tv service

Features at a Glance.

TV Service by **Epic** gives you complete control of your TV experience with unique interactive features:

Record (up to 150 hours)
Record your favorite programs from wherever you are up to 14 days in advance.

Replay (up to 7 days back)
Missed the beginning of the current program? You can just start it over!

Live TV pause
Pause and resume live TV.

TV Go
Enjoy TV away from home, on your tablet, smartphone, or laptop.

Multiview
Watch different channels simultaneously from two devices.

The above features 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 HDMI Cable

1 Power Cable

2. Installation and Connectivity

Position the Set-Top-Box horizontally on a stable surface, close to the TV and to the modem that it will be connected to. The remote control can be operated from up to 6m away.
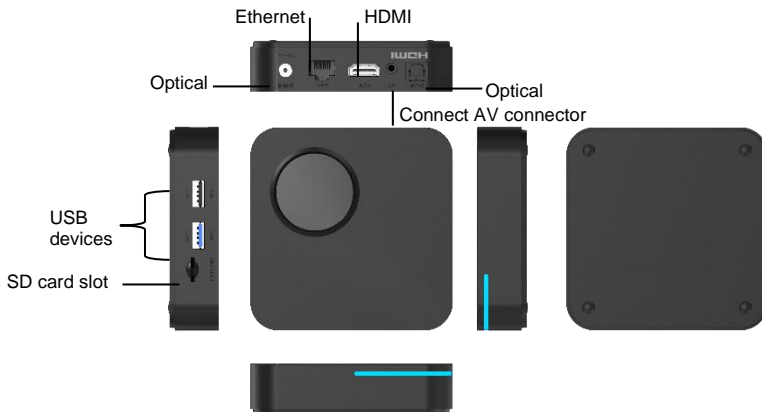
2.1 Connect the Set-Top-Box to your modem

TV Service by **Epic** requires the **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 Wi-Fi.

Connection Option 1 – via Ethernet Cable

RECOMMENDED OPTION

If your TV and Set-Top-Box are close to your modem, you may connect them using the Ethernet cable that is provided with your **Internet & Fixed Broadband Connection**.

a. Plug one end of the Ethernet Cable into any available port on your broadband modem.

b. Plug the other end of the Ethernet Cable into the designated port on the back of your Set-Top-Box.

Connection Option 2 – via Wi-Fi

If your TV and Set-Top-Box are not close to your modem, you can connect the device via Wi-Fi during the initial setup process or access the STB Settings/Network option and change it later.

Note: For optimal Wi-Fi performance, ensure that your TV, Set-Top-Box, and modem are within a reasonable range and that there are no significant obstructions interfering with the signal.

2.2 Connect the Set-Top-Box to your TV

To connect your Set-Top-Box to your TV you will need an HDMI or AV Cable.

Connection using the HDMI Cable (provided)

a. Plug the HDMI cable into the designated port on the back of the Set-Top-Box.

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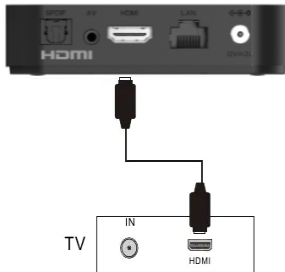
IMPORTANT: To display the picture from the Set-Top-Box, the TV must be set to the correct external source. Using your TV remote control, change the input source to the HDMI (or RCA A/V) source that the Set-Top-Box is connected to. See your TV user guide for further instructions.

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 a wall power socket.

2. Select Source/Input on your TV

a. Turn on your TV.

b. On your TV remote control press Source or Input.

c. Select the HDMI port your Set-Top-Box is connected to, or the A/V input source in case you have used an 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 light up.

