epic
VIDEO TECHNOLOGIES

Viewer's Guide

THE **EPIC** EXPERIENCE

The *Viewer's Guide* describes features of the Epic service.

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Welcome

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GETTING STARTED

Welcome to the EPIC experience. This guide describes features and settings of the EPIC App.

FIRST THINGS FIRST

1. **Activate your EPIC service.** The EPIC service is what makes your set top box smart. If you have signed up through your local broadband service provider (BSP), the BSP will provide you with the proper credentials to log in. EPIC service is required. A username/email with password is required to login and start watching. No functionality is represented or should be expected without a paid subscription to the EPIC service through your BSP.

2. **Connect your EPIC box.** Use the installation instructions that came with your Epic box to connect to your TV via HDMI and internet connection.

3. **Complete Guided Setup.** After connecting your EPIC box, follow the steps in on-screen Guided Setup. This configures the EPIC box for your home, and ensures you have the latest product updates.

4. **Pair your remote.** An Amino Maxi remote, included with the EPIC box, is highly recommended for use with the EPIC experience.

5. **Take a tour!** Once you're done with Guided Setup, Chapter 1 of this guide will introduce you to the great things you can do with your EPIC service.

BASIC TERMS

When we talk about the **EPIC** service, here are some terms you should know:

Live TV

If you're watching a show as it's being broadcast, you're watching live TV. You can pause live TV for up to 15 minutes on each channel. When you resume watching, you're "behind" live TV. You can fast forward to the current time.

Cloud Digital Video Recording (CDVR)

The EPIC box does not store your recordings on your physical device but streams the recorded content via the cloud. This allows you to make unlimited recordings for a set duration (i.e. 60 days or defined by your BSP). After 60 days, your recordings will expire unless saved in Favorites. This will be discussed in detailed for My Shows.

Restart TV

Go left in the guide and restart any show. Never miss a favorite program with EPIC's service.

Network Connection

Your EPIC box can connect to your home network through either a wireless or wired connection (using either Ethernet or Wireless).

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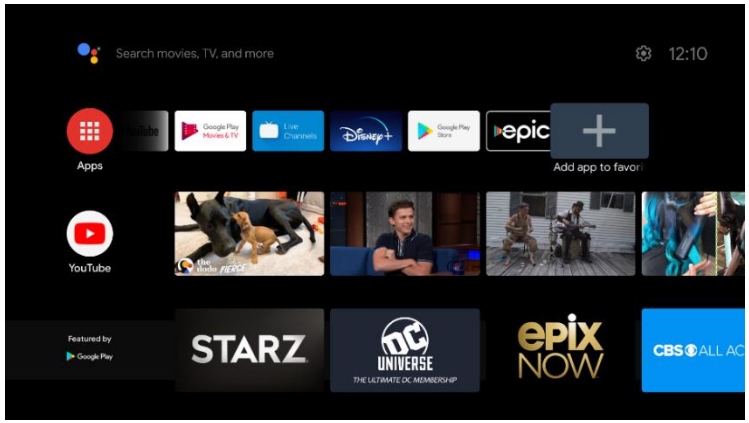
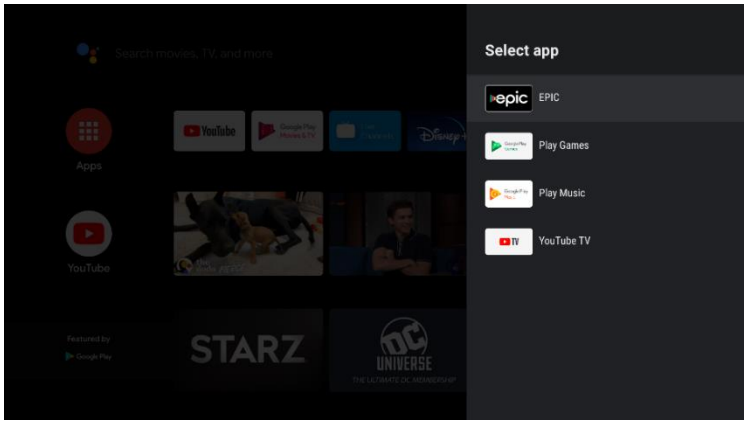
THE ANDROID HOME SCREEN

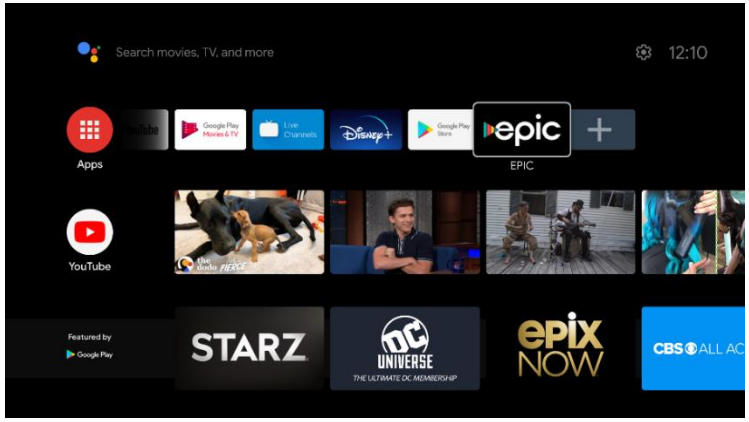
The Android home page is where you will find all of your favorite apps, YouTube Videos and featured apps recommended by Google Play. This screen allows you to search for movies, TV and more with your remote, keyboard or the voice feature on your remote.

ADD TO FAVORITES

To select an app you would like to save for quick viewing later, select the **(+)** icon and select the app you would like to add to favorites. Once added, your favorite apps will be visible and easily accessible from the Android Home Screen.

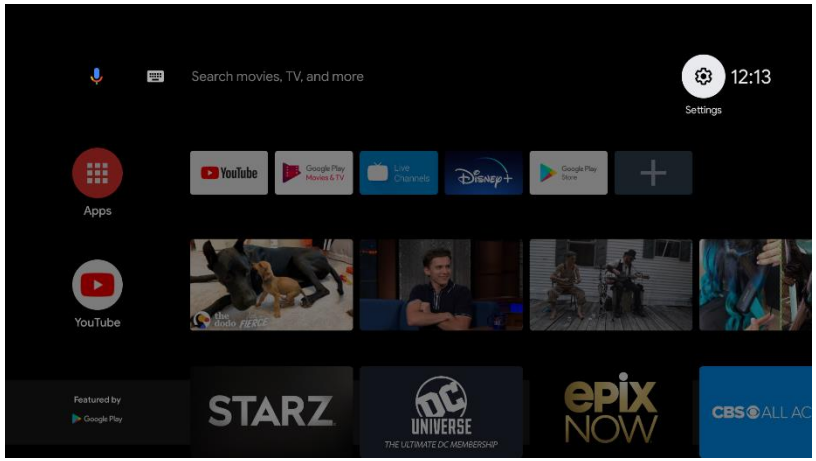






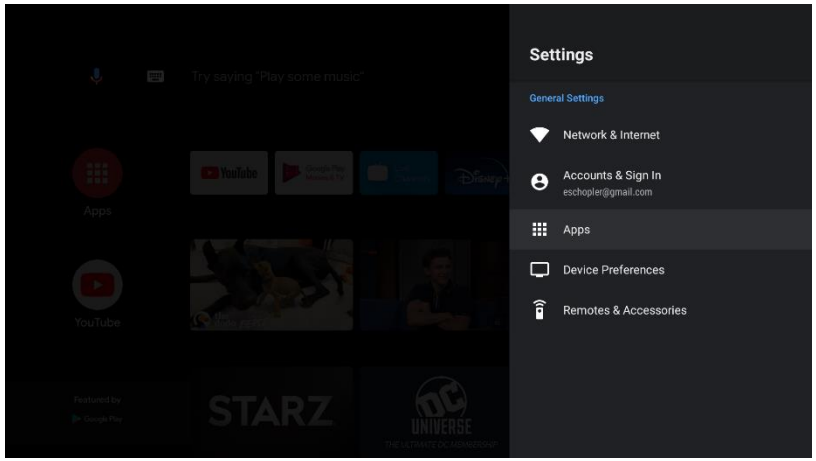
SETTINGS

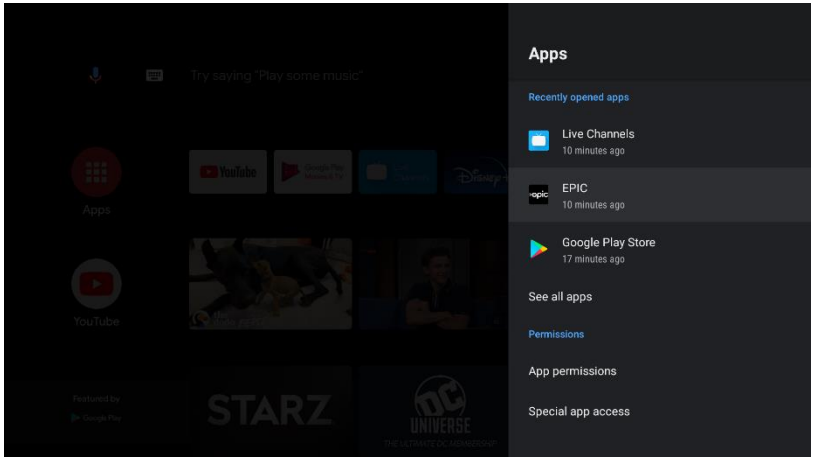
To manage all settings for your Amino Amigo, select the gear icon at the top right of your screen. From here, you can select and make changes to general settings such as Network & Internet, Accounts, Apps, Device Preferences and Remotes & Accessories.

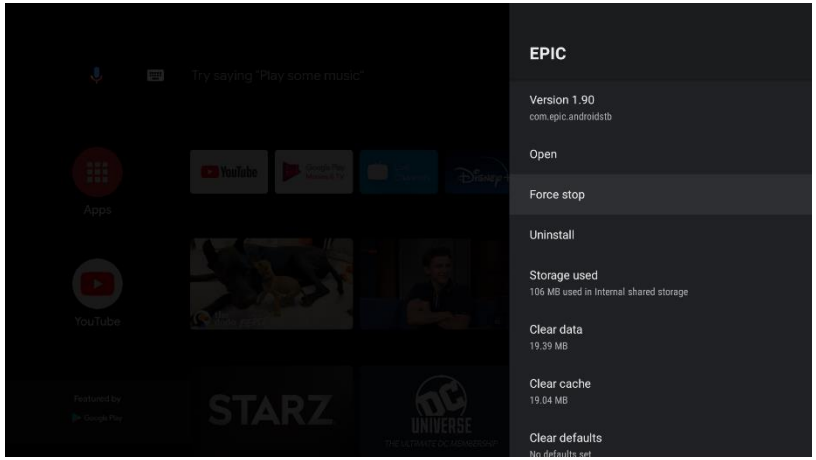


APPS

Under Settings, go to Apps to manage all your apps, app permissions, special app access and to force stop.

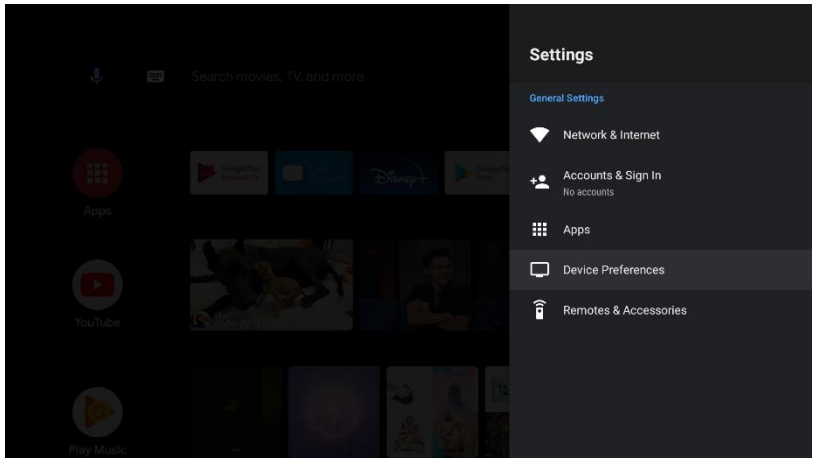






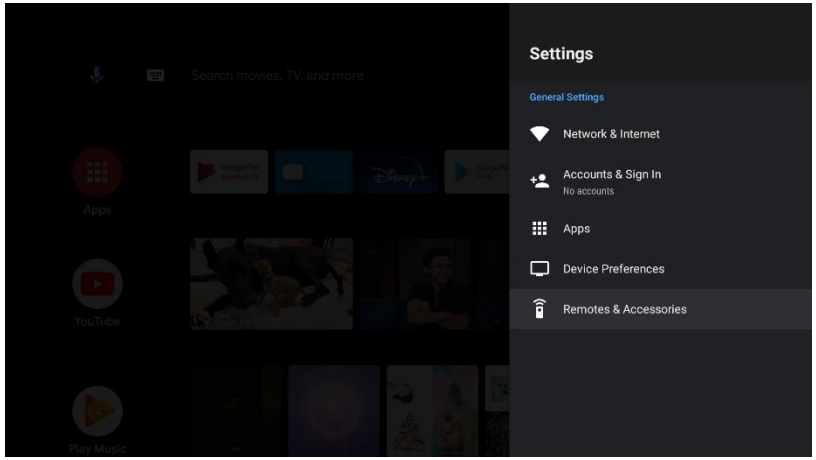
DEVICE PREFERENCES

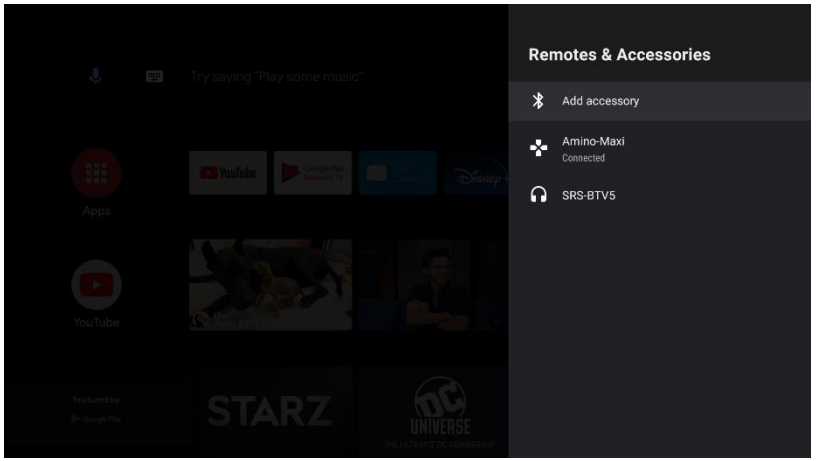
Under Settings, go to Device Preferences to manage and customize your settings such as Date & Time, Language, Keyboard, Sound, Storage, Home Screen, Screensaver and more.



