

# How to Stream Fioptics+ on a Mobile Device or Tablet

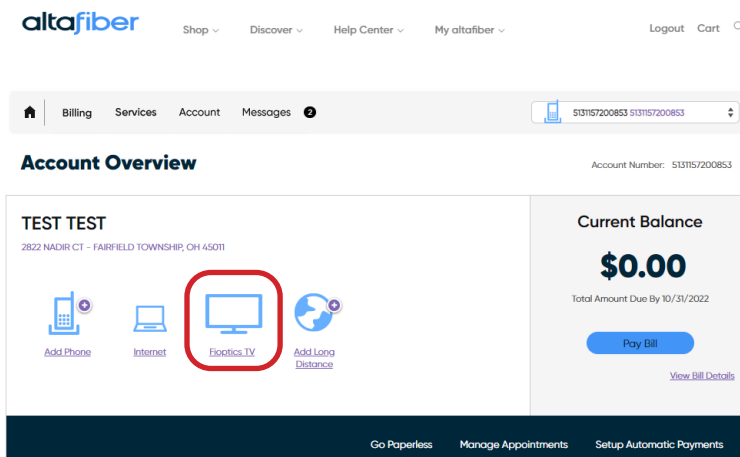
## How do I watch video on a mobile or tablet?

1. Search for "Fioptics+" in the Apple App Store or Google Play Store and select "Get" for Apple or "Install" for Android.
2. Once installed on your device, open the app and log in using your My altafiber account user name and password.
3. Once logged in, your device will be added to your registered device list in your My altafiber account and will be connected to your Fioptics+ account.



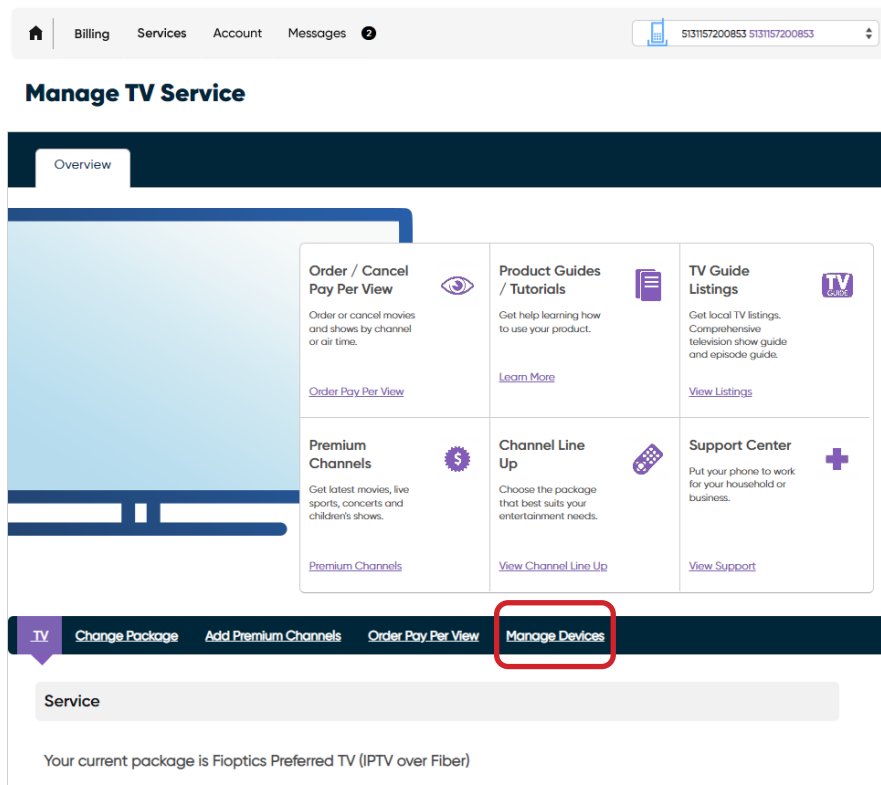
## How do I remove registered Mobile or personal streaming devices from my account?

1. Log into your My altafiber account at [altafiber.com](https://altafiber.com)
2. Select your TV service from the Account Overview screen

