibreOP TV allows you to watch, pause and record programs on all the TV sets in your home.

If you try to view or record more High or Standard Definition feeds than you have available, a screen appears with options to resolve the conflict. For example, you can turn off another STB or stop a recording to free up a feed for this TV.

To minimize the potential for conflicts, you should turn off any receivers not being used to watch TV (the green light around the Power button should be off). Turning off your PVR receiver does not prevent it from recording programs or sending programs to other TVs.

**TIP** Remember, with time shifting, you have more than one chance to view or record many programs!

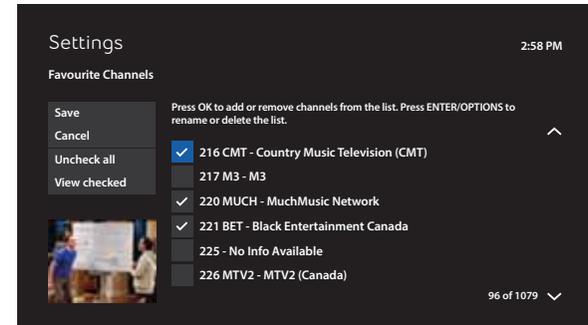


# Favourite Channels List

Find your favourite programs quickly by creating a Favourite Channels List of the channels you watch the most!

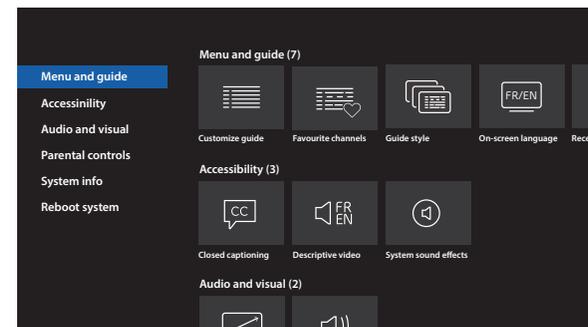
## Create your Favourite Channels List

- 1 Press the **Menu** button on the remote control.
- 2 Press the **Right Arrow** button to select the **Settings** menu. Press the **Down Arrow** button to highlight **Television** and press **OK**.
- 3 Press the **Down Arrow** button to select **Favourite Channels** and press **OK**.
- 4 Highlight the boxes beside your favourite channels and press **OK** to add or remove them from the list.
- 5 Press the arrow buttons to highlight **Save** and press **OK** to save your Favourites Channels List. The **Television Settings** screen reappears. Press **Exit to TV** to return to live TV.



## Access your Favourite Channels List

- 1 To access your Favourite Channels List at any time, press the **Menu** button on the remote control. Highlight **Favourite Channels** under the **TV** menu and press **OK**.
- 2 Use the Favourite Channels List just like the program guide; press the arrow buttons on your remote to highlight the channel you want to watch, and press **OK**.



# Audio and Video Settings

Here are some tips for setting up your audio and video equipment to get the best experience from FibreOP TV.

## Video Settings

Annoyed by black bars on the top and bottom of your screen? Or perhaps it seems like part of the picture is cut off? You might need to change the aspect ratio of your TV screen to match the program you're watching. For example, most HD programming is shown in widescreen format (16:9), while most SD programs are shown in full screen format (4:3).

There are two ways to control how the picture is displayed on screen:

- 1 By adjusting your TV settings. Please refer to your TV set manual for details.
- 2 By adjusting your receiver settings in the settings menu under Television and "Screen aspect ratio and high definition".

Once you have optimized your TV set and receiver settings for your favorite channels, you may still find certain programs that you want to adjust. To toggle your video settings easily, press Enter on the remote while watching a program and change the options under aspect ratio.

## Audio Settings

By accessing the Audio section of the settings menu you can change:

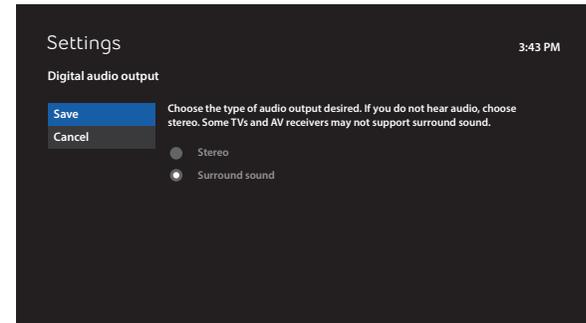
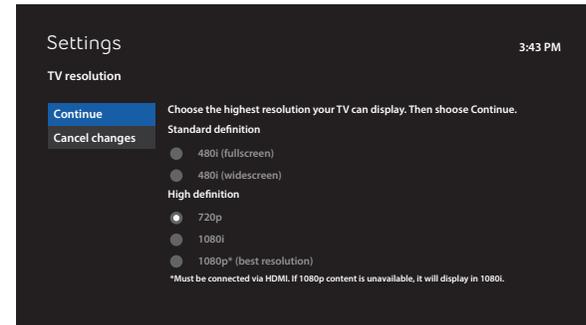
- 1 Descriptive video: turn descriptive video on or off.
- 2 Digital audio output: select stereo or surround sound settings.



16:9 (Widescreen) format



4:3 (Fullscreen) format



# Parental Controls – The Choice is Yours

You can prevent children from viewing live programs, recorded programs, and rented videos you do not want them to see.

## Set Up Parental Locking

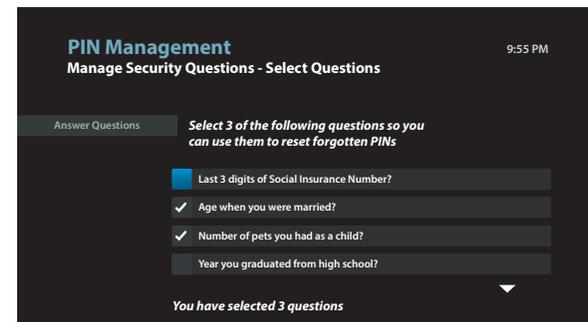
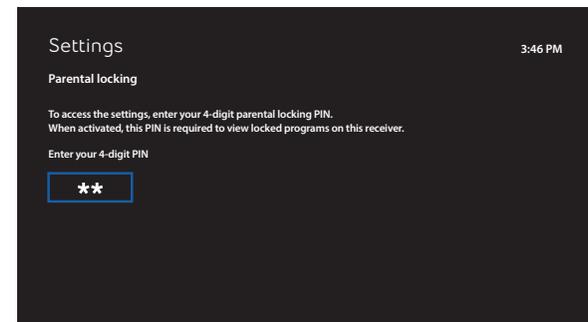
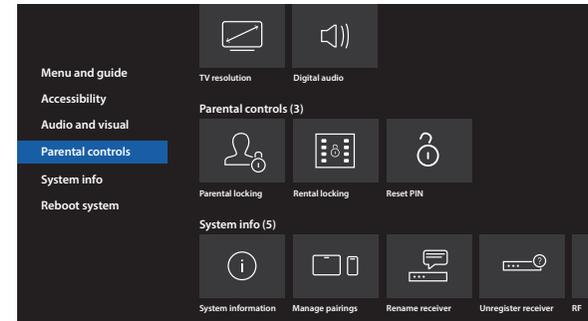
Parental Locking is the heart of FibreOP TV's parental controls. Your FibreOP TV PVR or receiver has Adult Locking enabled by default. This means shows with ratings of R, V/AO and AO require the PIN to view.

