myCatapulTVe®

User Guide

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INTRODUCTION

***myCatapulTVe*® enables you to seamlessly watch and manage Live, Recorded and OnDemand shows anywhere, anytime on any TV or on your favorite mobile devices.**
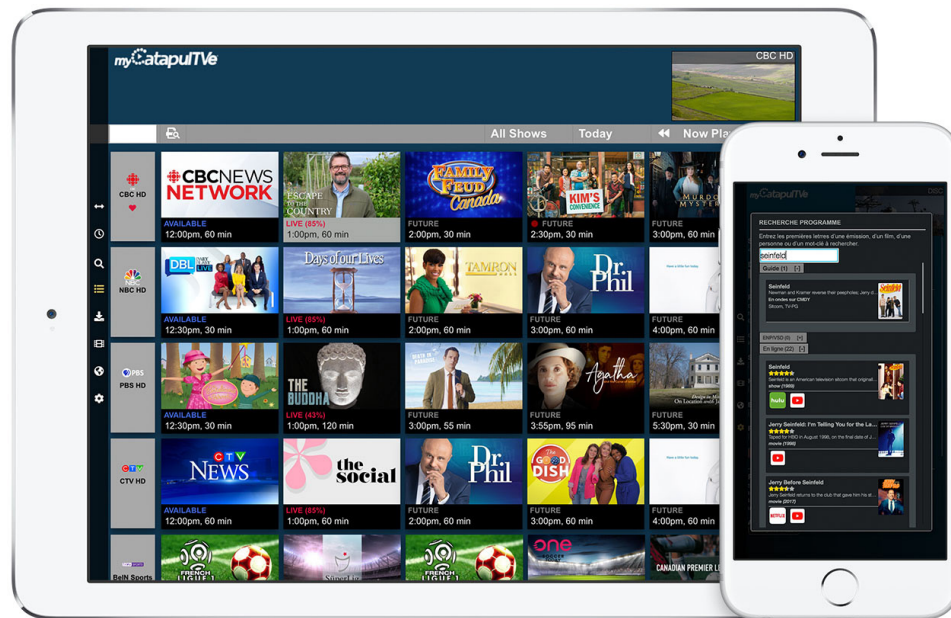
- In-home and out-of-home streaming

- Cloud DVR with remote management of personal recordings & schedules

- Go-Back and Start-Over capabilities

- In-app access to online video subscription services including Netflix, Disney+, Amazon Prime, YouTube, Hulu, etc.

- Global keyword search encompassing Guide, Recorded, OnDemand and Online video services

- Parental controls ensure safe family viewing

- Stream to Android, iOS, Windows, Mac, Amazon Fire TV and Android TV

- Cast to any TV using popular streaming devices

- Requires Internet connection and subscription from an authorized TV service provider

REGISTRATION

This solution is designed to make it easier for you to stream your video without constantly re-entering passwords, while at the same time keeping account information safe and secure.
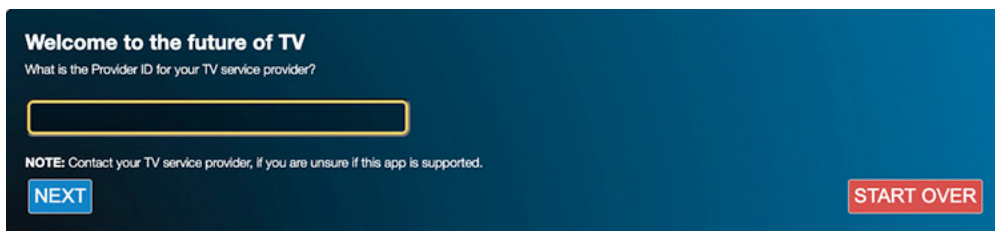
After downloading the myCatapulTVe® application, follow the registration steps as directed below.
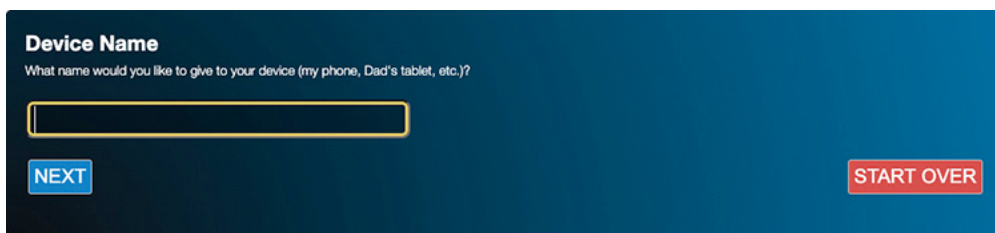
1. Language of choice.

App Language

✓ *** SELECT ***
English
Français

2. Provider ID as given by your TV service provicer.

Welcome to the future of TV
What is the Provider ID for your TV service provider?

NOTE: Contact your TV service provider, if you are unsure if this app is supported.

NEXT   START OVER

3. Your unique, personal name for the device that you are registering.

Device Name
What name would you like to give to your device (my phone, Dad's tablet, etc.)?

NEXT   START OVER

4. Email address to register with.

My Email Address
What email address will you (did you) register with?

