Xplore TV Frequently Asked Questions

Getting Started & Activation

What is Xplore TV?

Xplore TV is a television service that is delivered over a broadband internet connection rather than through a coaxial cable or a satellite dish. Live channels, on-demand titles and recordings stream to an app on a supported device. The service looks and behaves like a traditional TV, with a channel guide, live channels, on-demand programming, and recording.

Do I need an internet service?

Yes. Xplore TV requires an active subscription to an eligible Internet plan from Xplore. In addition, access to Xplore TV requires an available internet connection (at home or on the go) that meets the minimum performance criteria.

How can I get Xplore TV?

Simply contact Xplore at 1-866-841-6001 and our sales agents would be happy to order and activate Xplore TV for you.

Can I install the service myself?

Yes. Once Xplore TV has been ordered, it is designed to be self-installed for immediate access. The process to install TV depends on the supported equipment you are using:

- If renting an Xplore TV Box, the Xplore TV app is pre-loaded. See installation instructions here. Please allow for approximately 15 minutes for the setup from start to finish.
- On all other supported devices, the Xplore TV app can be downloaded from the associated application store. See installation instructions here. Please allow for approximately 5 minutes for the setup from start to finish.

For your convenience, Xplore TV is installed by a technician during the installation of Xplore Internet when renting an Xplore TV box at the time of activation. If ordering an Xplore TV Box after the installation of Xplore Internet, the Xplore TV Box will be shipped to you with provided instructions for self-installation.

What to expect during your Xplore TV installation occurring during your Internet installation appointment

The following is a step-by-step description of what's included when a certified Xplore installer performs an Xplore TV installation of rental Xplore TV box(es) during your initial Internet installation appointment or change of Internet equipment appointment.

Before an Xplore-certified technician is able to complete the installation of your Xplore TV and Xplore TV Box(es), the customer shall ensure that they satisfy the pre-requisites below:

- A secure location that is within 6 feet of an HDMI compatible television and 8 feet of surge protected power for each Xplore TV Box

Note: If one or more pre-requisites are not satisfied, the Xplore TV Service and/or Xplore TV Box(es) may not be installed, leading to either a rescheduled appointment or shipment of Xplore TV Box(es) for self-installation. Additional charges will apply to install Xplore TV Box(es) in a subsequent appointment by a certified Xplore installer. Additional cabling, surge protected power bars and connecting over Ethernet are not included.

Activating your Xplore TV service and connecting your Xplore TV Box(es) involves the following steps on the day of activation:

Step 1: The installer will complete installation and setup of Xplore Internet and WiFi as part of your Xplore Internet service.

Step 2: The installer will work with the customer to place the Xplore TV Box(es) in a secure location that satisfies the pre-requisites while maximizing coverage to ensure a reliable TV service. Where required, Whole-Home WiFi extenders may be recommended.

Step 3: The installer will setup Xplore TV Box(es) over the WiFi connection in the home.

Step 4: The installer will activate the TV service, where the customer will receive a Welcome email (to the email account on file with Xplore) with instructions on how to setup and access the service on additional devices, useful tips and answers to frequency asked questions.

Step 5: The installer will work with the customer to configure the standard settings for the Xplore TV Box(es).

Step 6: The installer will test the Xplore TV service and Xplore TV Box(es). The signal strength is recorded; internet connectivity and successful TV operation is confirmed.

Step 7: The install will provide a brief demonstration of the Xplore TV service.

Note: The installation and setup of Xplore TV services by an Xplore certified installer does not include the following:

- Setup and configuration of television equipment and settings
- Setup and configuration of audio/video equipment and settings
- Setup and configuration of Xplore TV service on other supported equipment beyond the Xplore TV Box as these have been designed to be installed by the customer, supported by simple instructions accessible in the Welcome email

How long does activation take before I can access the service?
Xplore TV is available within a few minutes of activation, but the full channel lineup and guide data can take up to 24 hours to appear completely. If channels are still missing after that window, restarting the supported device usually resolves it.

