

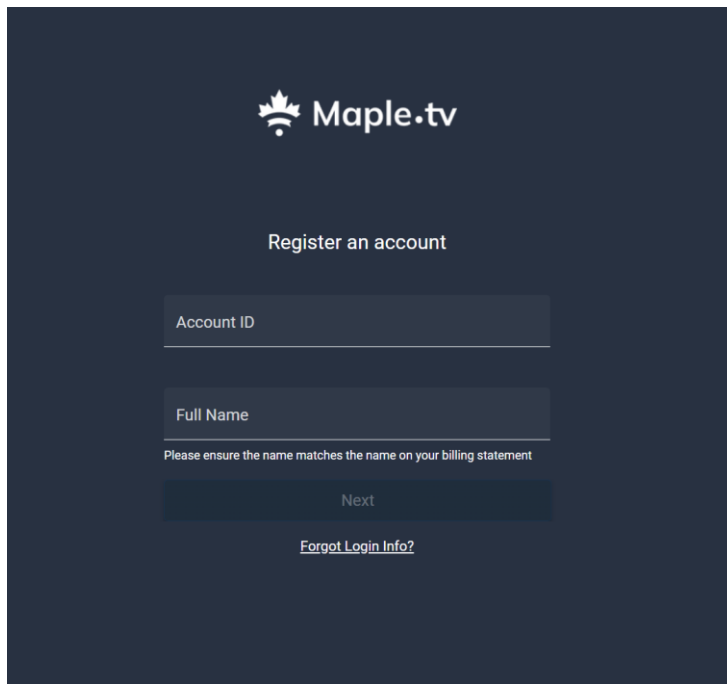
RCML Maple TV – SETUP TUTORIAL

SUMMARY

This guide will walk you through setting up your RCML Maple TV account and then the installation and configuration of the app on your various devices. All steps will be fully explained with pictures and detailed instructions, should you have difficulties with the process please do not hesitate to contact us for assistance.


CREATING YOUR RCML MAPLE TV ACCOUNT

Step 1. [Click here](#) to open the account registration webpage.

The image shows a dark-themed registration page for Maple.tv. At the top center is the Maple.tv logo, which consists of a stylized white maple leaf icon followed by the text "Maple.tv". Below the logo, the text "Register an account" is centered. There are two input fields: the first is labeled "Account ID" and the second is labeled "Full Name". Below the "Full Name" field, there is a small line of text that reads "Please ensure the name matches the name on your billing statement". Below these fields is a "Next" button. At the bottom center, there is a link that says "Forgot Login Info?".

Step 2. Find the email titled “RCML Maple TV Account ID” in your email inbox.

Step 3. Enter the account ID and full name listed in that email into the matching fields. ****Note:** Please ensure you are using the Full Name listed in the email and not your name if they differ



Register an account

Account ID
1375


Full Name
Alex Clarke

Please ensure the name matches the name on your billing statement

Next

[Forgot Login Info?](#)

Step 4. Choose a username and set your desired password. In the unlikely event the username is already in use, you will be prompted to change it. Anytime Maple TV asks for your login information you will be using this username and password.



Please enter a username and password

Username
TVLover99

Password
PickAGoodPassword1!