**TIP** Your FibreOP TV PVR or receiver comes pre programmed with a default PIN of **1234**. In order to ensure the security of your account, it is strongly recommended that you change your PIN to something that only you know.

Your FibreOP TV PVR or receiver also has a series of built-in security questions. You must set them up if you want to change your PIN. To do so, follow the instructions on the next page.

After your PIN and security questions are set, you can visit the **Parental locking Settings** screen to:

- Lock specific channels
- Lock programs by rating
- Lock unrated movies and TV programs
- Change your PIN
- Turn on and off Adult locking

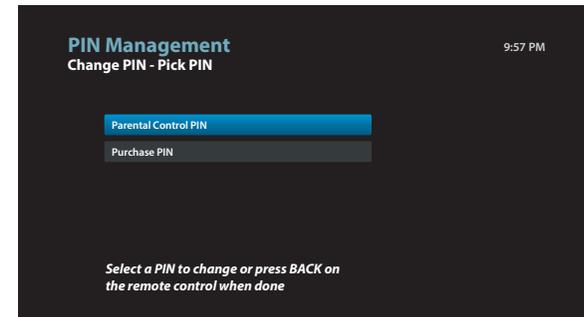
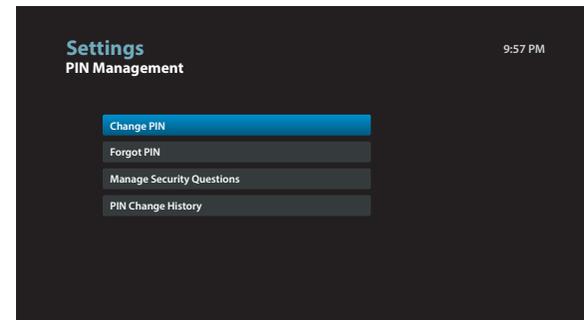
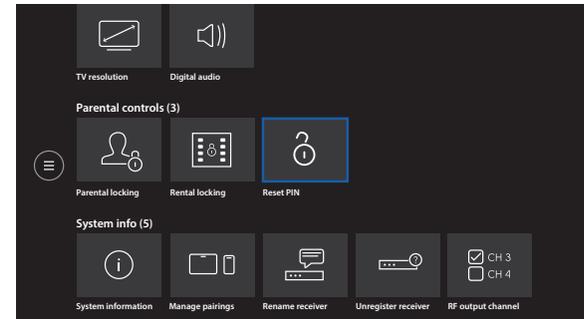


# Parental Controls

You can change your PIN anytime, turn off parental locking temporarily, or turn it off entirely if you wish.

## Change Your PIN

- 1 Open the **Settings** screen, highlight **Parental controls** and press **OK**. The **Parental controls** screen appears.
- 2 Highlight **Reset PIN** and press **OK**. The **PIN Management** screen appears.
- 3 Highlight **Change PIN** and press **OK**. The **Change PIN - Pick PIN** screen appears. If you have not set your security questions yet, the **Change PIN - Questions Not Set** screen appears. Press **OK** to set up your questions. You cannot change the PIN until this step is completed.
- 4 Highlight the PIN you want to reset (parental control PIN or purchase PIN) and press **OK**.
- 5 Use the numeric keypad to enter your old PIN. The **Change PIN** screen will appear.  
If you have forgotten your PIN, highlight **Forgot PIN** and press **OK** to answer your security questions instead. Enter the answers, highlight **Verify Answers**, and press **OK**. The **Forgot PIN** screen appears.
- 6 Use the numeric keypad to enter a new 4-digit PIN in the field on your screen. Re-enter the new PIN in the second entry field. The **Change PIN - Pick PIN** or **Forgot PIN - Pick PIN** screen reappears. Press **Exit** to return to live TV.



# Parental Controls

After setting your PIN for Parental Locking, you can specify which channels, ratings, or programs to lock.

## Lock or Unlock Programs

- 1 Open the **Parental locking** screen.
- 2 Press the **Down Arrow** button on your remote control to select the **Change** button next to one of the following options, depending on what you want to lock or unlock:

**Channels** – allows you to lock individual channels.

**Canadian classifications** – AO, R, V/AO, 18+, 14+(PG), 8+(PG), FAM(G), NR.

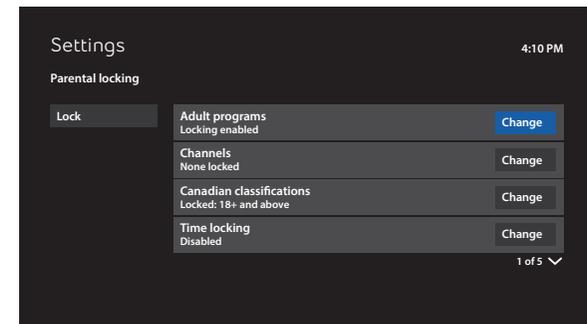
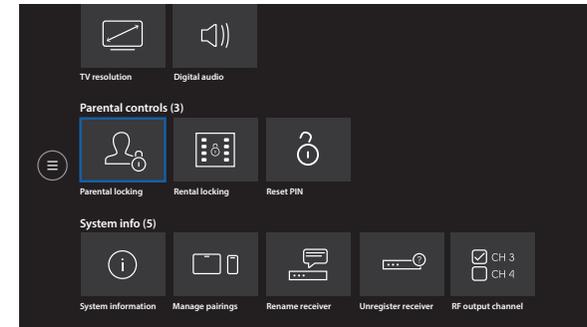
**Note:** if you choose to lock a classification or rating, all ratings above it are automatically locked too. For example, if you lock movies rated R, the PVR automatically locks NC-17 movies.

