hubTV

from FLOW

USER MANUAL

TABLE OF CONTENTS

WHAT IS THE NEW HubTV?

The new HubTV is a state-of-the-art service which offers you high-definition television. This new service has a new programming guide, search and recommendation of content based on what you have seen, and applications that you can use from your television.

You will be able to access these new features through your new remote control, with a more modern and easier to use design, which has voice control and RF technology that allows it to work even if you don't point it at the HubTV.

MAIN MENU

HOME SCREEN

MENU

SMARTBAR

All functions of your HubTV can be found in the Main Menu. This is always displayed when you press the Home button on your 🦃 remote control. You can navigate the Menu options using the Left/Right arrows on the remote control. Pressing OK on any Main Menu option you select will take you to the corresponding Sub Menus. To exit the Main Menu press the Back button ⬅.

- **Live TV** jumps to the Live TV channels.

- **My Shows** brings you to a list of your videos and recordings, ready to watch whether they are TV recordings, VOD shows or streams from apps like Netflix, HBO Go and more.

- **What to Watch** lets you browse available shows to stream, watch live or schedule recordings in a variety of popular categories.

- **Guide** displays the on-screen programme guide (Live TV).

- **Apps & Games** gives you access to the video, music, and games apps on your device. On Demand takes you to the VOD Menu.

- **Search** allows you to search by title, actor's name or keyword across all the content available on your TV: Live TV, recordings and popular apps.

SMARTBAR

The SmartBar that appears on the Home screen recommends shows to watch based on your preferences for what's on in your home at a specific time or on a particular day.

Use the navigation buttons on your remote control to move to the SmartBar, then select a program to go to the options and choose where you can watch it

VIDEO WINDOW & WALLPAPER

The video you were watching when you entered the Home screen will continue to default to the wallpaper. Likewise, this will happen on most of the other Menu screens on your HubTV. You can also set up a video window located in the upper right corner that will also play the current video.

To view the video in full screen, press the Back button ⬅ on your remote. You can choose how to display a video on the Home screen or turn it off completely.

Simply select the Menu icon, then select User Preferences > Video Window and Wallpaper. To disable video on all screens, set Show Video Window to Off.

When Show Video Window is set to Yes, the Wallpaper options include:

• Full screen (background): The video currently playing is displayed on full screen.

• Top right screen: The video currently playing is displayed in the top right corner of the Home screen.

LIVE TV

LIVE

When you are watching a program while it's airing, you are watching Live TV. Select Live TV from the Home screen to watch Live TV. As you change channels, you will see a status bar at the bottom of the screen. This bar contains useful information, such as the title of the programme, the airtime, the channel, whether the programme is in HD, and if the programme is on, and what's next. When restarting or catching up is available, an on-screen hint will remind you to press and hold OK to start from the beginning.

TRICKPLAY™

With your HubTV, you can control video playback. Here's how:

- Press the OK button on your remote control to pause Live TV.

- Press OK again to resume.

- When you pause Live TV, you see a TrickPlay Bar that displays a time period. The green segment shows the portion of the time your HubTV has saved.

- The thick white lines mark your current point in time. When the white line returns to the green segment, you are "Before" Live TV.

- You can rewind and fast forward up to three times for three speeds.

- Press OK to resume to normal speed

MY SHOWS

MY SHOWS FILTERS

The My Shows section contains all your recordings or applications such as Netflix. To get to the My Shows list from the Home screen, select My Shows.

By default, it's sorted by date, with newly added or recorded shows and movies first.

You can also choose to sort by name (alphabetically) using the on-screen options. No matter where you are in the My Shows section, when you exit, your HubTV will remember the section and take you directly to where you were.

The filters in the left column of My Shows allow you to narrow your choices instantly. Depending on the filter you select, your list will automatically update. Filters include TV Series, Movies, Kids, and more.

PROGRAMS AND MOVIES

In the main My Shows area, you will find all your OnePass selections and individual recordings.

