COOPTEL
ON DEMAND

WHAT IS COOPTEL'S VIDEO ON DEMAND?

When you subscribe to one of these channels, you have free access to on demand content.

You can therefore watch or re-watch certain programs, films or series that have been broadcast on these channels.

CRAVE - Paid
Crave is the only channel that lets you subscribe to its content on demand without having to subscribe to the linear channel. This means you can access 16,000 hours of original series from Crave, Showtime, and HBO, as well as hit TV shows in English and in French.

Qello Concerts by Stingray - Paid
Qello Concerts by Stingray is THE source for the best on demand live shows! Qello Concerts by Stingray makes sure you have VIP seats in the biggest entertainment venues, outdoor festivals, or even documentaries on your favourite artists! From timeless legends to today's hit makers, there is something for everyone!

COMING SOON!

Stingray Karaoke - Free and Paid
Stingray Karaoke offers hundreds of song titles to sing in your living room! From The Beatles to *Frozen* by way of Katy Perry and Linkin Park, there's a song for everyone!

On Demand Movies - Paid
In addition to the content on these channels, we offer a movie bank that you can rent from the comfort of your home. Comedies, drama, action, movies for the whole family... We even offer movies that are in theatres now!

Adult Movies – Free and Paid
When you subscribe to Super Écran, you have free access to adult content. If you are not subscribed to Super Écran, you still have access to an adult movie bank, but you have to pay. You must disable parental control in order to access this content.

THE FIRST THINGS FIRST—IDENTIFY YOUR DECODER!

Identifying your decoders is important so you can refer to its proper software version. The procedure is slightly different if you have one of our older decoder models (before 2020) as opposed to our new ones. If you cannot identify your decoder from these images, you can view your equipment in your customer area on mon.cooptel.ca or call one of our customer service agents at 1-888-532-2667.

Amino A540   **Amino A140**   **Amulet 655**   **Kamai 650**

Follow the Minerva 5.7 procedures on **page 4**.

Amulet 7Xm   **Kamai 7Xm**   **Kamai 7B**

Follow the Minerva 10 procedures on **page 9**.

This document is intended for Cooptel members.

For any question or comment regarding this document, please contact our Technical Support Department by email or by phone: support@cooptel.qc.ca or 1-866-532-2252.

Please note that this document is subject to change without notice.

COOPTEL ON DEMAND USER GUIDE
- MINERVA 5.7 -

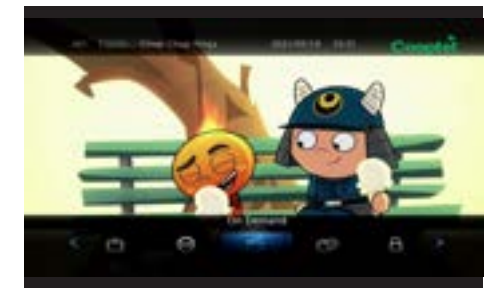**Amino A540**   **Amino A140**   **Amulet 655**   **Kamai 650**

TABLE OF CONTENTS

1. HOW TO ACCESS VIDEO ON DEMAND

To access the on-demand content interface:

1. Press the **Menu** button on the remote

2. Choose the **On Demand** option identified by the 🎬 symbol.

2. TAB DESCRIPTIONS

At the top of the Video On Demand (VOD) interface, there are different categories:

• Chaînes sur Demande HD
• Chaînes sur Demande SD
• Films sur Demande HD
• Visionnement Gratuit
• Movies on Demand HD
• Movies on Demand SD
• Adultes
• Music on Demand

To move among the interface tabs, use the Left and Right arrows on the remote control. To select a tab, press the **OK** button. To exit a tab, use the **Back ↩** arrow. To exit the content on demand interface, press the **Exit X** button.

