

SPECTRA APPLE TV

FREQUENTLY ASKED QUESTIONS

1) What is Spectra Home?

Spectra Home offers a high-speed fixed home internet connection (5 to 75 Mbps UNLIMITED) for seamless connectivity, ensuring access to data, applications, and a smooth experience for home users to enjoy live streaming, smart home functions, and other internet needs.

2) How does the Spectra Home Apple TV campaign work?

- a. The Spectra Apple TV summer campaign is a targeted campaign for new customers signing up for FTTH only on our Spectra packages and only applicable on 15Mbps, 25Mbps, 35Mbps, 50Mbps, and 75Mbps packages.
- b. The Apple TV devices will only be given to customers on 24- and 36-month subscriptions.

3) What is FTTH?

FTTH stands for "Fiber to the Home," and it refers to a type of broadband internet connection where MTC has fiber optic cables deployed in residential areas across Namibia to provide seamless connectivity to home users.

4) How will I know if I qualify?

- a. This promotion is only applicable to new customers only applying for the services. MTC will verify your application upon application to make sure you qualify as per the requirements.
- b. You will only be rewarded with the Apple TV device provided upon successful installation.

5) Who can take part in the promotion?

- a. All new Spectra Home customers on the qualifying packages and 24- and 36-month subscriptions in the areas where MTC has fiber.

6) Where is Spectra FTTH available?

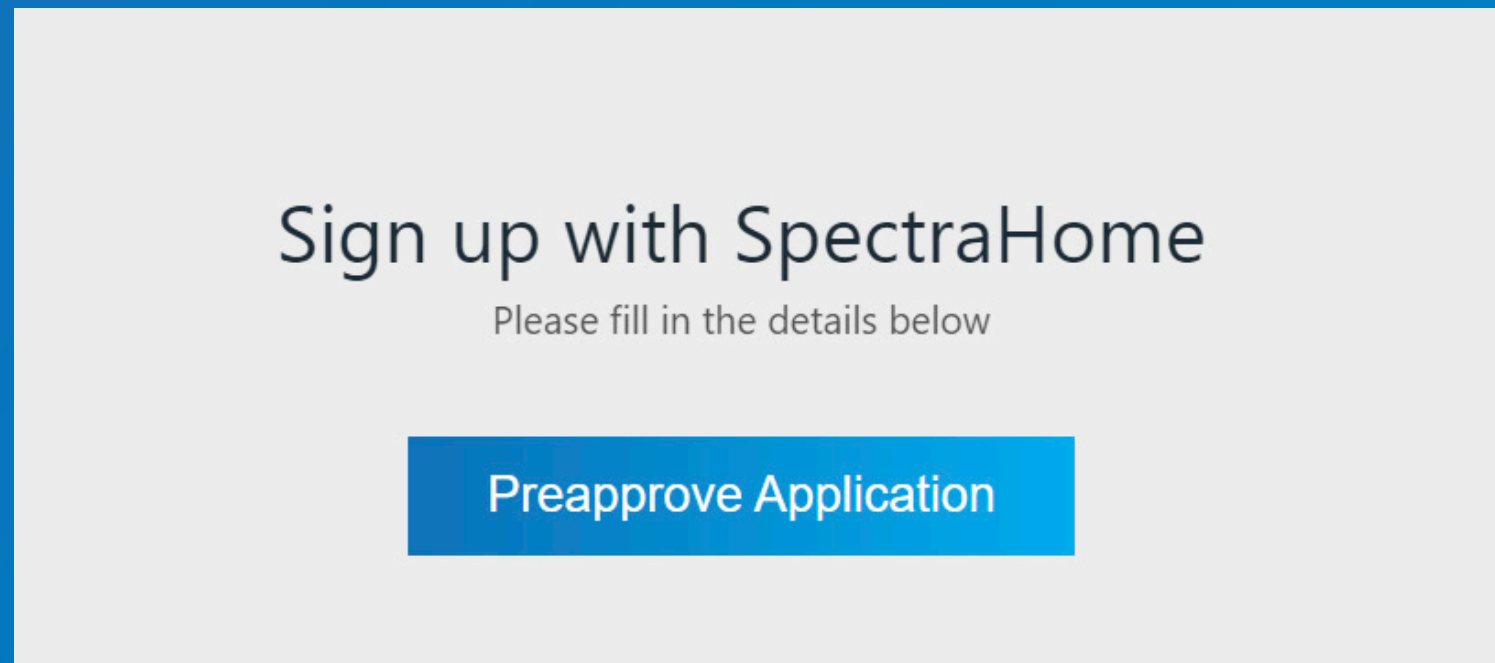
- a. Spectra FTTH Home is only available where MTC has the technology readily available to offer the service in the below locations and complexes.
- b. Alternatively, call our call centre at 1300/90111 for accurate verification of the FTTH footprint.

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7) How can I take part?

- a. A subscriber can apply via the website <https://mtc.com.na/spectra>. At the bottom of the page, click on Preapprove Application to get the process started.



8) When does the promotion end?

The promotion starts on 01st February 2024 and ends 01st May 2024 both days included, while stocks last.

9) What is Apple TV?

- a. Apple TV is a set-top box that allows a television to become a display screen for Internet content. Once connected, Apple TV allows end users to display digital data from their own iOS devices as well as from several partner sources.
- b. Apple TV is a digital media player and streaming device developed by Apple. It allows users to access a variety of streaming services, apps, and content on their television.

10) What are the main features of Apple TV?

Apple TV offers features such as access to streaming services, the App Store, AirPlay for content sharing, Siri voice control, and integration with other Apple devices.

11) How many people can watch Apple TV?

Family Sharing lets you share viewing privileges with up to six family members. One adult in your household—the family organiser—invites family members to join the family group and agrees to pay for any purchases made by family members.

12) How do I use Apple TV on my TV?

On your Smart TV's home screen or app launcher, select the Apple TV or Apple TV+ app to open it, then sign in with an Apple ID if prompted. Note: If you don't already have an Apple ID, you can create one on the Apple ID website.



13) Does an Apple TV work on any TV?

Apple TV is compatible with most modern televisions that have an HDMI port. Ensure that your TV supports HDMI and is within the recommended specifications.

14) Do I need an Apple ID to use Apple TV?

Yes, an Apple ID is required to set up and use Apple TV. This allows users to access the App Store, iCloud, and personalised content.

15) Can I use Apple TV without an internet connection?

While some features may work offline, such as the downloaded content, Apple TV is primarily designed for online streaming and app usage. An internet connection is recommended for the best experience.

16) Is Apple TV compatible with other devices?

Apple TV can be integrated with other Apple devices, such as iPhones, iPads, and Macs, for seamless content sharing and control through AirPlay.

17) What apps are available on Apple TV?

- a. Users can access a wide range of content, including movies, TV shows, music, apps, and games. Some content may require subscriptions to specific services. You watch, rent, or buy your favorite shows and movies.
- b. Apple TV+
- c. Apple Fitness+
- d. Apple Music
- e. Apple Arcade
- f. Photos

18) How to connect Apple TV to the Internet?

In the Apple TV menu, go to Settings > Network > Wi-Fi. Select your current Wi-Fi network and click Forget Network. Press Menu or the Back button on your Apple TV remote. Then select Network again and select your Wi-Fi network to connect.

19) How do I troubleshoot common issues with Apple TV?

- a. MTC will only assist when it comes to hardware issues, like out-of-the-box. Tempering makes the device null and void.

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