TV SERIES MOVIES

As you move through the My Shows list, icons next to a series title tells you where you'll find new episodes and recordings. Use the navigation buttons (up, down, left, right) on your remote to move through the list.

Select a show and press OK to go to the show's main screen. In the left column of the screen, you'll see options to watch or browse the show. The list displayed show episodes included in your OnePass. For example, if your OnePass includes recordings of episodes starting with season 5, then those episodes appear in your watched list.

The series screen also allows you to search for recordings, all episodes or upcoming episodes, view cast and view/change OnePass options.

The icons next to the episode titles tell you which episodes are recordings, partial recordings, recordings that will be deleted/upcoming soon, and shows available from streaming providers.

To get more information about the episodes move to the right to select the Info ⚫⚫⚫ icon. This will take you to the episode screen, where you can get viewing options and explore the show. To delete the episode, choose the X Delete icon.

ICONS INCLUDED IN MY SHOWS	🔵 Recorded Shows	⚌ Broadcast Shows
	🔵 Partially Engraved	🟡 The recording will be deleted or expire in 72 hours

You will find movies in the Movies Filter, or All Shows in My Shows. Select the movie title to go to the movie screen and view the options, or simply press Play.

MY SHOWS OPTIONS

To customize My Shows to your preferences, go to Menu>Settings>User Preferences>My Shows Options. Here you can choose to sort the My Shows list by date (with the most recently added shows at the top) or by name (alphabetically).
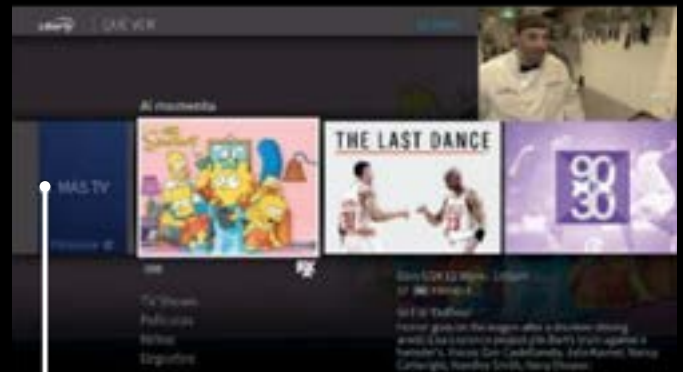
WHAT TO WATCH

What to Watch lets you browse available shows to stream, watch live, record or bookmark.

From the Home screen, select What to View.

Top-level categories include Live TV, TV Shows, Sports, Movies and more. Each category also includes more specific subcategories to help you find exactly what you're looking for. For example, under Movies, select More Movies to view subcategories by type or genre.

SELECT TO VIEW SUB-CATEGORIES

SUB-CATEGORIES

TV GUIDE

To get to the Guide, go to the Home screen and select Guide. You can also press the Guide button on your remote control. While watching TV, press Up on your remote to see the Mini Guide: it shows you what's coming up on the channel you're watching; press Up/Down to see other channels. See QuickView for more.

The icons in the guide help you navigate to the programs you want. New programs are marked with a new icon. When you highlight a cell in the guide, shows that are currently recording have a red circle icon next to the title, while shows that are scheduled to record are marked with a check mark (for single shows) or a double check mark (for OnePass recordings).
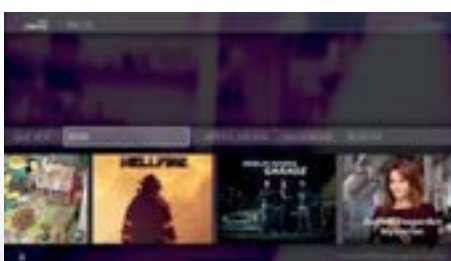
You can choose to watch all channels in your list or favourite channels only. Choose a channel name/number (not a program) and press OK. Then use the Channels option to choose a channel list:

All: shows all channels in your lineup.

