



vianet
FlexTV
IN-HOME TELEVISION APP

Registration & User Guide



The Evolution Of Television Is Here

WATCH TV THE WAY YOU WANT WITH LOCAL PROGRAMMING, SPORTS AND LIVE EVENTS

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Sign-Up

To sign up for FlexTV service follow these five easy steps.

- Step 1** Call Vianet using your local number or by dialing 1-800-788-0363, then press 2 for Customer Service. This will get you in touch with a Customer Service Representative.
- Step 2** Provide your desired email address to Vianet for account setup – once your account is activated you will receive an Account Token to register devices
- Step 3** Choose your preferred starter package - Essential or Premium, as well any additional Add-On Packages.
Once they have been activated, your packages may take up to 15 minutes to become available on registered devices.
- Step 4** Complete the sign-up process by downloading an application called “Cordless Cable” on your chosen device or register online through your internet browser. (See REGISTRATION steps below)
- Step 5** Repeat STEP 4 as needed across all the devices you intend to use (up to a maximum of 5).

.....
or visit flextv.ca to signup online



FlexTV
IN-HOME TELEVISION APP

Registration

The Cordless Cable platform, over which our FlexTV In-Home Television App runs, can be downloaded directly from Google Play, the Apple App Store, Amazon App Store, and select smart TVs. It can also be watched directly from most browsers, including Chrome, Firefox, Opera, and others.

To use out FlexTV In-Home Television App through Cordless Cable, you must first register it for each device that you plan to use it on. Doing so involves going through a few easy and quick steps which may be presented slightly differently depending on device.

Note: An account can have up to FIVE devices registered at a time. You may swap each registered device once per month.

Step

1

First, you need to download Cordless Cable on your smartphone, smart TV, Amazon Firestick, or other compatible device. We use the Cordless Cable platform to deliver our FlexTV In-Home Television App.

Alternatively, if you prefer to use FlexTV in your internet browser of choice, please visit <https://app.cordlesscable.com/>.

Supported App Stores



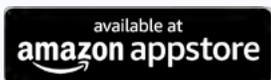
Google Play Store

<https://play.google.com/store/apps/details?id=com.builtwrite.CordlessCable&hl=en>



iTunes App Store

<https://apps.apple.com/ca/app/cordless-cable/id1341478033>



Amazon Fire Stick

<https://www.amazon.ca/Built-Write-Solutions-Inc-Cordless/dp/B07B2ZD7G8>

Note: Although the Cordless Cable platform appears to have middling to poor reviews, these are the result of numerous app store visitors downloading the application and expecting free television without understanding they first needed to register service through a provider.

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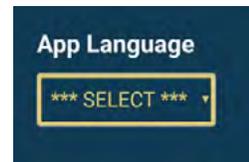
Step

2

Once you have downloaded and installed your application, or have visited the supplied URL, you will be prompted to enter in some information.

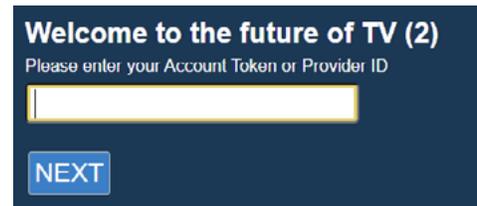
Depending on the application (*see screenshots on the following page*), you may be asked to enter this information in steps or all at once:

- Choose your preferred app language. Currently available languages include ENGLISH and FRENCH.



- Enter the Account Token that was provided to you in your Account Activation Email during signup into the available text field.

You can also find your Account Token in the Setting Option () of any previously Registered Device.



- Choose a name for your device. This will help you differentiate one device from another, for example "Sarah's iPad" and "Basement Firestick".



Step

3

Once the needed information has been supplied, you are done and your device is ready to start accessing FlexTV.

You may need to refresh the webpage or reload the app if you are not immediately brought to the home screen .



Have questions or having trouble? Get in touch!

Our friendly staff are ready to help you get your FlexTV up and running.

 1-800-788-0363

 Live Help @ vianet.ca

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Example Registration Screenshots



Fire TV Stick 4K Registration

Lets continue. We have a few questions about your provider and account. If you do not know your provider ID, please contact your local Service Provider supporting this Cordless Cable App.

What is your Provider ID?
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Device location (Bedroom, Jay's phone, etc.)?
Basement

What email address will you (did you) register with?
[input field]



Step

1

Language Select

App Language

*** SELECT ***



Step

2

Enter Account Token

Welcome to the future of TV (2)

Please enter your Account Token or Provider ID

NEXT



Step

3

Device Name Entry

Device Name

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



User Guide

To help you get familiar with FlexTV (Cordless Cable), here is some general user information that you might find handy. The information should apply regardless of chosen platform or device; any differences will be noted accordingly.

Menu Options



The app initially loads the Home screen. From there, you can navigate through the app, as outlined here.

