



## **USER GUIDE ~ APPLE TV**



Includes setup, watching TV, recording functions, adding a new device, best practices, and troubleshooting tips.

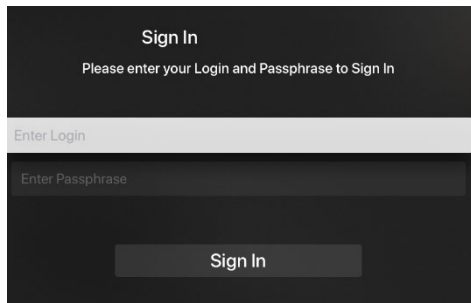
## Adding TCC Television app to your Apple TV

To add the TCC Television app to your Apple TV, press the Menu button, swipe Right to the App Store from the home screen of your Apple TV, and press the Touch surface. Select the Search option on the top-level menu and use the on-screen keyboard to type "TCC Television."



You should see the TCC Television app ----->  
(Be sure you select the correct one as there is another "TCC TV")

Select and click the Install button to begin the installation. Once the installation is completed, you will be prompted for a Login and Passphrase. (Find your original email from TCC or see the instructions on the bottom of the next page to get a new Login/Passphrase)



## Navigating Apps Content and Lists

You can swipe Left, Right, Up or Down on the Touch surface to highlight an app or content item. Onscreen, a highlighted app or content item expands slightly. Press on the Touch surface to open a highlighted item.

To return to the previous screen press the Menu button. To return to the Home screen, press and hold the Menu button.

## Watching TCC Television

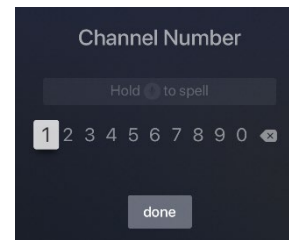
From Home Screen, using the Touch surface, highlight the TCC Television icon and press the center of the Touch surface to open your Channel Guide.

Swipe up or down on the Touch surface to highlight a channel that you want to watch, then press the Play/Pause button to watch the program.



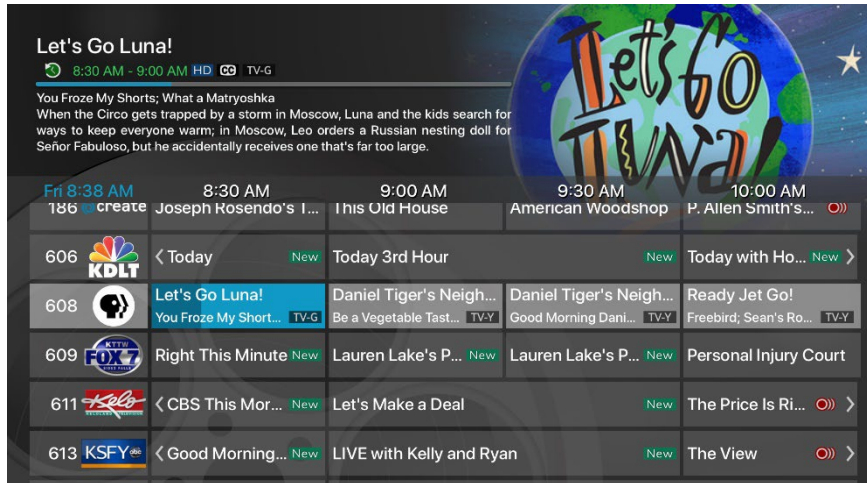
## Enter Channel Number Feature

If you want to quickly go to a higher or lower numbered channel in the guide, press the Touch surface twice to open a channel number window. Enter the channel number and press done to move to that channel in the guide.



## On-Screen Guide Management

Press the Touch surface on any program highlighted in Blue for extra options. Press **Watch** to view a current-airing program. Swipe down and highlight **Record** to set a recording for this program. Highlighting and selecting **Search** allows you to see other times when the program is available or to set a recording for this program.

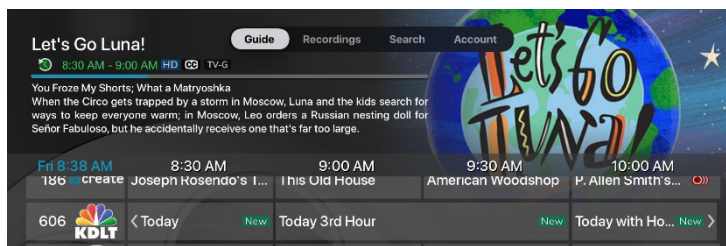


## Touch Guide Navigation

Lightly touch the upper, lower, left, or right areas of your Touch surface to navigate through the on-screen Program Guide.

