Launch your connection

TV & Remote User Guide

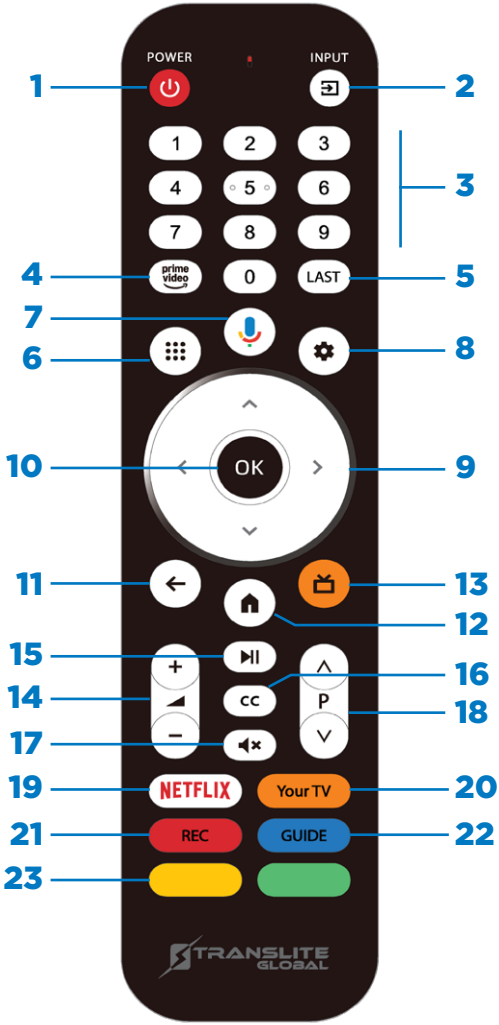
Bruce Telecom™

Connecting our Community

Username: _____

Password: _____

Your remote overview

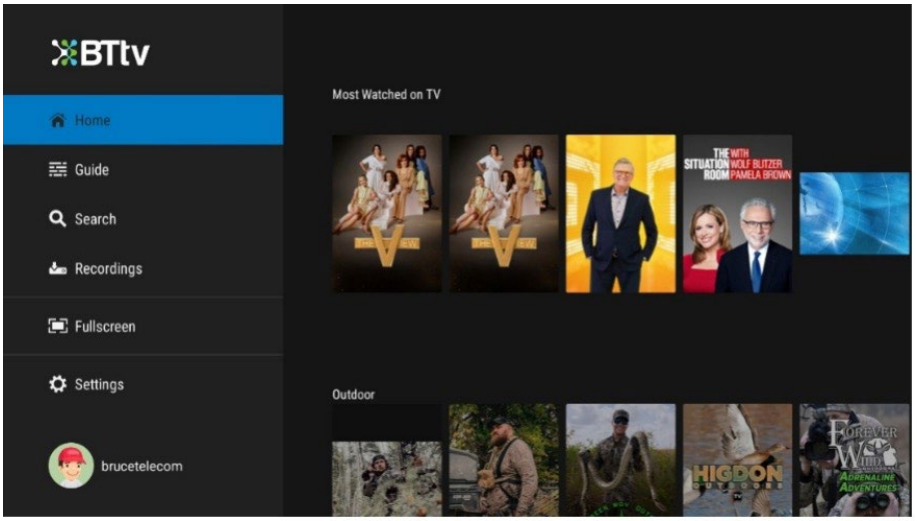


Legend

	Button(s)	Description
1	**POWER**	Switches the power on/off for the selected device
2	**INPUT**	ChangesTV input options
3	**NUMBER KEYS**	Allows direct access to specific channels and menu items
4	**PRIME VIDEO**	Will launch Prime Video App. A Prime subscription is required. Not supported by Bruce Telecom
5	**LAST**	Brings up list of previously viewed channels
6	**GRID**	Brings you to all Apps installed
7	**MIC**	Google Assistant voice control. Requires Google account. Not supported by Bruce Telecom
8	**SETTINGS**	Will launch your Android Box settings
9	**NAVIGATION**	Navigates within on-screen guide/menus **UP/DOWN/LEFT/RIGHT:** Using theses buttons will navigate you through your selected screen
10	**OK**	Executes the currently selected menu options
11	**BACK ARROW**	Goes back one level within menus
12	**HOME**	Takes you to Android Box Home Page
13	**TV**	Will launch the BTtv App
14	**VOLUME**	Increases or decreases Volume
15	**PLAY/PAUSE**	Will allow you to play or pause your show
16	**CC**	Closed captions
17	**MUTE**	Toggles TV volume on/off
18	**P**	Changes channel up/down or pages up/down
19	**NETFLIX**	Will launch Netflix App. A Netflix subscription is required. Not supported by Bruce Telecom
20	**YourTV**	Will launch the BTtv App
21	**REC**	Starts or Stops recording a program
22	**GUIDE**	Displays the on-screen program guide within the BTtv App
23	**YELLOW**	This will open your recordings menu

Using BTtv

On the left hand side of the BTtv home screen, you will find the main navigation menu, which provides access to all the features and options available within the BTtv App.



Guide – View the on-screen channel guide, including current and upcoming program information.

Search – Search for channels, shows, movies, and other available content.

Recordings – Access and manage your recorded programs.

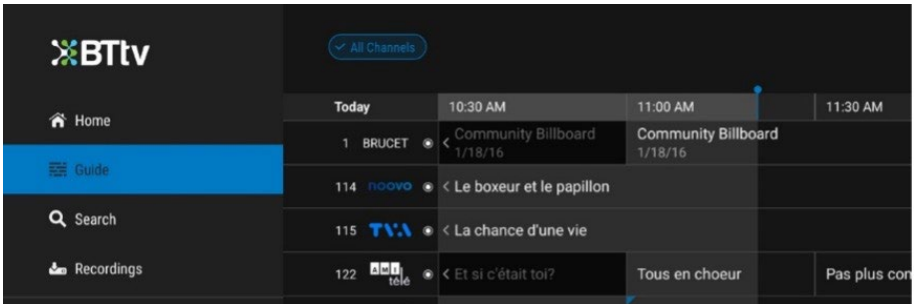
Fullscreen – Expand the currently selected channel to fill the screen.