REMOTE ACCESSORIES

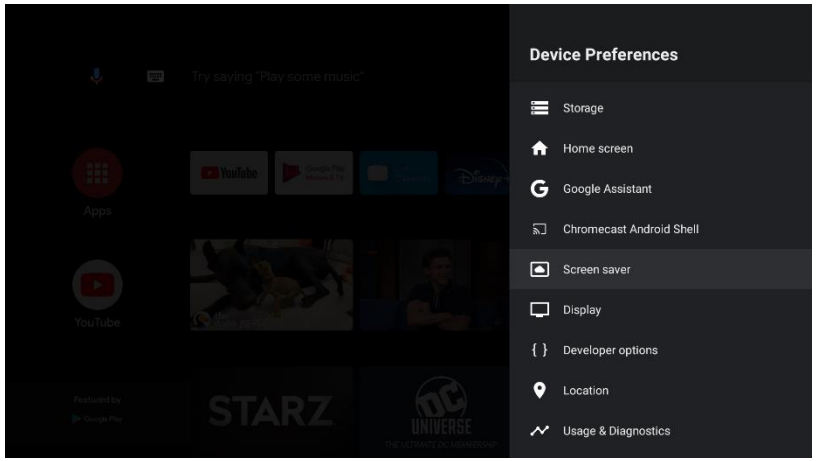
Under Settings, go to Remote & Accessories to add, manage or delete your external accessories such as your remote or Bluetooth device.

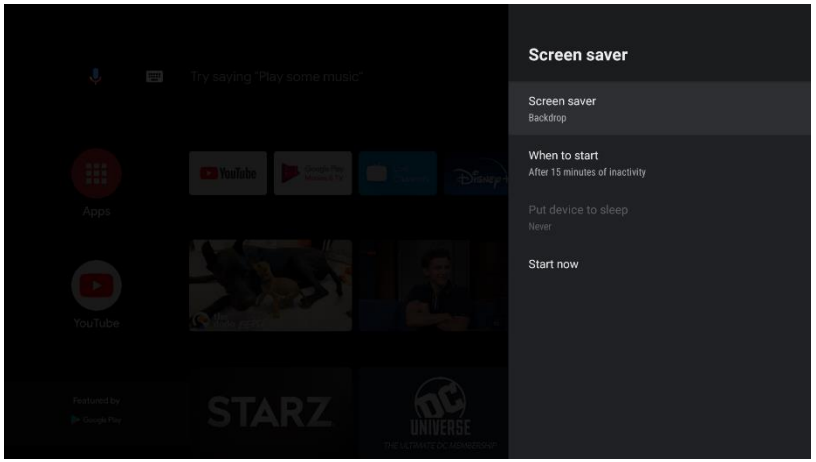




SCREENSAVER

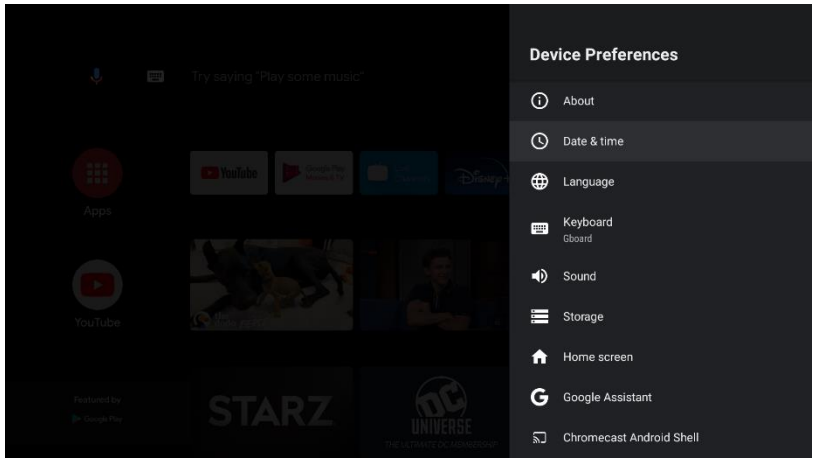
Go to Settings > Device Preferences > Screensaver to make changes to the screensaver.

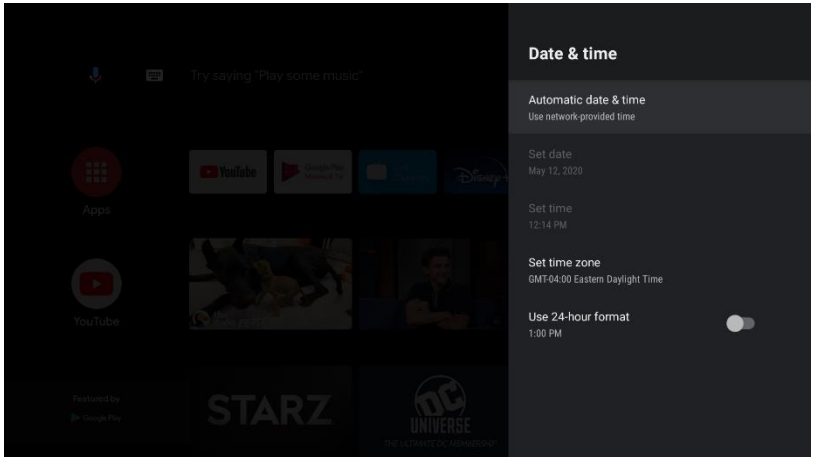




DATE & TIME

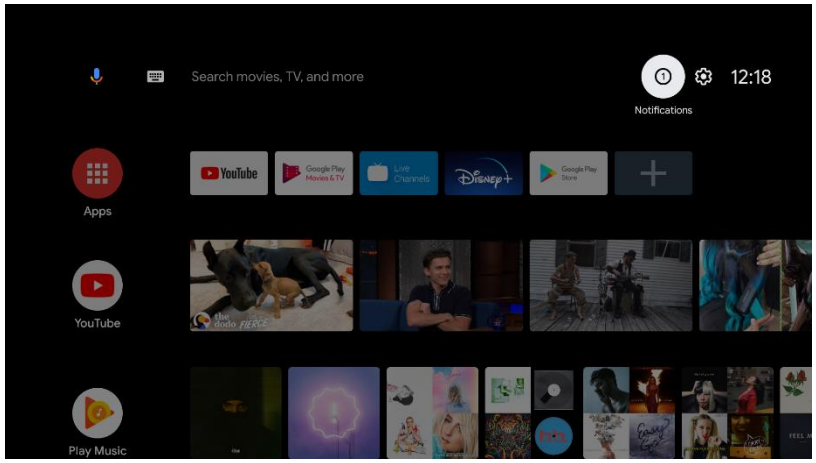
Go to Settings > Device Preferences > Date & Time to make changes to the date and time.

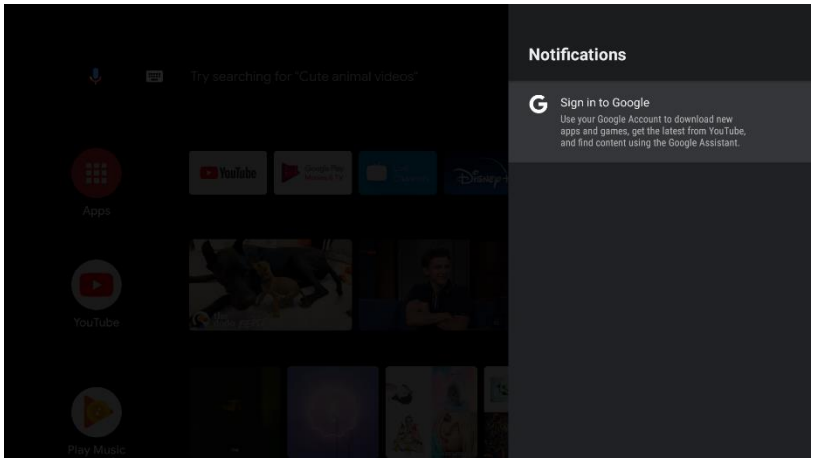


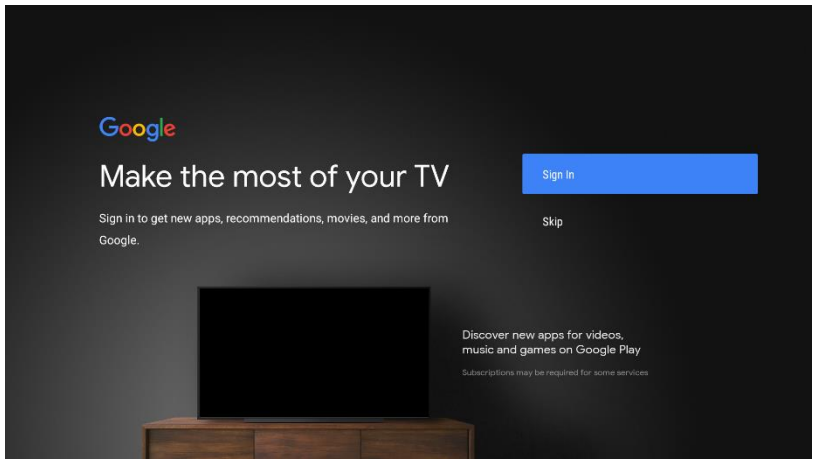


GOOGLE PLAY STORE

On the Android Home screen, go to Notifications > Sign into Google.





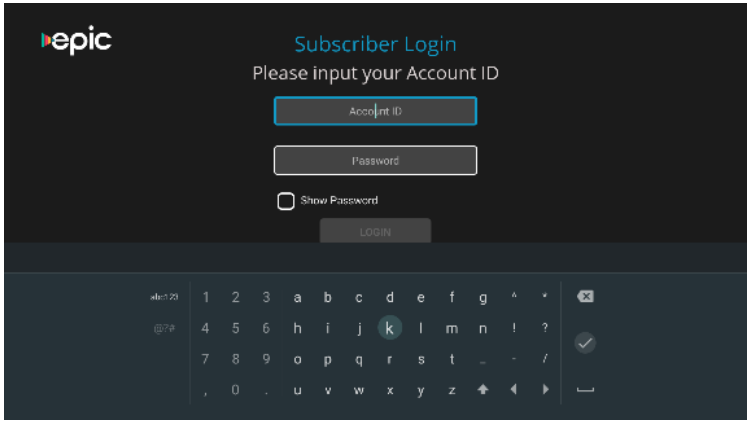


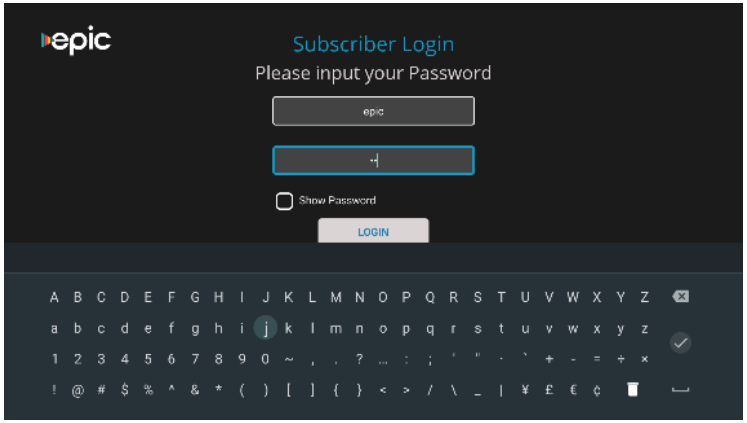
THE EPIC APP

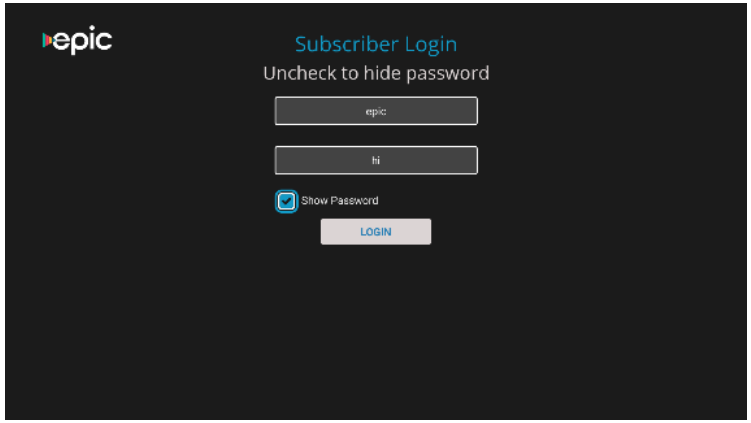
Your EPIC app is the place to go for the most comprehensive TV entertainment experience. You can view all your favorite shows, series and movies in real time.

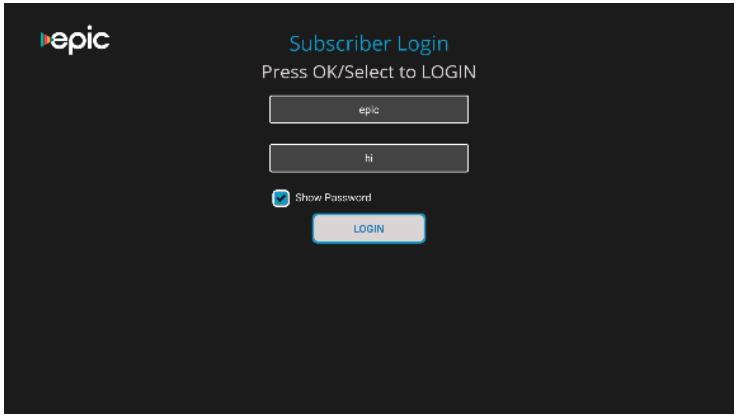
THE EPIC LOGIN

Once you have clicked on the EPIC app from the Android home screen, you will be prompted to log in with an account ID and password. Once logged in, the EPIC Home screen will appear.









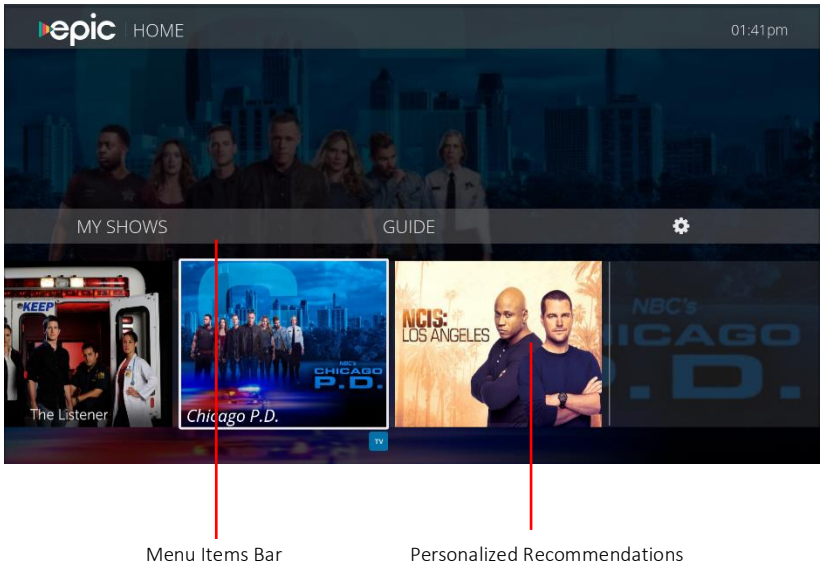
THE EPIC HOME SCREEN

The EPIC Home screen is the starting point for just about everything you do with your EPIC app. From the Home screen, you can easily access popular destinations in the EPIC experience; watch/control the currently playing show and access your latest recordings. You'll learn more about these options later in this guide, but remember, it all starts from the EPIC Home screen.