2.1. Chaînes sur Demande HD / Chaînes sur Demande SD

These 2 sections contain the channels you are currently subscribed to. The SD and HD sections offer different channels. The content of these channels are free. **If the channel is not displayed, you are not subscribed to that channel.**

To select a channel, use the Left and Right arrows on the remote, then press the **OK** button. You can move through the channel content with the Left, Right, Up and Down arrows on the remote control.

When you choose a show, pressing the **OK** button on the remote will display the show's storyline and you will be able to watch a preview (optional in some cases) or start watching the movie or the show.

You can also search for a show by pressing the YELLOW button 🟡 on the remote. Use the remote's arrows to move from letter to letter, and press on the remote's **OK** button to select a letter. To launch the search, select the **Search** box.
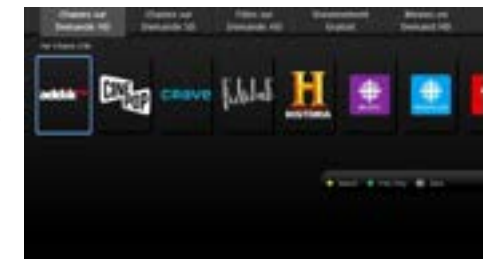
2.2. HD Movies On Demand / SD Movies On Demand

These 2 sections are for **paid movies (rentals)**. HD movies are more expensive than SD format movies. You can watch a free preview before renting a movie. **Movie rentals (HD and SD) are for a 48-hour period**. This means that you can watch the movie as many times as you would like during this period of time. Please note that movies on demand **cannot be recorded**. You have a $100 credit limit per billing cycle for Movies on demand rentals; you can increase or decrease this limit (by contacting our customer service).

> **To find out or change your PIN, contact our Customer Service Department at 1-888-532-2667.**

Movies are classified under different categories:
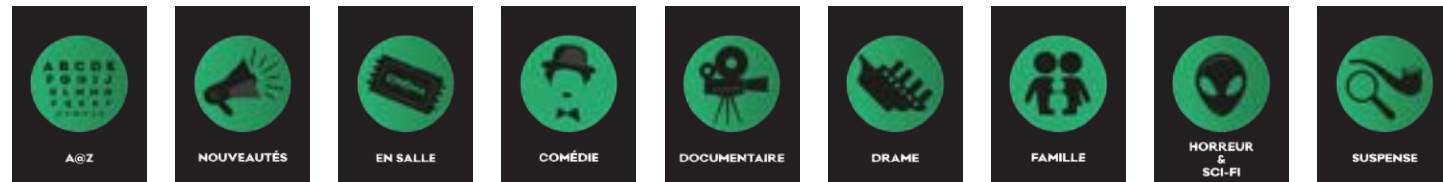
To select a category and a movie, use the Left and Right arrows on the remote and then press the **OK** button. When you choose a movie, pressing the **OK** button on the remote will display the movie's storyline and you will be able to watch a preview before you rent it.

Going to the **A@Z** category will display all movies from all categories. You can then choose from the widest selection of movies possible. You can also search by pressing the YELLOW button ⬤ on the remote.

There are two ways of accessing a movie in order to watch it again after it is rented:

1. You can select the rented movie and simply choose **Play from last**.

2. You can access the list of all rented movies that are still active in order to watch them again by pressing the **Menu** button on your remote. Choose the **My library** option identified by the ⬛ symbol in the main menu. Then, go to the **Video** section of **My library**. All of the rented movies that are still active will be displayed there.