Menu Item	Icon	Description
Search		Search through the available and recorded programming to find a channel or show. Results, if any, will be displayed below the search criteria.
Home		Return to the home screen.
TV		This is the channel guide, which features a programming grid arranged by time and channel.
DVR		Recorded programming can be accessed in the DVR screen – view or manage your recordings here.
Settings		Adjust settings such as device name, device pin, and accessibility of mature or unrated content.



Search

You can search through available and recorded programming with the search feature. To do so, enter the title of a show/movie or a category name and then confirm your choice by the method most appropriate to the device you're using. (For example, pressing Enter on a keyboard or touching elsewhere on the screen on a mobile device.) Please be advised that depending on device, the search form may start searching automatically after one or more characters have been entered.

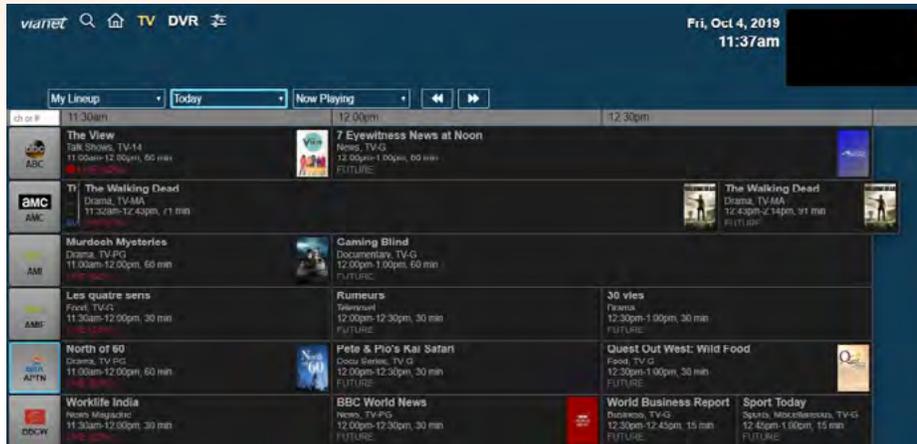
If any results are found, they will be displayed below your search criteria grouped by program name. Individual episodes can be accessed by selecting the program. From there, you may select a live program to view or a future program to record.

Note: There is no Home button on the Search page; to return to the Home Screen, you must use the back arrows.



Guide Options

Our guide uses the familiar grid-style for channel and program presentation displayed in three half-hour blocks.



There are various options available to you on the guide, such as moving forward or backwards through the available time slots, selecting a program to watch, filtering by program category, among others. More details on the available options follow:

- **Select Channel Name/Logo:** Selecting the channel name/logo panel will activate a menu containing the following 4 options:
 - **Watch Channel Live:** Tune in live to the selected channel.
 - **Start Program Over:** Tune in to the selected channel at the beginning of the currently airing program.
 - **Add to Favs:** Add the selected channel to your favorites list.
 - **Block Channel:** Add the selected channel to your block list.
- **Select Program:** Selecting a program activates a Program Details pop-up panel that contains its own set of options:
 - **Current:** The upper portion of the panel contains 2 or 3 options that relate to what is currently playing on the channel or what is about to be playing.
 - **Start Over:** Start the current program over from the beginning.
 - **Live:** Start watching the current channel/station live.
 - **Record:** Start recording the current program. You can “Record Once”, “Record All Showings” and “Record New Showings Only.”
 - **All Showings:** Below the “current” options is a list of all available showings of the selected program:
 - **Watch:** If available, you can start watching the selected showing.
 - **Record:** Record a future showing of the selected program. You can “Record Once”, “Record All Showings” and “Record New Showings Only.”

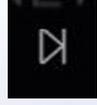


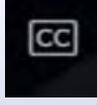
- **My Lineup:** Filter the channel grid by category or favorites.
- **Today:** Filter by day of week or, after current week, by a specific date.
- **Now Playing:** Filter by time.
- **Back Arrows:** Go back in guide by 30-minute increments.
- **Forward Arrows:** Go forward in guide by 30-minute increments.
- **Resume Playback:** If a show is active, it can be resumed by going to the playback preview in upper-right corner of screen

Note: If you go back to Home from Playback with video playing, video will stay playing in upper right corner.

TV Playback Options

You will have access to a handful of options to control your viewing experience while you are watching a program.

