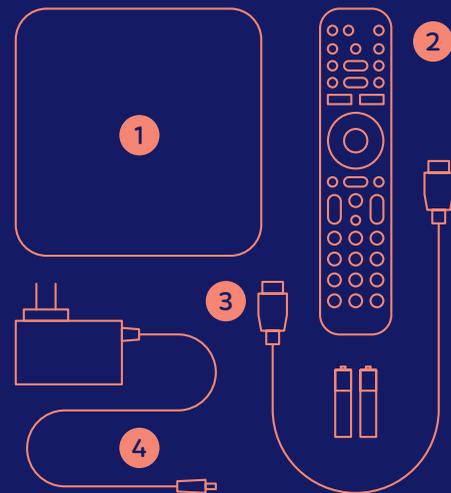


# Welcome guide

Self-installation and features

**epico**  
internet+TV

## What you'll find in your box:



- 1 EPICO 4K Cloud PVR
- 2 EPICO remote with batteries
- 3 HDMI cable
- 4 Power cord

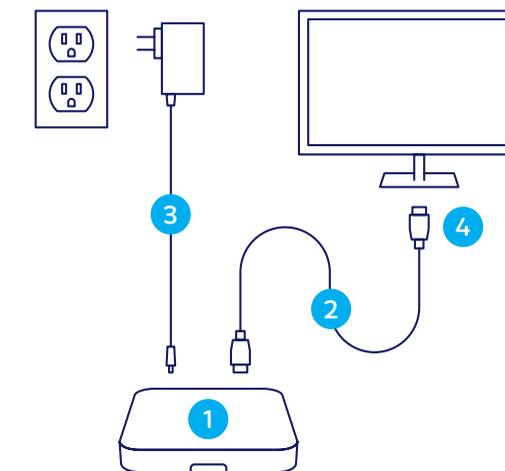
## What you need to get started:

- Your Cogeco Internet service, already installed and functional.
- The network name and password of your Cogeco wireless home network.
- Your My Account username and password. **If you still need to create a My Account profile, visit [Cogeco.ca/MyAccount](http://Cogeco.ca/MyAccount).**
- Your Google login information (email address and password), if you want to be able to take advantage of voice search and have access to the Google Play Store.
- An EPICO remote control (supplied by Cogeco).
- An Android phone (optional).

## O1. Plugging in your equipment

- 1 Connect the EPICO 4K Cloud PVR **1** to your TV with the HDMI cable **2**.
- 2 Connect the power cord **3** to a wall outlet, and ensure that both the TV and the EPICO 4K Cloud PVR are powered on.
- 3 Set your TV to the correct HDMI input **4** and follow the self-install instructions on the following pages.

**Good to know:** If the location of your modem allows you to do so, we recommend you use an Ethernet cable to physically connect your primary EPICO 4K Cloud PVR to your modem



## 02. Set up your EPICO service

Now that your hardware is ready, follow the on screen instructions to sign into EPICO for the first time.

- 1 Choose your preferred language.
- 2 Pair your EPICO remote control with your EPICO 4K Cloud PVR by selecting **PAIR**. Make sure to firmly press the **OK** and **2** buttons at the same time, and hold for a few seconds to complete the pairing.
- 3 If necessary, optimize the viewing area of your screen.

- 4 Connect your EPICO 4K Cloud PVR to your Wi-Fi network. There are 2 ways to do this:
  - **Using your Android phone**, select **CONTINUE** and follow the on-screen instructions. Select **SKIP** if you don't have an Android Phone or if you don't want to configure your EPICO service using your Android phone.

OR

- **If you don't have an Android phone**, select your Cogeco Wi-Fi network with your EPICO remote control, and log in with your username and password.

- 5 To be able to control your EPICO TV and PVR using the EPICO remote control, select **BEGIN** and follow the on-screen instructions.
  - Select **SKIP** if you don't want to pair your remote with your TV. You can set up your remote control later via the user interface: Settings > Android TV Settings > Remotes & accessories > Choose your remote control > Choose TV > AVR Control.

## 02. Set up your EPICO service

## 03. Set up your accounts

You can now set up your Google services and sign into EPICO for the first time.

- 1 Sign in using your Google email address.  
**Good to know:** To sign in, you will only be able to use one Google Account at a time.
  - To use Google Assistant, you will need a Google account (see the **How to create a Google account** section for details). You can always skip this step and sign up later, but until then you won't be able to search using your voice or download new applications.
- 2 Customize the name of your TV so you can find it quickly later.
- 3 Sign in to **My Account**, press **OK** to bring up the keyboard, then sign in to the EPICO app. You are now ready to discover epic entertainment.