You just need to make a choice and to resume watching.
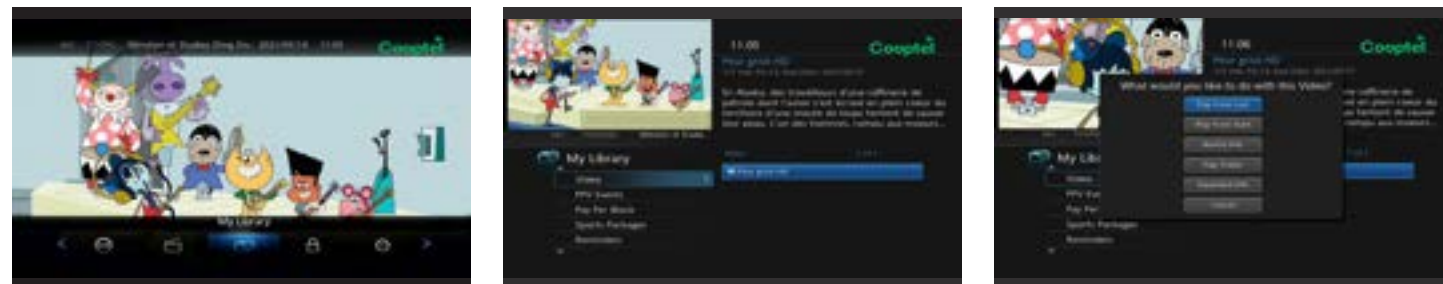

2.3. Music On Demand *New!*

In this section, you have access to karaoke! Indeed, Stingray Karaoke offers many free titles. You can search in the title list. Hours of family fun!

To select a title category, you must use the arrows on the remote control, then press the **OK** button. Once you have chosen a song, the music and lyrics will begin to scroll on your screen.

By going to the **By Song Title** category, you will see all the available titles. You can choose from a wide selection of music. You can still search by pressing the Yellow ⬤ button on the remote control.
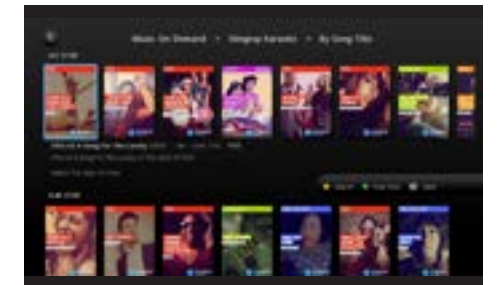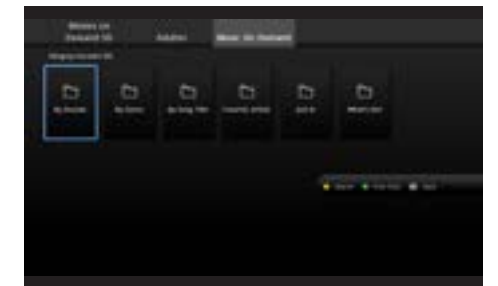

2.4. Adult Section

When you subscribe to Super Écran, you have free access to adult content. If you are not subscribed to Super Écran, you still have access to an adult movie bank, but you will have to pay.

When **Parental control** is enabled on an account, you must disable it in order to access this category.

To see if your parental control is enabled or not, go to the **Control** option by pressing the **Menu** button on your remote. You will see the 🔒 or 🔓 symbol showing if it is locked or unlocked.
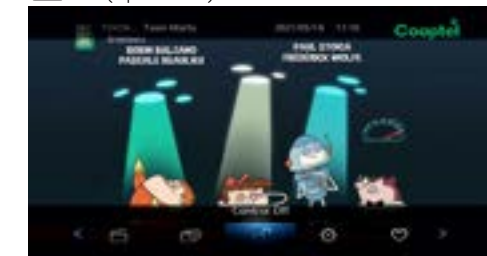
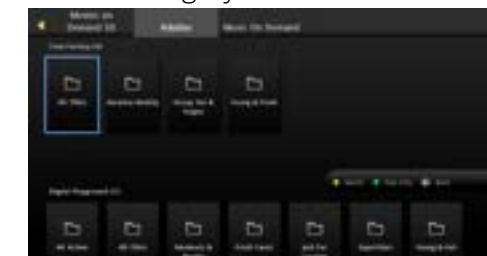🔒 Parental Control **Enabled**
(closed lock)

🔓 Parental Control **Disabled**
(open lock)
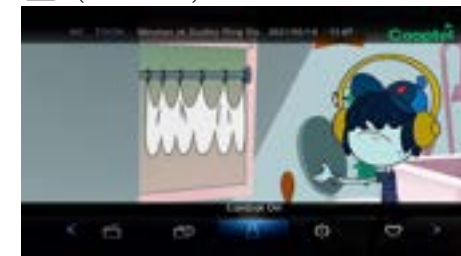
"Adult" category display when parental control is enabled:

When "Parental control" is disabled, you can access the "Adult" category.

