METRONET STREAM

USER GUIDE

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Welcome to MetroNet Stream!

MetroNet Stream allows you to stream live sports, local news, primetime shows, and more without the hassle of cords and antennas or the expense of additional equipment.

DOWNLOADING METRONET STREAM

Apple TV

Select **App Store**, scroll to the right and select **Search**. Type **MetroNet Stream** or press the microphone button and dictate **MetroNet Stream**. Select the **MetroNet Stream app**. Select **Get** and select **Get** again. Enter your Apple password if prompted, then select **Get**. Once app is downloaded select **Open** or from the main screen scroll down to the MetroNet Stream app and **Select**.

You may be prompted to use location services while using the app. Once selection is made the app will open and ask to enter MetroNet Stream username and password.

Amazon Fire TV

From the top of the Home screen scroll over to the magnifying glass and type in "Metronet Stream". Click on the option labeled "MetroNet Stream". Select the "Metronet Stream" app. Select "Get" to download. Now, to view the app from the "Home" screen go down to "Your Apps & Game". If the app is not shown scroll all the way to the right and select "See All". From there you will see the "MetroNet Stream" app just downloaded.

Android TV

From the main screen, select "Google Play Store". Under the "Home" option select the magnifying glass. Speak or type "Metronet Stream". Select the app labeled "Metronet Stream". Choose "Install". Choose "accept" to accept the permissions (if needed). Once installed, you may choose "Open" or from the main screen the app will appear under "Apps"

Roku

Scroll down to "Search" and type in "MetroNet Stream". Highlight the "Metronet Stream" app and select. Then select "Add **channel**". Once added, you may choose "Go to Channel" or from the home screen the app will appear at the bottom of the list of apps.

OR

Scroll down to "Stream Channels" and select. Then scroll down to "Search Channels" and select. Then type in type in "MetroNet Stream". Highlight the "Metronet Stream" app and select. Then select "Add channel". Once added, you may choose "Go to Channel" or from the home screen the app will appear at the bottom of the list of apps.

DOWNLOADING METRONET STREAM *(cont.)*

Desktop

The desktop does not need a special download. As long as the customer is using compatible browser/version then they will get the option to enter username and password. The link is stream.metronetinc.com

ADD & MANAGE PROFILES

MetroNet Stream requires at least one user profile. Once the application launches, a prompt will appear to create a profile or choose a profile to use under "Who's Watching?"

Create a Profile

Select **Create a Profile**. Enter the name of the profile and choose a picture.

Existing Profiles

Upon opening MetroNet Stream, a list will appear with current profiles and the option to edit profiles under "Who's Watching".

Changing Profile

Change between profiles at the streaming application launch page or by selecting a profile and clicking **Switch Profile**.

Deleting Profiles

Select **Manage Profiles**, click **Remove** and confirm the profile deletion.*

*Profiles cannot be deleted in the MetroNet Stream application for Roku.

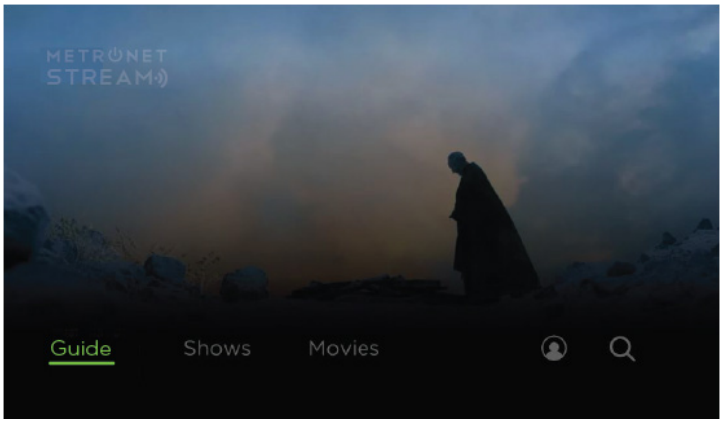
Profile Limit

There is a limit of 5 profiles. Once this limit has been reached, a prompt will appear stating no more profiles can be added.

MENUS & ICONS

There are 3 menus and 2 icons on the main MetroNet Stream page:

- Guide
- Shows
- Movies
- Profile Icon
- Search Icon



MENUS & ICONS *(cont.)*

Access Menus

Apple TV
Press menu button **on remote control**

Amazon Fire TV
Press **menu button** on remote control

Android TV
Press the **up** or **down button** on remote control

Roku
Press **down button** on remote control

BADGES
Badges are symbols that appear next to a program that tells you if it is:

- Live LIVE
- Upcoming Upcoming
- New NEW
- Recording Completed
- Recording in Progress
- Recording Scheduled 4/12

PARENTAL CONTROLS

If parental controls are enabled, all mature content is hidden from the browse all page. Only content with G, TV-Y, TV-Y7, TV-G, TVG, PG, TV-PG, TVPG, PG-13, PG13, TV-14, TV14 and not rated will appear. All content with a rating tagged as “TV-MA”, “R” or “NC-17” is considered restricted content. If parental controls are turned on, a prompt will appear to enter the Parental Control PIN.