Settings – Access and customize your BTtv App settings.

To access the main navigation menu at any time, press the **back button** on your remote.

Using Your Guide

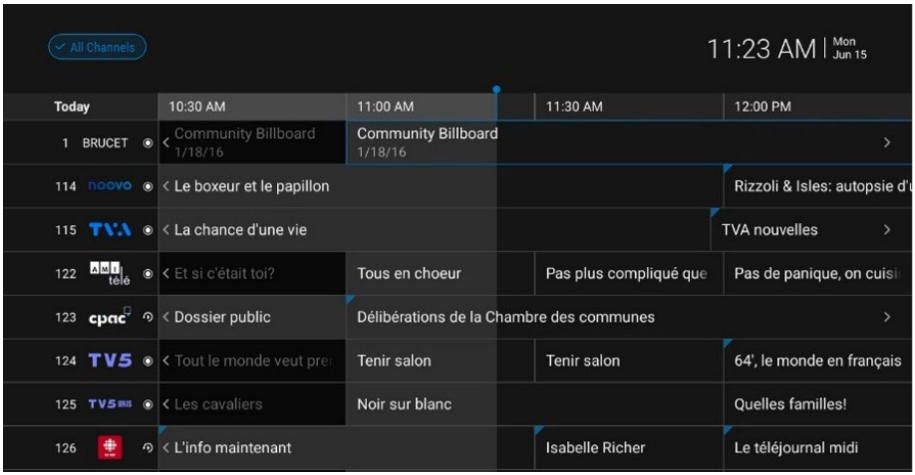
1) Press **OK** on guide on the left-hand navigation bar to expand your guide to full-screen.



2) Once the Guide is displayed in full screen, you will see a list of channels and programs organized in 30-minute time intervals.

Use the navigation arrows on your remote to browse through the channel lineup and upcoming programming. You can also jump directly to a specific channel by entering the channel number using the number pad on your remote.

Once you have found a channel you would like to watch, press **OK** to view the program information. To tune to that channel, press **OK** again.



Channel Features

Within the Channel Guide, you may notice various symbols displayed beside certain programs. These symbols indicate which features are available for that program or channel, such as **Recording**, **Lookback**, and **Restart**.

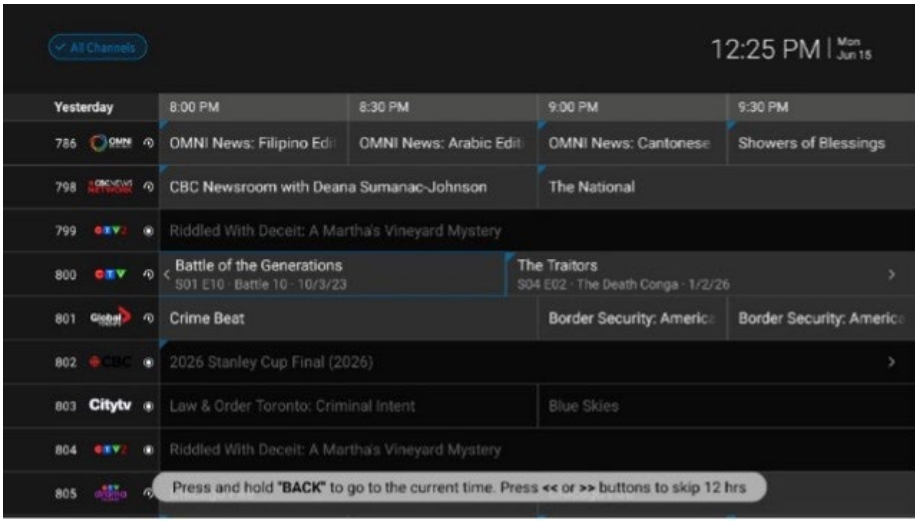
Record Lookback/Restart

If a program or channel does not display any of these icons, those features are not available for that content.

LOOKBACK

This feature allows you to go back in time 24 hours to watch a show you may have missed.

To use the **Lookback** feature, open the Channel Guide and use the **Left Arrow** on your remote to navigate to programs that aired within the last 24 hours.

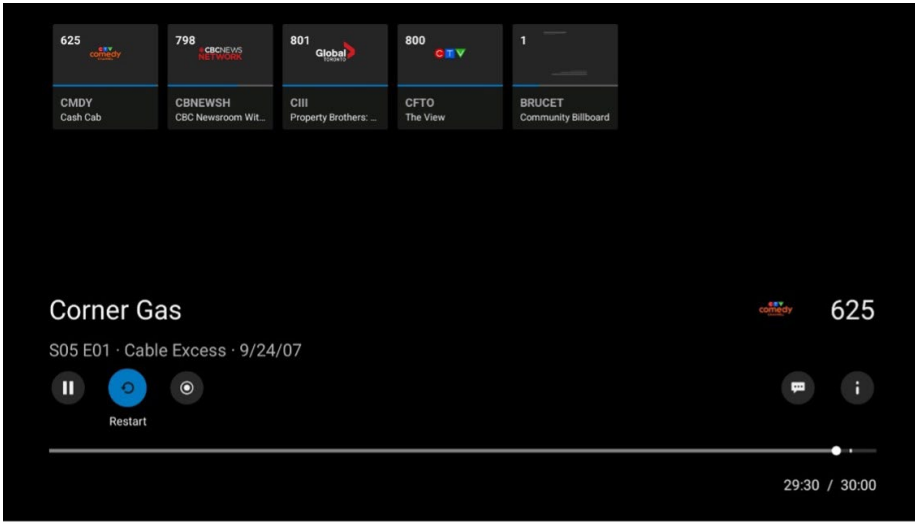


Lookback is only available on participating channels. When viewing previously aired programs, channels that support Lookback will remain selectable in the guide. If a program is selectable in the Guide, or the text Appears in **bold**, this indicates that the Lookback feature is available for that content. If you are unable to select a previously aired program, that means the Lookback feature is unavailable.

To view a program using lookback press **OK** on the program you wish to watch. This will pull up the program information. Press **OK** again. This will take you to a more detailed screen including information about the previously aired program. Press **play** to start show.