Do I need to create an account to access Xplore TV?
No. An account is created automatically when you order Xplore TV. To access the service on supported devices, you will need to set a password. After activation, a welcome email will be sent to the email address on file with instructions for setting your password. Use this email address and password to sign in to Xplore TV on supported devices. Note: a password is not required to access Xplore TV on an Xplore TV Box.

Equipment & Setup

Which devices are supported by Xplore TV?
Xplore TV is available as an application on multiple devices such as Android TV, iPhones, Android smartphones, iPad, Android tablets, and web browsers. For a full list of supported devices, see the list of **Supported Devices** located in the support page here.

Can I get a device from Xplore?
Yes. Xplore offers a compatible device, called an Xplore TV Box based on Android TV as an option for a monthly recurring charge in addition to your Xplore TV package. You can rent up to six (6) Xplore TV Box(es).

How do I connect an Xplore TV Box to my television?
Connect an HDMI cable from the HDMI output of the Xplore TV Box to an available HDMI input on your TV, then set the TV to that input or source. Connect the Xplore TV Box to power. The device will boot to the setup or guide screen. Follow the on-screen instructions. Click here for detailed instructions.

How do I pair or program the remote control on the Xplore TV Box?

The steps to pair the remote will depend on whether the Xplore TV box has been setup previously.

First Time Setup	When setting up a new Xplore TV box, when instructed to do so during the setup process on screen, press and release the TiVo button located in the top middle of the remote. The activity LED (located at the top of the remote) will flash amber while pairing and proceed to the next step automatically.	
Previously Paired Device or Replacement Device	To pair the remote control on an Xplore TV box that has been previously paired, when instructed to do so during the setup process on screen, press and hold the TiVo button and back button at the same time until the activity LED (located at the top of the remote) flashes. The remote will re-pair and proceed to the next step automatically.	

Can I use my own streaming device (Apple TV, Fire TV, etc.) to access Xplore TV?

Yes. Xplore TV has been designed to be accessible across multiple devices that you may already own. Check the list of supported devices here.

To access Xplore TV, download the Xplore TV app.

Are there any limits to the number of devices I can use to access Xplore TV?
There are no limits to the number of devices; however, there is a limit to the number of concurrent streams accessing Xplore TV. Check your plan to determine the number of concurrent streams available to you.

What is the Xplore TV app?
Xplore TV is available across major device platforms like Apple, Google, and Amazon through the Xplore TV app to give you the best experience. You can install and access Xplore TV on as many devices as you like and stream at the same time, but you can only stream content at the same time based on the number of streams defined in your TV package.

How do I get the Xplore TV app?
Search for **"Xplore TV"** in the app store on supported devices:

- Apple App Store on Apple TV, iPhone and iPad
- Google Play on Android smartphones and tables
- Amazon app store on Fire TV

Alternatively, you can access Xplore TV through a supported browser through the following URL: https://direct.xploretvonline.ca

How do I sign in to the Xplore TV app on supported devices?
No sign-in is required to access Xplore TV on an Xplore TV Box while at home over Xplore Internet. On all other supported equipment, you will be required to enter the email address you have shared with Xplore and the password that you setup following the steps in the Welcome Email.

Can I change the email address and password associated with the Xplore TV service?
Yes. You can change the email address associated with Xplore TV by changing the email address of your Xplore account. Simply contact Xplore at 1-866-841-6001 and our sales agents would be happy to change your email for you.

Note that email addresses for Xplore TV must be unique (i.e. if you happen to have more than one Xplore account, you must have a different email address for each Xplore account in order to subscribe to Xplore TV.

What do I do if I forget (or want to change) my password to the Xplore TV service?
Visit https://direct.xploretvonline.ca/forgotpassword and an email will be sent to the email address associated with your Xplore account with steps on resetting your password.