Favourites: Displays only your favourite channels. Choose your favourite channels by going to the programme guide and selecting a channel name/number (not a programme). Press OK, then select Add to favourite channels.

TO MOVE AROUND IN THE GUIDE QUICKLY

• Press Right and Left to advance the displayed time by two hours (one page). Or press Rewind to move backward.

• Press Select on a program in progress, and the channel will switch to that program.

• Press Select on an upcoming show and you will see options for recording, OnePass and bookmarks. Choose an option or press Back to return to the guide. Please note that some channels and individual programmes may not be available for recording.

• Press OK on a previous program or on a program in progress with a Restart icon and you will see the Restart options.

SMARTBAR   DESCRIPTION

CHANNEL   TIME

VIEW

Want to take a quick look at what else is out there?

While watching Live TV or a recorded program, QuickView lets you see what else is playing now, or without missing the action in the program you're watching.

- Up shows you what's coming up on Live TV with a mini guide. To close this panel, press Back.

- Down shows the Start menu and SmartBar, with quick access to the programs you watch regularly by time of day and day of the week.
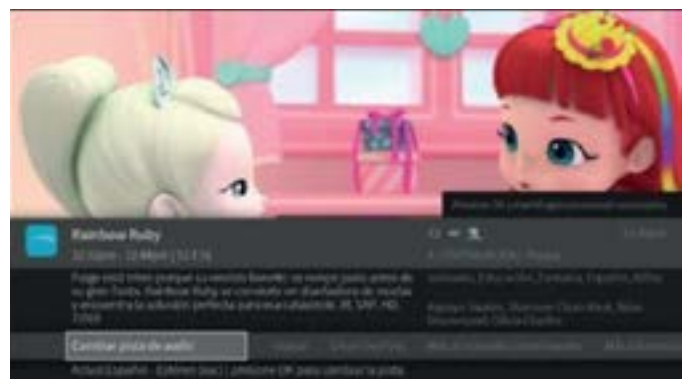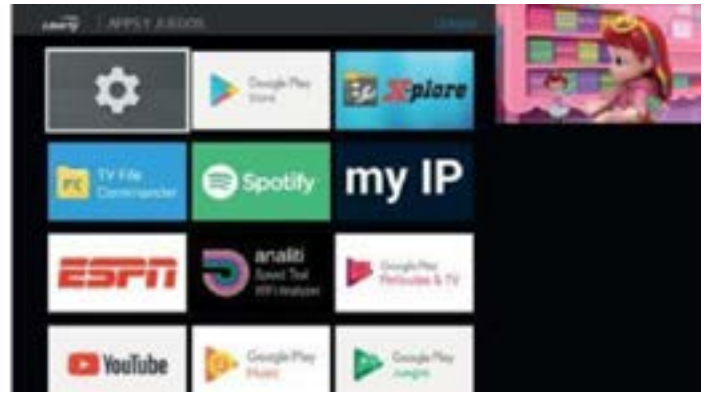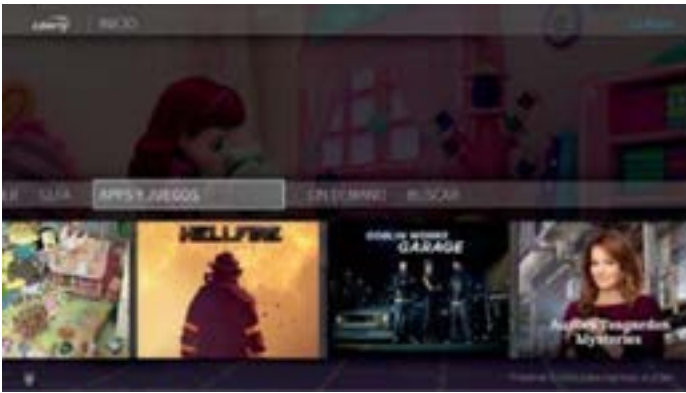
INFORMATION BAR

The information bar displays the title, description, ratings, and other program information. To view the information banner, press the [i] while watching a program.

