

# FAQs

For **GVTC tv**

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Updated October 2023



# Getting started

## How is GVTC TV™ different from cable TV service?

GVTC TV™ offers you an exceptionally high-quality video experience, but with services and flexibility that were not available on your cable TV service. You can watch across a wide range of devices from set-top boxes to media players to mobile devices, you can access content when and where you want through the GVTC TV™ app or other third party affiliate apps\*. With your new set-top box, you have access to the broadest range of content with easy voice-controlled access through your remote control. You also have search capability and new features like **Catch Up** and **Restart\***. Whether you are a traditional viewer, or the most advanced user, GVTC TV™ offers you an exceptional experience.

## Where can I find and download the GVTC TV™ app?

The GVTC TV™ app can be found in the iOS App Store and the Android Google Play Store. Simply type **GVTC TV™** to download.

## How do I register and create a login for my account for the GVTC TV™ app?

1. Go to: <https://www.wtve.net/>
2. Select the drop down menu to find your provider (GVTC).
3. On the next screen, select **Register**. You'll be directed to a new page that will prompt you to register your account.
4. For **Subscriber Validation**, your Subscriber ID will be your GVTC Account.  
(Your Subscriber ID will be provided by your GVTC Technician)
5. **Please save your Login Information in a safe place.**

## How do I watch GVTC TV™ ?

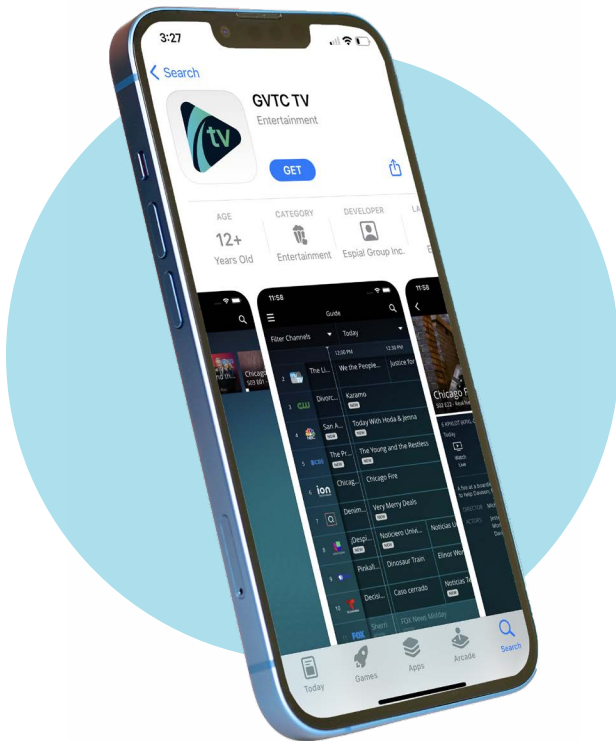
In order to watch GVTC TV™, you will need an Ethernet or WiFi connection. You can either watch on a GVTC provided Amino set-top box or your own device. The following devices are supported to search for and download the GVTC TV™ app.

- **Apple TV**
- **Amazon Fire TV**
- **Roku**
- **Android or iOS mobile phone and tablets**

## What features do I get on GVTC TV™?

The most popular features come standard with your GVTC TV™ package\*:

- **Catch Up TV** - Go back up to 72 hours and watch anything you missed or want to watch again.
- **Live Pausing** - Pause a show you are watching live and pick up on another TV or device.
- **Restart TV** - Watch from the very beginning.



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### Welcome to watchTVeverywhere

With watchTVeverywhere and your local TV Provider, you can watch online content from networks that are part of your pay-TV subscription.

Select Your TV Provider

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### Welcome to watchTVeverywhere

With watchTVeverywhere and GVTC, you can watch online content from networks that are part of your pay-TV subscription.

- Log In
- Register

# General Settings

## How do I create a 4-digit PIN?

**Go to:** Settings → PIN → Change PIN

The first time you select Parental Controls you will be prompted to create a 4-digit PIN. You'll use this PIN whenever settings are modified going forward. The same PIN is used on all devices where GVTC TV™ is installed.