RESTART

This feature allows you to restart a live channel to the beginning of the program. To use the Restart feature, select which show you want to restart and press **OK** to view the channel. Here you will see pause, restart, and record icons along the bottom of the screen. Select the restart button and press **OK** to begin the episode from the start.



PAUSE

To pause a live program, press **OK** while the program is on screen.

The **Pause**, **Restart**, and **Record** options will Appear along the bottom of the screen. Select Pause to pause the program at its current point.

To resume viewing, select **Play**.

You can also use the **Play/Pause** button on your remote to quickly pause and resume playback.

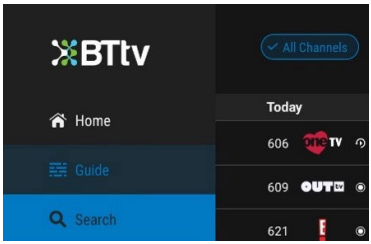
SEARCH

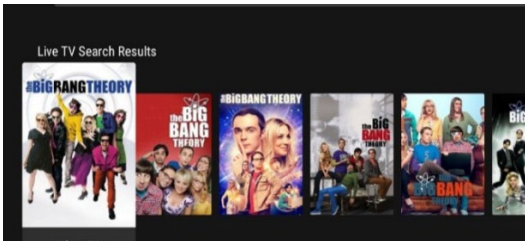
The Search feature makes it easy to find your favourite channels, programs, movies, and TV shows.

To access **Search**, press the **Back button** on your remote to open the BTtv menu. Use the navigation buttons to highlight Search and press **OK**.

Using the on-screen keyboard, enter the name of a channel, show, movie, or keyword you would like to find. Once you have entered your search term, select the **magnifying glass** icon to begin your search.

A list of matching results will Appear, allowing you to quickly find and select the content you want to watch.

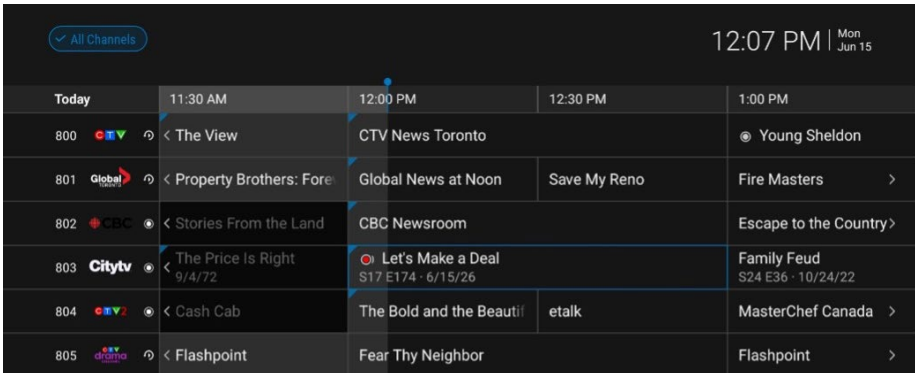




RECORDINGS

The Recordings menu gives you quick access to all of your recorded content. Here you can view programs you have already recorded, recordings currently in progress, and any upcoming scheduled recordings.

To record a program that is currently airing, press the **Record** button on your remote while watching the channel, or highlight the program in the Guide and press the **Record** button. The recording will begin immediately and will be saved to your Recordings menu.

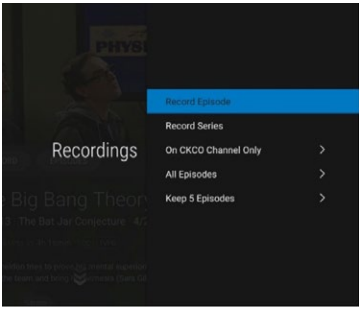


RECORDING UPCOMING PROGRAMS

To set up a recording for upcoming program, find the program in your guide or using search. Press **OK** when you are on your program.

You will then see an option to Record (if broadcaster permits recording to channel/program)

Press **record**. Here it will bring up a menu with options to record a single episode or record the series.



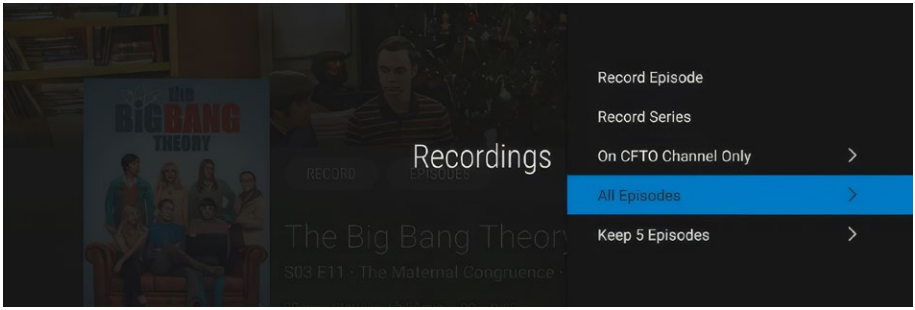
RECORD SINGLE EPISODE

Press **OK** on record episode. You will then see a message pop up at the bottom of the screen to confirm recording.

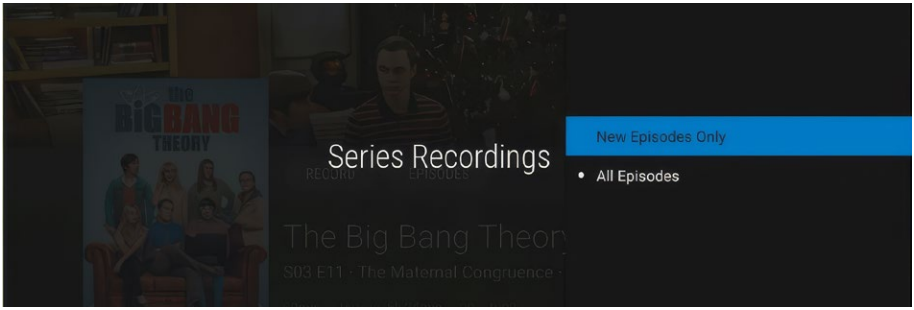
RECORD SERIES

By default, BTtv will record **only the next 5 episodse** of a series. If you would like to record every available episode, you can change this setting before scheduling the recording.

