

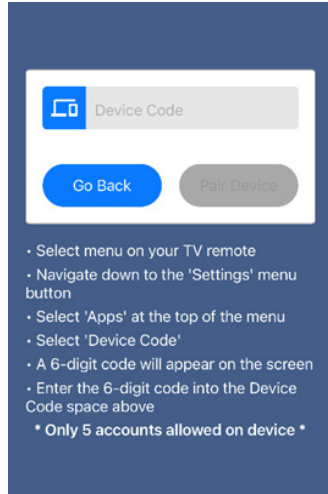
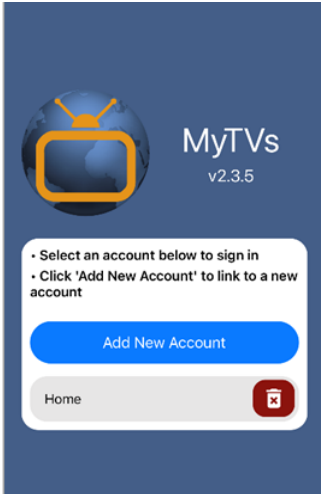


Norvado MyTVs App - User Guide

Use this guide in conjunction with your
with your Norvado TV service.

Setting up the MyTVs App

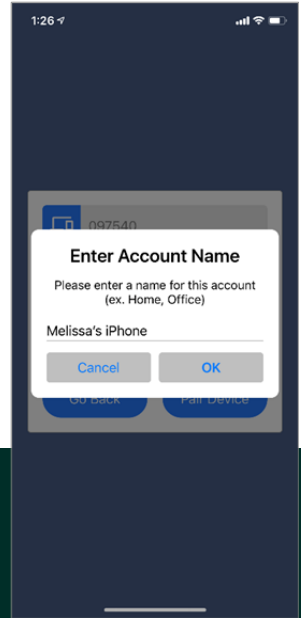
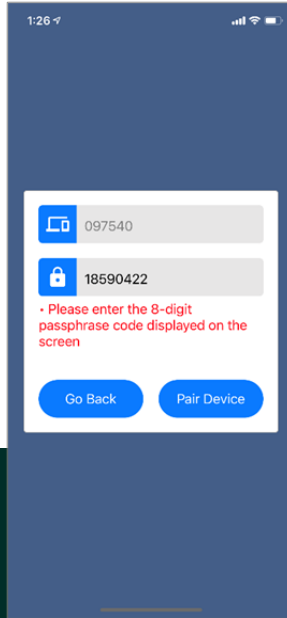
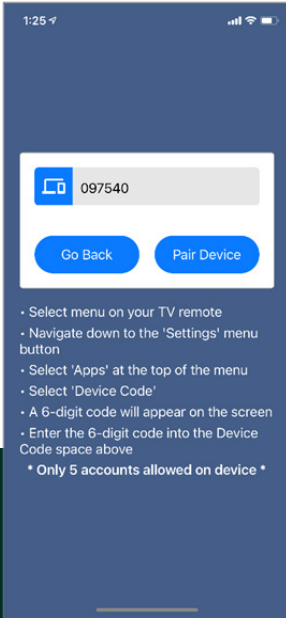
1. Download the MyTVs app from the Apple App Store or Google Play Store.
2. Once it has downloaded, open the MyTV app and click **Add New Account**.
3. Follow the steps in the app to link your device to your Norvado Video Account through your STB.



4. Select **Menu** on your TV remote control.
5. Arrow down to **Settings > Apps > Device Code**
6. In the Manage Your Devices screen, your Device Code will appear in the window.



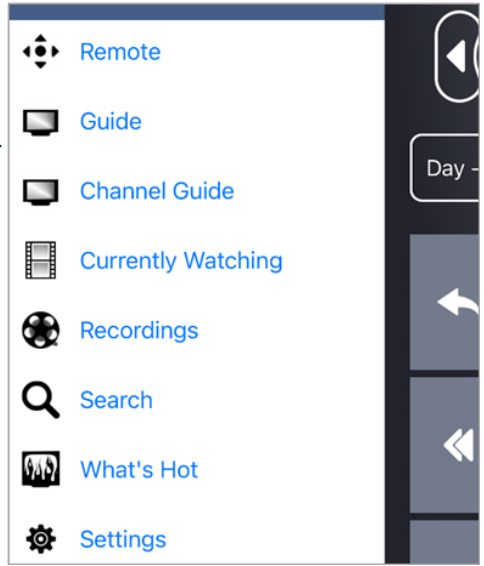
7. Enter the Device Code in your MyTVs app.
8. Click **Pair Device**.
9. Enter the 8-digit passphrase into your MyTVs app from the Manage Your Devices window on your TV.
10. Click **Pair Device** and enter an Account Name.