## Recording Programs From the Guide

Select a program in the guide, swipe to highlight Record, and press the Touch surface to create a recording for this program. See the Recording Programs sections of this guide for more options.



## Tab Bar

From the Program Guide, press the Menu button to open the Tab Bar. You can swipe Left or Right to access Guide, Recording, and Search options (covered on the next page).

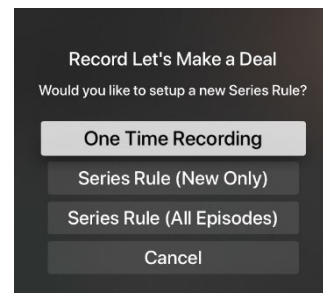
## Account Option - Add a New Device (Login & Passphrase)

Follow the directions for adding TCC Television at the beginning of this guide, swipe down on the Touch surface to highlight Add Device and use the displayed Login and Passphrase to activate the new device.

## Recording Your Programs

### Making a Recording

When you select Record, a screen will display that give you the options for setting a series rule for this program. If you don't want to set a Series Rule for this program, select One-Time Recording. To further manage this recording, go to the Tab Bar and select the Recordings option.

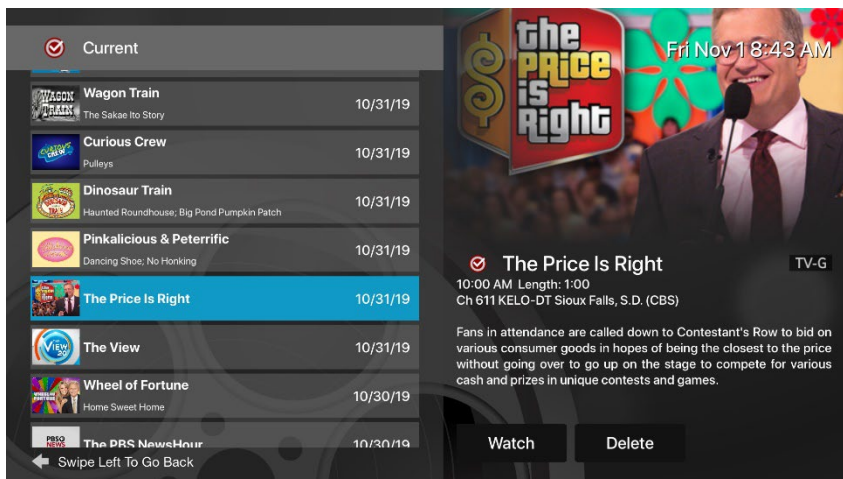


### Watching Your Recordings

Recordings can be viewed from either the Recordings or Search screen options. Select Recordings from the Tab Bar to open the Recordings screen. Highlight and select Current to open your recorded program list.

Scroll through the list, select the program you want to watch, and press the Touch surface to start watching the program.

If there are multiple recordings, scroll and highlight the one you want to watch and press the center of the Touch surface to start watching the program.



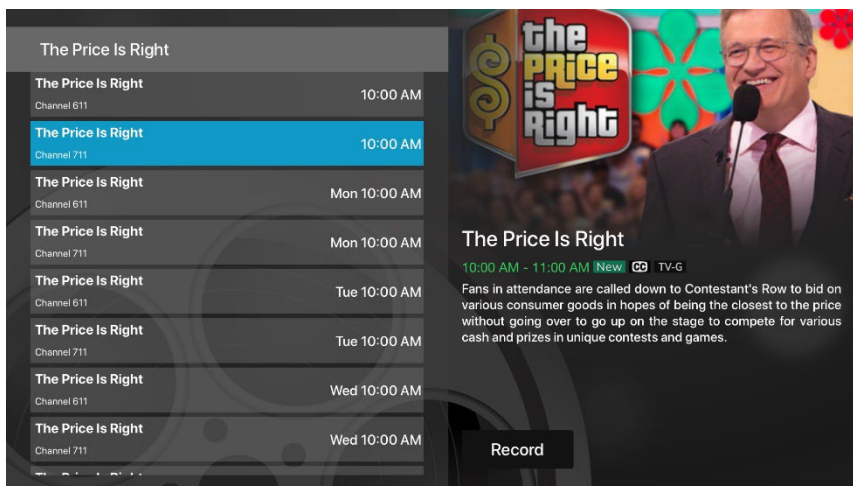
You can also delete the program by swiping Right, and then highlighting and selecting Delete. You will receive a prompt asking you to confirm the deletion.