### How to create a Google account

- 1- Go to [accounts.google.com](https://accounts.google.com).
- 2- Select **Create account**.
- 3- Fill out the registration form that appears on the screen.
- 4- Choose your username and password.

## 04. Testing your Internet connection with EPICO

You can test the quality of your Wi-Fi signal from your EPICO 4K Box. This is the simplest way to confirm the stability of your installation, so that you can then enjoy an optimal experience.

- 1 Go to the **Apps** section in the EPICO main menu, then click the **analiti** icon.



The Speed Test runs automatically.

- 2 **Make sure you have green check marks for all types of video streams.**

If this is not the case:

- Position your modem in a more central location (and ideally 90 cm / 3 feet off the ground) for better Wi-Fi coverage.

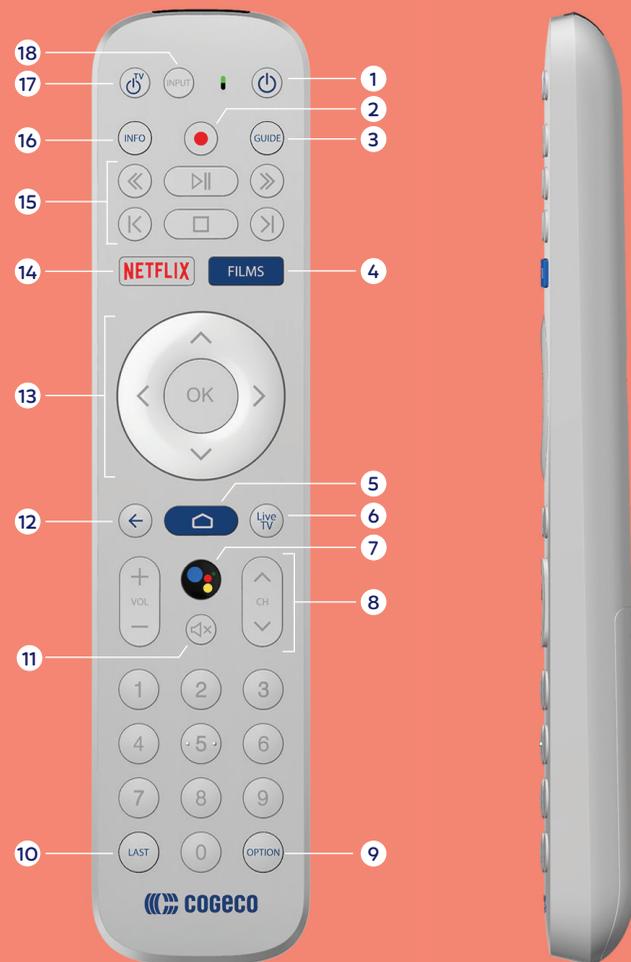
- Move any objects that might affect signal strength.
- If you have multiple Internet access points (routers or extenders), turn the Wi-Fi off then back on again for these devices.
- Retest your Internet connection to ensure that the new location is better suited.

Remember that there's a maximum speed associated with your Internet package. Therefore, your Internet speed may fluctuate at times.<sup>1</sup>

For added stability, you can plug your EPICO 4K Box directly into the modem using an Ethernet cable. If necessary, do not hesitate to contact Cogeco's technical support for assistance.

## 05. The remote control

### How to get the most out of your remote control



## 05. The remote control

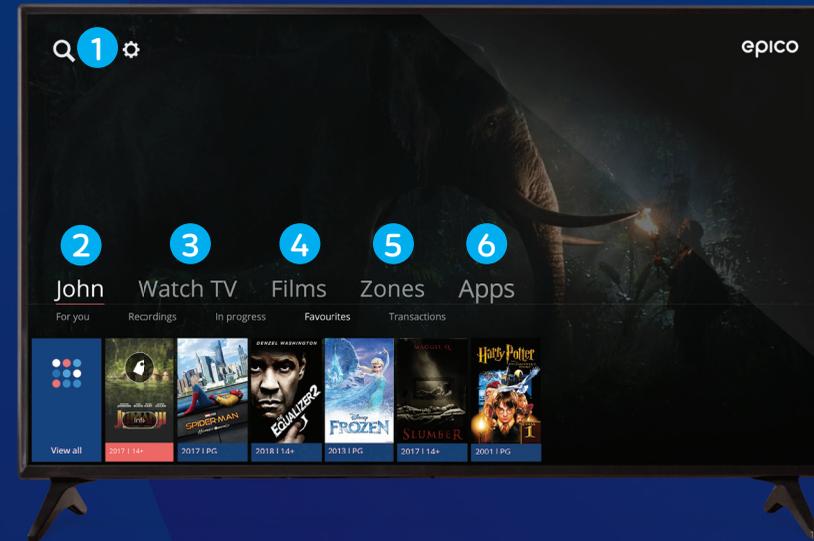
- 1. POWER** — Turn your EPICO 4K Cloud PVR on or off.
- 2. RECORD** — Press once to start recording.
- 3. GUIDE** — Display the programming guide.
- 4. FILMS** — Display all available movies.
- 5. HOME** — Display the main menu.
- 6. LIVE TV** — Go back to your last-watched live TV channel.
- 7. VOICE COMMAND** — Speak to Google Assistant.
- 8. CHANNEL (UP/DOWN)** — Change channels or browse the programming guide.
- 9. OPTION** — Access settings and filters from the interface.

