



TCC
TV

Setup &
User Guide

1

Self-Install Easy Self-Install TCCTV Instructions Amino Set-Top Box

Before you begin:

Review contents:

- Set-Top Box & power cord
- HDMI Cable
- Remote Control & 2 batteries

Read through instructions & prepare:

- Ensure you follow the steps in order
- Open remote & remove battery protection
- Have your WiFi password & TCCTV login and password handy

Place your Set-Top Box near your TV.

Connect the power cord to your Set-top Box and then connect it to an electrical outlet.

Connect the HDMI cable to your Set-Top Box, then connect to an HDMI port on your TV. Make a note of which HDMI port you use.

Turn on your TV and your Set-Top Box. The blue light will indicate the STB is on.

If you don't see instructions on screen ... Using your TV remote, select the HDMI input used to connect your TV to the Set-Top Box.

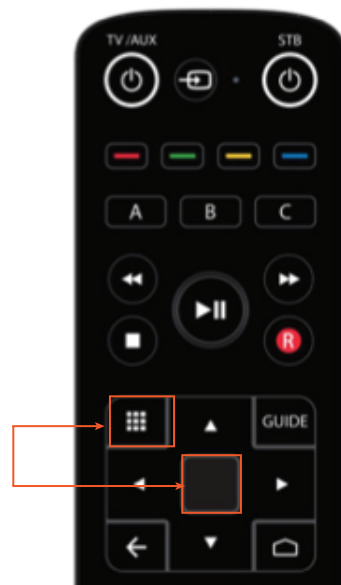
Once activated, follow the on-screen prompts. (It may take several minutes for the system to activate.)

If prompted to pair your new Remote Control with your Set-Top Box, point the remote at Set-Top Box; ensure **these two** buttons are held until the **blue STB light** is on. This will likely happen automatically.

Click **begin** & follow on-screen prompts.

Search and select your TCC Wi-Fi Network. Enter your Wi-Fi password.

Continue to follow the on-screen prompts to complete the set up.





TCC
TV

Self-Install

Amazon Firestick

Make sure your Fire TV works with TCCTV. TCCTV works on Amazon Fire TV 2nd Generation and newer. For a list of all compatible devices, please visit www.tcc.on.ca/tv.

If you're setting up your FireTV for the first time all you need is:

- An internet connection
- An Amazon account [if you don't have an Amazon account, you can sign up free at www.amazon.ca]
- A TV or other display with an HDMI port
- An HDMI cable [on 4K capable devices, you need an HDMI 2.0 or later compatible cable]

Start with these quick steps:

- Plug the power adapter into an electric outlet and the FireTV device into your TV's HDMI port.
- Use the USB cable to connect the power adapter and the FireTV device.
- Install the batteries in the remote by matching them to the icons inside. If the remote doesn't automatically pair with your Fire TV, press and hold the Homebutton for 10 seconds.
- Use the Source button on your TV remote to locate the HDMI signal for your FireTV device.
- Now that your device is powered on, connected to your TV, and paired with the remote, all you need to do is follow the prompts on the Fire TV startup screen.

Now that your Fire TV is all set up, select the search icon to the left of "Home" at the top of the screen and search for **TCC TV**, highlight it, and select the download button to begin downloading.

Once the download is complete, select Open to launch the **TCC TV App**. **Make sure you're connected to your TCC provided internet.** TCC TV needs to be connected to the internet provided to your home in order to access your TV lineup.

Using the email address you provided TCC and the password you created when you received the 'Create Password' email, you're now able to login to **TCC TV**.

You're all set! Now, sit back, relax and enjoy your all **TCC TV, you're going to love it!**



TCC
TV

Self-Install

Apple TV

Make sure your Apple TV works with TCCTV. TCCTV works on Apple TV 3rd Generation and newer. For a list of all compatible devices, please visit www.tcc.on.ca/tv.

If you're setting up your AppleTV for the first time all you need is:

- An internet connection
- An Apple ID [If you don't have an Apple ID, you can create one for free at <https://appleid.apple.com/account>]
- A TV or other display with an HDMI port
- An HDMI cable [on 4K capable devices, you need an HDMI 2.0 or later compatible cable]

Apple has very helpful instructions to get your Apple TV up and going in no time:

3rd Generation: <https://support.apple.com/kb/HT210092>

4K / HD: support.apple.com/en-us/HT205358#appletv4kappletvhd

Now that your Apple TV is all set up, go to the App Store. The App Store app icon looks like this



From within the App Store search for **TCCTV** highlight and select the app to begin downloading. While an app is downloading or updating, its icon appears on the Home screen with a progress indicator.