**Unrated Content** – educational programs and older programs are often unrated.

**Adult (Lock/Hide Titles)** – programs that feature explicit sexual content, violence, and coarse language.

**Note:** If you lock adult programs this automatically locks the Canadian classifications R,V/AO and AO and the program information for adult content does not appear in the program guide.

- 3 Select the items you want to lock or unlock in the category. If you want to unlock all items in a category, highlight **Unlock all** and press **OK**.
- 4 Highlight **Save** and press the **OK** button to return to the **Parental locking** screen. You can also select **Don't Save** to exit without saving your changes.
- 5 Press the **Exit To TV** button on your remote to return to live tv.
- 6 You can watch a locked program at any time by selecting it in the program guide and entering your PIN. To “relock” programming after entering your PIN, return to the **Parental controls**, enter your PIN, highlight the **Lock** option and press **OK** on your remote.



# Parental Controls

## Turn Off Parental Locking Temporarily

- 1 Open the **Parental locking** screen.
- 2 Use the arrow buttons on your remote control to highlight **Turn off locking**, and press **OK**.
- 3 Highlight **Unlock all TV for 4 hr**, and press **OK**. The **Parental locking** Settings screen closes, and the last channel tuned is displayed on the screen. The “unlocked” icon appears next to **Parental locking** in the **Parental controls** screen.

To turn **Parental locking** back on after temporarily turning it off:

- Press **Power** on your remote to put the PVR or receiver in standby mode; then press **Power** again, or
- Open the **Parental locking** screen and enter your PIN. Select **Lock** and press **OK**

## Even More Great Features

And this is just the beginning. FibreOP TV has loads of other great features for you to explore:

- 1 On Demand tutorials by pressing **Menu** on your remote, and navigating to the Help option.
- 2 Watching our tutorial on Channel 2 in the program guide.
- 3 Going online to [www.bellaliant.net/tv/support](http://www.bellaliant.net/tv/support).



# Connections – Set up the Basic Components

This section provides basic instructions on how to connect your FibreOP TV components. Although a FibreOP technician installs your service, you may use this information if you have unplugged the components or add new components such as a DVD player or home entertainment system. If you need to move your FibreOP TV service from one room to another, call 1 866 FibreOP to have a FibreOP technician visit your home.

The diagrams in this section show typical setup scenarios for FibreOP TV components. When connecting other components to your system, refer to the user guides for each component that you plan to connect. Connect one device at a time. If many components are being connected, make sure each connection is correct before proceeding with the next connection.

## In-Home Wiring

Your FibreOP TV installer wires your home for FibreOP TV using either Ethernet or coaxial cable. If your home is wired with Ethernet cable, the FibreOP modem is connected to the NETWORK port on the set top box (receiver), as shown in the diagrams on the opposite page. If the installer uses existing coaxial cable, the FibreOP TV signal is delivered through a coaxial cable connected to the TO WALL port on the set top box.

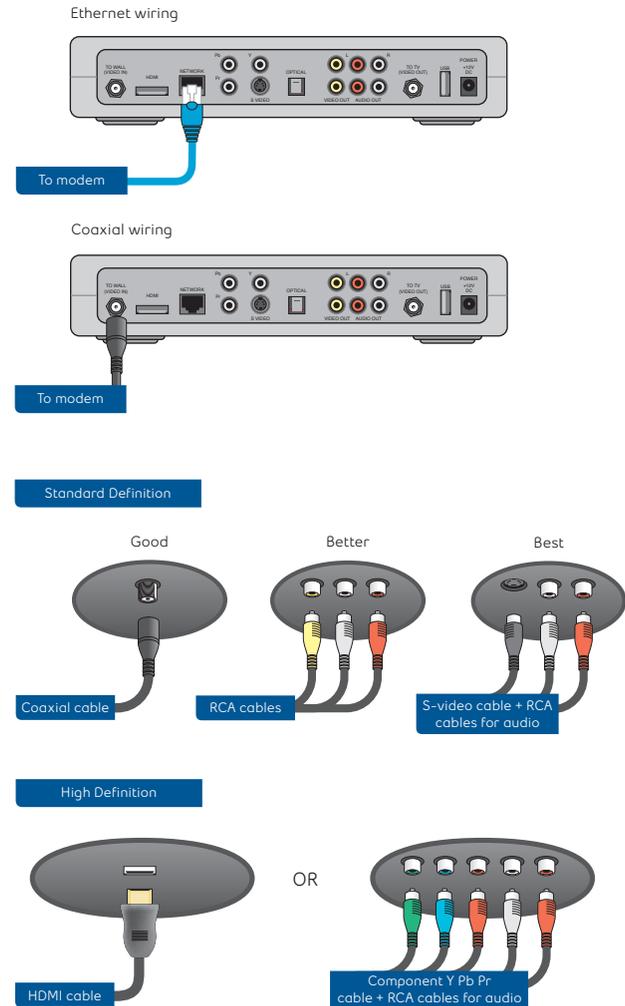
## Connection Options

Depending on the type of your home entertainment system, your components are connected using different combinations of audio and video cables. In the diagrams on the opposite page, RCA cables are shown. For optimum performance of FibreOP TV, choose the best connection type supported by your television and A/V components.

**TIP** For more information on how to reconnect or add components, go to [www.bellaliant.net/tv/support](http://www.bellaliant.net/tv/support).

**TIP** Ensure the receiver is clearly visible from where you watch TV. Always point the remote at the receiver.

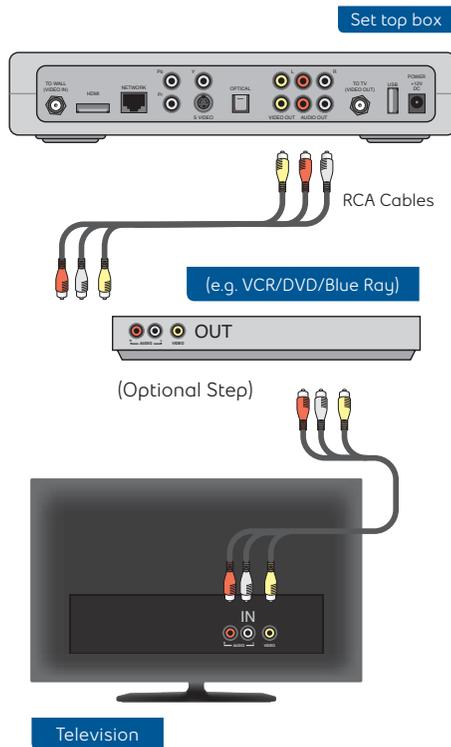
**HD CONNECTIONS** For HD service, you must connect the set top box to your TV using an HDMI cable or component for video and RCA for audio.