From the information bar, you can:

- Turn subtitles on or off.

- Mark or save the program.

- Create a OnePass search for the program.

- Lock the channel. This option requires a parental control PIN to access.

- Change audio. The option is available only when other audio languages are available.

APPLICATIONS AND GAMES

To access the applications and games screen, simply select Applications and Games from the Home screen or press the Grid ⊞ button on your remote control.

Initially, the apps on this screen include the video providers you selected when you set up your HubTV (for example, Netflix). These providers appear in your Video Provider List and are automatically included when you search or navigate using the menus. (For more information about your Video Provider List, see User Preferences.)
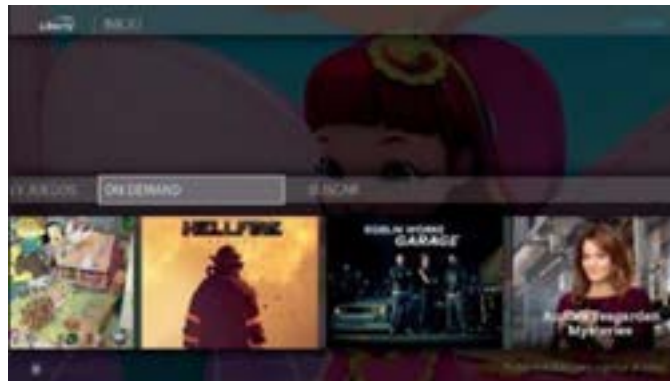
If you don't see the apps you selected during setup, or if you skipped that part of the setup, you can always add the apps manually. You can also add other apps, games, and Google Play content to this screen for direct access.

Simply select one of the Google Play tiles (Google Play Games, Google Play Music, etc.) or go to the Google Play Store and sign in with your Gmail username and password.

VIDEO ON DEMAND

Through your HubTV you have access to Flow's entire VOD catalog, with free and paid content. Whenever you search for a program, the available VOD programs are included in the results.

But if you would rather browse the VOD offerings available, simply choose VOD from the Home screen or press VOD on your remote.

CHOOSE A VIDEO

To select a video follow these steps:

1. On the VOD homepage, you will see a list of categories to choose from. Select the category you want to browse and press OK.

2. If you are offered subcategories, choose a subcategory and press OK.

3. A list of available videos is displayed. You will see the price of the videos and, when you choose the video, you will see a short description in the right column.

4. Once you have located the video you want, select it and press OK. This will take you to a screen that gives you more details about the video and, in many cases, allows you to preview it for free.

5. If the video is free, the information screen will have an option to Play. Select Play to start the video.

6. If the video is paid, to watch it, the information screen will have the option to rent and watch now (the price will be listed). Select Rent and Watch Now to order the video.

PAUSING THE VIDEO.

Once you have started watching your video, you can stop it at anytime by pressing Back. Partially watched videos are stored in the My Rentals folder. See Viewing a Saved Video for information on viewing a video saved in the My Rentals folder.

- **Pause:** Press the Pause / Play button. To resume playback, press Pause / Play again.

- **Rewind:** Press the Rewind button. When you are ready to watch, press Pause / Play.

- **Fast forward:** Press the Fast Forward button. When you are ready to watch, press Play.
  Note:Some videos in the VOD library may not allow you to fast forward.

WATCH A SAVED VIDEO

On-demand videos that are partially and fully viewed are saved in the

My Rentals folder for as long as they are available in the VOD library. You can watch them again at any time during the rental period.

To restart a video in progress or rewatch a video you've already watched:

1. Select On Demand from the Home screen.

2. Select the My Rentals folder and then select the video you want to watch.

3. Choose to resume playback where you left off or start from the beginning.

SEARCH

Search by show title, episode title, show description or person's name (actor, director, etc.). The service on your HubTV searches for upcoming TV shows and movies, streaming videos (from sources such as Netflix, HBO Go, ESPN, and more) and On Demand, all at the same time. You can even search for a particular channel by its network name or call sign (e.g. FX or ESPN).