1. Navigate to the TV show you want to record.
2. Press the **Record** button on your remote.
3. In the recording options menu, highlight **All Episodes** and press **OK**.



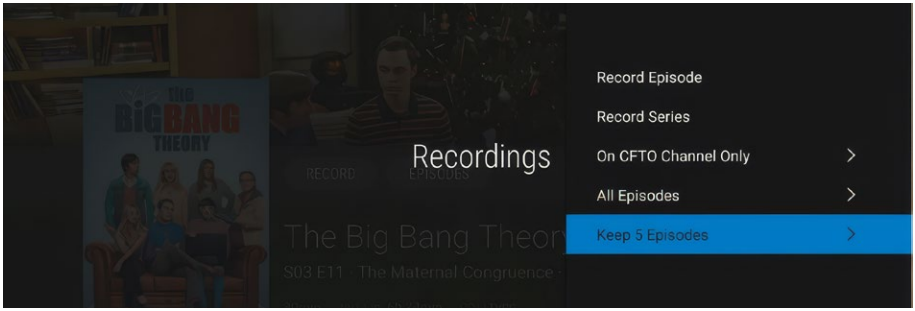
4. Ensure **All Episodes** is selected, then press **OK** to confirm. You will see a white dot beside All episodes when it is selected.



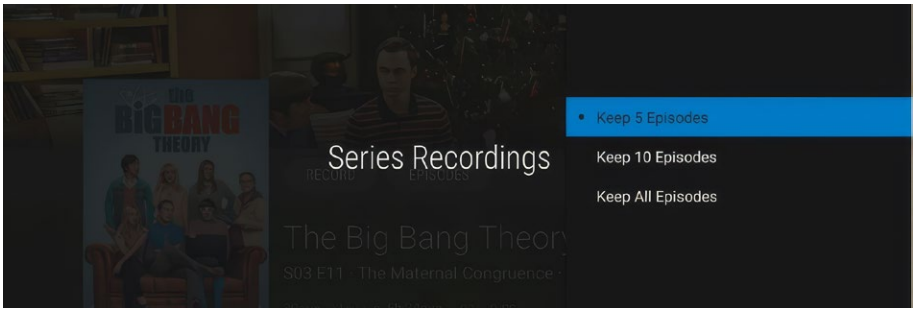
KEEPING ALL RECORDED EPISODES

By default, BTtv will **keep only the most recent 5 episodes** of a recorded series. Older episodes will be automatically deleted as new ones are recorded. You can change this setting to keep more episodes or save every episode.

1. Navigate to the TV show you want to record.
2. Press the **Record** button on your remote.
3. In the recording options menu, highlight **Keep 5 Episodes** and press **OK**.



4. Select one of the following options:
   - Keep 5 Episodes
   - Keep 10 Episodes
   - Keep All Episodes



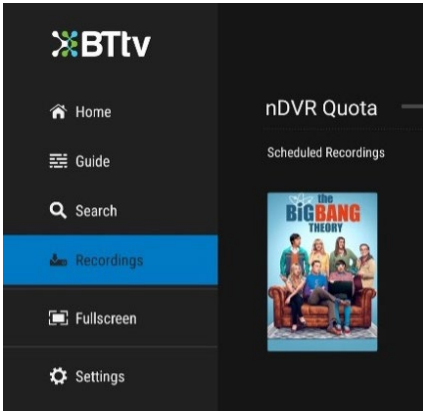
5. Highlight which option you would like and press **OK** to save your selection. You will see a white dot beside the selected option.

Disclaimer: These recording preferences are not saved by the system. Each time you schedule a new series recording, the settings will default back to recording 5 episodes and keeping 5 episodes. If you would like to record and keep all episodes of a series, you will need to adjust these settings each time you create a new series recording.

RECORDINGS MENU

To access your recordings, press the **Yellow** button on your remote. You can also access the Recordings menu through the main BTtv menu by pressing the **Yellow** or **Back** button on your remote.

Using the navigation buttons, scroll down to **Recordings** and press **OK**. This will open the Recordings menu, where you can view and manage your recorded and scheduled programs.



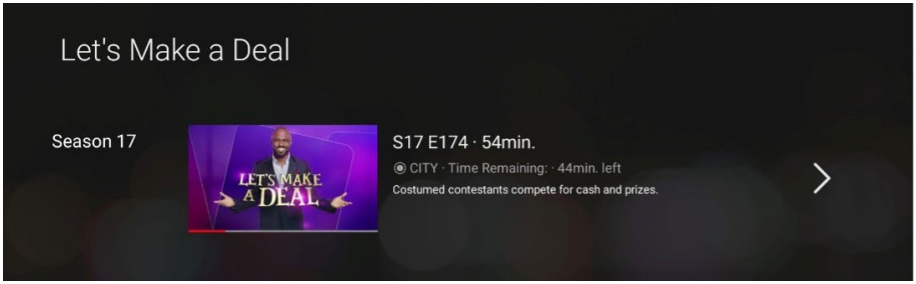
Once you are in the Recordings menu, you will see a list of all your available recordings, along with the amount of recording space you have remaining.

Note: Each customer has up to **50 hours** of recording storage available.

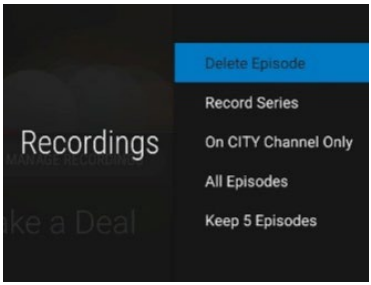
To watch a recording, use the navigation buttons to highlight the program you would like to view and press **OK**. This will open the program information screen. Press **OK** again to begin playback.

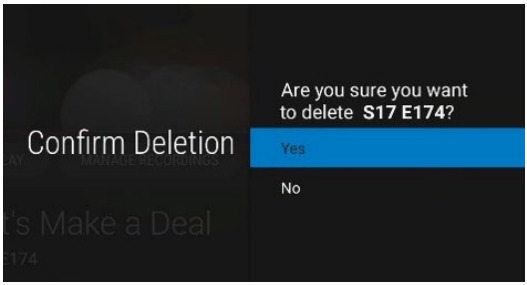
DELETE A RECORDING

To delete a recording, navigate to the program you wish to remove and press **OK**. On the program information screen, press the **Right Arrow** button on your remote to access additional options.