- 10. LAST** — Tune to your last-watched live TV channel.
- 11. MUTE** — Mute or unmute the sound.
- 12. BACK** — Return to the previous page.
- 13. NAVIGATION ARROWS** — Navigate around the screen.
- 14. NETFLIX** — Access the Netflix® application.
- 15. PLAYBACK FUNCTIONS** — Pause, rewind or skip forward.
- 16. INFO** — Access additional information about your programs.
- 17. TV POWER** — Turn your TV on or off.
- 18. INPUT** — Select the input for your TV.

## 06. Discover your new interface

### The EPICO interface is truly very easy to use.

In the main menu, which you can access by pressing the **Home** button on your EPICO remote, you will find suggestions for movies and shows, based on what you like to watch. These recommendations will come from a combination of Live TV, on-demand content<sup>2</sup> and Netflix®. And if several family members are enjoying the all-new EPICO, each person will be able to have their own profile and access their favourite content.



#### 1 Search and setting icons

The **search** icon will scan all available content (movies, shows, sports events, etc.). As for the **setting** icon, it will allow you to set your language choice and your PIN code for specific content, purchases, and adult locks.

Please note that by default, these lock PIN codes are: **0000**.

#### 2 Your profile

Creating profiles for different users enhances everyone's entertainment experience. You will be able to keep track of your viewing history, pick up a recording where you left off, add shows to your favourites, and combine more than one profile to get suggestions for shows everyone will enjoy.

Use the **Recordings** section to manage all your recordings in one place.

#### 3 Watch TV

The TV option displays the guide, and lets you see what you missed. It also lets you restart a program from

## 06. Discover your new interface

the beginning (using the **Restart** feature), search for programs by category, and view content from on-demand channels. If you ever forget to record your favourite program, select **Just missed** to view a wide selection of shows that have aired in the last 24 to 72 hours.<sup>3</sup>

#### 4 Films

Here you will find a library of movies from live and on-demand channels, some of which can be rented or purchased.<sup>4</sup>

#### 5 Zones

In the **Zones** section, you will find different categories, such as **Kid Zone**, **Music** and **Adult**. The **Kid Zone** category, for example, has content designed for children, with shows and movies specifically for their age group.

#### 6 Apps

From this section, you can access your favourite channels, on-demand content, Netflix®, YouTube®, The Weather Network and the thousands of apps available in the Google Play Store®.<sup>5</sup>

## 07. Recordings feature

### How to use the recordings feature

While navigating through the programming guide, select the show or movie you want to record, then press the **Record** button on your remote control.

- Press 1 time to record a program or movie.
- Press 2 times to record all episodes of a series.
- Press 3 times to cancel any of these recordings.

You can also set a more personalized recording by selecting **Record** from the **Info** of the program to modify the record settings.

**All of your recordings are grouped together in the Recordings section of the main menu, located under your profile.** To view and manage all of your recordings, select **DVR Manager**.

Advanced recording options are also available. When you record a new program from its details page, or if you go to your **DVR Manager**, you are able to choose from the following advanced recording options:

- Show type
- Time
- Channel and time
- Stop recording
- Keep until
- Manual recording

## 08. Other features

### How to find what you're looking for faster with filters

Whether in **Guide** or in **View all**, you can select multiple filters. Simply press the **Option** button on your remote control to access the filter categories at the top of the screen. There are several filters available.

### How to use voice commands

To use voice commands, press the **Voice commands** button on your remote control, then release it. You can speak when the 4 dots appear. Here are some examples of voice commands:

- Temperature: to find out your local weather
- Forward or backward 3 minutes: to skip or review a scene
- Canadian movies: to see our biggest hits

### Other handy features

If a show or movie currently playing can be restarted from the beginning, press the **OK** button, then press the down arrow and select **Restart**. You can also look for the icon  (replay) in the programming guide and select the program or movie you want to replay from the beginning.