Once a PIN is created, you can block shows and movies based on their rating (for example, PG-13 or R content). A PIN is only needed to change the user profile or to access restricted channels set by you. All other channels will be accessible to all users.

## How can I set Parental Controls?

Follow these instructions:

1. To enable Controls, you'll first set a **4-digit PIN**. (See previous question to setup your PIN)
2. Access **Controls** from the **Settings** menu.
3. From the Settings menu, create a new profile, select **Add a User Profile**.
4. Select **Edit User**, then select **Parents Controls**.
5. Enter your PIN on the **Movie Rating** and the **TV Rating** flags, then select the content you want to block.

In order to watch the content you've blocked, you'll need to input your PIN. Otherwise, it cannot be watched.

## Do Parental Controls work the same on every device connected to my GVTC TV™ account?

Each device will need its own Parental Controls set, if desired. Setting up Parental Controls will be the same process for all devices. However, Parental Controls settings do not transfer from one device to another.

## How do I add or remove a device from my account?

Whenever you add the app to a new device and log in, that device will be added to your account. To manage your active devices, use the Settings option on the Home Screen.

## What is Guide Search and how do I use it?

Guide Search allows users with an Amino box to search through both GVTC channels and your installed streaming apps.



To use the Guide Search, use the Voice Activated **Google Search** button (left) on your Amino remote\*.

## How do I set up Guide Search?

You can control this setting on your Amino by following these steps:

**Settings** → **System** → **Device Preferences** → **Google Assistant** → **Searchable Apps** → **toggle each off/on**

# Using & installing Apps

## How do I use the app store to search or install an app?

1. Scroll across the home screen ribbon to **Apps** symbol (you can also use the remote button that has an icon that looks like a phone key pad).
2. Select the **Apps** symbol
3. Select **Google Play Store**
4. Search for the app you want using search, voice control, etc.
5. Install app. When completed, it will show in the list of installed apps.

## How can I remove apps (not the front page ribbon) that are in the apps section of the box?

**Go to:** Settings → System → Apps → See All Apps. Select the app you want to uninstall, and select Uninstall.

## Can I arrange the apps, so my favorite apps are at the beginning?

No, but the apps will auto-arrange based on left most app being the most recently used. In effect, they will auto-arrange for favorites.

## Do I need to connect a Google Account to my GVTC TV™ account?

It is not necessary to connect a Google account to your GVTC TV™ service. However, adding your Google account allows you to easily add Apps to your TV Set Top Box via the Google Play Store.

# Channels & Guide

## How do I use the guide?

1. Press the **Guide** button on your remote control.
2. Use the arrow buttons on the remote control to navigate through the programming guide. You can also use the **CH+** or **CH-** buttons to scroll through many channels.
3. To watch a program which is currently airing, select the program and click the middle **OK** button. Click once to see program details; click a second time to begin watching.
4. If the program is scheduled for later, Click **OK** button once to see program details and click a second time to schedule a recording.



## How many concurrent streams can I watch at the same time?

You have access to five (5) concurrent streams of GVTC TV™ playing at the same time from any device. If your household needs more streams, you can add three (3) more streams for \$5.00 per month\*.

# Channels & Guide *continued*

## How much DVR storage do I get?

All subscribers to GVTC TV™ will get 50 hours of DVR storage with their package. If you need more storage, you can purchase fifty (50) more hours of storage for \$8.00 per month.

## How do I record a show?

**On set-top or media player:** To record a show, simply select a current future show from the Guide and you will be offered the choice to record. Or, if you are already watching a show, press the red **R** button on your remote to start recording.

**On mobile device:** To record a show, tap on a current or future show from the Guide and then tap the Record icon.

## How do I schedule a recording?

1. Find the program you want to record.
2. Click the **OK** button twice. Then click **OK** on the RECORD option on the screen.
3. Select **Record Episode** or **Record Series**. You can choose to record all episodes including re-runs, or only new episodes. You can also choose to record only on the channel currently selected, or on all channels.
4. To change your recording settings, press **Manage Recording**, from the program details screen.
5. To cancel a scheduled recording click **Manage Recordings** and select **Cancel Episode / Cancel Series**.