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

- **Green:** Set-Top-Box is working properly, and all connections (power, internet connection) are working as expected.
- **Red:** Set-Top-Box is on standby mode.
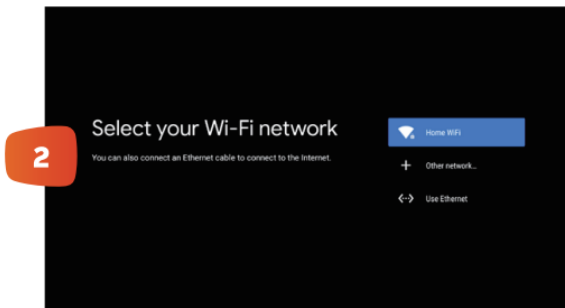- **Off:** Set-Top-Box is not connected to the power supply.

4. Using your TV Service for the first time

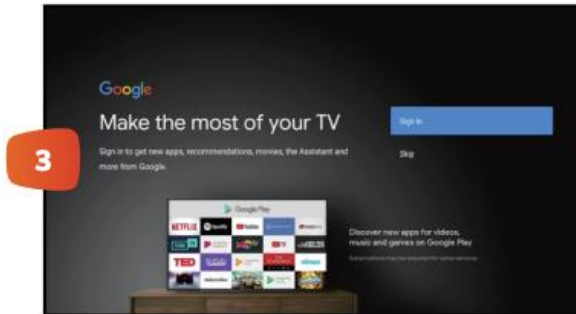The following highlighted steps describe how to quickly set up **TV Service** by **Epic**:

1. Select your preferred language.
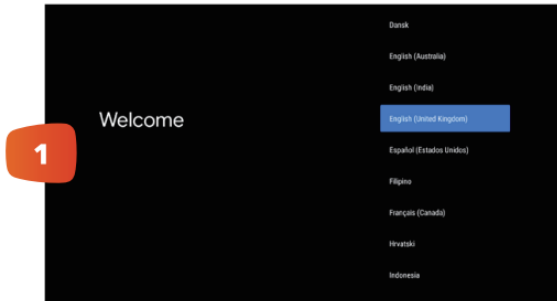
2. Select your Wi-Fi network or connect via Ethernet cable to your home router.
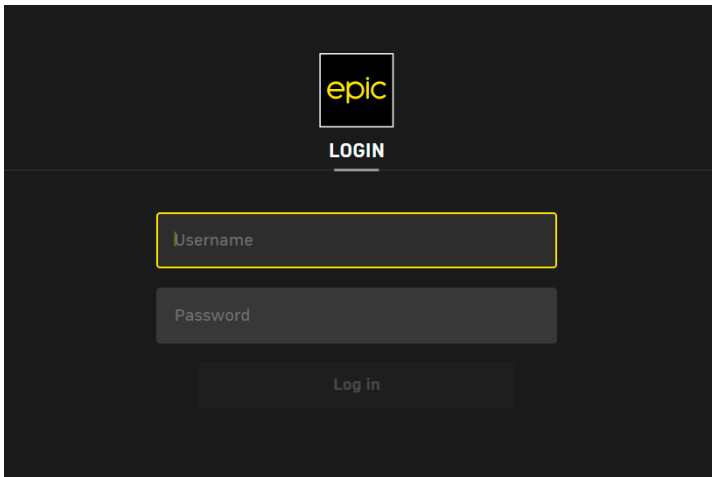
3. To access Google Play, sign in with your Google Account, otherwise, skip to sign in later.

4. You will be prompted to enter your login credentials (username and password). These are required only for the first login. You should receive an SMS with your credentials once your **TV Service** by **Epic** has been activated.

> Dear subscriber, your login credentials for
> the TV service by epic are:
> Username: xxxxx
> Password: xxxxx
> Pincode: xxxx