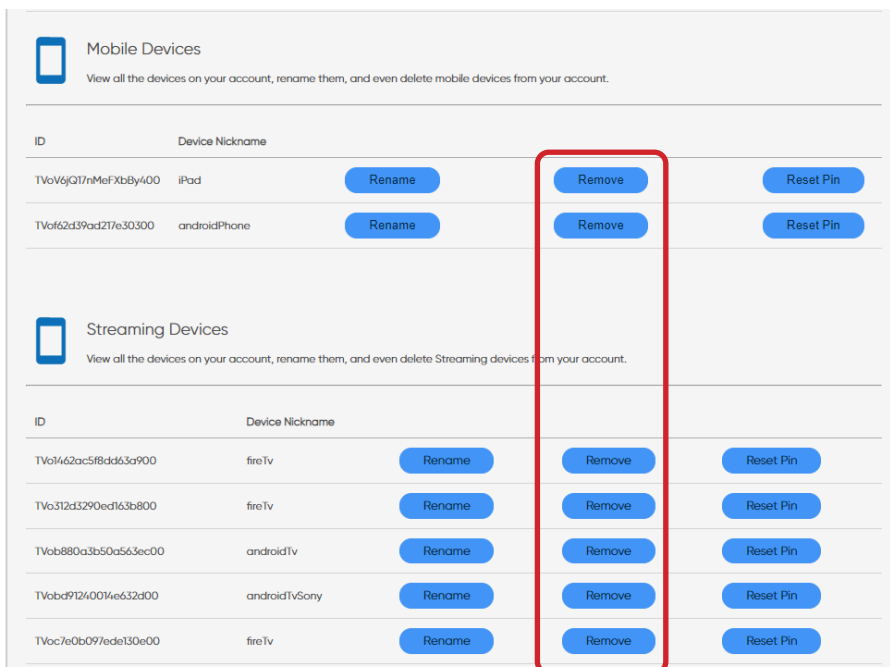


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### 3. Select Manage Devices

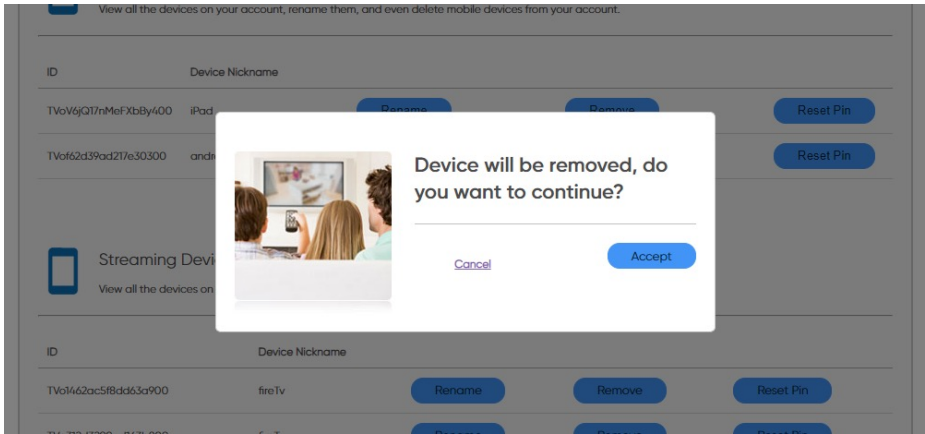


4. Select the Mobile or customer supplied streaming device you would like to remove from the account (note device will have to re-authenticate if used again to access Fioptics+ app)



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## 5. Confirm your removal request



## What features work on the Fioptics+ Mobile App?

### Mobile User Experience

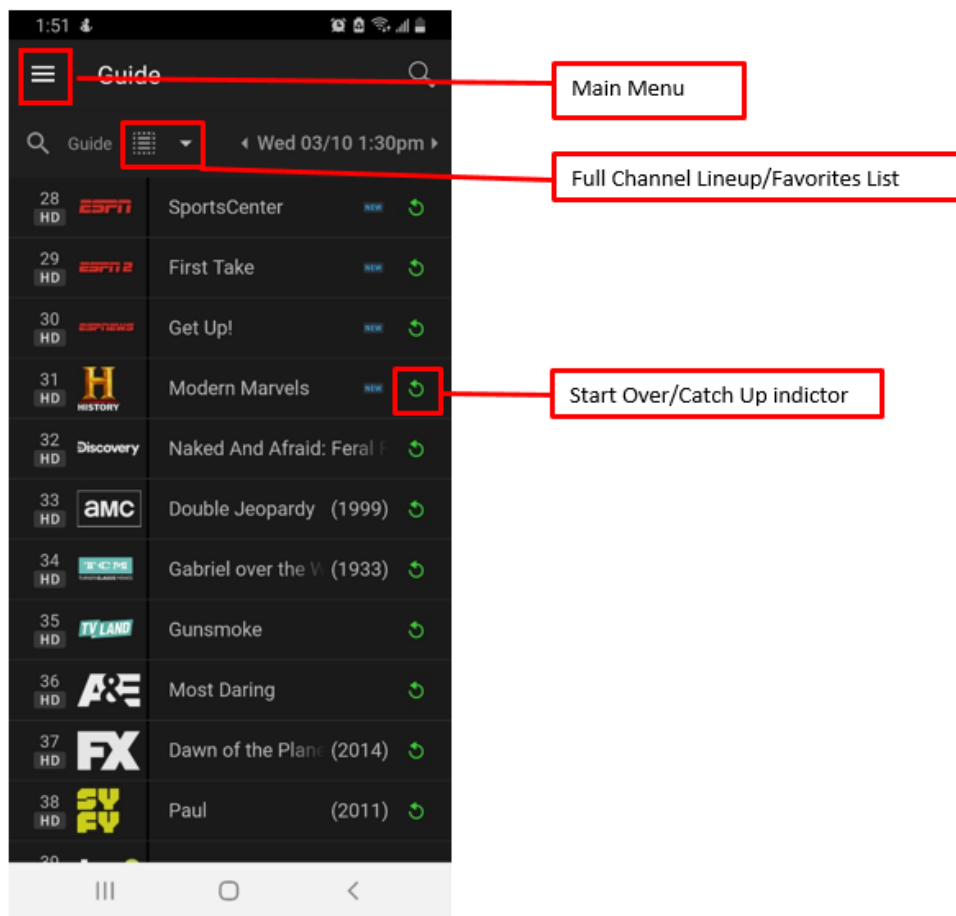
- Fioptics+ user experience streamed to your mobile device with the Fioptics+ app
- Recordings and favorite channels, downloadable or streaming, all on your tablet or phone
- Login with your My altafiber.com user name and password
- In-home and out-of-home streaming (not all channels or programming will be available while off home network)
- Mobile 4.6 will support voice search for both iOS and Android
- What to Watch
- Guide
- VOD Browse
- My Shows
- Search
- OnePass Manager
- Restart & Catch Up
- Content Detail Screens
- To Do List

