



MetroNet DVR App

User Guide

Mediaroom Version 1

July 2019

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Check out your new MetroNet DVR App!

The MetroNet DVR app gives you the ability to schedule and manage recordings on-the-go using an Apple iOS or Android device. These recordings will sync to your home DVR, where you can then watch your favorite recorded shows.

DOWNLOADING THE METRONET DVR APP

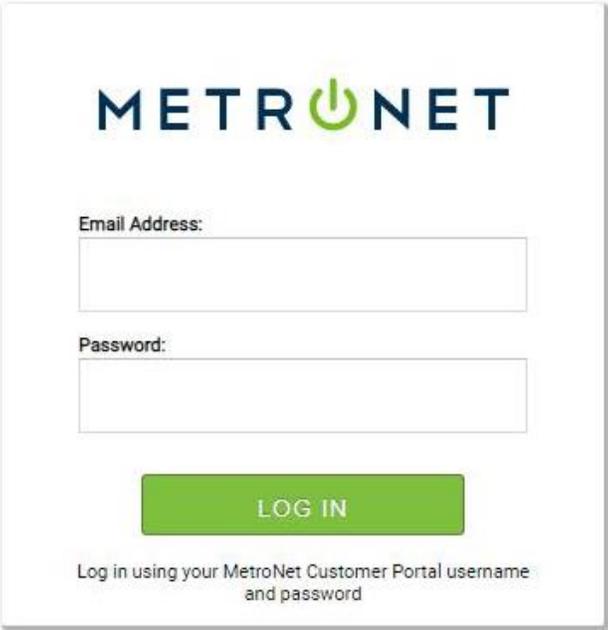
Apple iOS or Android Devices

Using your mobile device, navigate to the App Store on an Apple device or the Google Play Store on an Android device. Search for “MetroNet DVR” and download the app.

LOG IN

Connect your MetroNet Customer Portal Account

Using your username and password associated with your MetroNet Customer Portal account, log into the MetroNet DVR app. The app will remember your credentials so you won't have to log in each time you use it.



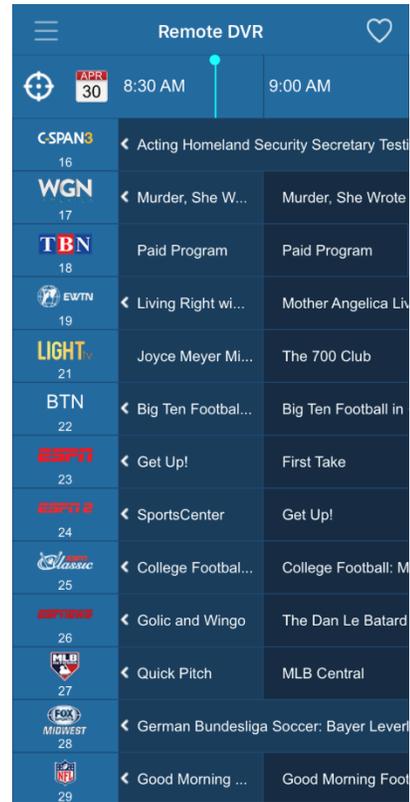
The screenshot shows the MetroNet login interface. At the top is the MetroNet logo, where the letter 'O' is replaced by a green power button icon. Below the logo are two input fields: the first is labeled "Email Address:" and the second is labeled "Password:". Below these fields is a green rectangular button with the text "LOG IN" in white. At the bottom of the form, there is a line of text: "Log in using your MetroNet Customer Portal username and password".

SCHEDULE A RECORDING FROM THE GUIDE

The full channel guide appears on the screen in channel number order.

Scroll down to reach the channel you wish to watch. Anytime you wish to return to the top of the channel list, tap the target icon immediately to the left of the calendar.

The current date and time are displayed at the top of the screen.



If the channel is included in your MetroNet TV subscription, you'll see the red "Record" icon.

Tap the red "Record" icon to start the recording.