In case you have forgotten or lost this information, contact our Call Center at 136 for assistance.
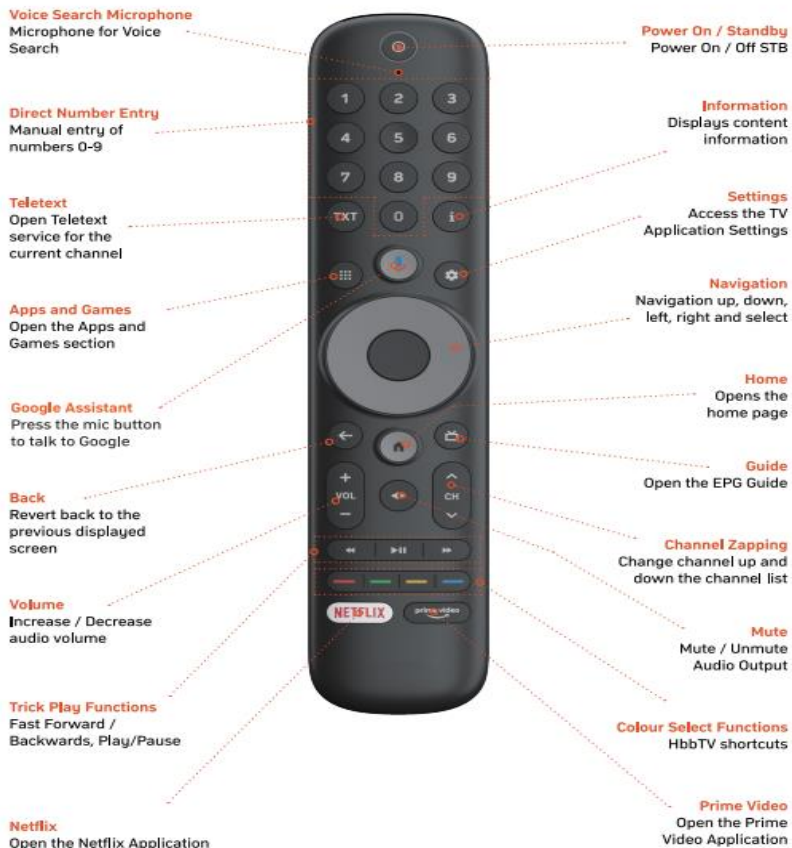

a. Use the remote control to enter your username and password. Press **Log in** once finished.
b. Your credentials will be checked and validated.
c. **TV Service** by **Epic** will start loading and the TV channels will be displayed on screen, allowing you to navigate through the channels and the TV menu.
d. **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.
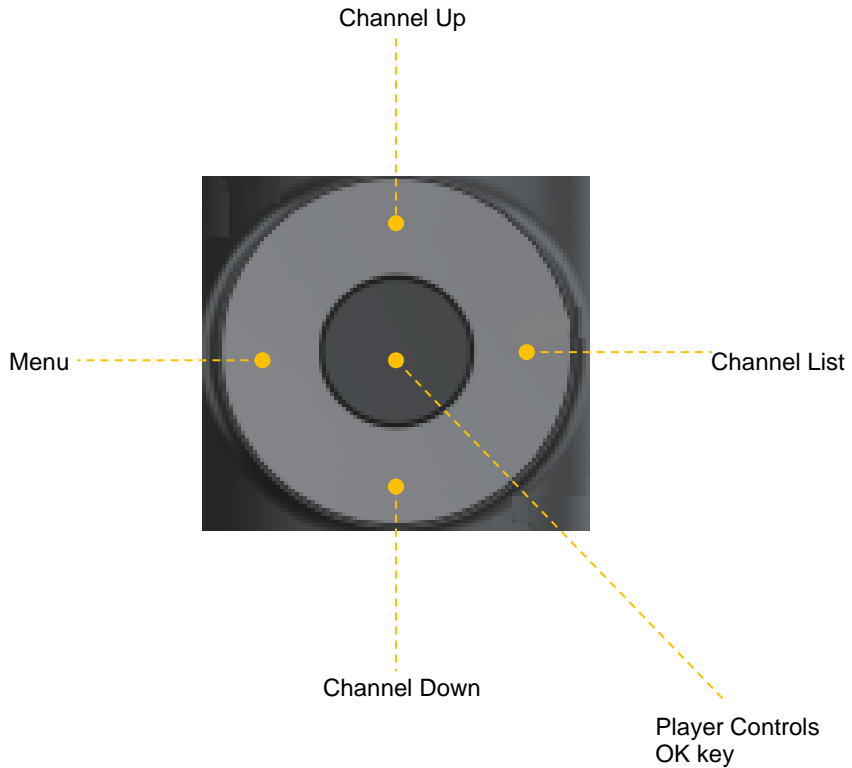
5. Remote Control

The remote control has all the functions you need to use **TV Service** by **Epic** quickly and easily.
Firstly, insert the two batteries supplied by opening the back cover of the remote control.