# Connections – Set up the Basic Components

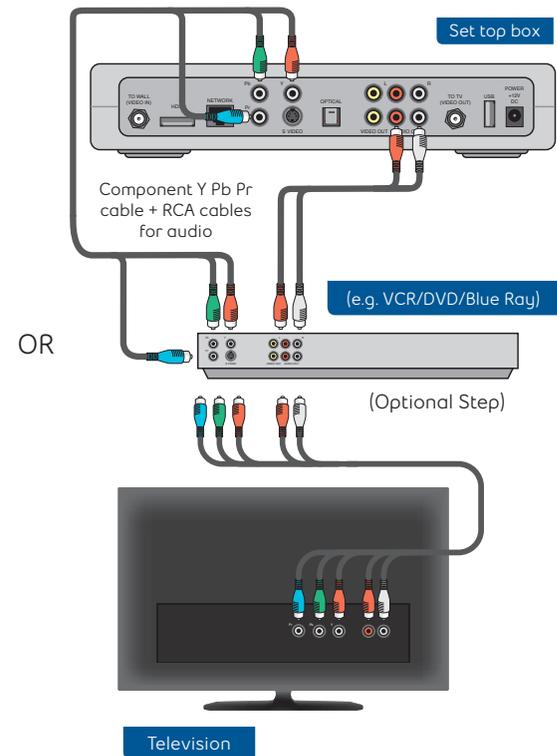
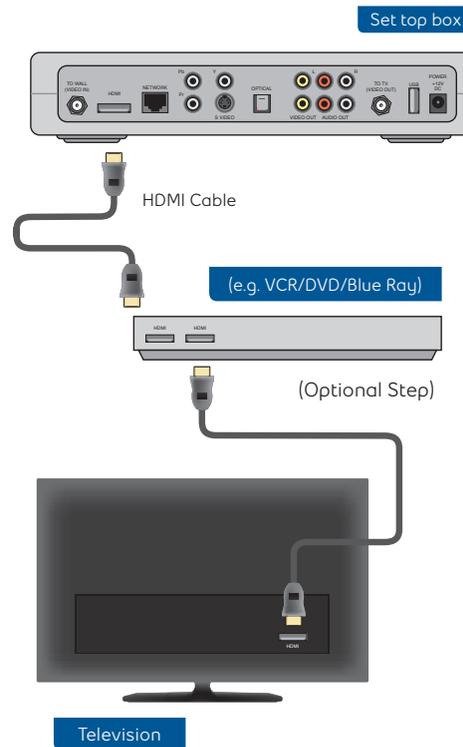
## Standard Definition Setup

To view TV, tune into Channel 3 or 4 on the TV set.



## High Definition Setup

To view TV, select Video1 or Video2 on the TV set.



# Connections – Subscribe to HD

To get the best viewing experience with an HD compatible TV, call 1 866 FibreOP to subscribe to HD. Before you can enjoy HD, you must update your set top box video settings and connections to your TV.

1 Connect your TV to the set top box as follows:

## Video

- To use HDMI, connect the HDMI ports with an HDMI cable
- If you are using component video, connect the video ports using a three-pronged component Y Pb Pr cable

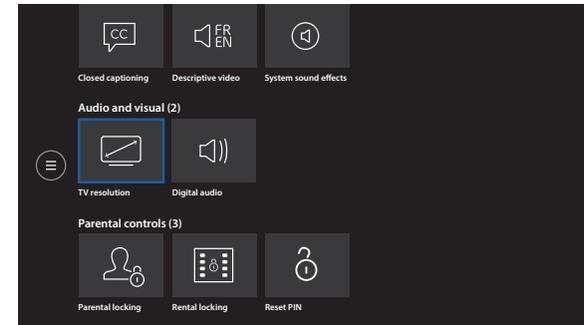
## Audio

- If using HDMI, the audio will be transmitted through the same cable as the video and will transmit Surround Sound and Dolby Digital
- If you are using an optical (S/PDIF) cable to set up Surround Sound or Dolby Digital audio, connect home theatre receiver to the set top box
- If you are using an RCA-type audio cable, connect the audio ports using the red and white leads

**Note:** If you want to enable Surround Sound or Dolby Digital, access Digital Audio Output in the Audio section of your settings menu and select the Surround Sound option. Save your change.

- 2 Hold down the **Power** button until the PVR or HD receiver restarts. Wait a few moments for the FibreOP TV menu to appear.
- 3 Press the **Menu** button on the remote and highlight **Settings**. Press **OK**.
- 4 Highlight **Television** and press **OK**.
- 5 Highlight **Screen Aspect Ratio and High Definition** and press **OK**. The **Screen Aspect Ratio and High Definition** screen appears.

**TIP** HD channels sometimes show non-HD, standard definition (SD) content. This content is displayed at a 4:3 aspect ratio with black bars at the sides of the screen.



# Connections – Subscribe to HD

6 Press the arrow buttons to check the option that best describes your television:

- 4:3 standard definition
- Widescreen standard definition
- 720p on HD screens
- 1080i on HD screens

7 Press the arrow buttons to highlight **Continue** and press **OK**. The FibreOP TV PVR or receiver attempts to detect your television screen size and other information.

