Welcome to Bell FibreOP™

Imagine the impossible. Now do it.

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

FibreOP is our 100% fibre optic network that connects straight to your home so everything works faster, easier and better.

FibreOP TV is the ultimate TV experience giving you everything you expect and exciting new features you won't find anywhere else.

FibreOP Internet is the best Internet with the fastest upload and download speeds available.

Combine FibreOP TV and FibreOP Internet with FibreOP 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 were developing it. And remember, if you ever have any questions; do not hesitate to contact us.

Sincerely,

Helena Cain

Helena Cain
Vice-President, Customer Solutions
Bell FibreOP

With FibreOP™ you can

FibreOP TV

FibreOP TV is the ultimate TV experience. Giving you everything you expect including:

- 100% digital stunning picture and sound quality
- All the most popular channels in your starter package
- 1st HD receiver FREE

And exciting new features you won't find anywhere else:

- Best Whole Home PVR
- Superior Whole Home HD
- Ultimate Video on Demand
- NEW! Apps on your TV. ONLY with FibreOP
- Next Generation Interactive Guide

Feature Spotlight

Here are just a few of the features that make FibreOP TV the best entertainment experience!

Best Whole Home PVR

Watch what you want, when you want, where you are. One PVR powers your whole home so it's like having a PVR on every TV in your home.

Superior Whole Home HD

Every FibreOP receiver is HD-ready at no additional cost - allowing you to get HD movies, sports and shows on all HD capable TVs in your home. The best TV experience starts with absolutely breathtaking HD picture quality experience. This stunning experience is available on over 70 HD channels.

Ultimate Video on Demand

It's like having a video store right in your living room, with the most HD movies and most popular TV shows in HD and growing monthly. Catch up on primetime shows from CTV, Global and Citytv, as well as lots of popular children's shows - for FREE. You can even add more On Demand content by subscribing to one of our premium movie packages like The Movie Network™ or Super Channel™.

NEW! Apps on your TV

Facebook   Twitter   Music

Stay tuned for more Apps

Next Generation Interactive Guide

Stop searching, start watching. Find what's on TV faster and easier than ever before. This ultimate user-friendly guide is surprisingly simple to use, allowing you to find your favourite shows faster and easier. Plus, with picture-in-picture browsing you can keep watching while you search, and you can even see what's on 14 days in advance.

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 FibreOP 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 the Video on Demand store.

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 FibreOP 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.

A, B, and C
A – Press this button to display the Settings screen.
B – Press this button to display the Favourites screen.
C – Press this button to display the Search screen.

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 fibreop.ca/service/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.
- 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 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, video-on-demand, and settings. You get to the Menu by pressing "Menu" on the remote.

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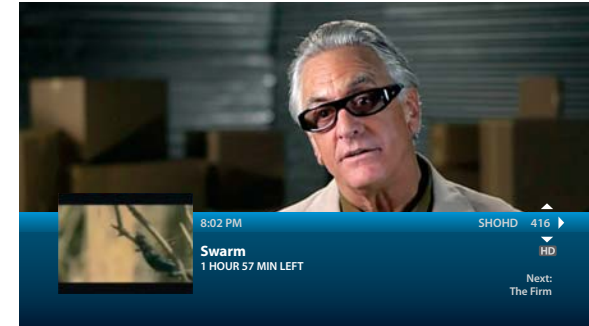
The Guide

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.
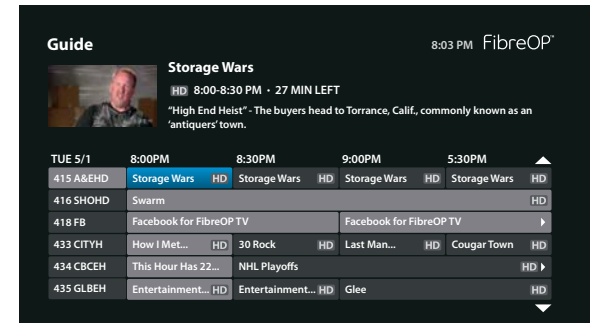
The Menu

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.
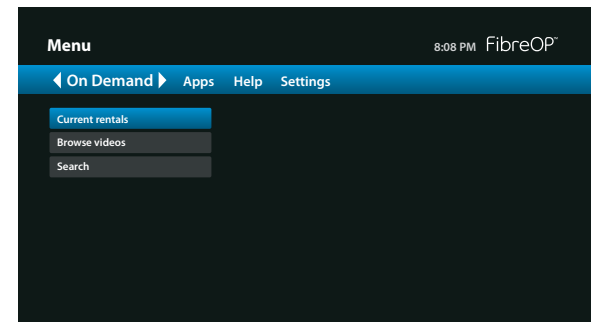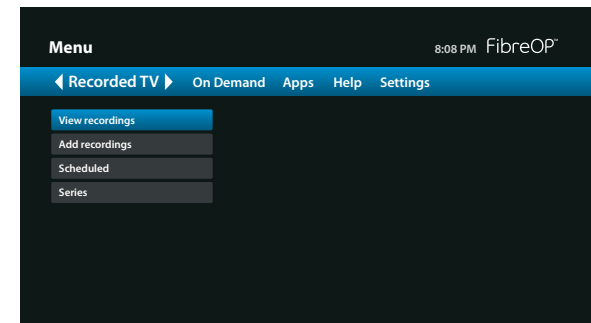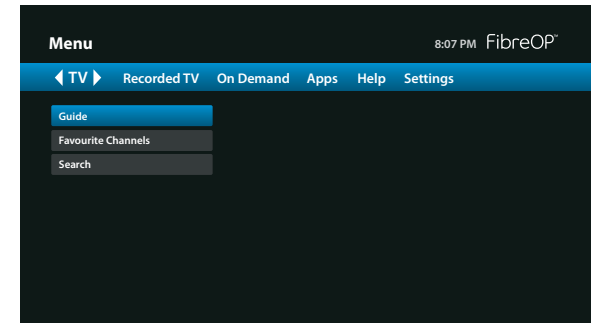
The Menu

Apps

Facebook Lets you access the most popular features, right on your TV, without missing a second of your show.