MyTVs Menu

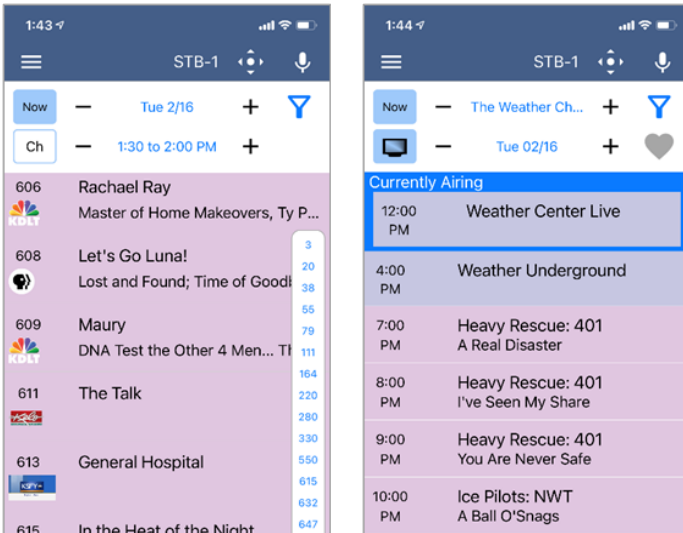
The following sections provide details for accessing the program guide, searching for a specific program, showing existing recordings or scheduled recordings, and using your smartphone as a working remote control with your STB:

- **Remote:** This action allow you to use your smartphone as a functional TV remote.
- **Guide:** The guide allows the user to view guide information by time and date. Programs may be selected within the guide to view program details, schedule future recordings and watch programs.
- **Channel Guide:** The channel guide allows the user to view guide information by channel. Program may be selected within the guide to view program details, schedule recordings and watch programs.
- **Currently Watching:** Shows the user what is currently being watchd on the selected STB.
- **Recordings:** All existing and scheduled recordings may be viewed within the Recordings menu. Users may select a STB from within their home and view either current, future or series recordings. Allows the management of recordings to include deleting recordings or series.
- **Search:** This action allows the user to search by titles, programs, keywords, or phrase for a specific program. Search results may be selected to view program details and schedule future recordings.
- **What's Hot:** This option provides the user with real time information about the most popular programs in the user's area as well as the most popular recordings and most popular series recording. Program may be selected from within What's Hot to view program details and schedule future recordings. User may tune their TV to a program by selcting **Watch** on the program details screen.
- **Settings:** Users can manage their account, switch accounts, add devices and refresh user and guide data.

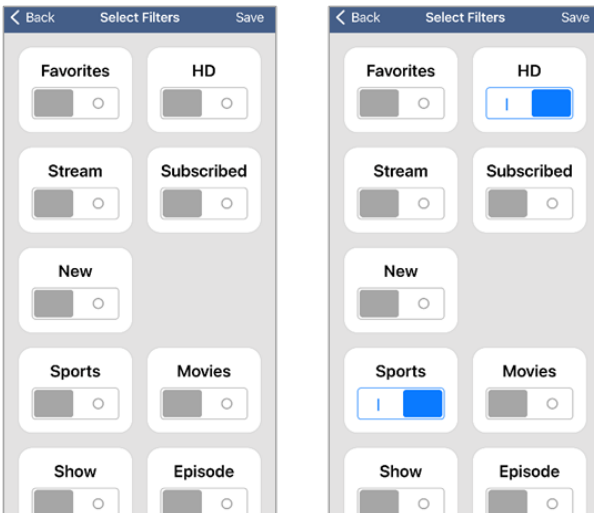


Program Guide

1. To view the program guide data by time, select Guide from the MyTVs Menu at the top left corner of the app screen. If a user would like to view the program guide data by channel, they should select Channel Guide from the MyTVs Menu.
2. Begin browsing the Program Guide by swiping left or down for other shows in same time slot, right for next timeframe, or use channel numbers on right side.