NEXT   START OVER

REGISTRATION

A registration confirmation will be sent to the provided email address. Please be sure to also check your Spam folders.
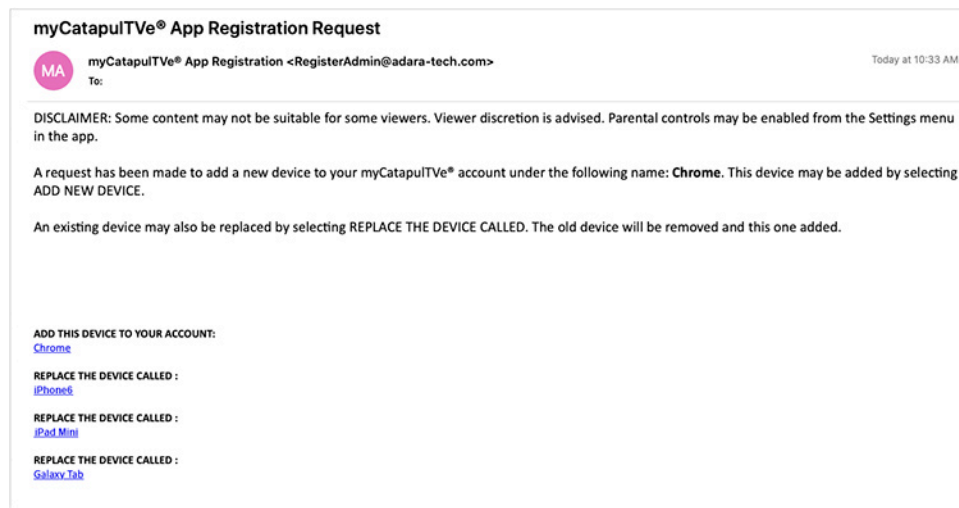
You will also see the notice below in the application screen. Please add the device by clicking on the provided device URL in the registration email before clicking OK in the notice below.
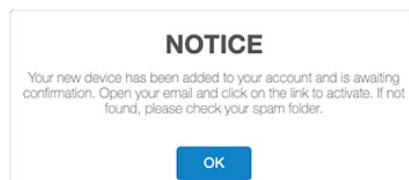
Note:

If the OK button was pressed before adding the device via email you may be presented with the Error message below. Click "Try Again" and the app will start.
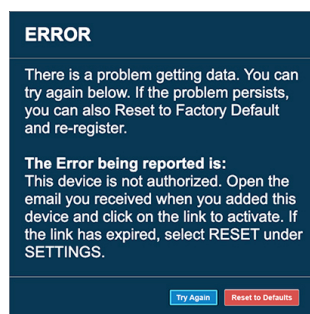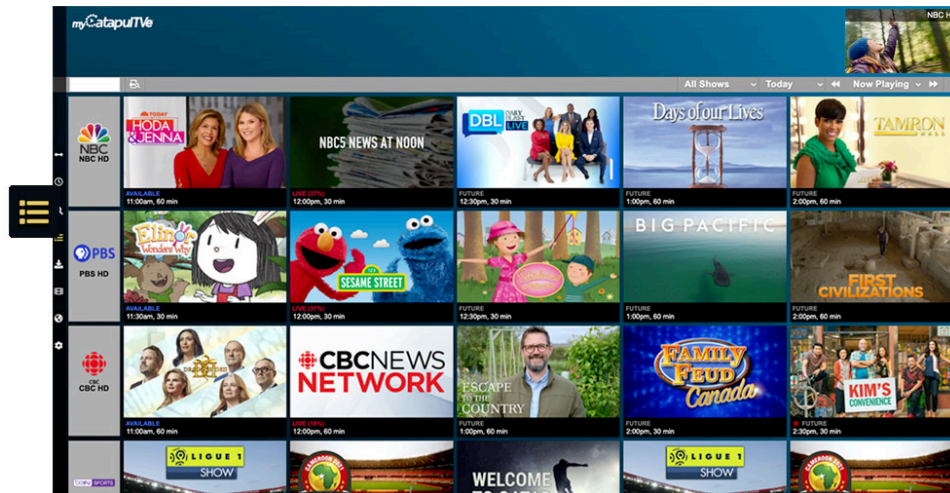
GUIDE

The home screen of the app is also the Program Guide. This screen displays the channel lineup by separating programming into previously aired, currently airing and future timelines.

What are the icons on the left?

↔	**Expand** the side menu.
⊙	Current **Time**.
🔍	**Search** for a title, actor, genre or any other keyword.
☰	View the **Guide**.
⬇	Access **Saved** content.
🎞	Access **OnDemand** content (when available from TV service provider).
🌐	Connect to **Online** content.
⚙	Configure **Settings**.

How do I navigate through the Guide?

The Forward or Back arrows in the menu bar will move the time in half-hour increments. If using a device with a remote control, the Guide can be advanced or reversed by using the left/right or REW/FFWD buttons.

The drop-down menus can also be used to easily view programming as far out as 2 weeks or within the last day.

GUIDE

How is the Guide organized?

The Guide is separated into 4 categories:

- **Expired**: programming no longer available to watch
- **Available (or GoBack)**: programming in the last 5 hours still available to watch
- **Live**: current programming
- **Future**: upcoming programming

How are channels sorted?

By default, channels are sorted by your TV Service Provider, typically alphabetically. However, your Favorite channels will be listed first.

How do I add a channel to my list of Favorites?

Click on the channel logo to open the Channel Options window. From here you can add (or remove) a channel on your list.

On the Program Guide, Favorite channels are tagged with a heart and moved to the top of your channel line-up.
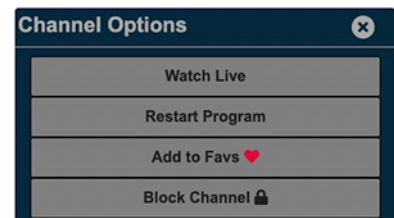
Is there an easy way to find a channel?

