

Guide to your Fibe TV Box

In this guide

Find instructions for setting up your Fibe TV Box and Fibe TV Voice Remote, as well as quick tutorials to help you use Fibe TV Cloud PVR.

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Setting up your Fibe TV Box

Learn how to set up your Fibe TV Box and connect to your modem.

Connecting your Fibe TV Box

Before following the steps below, please ensure your Bell modem is set up and turned on.

1. Plug the HDMI cable into the Fibe TV Box.
2. Connect the other end of the HDMI cable to your TV.
3. Connect the power supply to the Fibe TV Box.
4. Plug the power supply into a power outlet.
5. Using your TV remote, **not** the Fibe TV Voice Remote, choose the correct HDMI input on your TV.
6. Wait for instructions to appear on your TV and follow the steps. Repeat for any additional TVs. This may take up to 5 minutes per TV.

Note: use the HDMI cable Bell provided for the best user experience.

Connecting your modem

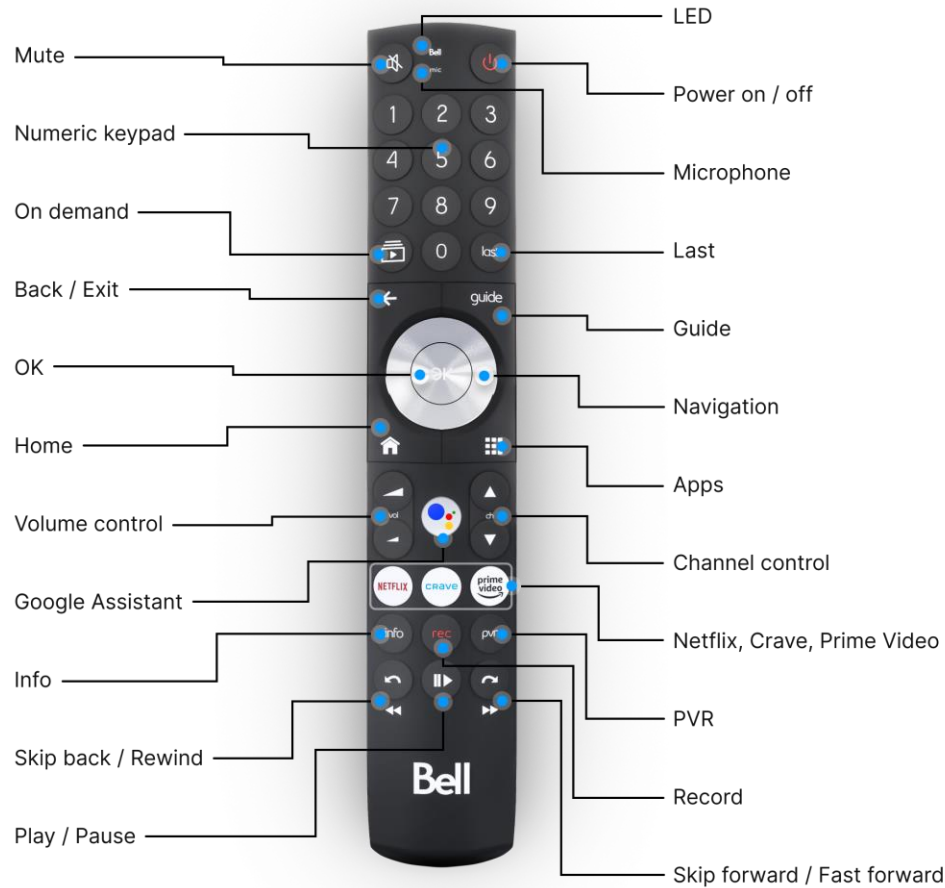
1. After successfully connecting your Fibe TV Box, you will be guided through a number of setup steps, including connecting your modem.
2. Using your Fibe TV Voice Remote, select your modem, Giga Hub, Home Hub 4000, Home Hub 3000 or Other, and follow the pairing instructions.
3. If the pairing was unsuccessful, try again or manually input your Wi-Fi password.

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Setting up your Fibe TV Voice Remote

Learn how to set up your remote and find helpful information for using it.

Overview of buttons on your remote



Some of the buttons on your Fibe TV Voice Remote behave differently depending on how long you hold down the button. The table below outlines some different functions of the buttons:

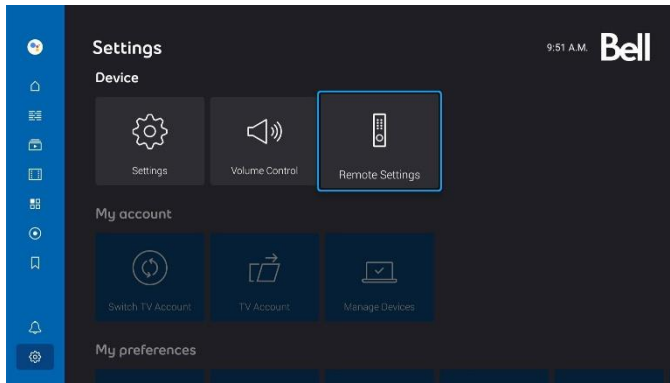
Button	Action
Back/Exit	Short press: Back Long press: Exit
Skip forward/Fast forward	Short press: Skip forward Long press: Fast forward
Skip back/Rewind	Short press: Skip back Long press: Rewind

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Pairing your remote with your TV

You can set up your Fibe TV Voice Remote to control your TV's power, volume and mute functions. You'll be guided through the pairing instructions when you set up your Fibe TV Box for the first time. If you're still unable to control your TV functions, please follow the steps below.

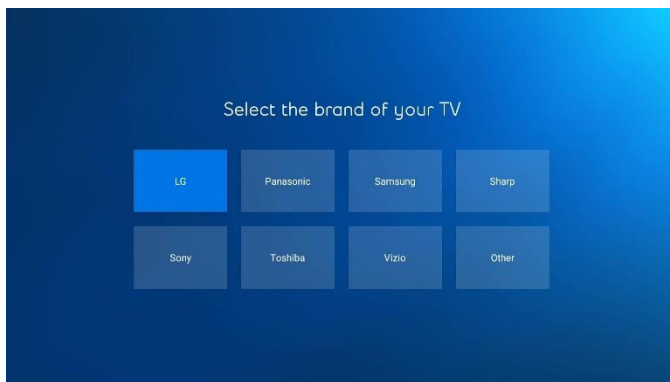
1. Press the **Home** button on your Fibe TV Voice Remote and select **Settings**.
2. Scroll to the **Device** section and select **Remote Settings**.



