

A box filled with **epic** moments

tv service

www.epic.com.cy



Great network. Great value.

Features at a Glance.

TV Service by **epic** gives you complete control of your TV experience with the unique interactive features



Record (up to 20 hours)

Record your favourite programmes from wherever you are.



Replay (up to 7 days back)

Missed the beginning of the currently broadcasted programme?
You can just start it over!



Live TV pause

Pause and resume live TV.



TV Go

Enjoy TV even outside your home, on your tablet or smartphone.



Multiview

Watch different channels from two devices at the same time.

The above apply for selected channels.

This guide provides all the necessary information about setting up and using **TV Service** by **epic**.

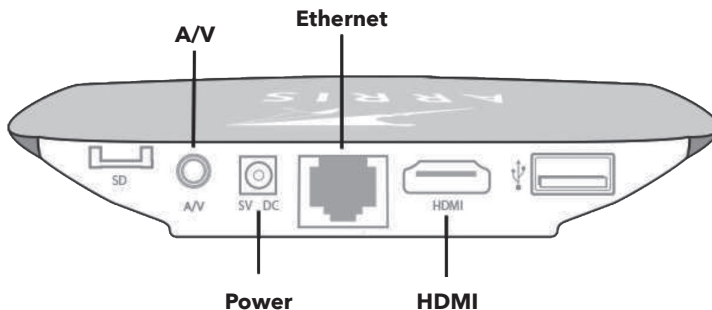
1. Unpacking the box

Ensure that the following accessories are included in the box:

- 1 Set-Top-Box
- 1 Remote control and 2 'AAA' batteries
- 1 Ethernet Cable
- 1 HDMI Cable
- 1 RCA A/V Cable
- 1 Power Cable

2. Installation and Connectivity

Position the Set-Top-Box horizontally on a steady surface, close to the TV and to the modem that it is to be connected to. The maximum distance from where the remote control will be used is 6 meters.



2.1 Connect the Set-Top-Box to your modem

TV Service by **epic** requires **Internet & Fixed Service** by **epic** internet connectivity to operate, therefore you need to connect the Set-Top-Box to your modem.

You can use one of the two options below:

- Via Ethernet cable.
- Via a wireless network adapter.

Connection Option 1 - using the Ethernet Cable

RECOMMENDED OPTION

If your TV and Set-Top-Box are in close proximity to your modem you may connect them using the Ethernet cable that is provided.

- Plug one end of the Ethernet Cable into any available port on your broadband modem.
- Plug the other end of the Ethernet Cable into the designated port on the back of your Set-Top-Box.

Connection Option 2 - using a wireless network adapter

If your TV and Set-Top-Box are not in close proximity to your modem, you have the option of using a wireless network adapter available at any **epic** store.

2.2 Connect the Set-Top-Box to your TV

In order to connect your Set-Top-Box to your TV you will need either of the provided HDMI or RCA A/V Cables.

Connection Option 1 - using the HDMI Cable

RECOMMENDED OPTION

- Plug the HDMI cable into the designated port on the back of the Set-Top-Box.
- Plug the other end into any available HDMI port on your TV.

Connection Option 2 - using the RCA A/V cable

In case your TV is not equipped with an HDMI port, you may connect the Set-Top-Box using the RCA A/V cable.

- Yellow jack: video
- White jack: audio (left)
- Red jack: audio (right)
- Connect the 3.5mm jack on the designated port on the back of the Set-Top-Box and the three jacks (yellow, white, red) into the designated audio and video ports of your TV.

IMPORTANT: To display the picture from the Set-Top-Box, the TV must be set to the correct external source. Using your TV remote control, change the input source to the HDMI (or RCA A/V) source that the Set-Top-Box is connected to. See your TV user guide for instructions.

3. Turn on your TV Service

1. Connect the Set-Top-Box to Power

- a. Plug one end of the power cable into the designated socket on the Set-Top-Box.
- b. Plug the other end into the wall power socket.

2. Select Source/Input on your TV

- a. Turn on your TV.
- b. On your TV remote control press either Source/Input.
- c. Select the HDMI (or RCA A/V) port your Set-Top-Box is connected to (or the A/V input in case you have used the RCA A/V cable).