## How do I set favorite channels?

**On set-top or media player:** When watching a show, use the **Enter** button in the center of the arrow buttons to bring up an options menu, then select **Add to Favorites**.

**On mobile device:** Tap on the Logo for any channel and then tap **Add to Favorites**.

## How do I see my favorite channels?

**On set-top or media player:** From your home screen, you should be able to see your favorite channels on the second row of icons. Scroll right to view all of your favorite channels.

**On mobile device:** From the Guide page, use the **Filter Channels** drop down menu to select **Favorites**. Your favorites will also appear on the apps home screen.

## How do I see shows that I can start over?

**On set-top or media player:** When watching Live TV, use the **Enter** button to bring up the Options menu, then select **Catch-Up Guide**. Look on the Guide to see what content has Restart or Catch-up capabilities.



**On mobile device:** From the Guide, look for shows with the **Restart** icon under the title.

## How do I pause and rewind Live TV?

You can pause a live TV channel to watch later or rewind to when you began watching the channel just like having a local PVR (Personalized Video Recorder).

**To pause live TV:** Using your remote, press the **Pause** button to pause your live TV. To resume watching, press the **Play** button.

**To rewind live TV:** Press the **Pause/Play** button twice, then press the **Rewind** button. This may take a second or two depending on how long the channel has been recording. You can increase the rewind speed by pressing multiple times on the **Rewind** button.

**To resume watching:** Press the **Play** button.

*Note: If you've scheduled a recording in advance, you can rewind to the beginning of the show. If you just started a recording on the live channel with the **R** button, you may be unable to rewind if you tuned away from the channel.*

## Can I customize my channel lineup so it only lists the channels I want to watch?

Yes! From the Guide, you can view just your Favorite Channels or only the channels you subscribe to. (This feature may not be available on all devices.)

## Why can't I start my show from the beginning?

Only select programs and channels offer the Restart option. If you don't see the option to restart the live show, that means this particular program or channel is not available for Restart viewing.

## Do my favorite channels carry over to each device?

No. Favorite channels specified on a set-top or mobile device will stay with that device.

## Can I watch what I stream on my mobile device, on my TV?

Yes! You can watch on TV using a set-top box or a compatible streaming media player.

## How do I search for TV content?

Search for shows and movies by title, actor, topic and more. The search results will display options for Live TV, Recorded TV and Catchup Content.

## Can I watch and record at the same time?

Yes! You can watch and record from any device, including a set-top box or any media player or mobile device.

## How do I find and manage my recorded shows?

### To watch recorded content on your TV:

1. From your GVTC TV™ home menu select **Recordings** to see your pre-recorded library.
2. Select the program you would like to watch and click **Ok** twice to start playing. If you have more than one episode recorded, a list of episode options will appear to the left. Simply click on the episode you would like to watch.

### To delete recorded content on your TV:

1. From the GVTC TV™ home menu go to **Recordings**



## Channels & Guide *continued*

2. Select the pre-recorded program or series you would like to delete and press **Ok**.
3. Press the **right arrow key** on your remote to display more options
4. Select **Manage Recordings**, from there, the option to **Delete Episode/Series** will appear. Press **Ok** to delete the recording.
5. You can also cancel future recordings by selecting **Cancel Future Recordings**.

## Two Ways to Stream

GVTC TV™ offers two great ways for you to stream your favorite content. Know the capabilities and difference between each of them.

- Within our network -

### watchTVeverywhere

Watching TV is easier and better than ever with our new and improved GVTC TV™ app. Included in your GVTC TV™ package, our customizable entertainment platform allows you to stream, record, rewind and replay your favorite shows from multiple devices without a cable box or DVR. You can even watch live shows without having to be in front of an actual TV.\*



- Outside our network -



### TV Everywhere

A Single Sign On service for customers to easily access shows and movies from the streaming platforms they already subscribe to. All in one place, from anywhere!