3. Select **Setup**.



4. Select the brand of your TV.

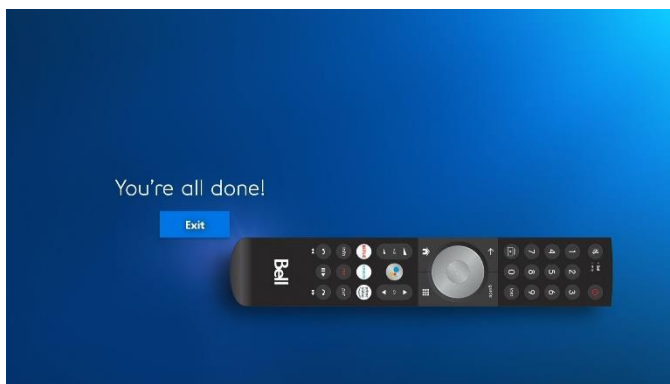


5. Press the **mute** button on your remote.
6. If the sound on your TV is muted, select **Done**.

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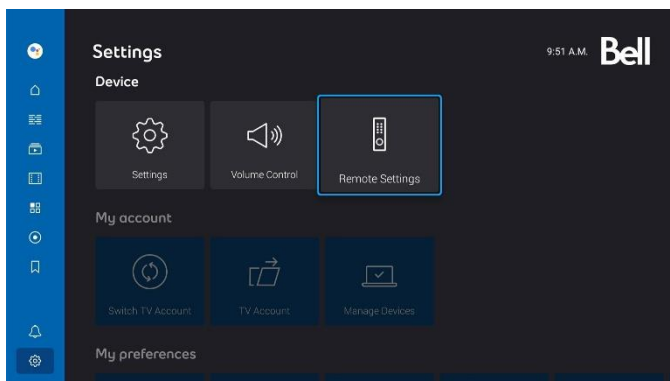


7. Press **OK** on your remote again to exit.
8. If the sound on your TV is not muted, select **Try again**. Repeat until you're able to mute your TV.



Checking your remote's battery level

1. Press the **Home** button on your Fibe TV Voice Remote and select **Settings**.
2. Scroll to the **Device** section and select **Remote Settings**.



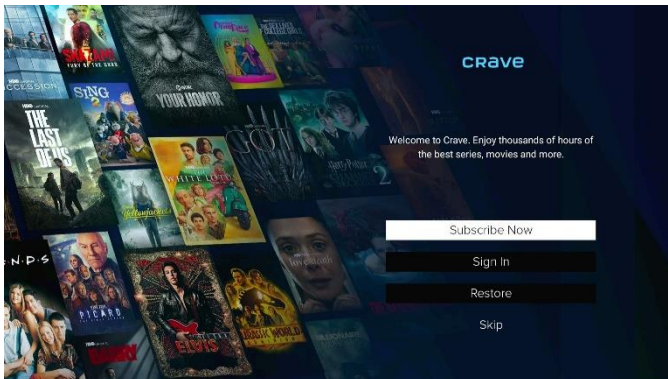
3. Once the app is open, select **Status** to view your remote's battery level.

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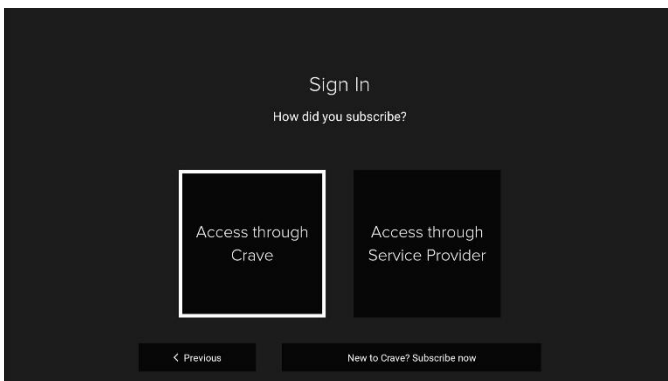


Logging into Crave

1. To sign into Crave, select the **Crave** button on the Fibe TV Voice Remote
2. Select **Sign In**

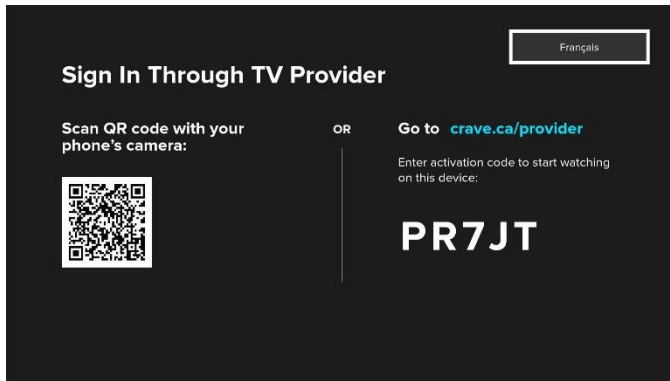


3. Based on how you subscribed, select **Access through Crave** to enter your email & password for access or select **Access through Service Provider**



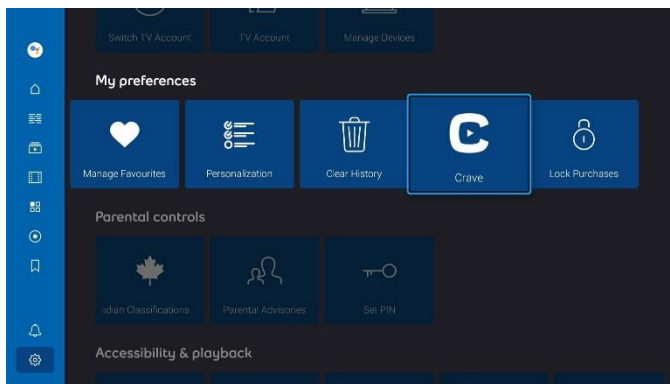
4. If selected Access through Service Provider, follow the on-screen directions via email or crave.ca/provider to enter the provided activation code and get access to Crave