VOICE SEARCH

1. While viewing any menu on your HubTV or watching TV, press the Google Assistant button on the remote control.

2. Speak naturally to the remote control. Mention a title, actor; look for the results to be displayed at the top of the menus on your HubTV.

3. You can also open applications like Netflix and YouTube and open sections like Home and What to Watch.

VOICE SEARCH

1. From the Home screen, select Search.

2. Use the letter grid to spell the title, person or word you are looking for. Press the arrow buttons to move around, then press OK on each letter you want. As you select letters, a list of possible matches appear to the right, sorted by popularity. For example, if you enter the letters HOW, you might see matches for the TV show "How I Met Your Mother", the movie On Demand "How to Lose a Guy in Ten Days" and director Ron Howard. The results are sorted by popularity, with better matches higher up the list.

3. Keep selecting letters until you see what you are looking for. If you make a mistake, you can press Rewind to delete one letter at a time. Insert a space by pressing Fast Forward.

4. Use the Right arrow to highlight the program or person's name.

5. Press OK to view details, set up a recording or OnePass, or mark the program.

MENU AND NOTIFICATIONS SEARCH

To manage your recordings, OnePass searches and control settings, select the Menu icon. Here you can customize your options, including OnePass settings, parental control settings and user preferences. To view notifications, swipe left to select the envelope icon ✉.

ONEPASS™

A OnePass search gathers every available episode of a series (either live stream or OnDemand), every game or match of a specific team, or every sporting event in a league and adds them directly to your My Shows list for instant viewing.

If an episode isn't available on TV or VOD, OnePass fills in the gaps with episodes from video apps like Netflix, HBO GO, and more. Forget about knowing when a show will air, your HubTV does it for you, so you can start watching your programs immediately. For sports, your OnePass search will find matches if you search by full team or league name, location (e.g. Argentina, Brazil), nickname (e.g. Giants, Bears) or abbreviation (e.g. FIFA, NFL, NCAA, UCLA).

To create a OnePass, find a series or show in the guide, leave the OK button on your remote pressed for a few seconds, press Create a OnePass for this series, modify the options you want and press Create OnePass with these options. The series will instantly be added to My Shows and all available episodes will be added.

Note: OnePass works best when the list of video applications is up to date, with as many applications as possible selected.

ONEPASS™ SEARCH

When you create OnePass, you can choose options that will deliver exactly the results you want. You can also change the settings of any existing OnePass in the OnePass Manager.

See OnePass Manager for more information. Options include:

- **Include:** Choose to include recordings, videos (from sources like Netflix) or both in the OnePass results.

- **Start From:** Want to watch from the beginning? Choose season 1. Just need to catch up? Choose a different season. Just want new episodes. Choose new episodes only.

ONEPASS™ OPTIONS

- **Rent or Buy:** Decide if you want to include episodes that must be purchased before viewing, you will have the option to purchase them at the time of viewing.

- If your OnePass includes recordings, the following options are also available:

- **Record:** Skip replays or watch all replays? Choose New only to avoid replays, or New and Replays.

- **Channel:** Choose the channel to record the programme on, when more than one channel is available.

- **Video Quality:** When you set the channel settings, you can choose how often to get the HD version of a program: always, never, or if possible. Note that if you choose HD Only and an HD version of a program, you can choose how often to get the HD version. If the programme is not available in HD, it will not be recorded. Similarly, if you choose SD Only and a programme is only available in HD, it will not be recorded.

- **Keep as Maximum:** Set the maximum number of recordings to be saved.

- Choose how long you want to keep a recording (or each episode of a repeat recording). The space required is the default setting, or choose Whenever Possible and your TiVo box will not delete this episode to record something new. Note that shows will be automatically deleted when they expire, regardless of this setting.