Channels, Packages & Add-ons

How do I find out which channels are included in my Xplore TV package?
The channels and programming that you have access to will depend on the Xplore TV package and additional programming that you have subscribed to and defined in your order summary and Critical Information Summary. The order summary and Critical Information Summary were sent to you at the email address corresponding to your Xplore account at time of activation to Xplore TV. Once you have confirmed the TV packages and additional programming, click here to learn about current programming associated with your account.

How do I add or remove channels or packages?
Theme packs and additional channels can be ordered through our sales agents by calling 1-866-841-6001. Changes typically take effect within 4 hours and will appear on your next bill.

Do channel lineups change, and will I be notified?
Yes, lineups can change as content agreements with our provider are updated. You will be notified in advance with a message sent to the email address associated with your Xplore account.

How do I find a specific channel number?

Channel numbers appear in the on-screen guide. You can search for programming by channel name using the search function of the Xplore TV app.

What are bonus channels?
Bonus channels are a selection of ad-supported channels included with your TV service at no additional charge. They're automatically available to all active TV subscribers, and you'll see them listed on your Critical Information Summary as "Bonus: Ad-supported channels." There are currently more than 300 bonus channels, which you can find in the channel guide starting at channel 9003. Because these channels are provided as a complimentary addition to your subscribed programming, the line-up may change from time to time.

Can I use Xplore TV while away from my home?
Yes. The Xplore TV app enables you to access Xplore TV on supported devices, such as a smartphone or connected tablet while away from your home.

The channels and programming available to you while out of home is subject to certain restrictions from broadcasters.

Streams & Profiles

What are streams?
Streams are how we deliver channels to your devices. One stream equals one active feed on one device, regardless of whether it is for live or on-demand programming.

How many devices can stream at the same time?
Up to 4 streams per account, so you can watch up to 4 devices at the same time. Each device can record programs while you watch on that stream. The number of streams available to you will depend on your TV package.

What is a user profile and how many user profiles can I set up?
A profile is a feature of Xplore TV where you can define different users (or profiles). When watching Xplore TV, the channels and programming that you watch are added to the history for the current user profile and powers the list of recommended programming. You can create up to 5 different user profiles.

Can I set up parental controls?
Yes. See how to set up parental controls in the "Parental Controls Section" at the bottom of this guide.

Watching Live TV and On-Demand

What is the difference between live TV and on-demand?
Live TV is broadcast programming on a schedule, while on-demands lets you start whenever you choose. Both live and on-demand are available through the Xplore TV app.

What is Restart?
Restart (or start-over) allows you to jump back to the beginning of a live program already in progress. When you choose a live program, a "Play from beginning" option appears for a few seconds. Miss the prompt? Just press pause and the same option will appear. Note: Availability of Restart depends on the channel and program. Click here for the channel guide to view programming that supports Restart.

What is Replay?
Replay allows you to watch programming that has occurred up to 36 hours ago. Perfect for times when you missed a show and forgot to record it. Scroll left in the Guide (on supported devices) to watch programs that aired earlier, where the content owner / broadcaster allows for it. Each programmer decides how many hours of Replay are available. Click here for the channel guide to view programming that supports Replay.

Supported Replay devices include the Xplore TV Box, Amazon File TV, Android TV and Apple TV.

Can I pause, rewind and fast forward live TV?
Yes. On support channels you can pause, rewind and fast-forward — for live TV and Cloud DVR content supported. Click here for the channel guide to view programming that supports pause, rewind and fast forward.

Why won't fast-forward work?
Most programmers don't allow fast-forward when you pause, restart or replay their channels. Fast-forward will work if you record the program first and then watch the recording.