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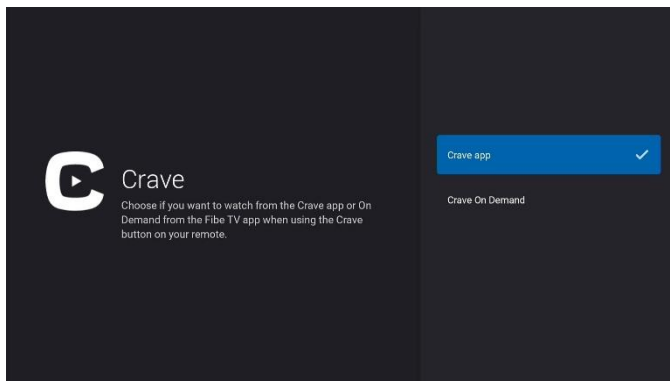


Of Note: Users can also set their preference of where the Crave button on the Fibe TV Voice Remote navigates to – Crave content on Fibe or the Crave app. To do so,

1. Press the **Home** button on your Fibe TV Voice Remote and select **Settings**.
2. Scroll to the **My preferences** section and select **Crave**.



3. Select preference for Crave button to navigate to the Crave app or the On Demand Crave section.



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Using your Fibe TV Box

- Enjoy thousands of apps directly from your TV – no additional equipment required.
 - Download apps from the thousands available on the Google Play Store, including games, podcasts, music and fitness apps.
- Control Fibe TV with your voice using Google Assistant.
 - You can change channels, open your favourite apps, pause or rewind live TV and much more, all with your voice.
 - Press the **Google Assistant** button on your remote and say a command.
- Search for content easily.
 - It's easy to find your favourite content. With just the tap of a button, you can search all platforms at once, such as live TV, apps, On Demand or Pay-per-view content.
 - Press the **Google Assistant** button on your remote and say the program you are looking for.
- Watch what you want, when you want.
 - Enjoy tons of movies and shows included with your subscription. You can also rent or purchase the latest movies and classics at any time, all on demand.
 - To access On Demand content, press the **On Demand** button on your remote to explore the Shows section or navigate to the Movies section.
- Restart live shows from the past 30 hours with the **Restart** icon in the guide.
- Enjoy the best TV service on any compatible device with the Fibe TV app.

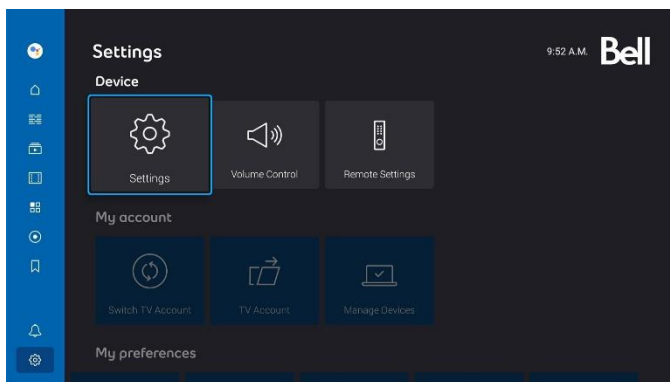
Connecting your Google account

Signing in to your Google account on your Fibe TV Box will give you:

- Access to the Google Play Store, where you can choose from thousands of apps to download
- More personalized search results
- Full access to Google Assistant so you can use the voice control features on your remote

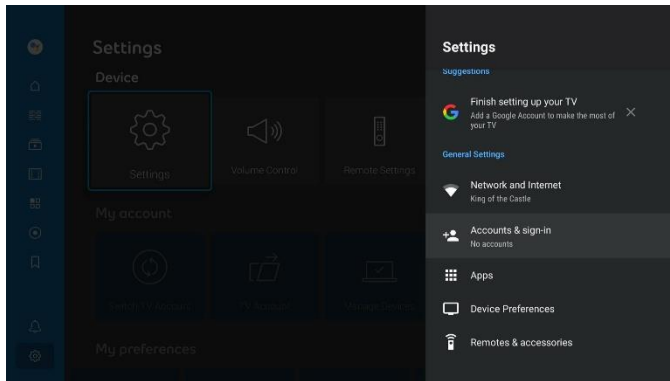
To sign in to your Google account at any time:

1. Press the **Home** button on your Fibe TV Voice Remote and select **Settings**.
2. Scroll to the **Device** section and select **Settings**.

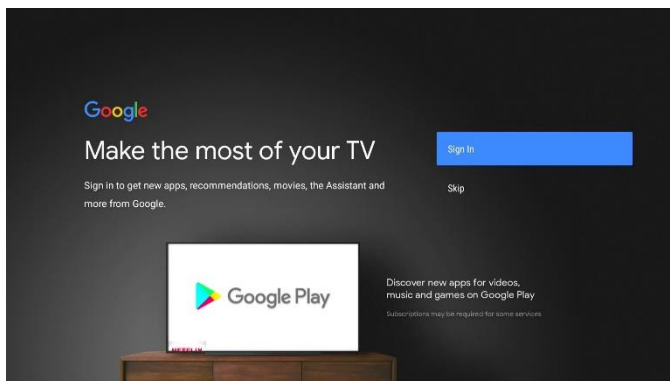


3. Select **Accounts & Sign-In**, then select **Sign In**.

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4. Enter the email and password associated with your Google account.



Using Google Assistant voice controls

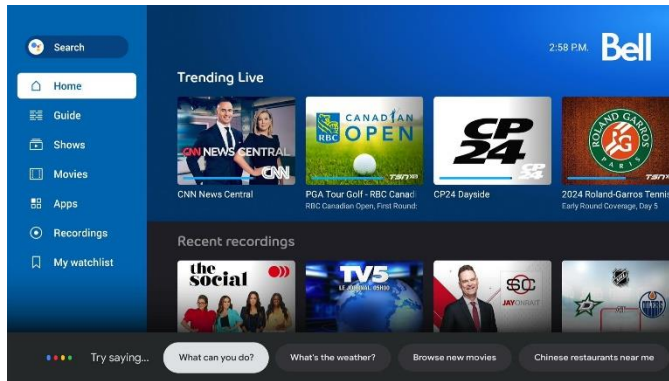
Google Assistant is a key feature of your Fibe TV Box, giving you a quick way to navigate and to search for programs on all platforms at once, such as live TV, apps, On Demand or Pay-per-view content.