HOME SCREEN MENU ITEMS

Home screen menu items across the middle of the screen take you to commonly-used screens in the EPIC experience. Use the LEFT and RIGHT arrow buttons on your remote control to move between menu items and press OK to choose one. Use BACK to go back to the previous screen.

- **My Shows** takes you straight to your recorded programs, all ready to watch instantly.
- **Guide** takes you to the on-screen program guide that displays up to two weeks of TV programming at the touch of a button.
- **Settings** takes you to all user modifications to personalize your EPIC experience.



VIDEO WINDOW & BACKGROUND

By default, the video you were previously watching when you entered the Home screen continues to play in a video window in the upper right corner. Your most recent recorded programs will show on the bottom of your screen for easy viewing.

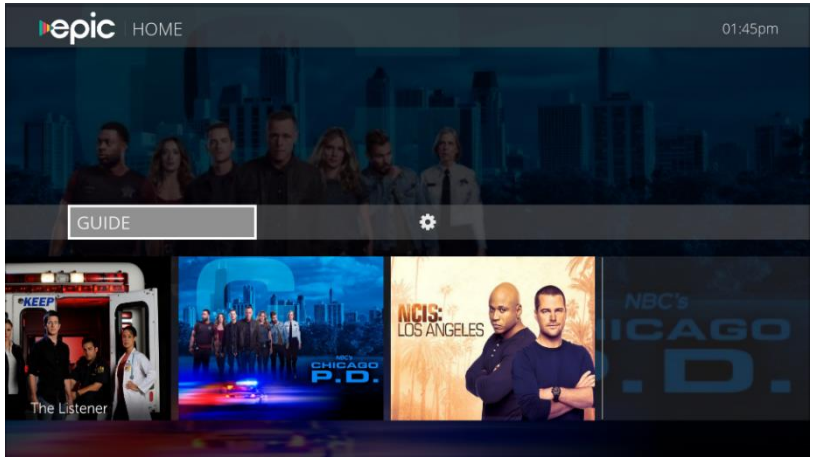
Press **PAUSE** on your remote to pause the video background or window, and press **PLAY** again to resume playing.

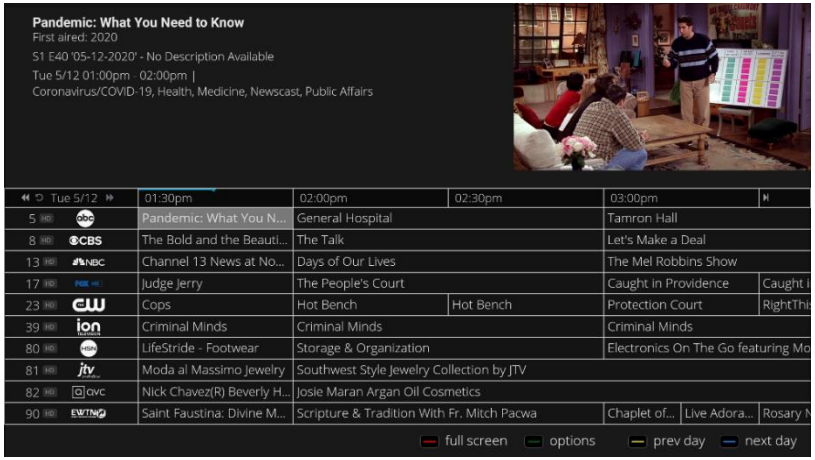
THE GUIDE

The on-screen program guide displays a complete list of channels in your channel lineup with up to two weeks of TV programming at the touch of a button. Simply select Guide on your EPIC Home Screen or Guide on your remote to view all of the networks, shows and times.

To move around in the guide:

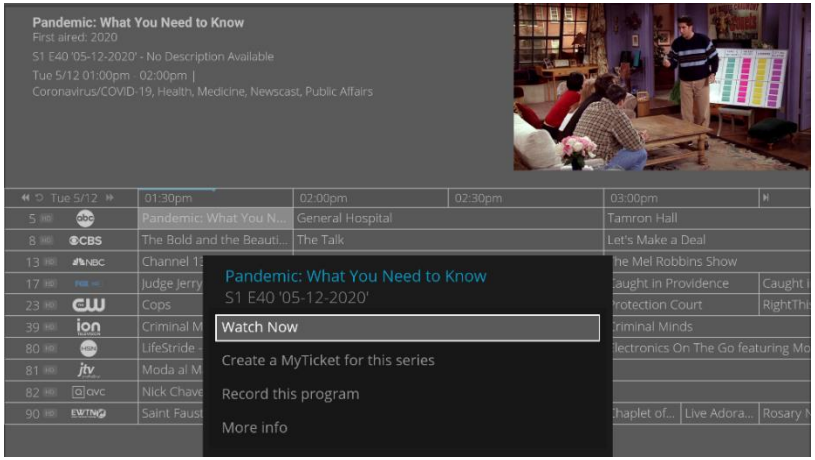
- Press the arrow **UP/DOWN** buttons to move up or down the guide, line by line.
- Press the **CHANNEL UP/CHANNEL DOWN** buttons to quickly navigate the guide.
- Press the **BLUE** button to jump 24 hours ahead, or **YELLOW** button to jump 24 hours back.
- Press on a show in progress, and the channel changes to that show. Press the **RECORD** button to record it.
- Press **OK** on an upcoming show, and you'll see a screen with recording options. Set up your recording or press **BACK** to go back to the guide.
- Press the **RED** button to return to the full screen view of the current program.
- Press the **GREEN** options button to pull up the Info Box.





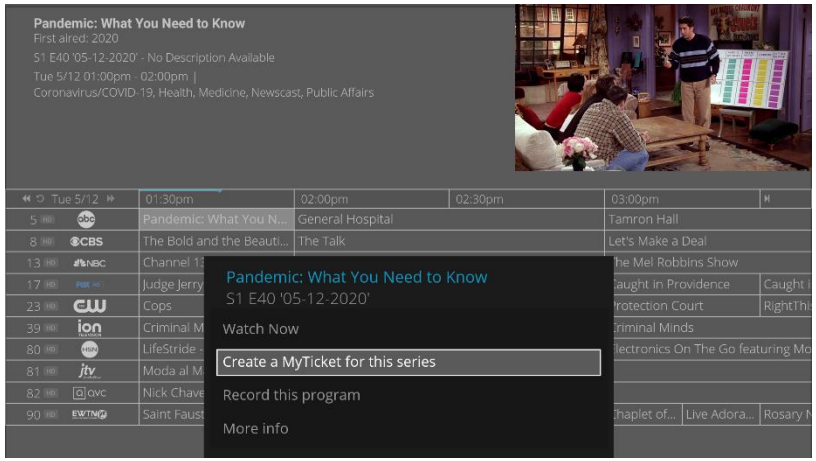
THE GUIDE INFO BOX

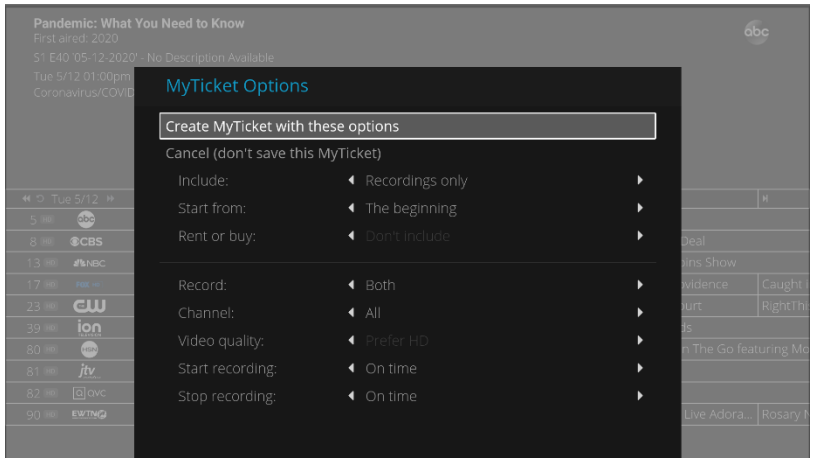
By pressing the **Info** button on your remote while in the guide mode, an option box will appear. You can choose from **Watch Now, Create a MyTicket for this series**, **Record the Program** or view **More info** about the program such as the show's title, description and ratings.



RECORD A SERIES WITH CREATE MYTICKET

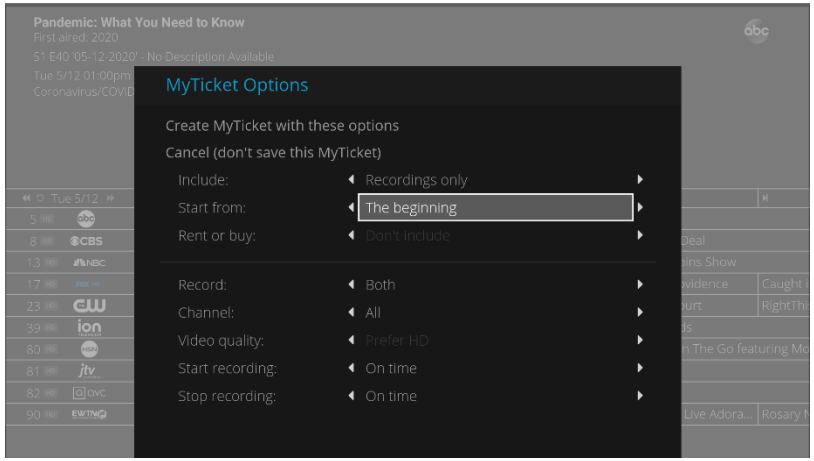
To schedule a recording of a series, select **Create a MyTicket** from the Guide Info Box options. From here you can modify your recording settings.

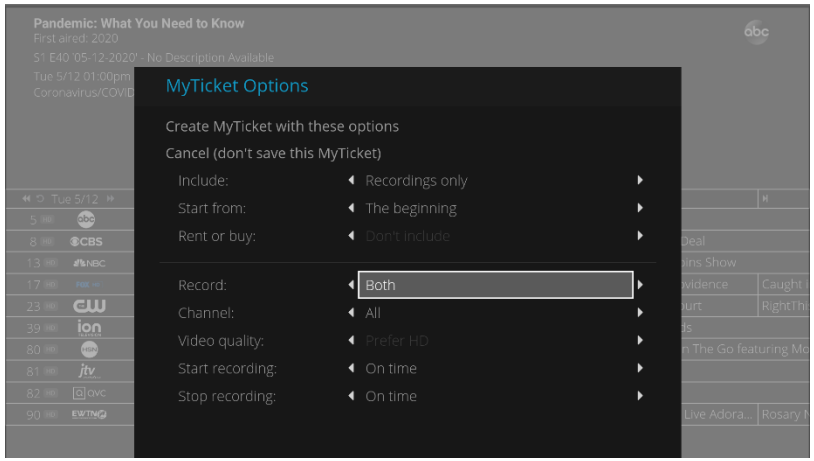




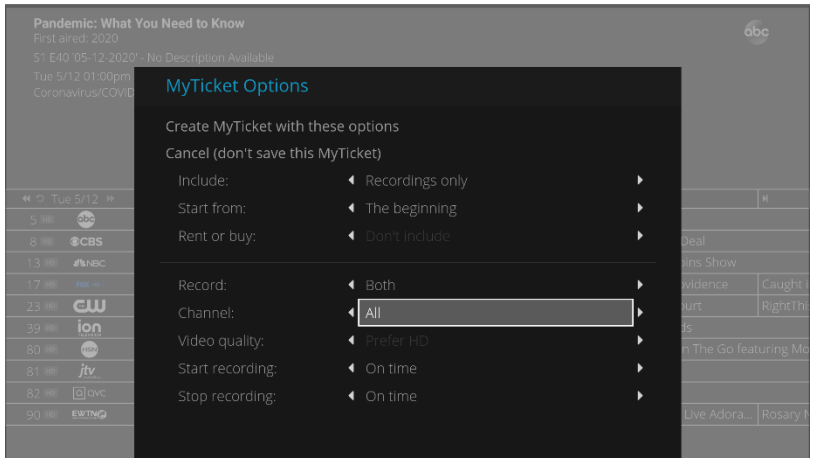
RECORD A SERIES WITH CREATE MYTICKET (continued)

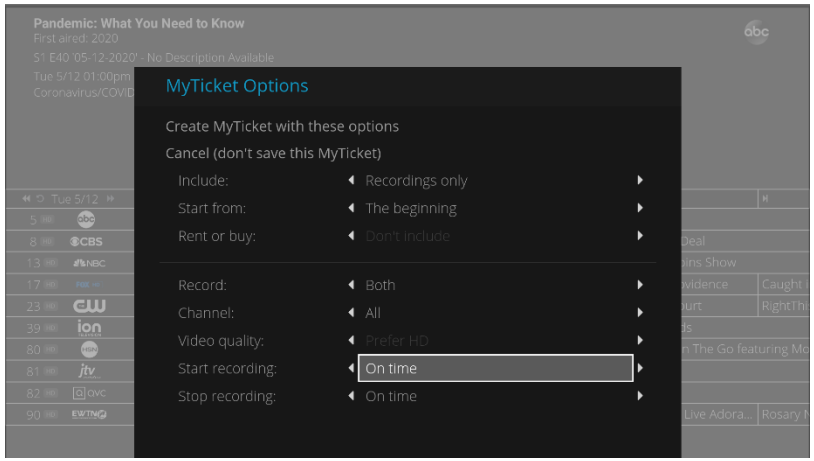
In MyTicket Options you can choose where in the series you want to start recording, such as from the beginning or only new episodes.





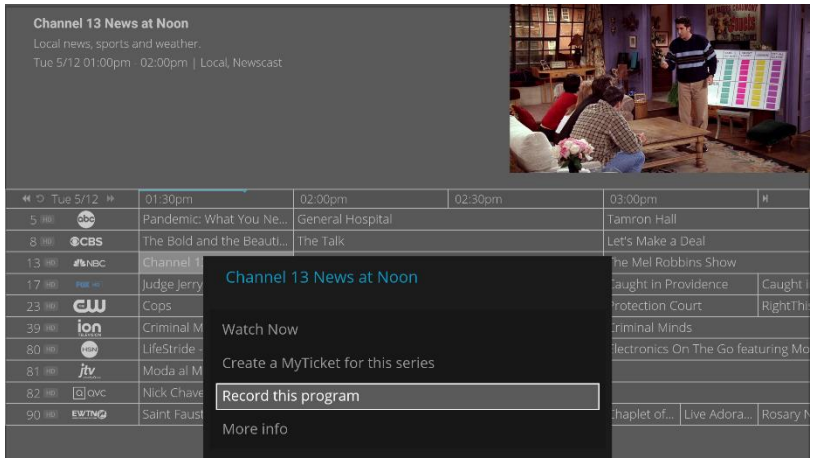
In MyTicket Options you can also choose which channels you want to record your programs from. The stop and start recording feature allows you to extend the stop and start time of a recorded program.