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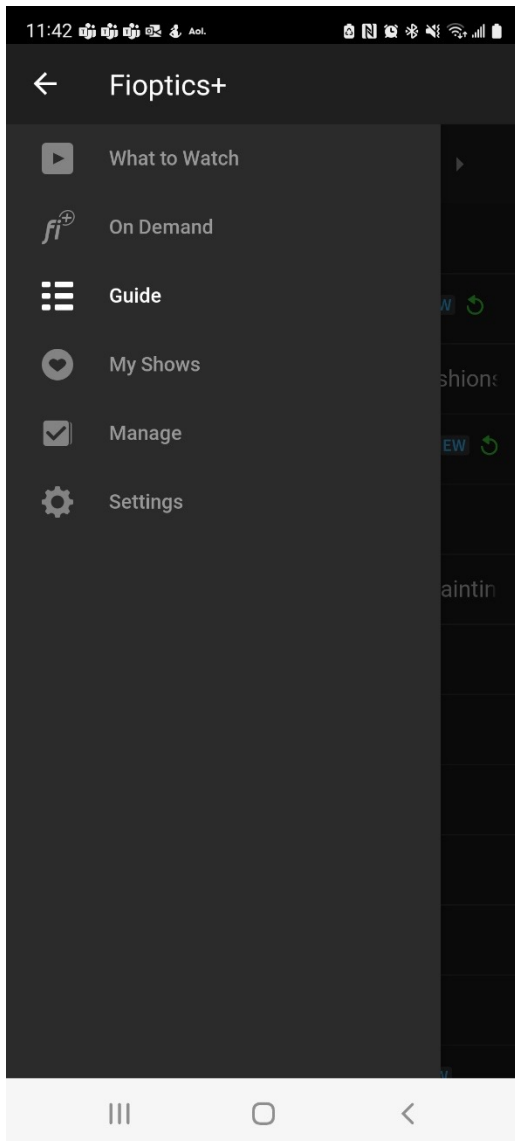
## How do I navigate the Fioptics+ mobile app?

### Main Menu (Android Shown)

To access the Main Menu options in the Fioptics+ app for Android Mobile, first select the menu icon at the top left of the screen.



Once open you will have access to show recommendations in What to Watch, Fioptics+ Video on Demand library, your My Shows for nDVR recordings, and will be able to manage your ToDo List and OnePass manager.