To use Google Assistant:

1. Press the **Google Assistant** button on the remote. This will pause TV playback, and a Try Saying... bar will pop up at the bottom of the screen with suggestions.
2. Speak through the **microphone** on the remote. You don't have to say "Hey Google," and the Google Assistant will understand terms such as: Watch, Play, Tune to, Switch to, Search for, Show me. [See more Google Assistant commands.](#)

Note: Google Assistant will use the language you've set in your account (currently only English and French are supported). If you want to give Google Assistant commands in both English and French, you can [add a language in your Google account](#).

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Voice commands

Available voice commands can be broken down into the following categories:

- Internet search – no Google sign-in required
- Personalized Internet search – Google sign-in required
- Navigation and content search – no Google sign-in required
 - Navigating live TV – channel tuning, Trickplay (for recordings or restarted shows), navigating the guide
 - Navigating to apps, settings menus
 - Content search

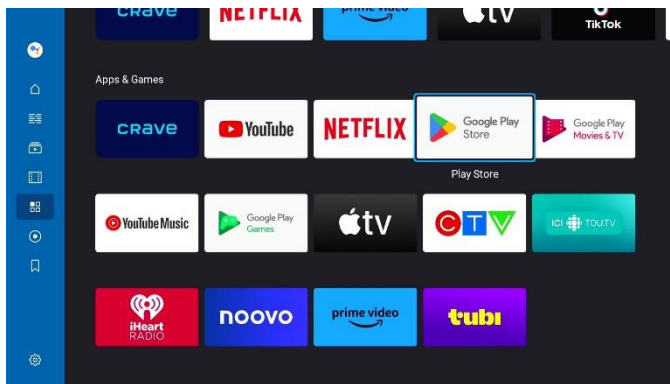
Note: search results don't return any adult content.

Installing, updating and removing apps

You must be logged in to your Google account to download and install new apps.

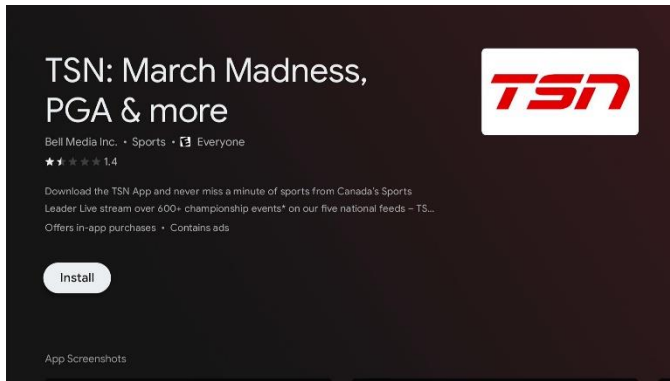
To install an app:

1. Press the **Apps** button on your Fibe TV Voice Remote.
2. Under Apps & games, select **Google Play store**.

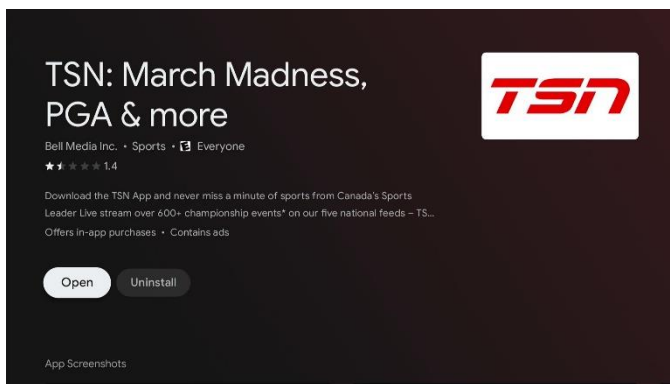


3. Choose an app to install and select **Install**.

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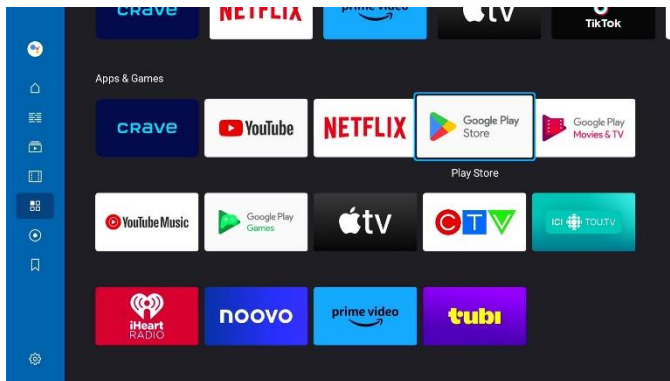


4. Wait for the app to finish downloading and installing.
5. Select **Open**.



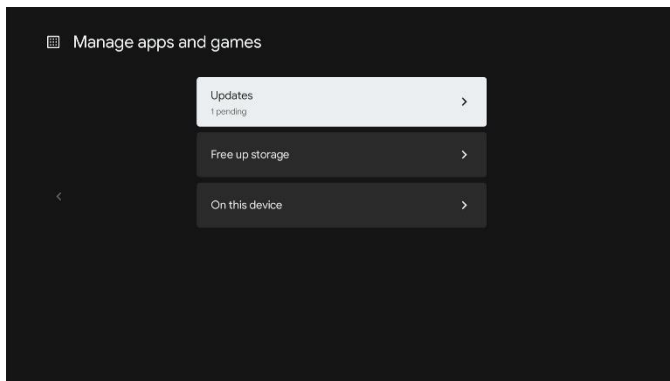
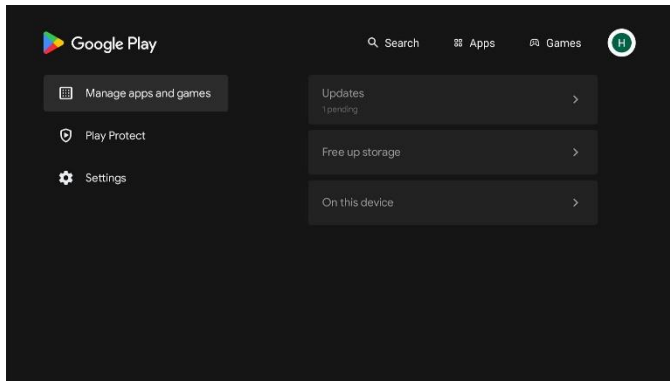
To update an app:

1. Press the **Apps** button on your Fibe TV Voice Remote.
2. Under Apps & games, select **Google Play store**.

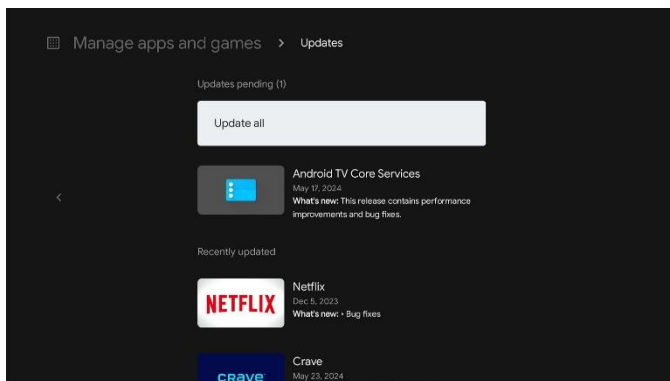


3. Select your account from the top right navigation bar.
4. Scroll to **Manage apps and games**. If any of your downloaded apps have updates available, you'll see a section called Updates. Press **OK** on this section.

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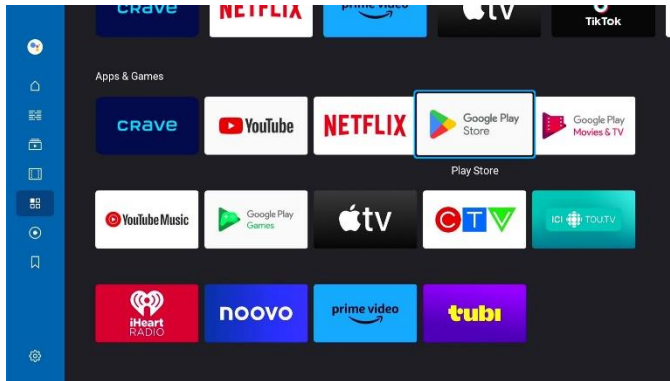
5. Select **Update all** to update all apps.



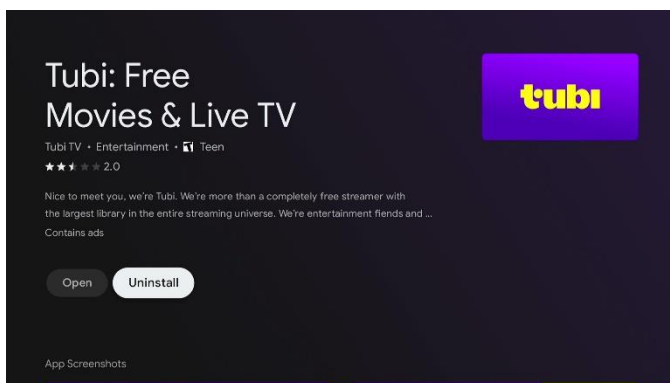
To remove an app:

1. Press the **Apps** button on your Fibe TV Voice Remote.
2. Under Apps & games, select **Google Play store**.

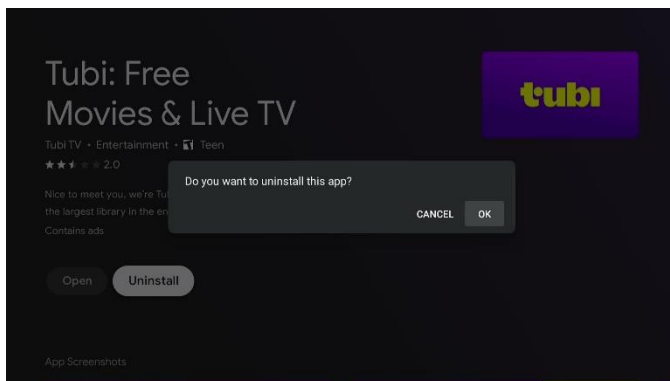
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3. Select the app you'd like to remove & select **Uninstall**.



4. Select **OK**.



Using parental controls

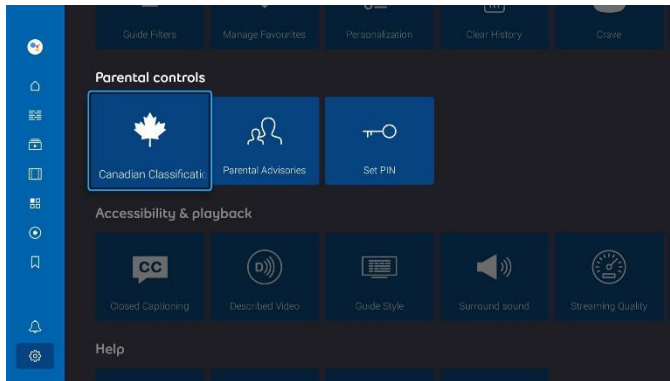
With Fibe TV, it's easy to protect your children from content you consider inappropriate. Parental controls let you password-protect live TV programming, Pay-per-view and On Demand rentals.

Note: parental control settings will only apply to Fibe TV content, and do not apply to third-party apps such as Crave, Netflix, Prime Video, YouTube, etc.