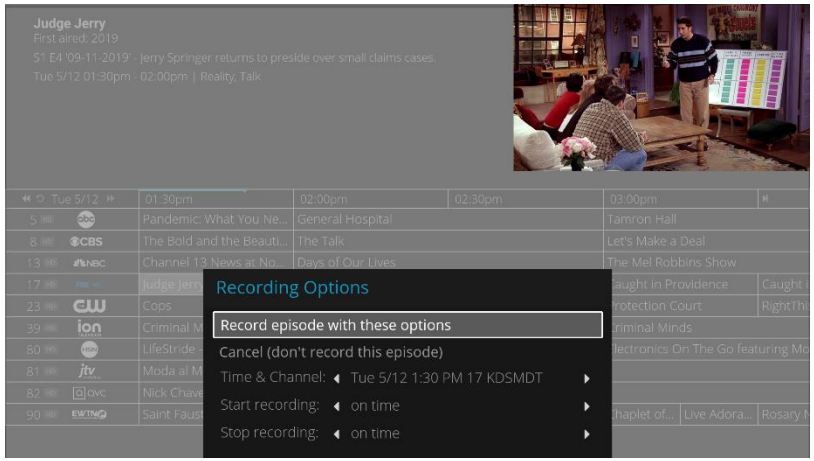




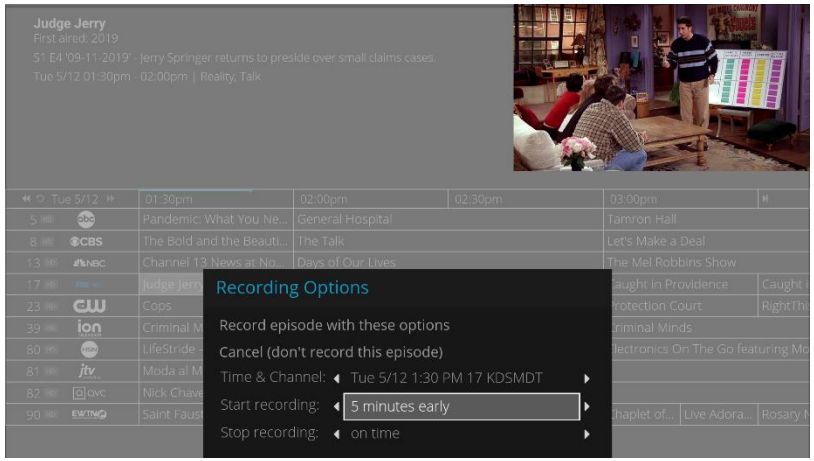
RECORD A SPECIFIC PROGRAM

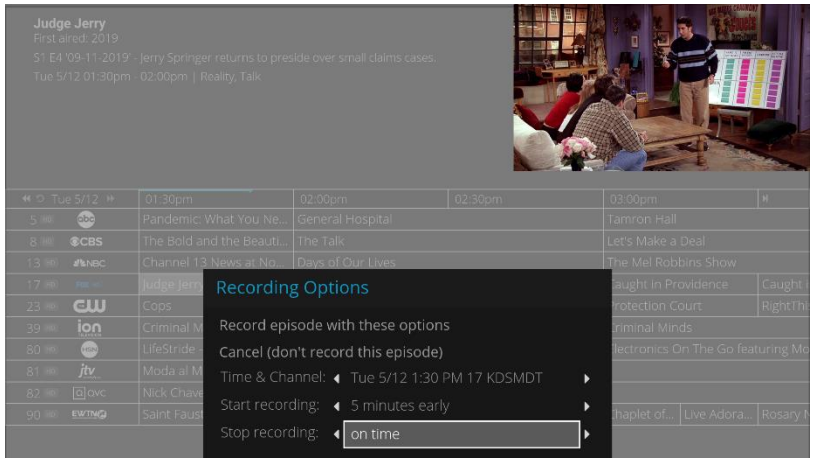
You can also record a specific program without recording a whole series. To record a program from the Guide, press **INFO** and select Record this program. From there, you can choose time and channel and when to stop and start your recording. You can also press the **RECORD** button to record a specific program.





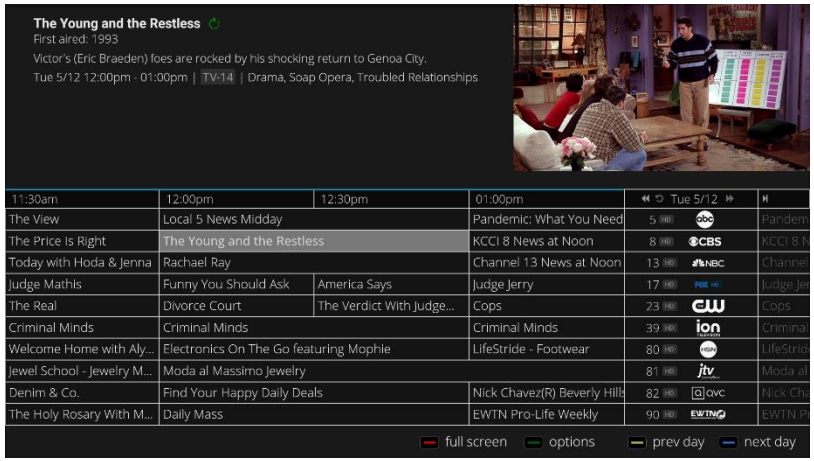
The Stop and Start recording feature allows you to extend the stop and start time of a recorded program.

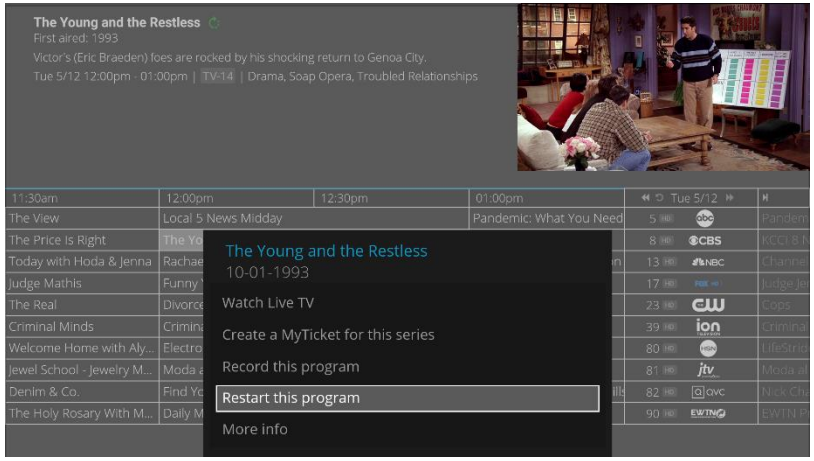




RESTART A LIVE PROGRAM WITH RESTART TV

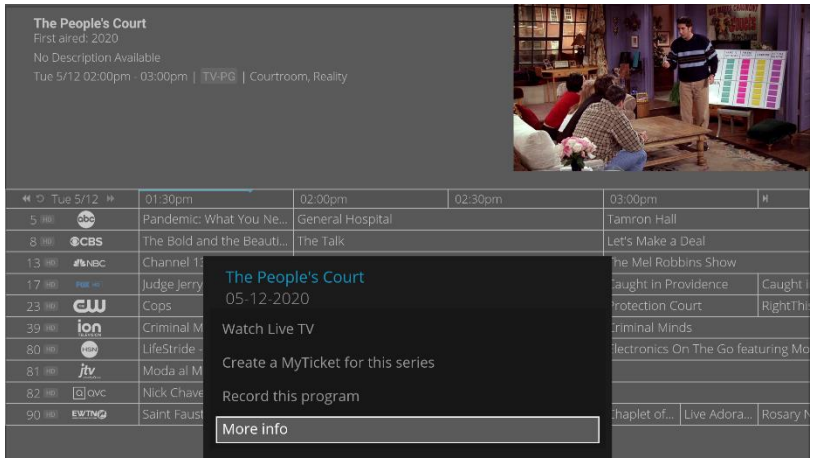
Selecting Restart this Program allows you to re-watch any program that is available on the Guide up to 72 hours.
**Greyed out grid programs are not available for Restart TV*.





MORE INFO

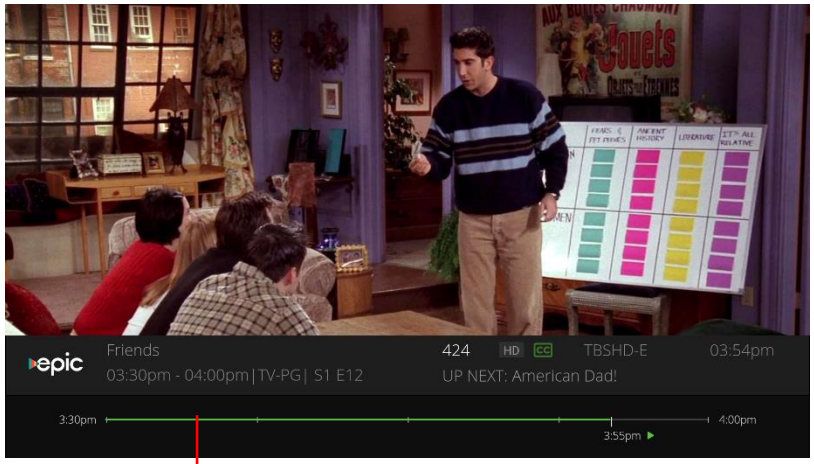
By selecting More Info, you can view specific program information such as episode info, air date, genres, and show rating.



LIVE TV

When you're watching a show as it is broadcast, you're watching live TV. You can watch live TV by selecting a in progress show from the Guide.

As you change channels, you'll see a status bar at the bottom of the screen. This bar contains useful information, like the show title, time of airing, channel, whether the show is in HD, and what's up next.



TrickPlay Bar

TRICKPLAY

Trickplay allows you to watch live tv with the benefits of pause live features. You can choose **PAUSE**, **PLAY**, and **REWIND/FAST FORWARD** up to 3X.

1. First, press the **PAUSE** button. You can pause live TV for up to 15 minutes.
   When you pause live TV, you see a TrickPlay bar showing the program's duration. The blue segment shows the portion of the hour that has been saved by EPIC. The thick white line marks your current point in time. When the white line is back in the blue segment, you're "behind" live TV.
2. If you need to go grab popcorn for your favorite program, you can now press **PLAY** to continue watching the show. You can rewind and fast forward from the moment you pressed the **PAUSE** button up to the current time.
3. Press **PLAY** at any time to return to normal speed.

THE FULL SCREEN VIDEO INFO BANNER

Selecting Info on your remote while in full screen mode will bring up an information banner at the bottom of the screen. Information such as current program details, upcoming program and modification options such as **Closed Captioning**, **Record this program**, **Modify MyTicket** and **More info**.

CLOSED CAPTIONING

To turn closed captioning on, press SELECT on your remote.

CREATE MY TICKET

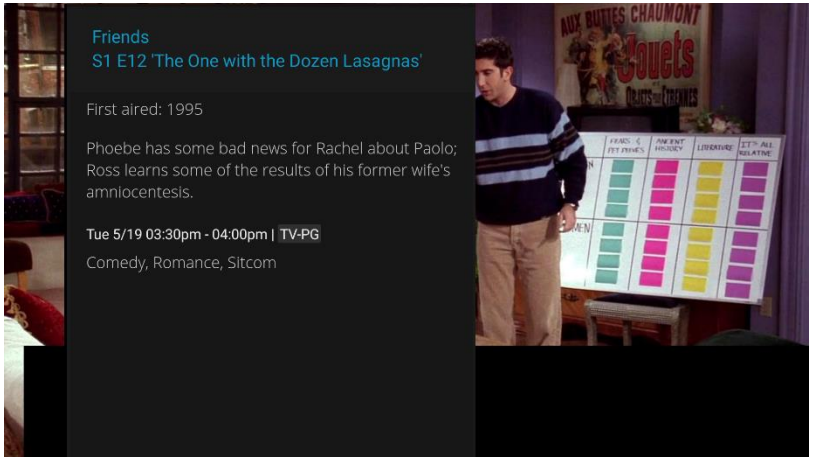
Select create MyTicket to record a program or series.

MODIFY MY TICKET

Selecting Modify MyTicket on the Info Banner allows you to make changes to your already saved programs.

MORE INFO

Selecting More Info on the Info Banner allows you to view additional program information such as episode info, original air-date and show rating.



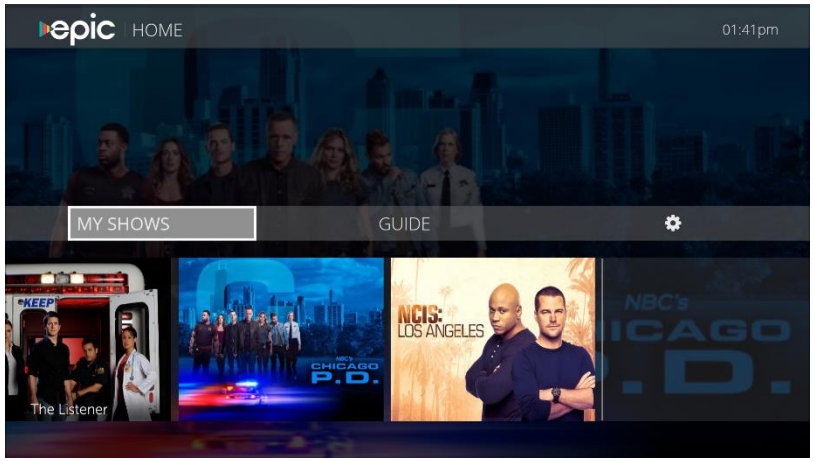
MY SHOWS

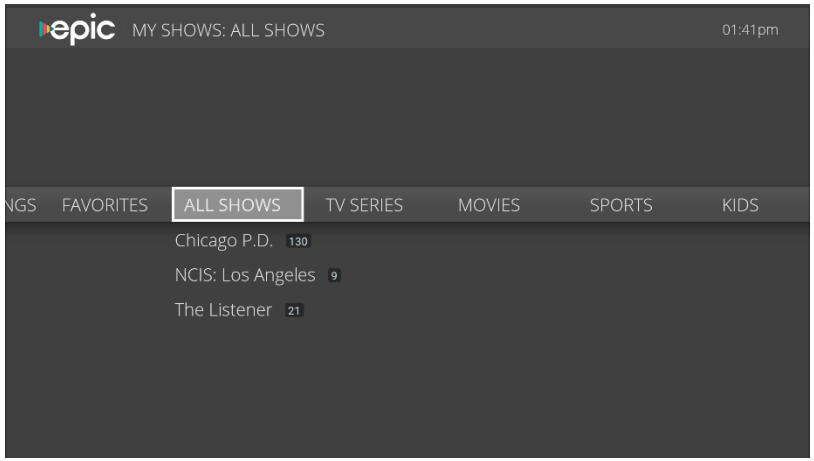
To view and manage your recorded programs, go to the EPIC Home screen and select My Shows from the menu bar.