To Enable/Disable Parental Control, simply click on the padlock in the **Control** section and enter your PIN. You will see either "ON" or "OFF" appear next to **Ctrl**.

3. PARENTAL CONTROL SETTINGS

Some channels offer adult-only content at different times or on an ongoing basis. It is therefore possible for you to configure your parental control in order to block out adult content while keeping content that is acceptable for younger people.

If you wish to exclude Adult content, follow the following instructions:

1. On your remote, press **Menu** and then **Settings**.

2. Enter your password (To find out or change your PIN, contact our Customer Service Department at 1-888-532-2667).

3. Choose the **Preferences** section.

4. Check the **Parental control** option, then select **Submit** to enable parental control.

5. Afterwards, choose the **Users** option.

6. Then choose the **Parental Control** option.

7. And make the following changes:
   a. Movie Rating: R
   b. TV Rating: TV-14
   c. Unlock Timeout: 300 minutes
   d. Block Unrated: **DO NOT CHECK THIS BOX** and **DO NOT CHECK THE OTHER BOXES (S, L, D, V, F)**, as these are used to offer you suitable content.

8. Press **Submit**.

Unlock Timeout: You can set the automatic lock for up to 1,440 minutes, that is, 24 hours. This allows you to set parental control for a temporary period, for example, if you go out and leave the children with a babysitter.

If you have a question or need help with your services, please contact our Customer Service at 1-888-532-2667 or Technical Support at 1-866-532-2252, option 5.
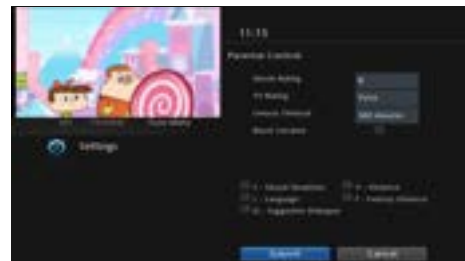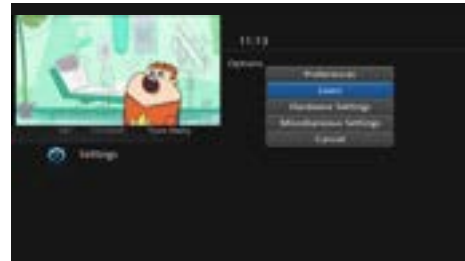
MOVIE RATING

G: General audiences
PG: Parental guidance suggested
PG-13: Parents strongly cautioned
R: Restricted – Under 17 requires accompanying parent or adult guardian
NC-17: No children under 17 admitted
AO: Adult only
X: eroticism reserved for an audience of 18 years and over
XX: pornography for 18 year olds only and more
XXX: explicit pornography for an audience only 18 years and over

TV RATING

TV-Y: For children of all ages
TV-Y7: For children age 7 and older
TV-G: For all audiences
TV-PG: Parental guidance suggested
TV-14: For children age 14 and older
TV-MA: Unsuitable for children under 17

COOPTEL ON DEMAND USER GUIDE
– MINERVA 10 –

Amulet 7Xm

Kamai 7Xm

Kamai 7B

TABLE OF CONTENTS

1. HOW TO ACCESS VIDEO ON DEMAND

To access the on-demand content interface:

1. On your remote, press the **Menu** button then choose the **Cooptel On Demand** option from the menu on the left of your screen.