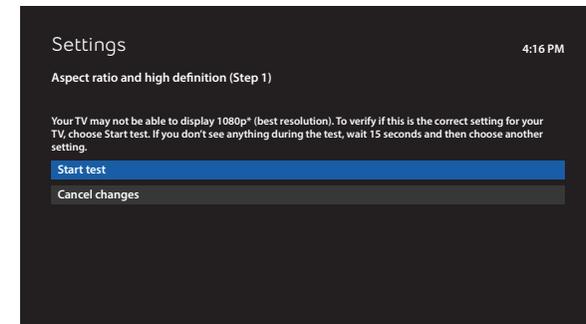
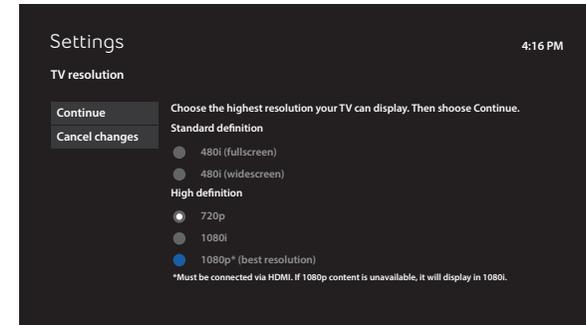
If your television is capable of switching to the option you chose, a message appears confirming that the change has been made.

If the PVR or receiver needs more information about your television, the **Aspect Ratio and High Definition (Step 1)** screen appears. This screen allows you to test the new setting on your screen for 15 seconds to make sure it works. Highlight **Start Test** and press **OK**. The **Aspect Ratio and High Definition (Step 2)** screen appears.

8 If the picture is the correct size, highlight **Keep Setting** and press **OK**. A confirmation message appears before returning to live TV.

If you see a black screen or the picture is not the correct size, wait 15 seconds for the test to end. The **Aspect Ratio and High Definition (Step 3)** screen appears. Highlight **I saw a black screen. Choose another setting**. Press **OK**. The **Screen aspect ratio and high definition** screen reappears. Repeat steps 6 to 8 until you find the setting that works best with your television.

**TIP** HD televisions usually display best in 1080i or 720p. Check the manual for your TV for more information.



# FibreOP Internet

FibreOP Internet is the best Internet with the fastest download and upload speeds so you can do everything faster and easier.

- **Super-fast upload speeds.** Post videos, share photo albums, email large files in seconds.
- **Download speeds that will blow you away.** Stream or download video, music and large files at incredibly fast speeds.
- **Fast even with the whole family online.** FibreOP works on a dedicated 100% fibre-optic network connected straight to your home.
- **Free wireless modem.** Experience the freedom of the best Wi-Fi technology for your home.
- **No usage caps or fees.** Download, surf and stream as much as you want.

## Wi-Fi Extender

Whether you are downstairs or outside on the deck, our new Wi-Fi Extender gives you the freedom to surf even further in your home.

- Includes an in-home Wi-Fi assessment
- Unlimited 24/7 support
- One-time hardware fee

## Warranty & specifications

- 1 year replacement warranty
- Dual band (2.4GHz and 5GHz)
- One-time installation fee of \$49.95 may apply

To order call 1 866 342-7367

# FibreOP Internet

## Setting up Wireless Home Networking

FibreOP Internet includes FREE wireless/Wi-Fi access – which is ready to use.

### Connecting a device wirelessly

- 1 Ensure wireless is enabled on your device (laptop, tablet, smartphone, etc...).
- 2 Locate your assigned network names (SSID) and passwords (WPA/WPA2) on the sticker on your modem, as illustrated in the image to the right.
- 3 Select your assigned name from the list of available networks appearing on your device. For help with picking either the 2.4 or 5 GHz network, see the section below entitled Choosing the right network for you.
- 4 Follow the connection steps as outlined in your device user guide (or on the screen) and enter the password when prompted.
- 5 For information on how to configure your specific computer or tablet operating system, please refer to your device user guide and/or the FAQs/Troubleshooting Guide, starting at page 43 of this booklet or go to <http://bellaliant.net/support>.
- 6 Repeat steps 1-5 and connect to the second wireless network. This will ensure you have both networks available on your computer or device and can easily switch between networks in the future.

### Choosing the right network for you

The FibreOP modem is dual band which means you can choose from two wireless networks, 2.4 or 5 GHz, when connecting Wi-Fi capable devices like laptops, tablets and smartphones.

If you don't want to be switching between networks, the 2.4 GHz network is recommended. However for the best Internet experience, you should connect to the 5 GHz network when doing things like streaming movies, music or gaming and are within close proximity to the modem, provided your device supports 5 GHz.



## Why two Wi-Fi networks?

Each network has advantages. The 2.4 GHz network provides further distance but has an increased chance of interference than the 5 GHz network due to the fact more consumer products operate on 2.4 GHz (e.g. baby monitors, cordless phones, microwaves, etc.). It's great for roaming through the house and to meet the demands of everyday Internet activities. The 5 GHz network provides higher speeds at a closer range and is less likely to be subject to interference. It's great for video and audio streaming, as well as gaming.

## Optimizing Wi-Fi Performance

- 1 Ensure you have the latest Wi-Fi drivers installed on your wireless enabled device(s). Visit your device manufacturer website to learn more about Wi-Fi drivers.
- 2 Ensure you have the latest operating system updates (i.e. Apple, Android, etc.) loaded to your device.

Please note that devices with newer Wi-Fi clients and more antennas will perform better.

## Setting up FibreOP Email

FibreOP Internet includes up to 5 email addresses for your family. Each mailbox comes with 2GB of space and includes anti-spam functionality to limit the number of unwanted email. FibreOP email also includes webmail access to your Email account. You can access webmail at <http://webmail.bellaliant.net>. For more information on set up, please visit page 43, in the FAQ/Troubleshooting Guide.

# FibreOP Internet

## FibreOP Internet Security Services

With FibreOP Internet, you have the option to add a complete suite of Security Services.

Including:

### Anti-Virus

- Helps protect your PC from viruses
- Provides 24/7 protection
- Automatically updates for greater protection

### Personal Firewall

- Helps protect your personal information from computer hackers
- Presents real-time alerts
- Provides logs of blocked connections

### Parental Control

- Helps to keep your family safe from inappropriate content
- Blocks over 32 million websites
- Allows you to schedule restricted access

### Anti-Spyware with Fraud Protection

- Helps protect your PC and privacy from spyware
- Removes any spyware found
- Automatically updates for greater protection
- Blocks fraudulent or “phishing” sites

Bell Aliant takes Internet Security very seriously.  
To download the latest version of our Security Service products,  
please go to <http://bellaliant.net/securityservices>.



# FibreOP Home Phone

FibreOP Home Phone delivers reliability you can trust so you can always be in touch.