Once the download is complete, select Open to launch the TCCTV App. **Make sure you're connected to your TCC provided internet.** TCC TV needs to be connected to the internet provided to your home in order to access your TV lineup.

Using the email address you provided TCC and the password you created when you received the 'Create Password' email, you're now able to login to **TCC TV**.

You're all set! Now, sit back, relax and enjoy your all **TCC TV, you're going to love it!**

2

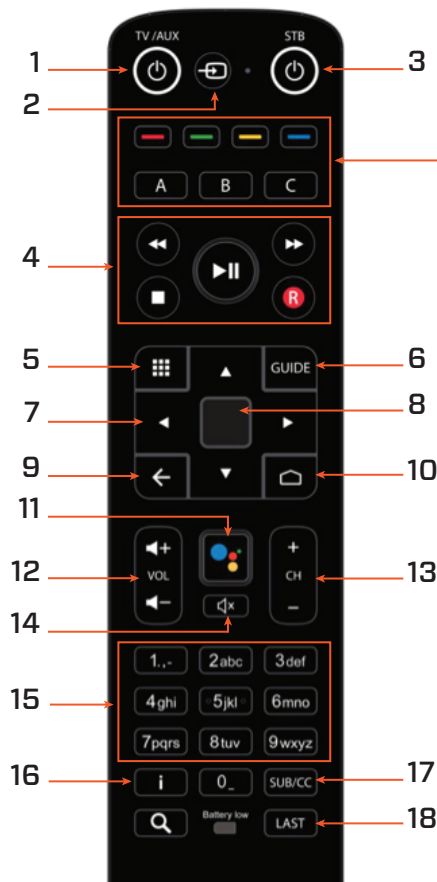
Getting Started

Remotes, App Download & Logging in

Amino Set-Top Box Remote

TCCTV Amino STB Remote

1. TV power
2. TV INPUT source selector
3. STB power
4. Program Navigation: Rewind, FF, Play/Pause, Stop, Record
5. Apps menu
6. TCCTV Guide
7. Directional Buttons for GUIDE Navigation
8. OK/Select
9. BACK exits menus & displays submenu
10. Set-top Box HOME Screen
11. Voice Controls
12. Volume
13. Channel up/down & page up/down in guide
14. Audio mute
15. Direct Channel Selection
16. Program Information
17. Subtitles
18. Recently viewed channels



TCCTV Shortcut Keys

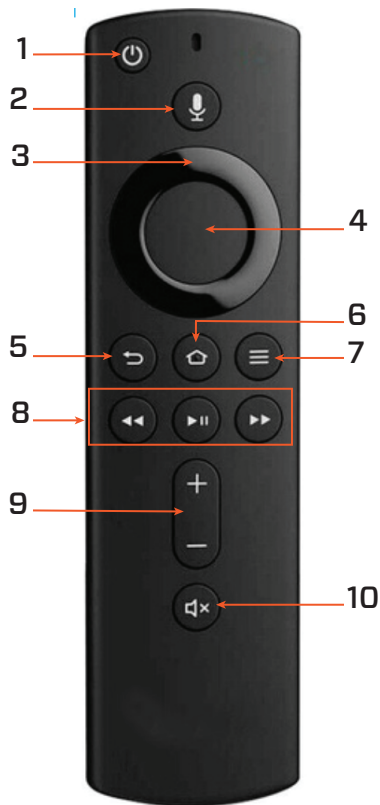
- RED DVR Menu
- GREEN ALL SHOWS menu
- YELLOW ALL MOVIES menu
- BLUE TCCTV Tutorials

- A REPLAY Menu
- B TCCTV sub menu
- C SETTINGS

Kaon Set-Top Box Remote



Amazon Firestick Remote



Amazon Firestick Remote

1. TV & Firestick power
2. Voice Control
3. Directional Buttons for GUIDE Navigation
4. OK/Select
5. BACK exits menus & displays submenu
6. Firestick HOME screen
7. TCCTV Guide & submenu
8. Program Navigation: Rewind, FF, Play/Pause, Stop, Record
9. Volume
10. Audio Mute

The TCCTV App

Downloading the TCCTV App on all your favourite devices is quick & easy. For a complete list of compatible devices please visit www.tcc.on.ca/digital-tv/set-top-boxes

1. Navigate to the app store on your selected device

Amazon = Amazon appstore



Apple = App Store



Android = Google Play Store



2. Enter TCC TV in the app store search field

3. Select download to install on your device



Don't forget to download the TCCTV app on your tablets, smartphones & other wireless devices to watch all around your home + watch online at tv.tcc.on.ca

When you registered for TCCTV through our office you were sent a set up email. If you haven't already done so, please open that email to create your username & login information.