My Shows takes you straight to your recorded programs, all ready to watch instantly. From here you can choose from All Shows, or arrow down your search of saved shows into sub-categories such as Kids, Movies and Sports. By default, My Shows is sorted alphabetically.

With EPIC's enhanced cloud DVR feature, you can save an unlimited number of programs in the cloud for 60 days. When you save a program to favorites it will be stored for up to one year, so you never have to worry about running out of storage space on your TV box. You can always select the Expiring tab to see which programs will be expiring next.

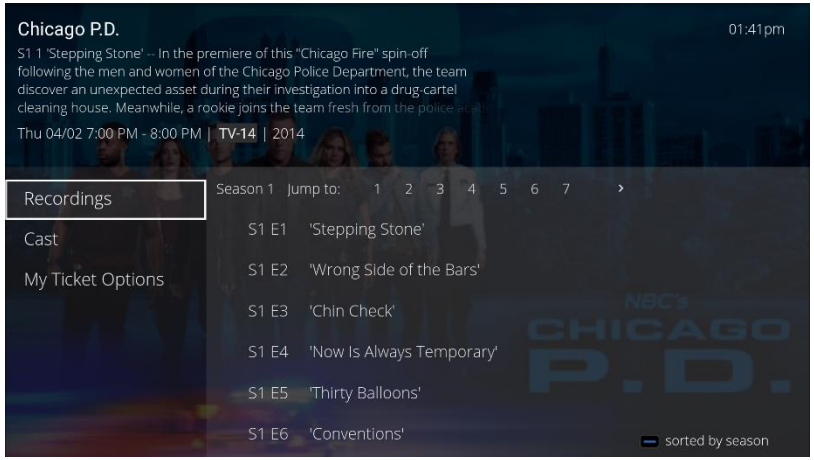
MY SHOWS LIST

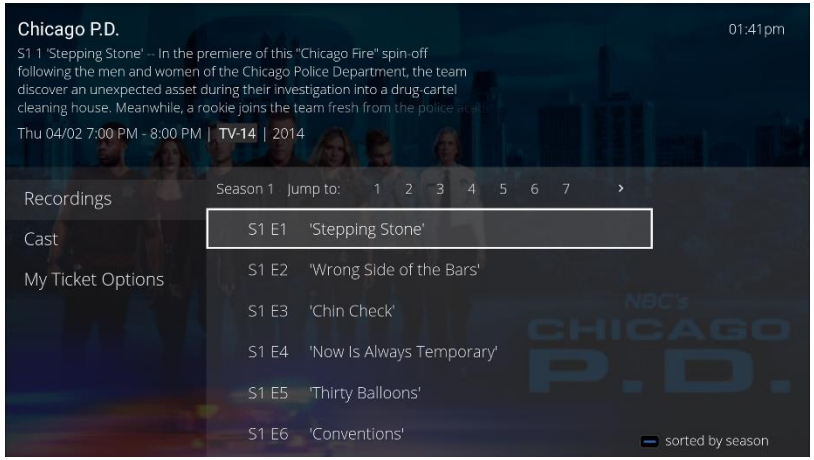


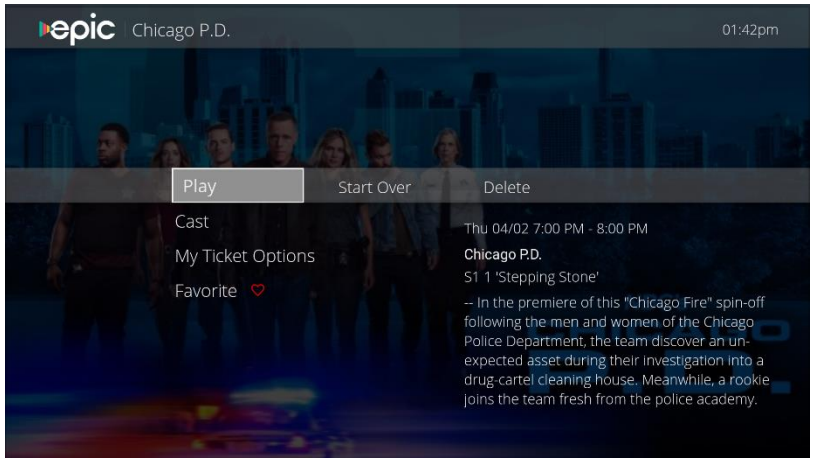


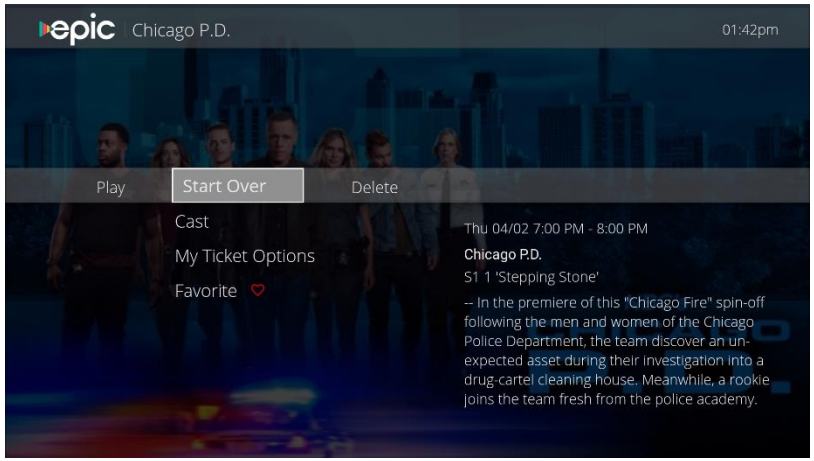
PLAYING A RECORDED PROGRAM

To play a recorded program, select **My Shows** then select the series and specific episode you want to watch. You can choose **Play**, **Start Over** or **Delete** the program. From here you can also see **Cast** info and **My Ticket Options.**

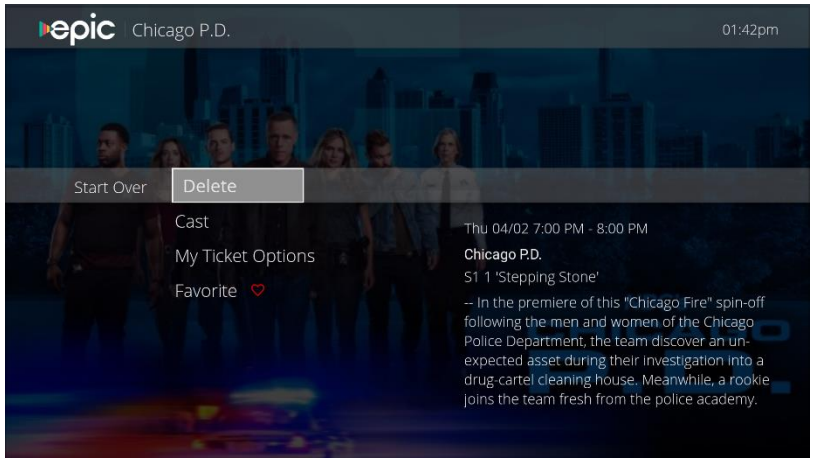






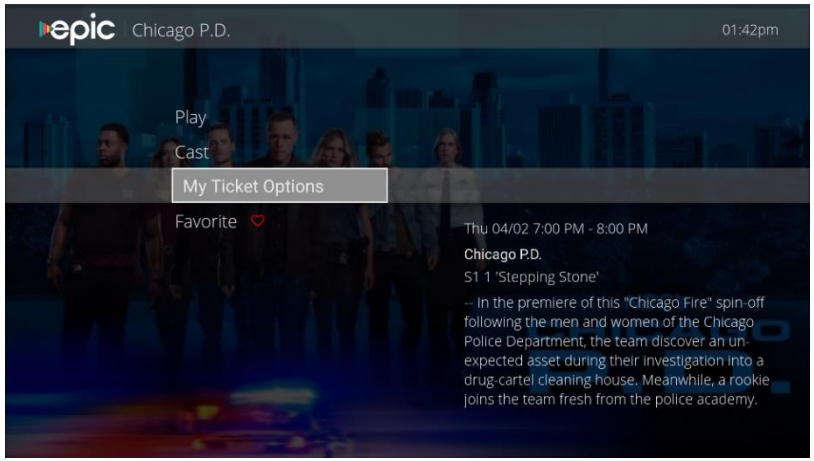


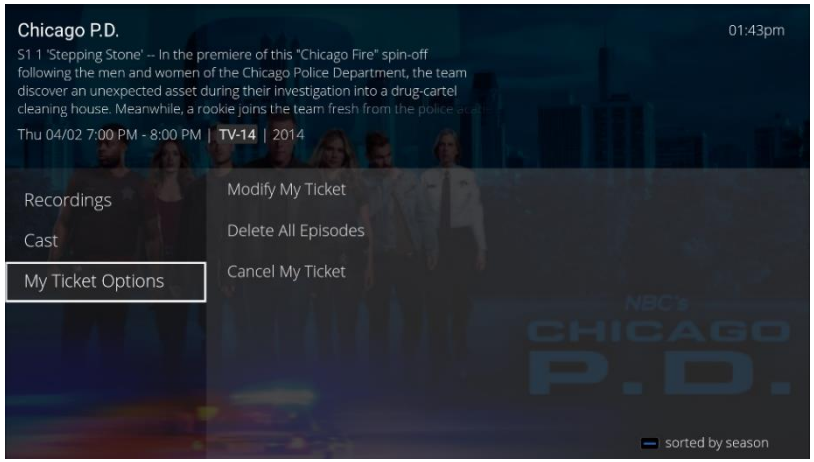
PLAYING A RECORDED PROGRAM (continued)



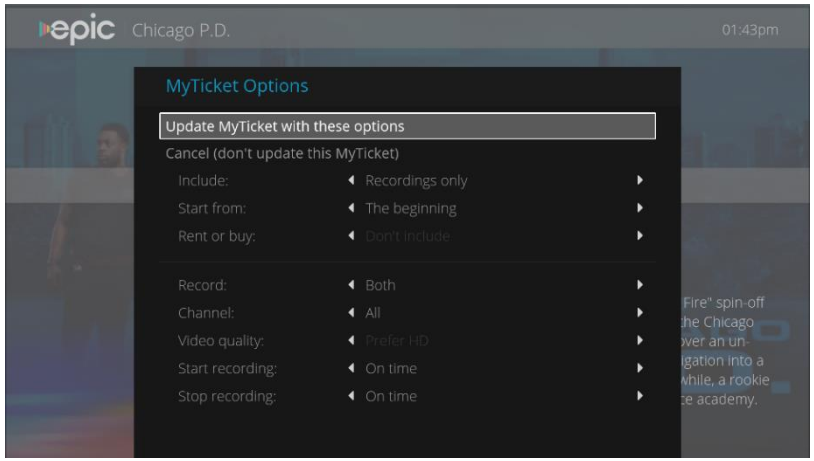
MY TICKET OPTIONS

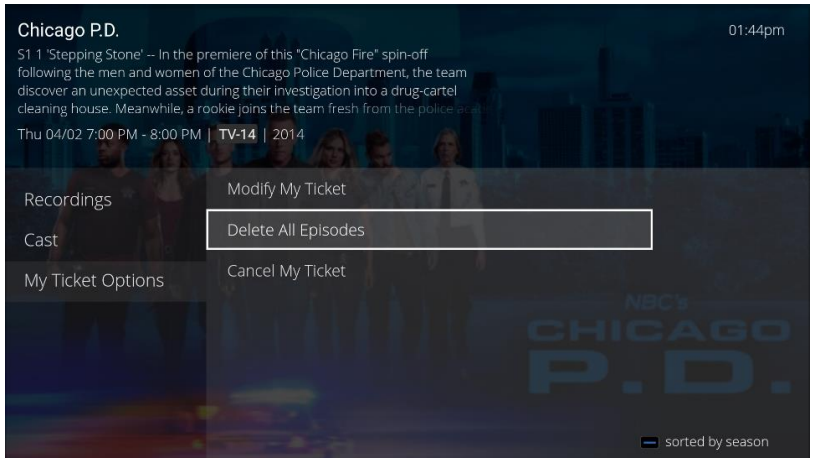
In My Ticket Options, you can modify your ticket, delete all episodes and cancel the ticket.

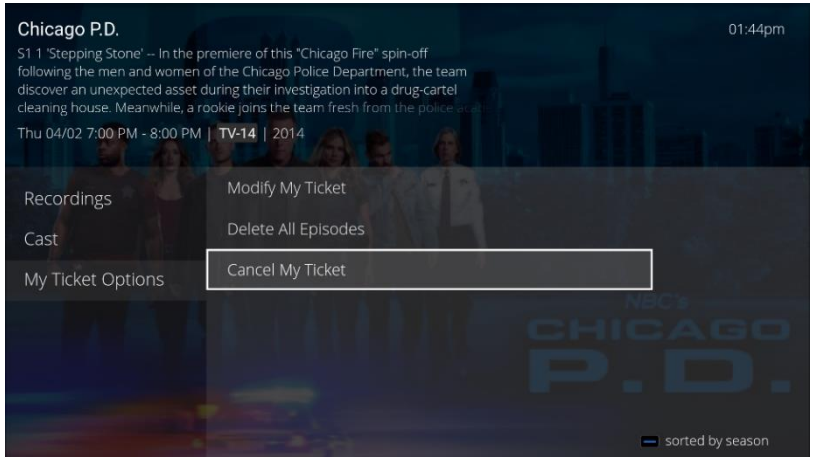




MYTICKET OPTIONS (continued)



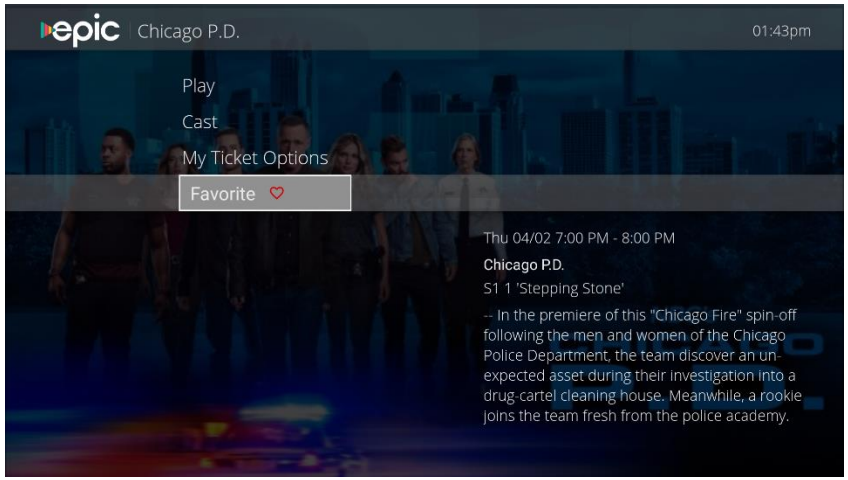




FAVORITES

The Favorites tab in your episode list allows you to mark your favorite episodes so they are not deleted after 60 days.