How do I set a channel as a favourite for easy access?
To enable a channel as a favorite, perform the following steps:

1. Open the Guide on the Xplore TV Box
2. Scroll up or down in the Guide listings to find the channel they you want to set as a favorite.
3. Once a channel is selected in the Guide, scroll left once so that the channel logo is highlighted.
4. Click on that channel logo, and the heart icon will appear and be selected.
5. This channel is now defined as one of the favorites
6. Select again to remove from the list of favorites

To see only the selected Favorites channel(s), in the Guide scroll left as you would to go into the Replay (Catchup) and Filter menu options. At the top of that list is a new menu item called Favorites; it should be highlighted by default.

Why is some content included in my Xplore TV subscription not playable on my device?

A ‘not playable on this device’ message reflects a content-rights restriction as set by the content owner based on being away (or Out of Home) from the residence where Xplore TV is registered or being outside of Canada. Click here for the channel guide and for the list of programming available while in Canada but out of home. Look for the channels with the feature “On the go”.

How do I turn on subtitles or closed captioning?

Closed captioning provides a method for allowing speech and other sounds to be displayed as text on the screen. Most content allows for closed captions to be turned on or off; however, there are instances when it is not supported. The closed captioning settings may be accessed by pausing (or clicking) the content that is being viewed and selecting the Audio/Subtitles option.

Cloud DVR & Recordings

What is Cloud DVR?

Your recordings are not stored locally on devices such as the Xplore TV box. Recordings are stored securely online, so that you can watch them later on any supported device. Note: You must be on your home network to watch programs that are defined by content owners as being accessible only while in the home.

How do I record a show or series?

Highlight a program in the guide and select record. If the show is a part of a series that is eligible for recording, you will be prompted with the option to record the specific episode only or all episodes.

Where are my recordings stored?

Recordings are not stored on the device but rather online within the Xplore TV providers' systems. This enables recordings to be watched on multiple devices.

How many recording hours do I have?
Every Xplore TV subscription includes at least 5 hours of recording time, with up to 200 hours available depending on your TV package.

How long are my recordings kept?
Recordings remain until you delete them or the amount of DVR hours in your TV package is exhausted. If you reach the applicable recording limit, the DVR will automatically overwrite previously recorded programming content as needed. All DVR recordings can be stored for up to one (1) year.

What happens when I run out of the recording space?
Recordings are deleted based on the oldest recording in your DVR-hours bucket. If you have a recording you'd like to keep, bring it over to the Saved portion of your DVR, so it isn't deleted.

What happens to my recordings if I downgrade DVR hours?
You don't lose everything — only the oldest recordings beyond your new limit are removed. For example, downgrading from 200 hours (with 100 hours recorded) to a 50-hour plan removes only the 50 oldest hours.

Can I watch my recordings away from home?
Yes. With cloud DVR, you can usually stream recordings anywhere you're permitted to use the service, subject to location and right to use. Click here for the channel guide and for the list of programming available while in Canada but out of home,

Features

How to use the Guide?
Use the GUIDE to view the list of channels and programming available to you. Using the directional arrows on your remote, you can navigate up/down through live shows, to the right for upcoming programs, or to the left for replay (previously aired programs.). When you select a program, you'll see a description. From there you can press OK to Play.

What is MultiView?
MultiView lets you watch up to four channels at once — great for live sports. _It shows a live view of your four most recently watched channels, with audio from the focused screen. Select a screen to go full screen. _MultiView shows the live feed only.

To access MultiView on supported devices, select MultiView from the home screen.

Once MultiView has been activated, you will see the 4 most recently watched channels, with audio for the channel in focus (highlighted by the white box). Using the directional pad of the remote control, select one of the other channels to listen to the audio for that channel.

Note: MultiView is currently supported on the Xplore TV box, Apple TV and Fire TV.

How do I find the last channel I was on?
There are a few ways to return to the previous channel.
Press the "Last" button on the Xplore TV remote or navigate to the Xplore TV Home screen and scroll down to Recently Watched Programs. On Fire TV Press Guide → Home → Scroll Down; on Apple TV Press Menu → Home → Scroll Down.

How do I turn on closed captions?
Closed captions and subtitles are available on most devices. While watching, press OK, then go to the audio options and select the secondary track.