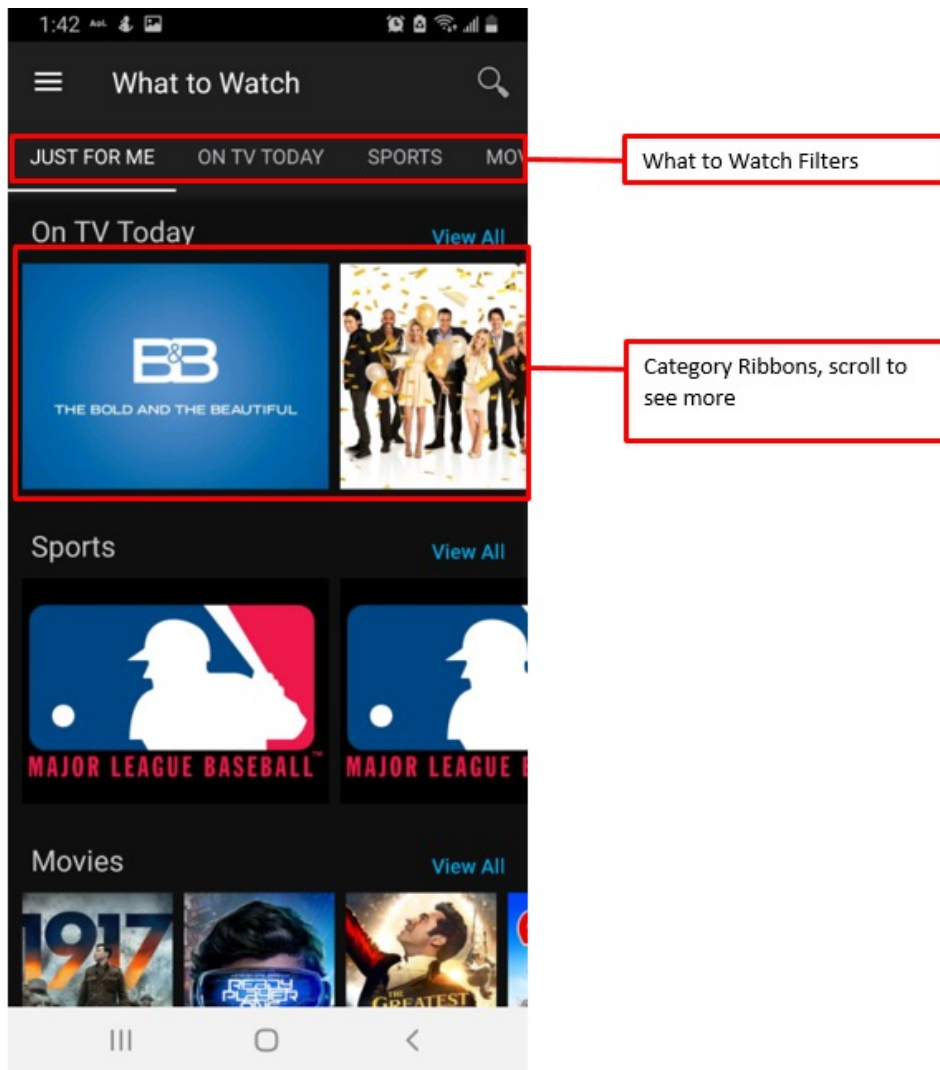


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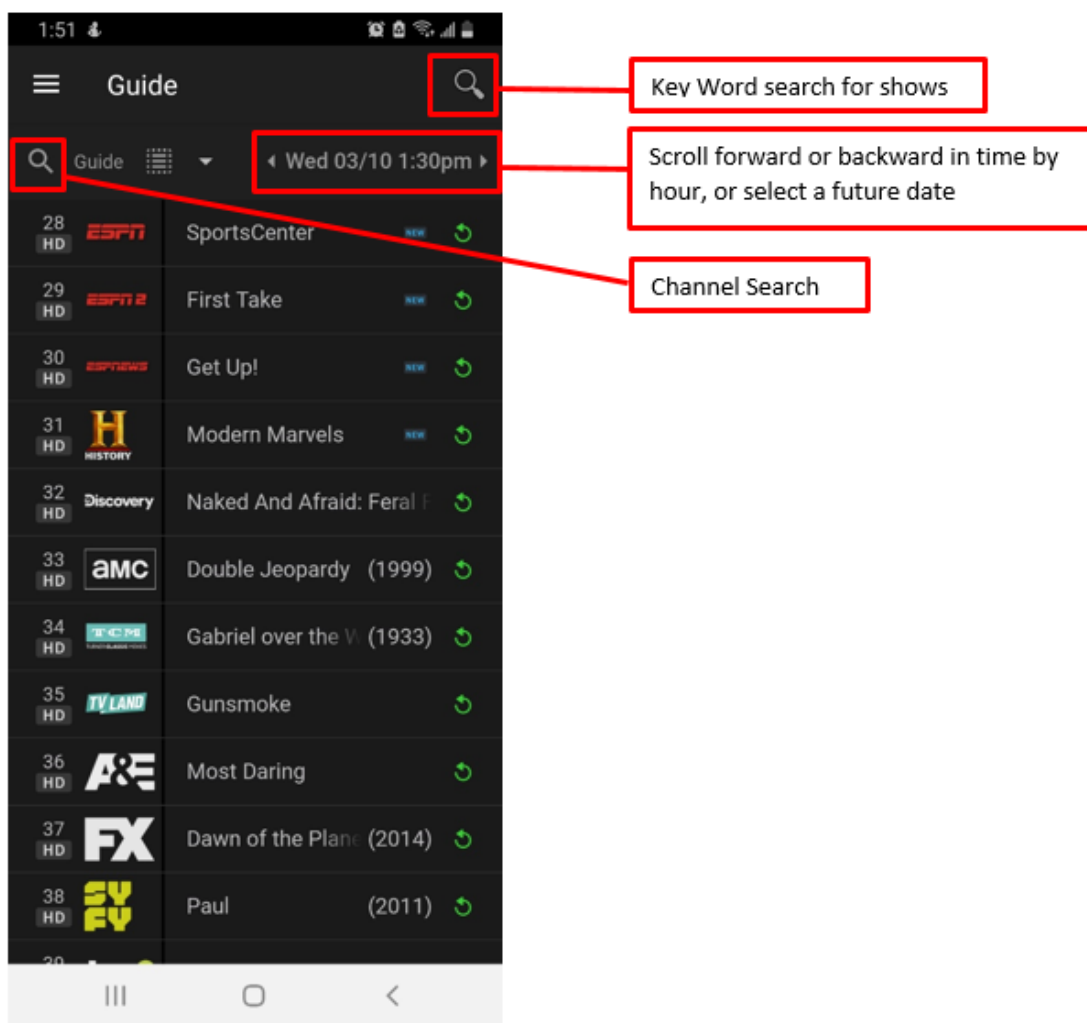
## Finding Shows