From any of your Search options, you can see a list of recordings for a specific program by highlighting and pressing on Search.

Swiping Up or Down on the remote Touch surface allows you to scroll through all recorded, live, or upcoming programs of an episode or a series.

If the highlighted program has been completely recorded, the Watch button will display.

Press the highlighted program on your Touch surface to watch the recording. Future programs can be recorded by highlighting and pressing the Record button.



## Managing Your Recordings

### Current Recordings

To watch or delete current recordings, press Menu to go to the Tab Bar above the Program Guide and select the Recordings option. Highlight Current and press the Touch surface to open the list of your Current recordings. From this list you can either watch or delete your recorded programs by highlighting and selecting the option with your Touch surface. If you choose to Delete a program, you will receive a prompt asking to confirm your deletion.

### Upcoming Recordings

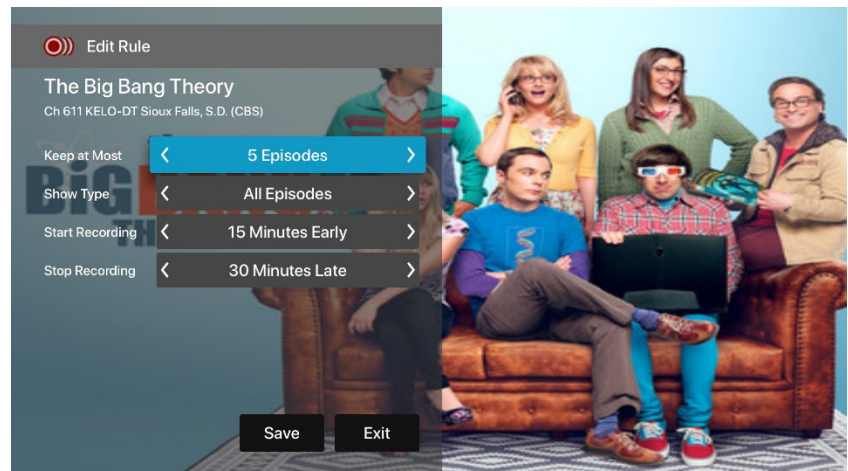
From the Recordings screen, highlight Upcoming and press the Touch surface to open the list of Upcoming Recordings. Scroll through the list; highlight and press the Touch surface to open the Upcoming Program recording that you want to manage.

If there are multiple recordings, scroll and highlight the one you want to manage, swipe and highlight Edit, and press the center of the Touch surface to open an Edit Recording window. To assure that you don't miss the beginning of a program, change the Start Recording time by highlighting Start Recording and pressing the Touch surface. You can set a program to begin Early, Late, or On Time. Scroll through and highlight your option, and press the Touch surface to set. Follow the same steps for the Stop Recording setting. When finished, highlight Save and press the Touch surface.



### Rules

Manage the episodes of a series that you want recorded automatically. From the Recordings screen, highlight Rules and press the Touch surface to open the list of Series recordings. Scroll through the list; highlight and press the Touch surface to open a series. An Edit Rule screen will open. Highlight and select Keep at Most to choose a max. number of episodes to keep of this series, or choose to keep All Episodes. Show Type allows you to keep Only New or All Episodes of a series.

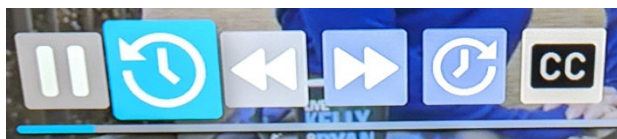


You can also set the Start and Stop Recording times for all episodes in this series. This option works the same way as it does in the Upcoming Recordings. When finished, highlight Save and press the Touch surface.

## Restart TV

This popular feature lets you go back to the beginning of any currently airing or in-progress recorded program that has the Restart Option.

While watching live TV, swipe Left on the Touch surface, to open your control options, swipe Right to highlight the Restart icon, press the center of your Touch surface to restart to the beginning of the program. You can also use this feature when you are watching an in-progress recording.



Programs that have the Restart option will display the Green Restart icon ^^^ in the Guide and program description. Some programs don't allow for the Restart function because of programming restrictions. Please contact our office if you have questions regarding this.