3

Impressive Features Getting the most from your TCCTV



RESTART

For several seconds when you choose a live program, you will have the option to start your show from the very beginning. “Play From the Beginning”. If you miss it, press PAUSE and the RESTART option is available on screen.



REPLAY

REPLAY or Lookback allows you to watch previously shown live programs for up to 72 hours. While on the Guide, scroll left on your remote to view previously played content on a channel. Channels providers determine the availability of Replay. Fast Forward is not available when using this feature.



PAUSE, PLAY & REWIND

PAUSE & PLAY live TV anytime so you don't miss a thing. When you PAUSE on the Fire TV & Apple TV, more options are shown such as Restart, Record, Details & Closed Captioning.

REWIND all the way to the beginning of a show or just what you missed. Most channels will allow you to rewind, but will not allow you to fast forward. Record a program to use this feature.



CLOUD DVR

CLOUD DVR makes it impossible to ever miss a show again. You can now set up, edit & view all DVR content from any device, anytime. Every TCCTV package comes with a minimum of 5 DVR hours. Users can add additional hours if needed. **Please see Section 5 for an in detail look at using your TCCTV Cloud DVR.**



COMPATIBLE DEVICES

Watching TCCTV seamlessly throughout your home WIFI network is easy. Download the TCCTV app on your smartphones, tablets, smartTV, media players [ie: Amazon Firestick, Apple TV, etc], log into your TCCTV account and all your preferences & DVR recordings are at your finger tips.

4

Navigating the Menus Guide, Search, OnDemand & Apps

USING THE GUIDE

Use the **GUIDE** for a channel based list of content to choose from. You can surf through live shows and upcoming shows. Some channels also allow you to choose recently played content.

Guide SURFING: The guide shows channels you subscribe to in a traditional set-top-box format. When you select a program, you'll see a "quick view" first, with a description and a mini-player window. From here you can play, set a recording or click UP once and then right to see a "quick-view" of upcoming programs on that channel.

When on the Guide, you can filter your listed program choices from Sports, News, Movies & Kids programs. Scroll left to reveal Replay and FILTER options.

HOME | GUIDE | SHOWS | MOVIES ● 🔍

Each Main screen option provides content sorted in an easy to find format. Discover sports, movies, series, kids programs, SVOD content and your recordings all cataloged under these headings. They include previously watched content, personalized recommendations based off of your watch history, hand picked favourites as well as top content by genre. You will even have the option to "pick-up" a show where you left off.

WHEN YOU KNOW WHAT YOU WANT TO WATCH

You can find a program by searching through the Main screen options, but when you know what you want to see, use the **SEARCH** feature. Using your remote enter a word from the show, movie or live program you are looking for. Go directly to a channel by entering it's name in the search window.



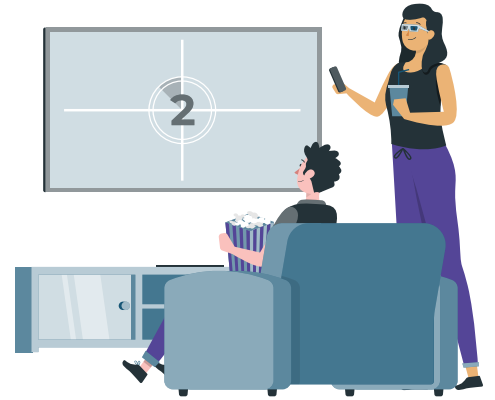
All Your Favourite Apps, in one spot

If you have channels like Sportsnet, HGTV, Global or CTV in your subscription you can now simply download their APP on the same media player as your TCCTV, log in with your TCCTV account and enjoy live TV, on demand programming & more. Visit our TV Everywhere page for registration information.

5 Your Cloud DVR

Never miss a show again

You're going to love the functionality of our new Cloud DVR service. Each TCCTV package comes with at least 5 hours of recording time. You can add up to a maximum of 200 hours. Record as many programs as you like while you watch a program, all using only one stream. We recommend you delete unwanted shows to free up space for future recordings.



Schedule a recording

1. Press the **Guide** button on your remote control.
2. Use the arrow buttons on the remote control to find the program you would like to record.
3. Click the **OK** button twice to see more options.
4. Click OK on the **RECORD** option on the screen to display the recordings menu.
5. To setup the recording, from the menu press **Record Episode** or **Record Series**, you can choose to record all episodes including re-runs, or only new episodes. You can also choose to record only on the channel currently selected, or on all channels.
6. To change your recording settings, press **Manage Recording**, from the program details screen.
7. To cancel a scheduled recording click Manage Recordings and select Cancel Episode / Cancel Series.