From the My Shows go to the series and episode you want and select Favorite.



2 Settings

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Parental Controls 29

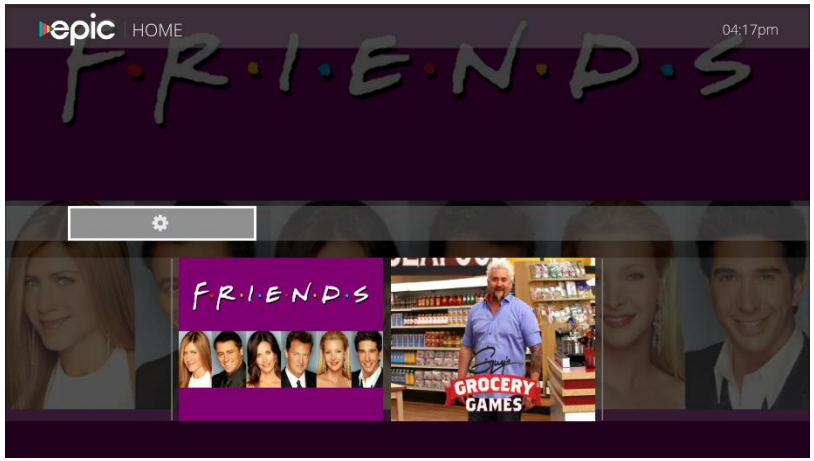
Guide Settings 33

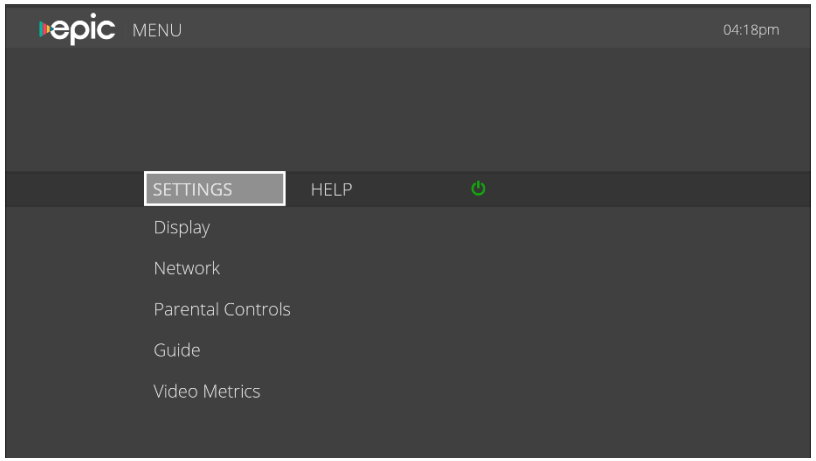
Video Metrics 34

SETTINGS

To manage your settings, go to the Home screen and select the Settings gear icon.

Here you'll be able to customize your Display, Parental Controls, Guide settings and more.

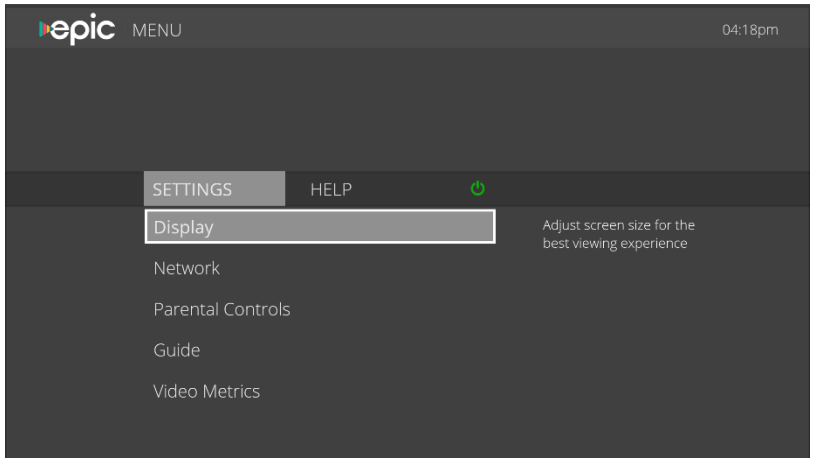


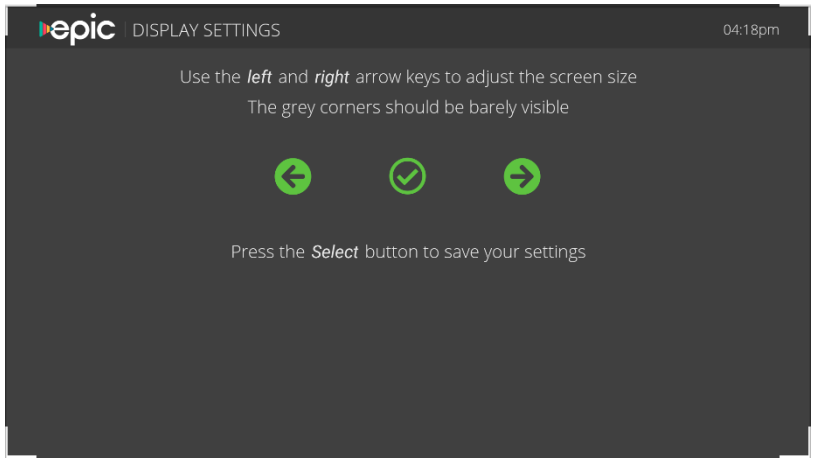


DISPLAY

From the Menu screen, choose Settings > Display.

The Display tab allows you to adjust the screen size.

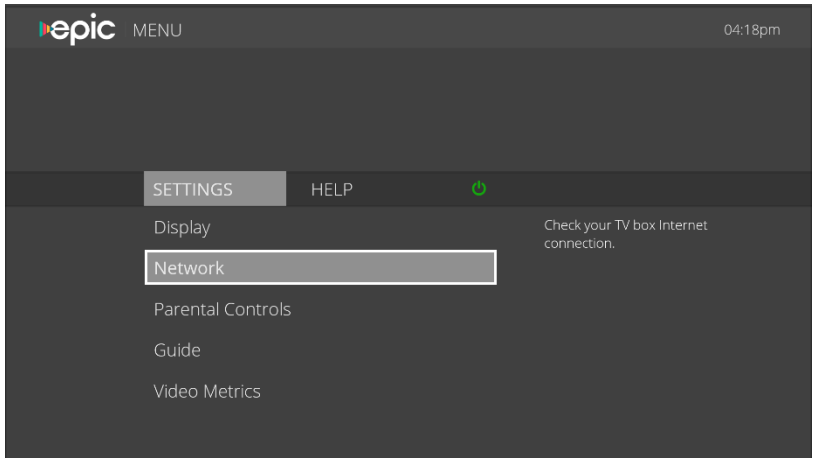


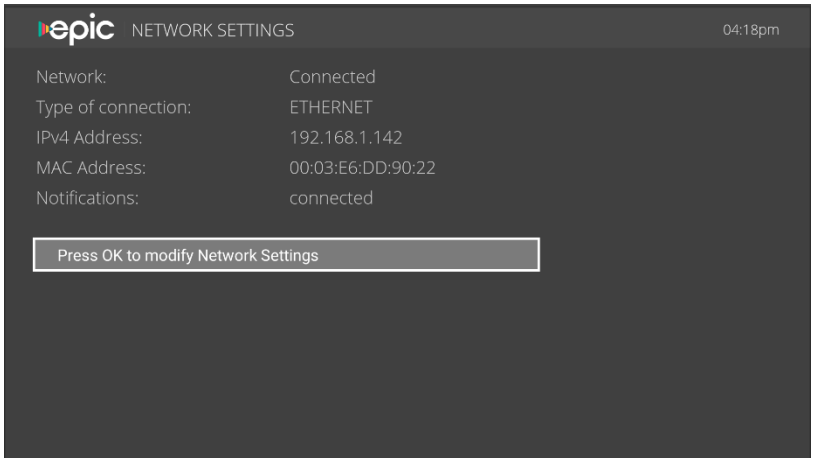


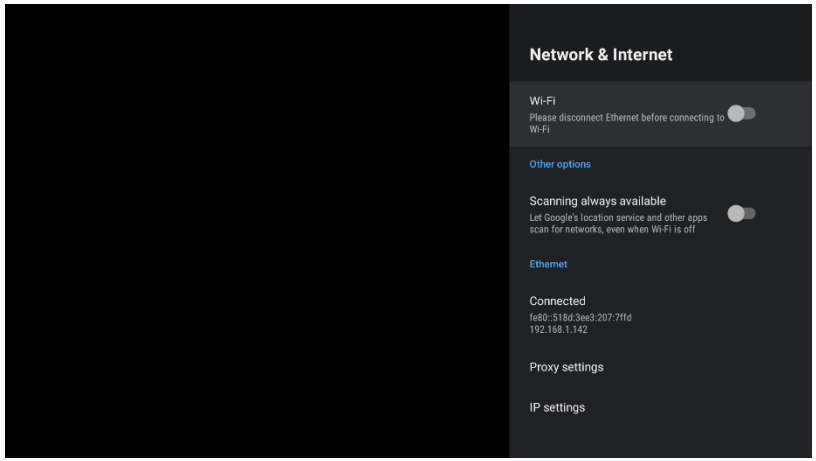
NETWORK

From the Menu screen choose Settings > Network.

Selecting the Network tab allows you to modify network settings such as Wi-Fi or Ethernet connection.







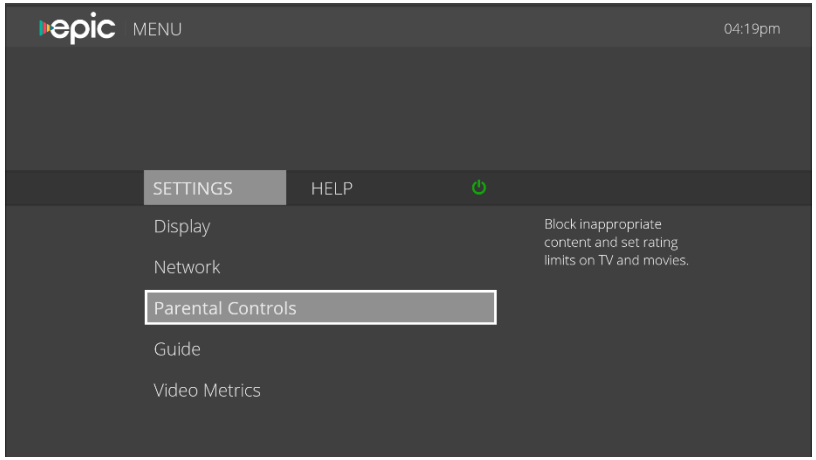
PARENTAL CONTROLS

From the Menu screen choose Settings > Parental Controls.

Parental Controls help you make sure your family has access to only those programs you want them to watch. Its feature allows you to block TV shows and movies by ratings, or to block specific channels.

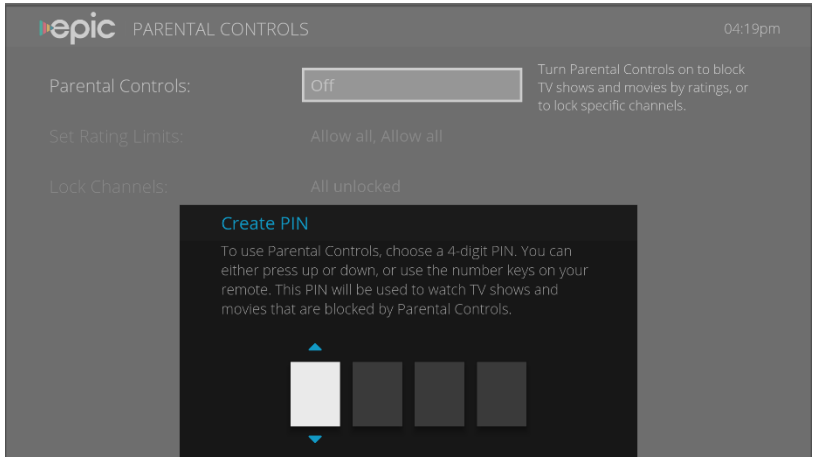
TURN PARENTAL CONTROLS ON OR OFF

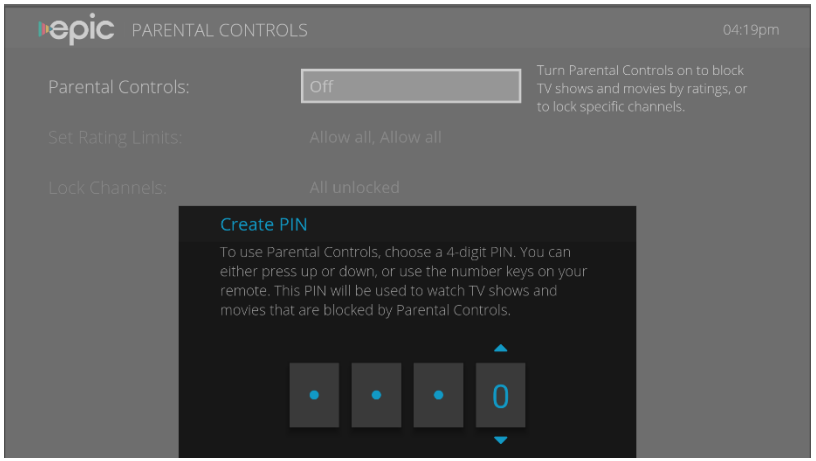
To turn Parental Controls on, selects Settings > Parental Controls then choose Parental Controls from the list of options. You will need to create and confirm a PIN to access and make changes to Parental Controls.

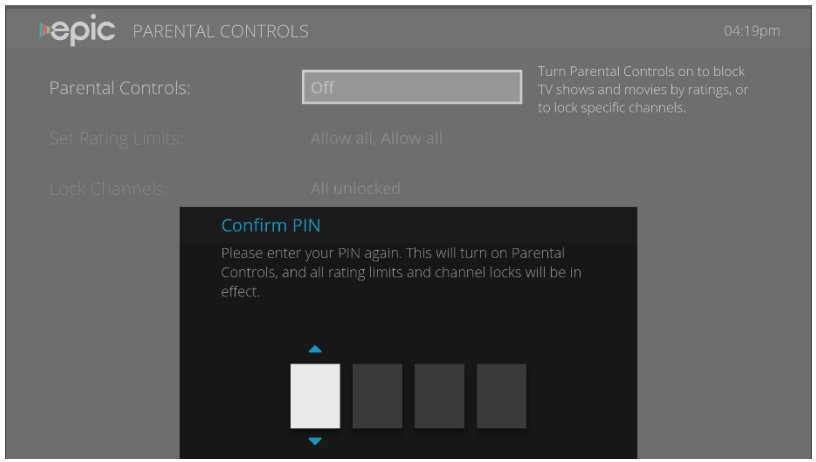


TURN PARENTAL CONTROLS ON OR OFF (continued)

Use the number buttons on the remote control to enter a four-digit password, then enter the same password again for confirmation. When you turn off Parental Controls, anyone can view any shows or watch any channels.



