



Frequently Asked Questions (FAQ)



Q tv From Quadro

MobiTV Inc. • Entertainment

How is Qtv different from Quadro's Digital TV?

Qtv has several new features not available on Quadro's Digital TV offering. Qtv is a streaming type service, which means this service is brought to you over your internet connection. Because of this, you're able to watch Qtv from any of your compatible devices within your home Wi-Fi network like a laptop, tablet, smartphone or computer!

How can I watch Qtv?

You can watch Qtv by renting a Qtv Set Top Box or by downloading our App by searching for 'Quadro' from the Google Play Store, Amazon Store or App Store on your compatible devices.

How many people can be watching on my Home Wi-Fi Network at once?

You can have up to 5 devices simultaneously viewing your Qtv subscription at one time. Similar to services like Netflix, you pay for a certain number of logins with your subscription. All Qtv Packages come included with 4 streams. You're able to add the additional 5th stream for \$4.95 per month.

How do I know if my devices are compatible with Qtv?

The most common devices are Amazon Fire TV (2nd generation or newer), Apple TV (4th generation or newer) and most Android and Apple phones running the latest operating systems. You can also download the app for free before signing up to see if it's compatible with your device.

All Qtv Packages only comes with 5 DVR hours, what if I want more?

No problem! You're able to purchase additional DVR hours. 100 DVR hours is \$6.95 per month and 200 DVR hours is \$9.95 per month. At this time 200 DVR hours is the maximum allowed on each account.

How many shows can I record at the same time?

The number is really limitless however; we recommend no more than 10 recordings simultaneously to ensure DVR space.

I have an Apple TV, do I need to rent or purchase a Set Top Box?

Not if you don't want to! The great thing about Qtv is that it's versatile. We refer to this as BYOD (Bring Your Own Device). Simply download the Qtv From Quadro App to your compatible device and you're all set. Our Customer Service Team will be able to set you up with your login information to access all the great new features Qtv has to offer.

What are the Lookback & Restart features?

Lookback allows you to 'scroll left' on your guide on specific channels to view programs that aired up to 36 hours ago. **Restart** is a feature that allows you to restart a live show that you are just tuning into. For example, its 8:15pm and you want to view This Is Us, the channel will prompt you "Do you want to start this show from the beginning" - you select yes and automatically start over.

I already have TV service from Quadro, how do I switch to the new Qtv?

Easy! Just contact our office at 519-229-8933, Option 2, let us know you're ready to switch & and we'll start the process for you!

I forgot my password to login to the app, how do I reset it?

Simply head to www.quadrotv.net, and select 'Forgot password?'. You will receive an email with a link to re-set your password.