Yes, there are 2 ways to look for a channel:

1. Press the Channel Search icon.

- Enter the name or number used by your service provider.
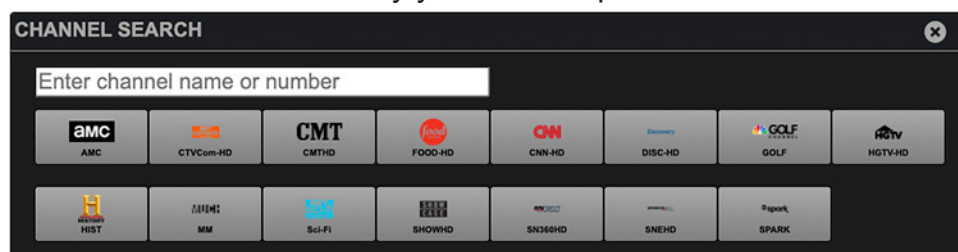
• Clicking on a channel will list upcoming programs.
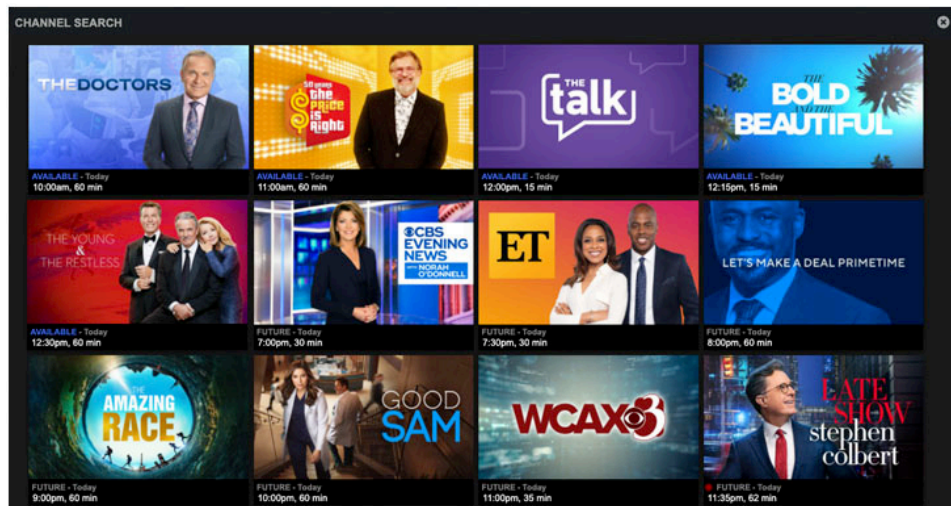
2. Enter some letters in the text field and the Guide will shorten the list of search matches accordingly.
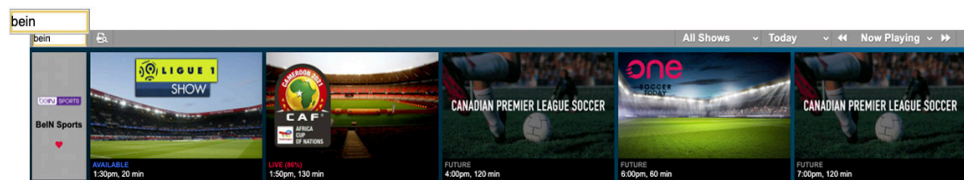
When I click on the channel logo, what are the options?
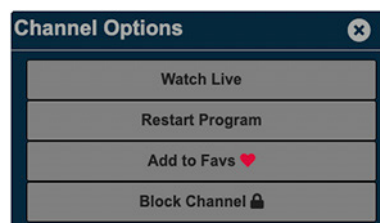
- **Watch Live** - Watch the program at its current point

- **Restart Program** – Watch from the beginning

- **Add to/Remove from Favs** – Adds/Removes channel from top of the guide

- **Block/Unblock Channel** – Remove/restore accessibility to view the channel

GUIDE

Can I just see sports or drama or sitcoms, etc.?

Yes, programming from the Guide can be filtered by genre. From the drop down menu, select the specific category you are interested in.

PLAYBACK

Live TV, Saved programming and OnDemand playback can be paused, rewound or fast-forwarded. HDTV programming is streamed with AAC or AC3 surround sound audio-quality.

Live TV also has the ability to play content aired within the last 5 hours. In the Guide, these programs are labeled as "Available"

What are all the playback options?

- **Start Over/Restart** - Watch the program from the beginning
- **Live** – Watch the program as it is currently airing
- **Resume** – Continue watching from where you left off last time
- **Record** - Set recording options for the program

How do I open/close the control panel?

Tap anywhere on the screen to open and close panel. On devices with remote controls, press the "OK" button to open and "Return" to close.

What options are in the control panel?

A. You can pause, rewind (by 10 sec.) or fast-forward (by 30 sec.)

B. The Home icon will return you to the Guide. The program will continue to play in the top right corner, unless it has been paused.

C. Playback can be skipped ahead/back by tapping anywhere on the progress bar, which also illustrates the playback progress relative to the total duration of the program.

D. Volume levels can be controlled.

E. Closed-captions may be enabled or disabled.

F. You can expand to full-screen viewing.

G. The WiFi signal strength indicator is located in the top-right corner.

What do the blue, grey and dark grey colors mean in the playback indicator?

- Blue indicates the amount of content that has played
- Light-grey shows the amount of content that is buffering
- Dark-grey denotes the entire duration of the program

How do I enable or disable closed-captions?

Closed-captions, if available for a program, may be enabled or disabled by clicking on the "CC" icon.