- **Start Recording:** Start recording up to ten minutes before a programme starts. (This option is available only before recording starts.)

- **Stop Recording:** Some programs consistently pass their scheduled end times. Use the Stop Recording option to choose when the frame stops recording: at the program's scheduled end time, a few minutes after the scheduled end time, or even hours after the scheduled end time. You can change this setting when you set up the recording, or while the recording is in progress.

MANAGE

In your OnePass box, the to-do list shows all your scheduled recordings and allows you to change recording options or cancel recordings. OnePass Manager shows you all your OnePasses and lets you change the options.

TASK LIST

The Task List shows all your programmed recordings and allows you to change your recording options or cancel recordings. To see your Task List, select the Menu icon on the Home screen, then go to Settings > Task List

You will see an alphabetical list of all programs scheduled to record in the next two weeks. Press OK on any program to see the available options.

ONEPASS ADMINISTRATION

OnePass searches are sorted in the order you prgrammed them: the first is found at the top of the list. To see OnePass Administration, select the Menu icon on the Home screen, then click Settings > OnePass Administration.

Use this list to change OnePass options, modify recording options (if available), view upcoming episodes, or cancel OnePass.

Highlight the program title and press OK to view.

INDIVIDUAL VIDEO SEARCH

When you search for movies or individual episodes of a series, your results include videos available for viewing from the selected video apps, without the need to switch to a different entry. Available video apps are displayed in the right column of the search screen or on the Series, Movie, or Episode screen. From there, you can view a list of your streaming options.

Don't have time to watch it now? Instead of looking for it again later, bookmark it to add a link to the video directly to My Shows.

Currently available streaming movies will be listed under My Shows in the Movies filter or in the Streaming Movies group when the list is not filtered. Available TV shows are added to the TV Series category.

If a streaming video is not currently available from any of your video providers, it is added to the Currently Not Available group available at the bottom of My Shows. When the video is available, it will automatically be added to My Shows.

HubTV
FUNCTIONALITIES

REPLAY TV

The Replay TV feature allows you to replay content from the beginning while it is being broadcasted or you can replay content that was broadcasted between one and seven days ago.

You can access Replay TV content in all the programs in the guide where you see the Replay TV icon. When you want to restart the playback of content you just have to press the OK key on the remote control and then select the Restart option.

VOICE SEARCH AND CONTROL

Search and voice control can be accessed from anywhere on the user interface.

When you press and hold the voice button 🎤 on the remote control the voice user interface is displayed to indicate that the system is listening. If you release the voice control button, comments displaying the query or command are displayed.

Commands can be used for: Program search, channel tuning, opening applications, user interface navigation, video control, etc.

Some voice commands you can use are as follows: hello TV, turn off TV, TV guide, record, back, close, exit, pause, forward, up, stop, live, etc.

The voice language setting will match the selected user interface language setting. All selectable UI menu languages are supported by the voice search and control function.

If the system does not understand the query, it will send you a warning message so that you can repeat or choose another command.

SYSTEM SETTINGS

When you select the Menu icon on the Home screen, you will find additional settings and system information to help you customize, monitor and learn more about your TV experience on your HubTV.

USER PREFERENCES

- **Closed Captioning:** Turn Closed Captioning On or Off for all shows. To turn Subtitles On or Off while watching a show, press OK to open the information banner and then select Turn Subtitles On/Off.

- **Subtitle Preferences:** Change the way the subtitle text is displayed.

- **Language and Audio Description:** Some programs are broadcast with an audio description track or more than one language track. Choose SAP to enable audio description when available, or choose the default language for programs with multiple language tracks available. To enable audio description or change the language track for just the program you're watching, press OK to open the info banner, then select Change Audio Track. Note that this setting also appears in the Audio Settings menu; changes made in either place will be reflected in the other.

- **My video Providers:** Choose which video providers (such as Netflix) are used when searching for or creating OnePasses.