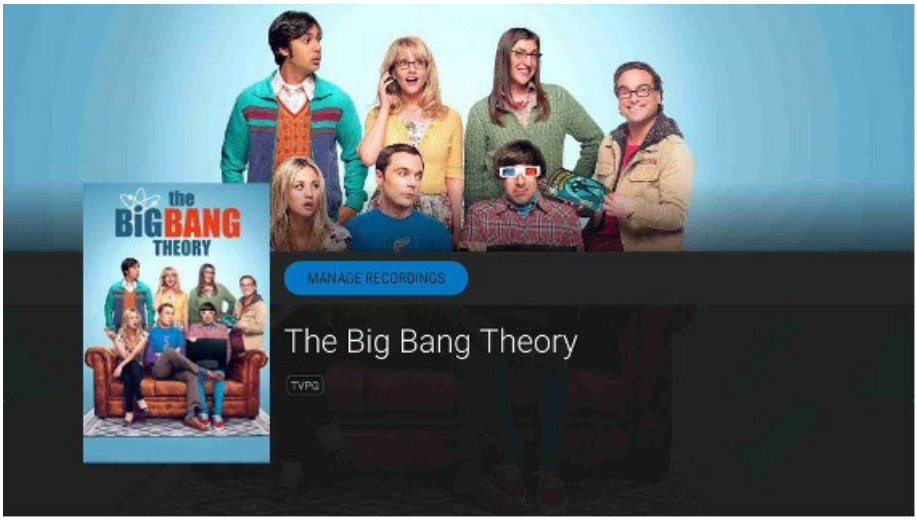
Select **Delete Episode** and press **YES** to confirm. The recording will then be removed from your Recordings menu





ADJUSTING YOUR RECORDINGS

To adjust your recordings, navigate to the recording you would like to adjust and press **OK**. Then select **manage recordings**.



From this menu, you can manage your series recording settings. You can choose to cancel the series recording or modify its recording preferences.

Available options include recording **all episodes** or **new episodes only**, and setting the number of episodes to keep.

BTtv on Other Devices

Enjoy your BTtv service on more than just your television. With the BTtv App, you can watch live TV and access your BTtv content on compatible mobile devices throughout your home.

The BTtv App is available for download on both iOS and Android devices. Simply visit the Apple App Store on your Apple device or the Google Play Store on your Android device, search for BTtv, and install the App.

Once the App has been installed, sign in using your BTtv account credentials to begin watching.

SUPPORTED DEVICES

The BTtv App is supported on the following devices:

- iPhone or iPad
- Android Phone or Tablet
- Google TV

This allows you to enjoy your favourite channels and programming from multiple devices in your home, giving you the flexibility to watch where it's most convenient for you.

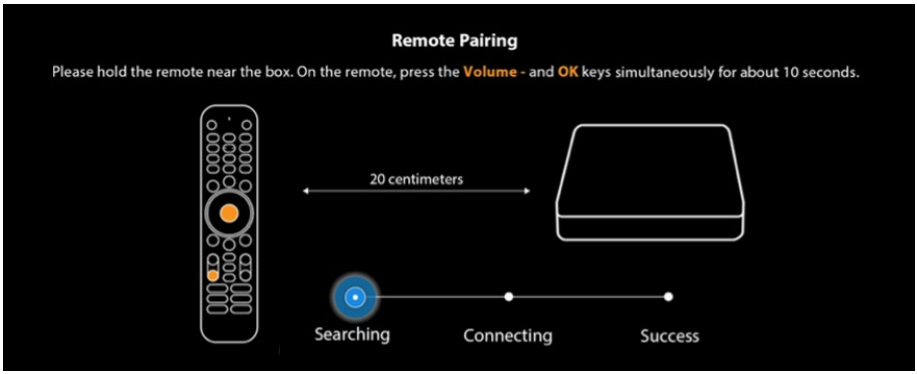
IMPORTANT INFORMATION

A Bruce Telecom Internet connection is required to use the BTtv App. The App is designed to work only when connected to a Bruce Telecom Internet service. Access to BTtv on supported devices is not available when connected through another internet provider, mobile data connection, or third-party Wi-Fi network.

Factory Reset Instructions

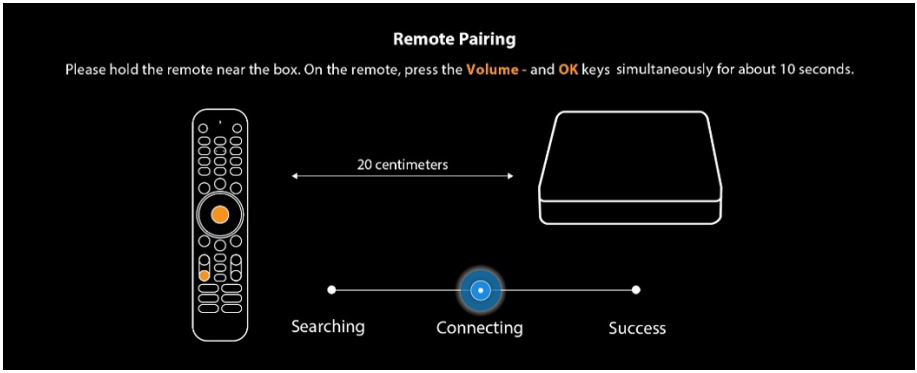
PAIRING REMOTE TO TG MAXX ANDROID BOX

When your TG MAXX Android Box is installed for the first time, or after it has been factory reset, you will be guided through a quick setup process.



One of the first steps is pairing your remote control with the Android Box.

1. Hold the remote close to the Android Box.
2. Press and hold the **Volume Down (-)** and **OK** buttons at the same time for Approximately **10 seconds**.
3. Continue holding the buttons until the blue indicator on the screen changes to "**Connecting**".



4. Once you see "**Connecting**", release both buttons and wait for the pairing process to complete.

Your remote is now paired and ready to use.