Music Lets you access dozens of digital music and audio channels.

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.
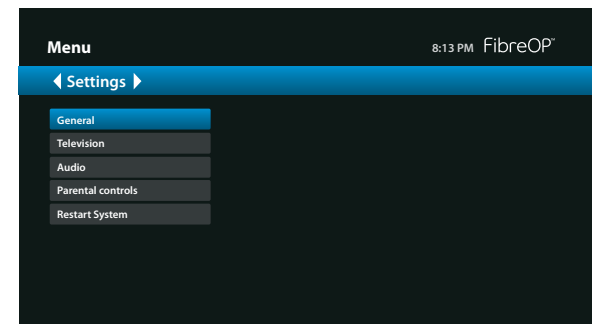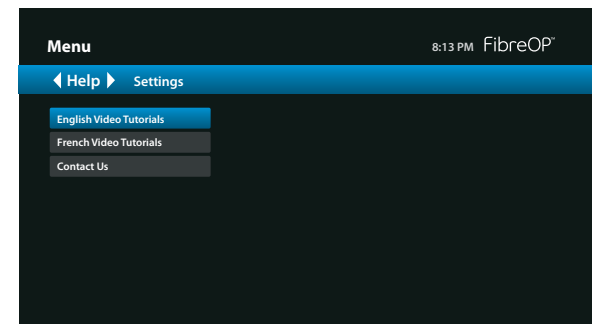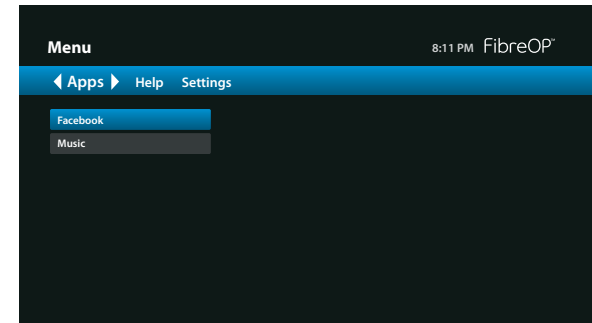
Whole Home PVR

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 new 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 then 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 call 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 as 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**.
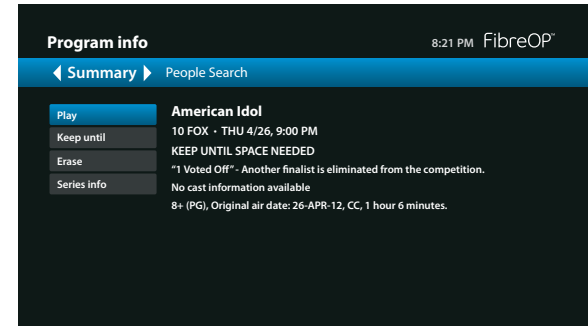
    TIP If you set up a recurring recording, three red dots appear beside the program title in the Guide 🔴.
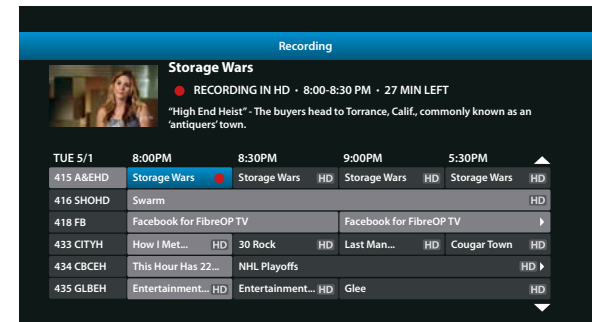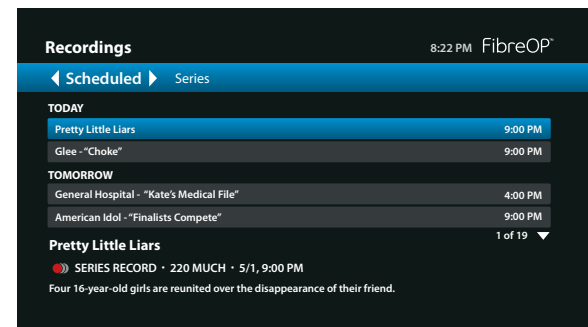
Whole Home PVR

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.

Program info	8:21 PM FibreOP
◀ **Summary** ▶ People Search	

	American Idol
Play	10 FOX · THU 4/26, 9:00 PM
Keep until	KEEP UNTIL SPACE NEEDED
Erase	"1 Voted Off" - Another finalist is eliminated from the competition.
Series info	No cast information available
	8+ (PG), Original air date: 26-APR-12, CC, 1 hour 6 minutes.

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.

Recordings	8:22 PM FibreOP
◀ **Scheduled** ▶ Series	
TODAY	
Pretty Little Liars	9:00 PM
Glee - "Choke"	9:00 PM
TOMORROW	
General Hospital - "Kate's Medical File"	4:00 PM
American Idol - "Finalists Compete"	9:00 PM
	1 of 19 ▼
Pretty Little Liars	
⏺ SERIES RECORD · 220 MUCH · 5/1, 9:00 PM	
Four 16-year-old girls are reunited over the disappearance of their friend.	