- **Favourite Channels:** You can view your list of favourite channels.

- **OnePass and Recording Options:** Set the default OnePass and recording options. See OnePass options for each option.

- **My Shows Options:** Choose how you want to view My Shows (By Date or By Name)

- **Video and Background Window:** You can view the Video and Background Window.

AUDIO SETTINGS

- **Language and Audio Description:** This is the same setting as the one found in the Accessibility menu. Changes made in either place will be reflected in the other.

- **Sound Effects Volume:** Adjust the volume of sound effects or turn them off completely.

DEVICE CONFIGURATION

Device settings is a hardware-level screen, opened in a side panel. From this panel, you can change your network settings, sign in or sign out of your account, check the status of applications, and set device preferences (including screen saver sync).
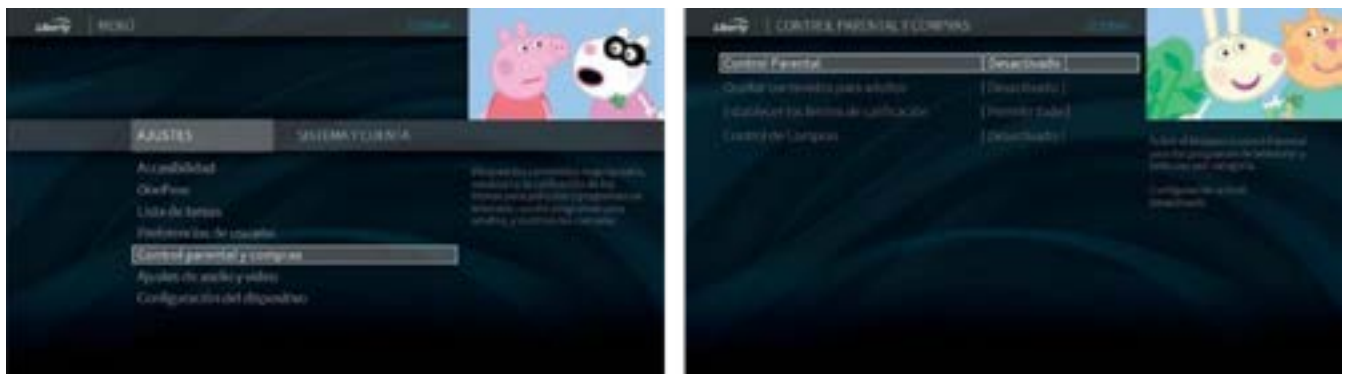
PARENTAL CONTROLS

Parental Controls help you make sure your familiy has access to just the programs you want them to see. From the Home screen, select the Menu icon and choose Settings > Parental Controls.

To activate Parental Control, use the Up / Down buttons on the remote control to enter a four- digit PIN, then enter the same PIN again to confirm. When you turn off Parental Controls, the PIN is removed and anyone can watch any program or channel. When Parental Controls are on, a lock icon will appear on the Home screen next to the menu icon.

HIDE ADULT CONTENT

When this setting is on, adult programs do not appear in search results, and adult program titles/descriptions are hidden in the program guide and My Shows. You will need to enter your Parental Controls PIN to view any adult content.

SET RATING LIMITS

Films originally intended for theatrical release have a classification system different from that of television programs. Use the rating limits to set rules for both rating systems. Highlight the rating option and then use the Left /Right arrows to change the rating limit.

CHANGE PIN

Enter a new PIN, then re-enter the new PIN to confirm.

LEARN YOUR REMOTE

PAIRING

To control your HubTV with your voice, you must use a voice remote that is properly paired with your box. Typically, the remote is paired when you insert the batteries at initial installation, but if you have trouble using voice commands, you may need to pair it again.

1. Press any button on the remote control pointing to your HubTV, wait a few seconds, then press and hold the Home and Back buttons until the LED turns solid red.