2. Press the **VOD** button on your remote.

2. VOD INTERFACE CATEGORIES

To the right of the Video On Demand (VOD) interface you will find different categories:

2.1. All Titles

The **All titles** category is represented by the following icon ▶ in your On Demand menu. When you select this category, you can apply filters to refine your search (section 4, Search filters on page 12).

2.2. Continue Watching

This category includes movies and series that you rented, even if you have not started watching them yet. The last movie and/or series watched or rented will be displayed first.

A viewing progression bar will be displayed under the movie, representing how much time is left for that content. The progression bar is not displayed for VOD series that have episodes marked in the series.

A series will be displayed in the category only once, even if you haven't finished watching several episodes. When you click on a series of the **Continue Watching** category, you will be redirected to the episode that you were watching (and stopped watching before the final credits) or to the next episode of the series that you haven't started watching.

2.3. Movies

This category includes all movies on demand.

When you rent a movie, you have 48 hours to watch it. You rented a movie and you want to watch it again or resume watching from where you stopped? There are two ways to do this:

1. You can select the rented movie and simply choose **Play from last.**

2. You can see the list of all rented movies that are still active to be watched in the **My library** section identified by the ▦ icon. You will then see the list of rented movies.

You just need to make a choice and to resume watching.

2.4. TV Series

This category includes television series across all categories.

2.5. Kids

This category groups all VOD content marked as suitable for kids. Selecting this filter displays a stripe showing movies and series for kids.

2.6. Rentals

This category includes all premium (paid) content. The most recently added movies/shows will be displayed first.

2.7. Free

This category includes all VOD content that can be viewed for free.

2.8. Adult

This category includes all adult (18 years+) content of sexual nature.

When "Parental control" is enabled on an account, the "Adult" category will not appear in the On Demand menu. You will be able to access it when it is disabled.

To Enable/Disable Parental Control:

1. On your remote, press the **Menu** button, then press **Profile** 👤 and finally **PC-On** 🔒 or **PC-Off** 🔓 depending on whether your parental control is activated or not.

2. Enter your PIN and click **OK.**

You will see the icons 🔒 or 🔓 at the top right of your screen depending on whether your parental control is activated or not. To find out or change your PIN, contact our Customer Service Department at 1-888-532-2667.

3. PARENTAL CONTROL SETTINGS

Some channels offer adult-only content at different times or on an ongoing basis. It is therefore possible for you to configure your parental control in order to block out adult content while keeping content that is acceptable for younger people.

How To Enable/Disable Parental Control:

1. Press the **Menu** button on the remote, then **Profile** 👤 and finally **Preferences** ⚙ .

2. Enter your password (which you can get by calling our Customer Service at 1-888-532-2667).

3. Check the **Parental Control** option then select **Submit** in order to enable parental control.

4. Press the **Menu** button on the remote, then **Profile** 👤 and finally **Users** 👥.
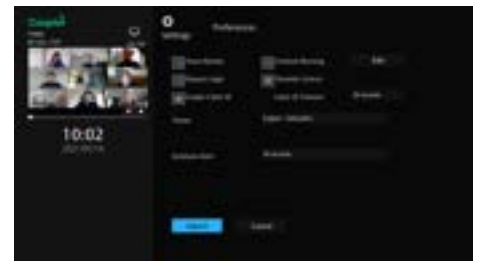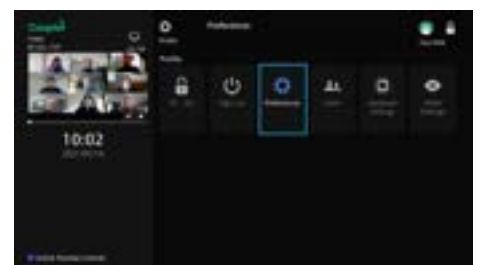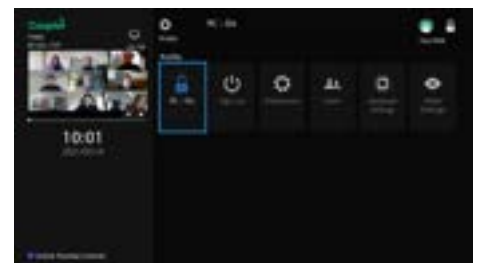
5. Enter your password.