Voice Search Microphone
Microphone for Voice Search

Direct Number Entry
Manual entry of numbers 0-9

Teletext
Open Teletext service for the current channel

Apps and Games
Open the Apps and Games section

Google Assistant
Press the mic button to talk to Google

Back
Revert back to the previous displayed screen

Volume
Increase / Decrease audio volume

Trick Play Functions
Fast Forward / Backwards, Play/Pause

Netflix
Open the Netflix Application

Power On / Standby
Power On / Off STB

Information
Displays content information

Settings
Access the TV Application Settings

Navigation
Navigation up, down, left, right and select

Home
Opens the home page

Guide
Open the EPG Guide

Channel Zapping
Change channel up and down the channel list

Mute
Mute / Unmute Audio Output

Colour Select Functions
HbbTV shortcuts

Prime Video
Open the Prime Video Application

6. Navigation

When watching a channel live, you can:

Channel Up

Menu

Channel List

Player Controls
OK key

Channel Down

7. Menu

When selecting the left navigation key, the Menu sidebar will be displayed, and the below sections will appear:
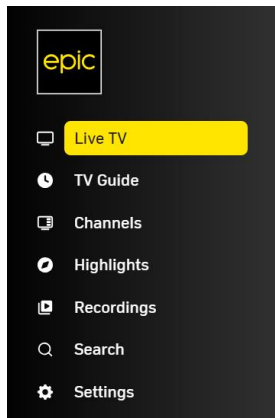
7.1 Live TV

This section allows you to view all currently broadcasted programs.

7.2 TV Guide

This section shows you a schedule of programs, organized by date and time.

You can navigate by changing the date at the top of the screen or with the right and left navigation keys on the remote control to select the program of your choice. Navigate through the TV guide and press the OK button when you have found the program you want to view and click **"Watch"**.

The TV Guide allows you to view programs up to 7 days in the past and schedule program recordings up to 14 days in advance. The total duration for recorded programs can reach up to 150 hours.

7.3 Channels

This section includes a list view of all programs broadcasted at the current time per channel.
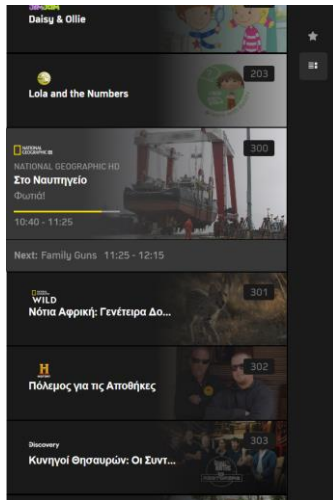
You can also select preferred programs, based on the genres below:
- Local
- Kids
- Documentaries
- Lifestyle
- Movies/Series
- Sports
- News

The **"Favorites"** feature gives you **one-click access** to all your favorite channels. To select your favorite channels, select **"Edit Favorites"**, navigate through the channels, and select by pressing the OK button on your remote control. Alternatively, go to **"Settings"**, and select **"Edit Favorites"**.

You may also, quickly access the **"Channel List"** by pressing the right navigation key.

7.4 Highlights

This section allows you to see recommended programs at a glance. Select the program you wish to view and press the OK button on your remote control.

7.5 Recordings

This section allows you access to everything you have recorded, and to see the recordings you have scheduled, which can be watched on your TV, mobile devices, or PC. You can record programs up to 14 days in advance. The total duration of the recorded programs can reach up to 150 hours.

- **Record a program in progress**

When you want to record a live channel, press the OK button on your remote control to display the player control panel and select **"Record"**. Your program is now added to your recordings. (See section **"10. Player Controls"**)

- **View a recording**

Select the recording you wish to view and press the OK button on your remote control to view it.