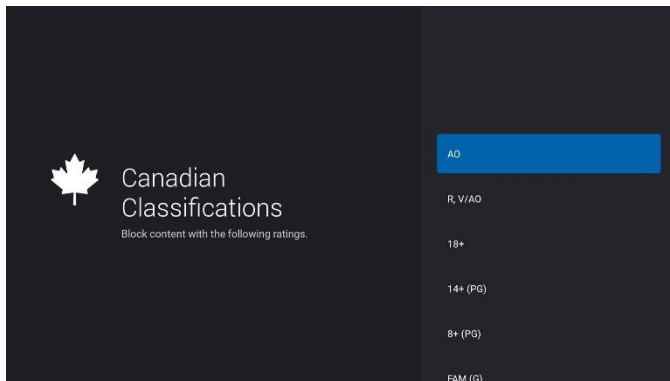
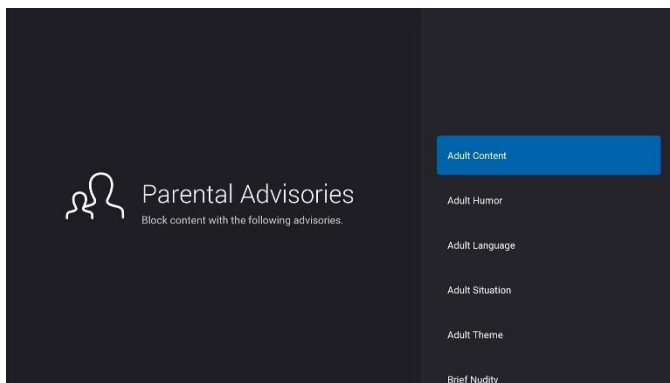
To set up parental controls on your Fibe TV Box:

1. Press the **Home** button on your Fibe TV Voice Remote and select **Settings**.
2. Navigate to the Parental controls section.

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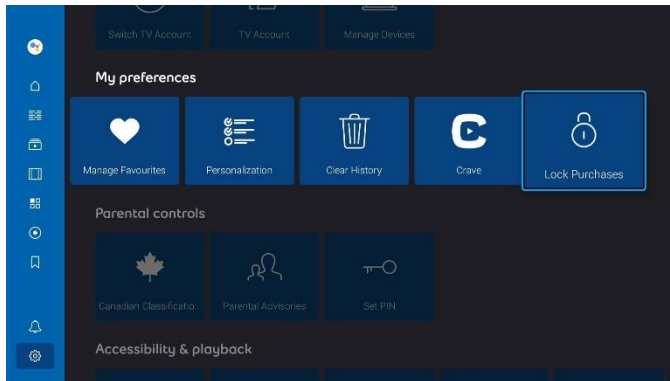


3. Select **Parental Advisories** or **Canadian Classifications** to customize your parental control settings.

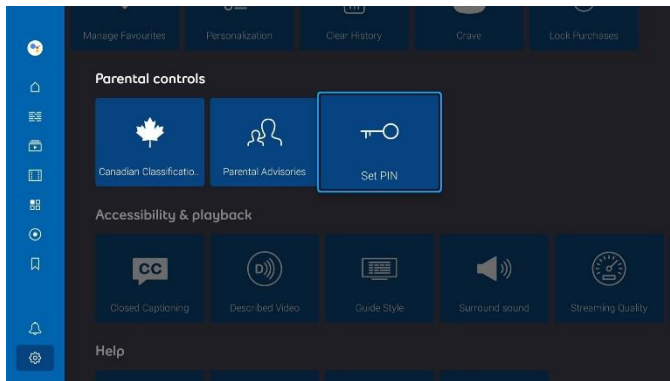


4. Or select **Lock Purchases** under My preferences to require a PIN in order to rent or buy content.

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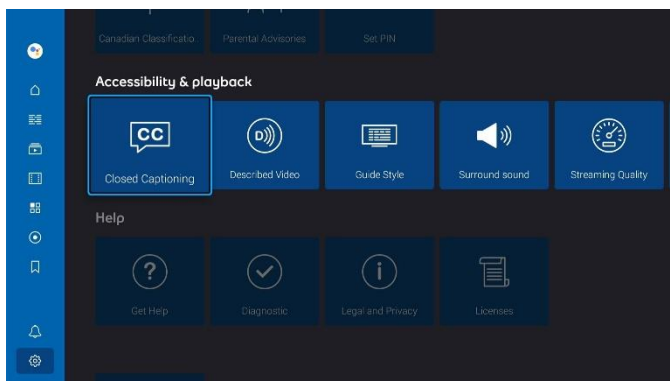


Note: to avoid inputting your MyBell username and password for all changes, set a custom PIN. Select **Change PIN** in the Parental controls section and use the number keys on your remote to enter a four-digit PIN, which will be required to access restricted content in the future.



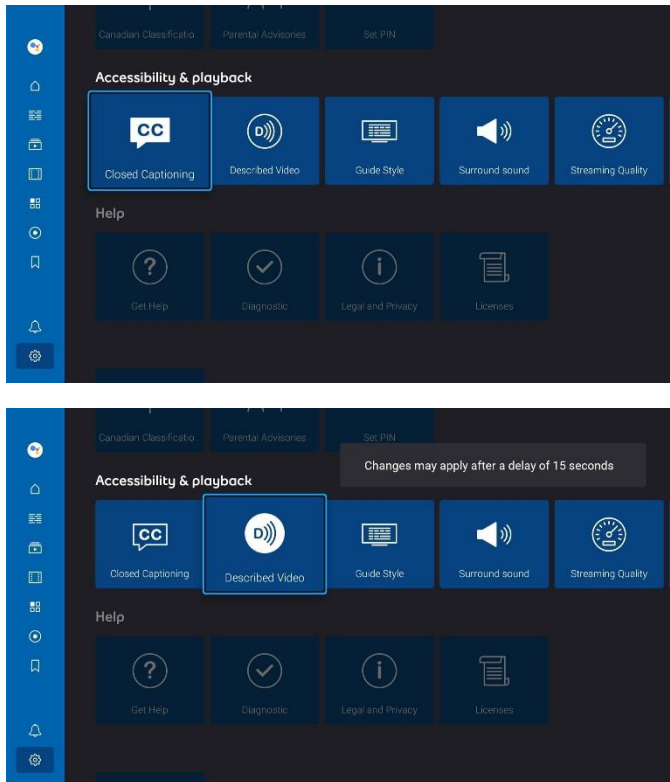
Turning on Closed Captioning and/or Described Video

1. Press the **Home** button on your Fibe TV Voice Remote and select **Settings**.
2. Navigate to the Accessibility and playback section.