EPICO offers many more features (activation of parental controls, personalized recommendations, etc.). You can find them all by visiting [cogeco.ca/epicofaq](http://cogeco.ca/epicofaq).

## 08. Other features

### How to add more apps

- 1 Go to the **Apps** section of the main menu.
- 2 Select **Google Play Store**. If you didn't enter your Google account credentials at the time of installation, enter your Google username and password to sign in. If you do not have a **Google account**, visit [accounts.google.com](https://accounts.google.com) and select **Create Account**.
- 3 Select the app you want, then select **Install**.

**Good to know:** All downloaded apps count toward the storage capacity of your 16 GB EPICO 4K Cloud PVR. Some apps may have an additional cost, which is not managed by Cogeco. Your Google Account will be billed according to Google's terms and conditions.

## 09. Web, mobile and tablet view

example, you can select your favourite YouTube® video on your mobile device and cast it to your TV.

### 2. With the website

Access your EPICO service by going to **epico.cogeco.ca**. This site allows you to view on-demand and live content, manage and schedule your recordings, as well as access your profile and content recommendations.

### Access the EPICO app or the EPICO website

#### 1. With the app

Download and install the EPICO app<sup>6</sup> from the Google Play Store or the App Store, and use your **My Account** username and password to connect.

#### The EPICO app includes several practical features:

##### + Record, download and go<sup>7</sup>

Want to take your recordings with you? Rather than streaming them at home, you can download  them to a device and enjoy them any time, even when you don't have Wi-Fi access.

##### + From your mobile device to your big screen

Use the casting feature  to watch content from thousands of apps on your TV, which can be selected from your mobile devices. This feature is available since the EPICO 4K Cloud PVR has a built-in Chromecast. For

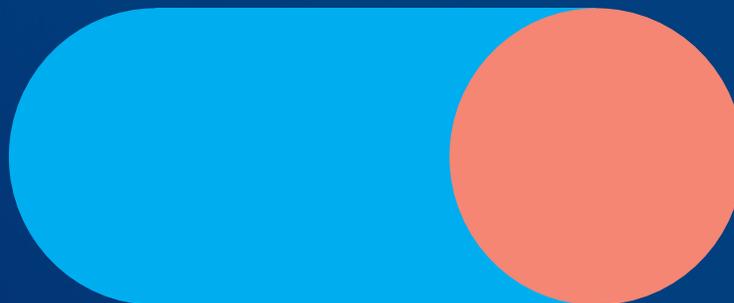


## We're here to help.

For more information on EPICO, visit [cogeco.ca/epicofaq](http://cogeco.ca/epicofaq) or a Cogeco store near you.

For assistance, call us at **1-833-574-3103**.

One of our technical support or sales support specialists can help you, 7 days a week.



1. Download and upload speeds can vary depending on Internet traffic, remote peers, the customer's network configuration, the use of wireless equipment and other factors. Wi-Fi performance and coverage can vary depending on various factors, such as: home construction materials and wiring, the equipment and its location, and other sources of interference. 2. On Demand requires a subscription to the corresponding TV channel. 3. Channel availability for the Restart and Just Missed features may vary according to the content rights and viewing restrictions. The EPICO app provides access to the TV channels included in the EPICO package to which the customer is subscribed. Some channels included in the EPICO package may not be available to watch out-of-home due to content rights restrictions. Viewing content is restricted to Canada. 4. Purchased movies remain available as long as the customer is subscribed to the Cogeco EPICO service and as long as the title remains available in the On Demand library. Rented movies are available for the duration indicated on the screen. 5. Netflix®, YouTube®, Google Play®. A separate subscription to Netflix® is required. Counts towards customer's Internet usage. 6. The EPICO app provides access to the TV channels included in the EPICO package to which the customer is subscribed. Some channels included in the EPICO package may not be available to watch out of home due to content rights restrictions. Viewing content is restricted to Canada. 7. An EPICO package including an EPICO 4K Cloud PVR is required to download and view TV recordings in and out of home. Slumber © Hotwells (Slumber) Limited 2017. Spider-Man: Homecoming © 2017 Columbia Pictures Industries, Inc. and LSC Film Corporation. All Rights Reserved. | Marvel and all related character names: © & ™ 2019 Marvel. Jumanji: Welcome to the Jungle © 2017 Columbia Pictures Industries, Inc. All Rights Reserved. The Equalizer 2 © 2018 Columbia Pictures Industries, Inc. All Rights Reserved. Harry Potter and the Philosopher's Stone © 2001 Warner Bros. Entertainment Inc. Harry Potter characters, names and related indicia are trademarks of and © Warner Bros. Entertainment Inc. All Rights Reserved. Disney's Frozen © 2019 Disney.