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 **I 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.
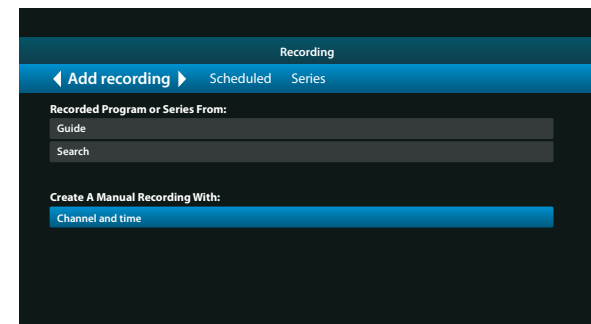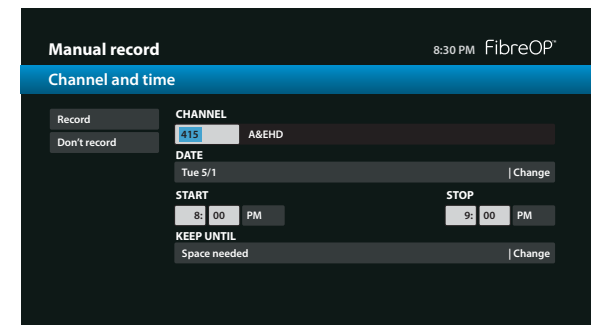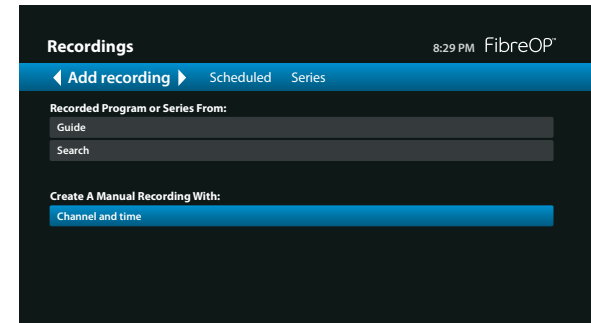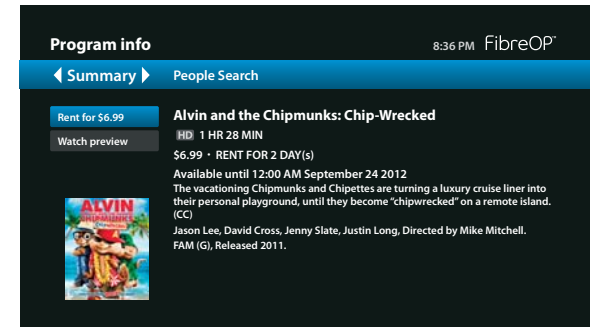
Video On Demand

It's like having a video store right in your living room with the most HD movies and the most popular TV shows in HD and growing monthly. Catch up on primetime shows from CTV, Global and Citytv, as well as lots of popular children's shows - for free. You can even add more On Demand content by subscribing to one of our premium movie packages like The Movie Network™ or Super Channel™.

The video on demand store is organized into the following sections:

1 **Current Rentals** – a list of all the movies and shows in the store you are currently renting

2 **English** – this section includes all English pay movie rentals as well as free and pay TV content

3 **Francais** - this section includes all French pay movie rentals as well as free and pay TV content

4 **Subscription** – this section includes all English free movies and TV shows associated with the premium channels you subscribe to (TMN, Superchannels, etc)

5 **Par abonnement** – this section includes all French free movies and TV shows associated with the premium channels you subscribe to (Super Ecran, etc)

Each large section of the store has several sub categories to make finding the type of programming you want to watch easier than ever. Once you find something that interests you, you can learn more with the on-screen info, people search, free previews and more!

TIP Use people search by scrolling to the right on any summary page to find more movies featuring your favourite actors and directors.

Program info   8:36 PM FibreOP™

◀ **Summary** ▶   People Search

Rent for $6.99   **Alvin and the Chipmunks: Chip-Wrecked**

Watch preview   HD 1 HR 28 MIN

$6.99 · RENT FOR 2 DAY(s)

Available until 12:00 AM September 24 2012
The vacationing Chipmunks and Chipettes are turning a luxury cruise liner into their personal playground, until they become "chipwrecked" on a remote island. (CC)
Jason Lee, David Cross, Jenny Slate, Justin Long, Directed by Mike Mitchell.
FAM (G), Released 2011.

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

Facebook and Twitter Apps

To access the most popular features, right on your TV, without missing a second of your show, press **Press Menu** on remote and scroll over to **Apps**. Choose **Facebook or Twitter**. Scroll over to **Add** new user, if not already highlighted. Press **OK** on remote. A welcome screen appears. Scroll down to **Start** and press **OK** on remote. Step 1 screen appears. Using the arrow keys on the remote, navigate to the two letter bars. Scroll to the first letter in the email address used to log into Facebook or Twitter. Press **OK** on remote. The letter appears in the white box above. Repeat this process until you have entered the email address in its entirety and then scroll down to **OK** option onscreen.

You are prompted to confirm this is the correct email address.

Scroll to **Yes** onscreen and press **OK** on remote. An activation email is now sent to the email address you specified. Just open the email and follow the instructions from there. You'll be connected to Facebook or Twitter on your TV in no time.

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 Video-on-Demand store 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.