What do I do if the screen is blank or the video is pausing?

Check your internet connection to confirm you are online and have "5-bar throughput" (5-10 Mbps).

Try moving closer to your router or increase the Wi-Fi signal strength/range.

SAVED (RECORDED)

Saved programs are stored in the cloud at the service provider's remote network location and are available for future enjoyment.

Your service provider may offer saved programming for access by all users and is marked as "Provider". User-saved content is tagged as "Mine".

Each user account is allowed a specific maximum number of saved hours, depending upon your subscription plan with your service provider. User-saved ("Mine") content is counted towards the maximum allotment while Provider content is not.
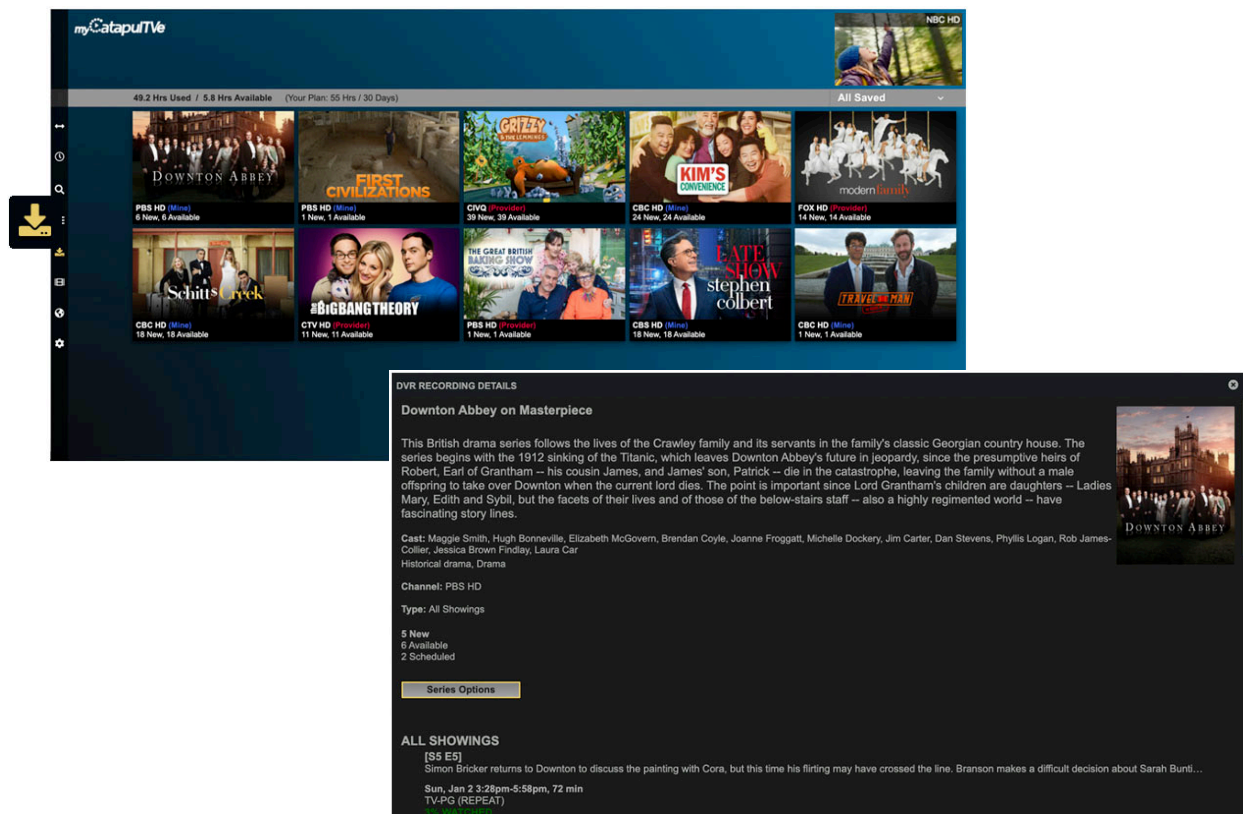
How do I save?

"Live" and "Future" programming can be saved by choosing the program and clicking "Record" from the menu.

Recordings successfully set are indicated by a red dot on the Guide. It may take a few minutes for this to appear.
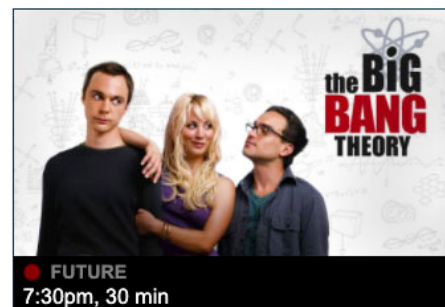
SAVED (RECORDED)

What are my recording options?
- **Record Once**
- **Record All Showings** - New and repeats are saved
- **Record New Showings Only** – Only new episodes are saved

Can I schedule recordings?

Yes! Select any future programming, click Record and choose your desired recording option.

Where can I see my recordings?

The Saved tab will show all recorded programs available to you. These can also be filtered by choosing a category from the "All Saved" drop-down menu.

Where are my recordings saved?

Recordings are saved in the cloud.

What is the difference between "Mine" and "Provider" recordings?

"Mine" are personal recordings that you have set and which count against your subscription plan of maximum storage hours.

"Provider" are recordings made available by your service provider and **do not** count toward your subscription plan of maximum storage hours.

Please explain the recording status bar at the top of the Saved menu.