Menu Item	Icon
Rewind <i>10 second intervals</i>	
Pause/Play	
Forward <i>30 second intervals</i>	
Channel Up	

Menu Item	Icon
Channel Down	
Home	
Closed Captioning	
Full Screen	

TV Home Button

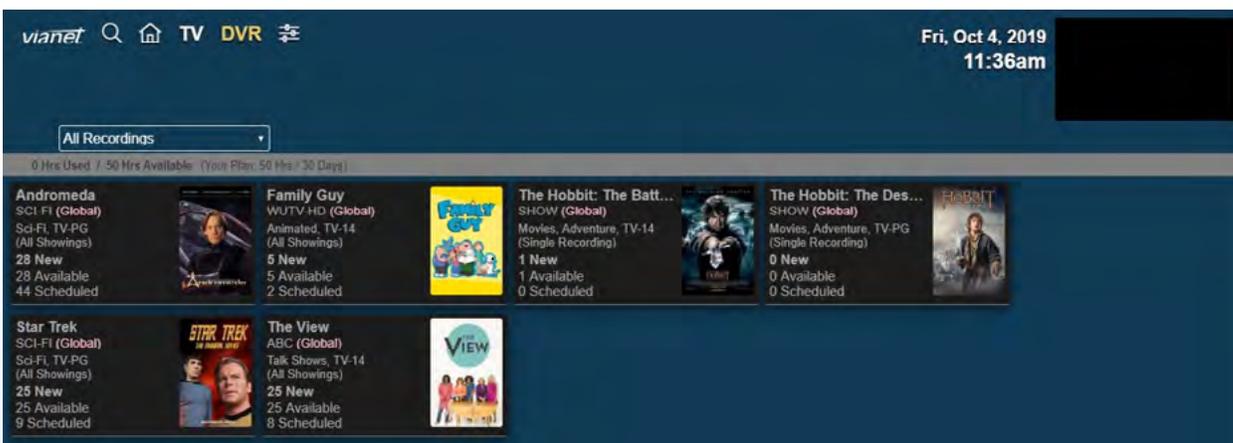
When you click the Home button, you will get the following pop-up panel:



Note: The Home button is not available while viewing any program in full-screen mode.

DVR DVR

Digital Video Recording (DVR) functionality is available on the Cordless Cable platform that runs our FlexTV In-Home Television App. Although there is a set limit to the number of hours worth of programming that can be recorded, as well as a limit for how long it can be kept for, these amounts may vary depending on your service package.





You will see on the DVR screen a total number of hours used vs hours available in addition to retention length. Recordings will be grouped by shows; to access individual recordings, please click on the appropriate show panel.

If you subscribe to a DVR package and use up your provided hours, you will need to delete old recordings in order to make room for more. Please be advised that recordings older than 60 days will automatically be removed.

The following options are available on the DVR screen:

- **All Recordings:** Filter recordings by category.
- **Recording Details:** Selecting a program's panel will open a screen that shows all available recordings for the selected show. From there, you have additional options:
 - **Recording Details > Program Options:**
 - **Resume Watching:** Resume watching a recorded program.
 - **Restart Program:** Starting a recorded program from the beginning.
 - **Delete Program:** Delete a recorded program.
 - **Recording Details > Series Options:**
 - **Delete All Current Programs:** Delete all previously recorded programs for this series.
 - **Pause Future Recordings:** Pause the recording of future programs for this series.
 - **Delete and Stop all Recordings:** Delete all previously recorded programs for this series and stop the recording of all future programs for this series.



Settings

There are a handful of settings that can be adjusted. These settings are on a per device basis and are not global, so if you have Cordless Cable installed on multiple devices, you will need to set each individually.



- **Device Name:** Rename active device – this can be helpful to identify different activated devices.
- **Parental Controls:**
 - **Set Highest Content Rating Level Available for Device:** You can adjust your device to allow all content or to restrict based on content rating.
 - **Hide Mature/Adult Content:** Allows you to enable or disable access to mature and adult content.
 - **Block Unrated Content:** Allows you to enable or disable access to unrated content.
- **Change PIN:** Setting up parental controls requires a pin for each device; you can change the pin in that device's settings.
- **Preferred Language:**
 - **Audio Language:** Set the preferred audio language for programming that supports audio preferences. Please be advised that not all devices or programming supports this feature; in those cases, the default language will be used.
 - **Screen Language:** Set the preferred text language for closed captioning available for programming.
 - **Time Format:** Switch the application between 12-hour and 24-hour time formats.
- **Factory Reset:** Remove all device settings for the App and return to original/factory settings. Will require app to be re-registered, if desired.



Support

If you require assistance with the set-up or use of Flextv (Cordless Cable) or are experiencing a problem with your packages or channels, please reach out to us.

Due to the variety of devices that support the application, and device-specific factors that may impair installation and use of Flextv (Cordless Cable), we will not be able to assist with troubles that do not relate to the service itself. Therefore please be advised that technical support will be limited to both Flextv (Cordless Cable) and setup.

Technical Support will be available 7 days a week between 8:00 AM to 1:00 AM.



Support Website

<https://www.vianet.ca/support/television/>



LiveHelp in MyAccount

<https://myaccount.vianet.ca>



Telephone Support

Toll-Free: 1-800-788-0363

Technical Support - ext. 1

Customer Service - ext. 2