Enjoy a fully loaded Home Phone service with:

- Reliability you can trust
- FREE unlimited features including Voicemail to Email
- Per minute and unlimited calling options available
- Crystal clear voice quality



**TIP** Voicemail Temporary Password: When prompted for your temporary password enter your 7 digit telephone number. The system will prompt you to change this temporary password to a new one.

# Feature Spotlight

Feature	Brief Description
Call Director	Answer your calls where you want, when you want.
Call Display	See a caller's name and number before you pick up the phone.
Call Waiting	Notifies you of a second incoming call when you're on the phone.
Call Return	<b>*69 Last Call Return</b> - provides you with the number of your last caller. It can be used with Call Waiting if you ignored the 'beep'. <b>*66 Busy Call Return</b> - gives you a special ring when a busy line is free.
Call Forwarding	Press *72 and wait for the rapid dial tone. <ul style="list-style-type: none"><li>- Dial the number you want your calls forwarded to.</li><li>- If call is answered, Call Forwarding is set.</li><li>- If the called number is busy or doesn't answer, hang up immediately and repeat the above steps. When you hear two beeps, hang up and your Call Forwarding is now in effect.</li><li>- If you forward your calls to a long distance number, you will not be charged for the long distance call.</li><li>- To cancel Call Forwarding, pick up the receiver and press *73.</li></ul>
Ident-a-Call	Add up to two additional phone numbers to your existing line, each with a different sounding ring.

# Feature Spotlight

Feature	Brief Description
Three Way Calling	<p>Add a third person to your call so that you share the call with them.</p> <ul style="list-style-type: none"><li>- While on a call with a second party put them on hold by pressing your link, switch-hook, or flash button and wait for three tones.</li><li>- Key in the number of the third party. When answered, press link again and you will be in a three-way conversation.</li><li>- Should the third party not answer or if the line is busy, press link again to return to the original caller.</li></ul>
Voicemail	<p>Takes messages while you're away from the phone, or even while you're using the phone! An intermittent dial tone and/or a flashing light on your phone will notify you when a message is waiting.</p> <p>Dial *99 (temporary password is your 7 digit phone number)</p>
TalkMail	<p>Receive voice messages without requiring voicemail.</p> <p>Dial *99 (temporary password is your 7 digit phone number)</p>

# FibreOP Home Phone

## FibreOP Home Phone Power Unit and Back-up Battery

Like all competitive voice products on the market today, your FibreOP Home Phone installation includes a power supply that is connected to your household power. This power unit includes a back-up battery that will provide telephone service for approximately 8 hours in the event of a power interruption.



The power supply lights indicate the following:

**AC Power light** – When this light is ON the Power Supply is being powered by Commercial Power. When this light is OFF the power supply is using battery power.

**Low Battery light** – When this light is ON the Power Supply is being powered by the battery. When this light is flashing the battery has about 10% power remaining.

**Replace Battery light** – When this light is ON the battery needs to be replaced.

**Missing Battery light** – When this light is ON the battery is missing.

# FibreOP Home Phone

## FibreOP Home Phone Power Unit Audible Alarms

In the event that you hear an audible alarm from the FibreOP Home Phone Power Unit the following table will assist you in understanding why the alarm is sounding and the appropriate action to take.

Audible Alarm	Means	Alert Sound	Action
Backup Mode	Power supply has failed and the battery is now supplying power	1 time/ 1 beep for 1 second duration	No action required
Low Battery	The battery has 10% capacity left	4 beeps every minute for ½ second duration	Press blue silence alarm button – no further action is required
Replace Battery	Battery has failed and should be replaced	1 beep every 15 minutes for ½ second duration	Press blue silence alarm button <sup>1</sup> – Call 1 866 342-7367 for assistance

<sup>1</sup> Once the alarm silence button has been pressed the alarm will remain silent for 24 hours at which time it will sound again reminding you that the battery requires replacing. When the battery has been replaced the alarm will clear.



# FAQ's/Troubleshooting Guide

## 1. How do I set up wireless/configure my home network?

### What you need before you start.

- You must have built-in internal wireless or a properly installed wireless adapter that is compatible with your computer.
- Your network name (SSID) and password (WPA/WPA2) – located on your router. (pictured to the right)

Verify which operating system you have and follow the steps below.

## Computer Operating Systems

### Windows XP

1. Click **Start**, **Connect To**, then **Wireless Network Connection**.
2. Select the desired wireless network and click **connect**.
3. Windows XP will automatically detect the security type (WPA/WPA2). Enter the password and click **Connect**.
4. You are now connected to the wireless connection.

### Windows 7

1. Click the **Wireless Icon** in the system tray.
2. Select the desired wireless network and click **Connect**.
3. Enter the password and click **OK**.
4. You are now connected to the wireless connection.

### Windows Vista

1. Click **Start** then **Connect To**.
2. Select the desired wireless network and click **Connect**.
3. Windows Vista will automatically detect the security type (WPA/WPA2). Enter the password and click **Connect**.
4. You are now connected to the wireless connection.



## Windows 8

1. Click or tap the **Network** icon in the system tray.
2. Locate the **Network Name (SSID)** in the list and click or tap on its name.
3. If you use this network regularly, you can select **Connect Automatically** and click on **Connect**.
4. Enter your network password (WPA) and click **Next**.
5. Once connected, you'll be able to choose whether or not to enable sharing on the network. If you are on a private network, such as one in your home, you can select **Yes**. If you are on a public network, you should select **No**.
6. Once you've successfully connected, the networking icon will change to show the strength of your connection.
7. To disconnect, click or tap the **Network** icon in the system tray and click **Disconnect**.

## MAC OS 10.5.x / 10.6.x

1. At the desktop click the **Apple** icon, then **System Preferences**.
2. Click **Network**.
3. Select **Airport** or **Wi-Fi**.
4. Click the **Network Name** drop down list and choose the desired wireless network.
5. Enter your password in the password field.
6. You are now connected to the wireless connection.



## Mobile Device Operating Systems

### Android mobile device

1. From the Android device Home Screen tap **Settings**.
2. Tap **Wi-Fi**. The device will automatically scan and return a list of available wireless networks.
3. Tap the desired wireless network name.
4. Enter the wireless network password (WPA).
5. Tap **Connect**.

Note: Connected will appear beside the wireless network name when you have connected to your wireless network.

### Apple mobile device

1. From the Apple device Home Screen tap **Settings**.
2. Tap **Wi-Fi**. The device will automatically scan and return a list of available wireless networks.
3. Tap the desired wireless network name.
4. Enter the wireless network password (WPA).
5. Tap **Join**.