52.7 Hrs Used / 2.3 Hrs Available	(Your Plan: 55 Hrs / 30 Days)	All Saved ⌄

There is an allotted amount of storage time available per account, which is determined by your subscription plan with your service provider.

The status bar indicates how many hours of storage have been used, relative to the available hours in your plan. Your personal recordings (marked "Mine") are available for a specified time period while the Provider recordings may be for longer/shorter periods at your service provider's discretion.

- e.g. 50 Hrs / 30 days = 50 hours of personal recording storage in which recordings must be viewed within 30 days. Content older than 30 days will be automatically deleted.

SAVED (RECORDED)

To change the total storage hours and days available to watch, contact your service provider for more information.

Help! I'm running out of recording hours!

Check to see if any of your personal recordings are also available from your service provider. If so, these can be deleted to free up space. Alternatively, contact your service provider to inquire about increasing your storage space.

How do I delete recordings?

From the Saved tab, select a program and choose either Program Options or Series Options.

To delete a **single episode**, select "Delete Program" under Program Options. This action cannot be undone.

To delete a **series** or **future recordings**, choose from Series Options:

- **Delete All Current Programs** – removes all saved episodes
- **Pause Future Recordings** – pauses all future recordings
- **Delete & Stop All Recordings** – removes all saved episodes and stops all future recordings

    Note: these actions cannot be undone.

Can I delete Provider recordings?

Provider recordings cannot be deleted and in any case, these recordings do not count toward your maximum allotted recording hours.

Alternatively, you can focus on your recordings by choosing the "Saved by Me" filter in the Saved tab.

How long are my recordings saved?

Recordings are saved for X-number of days depending on your service plan e.g. 30 days or until deleted, whichever comes first.

ON DEMAND (WHERE AVAILABLE)

Video OnDemand may be available if offered by your service provider. Purchased content is available to watch for 48 hours.
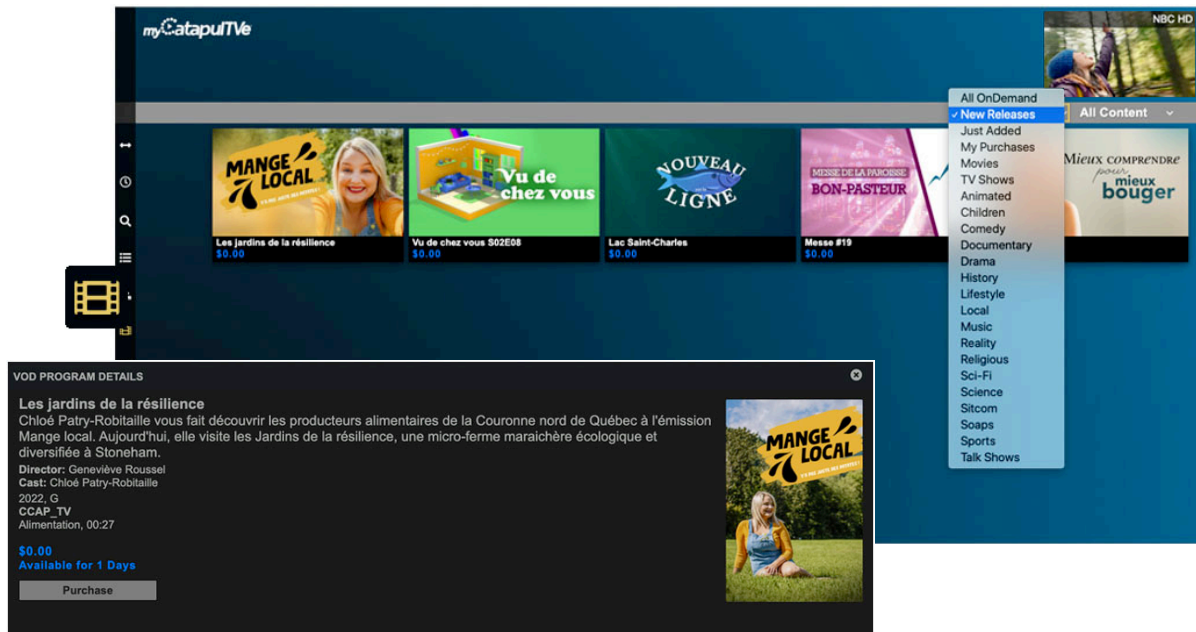
How do I purchase OnDemand content?

Choose a title and press "Purchase". A confirmation window will open.

Do I need to enter a PIN for every purchase?

It depends. Under Settings, a PIN for OnDemand purchases can be enabled or disabled. When enabled, the PIN must be entered to confirm each purchase.

If disabled, the title is automatically purchased without a prompt for confirmation.

As a reminder, the purchase PIN and Parental Controls PIN are the same.

Can I filter my view?

Yes, from the drop down menu, choose "All Content", "Paid Content" or "Free Content".

Titles can be further filtered by:

- New Releases (released in the current year)
- Just Added (added to the catalogue in the last 2 weeks)
- My Purchases (non-expired purchases)
- Genre

ON DEMAND (WHERE AVAILABLE)

How long are purchased titles available for?