- **Remove a recording**

In the recordings list select **"Edit"**, then select the recording you wish to remove and then **"Remove"**.

7.6 Netflix

This section allows you to have access to the Netflix streaming platform by entering your Netflix login credentials. These credentials differ from your **TV Service** by **Epic** credentials.

7.7 Apps & Games

By signing into your Google Account, you may access the Google Play Store and install the latest Android apps, games, movies, music, and more.

7.8 Search

In the **"Search"** window, enter the name of the program or channel that you would like to find using your virtual keyboard (see section **"8.1.2 Device Preferences"**). Confirm your search by selecting the magnifier on the virtual keyboard.

The search results will include the channel or program you've searched for, either on live broadcast, or on replay mode for previously aired episodes. The results may also include information about upcoming broadcasts scheduled for a specific date and time.
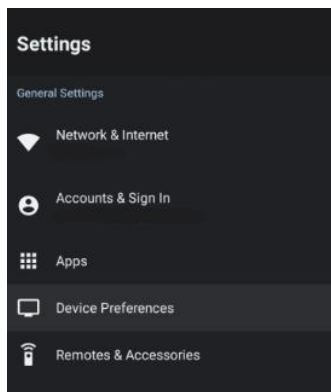
IMPORTANT: Features and broadcasting availability are subject to channel rights.

8. Settings

The **"Settings"** section of the menu contains all the configuration menus necessary to customize your device.

Press the left navigation key on your remote control to open the Menu sidebar and select the ⚙ (**Settings**).

Settings

General Settings

◆ Network & Internet

👤 Accounts & Sign In

▦ Apps

▢ Device Preferences

📡 Remotes & Accessories

8.1 System Settings

8.1.1 Network & Internet

Select **"More"** on the System Settings and navigate to **"Network & Internet"** to check or set up your TV Set-Top-Box network connection. For more information, see Section (**"2.1 Connect Set-Top-Box to your modem"**).

8.1.2 Device Preferences

Select **"More"** on the System Settings and navigate to **"Device Preferences"**. Here you can set up the below in their respective sections:

- **About**: Tap on the **"System Update"** and check the update status. If an updated version is available, click on **"Update"**.

  Information on the model and system version is found here.

- **Date & Time:** Set up your preferences for date and time.

- **Language**: You can set up the system language from the list of available languages.

- **Keyboard**: Tap on **"Gboard"** settings and then **"Languages"** to select the preferred language for your **virtual keyboard**.

- **Display & Sound:** Customize your preferences for display and sound.

- **Storage:** View the device storage information.

- **Google Assistant:** Set up Google Assistant.

- **Chromecast Built-in**

- **Power & Energy:** Set up your preferences on power and energy.

- **Advanced Settings**

- **Location**

- **Usage & diagnostics**

- **Google:** Automatic installation for system service updates must be activated.

- **Accessibility:** To add captions, select **"Captions"** and then activate **"Display"**.

To customize your captions, it is recommended that you:
a. Select **"Custom"** Caption style and deactivate **"Show background"** so that the

background color is removed.

b. Select **"Text Color"** and set it to **"White".**

**c.** Select **"Edge type"** and set it to **"Outline"** and the **"Edge color"** to **"black".**

At every step of the **Captions** set up, the bottom left side of your TV screen will display a sample caption.

Refer to section **"10. Player Controls"** to see how to add subtitles for a program (subject to availability).

- **Restart:** Restart your TV Service Set-Top-Box.

8.2 Log out

In the Settings section you can also **Log out** from your Epic TV Service account.
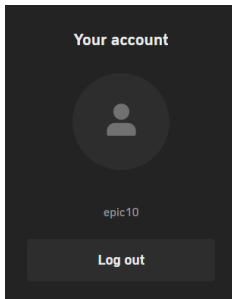

9. Notifications

Press the left navigation key on your remote control to open the Menu sidebar and select the △ (**Notifications**).

You will receive important system updates and reminders for pending actions through the Notifications feature.