Use What to Watch, the program guide, or the search function to find shows

**What to Watch:** What to Watch shows you categories of the best movies and TV shows available. Use the filter strip across the top of the screen to browse for shows that are available to stream, watch live, bookmark, or record. To get back to this screen at any time, tap *What to Watch* in the bottom menu (iOS) or tap *Menu > What to Watch* (Android shown).

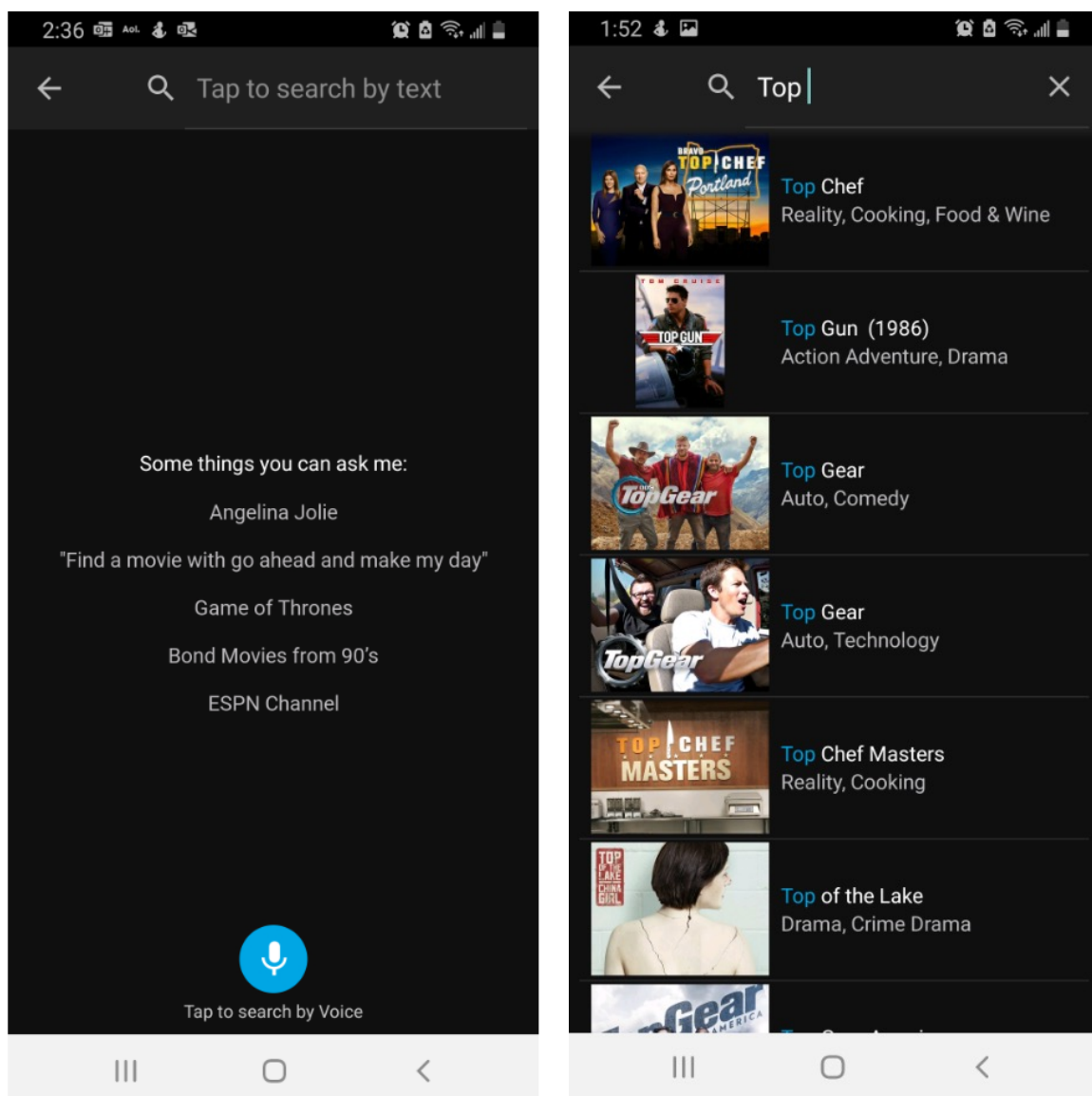