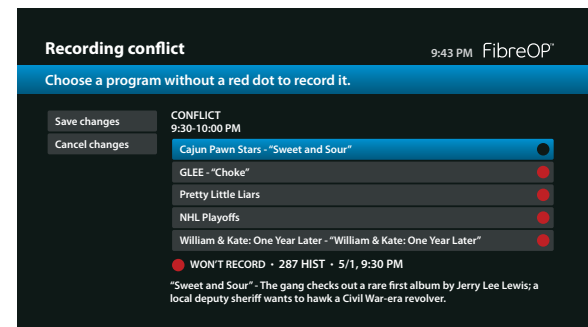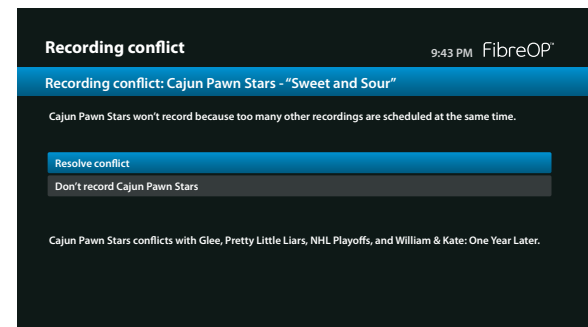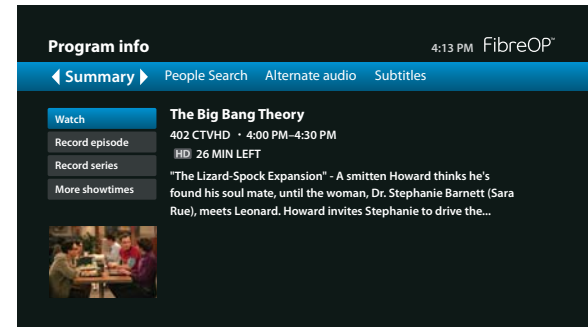4   Press **Exit to TV** to dismiss the Program info screen.

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 TV's.

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

Program info — 4:13 PM — FibreOP

◀ **Summary** ▶   People Search   Alternate audio   Subtitles

- Watch
- Record episode
- Record series
- More showtimes

The Big Bang Theory
402 CTVHD · 4:00 PM–4:30 PM
HD 26 MIN LEFT

"The Lizard-Spock Expansion" - A smitten Howard thinks he's found his soul mate, until the woman, Dr. Stephanie Barnett (Sara Rue), meets Leonard. Howard invites Stephanie to drive the...

Recording conflict — 9:43 PM — FibreOP

Recording conflict: Cajun Pawn Stars - "Sweet and Sour"

Cajun Pawn Stars won't record because too many other recordings are scheduled at the same time.

Resolve conflict
Don't record Cajun Pawn Stars

Cajun Pawn Stars conflicts with Glee, Pretty Little Liars, NHL Playoffs, and William & Kate: One Year Later.

Recording conflict — 9:43 PM — FibreOP

Choose a program without a red dot to record it.

- Save changes
- Cancel changes

CONFLICT
9:30-10:00 PM

Cajun Pawn Stars - "Sweet and Sour" ●
GLEE - "Choke" ●
Pretty Little Liars ●
NHL Playoffs ●
William & Kate: One Year Later - "William & Kate: One Year Later" ●

● WON'T RECORD · 287 HIST · 5/1, 9:30 PM

"Sweet and Sour" - The gang checks out a rare first album by Jerry Lee Lewis; a local deputy sheriff wants to hawk a Civil War-era revolver.
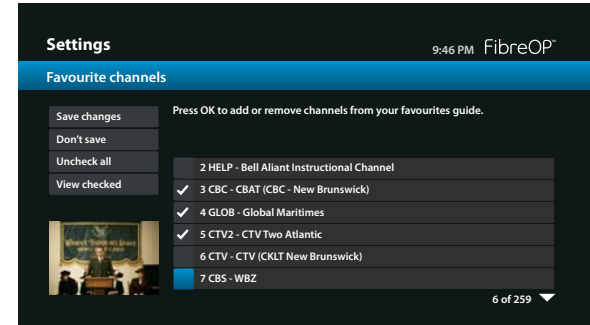
Favourite Channels List

Find your favourite programs fast 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**.
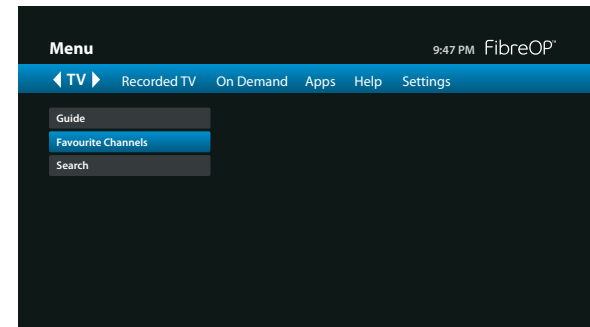
Audio and Video Settings

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).

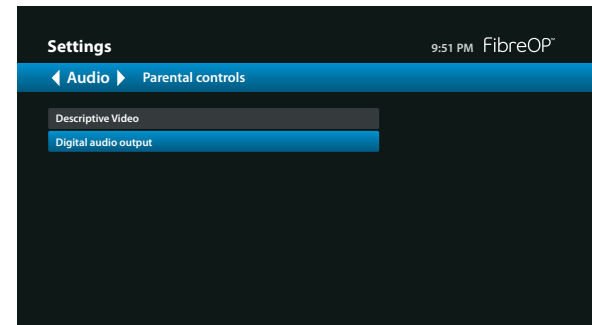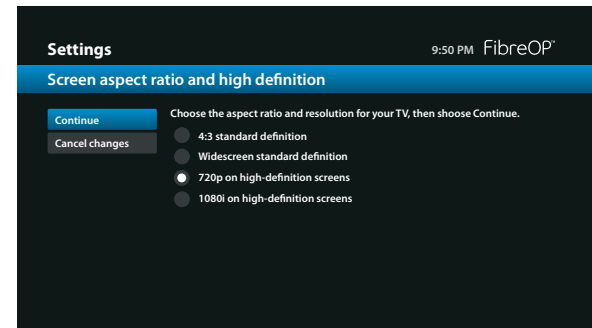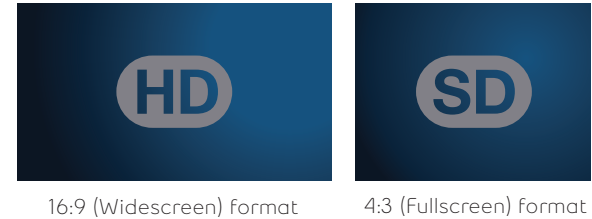There are two ways to control how the picture is displayed on screen:

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

HD | **SD**
16:9 (Widescreen) format | 4:3 (Fullscreen) format

Settings 9:50 PM FibreOP
Screen aspect ratio and high definition

Continue
Cancel changes

Choose the aspect ratio and resolution for your TV, then shoose Continue.
- 4:3 standard definition
- Widescreen standard definition
- ● 720p on high-definition screens
- 1080i on high-definition screens

Settings 9:51 PM FibreOP
◀ Audio ▶ Parental controls

Descriptive Video
Digital audio output

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.
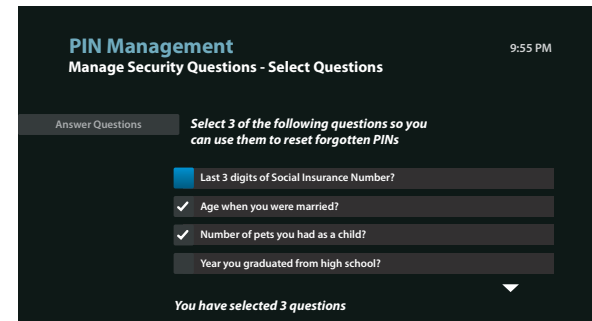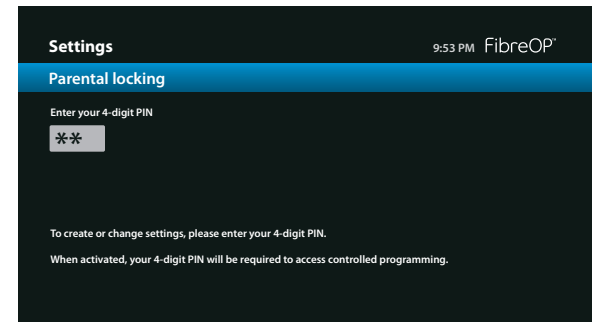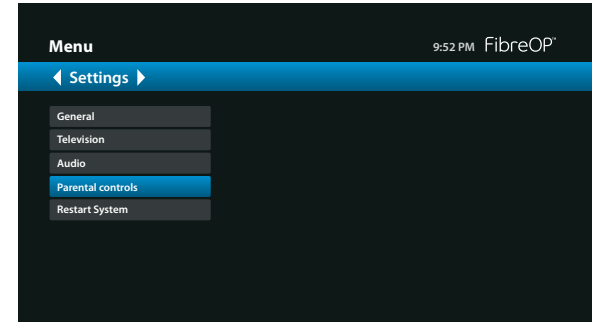
Set Up Parental Locking

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 preprogrammed 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 off Adult locking, or turn it back on.

Menu 9:52 PM FibreOP
◀ Settings ▶
General
Television
Audio
Parental controls
Restart System

Settings 9:53 PM FibreOP
Parental locking
Enter your 4-digit PIN
**
To create or change settings, please enter your 4-digit PIN.
When activated, your 4-digit PIN will be required to access controlled programming.

PIN Management 9:55 PM
Manage Security Questions - Select Questions

Answer Questions *Select 3 of the following questions so you can use them to reset forgotten PINs*

Last 3 digits of Social Insurance Number?
✓ Age when you were married?
✓ Number of pets you had as a child?
Year you graduated from high school?

You have selected 3 questions

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.
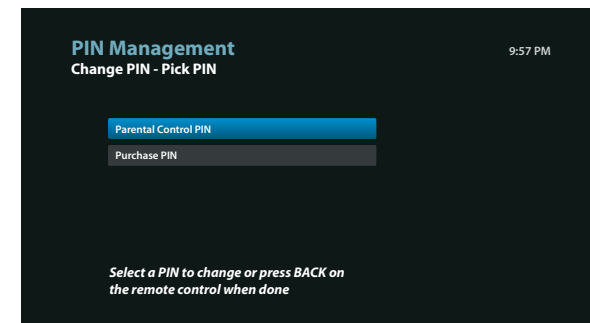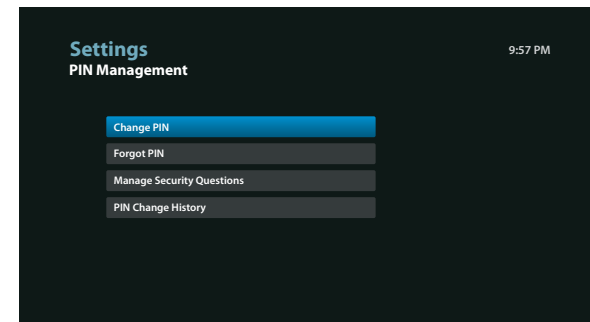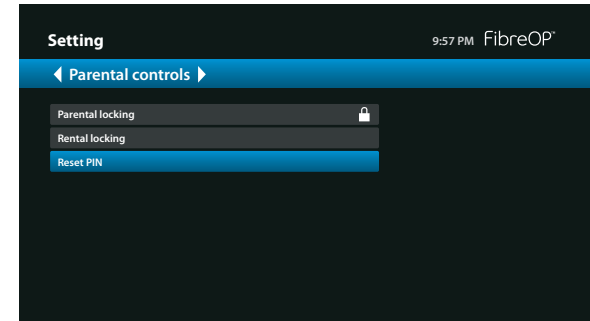
Parental Controls