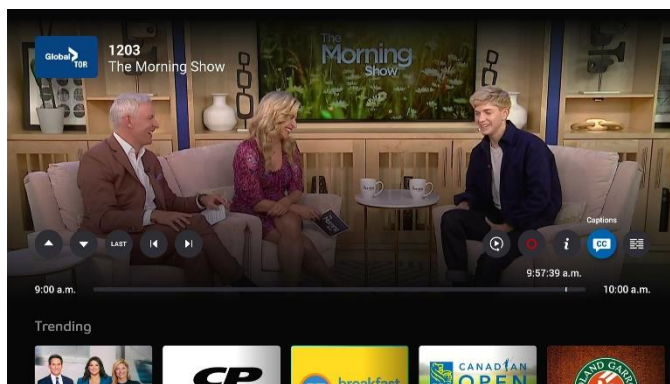


3. Select **Closed Captioning** or **Described Video** to turn on either of those settings. The icon will fill when turned on


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Users may also select OK when watching content to open the player. From there they can press up to navigate to the CC icon select it to turn it on.

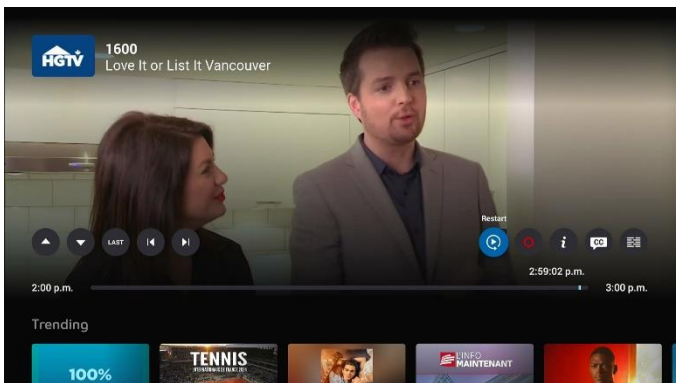


Using Restart

To restart a show that aired within the last 30 hours, lookout for the Restart  icon.

1. While watching content, press the **OK** button on your Fibe TV Voice Remote to open the player and toggle to the Restart button.

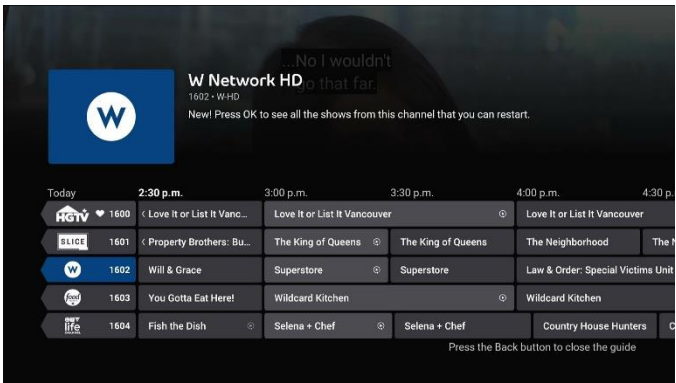
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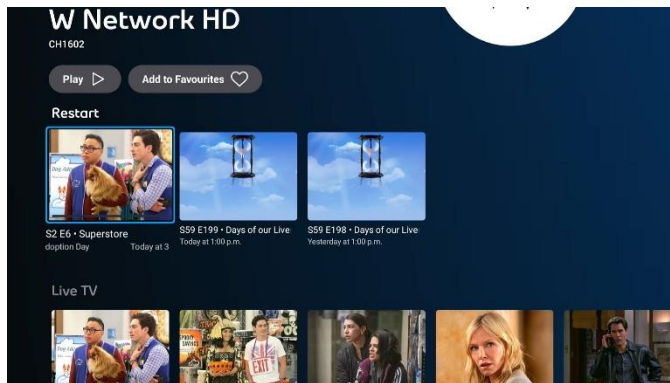
2. Or select the Restart button on the content’s showcard.



Of note: While exploring the guide, any channel tabs under Today that have an arrow, contain Restart content. Select that channel tab to access a row of all content available to restart that aired within the last 30 hours.



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Using Fibe TV Cloud PVR

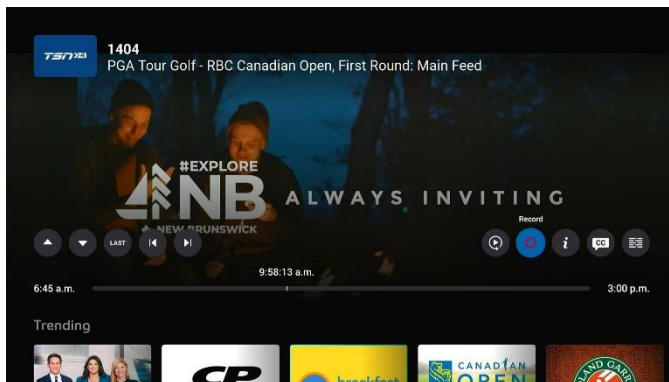
Fibe TV has evolved to a cloud-based storage system for all your recordings. It lets you store up to 320 hours of recordings, regardless of resolution, for up to 60 days.

When your recording is 7 days from expiring, it will be added to the Expiring Soon row at the bottom of the Recordings page.

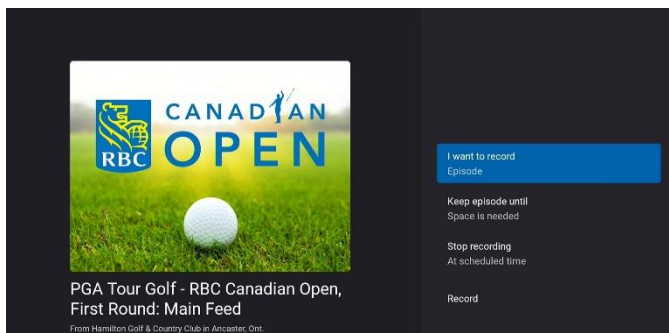
When you're close to reaching your 320 hours of storage, future recordings that could be affected will be shown in the Notification row at the top of your Recordings page.