**Guide:** Tap Guide in the bottom menu (iOS) or tap *Menu > Guide* (Android, shown). To search for a channel, tap the magnifying glass at the top left of the Guide. To jump to a particular time, tap the date at the top of the Guide to bring up the date selector.



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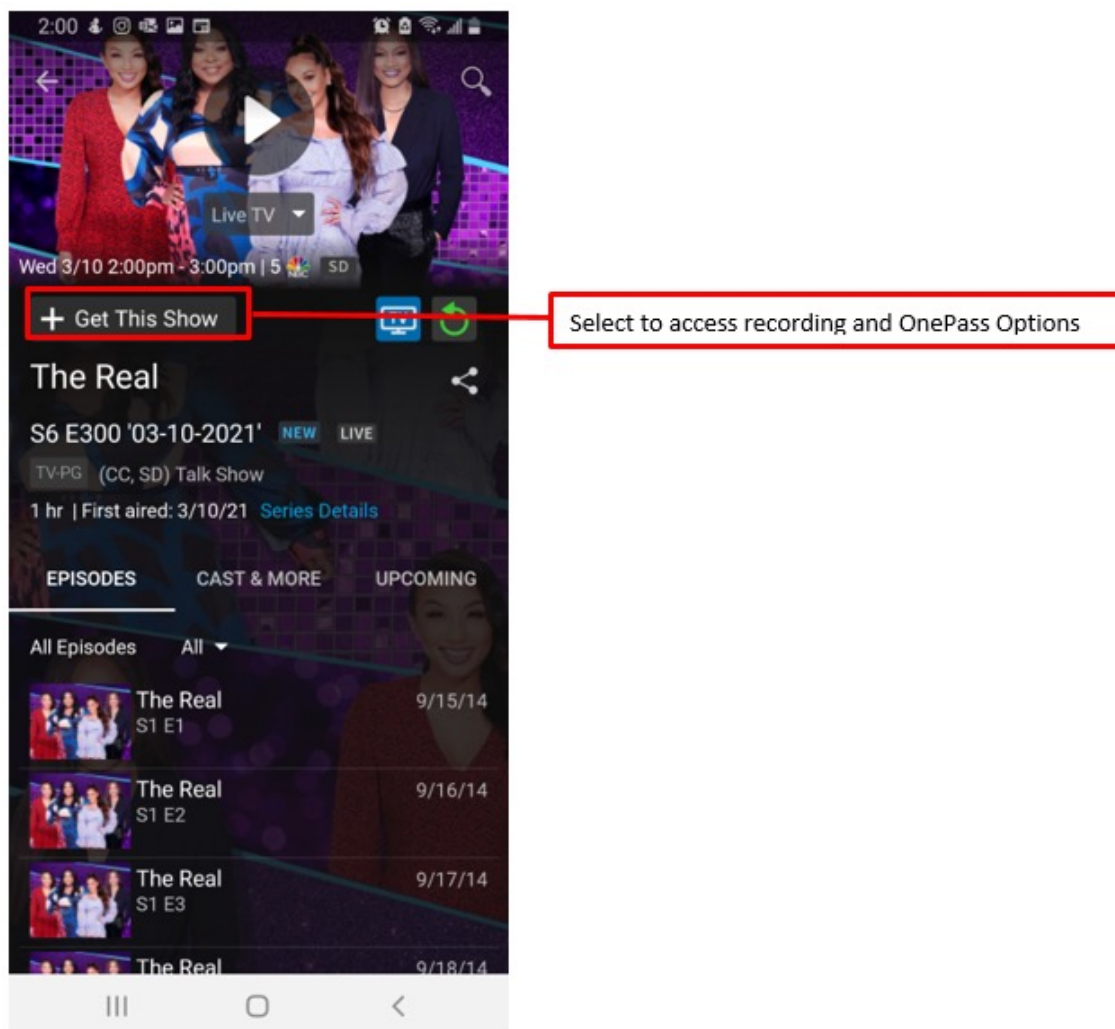
**Search:** Tap the magnifying glass icon at the top of the screen, and enter the first few letters of title of the show or name of the actor you're interested in. A list of matches will appear beneath the search window.