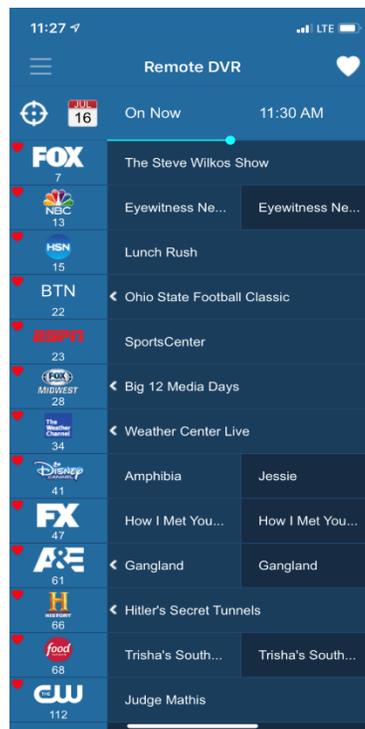
FAVORITES

The "Favorites" feature gives you the ability to quickly find your favorite program you want to watch.

To mark a channel as a favorite, find the channel, click on a program playing on that channel, and tap the heart icon that will show up in the top, right corner of the program screen. When the heart is solid red, the channel is saved as a favorite.



To only display favorite channels in the guide, tap the white heart at the upper right corner of the guide screen. When the heart is solid white, only favorite channels are displayed. Tap the white heart again to show all channels.

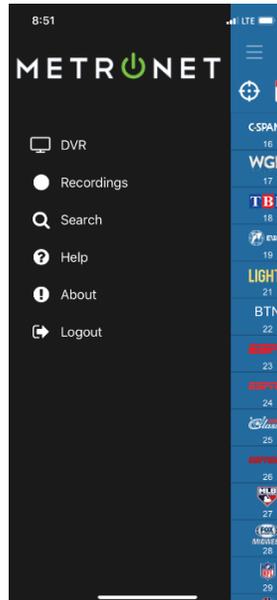


CHANNEL AVAILABILITY

You will not be able to schedule a recording for a program that is not included in your MetroNet TV subscription lineup.

VIEW RECORDINGS

To see a list of recordings, tap the menu icon (three horizontal lines at the upper left of the MetroNet DVR app screen), then tap “Recordings”.



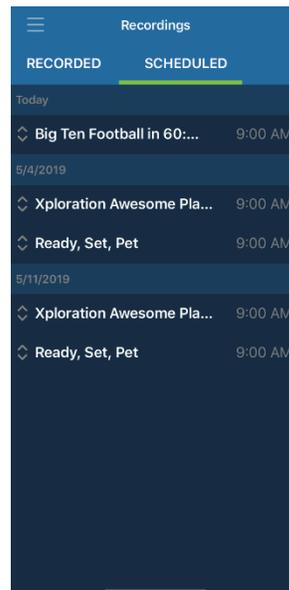
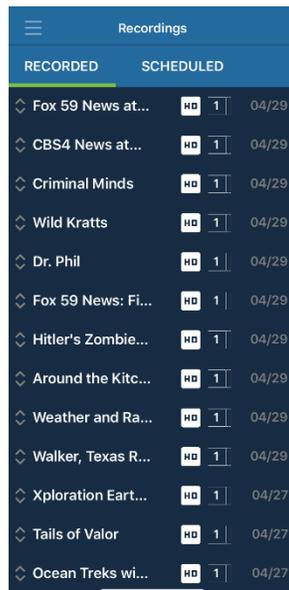
View Previously Recorded Programs

The “Recorded” tab shows all of the recordings currently stored on your DVR.

Individual recordings can be deleted to recover DVR space if desired.

View Scheduled Programs

The "Scheduled" tab shows all scheduled recordings. You can edit the list or go to individual programs to schedule an episode or series recordings.



SEARCH

The MetroNet DVR app supports searching for programs so you're able to efficiently navigate to the program you wish to watch. To reach the search function, tap the menu icon and select "Search". Enter a keyword or genre description to search for a program. The keyword can be a word in the program title or in the description provided in the channel guide.

OTHER MENU ITEMS

When the menu icon opens, additional options will be shown.

Help

The "Help" option displays MetroNet's technical support contact information and a reference to information on MetroNetinc.com

About

The "About" option shows diagnostic information, which can be helpful in troubleshooting.

Your Customer Portal username you used to log into the app is displayed.

The "Version" displays which app build is running. When support tickets are opened, please provide the version numbers.

The "About" screen also provides the device public IP address, as well as an indication of whether the device is on MetroNet's network or not.

Logout

When you click "Logout", you disconnect the app from your customer portal account. It is not necessary to log out after each session. Credentials are stored and will automatically connect each time the application is opened if you have not logged out.