Paid content is available for 48 hours after purchase. Once the time has expired, you will no longer have access to watch it unless it is re-purchased.
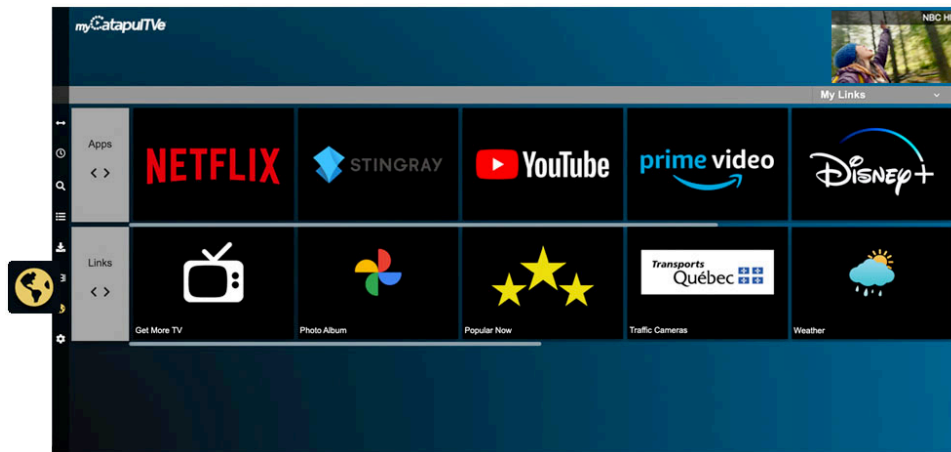
Where do I see the titles I've purchased?

From the drop-down menu, choose "My Purchases" to see non-expired titles.

Do Parental Controls affect the OnDemand catalogue?

Yes. To unlock programming details, the Parental Controls PIN must be entered.

ONLINE

The Online tab provides short-cuts to online streaming services where you can also create custom links for local traffic or weather, online personal photo libraries, etc.

By default, top streaming services are included. If the app for any of these has been installed, the link will open the app itself. Uninstalled apps and custom links will open in a separate browser window.

How do I add my own link?

Click on "+ Manage Links" and complete the fields. The link will be added to all devices on your account.

To avoid issues, be sure to enter the URL in the exact format indicated on the screen. e.g. https://www.[NameOfSite].com

Can I remove a link?

Links can be deleted by clicking on "+ Manage Links" and choosing "REMOVE CUSTOM LINK". Select the appropriate link to remove. This will also remove the link from ALL the devices on your account. Default links cannot be removed.

Online streaming services included by default cannot be deleted.

What if the page doesn't open?

Verify the link is valid and the URL follows the specified format
e.g. https://www.[NameOfSite].com

SEARCH

The Search function searches the Guide, Saved programs, OnDemand and Online streaming services for matches. Content can be discovered by typing part of the program title, actor name or even a keyword.
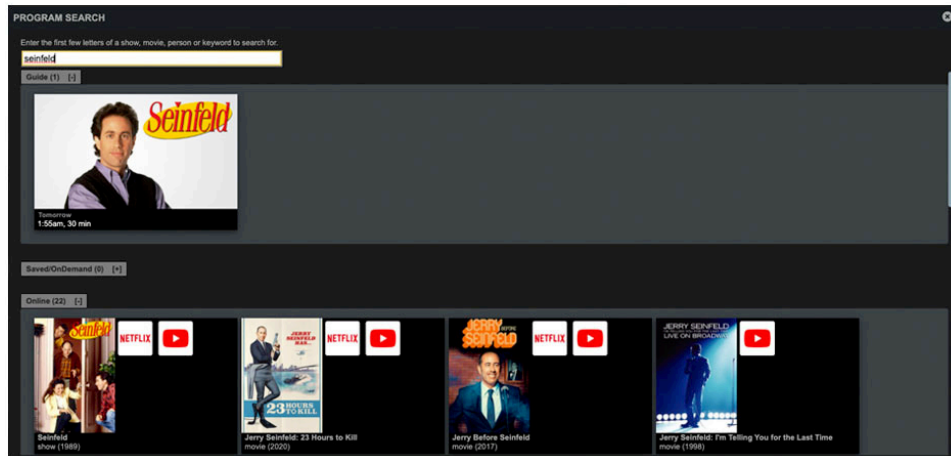
How are the results listed?

Results are separated into 3 categories: Guide, Saved/OnDemand and Online. Each category can be expanded or collapsed by pressing the " +/- " next to each heading.

The top 25 results for each are listed. Click on the search result or icon to be taken directly to the title.
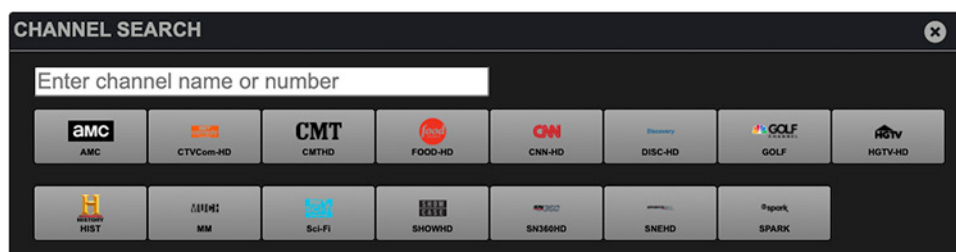
Is there an easy way to find a channel?