Record a program currently airing

1. Go to the wanted channel by keying in the channel number or through the program guide.
2. Once the live channel is displayed press on **R** button on your remote to start recording. **Note:** The recording will start from the moment you pressed the record button not from the moment the program started.

Watch a recorded program

1. Press the **—** button at the top of your remote. This will bring you to your DVR recordings.
2. Navigate to recorded or scheduled programs to manage your recording.
3. Select the title you'd like to watch. If multiple episodes of the same show are recorded they will appear here.

Visit our TCCTV How-To Videos for a visual step by step guide to using your new TCCTV DVR - they are updated regularly so check back often www.tcc.on.ca/tv/tcctv-how-to-videos



Frequently Asked Questions

If you're wondering, others are too

How do I watch?

You can watch TCCTV by renting a TCC Receiver or by downloading our app from the Google Play Store, Amazon Store or App Store on your devices. You can also watch on your laptop by signing in through tv.tcc.on.ca

How many devices can be watching at once?

You can have up to **5 devices simultaneously viewing** your TCCTV service on your home WIFI at one time. Similar to services like Netflix, you pay per user with your subscription. For example, if you subscribe to our Complete + xSTREAM bundle that includes 2 logins you can view on 2 devices at the same time. You can add more logins to your account at any time for \$3/login per month.

Can I view my recorded shows on any device?

Yes! With our new Network DVR anywhere you log in, you can view all your recorded content.

Why do some channels have more features than others?

Features differ based on the individual agreements that we have with channel providers.

What does Out of Home message mean?

TCCTV only works on your Home WiFi network. If you are on a device not registered with your router, you will not be able to view content.

How do I know if my devices are compatible with TCCTV?

The most common devices are Amazon Fire TV (2nd generation or newer), Apple TV (4th generation or newer) and most Android and Apple phones running the latest operating systems.



Discontinued Features:

- On screen Call Display
- Local radio stations
- Pay-per-view event & movie rentals

MANAGE YOUR ACCOUNT

Password Reset

- visit tv.tcc.on.ca & log in
- select *forgot password*
- follow the prompts to reset your password

Password Change

- visit tv.tcc.on.ca & log in
- select profile icon in top right
- select *password change*
- an email will be sent with further instructions

Parental Controls

- visit tv.tcc.on.ca & log in
- select profile icon in top right
- select *parental controls*
- create a PIN
- this PIN will now need to be entered whenever content with a parental guidance rating is selected



7 Troubleshooting

Errors will happen, we're here to help

Like anything new, TCCTV will come with a learning curve for some of our customers. We understand and are here to help make the transition as smooth as possible. Below we have listed the top three most common errors we've encountered. Our support team is ready to help whenever an issue arises, please do not hesitate to reach out.

NO SIGNAL

#1 Make sure that the light on your STB [KAON or AMINO] is on - this will be indicated by a BLUE LIGHT

#2 Open the list of Inputs on your television to make sure the TV is on the correct input - if you are unsure of which input your box is connected to try each individual input.

INPUT Buttons generally look like this



If you have a SMART TV there may be a source or input option on your home screen or the individual inputs may be listed on your home screen.

The Common inputs are HDMI 1, HDMI 2, HDMI 3

#3 If the issue is not resolved, please check the cables on the back of the STB. Unplug and plug back in both the HDMI and the power. [labeled on page 1 of this guide]

Also if possible try unplugging and plugging back in the HDMI cable on the TV as well.

NETWORK ERROR

#1 Try RESTARTING your STB [KAON/AMINO] or Firestick by powering down and back or unplugging the power source.

#2 Try rebooting your router & test to see if you have an internet connection on other devices like your smartphone or laptop.

#3 If you have an internet connection and the device is still having issues try going to the network settings and reconnecting the devices to the network unless it is hardwired.

MEDIA ERROR

#1 Check to see if there is issues with a different channel or if it one specific channel

Select the TRY AGAIN button on your screen to see if the error corrects itself

If the message remains you can also try pressing the back button to remove the message

If only one channel is affected please call and notify the office so the issue on this channel can be fixed

HOW TO CONTACT SUPPORT

LIVE CHAT www.tcc.on.ca

PHONE 519-606-2090

EMAIL assist@tcc.on.ca

Monday to Friday 8:30 am. - 10 pm.

Saturday & Sunday 9am. - 5pm.