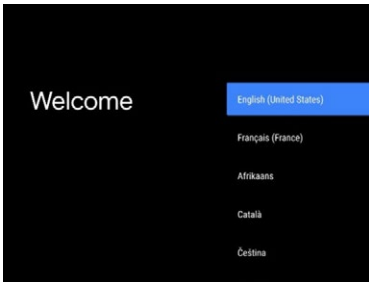
SETTING UP YOUR ANDROID BOX

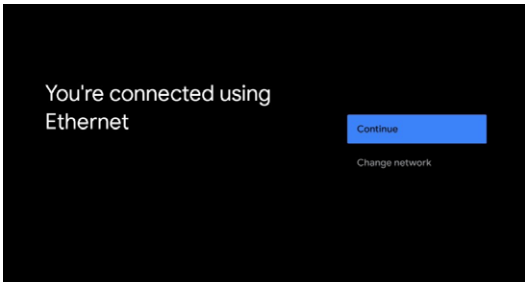
You will now be taken to the Android Box Welcome screen to continue the setup process.

The screen may prompt you to sign in with a Google account; however, a Google account is not required to complete the setup.

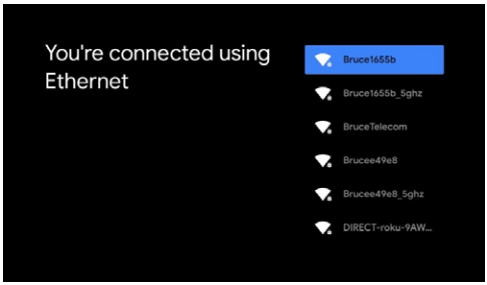
Simply follow the on-screen instructions to proceed through the remaining setup steps.

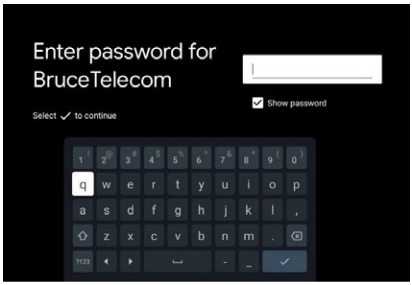
1. Select **English** (United States)
2. If your Android Box is connected with an Ethernet cable, select **Continue** to proceed.





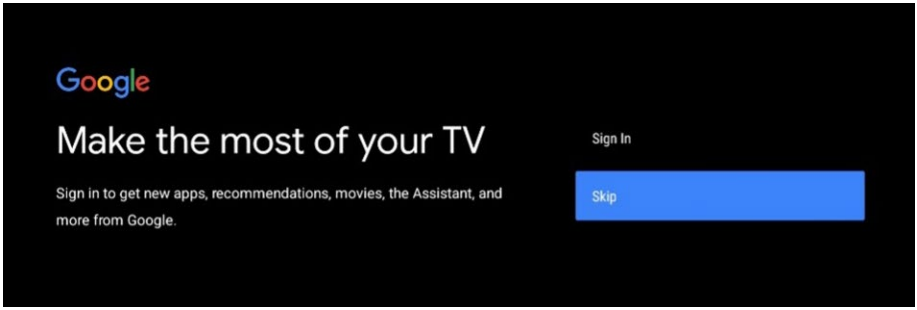
3. If you would like to connect using Wi-Fi instead, select **Change Network**.
4. From the list of available networks, highlight your Wi-Fi network and press **OK** on the remote to connect.
5. After selecting your Wi-Fi network, enter your Wi-Fi **password** using the on-screen keyboard.
6. Once you have entered your password, select the **arrow** on the screen to continue.





GOOGLE SERVICES

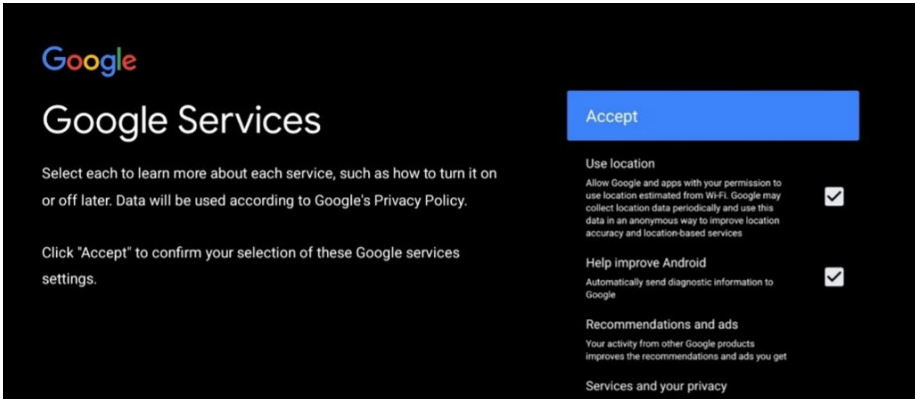
After successfully connecting your Android Box to the internet, you will be prompted to sign in with a Google account. **This step is optional and is not required to complete the Android Box setup**. If you would like to access Google services and Apps, you may sign in with your Google account at this time. Otherwise, you can press **skip** and continue with the setup process.



Whether or not you signed in with a Google account, you will be required to accept the Google Terms of Service. Select **Accept** to continue.

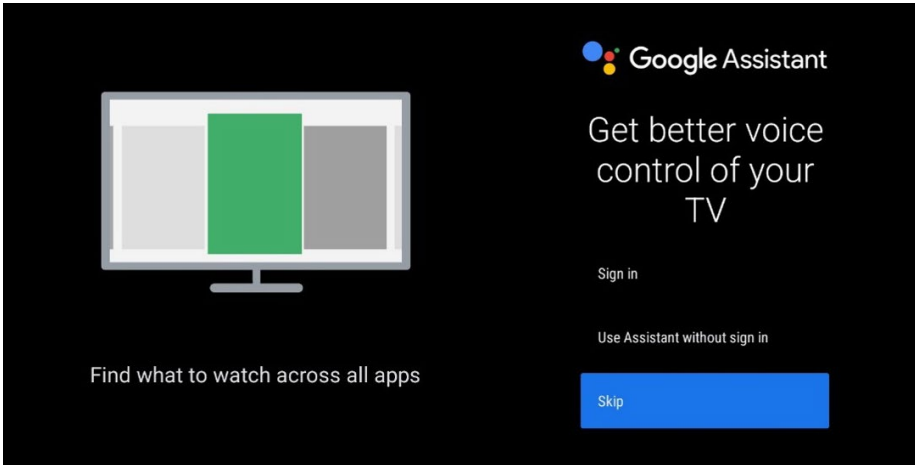
You will then be given the option to enable **Location Services** and **Help Improve Android**. These options are completely optional and are not required to complete the setup process.