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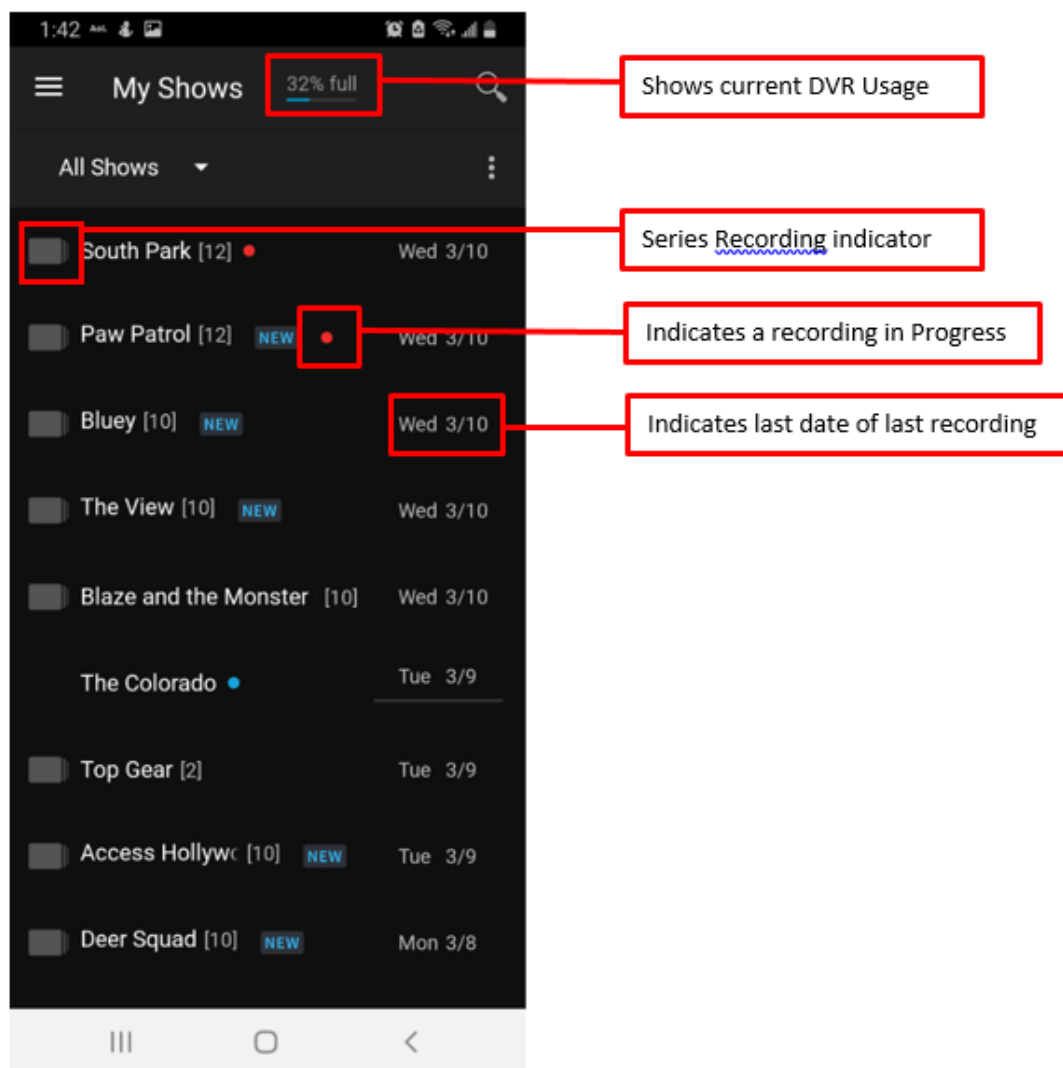
When you find a show you want to watch, tap its title or image to display show information and viewing options. Depending on the show, you can choose to watch the show, set up an recording or OnePass, or change your recording or OnePass options.