10. Player Controls

When watching a program, press the OK button on your remote control and the **player control panel** will appear at the bottom middle of the screen.
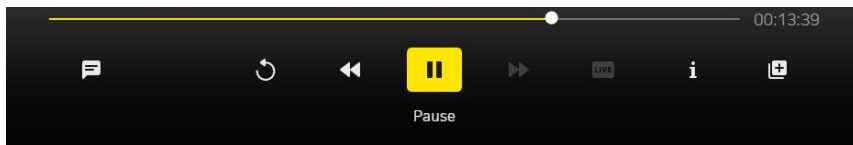
The player control allows you to:

- **Navigate** through the current program. Press the ⏸ to pause the current program. Press ⏵ when you want to resume it.

- **Control** the live feed by moving the cursor along the playback bar.

- **Watch from the beginning**. Return to the beginning of the program by selecting ↺. The channels available with this feature are marked with ↺ in the Channel list.

- Return at any time to the **live broadcast** by pressing `LIVE`.

- Set up your preferred **audio language** and **subtitles** by selecting ▤ .

- See the **program information** by selecting $\boxed{i}$.

- **Record** the program by selecting ⊞ See also section **"7.5 Recordings"**.

11. Parental Control

Any programs rated 18+ are restricted by default.

If you want to view such programs, you can use the parental pin code, which is provided via SMS during TV Service activation alongside the rest of your credentials. Upon selecting a channel, a pop-up will appear on your screen asking you for the pin code to allow you to view the selected channel.
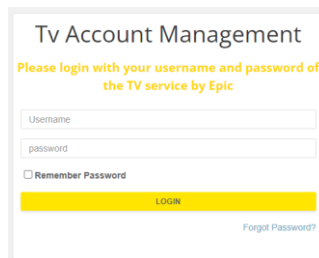
Reset PIN

If you want to reset your parental pin code, you can do so through your TV Service Account Management profile on the epic website at www.epic.com.cy via a web browser (see section **"12. TV Account Management"**).
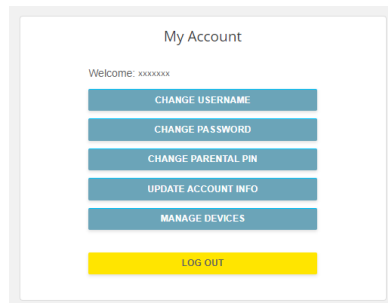
12. TV Account Management

To manage your TV Service Account, visit the epic website at www.epic.com.cy via a web browser, select **"Plans"** and **"TV"** and follow the steps below:

1. Select **"TV Account Management"**.
2. Login by entering your username and password.

Tv Account Management

Please login with your username and password of the TV service by Epic

Username

password

☐ Remember Password

LOGIN

Forgot Password?

3. In your account you can:

- Change username
- Change password
- Change parental pin code
- Update account info
- Manage devices
(remove registered devices)

My Account

Welcome: xxxxxxx

CHANGE USERNAME

CHANGE PASSWORD

CHANGE PARENTAL PIN

UPDATE ACCOUNT INFO

MANAGE DEVICES

LOG OUT

12.1 Forgotten Password

To reset your password, visit the epic website at www.epic.com.cy via a web browser, select **"Plans"** and **"TV"** and follow the steps below:

1. Select **"TV Account Management"**.

2. On the first screen select **"Forgot Password?"**.

3. Enter your Username and select **"Continue"**.

4. Select the way you wish to receive the password reset instructions (email or SMS).

5. Select **"Reset Password"**.

6. Open the reset password link in your web browser and set your new password.

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 your TV Service with you anywhere in Cyprus, using your tablet or smartphone.

More specifically, through the Web application, **TV Go** on your tablet, smartphone, or browser allows you to:

- Watch **more than 32** selected local and international **channels**

- Review the **TV Guide**

- Record the current show or schedule the **recording of a future one up to 14 in advance**

- Watch the **recordings** you have made at home or on **TV Go**

- Restart the current program or go further **back (up to 7 days)** to watch a previous program

- Watch one program on your tablet or smartphone while another family member watches a different program on the TV **(Multiview)**

- Set **reminders** for programs and get notified a few minutes before they start

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

FAQs

How is the Epic TV Set-Top-Box connected to the TV?