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.
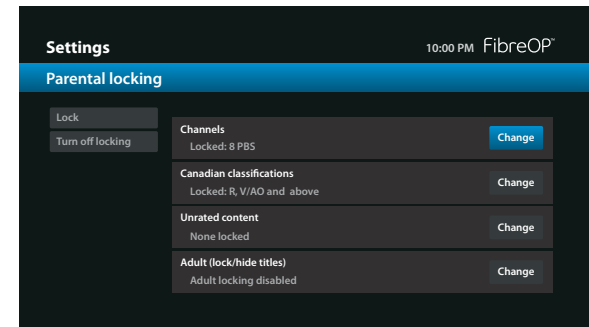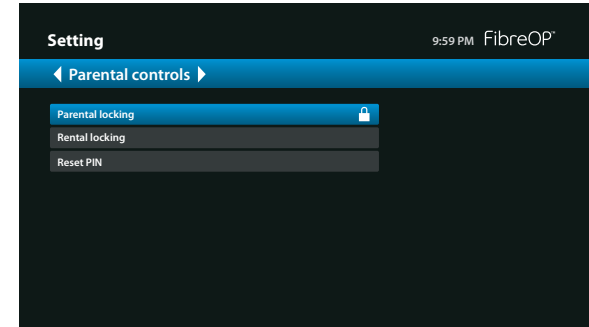
Parental Controls

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   Our 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 fibreop.ca

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.
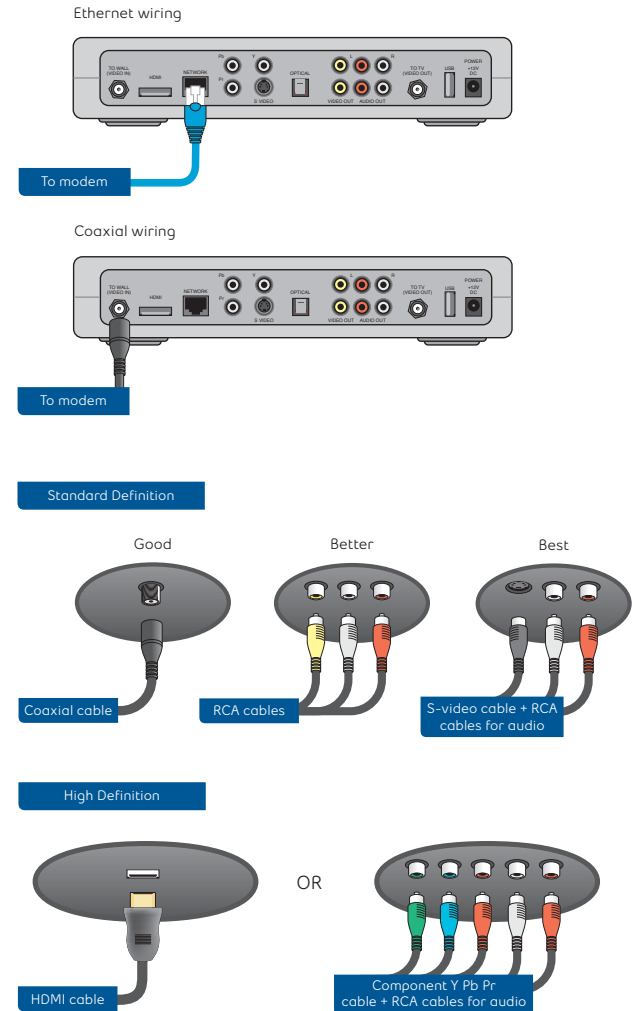
Connection Options

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 fibreop.ca

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

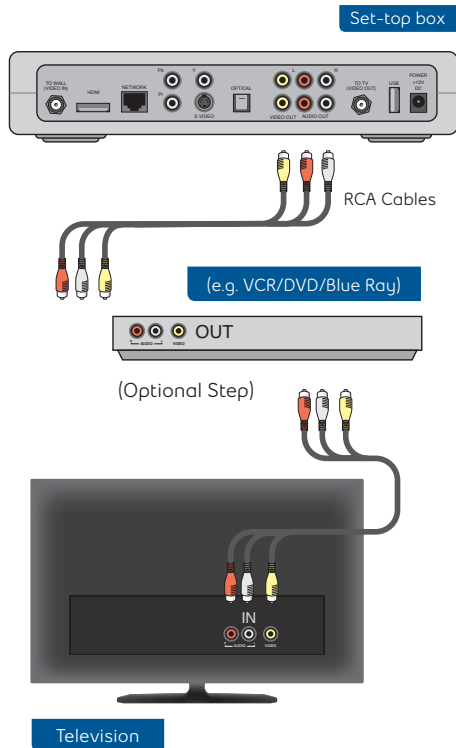HD CONNECTIONS For HD service, you must connect the set-top box to your TV using an HDMI cable or component for video and RCA for audio.