How can I learn more about the features available within Xplore TV?
Tune in to channel 9600 to learn about available features and how to use them.

Plans, Packages & Billing

How do I choose or change my plan?
Contact us at 1-866-841-6001

How do I add or remove channel packages?
Contact us at 1-866-841-6001

Why does the channel line-up change sometimes?
Broadcasters add, rename and discontinue channels over time, and provider agreements change. You will be contacted in the event a channel is discontinued.

How am I billed?
Xplore TV is charged monthly, in advance, as set out in your critical information summary.

How do I view my bill?
Your bill is available in your online MyXplore account, itemizing your TV package, add-ons, equipment fees and taxes.

Does Xplore TV use a lot of internet data?
Data use for Xplore TV depends on how many hours you watch and the quality of the video. For example, 2 hours / day of TV usage in a 30-day month would use approximately 100 gigabytes of data for standard definition. If you have a data cap, monitor usage and consider upgrading your Xplore internet plan if available.

How do I contact support?
Prior to contacting us, many common problems can be solved through a few simple steps. Refer to our support guide here.

If your problem persists, contact us at 1-866-841-6001

Changes, Moving & Cancellation

How do I move my Xplore TV service to a new address?
Do not move your Xplore TV Box without contacting us first. Your TV Service is tied to your account address and may not work correctly if moved or be subject to suspension or termination due to content rights.

Contact us at 1-866-841-6001 prior to moving your Xplore TV Box or to move your Xplore services to a new address.

Can I pause, temporarily suspend or cancel my Xplore TV service?

You can temporarily suspend your Xplore TV services for a fee or elect to cancel and resubscribe at a future date.

Contact us at 1-866-841-6001 to discuss your options.

How and when do I return my Xplore TV Box?
Following cancellation of your Xplore TV Box subscription or Xplore TV service, you may be required to return your Xplore TV Box(es) by a specified date. If not returned by the designated date, you may be responsible for paying an additional fee.

What happens to my recordings if I cancel?
Recordings are no llonger available when service ends, so watch anything important beforehand where permitted.

Parental Controls

What are parental controls?
Parental controls enable users to restrict mature content. When parental controls are enabled, the user will need to enter a PIN to play any content with a parental guidance rating of TV-MA, R, NC-17 or NR and content genre is "Adult"; or NR and content genre is unavailable; or both rating and content

genre are not available, regardless of the profile. Parental controls are applied across all devices accessing Xplore TV under the same account to which parental controls are enabled.

How do I set up parental controls?

To set up parental controls, you will need to set up a PIN:

- Select the menu icon the Xplore TV app

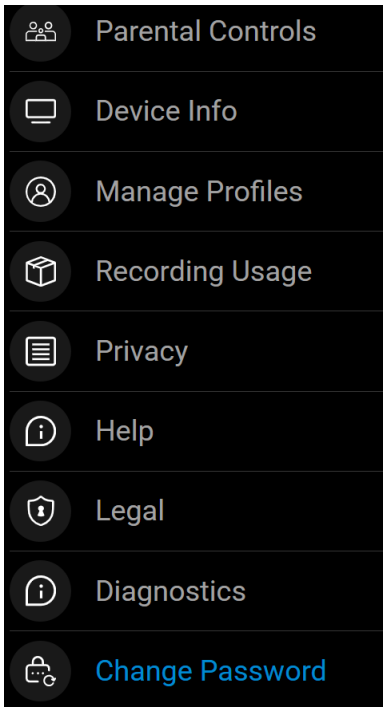
  Xplore TV Box (Right hand side)

  Xplore TV App (Left hand side)

- Select “Parental Control”



- Enable the Restrict Mature Content option
- Enter a 4 digit PIN
- Re-enter the same 4 digit PIN

What if I forget the PIN for parental control?

If you are unable to recall the PIN, contact us at 1-866-841-6001