Note: A checkmark will appear beside the wireless network name when you have connected to your wireless network.

## 2. What are the server settings for email?

- Incoming mail server
  - pop.bellaliant.net
  - imap.bellaliant.net
- Outgoing mail server
  - smtp.bellaliant.net
  - imap.bellaliant.net

You will need your Bell Aliant email address and password. If you do not know your Bell Aliant email address or password, contact us at 1 866 FIBREOP.

**Note:** Bell Aliant recently enabled SMTP Authentication on new email addresses effective May 9th, 2013 to allow for your mobile devices to send email regardless of where you are located without the need to change your settings each time you travel. To use SMTP Authentication, use the settings below:

SMTP:	smtpa.bellaliant.net
Port:	2225
Authentication	Username (full email address) and password

**Note:** If your email address was created before May 9th 2013, but you wish to have SMTP authentication, contact the Bell Aliant helpdesk (1 888 214-7896) to have your email accounts updated to SMTP Authentication.

### 3. I have no picture or sound (black screen)

- Your TV is likely on the wrong input or component. To change this:
- If your Motorola remote (for your Set Top Box) has been programmed as a universal remote, you can toggle from input to input by using the TV/video button. You will need to be in TV mode to do this (2nd button at the top of the remote). See question 4 for instructions on how to program your remote as universal.
- If your Motorola remote has not been programmed as a universal remote (previous step did not work), check your TV remote (not the Motorola remote for your Set Top Box) for an Input or Source button. Depending on the model of your TV, it may also be called TV/Video. Once located, press and look onscreen for a “Component” option. If your TV has more than one component option, you may have to try each. Being on an incorrect input might cause you to see a blank blue screen, static, or a No Signal message.

### 4. How do I program my Motorola remote (for the Set Top Box) to be universal?

#### Options A - Quick Setup

1. Press and hold **SETUP** until the LED blinks twice.
2. Press the **Mode** key for the device you wish to setup. The mode key stays lit.
3. Press and hold the **OK** key.
4. Release the **OK** key when your device turns off.

#### Option B

1. Press and hold **SETUP** until the LED blinks twice.
2. Press the **Mode** key for device you wish to setup. The mode key stays lit.
3. Find your device and brand from the charts provided with your remote and note the number key assigned to your brand. Press and hold the number key for your device/brand. (If you no longer have the instructions for your remote, this information can be found online at [www.bellaliant.net/support](http://www.bellaliant.net/support), search word “remote”).
4. Release the key when your device turns off. Setup for that device is complete.



#### Option C

1. Press the **Mode** key for the device you wish to setup.
2. Press and hold **SETUP** until the mode key blinks twice.
3. Enter the 1st code for your brand from the code list. (If you no longer have the instructions for your remote, this information can be found online at [www.bellaliant.net/support](http://www.bellaliant.net/support), search word “remote”).
4. Press **POWER** key to test with your device. If the device turns off, setup is complete.
5. If device does not turn off, repeat SETUP METHOD B using the next code for your brand.

## 5. Why am I getting the message “All HD in use”?

You have reached the maximum for viewing/recording HD content.

- The maximum number of HD programs that your TV service can use at once is four.
- The maximum number of recordings that your PVR service can do at once is four - only two of which can be in HD.

#### TIP

The number of channels actively being watched in HD also influences your ability to record HD channels – because the maximum number of HD streams which can be in use at once is four. This can be watching, recording, or a combination of both. But it does not include HD programs in playback. If you press the RECORDED TV button, anything that shows with a red dot is what is currently being recorded.

Also, if you are recording two HD channels and try to record a third HD program or watch a third HD program on your PVR, you will see “All HD in Use” onscreen (because the PVR has a maximum of two HD streams). However, you can watch a third and fourth HD program from a non-PVR set top box.

If there are a total of four recordings scheduled for the same overlapping time, any attempt to record a fifth channel results in “All TV services in Use”.

**Note:** If you are attempting to start a new recording and you receive a message that the maximum number of recordings are in progress, you will need to scroll to the Record Conflict screen and end a recording to make way for a new one.

## 6. How can I view/modify my channels/programming package?

Viewing or modifying your current programming can be done easily online, by going to the following link; [www.bellaliant.net/myaccount](http://www.bellaliant.net/myaccount).

For more help with your FibreOP TV, tune into Channel 2 on your TV or press **MENU** on your remote and scroll to **Help**. Both English and French tutorials are available.

For more information with these topics and more, please visit us online at [bellaliant.net/support](http://bellaliant.net/support).



# Bell Aliant FibreOP Services

## TERMS & CONDITIONS

**READ THIS AGREEMENT CAREFULLY. IT IMPOSES OBLIGATIONS ON YOU WITH RESPECT TO PURCHASING, USING, and CANCELLING Bell Aliant FibreOP Internet, Television, and Telephone Service (THE 'SERVICES').**

'Bell Aliant' includes Bell Aliant Regional Communications, L.P., its general partner, and their respective subsidiaries, affiliates, contractors, agents and assigns and their employees and designates. 'Customer' includes the person accepting this Service Agreement and any other person using the Service or having access to any equipment or software of either the Customer or Bell Aliant with the implied or express permission of the Customer.

### **Purchasing, PAYING FOR, and Cancelling Service:**

1. Where the Customer purchases the Service at a contract rate for a specified number of months (the "Contract Period"), Bell Aliant guarantees that the contract rate will be continued for the Contract Period. At the end of the Contract Period, Bell Aliant will (unless otherwise notified by the Customer) continue to provide the Service and bill the customer at the regular non-contract rate.
2. Where the Customer purchases the Service at a contract rate for a Contract Period, and chooses to cancel their service prior to the end of the Contract Period, the Customer will be charged an early termination fee of \$20 for each month remaining in the term, which is not a penalty but rather an estimate of anticipated damages which Bell Aliant would likely suffer as a result of early termination. This early termination fee will be waived where the cancellation occurs within the first 30 days of Service, or as otherwise determined by Bell Aliant in its sole discretion.
3. The Customer will, upon cancellation or termination of the Service, return the Bell Aliant equipment or will reimburse Bell Aliant for the replacement value of said equipment.
4. If a service call is required to restore Service which has been terminated for non-payment, a service restoration charge will apply.
5. Past due accounts will be subject to late payment charges. Other fees and charges may also be assessed on delinquent accounts. For example, cheques which are dishonoured or returned for insufficient funds, or a refused bank account/credit card preauthorized debit will be subject to an "NSF Fee".
6. Any questions or discrepancies regarding invoice charges must be reported to Bell Aliant within 90 days of the billing date. Failure to contact us within this time period will constitute acceptance of all charges.
7. To be eligible for promotional offers, customers must opt to receive paperless billing.