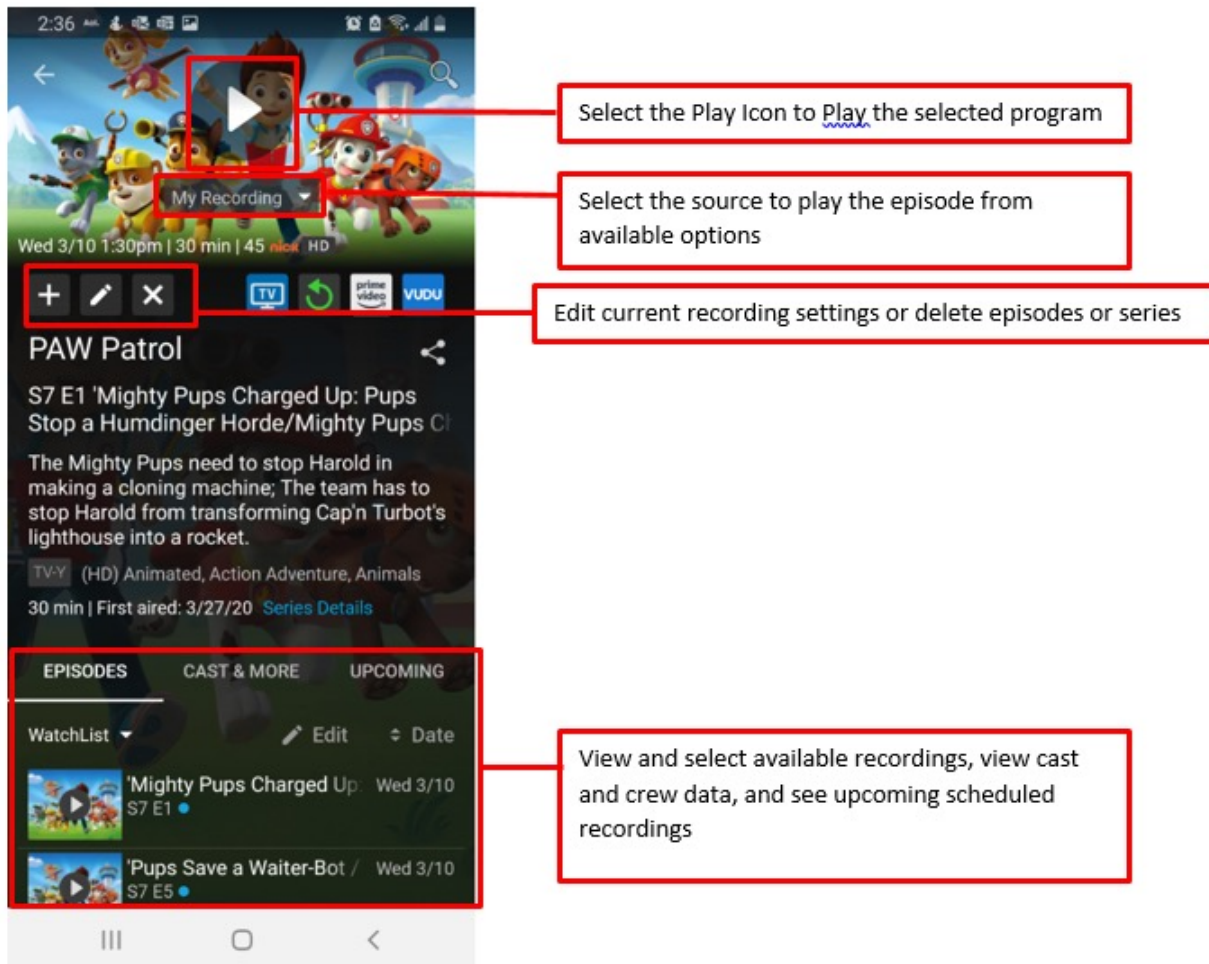
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## My Shows

To get to My Shows, tap *My Shows* at the bottom of the screen (iOS) or *Menu > My Shows* (Android, shown). This list mirrors My Shows on your TiVo device. You'll see categories listed on the left side of the list (on a tablet) or in a drop-down menu (on a phone) to help you find what you're looking for.



Tap a show's title to see the Series or Movie screen. The episode selected in the WatchList, or the movie, can be played by tapping the Play icon at the top of the screen. Or, depending on the title, you can add a bookmark (if available), edit your OnePass, or delete the episode/movie. In the bottom part of the screen, you can view other episodes in your WatchList, explore cast and crew, see a list of upcoming episodes, and more.



To watch a show on your TV (sometimes called “casting” a show), tap the drop-down menu under the Play icon and choose *On TV*.

### Not all features are working properly on my device, what can I do?

If features like VOD content, recordings and others do not seem to function properly, a good troubleshooting step is to clear the cached data on that device. This will refresh the app on the device to remove any previously stored account data that may be causing the issue.

This can occur on devices that had previously been on an account but may have been removed due to active device count limits being reached.

Once cleared you may be required to re-active the device by logging back in with your altafiber account user name and password.

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