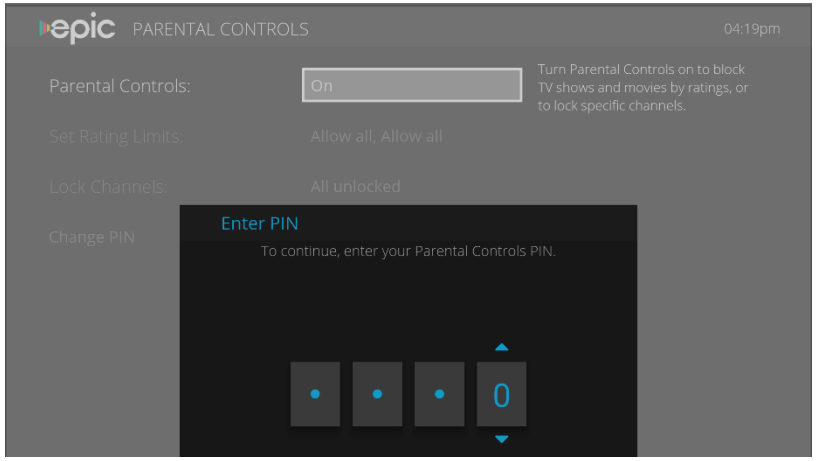


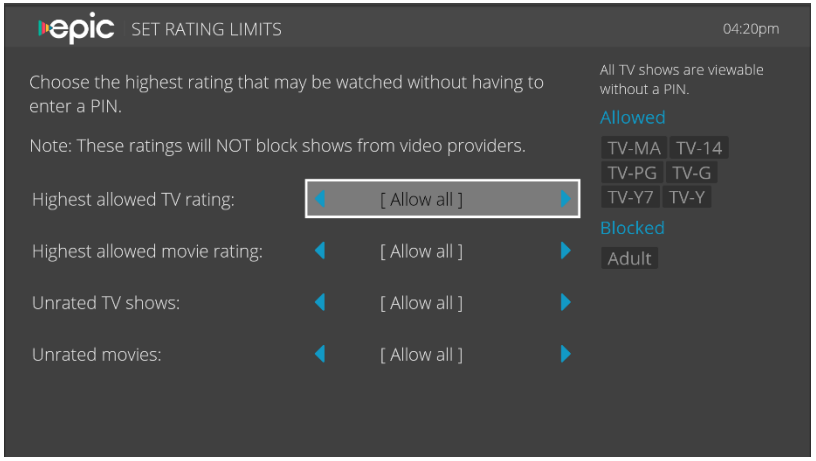


SET RATING LIMITS

Movies originally meant for release to theaters have a different rating system from shows made for TV. Use rating limits to set rules for both rating systems.

To set rating limits, select Parental Controls > Rating Limits from the list of options:
You will be prompted to enter your PIN again for security. Then use the left/right arrows to change the rating limit.

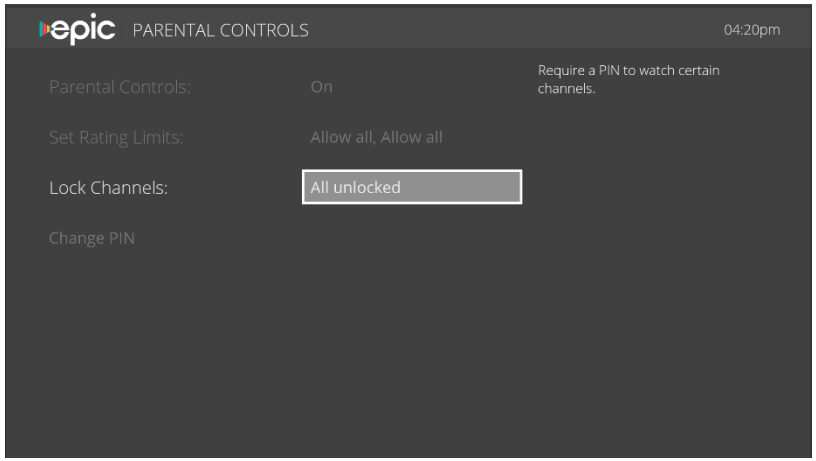


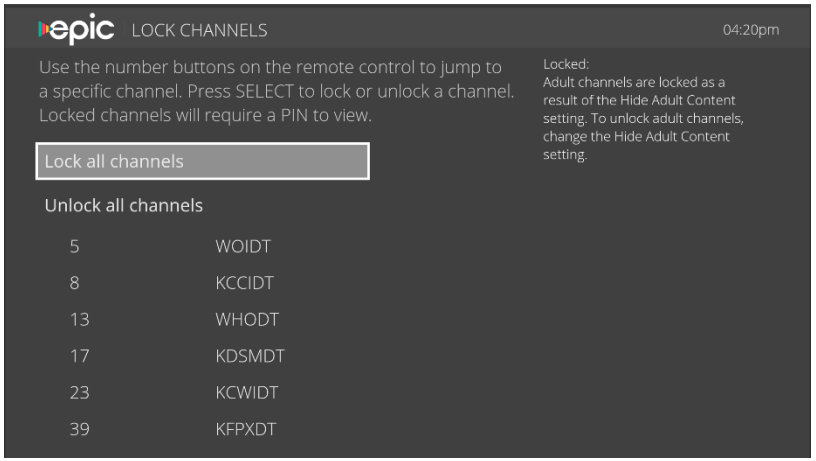


LOCK CHANNELS

When a channel is locked, the Parental Controls PIN must be entered to view the channel. You can lock specific channels, or all channels.

To lock specific channels, select Parental Controls > Lock Channels

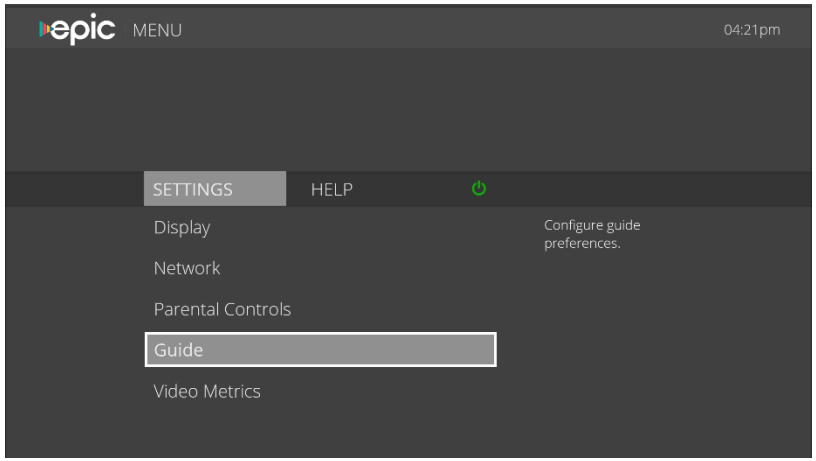


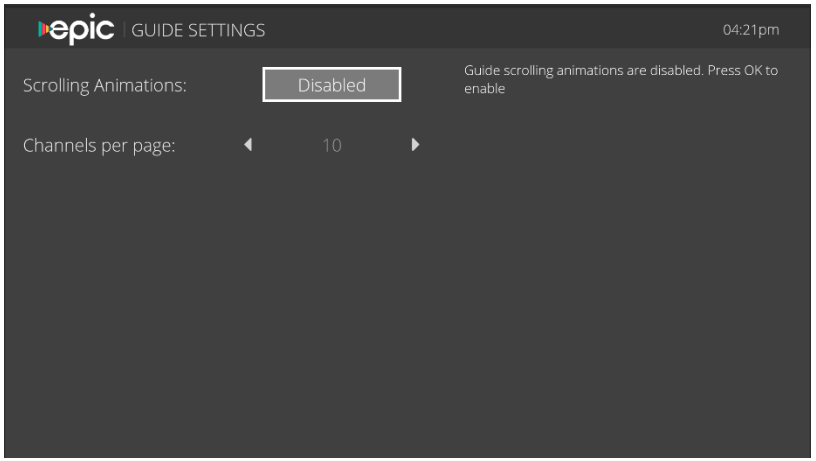


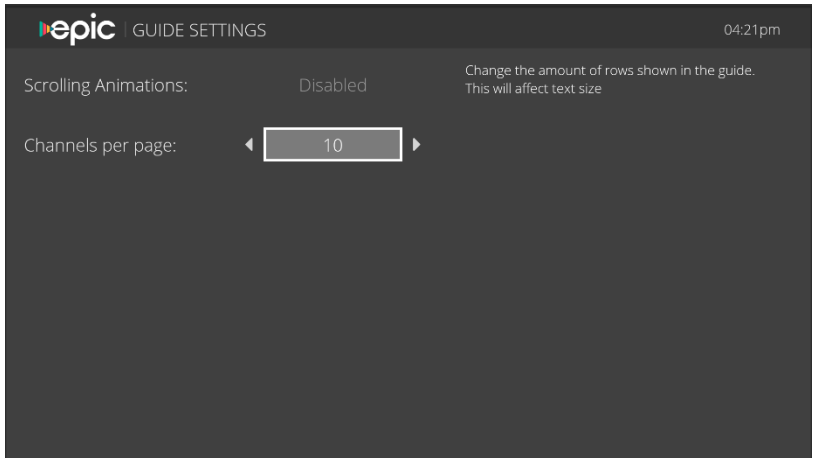
GUIDE SETTINGS

From the Menu screen choose Settings > Guide.

From here you can make changes to your guide menu such as scrolling animations or channels per page.



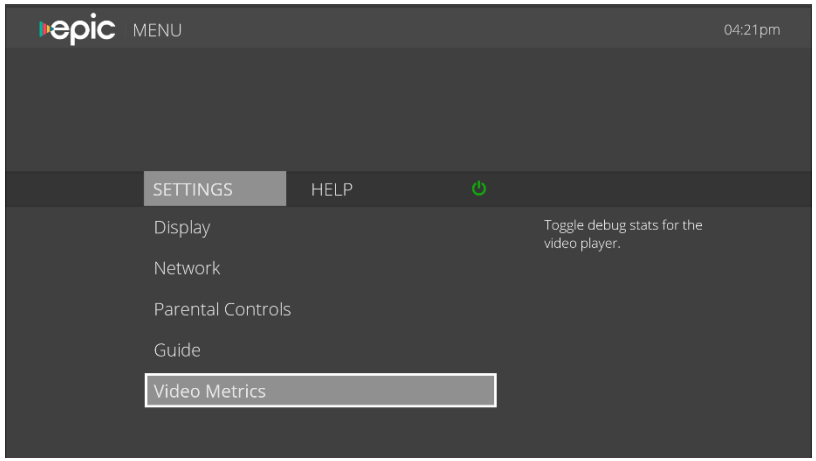


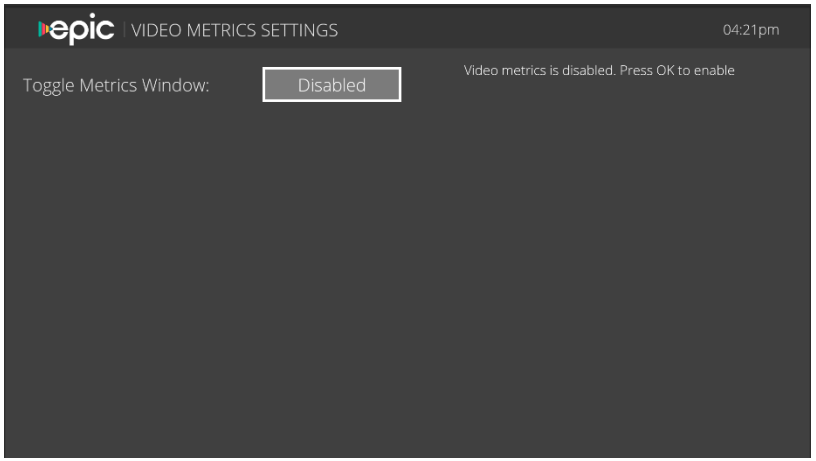


VIDEO METRICS

From the Menu screen choose Settings > Video Metrics.

From here you can toggle debug stats for the video player. On full screen video the video metrics will show for the live show, restart show, or recording.





Help & Troubleshooting

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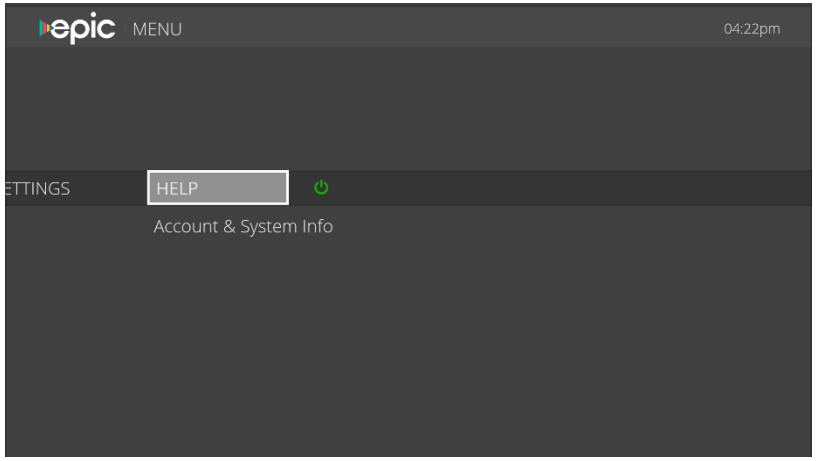
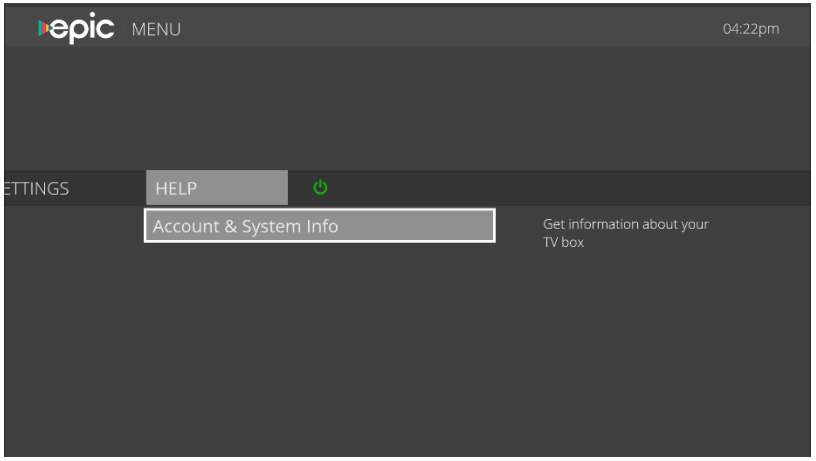
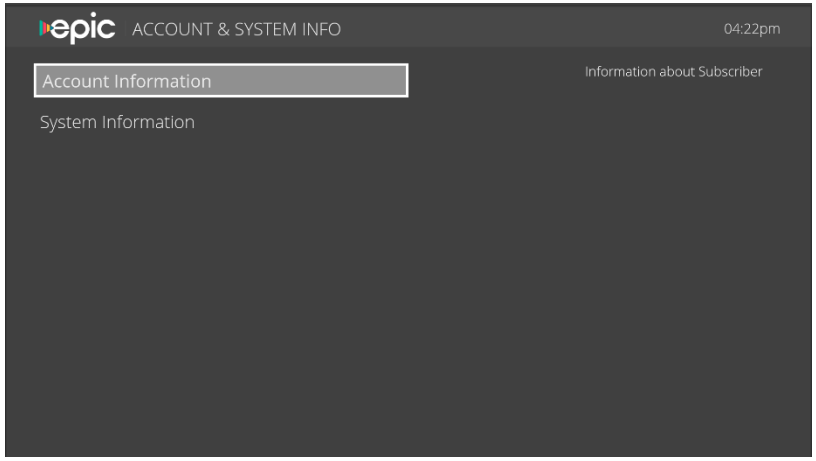
Force Closing Your EPIC App 38

