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Guide to your Fibe TV Box

Setting up and using your Fibe TV Box

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.

In this guide

Setting up your Fibe TV Box and wireless transmitter

- Connecting your Fibe TV Box

- Connecting your modem and wireless transmitter (VAP 3400)

Setting up your Fibe TV Voice Remote

- Overview of buttons on your remote

- Pairing your remote with your TV

- Pairing your remote with your Fibe TV Box

- Checking your remote's battery level

Using your Fibe TV Box

- Connecting to your Google account

- Using Google Assistant voice controls

- Installing, updating and removing apps

- Using parental controls

Using Fibe TV Cloud PVR

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Setting up your Fibe TV Box and wireless transmitter

Learn how to set up your Fibe TV Box and wireless transmitter (VAP 3400).

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.

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Connecting your modem and wireless transmitter (VAP 3400)

If you're using a Home Hub 2000 or Connection Hub, you may be required to install a wireless transmitter (VAP) in order to use your Fibe TV service. Before following the steps below, please ensure your Bell modem is set up and turned on.

1. Install the VAP 3400

    Connect the wireless transmitter to the yellow port on your Home Hub 2000 or Connection Hub modem using an Ethernet cable.

    Connect the wireless transmitter to a power outlet and turn it on.

    Wait at least 4 minutes before moving to the next step.

2. Install the Fibe TV Box

    Connect the Fibe TV Box to a 4K compatible port on your TV using the HDMI cable. See your TV manufacturer's manual for help finding the 4 compatible port.

    Connect the Fibe TV Box to a power outlet.

    Turn on your TV and select the appropriate HDMI input.

    Wait for instructions to appear on your TV and follow the installation steps. This could take a few minutes.

3. Pair the Fibe TV Box with the VAP 3400

    Press the wireless transmitter's **WPS** button. The green light will start blinking.
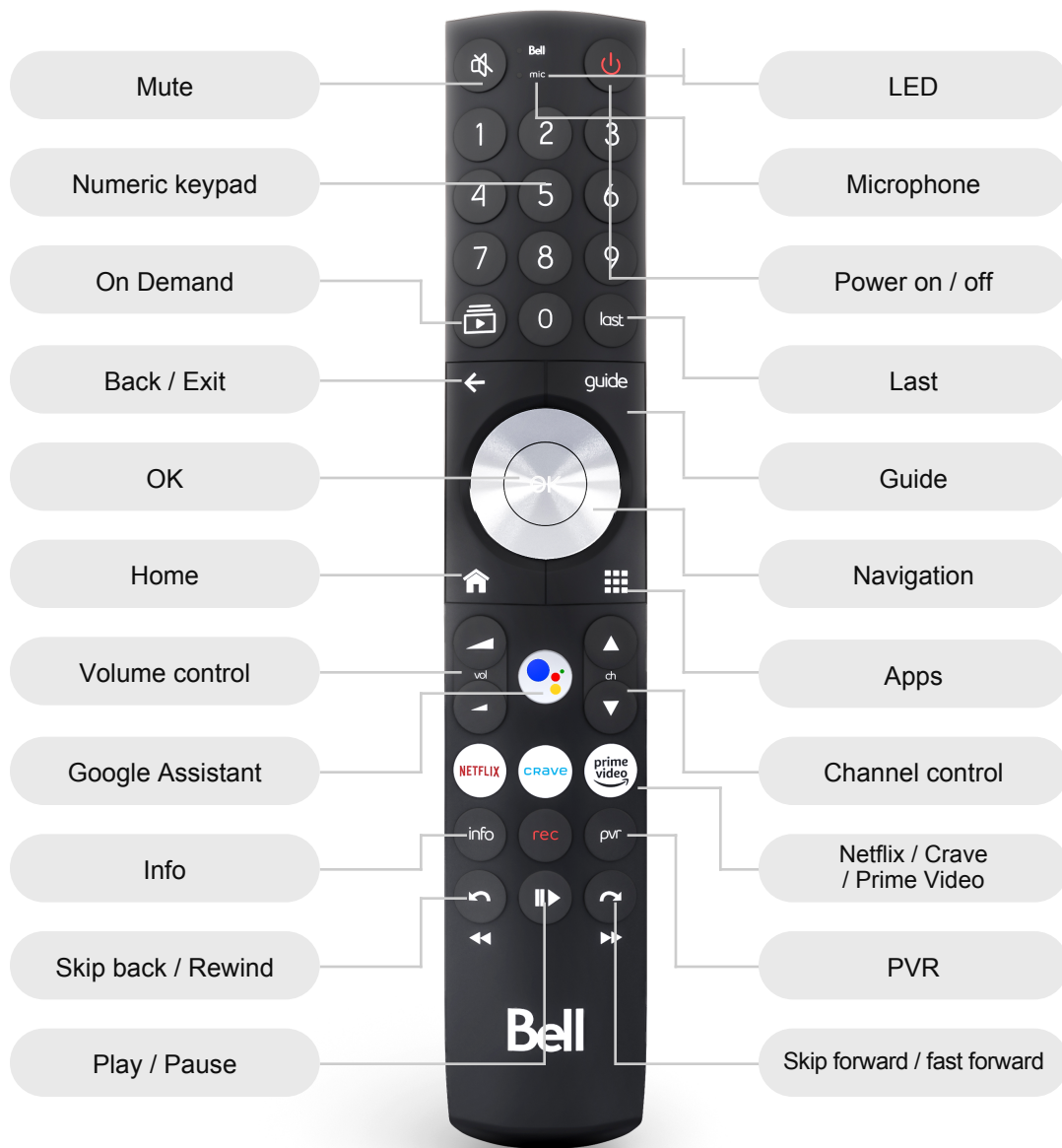
    Within 2 minutes, point the Fibe TV Voice Remote at your Fibe TV Box and press the **OK** button. The Fibe TV Box will connect and restart. This could take a few minutes.