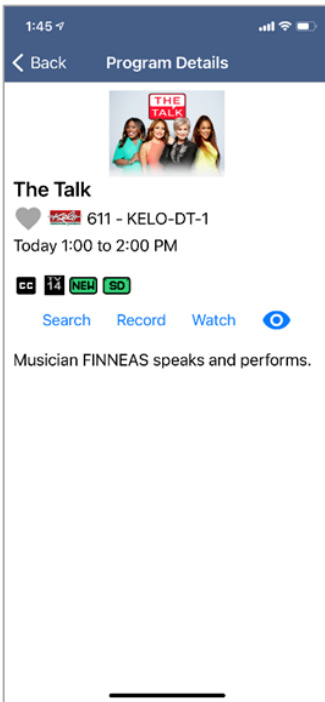
3. To filter the program guide, click the Filter Funnel icon. Click on any filters to have them applied to the program guide content and click **Save**.



Currently Watching

To see what is currently playing, select the Currently Watching from the MyTVs app menu.

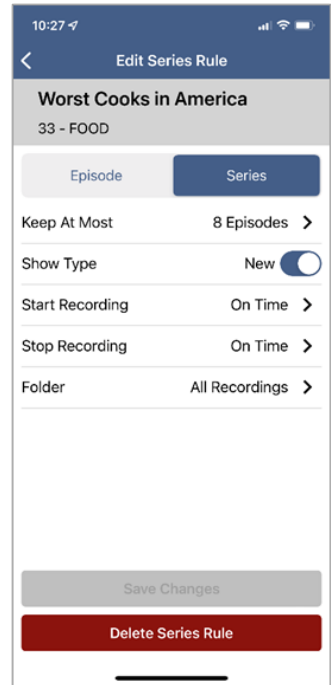
1. Search uses the universal search feature to look for more show times, recordings, or VOD events.
2. Record allows the user to set a recording or series recording.
3. The Eye icon allows for HLS viewing of that show on a device.
NOTE: Must have HLS signal on that particular channel.



Recordings

1. To show existing recordings, scheduled future recordings, and series recordings, select the Recordings button from the MyTVs menu.
2. To view existing recordings, select the Recorded option at the top of the screen. To view future scheduled recordings, select the Future option. To view Series recordings, select the Series option.
3. You also have options at the top of the screen to customize how your recordings are listed – Alphabetical or By Date. You can also show the recordings Grouped or not grouped. And you can choose which Folder you would like to view recordings from.

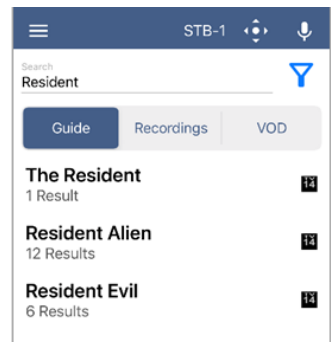
- When you select a recording, a Program Details window will appear with the program description, the air date and time, and the channel number the program will be aired on. To delete the existing recording or a future scheduled recording, click on the blue **Edit** which will bring up an Edit Recording screen. This screen will give you program details and allows the user to edit Start Time, Stop Time, and Folder. Click **Delete Recording** on the bottom of the screen to delete or **Save Changes** if any changes were made.
- When you select a Series Rules, an Edit Series Rule page appears. This screen allows you to edit the number of episodes saved, Show Type, Start Time, Stop Time, and Folder where the recordings are saved. Click **Delete Series Rule** to delete or **Save Changes** if any changes were made.



Program Search

To search for a specific program, select Search from the MyTVs menu.

- Enter the desired phrase or keywords into the Search Text field. Click on the search icon.
- Results for the search will appear below the Search Text field. Search results are available from Guide, Recordings, and VOD.