2. Release the buttons. The red activity light will disappear and the yellow light will flash rapidly five times.

VOICE COMMANDS

To issue a voice command, press the Voice Control button and speak naturally into the remote control. You will see Google results with additional options.

Here are some things you can do with your voice:

*   **Search or Browse:** "Search Modern Family"or "Show me some action movies". Tip: Add to your initial command for more specificity. For example, after the command, "Show me some action movies", you could add "Only the ones with Bruce Willis".

*   **Launch an application:** "Launch Netflix".

TIPS & TIPS

Press the Home Button once to go to the Home Screen.

*   While watching Live TV or a recorded program, use the navigation buttons (up and down) on your remote to open the QuickView panels. Up shows you a Mini-guide; Down shows you the Smart Bar and the Start menu.

*   Channel Up / Down changes the channel: also page up or down through program lists or menu items.

1 POWER turns both the TV and the converter On/Off.

2 VOLUME Up / Down controls the audio volume level.

3 HOME button goes to Home screen.

4 NAVIGATE through the menus on your HubTV:

- Press Up, Down, Left or Right to move and press OK (center button) to choose.

- While watching the video, press OK to pause the program; press OK again to resume.

- Use Left and Right to move programming back and forth. You can press up to three times for speed.

- In Live TV, press Up to view the Mini guide or Down to view the Home screen menu.

5 BACK starts the full screen video on the Home screen and returns to the previous screen in the menu screens.

6 INPUT switches video source (HubTV, DVD Player, etc.)

7 GUIDE leads directly to the programming guide.

8 CHANNEL Up / Down changes the channel or moves within the guide.

9 INFO (i) displays an information screen while watching a programme. Within this screen you can change audio, turn subtitles on or off, mark or record a program, or lock the channel.

10 EXIT closes / exits applications.

11 VOICE CONTROL allows you to receive voice commands.

12 BOXES directs to the applications and games screen.

13 NETFLIX goes directly to the Netflix application.

14 NUMBERS directs you to the number of a channel menu screens.

INSTRUCTIONS FOR SETTING UP THE REMOTE CONTROL WITH TV OR AUDIO DEVICES

1. Turn on the TV or audio device.

2. Look for the brand of your TV or audio device on the list that came with your remote. You will see one or more four-digit codes for each brand. Write down the first code from the list provided.

3. Press the Power and TiVo button at the same time.

4. Wait for the activity light to stay steady red. Once this happens, release the buttons.

5. Enter the first code selected for your brand of equipment.

6. The activity light will flash three times and turn off.

Point the control at your equipment and try to turn off, turn on, control the input (does not apply to audio devices) or volume of the configured equipment. If this does not work, perform the steps again using the code for your brand from the list provided.

GLOSSARY OF ON-SCREEN ICONS

Streaming Video Reset

Recorded Program/Content

The recording can be deleted to make room for other recordings you have requested, or because it can only be kept for a certain number of days.

Partial recording (the recording will be recorded as part of a OnePass™ search.

The program is currently being recorded.

This program or channel cannot be recorded.

Program is available from (Replay).

Learn more (for example, go to the Episode screen).

Delete this episode.

The program/content will be recorded as an individual recording (not part of a OnePass™ search)

The program

TERMS OF USE

1.1. By contracting the new HubTV the Subscriber agrees to comply with these terms and conditions of use together with the General Terms and Conditions, hereinafter "GTC" and the commercial conditions of the Digital TV Service in force at the date of contracting. These terms and conditions of use, the GTC and the commercial conditions are available at www.discoverflow.co.

1.2. The new HubTV is a digital decoder which allows subscribers to receive Flow's Digital Television Service and additional programming services in their homes.

1.3. One of the features of the new HubTV is to make specific suggestions of programs, movies or series, based on the content watched and / or recorded by the Subscriber or users of the equipment, and the interactions made with the different functionalities and options of the interface.

You can find more details about your HubTV at **discoverflow.co**.

FLOW