If you would like to enable either option, ensure the corresponding box is selected before proceeding. Once you have made your choices, select **Accept** or **Continue** to move to the next step.

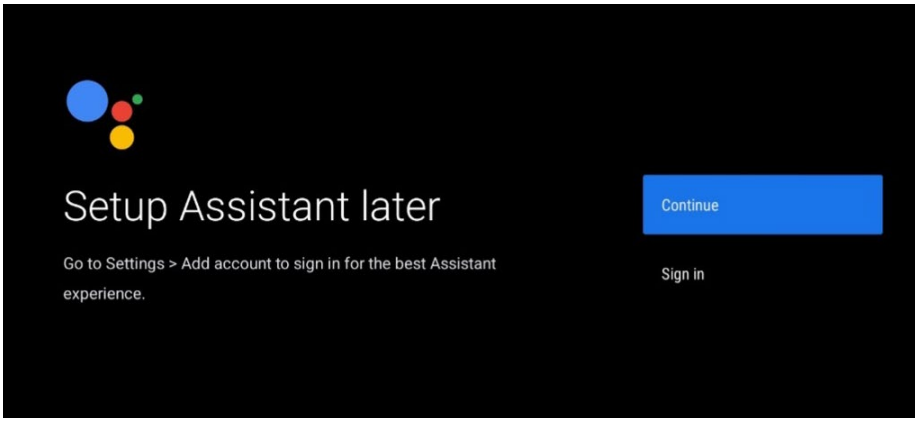


You will also be prompted to set up Google Assistant. **This step is optional and is not required to complete the Android Box setup**.

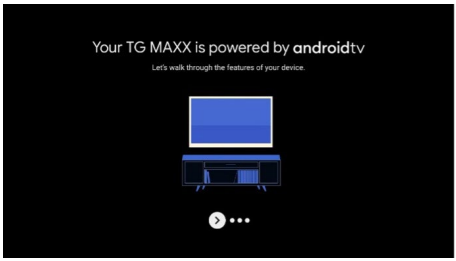
If you would like to set up Google Assistant, follow the on-screen instructions. If you do not wish to set it up at this time, select **Skip** to continue.

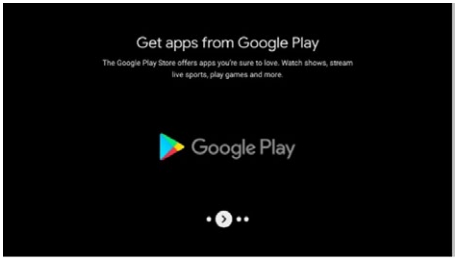


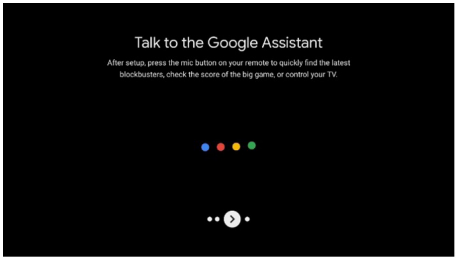
Even if you choose to skip this step during the initial setup, you can set up Google Assistant at any time later through the Android Box settings. After selecting **Skip**, choose **Continue** to proceed with the setup.

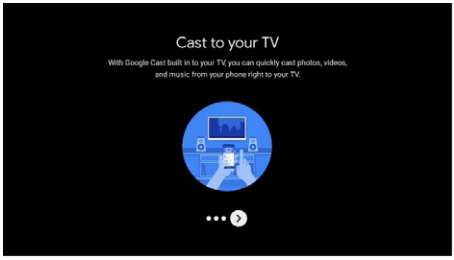


Press **OK** to get through the next screens.

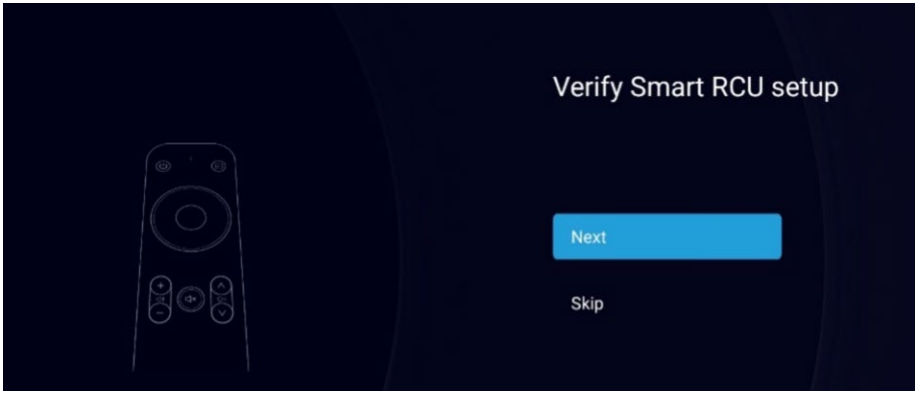








Pairing remote to television



If desired, you can pair your remote to control your television. To begin the pairing process, select **Next** and follow the on-screen instructions.

If you do not wish to pair your remote to your television at this time, select **Skip** to continue with the setup. You can pair your remote to your TV later through the device settings if needed.

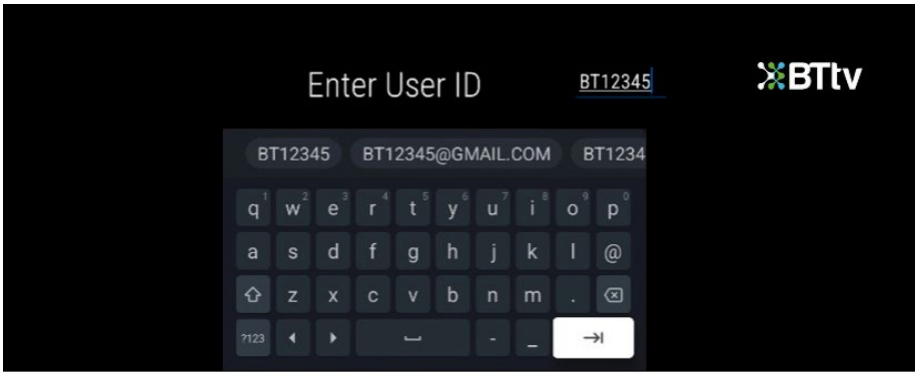
FINAL SETUP

Once you have followed the setup instructions, you will be brought to the Home Screen.