Ethernet wiring

To modem

Coaxial wiring
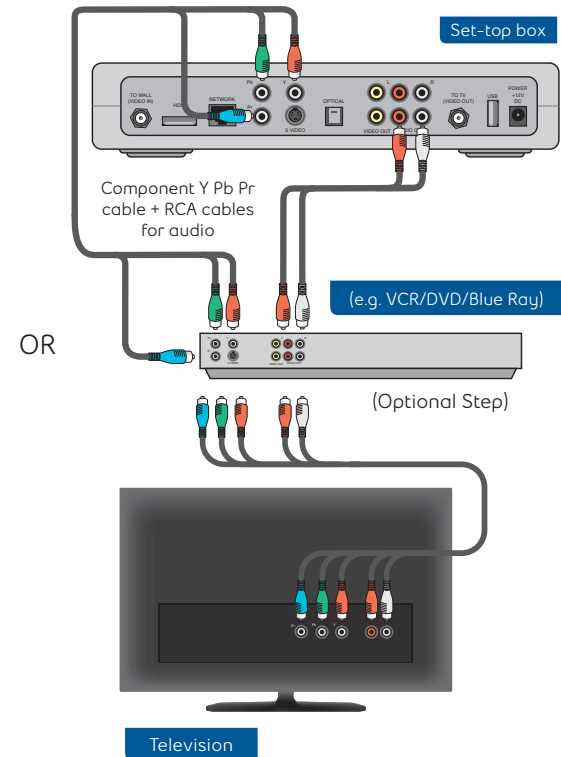
To modem

Standard Definition

Good   Better   Best

Coaxial cable   RCA cables   S-video cable + RCA cables for audio

High Definition

OR

HDMI cable   Component Y Pb Pr cable + RCA cables for audio

Connections – Set up the Basic Components

Standard Definition Setup

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

Set-top box

RCA Cables

(e.g. VCR/DVD/Blue Ray)

OUT

(Optional Step)

IN

Television

High Definition Setup

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

Set-top box

HDMI Cable

(e.g. VCR/DVD/Blue Ray)

HDMI   HDMI

(Optional Step)

HDMI

Television

OR

Set-top box

Component Y Pb Pr
cable + RCA cables
for audio

(e.g. VCR/DVD/Blue Ray)

(Optional Step)

Television
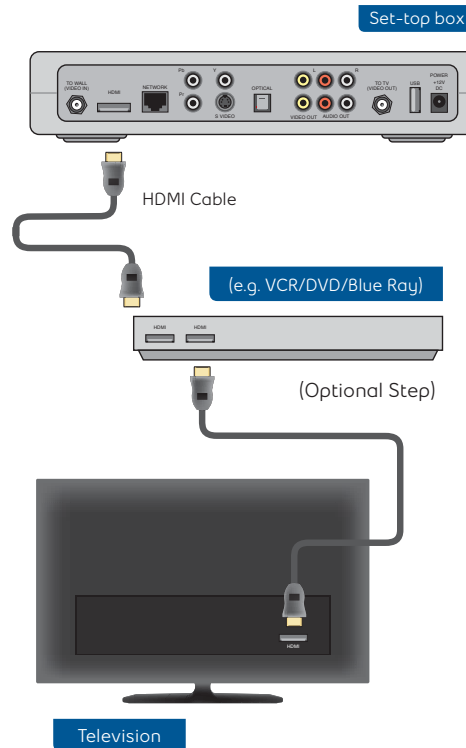
Connections – Subscribe to HD

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 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.

Menu   10:03 PM FibreOP

◀ Settings ▶

General
Television
Audio
Parental controls
Restart System
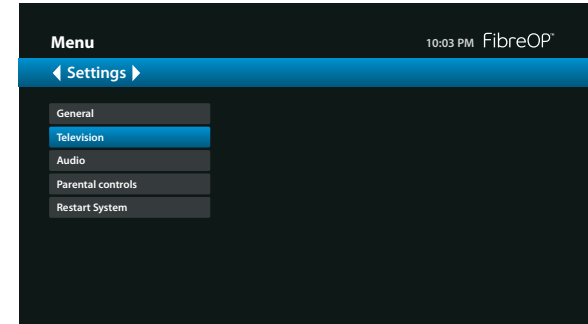
Connections – Subscribe to HD

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.
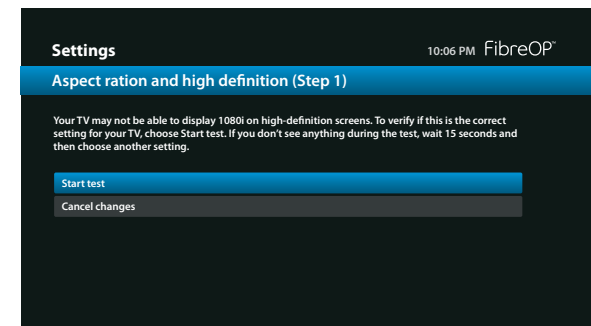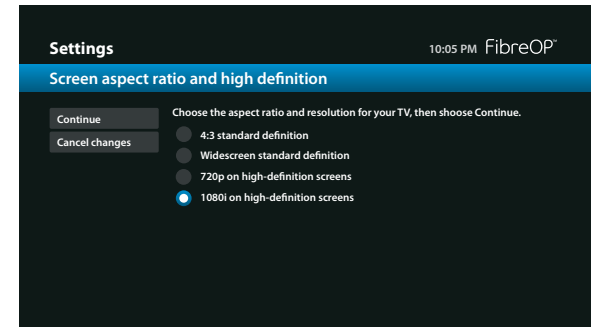
FibreOP Internet

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

- Fastest download and fastest upload speeds available
- FREE Wireless modem
- 4 FREE Security Services
- Always fast, no matter how many users

Feature Spotlight

Here are some of the features that make FibreOP Internet the best internet now available.

Best internet with the fastest download and upload speeds

Just imagine using the world's most advance broadband network technology, it's the best internet experience with the fastest download and upload speeds available.

FREE Wireless Modem

Allows you the freedom to surf from anywhere in your home.