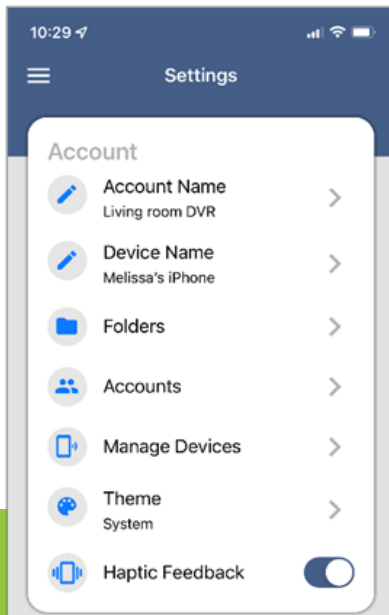
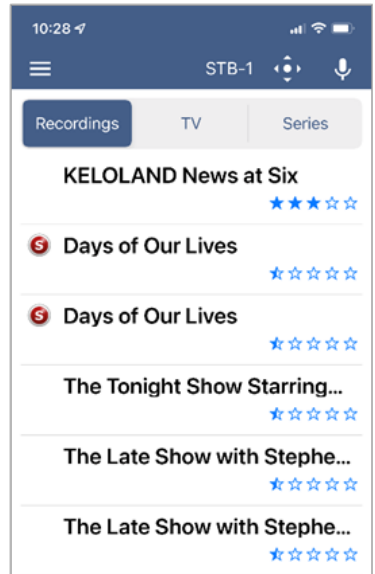


By clicking on the different buttons under the search text field, a user will see results for the Program Search from each different section.

- From the search results, a user can select the program (episode) they would like to view, and a Program Details screen will appear with the program description, the air date and time, and the channel number the program will be aired.
- In the Program Details window, click Search to view future programming or click Record to set a recording of this program.
- With RestartTV, you will have the ability to record the show or event from the beginning.

What's Hot

1. To view the What's Hot app, select What's Hot from the MyTVs Menu.
2. What's Hot will show the most watched TV programs, Recordings, and Series Recordings.
3. To view the program information, select a program and a Program Details window will appear with the program description, the air date and time, and the channel number the program will be aired on.
4. From this Program Details window, users can also Search for more air times of this program, set a recording of this program, or watch.



Settings

Click on **Settings** in the MyTVs menu to view Account information.

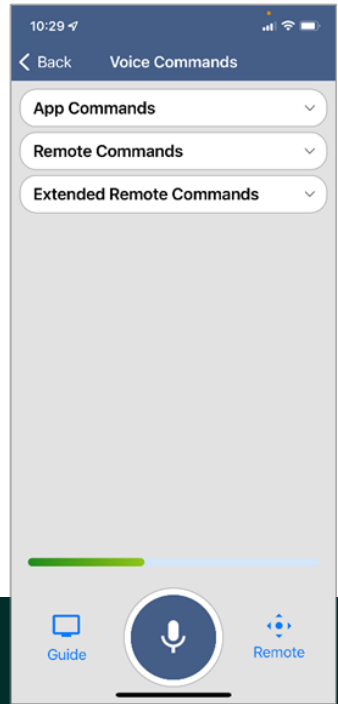
1. You can manage your account by clicking on Account Name and Device Name.
2. You can also switch to a different account or add another device by clicking on Accounts.
3. Refresh All Data allows all settings, recordings, and guide data to be refreshed and updated.

Voice Commands

To activate the Voice Commands functionality,

1. Click on the microphone icon at the top right-hand corner of the MyTVs app.
2. This will bring up a Voice Commands screen and show a list of available commands – App Commands, Remote Commands, and Extended Remote Commands.
3. Click on the Microphone button and speak the command.

NOTE: You must have Microphone and Speech Recognition activated on your smartphone in the MyTVs App settings.



Audio Accessibility

Accessibility mode is not a MyTVs App setting. It is a device setting and called "Voice Over" on Apple Devices (<https://www.apple.com/accessibility/iphone/vision/>) or "Talk Back" on Android devices (<https://support.google.com/accessibility/android/answer/6283677?hl=en>). This mode will not just apply to the MyTVs app. Once enabled and in the accessibility mode, the device will talk back about what is happening on the device.

Questions?

Call 800-250-8927 or visit
norvadosupport.com.