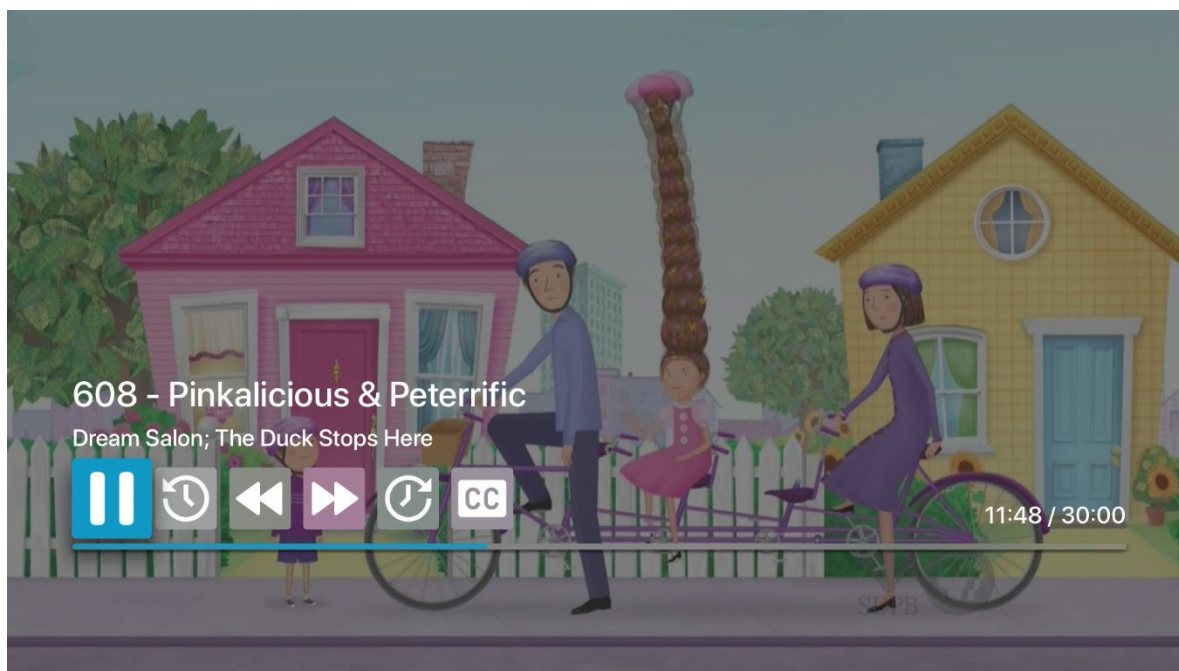
## Pause Live - TV Fast Forward and Rewind Features

Life happens and there may be times when you need to take care of something while watching your favorite program.

Use the Pause Live TV feature by pressing once the **Play/Pause button** on your remote control. When you want to restart your paused program just press the Play/Pause button again to restart the program where you left off.

You can also open the control options (swipe Left on the Touch surface) and arrow over to the << to rewind the program to a particular point or >> to fast forward the program to a particular point.

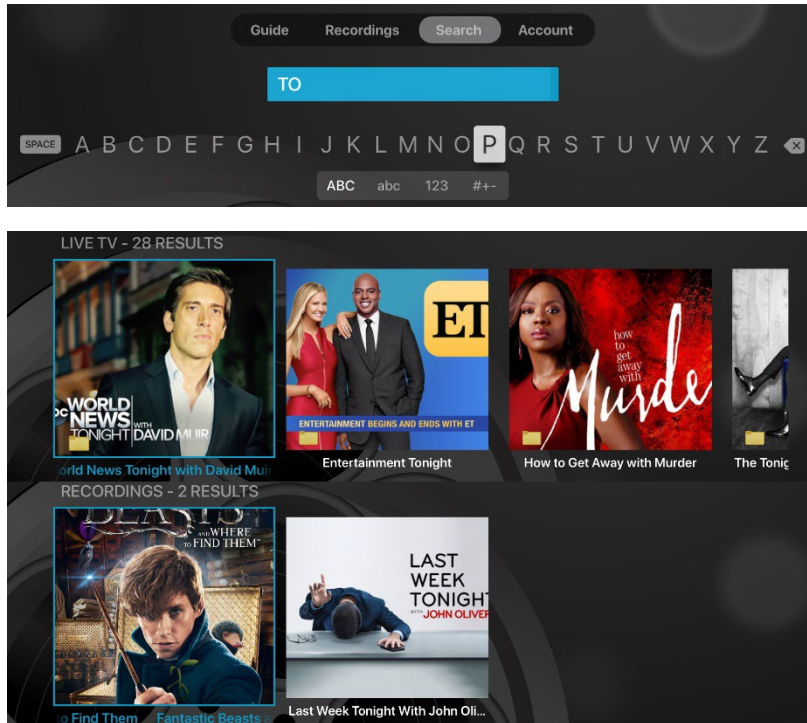
You can also press the icon to the right of fast forward ("clock forward") and next to CC to bring a program back to live viewing. You can also press **CC** to turn Closed Captioning on (and back off).