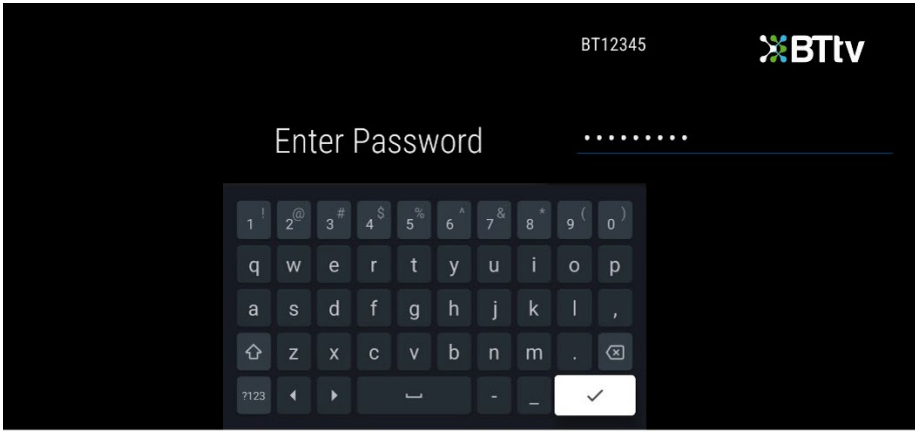
You will see BTtv and Netflix already loaded onto your android box.
Note: BTtv App may not be fully installed right away. It can take up to 15 minutes for the App to download fully to your Android Box.

LOGGING IN TO YOUR BTtv APP

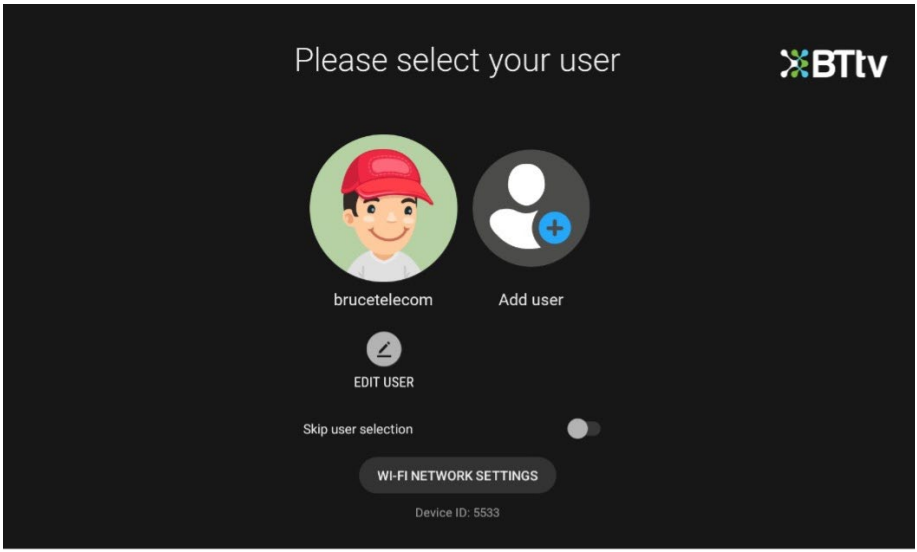
When the App is fully downloaded to your Android TV Box, you will be asked to login. If you do not know your login information, please reach out to our Technical Support Representatives at 519-368-2000 or check the front page of this book.



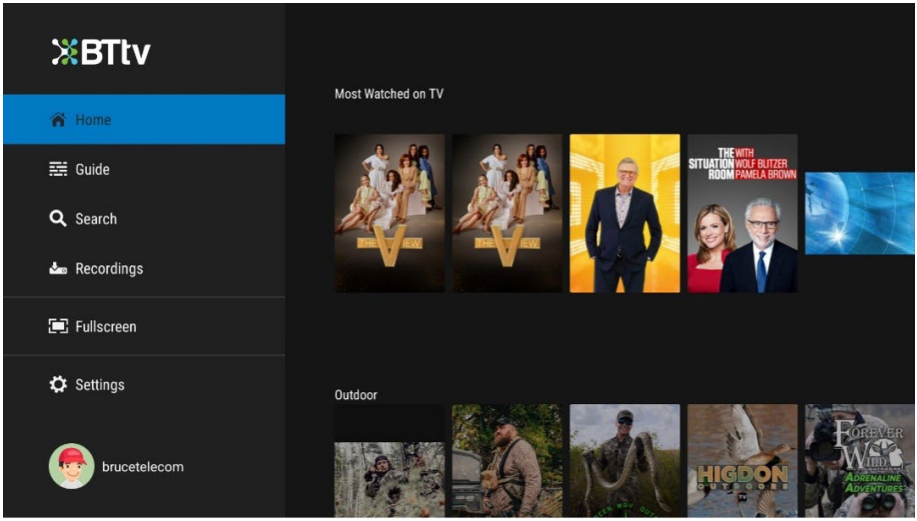
1. Enter User ID using the on-screen keyboard. Press **OK** to continue.
2. Enter you Password using the on-screen keyboard. Press **OK** to continue.



Once you have entered your username and password, you will be prompted to select your user. Press **OK** on which user you would like to login as.



After selecting your user profile, you will be taken to the BTtv Home Screen.



If you still have any questions about your digital TV with Bruce Telecom or you just need some help, our team is here for you!

Technical Inquiries and Support

Our technical support team is here to help you figure out how to use our products and troubleshoot any difficulties you may be experiencing.

Email: tech@brucetelecom.com
Phone: 519-368-2000 option 1
Toll Free: 1-866-517-2000 option 1

Visit our website for comprehensive channel and device guides.
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