GETTING HELP

For information and help with your account, TV box and system select Help > Account & System Info:

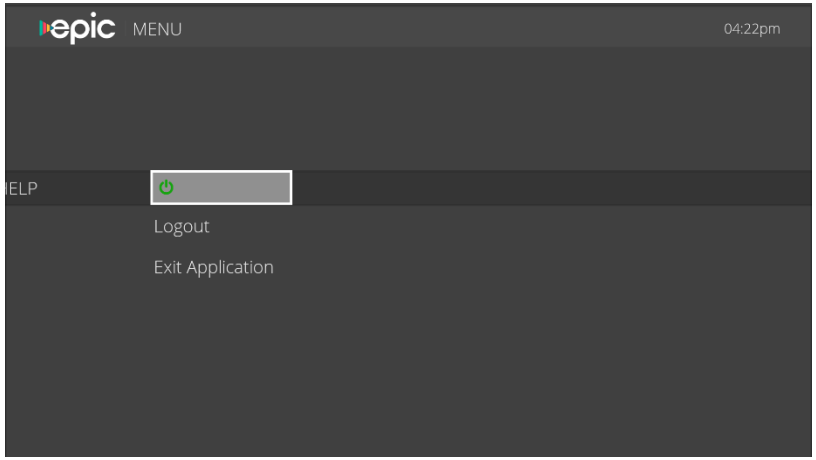


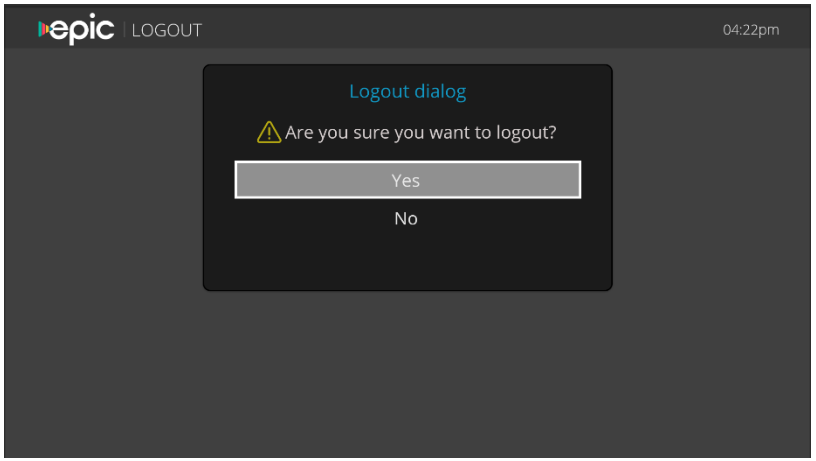


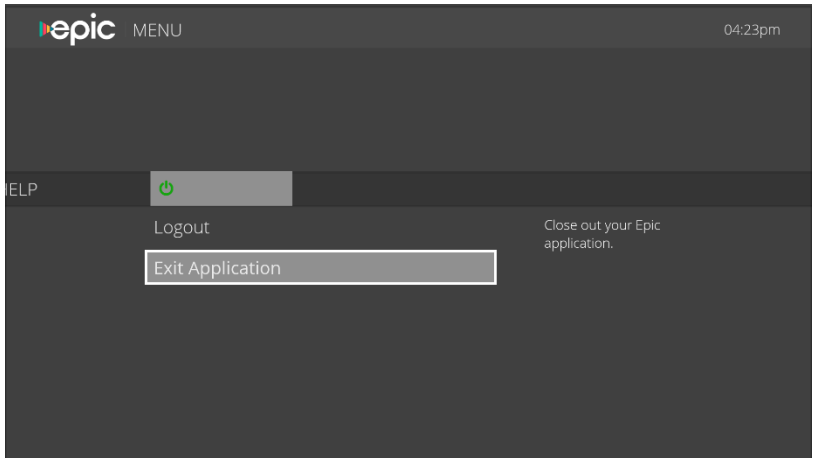


EXITING THE SYSTEM

To Exit the EPIC App, go to the main menu page or home page and select the ON/OFF icon and then select Logout or Exit Application.







FORCE CLOSING YOUR EPIC APP

If your EPIC app is unresponsive for any reason, you can force close it by powering off your device, restarting, and logging back in.

Remote Control Quick Reference

4

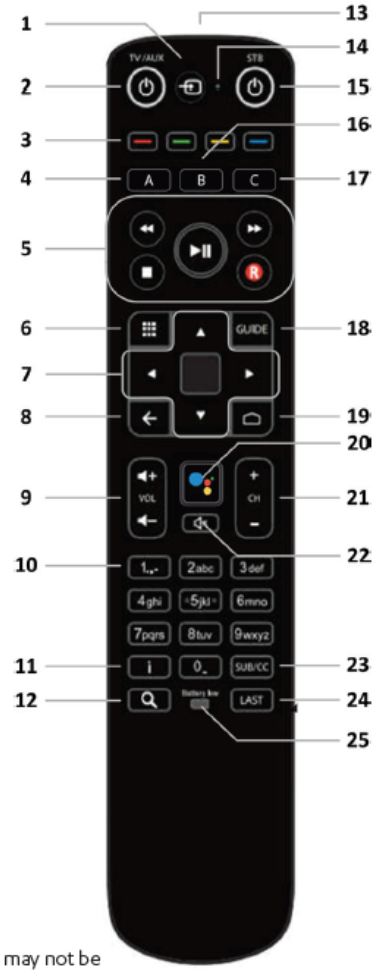
MAXI ATV REMOTE CONTROL USER GUIDE

amino

Maxi ATV Remote Control User Guide

1. Remote control layout

1	TV input source select
2	TV/AUX power/standby
3	Colour navigation
4	'A' button
5	Set-top box (STB) PVR transport
6	Menu
7	Navigation and OK
8	Back
9	Volume up and down
10	Channel select and text entry
11	Information
12	Search
13	Infra-red (IR) window
14	Microphone
15	STB power/standby
16	'B' button
17	'C' button
18	Electronic Program Guide
19	Home
20	Voice control
21	Channel/Page up and down
22	Mute
23	Subtitles/closed captions
24	Last channel recall
25	Low battery warning LED



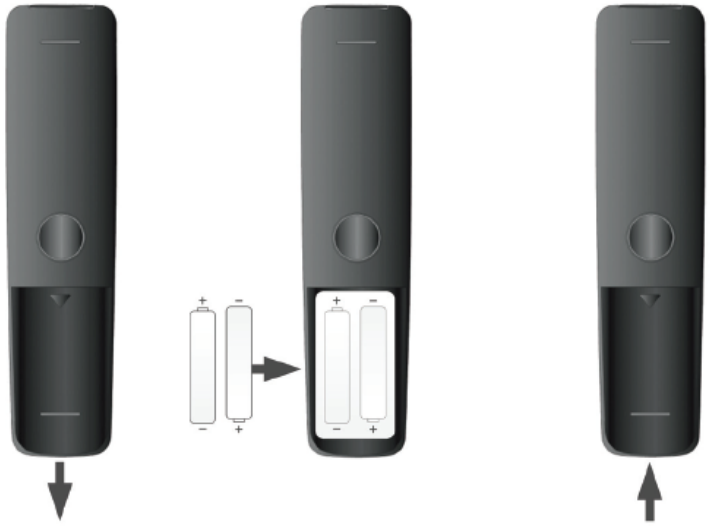
Note: Some functionality (e.g. PVR) may not be available on specific models of set-top box (STB), also functionality may vary with the TV service delivered by your service provider.

2. Inserting batteries

1 Slide the battery housing cover downwards to remove

2 Insert 2 x AAA batteries observing the correct polarity

3 Refit the battery housing cover



Battery information

Do not mix different types of battery or old and new batteries.

Do not use rechargeable batteries.

Remove the batteries from the remote control if you are not going to use it for several weeks, to avoid the risk of leakage.

Please respect your environment and any local regulations and dispose of old batteries in a responsible manner.

Do not attempt to recharge the batteries.

Immediately remove any leaking batteries.

Take care when handling leaking batteries as they may cause burns to the skin or eyes, or other physical injuries.

3. Operation

When you press a key, point the remote control towards the front of the STB to ensure correct operation. Do not cover the infra-red (IR) window at the front of the remote control and at the front of the STB.

When a key is pressed, either the STB key will flash or, if a TV brand has been entered, the TV/AUX POWER key will flash, depending on which product is being controlled by the remote control.

If you press a key for more than 30 seconds the remote control will stop transmitting commands to preserve battery life.

4. Controlling the TV: Brand Search

The TV/AUX POWER, TV INPUT, VOL+, VOL- and MUTE keys of the remote control can be programmed to operate your TV. To do this, your remote control must first learn the 'brand code' of your TV. By default, the remote control is programmed with the most common brand code 1150 (Samsung).

1. Press **MENU** and **3** for at least three seconds to switch the remote control to infrared (IR) mode. The STB key flashes twice when the remote control has switched to IR mode.

If you make a mistake, press **STB** to exit the procedure. The remote control will revert to normal operation. No TV brand code will be stored.

2. Find the 4-digit brand code for your TV at www.aminocom.com/legal/docs.

3. Make sure your TV is turned on. The STB does not need to be turned on for the brand search.

4. Press **1** and **3** for at least three seconds until the TV/AUX POWER key flashes twice and remains on.

5. Enter the brand code for your TV. On each digit entry the TV/AUX POWER key will flash.

6. If successful the STB key will flash once and remain on. If unsuccessful the TV/AUX POWER key will give a long flash and the remote control will revert to normal operation. No brand code will be stored.

7. To check the TV control is operating, press and hold either **TV/AUX POWER** or **MUTE**. When the TV turns off or mutes, release **TV/AUX POWER** or **MUTE**.

8. Press **Back** to leave the brand search mode.

If you change your TV to a different brand the remote control will require re-programming. Repeat this brand search procedure with the brand code for your new TV.

5. Controlling the TV: Auto Search (search all brands)

If you cannot find the TV brand by the brand search method then auto search can be used. Note: this process may take several minutes to find your TV code.

Make sure your TV is turned on. The STB does not need to be turned on for the brand search.

1. Press **MENU** and **1** for at least three seconds to switch the remote control to infra-red (IR) mode. The STB key flashes twice when the remote control has switched to IR mode.

2. Press **1** and **3** together for at least three seconds until the TV/AUX POWER key flashes twice and remains on.

3. Enter the 4-digit code **9 9 9 9**. On each digit entry the STB key will flash.

4. If successful the STB key will flash once and remain on. If unsuccessful the TV/AUX POWER key will give a long flash and the remote control will revert to normal operation.

5. To check the TV control is operating, press and hold either **TV/AUX POWER key** or **MUTE**. When the TV turns off or mutes, release **TV/AUX POWER key** or **MUTE**.

6. Press **Back** to leave the brand search mode.

If brand search and auto search fail, then the remote control is unable to control your TV.

6. Controlling the STB: manual pairing

Your remote control has to be 'paired' to the STB to control it. Pairing can be manual or automatic. A remote control can only pair with one STB at a time.

For manual pairing the STB must be in pairing mode, which is:

- for two minutes after the STB boots up

or

- when the remote control pairing page of the setup wizard is shown (this depends on the STB firmware version and may not be shown)

or

- when remote control pairing instructions are shown by the middleware (this depends on the middleware application and may not be shown)

manual pairing (continued)

To pair manually:

1. Press **MENU** and **OK** for at least three seconds until the STB key flashes to acknowledge. The timeout for pairing is 60 seconds.

2. If pairing is successful:
The STB key gives a long flash to indicate an error (the STB key may indicate this change, depending on the middleware or firmware version).

If pairing is unsuccessful:
The TV/AUX POWER key gives a long flash to indicate an error (the STB may indicate this change, depending on the middleware or firmware version).

During pairing no remote control keys will work except the BACK key. You must press **BACK** to stop pairing or to use another function.

7. Controlling the STB: auto pairing

Auto pairing can be triggered by the remote control in two cases:

- after the batteries have been inserted.
- after any key is pressed, and the TV/AUX POWER key flashes to confirm the keypress.

To auto pair the remote control and the STB:

Ensure the STB is powered on and the STB key on the remote control is off

Then follow steps 1 and 2 in the manual pairing section above.

8. Factory reset

1. Press **1** and **6** for at least three seconds until the TV/AUX POWER key flashes twice then stays on.

2. Enter the key sequence **9 8 1**. After completing the sequence the STB key will flash twice. The TV settings are now deleted from the remote control and it returns to factory settings: Bluetooth mode, Samsung brand code (1150) and unpaired.

9. Learning mode

The Maxi ATV remote control can learn a key function from another 'source' remote control.

1. Choose your 'target key' on the remote control. It must be one of the following keys: TV/AUX POWER / TV INPUT / VOL+ / VOL- / MUTE. This key will learn a function from the source remote control.

2. Press **4** and **6** for at least three seconds. The TV/AUX POWER key will flash twice and remain on.

3. Press your target key within 30 seconds:
- if valid, the TV/AUX POWER key will give a confirmation flash and remain on.
- if invalid, or you do not press within 30 seconds, the TV/AUX POWER key will give a long flash and return to user mode.

4. Hold the Maxi ATV remote control 3 - 6 cm from the source remote control with the IR windows facing each other, then press your target key on the source remote control (e.g. if your target key on the Maxi ATV remote control is mute, press mute on the source remote control).

5. If the IR signal is received correctly, the TV/AUX POWER key will turn off and the remote control will return to normal mode (note: this can overwrite a previously learned code).

6. If the IR signal is not received correctly, or is received after 30 seconds, the Maxi ATV remote control will not store the code from the source remote control: it will give a long flash and return to user mode.

7. If the **Back** key is pressed on the remote control while it is waiting for an IR signal, the TV/AUX POWER key will give a long flash and return to user mode. (If the target key is pressed, any learned code on it is cleared.)

8. To clear the target key, press **4** and **6** for at least three seconds. The TV/AUX POWER key will flash twice and remain on. Then press your **<target key>** twice. The TV/AUX POWER key will flash to confirm the target key is cleared.

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