## Program Search Features

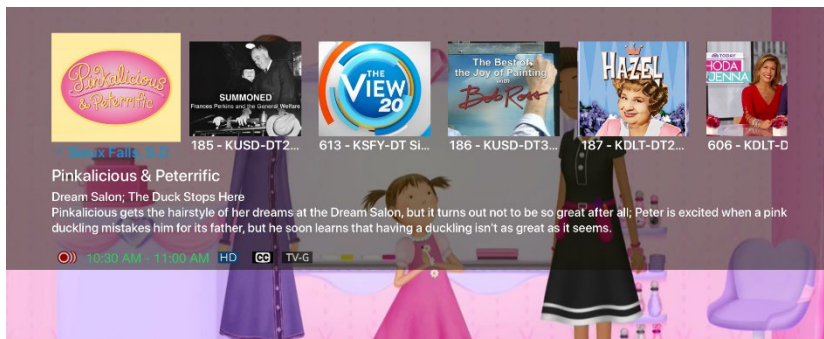
Use the Search feature from the Tab Bar to find Live, Recorded, and Future programs that can be recorded. Swipe Right, highlight Search and then press on the Touch surface to open the program search. Swipe Left or Right to highlight letters that correspond with the program you are searching for and press the Touch surface to see results. You can also hold the Microphone button and clearly say the name of the program that you are searching for.

The results will include Live, Future, and Recordings of programs that match your search. Use your Touch surface to select your program either from the Live TV or Recordings results. Follow the instructions in this guide for watching or recording any of these programs.



## Frequently Watched Programs

When watching a live program, if you would like to view one of your frequently watched channels without going back to the guide, swipe Down on the Touch surface to see a list of your favorite channels. Swipe Left or Right to highlight the new channel that you would like to watch, and press the Play/Pause button or the center of the Touch surface to switch to this channel.



## Adding More Devices:

If you get a new streaming device and need it connected to your TCC Television streaming account, you can generate your own login codes to activate your new device(s). Follow these steps:

- (1) Open the TCC Television App.
- (2) Press the Back Arrow on the remote.
- (3) Navigate right and go to Account. Navigate to the bottom of the screen and click "Add Device".
- (4) Use the Login and Passphrase on the screen to login to a new device.



## Best Practices

We suggest (and support) only the following compatible devices:

**Amazon** Fire Stick Gen2, Fire TV Gen3, Stick 4K, Fire Cube Gen2, Fire TV Stick 4K

**Apple** TV Gen 4 HD and newer, Gen 1 4K and newer

**Roku** Express 3900X, Premiere 3920X, Streaming Stick 3810X, Ultra 4640X, Roku 4440X

Place your streaming device where it can get proper ventilation. They can overheat and cause pixelating, buffering, and other malfunctions.

Streaming boxes generally perform better than streaming sticks or other streaming devices as they usually have a better processor, more memory and better heat-dissipation.

Make sure you have a solid Wi-Fi connection on a 5 Ghz signal and bandwidth (Internet speed) to accommodate all your connected devices.

## Troubleshooting

- (1) Try a different channel in the TCC Television app.
- (2) Try a different app on your streaming device.
- (3) Try a different streaming device (if you have one).
- (4) Disconnect your streaming device from your TV and from its power and then reconnect it. (You can also stop the app and reopen it, but you must clear the streaming device cache in the settings; simply going back to Home and opening the app again will not work)
- (5) Ensure you have a strong Wi-Fi signal and that you do not have too many other devices in your home competing for the Wi-Fi bandwidth.
- (6) Try your Internet/Wi-Fi from a different device in the home to ensure your Internet/Wi-Fi is working.
- (7) If your Internet and/or streaming TV is not working from other devices, contact TCC. If your Internet and/or streaming TV is working from other devices, this is an issue with your streaming device. You should either contact the manufacturer or replace the device.