GVTC TV™ customers can easily access favorite content by logging in once with TV Everywhere. Once logged into TV Everywhere, you will automatically be able to watch any other networks that are part of your package.

**\*DISCLAIMER:** You must be located within reach of a GVTC network in order for the watchTVeverywhere functions to work. Not all channels in your package will be eligible for this feature. watchTVeverywhere functionality may change from channel to channel, at anytime.

# TV Everywhere

## What is TV Everywhere?

TV Everywhere allows you to watch TV, well, anywhere! As a GVTC TV™ subscriber from GVTC, TV Everywhere gives you access to TV shows, movies, behind-the-scenes content and more at no additional charge. Once you've registered, download the apps from your favorite networks to your smartphone, tablet, computer or smart TV and start watching.

Not all networks have apps available for all platforms. Check your device's app store to see what's available. The networks that you'll be able to watch correspond with your GVTC TV™ package.

### It's all free with your GVTC TV™ package.

Customers can set up a TV Everywhere account through our Online Customer Portal. To register, you will need your GVTC account number.

If you need help registering, please contact our customer support team at **800-367-4882**. Once you've registered, view your favorite networks online or download network apps on your smartphone, tablet, computer or smart TV to start watching. **Register for TV Everywhere at the link below:** <https://gvtc.com/support/tv/tv-everywhere>

You will then login one time with your GVTC TV™ TV Everywhere login. You will be automatically logged in to other TV Everywhere sites without having to re-enter the credentials; however, you will have to select GVTC from the list of providers.

## How much does it cost?

Nothing. TV Everywhere is a service provided by GVTC at no additional cost. You'll have access to networks that are part of your GVTC TV™ package. For example, if you receive ESPN as part of your GVTC TV™ package, you'll have access to ESPN content through ESPN.com or the ESPN app.

**Keep in mind:** Data overage charges may apply from your cellular carrier or Internet provider. Streaming video transmits a lot of data so it is very easy to go over your data plan. Check your data plan before you start watching. Please know that we have no way of knowing when you have exceeded your data plan. You are responsible for all of the charges made by your mobile carrier.

## Where can I watch TV Everywhere?

Just about Everywhere! TV Everywhere works anywhere you can receive an Internet signal: inside your house, at the office, shopping mall, hotel, airport or when you're waiting in the car to pick up the kids. Wired connections and in-home WiFi will provide the best quality. The quality of streaming while connected to a public WiFi network, like at a restaurant, will vary depending on the strength of the signal.

## Which devices can I use?

Almost all TV Everywhere programs are available on computers, Apple and Android smartphones, or tablets. Several TV networks also have applications for popular streaming devices like Apple TV, Firestick, Roku, and Xbox.

Some TV networks are not available across all platforms. Visit your device's app store and search by the network name for available applications.

## How many different devices can I use?

You may have up to 12 devices per account. However, TV networks may limit the number you can use at the same time. Please refer to the policies and terms of use for each app you use for details.

## What can I watch?

Each network determines what and when programs to make available, and the length of time they are available. TV Everywhere and participating cable providers have no control over what is made available. Generally, networks have the most recent episodes of TV shows as well as past episodes or seasons of TV shows available for you to watch. They may also include movies, behind-the-scenes content or special, web-only content. Some networks even include a live stream of the network.

## Why aren't all the networks I subscribe to available?

Not all networks and channels make their programs available online.

## Why aren't all programs available?

A TV network doesn't necessarily own all of the rights to all of the programs they transmit. A TV network may have the right to transmit a movie, but only to TV sets, not through TV Everywhere. So, once again, it depends on the TV network.

## Will other networks become available?

Yes. We are continually working with networks to make them available through TV Everywhere to expand what's available to you.

## Does watching TV Everywhere count against my mobile data plan?

It might. Check the data plan for your cellular network or Internet service before you start using TV Everywhere. TV Everywhere programs transmit a lot of data. That can become expensive if you have a limited data plan. Please know that we have no way of knowing when you have exceeded your data plan. You are responsible for all data charges made by your mobile carrier or Internet provider.