To connect your Set-Top-Box to your TV you will need an HDMI or AV Cable.

It is recommended that you use the provided HDMI cable:

a. Plug the HDMI cable into the designated port on the back of the Set-Top-Box.

b. Plug the other end into any available HDMI port on your TV.

What to do if the TV screen is black, TV image freezes, etc.?

1. Disconnect the Set-Top-Box from its power source and then re-connect it. The system will be rebooted, and the device will resume working properly.

2. Restart the Set-Top-Box.

3. If the problem persists, please call our Call Center at 136 to assist you.

What to do if the TV Set-Top-Box does not communicate with the remote control?

1. Please ensure that the remote control functions properly – it is possible that the batteries need replacing.

2. If the remote control is operational, but the TV it is unresponsive, please restart the TV Set-Top-Box.

How do I change the subtitles and the audio language of a channel I am watching?
Press the OK button on your remote control, and the player control panel will be visible at the bottom middle of the screen. Select the **"Audio & Subtitles"** icon and set your preferences.

How can I see the programs that are broadcasted on other channels without changing the one I am watching?
You can quickly access the **"Channel List"** by pressing the right navigation key. You can also access Channels through the Menu sidebar by pressing the left navigation key.

How can I see all available channels and programs on a single screen?
To see all the available channels and programs, press the left navigation key and on the Menu sidebar select **"TV Guide"**.

What is the TV Guide?
The TV Guide informs you about when a program will be broadcasted – specifically the date and time. You can navigate by changing the date at the top of the screen, or using the right and left navigation keys on the remote control, to select the program of your choice.
The TV Guide lets you go back up to 7 days and watch programs or forward up to 14 days to record the programs.

What is the Replay (Watch from the beginning) feature?
The replay feature allows you watch a program on a channel at any time up to 7 days after its original screening.

What is the Record feature?
The record feature allows you to record a program in progress or schedule a recording of a program up to 14 days in advance. You can record up to 150 hours of footage in total.

How do I manage my favorite channels?
To access your favorite channels, go to Channels through the Menu sidebar by pressing the left navigation key, and select **"Favorites"**. To manage your favorite channels, go to **"Settings"**, and then select **"Edit Favorites"**. Navigate through the channels and select the ones you want to add by pressing the OK button on your remote control.

How do I access my TV Service for the first time?
Once your **TV Service** by **Epic** is activated, you will receive an SMS with your login details (username and password). On your screen, you will be prompted to enter your details and log in.

Which devices does TV service by Epic work on?
You can use **TV Service** by **Epic** on 2 big screens and 3 small screens (smartphone, tablet, or PC) simultaneously.

What should I do if I forget my Password?

Visit the epic website at www.epic.com.cy via a web browser, select **"Plans"** and **"TV"** and follow the steps below:

1. Select **"TV Account Management"**.
2. On the first screen select **"Forgot Password?"**.
3. Enter your Username and select **"Continue"**.
4. Select how you want to receive your password reset instructions (email or SMS).
5. Select **"Reset Password"**.
6. Open the reset password link in a web browser and set your new password.

Alternatively, open the TV Service from your tablet or smartphone and select

"Forgot Password" on the Login page. You will be redirected to the epic website to follow the previous steps.

How can I manage my TV account?

Visit the epic website at www.epic.com.cy via a web browser, select **"Plans"** and **"TV"** and follow the steps below:

1. Select **"TV Account Management"**.
2. Login by entering your details (username and password).
3. In your account you can:
   - Change username
   - Change password
   - Change parental pin code
   - Update Account info
   - Manage your devices

How do I manage the viewing of Adult Content?

Any programs rated 18+ are restricted by default. If you want to view such programs, you can use the parental pin code, which is provided via SMS during TV Service activation alongside the rest of your credentials. Upon selecting a channel, a pop-up will appear on your screen asking you for the pin code to allow you to view the selected channel.