6. Choose the **Parental Control** option at the bottom of the screen.

7. Make the following changes:
   a. Movie Rating: R
   b. TV Rating: TV-14
   c. Unlock Timeout: 300 minutes
   d. Block Unrated: <u>**DO NOT CHECK THIS BOX**</u> and <u>**DO NOT CHECK THE OTHER BOXES (S, L, D, V, F)**</u>, as these are used to offer you suitable content.

8. Press **Submit**.

Block Unrated: You can set the automatic lock for up to 1,440 minutes, that is, 24 hours. This allows you to set parental control for a temporary period, for example, if you go out and leave the children with a babysitter.

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TV-Y: For children of all ages
TV-Y7: For children age 7 and older
TV-G: For all audiences
TV-PG: Parental guidance suggested
TV-14: For children age 14 and older
TV-MA: Unsuitable for children under 17

4. SEARCH FILTERS

The Filters bar is available in the left part of the screen after selecting **See all** at the end of a stripe and pressing **OK**.

Another way of accessing the side bar of the Filters is to select a category then press the **OK** key on your remote.

Here is the list of available filters to help refine your search:
- Genres
- Hot Titles
- TV or Movie
- Availability
- Show Type
- Network
- Release Year
- Price
- Country of Origin
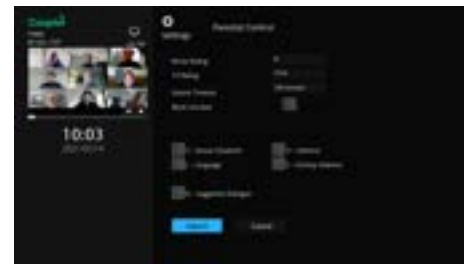- Video Quality
- Rating
- Closed captioning
- Download and Go

You can navigate back and forth between the open filter option and the following filter by using the up and down arrows on the remote. The **OK** or left keys of the remote are used to manually close the highlighted filter.

Press on the left/right arrows on the remote to move from the Filter bar and the results area.

The selected filters will display on top of the **Filter by** category as **Applied filter**. You can add several filters to a search.

To remove a filter, select it and press the **OK** key on your remote. To remove all filters, select **Remove all**.

Results that correspond with the defined criteria will be displayed on the right-hand side of your screen.
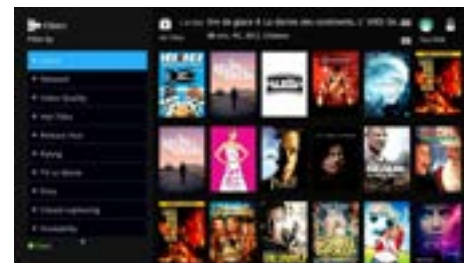

4.1. How to view a specific channel's content

The **Network** filter lists the channels to which you are currently subscribed. The content of these channels is free. **If a channel is not displayed, you are not subscribed to that channel.**

When you select a channel, you will see the shows offered with video on demand. You will then be able to filter shows by "Release Year", "Rating", "TV or Movie" or "Availability".