Yes, there are 2 ways to look for a channel:

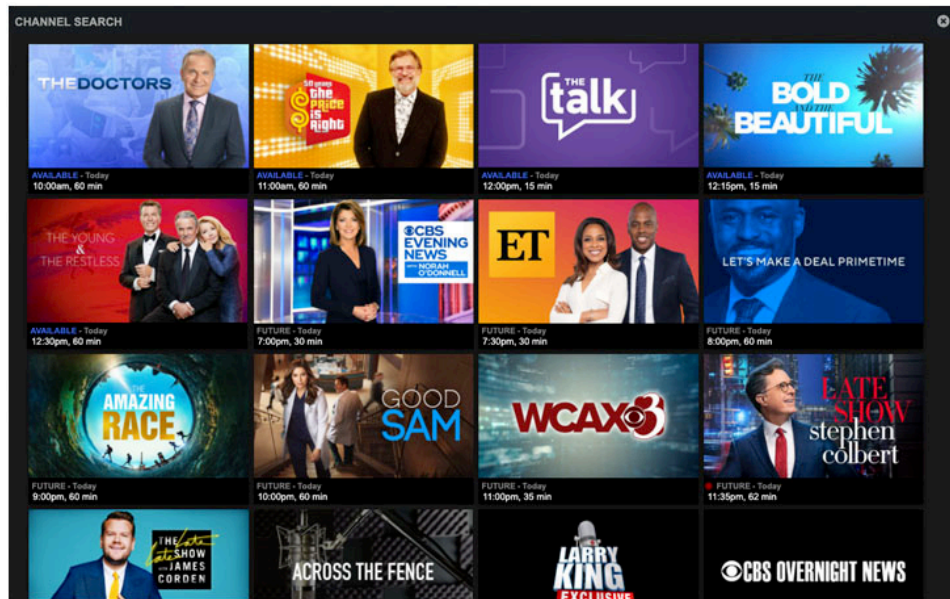1. Press the Channel Search icon

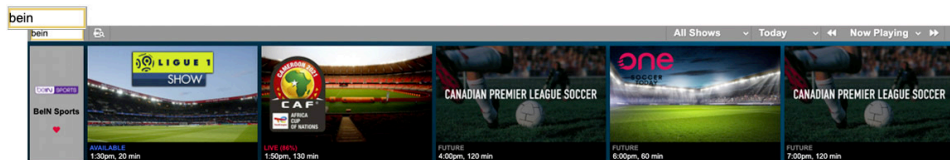- Enter the name or number used by your service provider.

SEARCH

• Clicking on a channel will list upcoming programs.

2. Enter some letters in the text field and the Guide will shorten the listing of search matches accordingly.
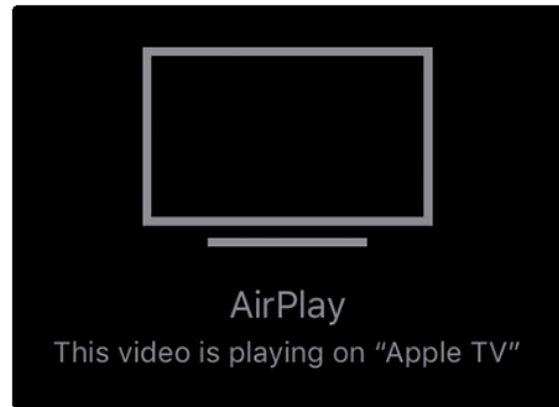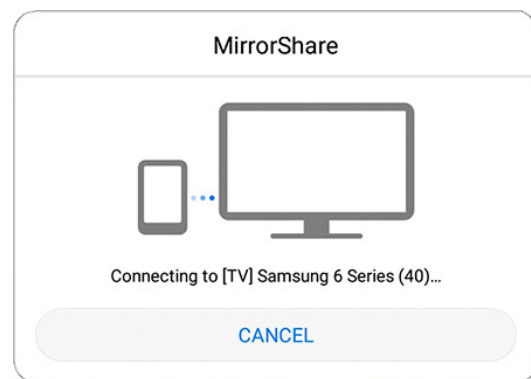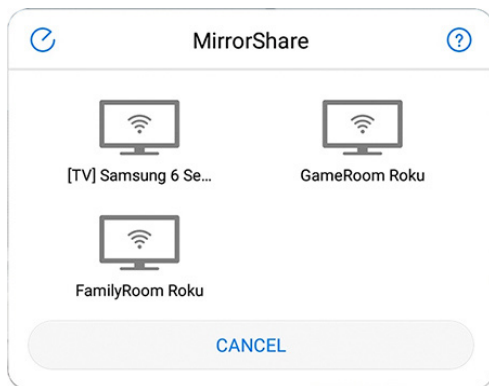
CASTING

Enjoy all content on a large screen via supported OTT devices (Chromecast, Airplay, Screen Mirroring, etc.) and TV models.

Examples:

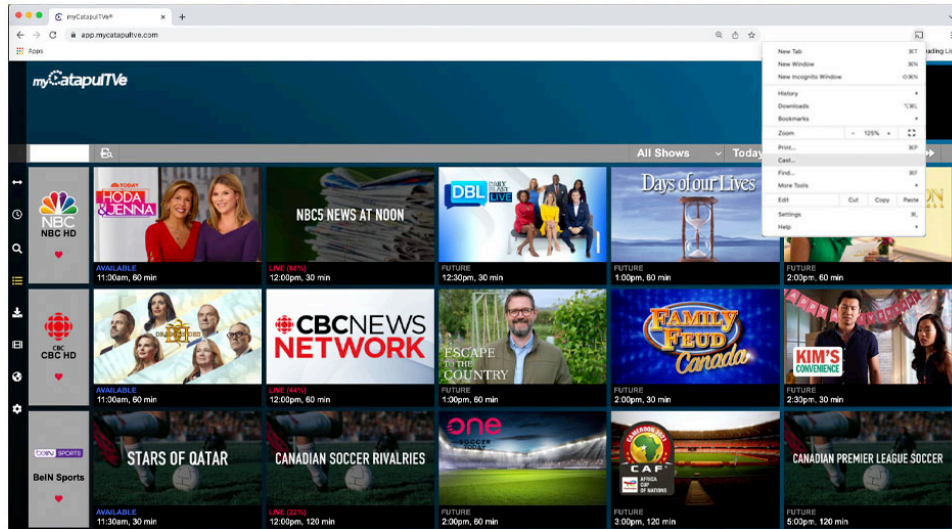Screen Mirroring and AirPlay to Apple TV.