Include at least 8 characters, 1 uppercase, 1 lowercase, and 1 number

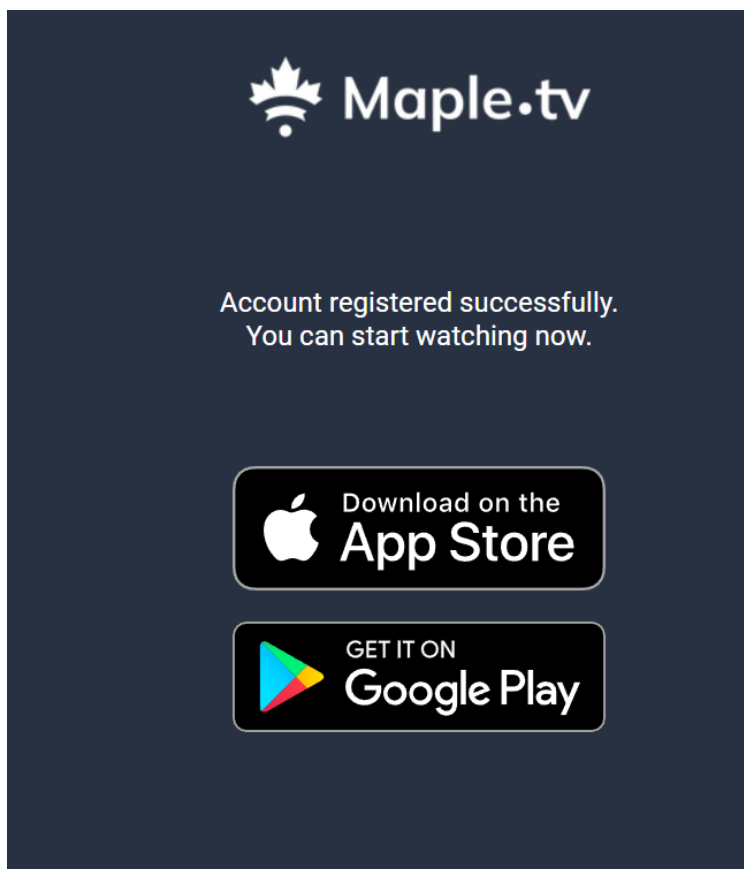
Confirm Password
.....

Register

Step 5. You are almost ready to start enjoying your new TV package! You can stream TV to a maximum of 5 devices at one time using the Maple TV app. Where to download the app varies from device to device. A good rule of thumb for figuring out where you need to download from is:

- If it's an apple product, use the Apple App Store. [CLICK HERE](#) for direct link.
- If it's an Android product, use the Google Play App Store. [CLICK HERE](#) for direct link.

*****Note: In rare cases your browser/smart device may block or redirect you to the wrong app in the store and it will cause an error when you attempt to login. If you experience this, we recommend you delete the app and go to the app store for your device and search for “Maple TV” to download it directly. *****



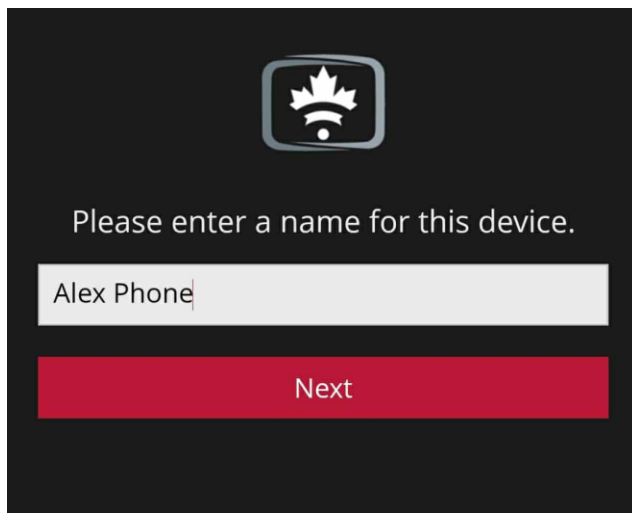
Please do not use these links to download the app, instead use the links above or directly search for Maple TV on the app store

Examples of devices you can install the app onto: Amazon Firestick, Apple TV, Smart TV's, mobile devices, and some gaming consoles.

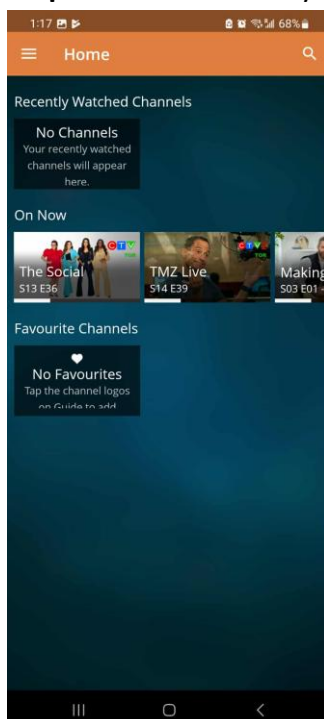
Rural Connections Manitoba Ltd also offers a set-top-box as a monthly rental if your current TV's are unable to run the app.