4 Security Services

– Anti-Virus   – Personal Firewall
– Parental Control   – Anti-Spyware with Fraud Protection

Email

5 email accounts with Webmail.

Professional Installation & Support

Toll-Free, 24/7 technical support.

FibreOP Internet

Setting up Wireless Home Networking

All FibreOP Internet customers receive a Wireless N Home Gateway as part of their service. Wireless N is the latest 802.11 standard and will provide the best wireless home networking available on the market today. (Please note, for optimal experience, your PC or device would require a Wireless N card, although older Wireless connections will also work seamlessly.). Your SSID and secure Password are accessible on a sticker on your Gateway. For information on how to configure and troubleshoot your Wireless Home Network, please go to **http://fibreop.ca/service/support**

Setting up FibreOP Email

FibreOP Internet includes up to 5 email addresses for your family. FibreOP Email has expanded the size of their inbox 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.fibreop.ca**

FibreOP Internet

FibreOP Security Services

FibreOP Internet includes access to our complete suite of Security Services including Anti-Virus, Personal Firewall, Parental Control and Anti-Spyware with Fraud Protection. Internet Security is something Bell FibreOP takes very seriously. These products are provided to protect your PCs and family, while we also have an Acceptable Use Policy designed to protect all of our customers. For more information (and to download the latest version of our Security Service products) please go to **http://internetsecurityservices.net/**

Using Bell Hotspots

FibreOP Internet includes access to Canada's largest Wi-Fi network, including thousands of McDonald's, Indigo and Starbucks locations. For more information on how to access Bell Wi-Fi, please visit **http://fibreop.ca/service/bellwifi**

FibreOP Home Phone

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

Here are some of the reasons that make FibreOP Home Phone the best Home Phone service available.

- Reliability you can trust
- FREE unlimited features including new Voicemail to Email
- 5¢/min. World Long Distance plus unlimited calling options available
- Crystal clear voice quality

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.

AC POWER

LOW BATTERY

REPLACE BATTERY

MISSING BATTERY

Silent Alarm Button

The power supply lights indicatethe 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 min 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[1] – Call 1 866 342-7367 for assistance

1 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.

Contact Us

Customer Service

If you have questions about your FibreOP TV service, subscriptions, or billing, contact us:

Phone: 1 866 FIBREOP (1 866 342-7367)
Online: fibreop.ca
Mail: Bell FibreOP
PO Box 624
Sudbury ON
P3E 4P8

Technical Support

If you need technical support for your FibreOP TV HD PVR or receivers, contact us:

Phone: 1 866 FIBREOP (1 866 342-7367)
Online: http://fibreop.ca/service/support

Bell FibreOP Services
TERMS & CONDITIONS

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

For the purposes of these Terms & Conditions, "Bell FibreOP" or "the Company" refers to the legal entity Bell Aliant Regional Communications, LP. '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 FibreOP 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 FibreOP guarantees that the contract rate will be continued for the Contract Period. At the end of the Contract Period, Bell FibreOP 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 FibreOP 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 FibreOP in its sole discretion.
3. If the Customer cancels the Service, the termination will be effected thirty (30) days from the date of the notice of cancellation to Bell FibreOP, and the Customer will be charged the regular service fees plus all applicable taxes for that 30-day termination period (in addition to the cost of non-returned Bell FibreOP equipment, and other applicable fees and charges.) This requirement of 30 days notice will be waived in any case where the early termination fee of $20 for each month remaining in the term is charged.
4. The Customer will, upon cancellation or termination of the Service, return the Bell FibreOP equipment or will reimburse Bell FibreOP for the replacement value of said equipment.
5. If a service call is required to restore Service which has been terminated for non-payment, a service restoration charge will apply.
6. 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 pre-authorized debit will be subject to an "NSF Fee".
7. Any questions or discrepancies regarding invoice charges must be reported to Bell FibreOP within 90 days of the billing date. Failure to contact us within this time period will constitute acceptance of all charges.

USING FIBREOP INTERNET SERVICE

8. The Customer will have access to the Internet to be operated from a single personal computer or a Bell FibreOP authorized network, available on Bell FibreOP's PC Local Area Network Server. Bell FibreOP'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 FibreOP and/or its suppliers may not be copied in whole or in part. Bell FibreOP 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 FibreOP Internet Acceptable Use Policy in using Internet Service or Bell FibreOP Email.
12. Bell FibreOP 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 FibreOP, the Customer, an Authorized Dealer, or any other party.

USING EMAIL

13. Any Bell FibreOP 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 FibreOP supplied connection and set top box. Customer may use Bell FibreOP 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 FibreOP'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 FibreOP 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 FibreOP, 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.
23. 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 FIBREOP's LIABILITY

24. The Customer assumes total responsibility and risk for use of the Service. Bell FibreOP 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 FibreOP 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 FibreOP's facilities, or any other cause.

25. The Customer will be responsible for all losses or damages to Bell FibreOP 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 FibreOP's liability to the Customer for any claim for damages will not exceed the total amount paid by the Customer to Bell FibreOP during the total period giving rise to the claim. Bell FibreOP 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 FibreOP 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.

OTHER TERMS & CONDITIONS
28. The Customer agrees that Bell FibreOP, 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 FibreOP's Privacy Policy.
29. The Customer will allow Bell FibreOP 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 FibreOP's equipment.
30. All Bell FibreOP equipment remains the property of Bell FibreOP 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 FibreOP 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 FibreOP's Regulated and Unregulated Services. In case of any conflict, these Terms & Conditions apply rather than any more general Terms of Service.
33. Bell FibreOP may terminate or amend this Agreement at any time in its sole discretion without notice or liability.