    Wait for instructions to appear on your TV and follow the steps to activate the Fibe TV Box. This could take a few minutes.

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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

Mute	LED
Numeric keypad	Microphone
On Demand	Power on / off
Back / Exit	Last
OK	Guide
Home	Navigation
Volume control	Apps
Google Assistant	Channel control
Info	Netflix / Crave / Prime Video
Skip back / Rewind	PVR
Play / Pause	Skip forward / fast forward

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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:

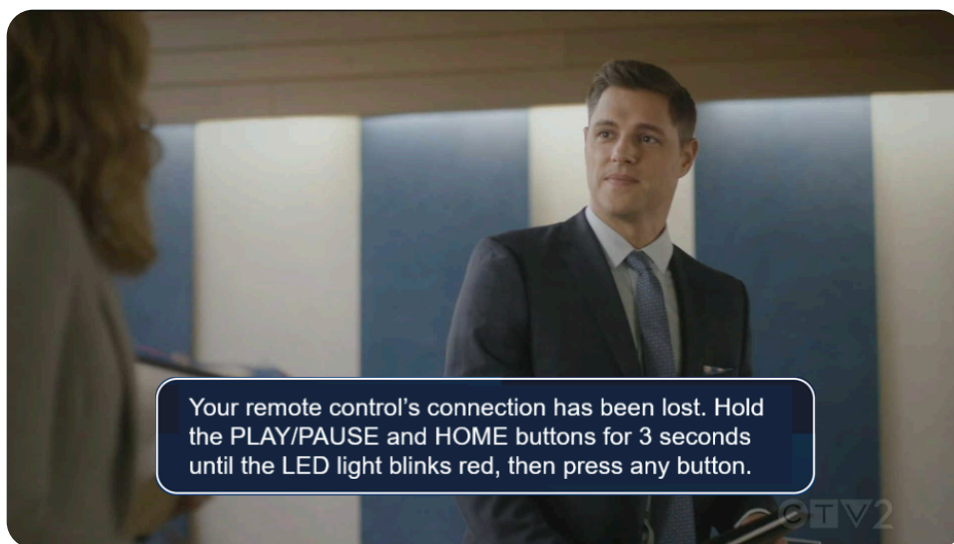| Button	Button
Back / Exit	Short press: Back Long press: Exit
Skip forward / Fast forward	Short press: Skip forward Long press: Fast forward
Skip back / Rewind	Short press: Skip back Long press: Rewind

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 **Home** on your remote to access the main menu and select **Settings**.

2. Scroll down to the **Support** section and select **Remote Settings**.

3. Select **Setup**.

4. Press the **mute** button on your remote.

5. If the sound on your TV is muted, select **Done**.

6. Press **OK** on your remote again to exit.

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

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Pairing your remote with your Fibe TV Box

When you set up your Fibe TV Box for the first time, you'll be guided through the steps to pair it with your remote control. If your remote becomes unpaired from your Fibe TV Box, please follow the steps below.

1. Your Fibe TV Box will automatically detect when the remote is unpaired and display the following notification over any running application or live TV:

2. Press and hold the **Play/Pause** and **Home** buttons together for 3 seconds until the LED light on your remote blinks red.

3. Press any button to continue. Your remote should be re-paired.

Checking your remote's battery level

1. Press **Home** on your remote to access the main menu and select **Settings**.

2. Scroll down to the **Support** section and select **Remote Settings**.

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

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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.

- **Restart live shows from the past 30 hours with the Restart icon in the guide.**

- **Check out top trending shows by pressing the up arrow on your remote while watching live TV.**

- **Enjoy the best TV service on any device with the Fibe TV app.**

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Connecting to 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 **Home** on your remote to access the main menu and select **Settings**.

2. Under the heading **Device**, select **Device Settings**.

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

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. Under the heading **Device**, select **Device Settings**.

   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.

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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.

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

To install an app:

1. Press **Home** on your remote to access the main menu and select **Apps**.

2. Under Apps & games, select **Google Play Store**.

3. Choose an app to install and select Install.

4. Wait for the app to finish downloading and installing.

5. Return to the main menu and select **Apps** or press the **Apps** button on the remote.

6. Select the newly installed app to launch it.

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To update an app:

1. Press **Home** on your remote to access the main menu and select **Apps**.

2. Under Apps & games, select **Google Play Store**.

3. Select your account from the top right navigation bar.

4. Navigate to Manage apps and games. If any of your downloaded apps need updating, you'll see a section called Updates. Scroll to Updates and press OK.

5. Select Update all to update all apps at once.

To remove an app:

1. Press **Home** on your remote to access the main menu and select **Apps**.

2. Under the heading **Device**, select **Apps**.

3. Select **See all apps** to view the list of apps downloaded on your device.

4. Choose the app you'd like to remove and select **Uninstall**.

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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 **Home** on your remote to access the main menu and select **Settings**.

2. Select **Parental Controls**.

3. Select **Parental Locking** or **Rental Locking** to customize your parental control settings.

Note:

- The first time you access parental controls, you'll need to set up a custom PIN. Use the number keys on your remote to enter a four-digit PIN, which will be required to access restricted content in the future.

- The first time you select rental locking, you'll need to enter the default PIN for the service, which is 1234. Then you can select Change PIN to set up a custom PIN for rental locking.

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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 365 days. The following articles will help you navigate your Fibe TV Cloud PVR. (Please note that images of the remote may vary.)

- [How to record a program that's currently playing](#)

- [How to schedule a recording](#)

- [How to record more than one show at a time](#)

- [How to watch recorded programs](#)

- [How to review and delete recordings](#)

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