*****NOTE:** While the app is generally supported by most smart devices manufactured in the last 10 years, due to the scope of devices it is impossible to guarantee that all devices will be able to download and run the RCML Maple TV app. ***

Step 6. After the app is installed on the device, open it and you should see a prompt to name the device. We recommend using a name that makes sense to you, as it can be helpful to monitor which devices are active at a time. For this example, we are using a mobile device, however the same process would apply to TV's and other devices.

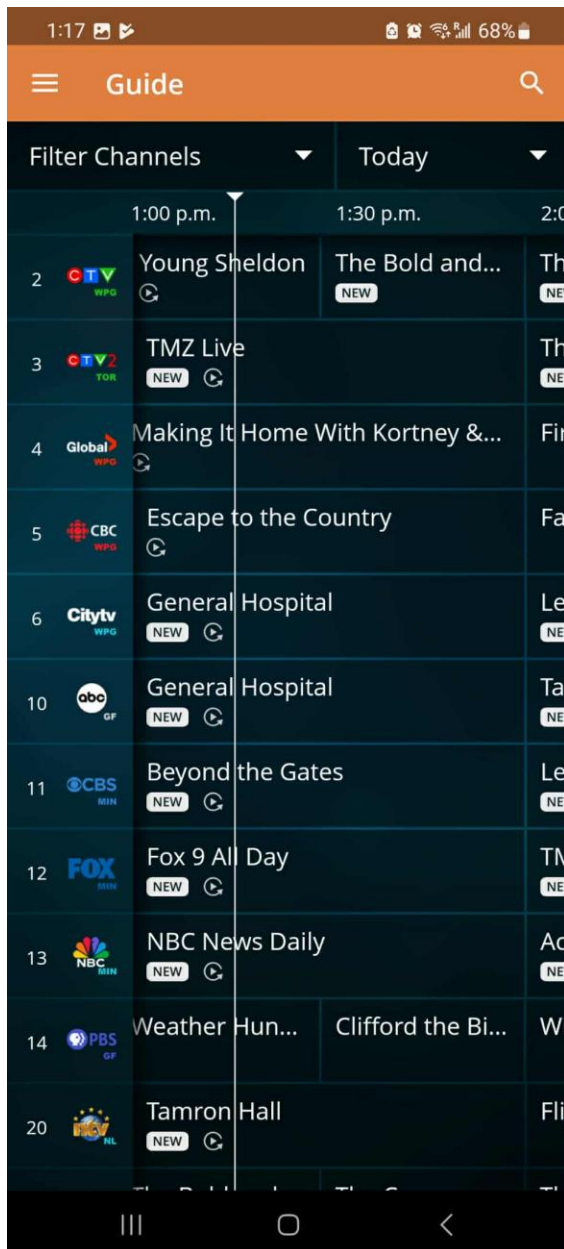


Step 7. Click next and you should now see the app overview which will look like this.



Step 8. To access the guide, click on the 3 dashed lines beside “Home”, this should open a drop-down navigation bar. Select “Guide”. You can scroll on this page on mobile devices or by using the remote on your TV. Channels that are greyed out are unavailable at your current package level.

**** NOTE: Most modern universal TV remotes should automatically work within the Maple TV app. If you have troubles you may need to consult your TV technical support documents for a guide on how to program it for 3rd party apps. ****



Step 9. Once you have selected a channel to watch, click it and you will see a summary screen providing some details about the show. To tune in and watch, simply click “Watch Live” if you want to view in real time, or click restart if you would like to start from the beginning.



Step 10. Repeat steps 5 through to 9 for any other devices you wish to watch TV on.

Step 11. Watch some TV!

We hope you have found this guide helpful and please do not hesitate to contact us if you require assistance.