When you choose a show by pressing the **OK** button on the remote, you will see the episodes available on Video On Demand. When you choose an episode, you will see the episode's storyline and be able to watch a preview (optional in some cases) or start watching the movie or the show.
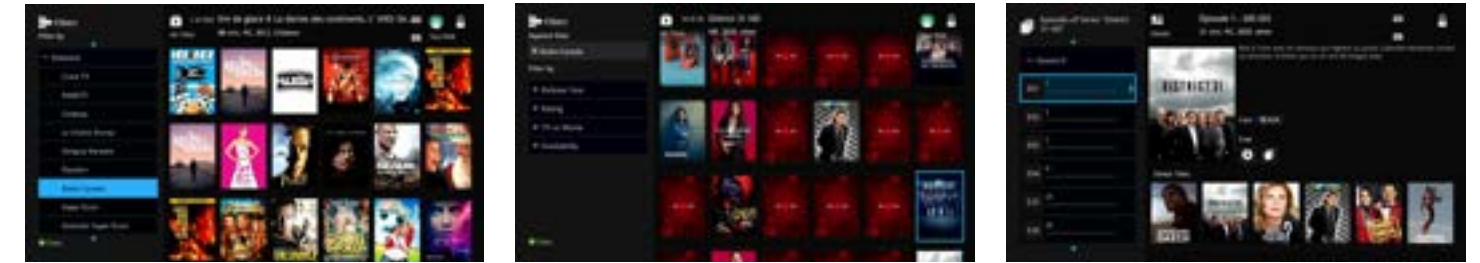
4.2. How to see HD content only

If you subscribe Cooptel's HD service, you can browse HD titles only by going to the category **All titles**; you then choose the **Video Quality** filter and then select **HD**.

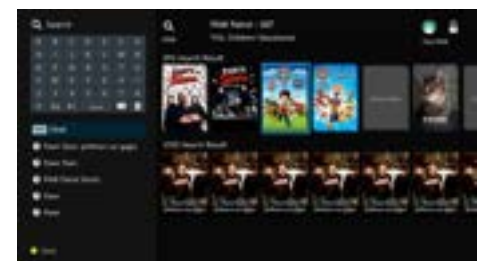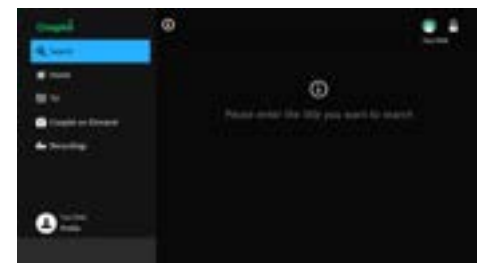## 4.3. How to see free content only

To browse free movies and series only, go down to the **Free** category on Cooptel On Demand's main menu. By moving to the right, you can select **See everything** and filter through free titles.

5. HOW TO SEARCH

There are 2 ways to search Cooptel On Demand's menu with the remote:

1- Press the **Menu** button then choose the **Search** option identified by the **Q** icon in the menu at the left of your screen;

2. Press the YELLOW button 🟡 on your remote.

Use the remote's arrows to move from letter to letter and press on the remote's **OK** button to select a letter. The results of your search will automatically display on the right-hand side of your screen and indicate if the result comes from the TV guide or from VOD.

My Passwords

👤 Profile #1: _____

Password: _____

👤 Profile #2: _____

Password: _____

👤 Profile #3: _____

Password: _____

👤 Profile #4: _____

Password: _____

Note

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Download our **MaTélé+** application!
This application is completely FREE!

This application allow you to:
- View Cooptel's TV channels listing remotely;
- Use your smart device as a remote control while your home.
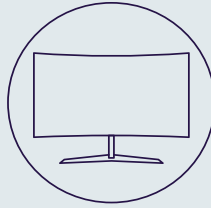
CONTACT US

Customer service
450-532-2667 (COOP)
1-888-532-2667 (COOP)
solutions@cooptel.ca

Business hours
Monday to Wednesday from 8:30 AM to 5 PM
Thursday to Friday from 8:30 AM to 6 PM
Saturday from 9 AM to 5 PM

Technical support
450-532-3141
1-866-532-2252
support@cooptel.ca

Business hours
Monday to Friday from 8 AM to 9 PM
Saturday and Sunday from 9 AM to 9 PM
(except December 25th and January 1st)

Cooptel Unleash
the unexpected