Recording a program that is currently airing

1. While watching a show, press the **Rec** button on your Fibe TV Voice Remote. Or press **OK** on your Fibe TV Voice Remote to open the player and toggle to the **Record** button.



2. Select what you want to record, how long you'd like to keep the show and when to stop recording.

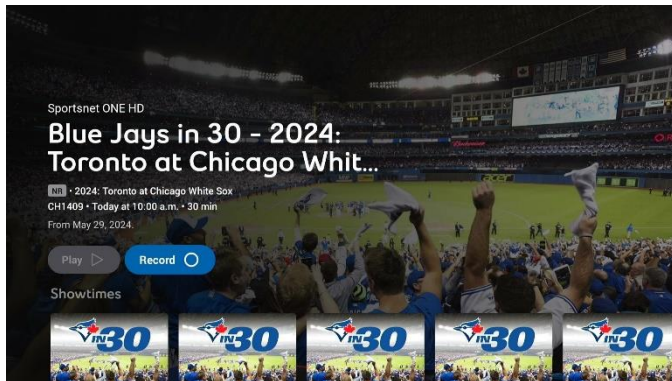
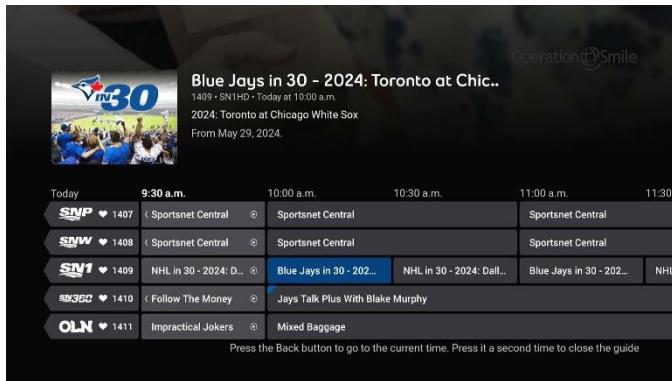


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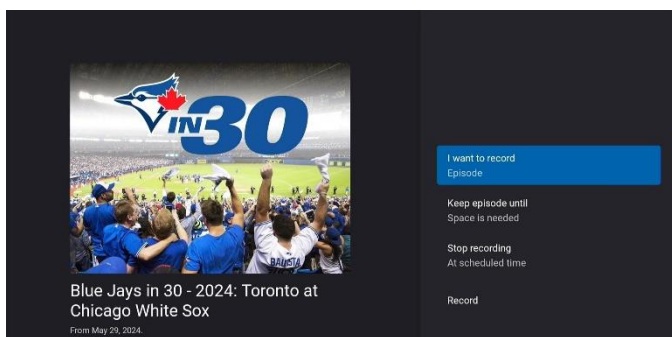
3. Select **Record**.

Scheduling a recording

1. In the **Guide**, select the program you want to record and press the **Rec** button on your Fibe TV Voice Remote.



2. Select what you want to record, how long you'd like to keep the show and when to stop recording.

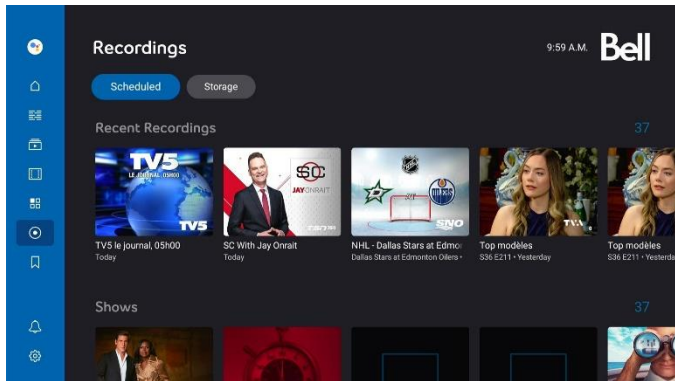


3. Select **Record**.

Reviewing and deleting recordings

1. Press the **Home** button on your Fibe TV Voice Remote and select **Recordings**. Or press the **PVR** button on your Fibe TV Voice Remote.

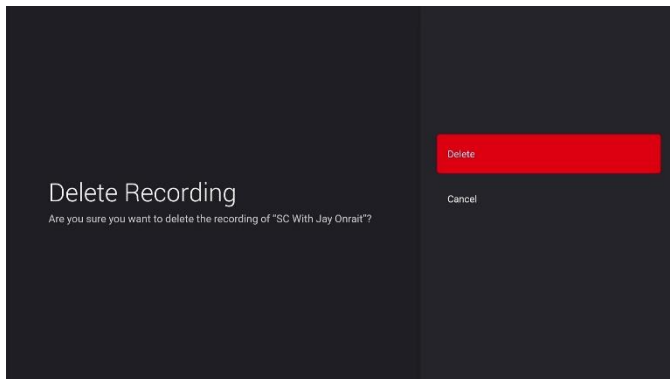
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2. Choose the recording you want to delete.
3. Select **Delete Recording**.



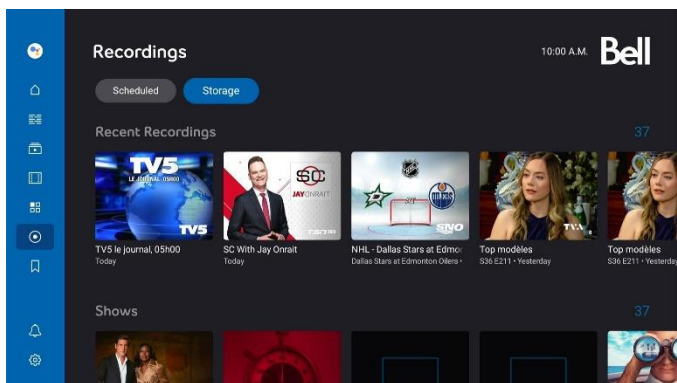
4. Select **Delete** in the pop-up message to confirm.



Viewing the remaining space on your Cloud PVR

1. Press the **Home** button on your Fibe TV Voice Remote and select **Recordings**. Or press the PVR button on your Fibe TV Voice Remote.

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2. Select the **Storage** shortcut to see how much space is remaining.