Mirror Share to Roku and compatible Smart TVs.

CASTING

Cast to Chromecast and compatible devices via Chrome browser.

PARENTAL CONTROLS

To ensure a safe viewing environment for the entire family, Parental Controls may be enabled to hide age-inappropriate programming. However, when viewing online content, Parental Controls need to be applied separately on each selected service.

This feature can be enabled or disabled from the Settings menu by creating a 4-digit PIN.

This PIN is used to set ratings limits, hide mature content, control purchases or block channels.
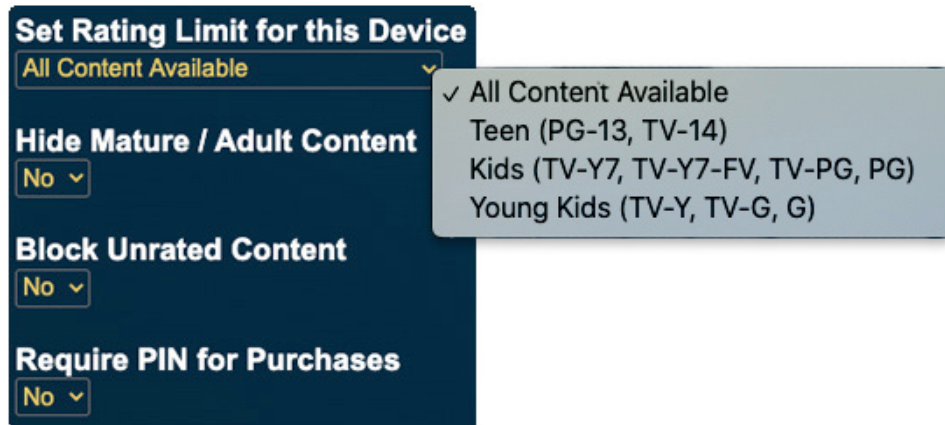
Do Parental Controls work on all devices?

Yes, however, they have to be enabled and set up on each individual device upon activation.

How are the ratings applied?

When selecting a ratings level, all programming tagged at that level and below, will be allowed.

The ratings system is as follows:

- All Content Available (G through to TV-MA)
- Teen (PG-13, TV-14)
- Kids (TV-Y7, TV-Y7-FV, TV-PG, PG)
- Young Kids (TV-Y, TV-G, G)

PARENTAL CONTROLS

Can content be hidden?

When enabled, some content such as Unrated, Mature or Adult Content can be hidden. This removes poster art from view and requires the PIN to access programming details.

What is "Unrated Content"?

Some programming including news programs or sporting events, may not have a ratings level associated with it. If blocking is enabled, the PIN is required to view it.

Do Parental Controls affect the OnDemand catalogue?

Yes. To unlock programming details, the Parental Controls PIN must be entered.

How do I prevent content from being accidentally purchased?
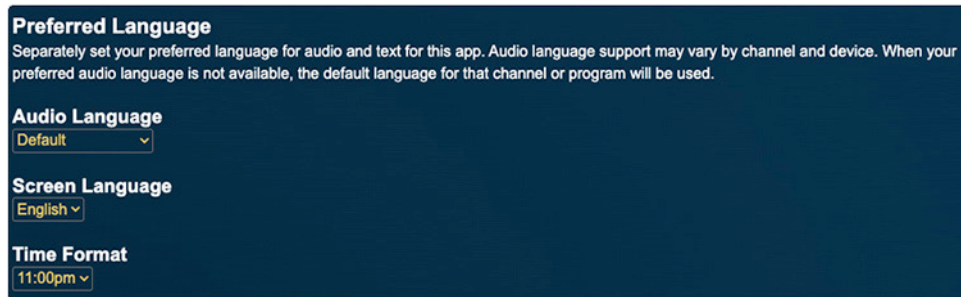
Enabling "Require PIN for Purchases" prevents titles from accidentally being ordered. This PIN is the same PIN used for Parental Controls.

Can I change my PIN?

Yes. From the Settings menu, click "Change PIN" and follow the instructions.

Help! I've lost or forgotten my PIN!

Contact your service provider to have your PIN reset.

CUSTOMIZATION

Can I change the language?

Yes, the app offers two opportunities to customize the language:

1. From the Settings menu, the **Audio Language** can be changed. However, this support may vary by channel and device. When your preferred audio language is not available, the default language for that channel or program will be used.

2. **Screen Language** applies to the language displayed by the app on each screen/ menu. Select your preferred language from the drop-down menu.

Can I change the time format?

Yes. 24-hour and 12-hour formats are supported and can be selected from the Settings menu.

Can the Device Name be changed?

Yes, your Device's Name can be edited from the Settings menu.

FACTORY RESET

What if I want to reset my application?

From the Settings menu, select the Reset button. This will remove all settings and restore the app to the original installation state. Re-registration of that particular device will be required.

For additional information:

To view the End User License Agreement, click Legal Terms (https://www.mycatapultve.com/EULA) from the Settings menu.

This User Guide can also be accessed by clicking Product Help (https://www.mycatapultve.com/support) in the Settings menu.