### **USING FIBREOP INTERNET SERVICE**

8. The Customer will have access to the Internet to be operated from a single personal computer or a Bell Aliant authorized network, available on Bell Aliant's PC Local Area Network Server. Bell Aliant's PC Local Area Network Server is not to be a point of connection for an unauthorized network of computers.
9. Any software or other computer program provided to the Customer remains the property of Bell Aliant and/or its suppliers may not be copied in whole or in part. Bell Aliant may add or remove software, computer programs, documentation, and any other content made available in association with the Service without prior notice or liability to the Customer.
10. The Customer will ensure wireless home network is secure and accessible only by household wireless networked devices within the customer's home or household property.
11. The Customer will abide by the Bell Aliant FibreOP Internet Acceptable Use Policy in using Internet Service or Bell Aliant Email.
12. Bell Aliant will not be responsible for any damage caused by any installation of equipment and/or software, whether such equipment and/or software is installed by Bell Aliant, the Customer, an Authorized Dealer, or any other party.

### USING EMAIL

13. Any Bell Aliant email account which has not been accessed by the Customer in 60 days will be considered inactive and placed in a "suspended" state. While in this state, the account will not receive email and these emails will be bounced back to the originator. If the account is not reactivated by the Customer within an additional 60 days after being suspended, the account will be deleted.

### USING FIBREOP TELEVISION SERVICE

14. Customer will only access the TV Service from the Bell Aliant supplied connection and set top box. Customer may use Bell Aliant equipment only at the TV Service address identified on Customer's invoice.
15. Customer agrees to pay all charges related to pay-per-use programs ordered from Customer's address, regardless of who places the order for those programs.
16. Any unauthorized attachments to Bell Aliant's cable or equipment, interfering or tampering with our cable or equipment, and/or unauthorized use of our signals are prohibited and may constitute theft under the Criminal Code of Canada.
17. Customer agrees not to reproduce by any means any part of the network signal, except as specifically authorized by Bell Aliant in writing; however, Customer may use videotape recorders, personal video recorders or other similar devices for private, non-commercial duplication of video programming.
18. Customer agrees not to participate in the exhibition or distribution of the TV Service in a commercial or public setting or in any location which charges an admission fee, cover charge or like fee.

### USING FIBREOP TELEPHONE SERVICE

19. The Service will not be available during network outages, including during planned hardware or software upgrades. Additionally, if there is a power outage which lasts so long that the battery back-up attached to the equipment at the Customer's premises has been depleted, the Service will not be available. For clarity, an outage in the Service will also impact a customer's ability to contact emergency services during the outage.
20. The Customer is solely responsible for the supply of electrical power necessary for the Service to function. Unless otherwise specified by Bell Aliant, the Customer is responsible to replace the battery when prompted to do so by the battery back-up.
21. The equipment at the Customer's premises may have to be configured in certain ways or maintained in certain locations for the proper operation of the Service, and therefore, the equipment should not be moved, tampered with or relocated.
22. The Customer is responsible to inform all persons who may be present at the Customer's premises, including residents, guests, and other persons, of the limitations described in this section.
22. In addition to the limitations of liability which generally apply to the provision of the Service, the Company and its providers will not be liable to the Customer or any third party for any inability to use the Service as a result of the limitations described in this section or the Customer's failure to comply with the requirements set out in this section. This includes the inability to contact emergency services if the Service is unavailable.

### LIMITS ON BELL ALIANT'S LIABILITY

24. The Customer assumes total responsibility and risk for use of the Service. Bell Aliant makes no representations or warranties of any nature, whether express or implied, in relation to any matter connected to this Agreement including the Service, the network, the equipment and/or the software. Bell Aliant does not guarantee uninterrupted Service. The company shall not be liable to any customer, user or other person for damages resulting from interrupted Service due to failures or scheduled upgrades on the network, omissions, interruptions, delays, errors or defects in transmission, failures or defects in Bell Aliant's facilities, or any other cause.

25. The Customer will be responsible for all losses or damages to Bell Aliant equipment located on the Customer's premises. If the Customer deliberately or through a lack of reasonable care, causes loss or damage to our equipment, the Customer may be charged the cost of restoration or replacement of the equipment, with the cost to replace a set top box not exceeding \$300.
26. Bell Aliant's liability to the Customer for any claim for damages will not exceed the total amount paid by the Customer to Bell Aliant during the total period giving rise to the claim. Bell Aliant is not liable for any direct, indirect, special, punitive or consequential damages from events including loss of use, lost profits, damages to third parties, deletion of files and inability to use the Service.
27. The Customer will assume total responsibility and risk for the Customer's selection of the self-install option. The Customer will indemnify Bell Aliant for any damages, losses, injuries, claims, demands, penalties, costs and expenses connected with any act or omission by the Customer in relation to the installation and use of the service.

#### **GENERAL TERMS & CONDITIONS**

28. The Customer agrees that Bell Aliant, or other parties acting on its behalf, may collect information necessary to the delivery and maintenance of the Services, which information will be treated in accordance with Bell Aliant's Privacy Policy.
29. The Customer will allow Bell Aliant access to the Customer's premises at all reasonable hours to install, inspect, repair, maintain, replace, disconnect and/or remove the service and/or Bell Aliant's equipment.
30. All Bell Aliant equipment remains the property of Bell Aliant and may not be encumbered, loaned, leased or sold. The Customer will obtain appropriate insurance coverage for such equipment.
31. The Customer will not use any equipment, telecommunication facilities or access connections provided by Bell Aliant other than as expressly permitted in this Agreement. The Service may not be used for illegal activity, for unauthorized access to other computer systems or in a manner that negatively impacts the service levels of other users.
32. These Terms & Conditions are supplementary to any more general Terms of Service that apply to Bell Aliant's Regulated and Unregulated Services.
33. Bell Aliant may terminate or amend this Agreement at any time in its sole discretion without notice or liability.

An online version of this Terms of Service is available at this location if there are any discrepancies the online version will prevail.

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