Enable Restrict Mature Content

Apple TV

Select Profile, Manage Profiles then Parental Controls

Amazon Fire TV

Select Profile, Manage Profiles then Parental Controls

Android TV

Select Profile then Manage Profiles

Roku

Select Profile then Parental Controls

If PIN has not been selected and parental controls are being turned on, a prompt will appear to create a new PIN. The PIN requires 4 digits.

Select **ON** or **OFF** to restrict mature content. Enter the chosen PIN number at the PIN entry screen to confirm.

Note: *The toggle can only be turned on if a PIN has been set.*

Change PIN

Under Profile, click **Change PIN**. The PIN can be changed by entering the old PIN and then entering a new PIN.

Forgot PIN

Under Profile, click **Forgot** PIN. If the PIN has been forgotten, a prompt will appear to call customer service to reset the PIN.

LIVE PROGRAM STREAMING

Streaming Session

A stream is considered programming that is currently playing or is paused. You can stream on two (2) devices at once. If a third stream is trying to be opened, an error will appear and one of the other two streams will have to be closed.

Browsing

Choose **Browse All** from the featured section to view all shows.

Show Order

Shows are in order by original air day. If that does not exist, the start of availability is used.

More Info

For Live Programs, click the program, then **Series Info** to learn about the program. For Shows, click the program, then click **See More** for the full program description.

Play

Go forward and backwards in the program progress bar to start watching a program at a preferred starting point within the elapsed program time.

Pausing

A live program can be paused for up to 60 minutes (1 hour), then the program will automatically resume playing.

Timeout

The MetroNet Stream application will timeout and close when the application is left open and unused for over 4 hours.

GUIDE

Category Filter

For Shows, the genre filter is defaulted to All. For Apple TV, Amazon Fire TV, Android TV and Roku, choose from:

- Sports
- News
- Movies
- Kids

For the MetroNet Streaming Desktop application, select and filter genres or parental ratings. Choose from:

Action & Adventure	Kids & Family	NR
Anime & Animation	Music	TV-14
Comedy	News	TV-G
Documentary & Educational	Reality & Lifestyle	TV-PG
Drama	Sci-Fi & Fantasy	TV-Y
Entertainment	Sports	TV-Y7

Programming

Programs are categorized into rows. The first row shows what is “On Now.” The following rows show upcoming programming in 30-minute increments.

Scroll up and down or scroll left and right to view channels.

The guide will show programming 7 days into the future.

SEARCH

Recent searches will appear as characters are entered in the search bar.

***NOTE**: The recent search varies between user profile and device.*

DVR

Add a cloud DVR to record and watch shows and movies. Access the cloud DVR by going to **Profile** then **Manage Recordings.**

Record

While watching a program, press **Record** to start recording. To schedule a single or series recording, click the program from the Guide then press **Record**.

Manage Recording

If a program is scheduled to record, go to **Profile** then **Manage Recordings** to view the **Scheduled Recording(s)** or **Record Options** for that program.

Extend Recording

Click **Manage Recordings**, **View Scheduled**, then press **Extend** to extend your recording time for that specific program. If the program is a series, this extended time will apply to all scheduled recordings.

Stop Recording

Go to **Profile**, Manage Recordings, Scheduled, click the program to stop recording, click View Scheduled, then click **Cancel** and **yes** to confirm.

Restart Recording

If a recording begins and a portion of the show/movie has been previously recorded, the prompt "Restart Recording" will appear. If "Restart Recording" is selected, the partial recording will be replaced with the new one.

Delete Recording

Click **Manage Recording,** go to **Recordings**, click on a program to be deleted and click **Delete Recording**.

DVR Storage

A meter will appear in the right corner displaying the number of hours available and the number of hours recorded. Maximum DVR storage varies between MetroNet Stream DVR plans.

Alerts

A confirmation appears when a recording has been set or cancelled. An error appears if the application fails while trying to confirm the recording.

An alert will appear when a program scheduled to record and the recording is going to go over the allowed DVR space.

ADDITIONAL OPTIONS & DEFINITIONS

Restrict Fast-forward and Rewind

If the content has a seek restriction, a message will appear stating the fast-forward and rewind features are unavailable.

Restrict Pause

If the content has a pause restriction, a message will appear stating the pause feature is unavailable.

Thumbnails

When seeking forward or back, small images called thumbnails, will appear.

Go Live

Press **Go Live** to watch a paused program live.

Closed Captioning (CC)

Closed Captioning (CC) is off by default. To turn on CC*:

Apple TV

Swipe down then press CC

Amazon Fire TV

Click the middle button then press CC

Android TV

Click the middle button then press CC

Roku

Press OK then press CC

Desktop

Under the program in progress, press the CC button

***NOTE:** A program must be in progress to access Closed Captioning*

Concurrent Stream Error

When using the last available active media stream on a device while trying to open another steam on a different device, an error message will appear stating the stream is not available.

Application Upgrade

When an application upgrade is available, an onscreen prompt will appear. Follow the onscreen instructions to complete application upgrade.*

***NOTE:** If a device is set to auto update applications, it will automatically update.*