3. Turn on your Set-Top-Box

- a. Turn on the power at the wall socket.
- b. The LED on the Set-Top-Box will illuminate.

4. Check the Set-Top-Box connection (LED colour indicators)

Green: the Set-Top-Box is working properly and all connections (power, internet connection) are set and working as expected.

Red: the Set-Top-Box is on standby mode.

Off: the Set-Top-Box is not connected to the power supply.

4. Using your TV Service by epic for the first time

1. It will take a few minutes for the service to load the first time you use it, until the software and initialization stages are completed. Once completed (approximately 2-3 minutes) simply follow the instructions on your TV screen.
2. You will be prompted to enter your credentials (username and password). These are required only for the first time login. You should have received an sms with your credentials, once your **TV Service** by **epic** has been activated. In case you have forgotten or lost this information, contact our Call Center at 136 to assist you.

3. Use the remote control to enter your username and password. Press OK once finished.
4. Your credentials will be checked and validated.
5. **TV Service** by **epic** will start loading and the TV channels will be displayed on screen, allowing you to navigate through the channels and the TV menu.
6. **TV Service** by **epic** is now ready for you!

IMPORTANT: Do not turn off or reboot your Set-Top-Box at any time during the setup process.

5. Remote Control

The Remote control has all the functions you need for quick and easy viewing of **TV Service** by **epic**. Firstly, insert the two batteries supplied by opening up the back cover of the remote control.

1. ON/OFF button.
2. Channel numbers allowing you to quickly switch between channels.
3. Reserved for future use.
4. New window shows up including programme information.
5. Electronic Programme Guide (EPG).
6. Use to switch to the previous and next channel.
7. Volume control buttons.
8. Mute button. Press button to mute immediately, press again to unmute.
9. Home button. Pressing home button, menu will be displayed at the left side of TV and you can go back to TV, Recordings or Settings.
10. Display menu for EPG selection, returning to previous channel or change channel list.
11. Navigate between channel lists and menus.

5. Remote Control (continued)

12. Back button. Press button to go to the previous sections you were at.
13. Reserved for future use.
14. i. Red button: Start the recording of a programme.
ii. Green button: Electronic Programme Guide (EPG).
iii. Yellow button: Previous channel.
iv. Blue button: Select channel list.
15. TV: Transfer to TV channel programme.
REC: Record the current broadcast programme.
16. Shift a movie or a recorded programme backward 30 seconds.
17. Shift a movie or a recorded programme forward 30 seconds.
18. Shift a movie or a recorded programme to begin.
19. Shift a movie or a recorded programme to end.
20. Stop button.
21. Play/Pause button.

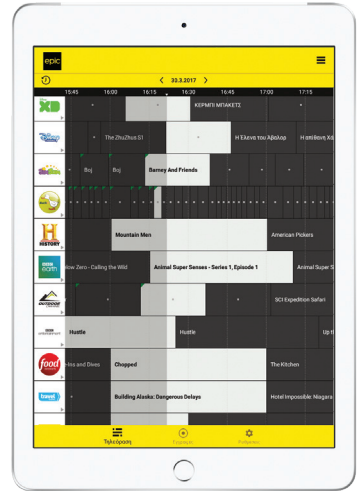


TV Go

In addition to the amazing content and interactive features, the **TV Service** by **epic** Set-Top-Box offers at home, **TV Go** makes it possible to take tv service with you anywhere in Cyprus, on your tablet or smartphone.

More specifically, **TV Go** on your tablet or smartphone allows you to:

- Watch **more than 35** selected local and international **channels**
- Review the Electronic Programming Guide (**EPG**)
- Record the current show or schedule the **recording of a future one**
- Watch the **recordings** you have initiated either at home or on **TV Go**
- Restart the current programme or go further **back (up to 7 days)** to watch a previous programme
- Watch one programme at home on your tablet or smartphone, while another family member is watching a different programme on the TV (**Multiview**)



TV Go is available for Android and iOS devices and is freely available for **TV Service** by subscribers.