

# HTC TV APP

## Quick Start Guide



# Welcome to HTC TV

HTC TV enables you to view Live TV, Cloud DVR recordings and more on your streaming devices, including the Amazon Fire Stick, Google Chromecast, Android/Apple Smart Phones or Tablets and more.

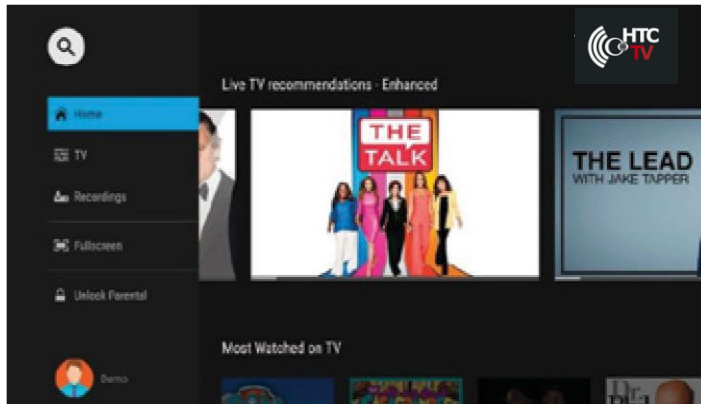
It eliminates the need for traditional set top boxes in your home – allowing for a full in home streaming experience.

## Getting Started

Download the “HTC TV” app from your applicable streaming device. You will be prompted to enter your user ID and password on the next screens. Once complete, you are ready for TV streaming!

## Home Screen

The HTC TV Home Screen displays the Content Area and the Navigation Panel.



# Home Screen Content Area

The Content Area of the HTC TV Home screen displays “stripes” of categories with information and posters of the available programs, movies or series (if there is nothing available in a category, the stripe will not be displayed). You will see recommendations or most watched on TV sections to navigate on this screen.



*Home Screen displaying the Content Area*

You can access the HTC TV Home Screen from anywhere/ anytime by pressing the MENU key on the remote. The Navigation Panel will be displayed in the left-hand side of the screen and the Home Screen will be automatically selected.

## Home Screen Navigation Panel

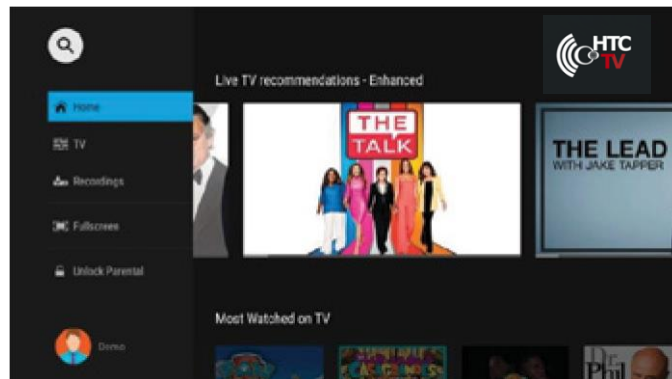
The HTC TV Navigation Panel is a quick and easy way to access many of the HTC TV features.

| Stripe Title | Description   |
|--------------|---|
| Live TV      | Open the TV Grid.   |
| Catch-Up TV  | It returns a list of programs recently recorded as a Catch-Up TV playback for a single channel. The content is displayed from current time back through all recorded shows on that channel: the first poster is of the currently playing program on that channel, the second poster is of the most recently recorded program, the third poster is of recorded program before, and so on. Programs which have been expired or programs for which you are not entitled to, are subject to parental control restrictions and they are not displayed. |
| Recordings   | View and manage your recorded programs.   |
| Channels     | Groupings of Channels based on Genre  |
| Settings     | Set your preferences for the language of the application, parental control, and accessibility, create sub-accounts, and manage your user profiles.  |

To display the HTC TV Navigation Panel, press the MENU key on your remote control.

The Content Area and its Stripes become inactive when the Navigation Panel is displayed.

Use the navigation feature on your remote control to choose a menu option.



*Home Screen displaying the Content Area*

Close the HTC TV Navigation Panel by pressing the BACK button or the MENU remote control key (or by pressing MENU on some remote controls).

## HTC TV Guide

Use the HTC TV Guide to find and watch a TV program and to view program details.



## Playback Controls

1. To pause/resume the currently playing video use the on-screen PAUSE /PLAY button, (or by pressing the PAUSE/PLAY key on some remote controls).
2. To stop the currently playing video On-screen STOP button, (or by pressing the STOP or the BACK key on some remote controls).



## You can access the guide by:

- \* Selecting the Live TV Recommendations stripe heading.
- \* Selecting the TV option from the Navigation Panel.

## Watch a Program

To watch a program from the HTC TV Guide:

1. In the guide, use the navigation feature on your remote to highlight a program.
2. Press OK/SELECT. The program starts playing.

## Viewing a Program's Details Screen

The HTC TV Details screen displays a program's Title, Description, Genre, and more



To view a program's Details screen:

1. In the HTC TV Guide, use the remote to navigate to and highlight a program.
2. Press the OK/SELECT key on your remote (or by pressing the INFO key on some remote controls).

**Tip:** Click the buttons in the Action Bar (at the top of the description panel) to perform those actions.

## Recording a Program

You can easily record a program you are currently watching, or schedule a recording for a future program.



Recording Screen

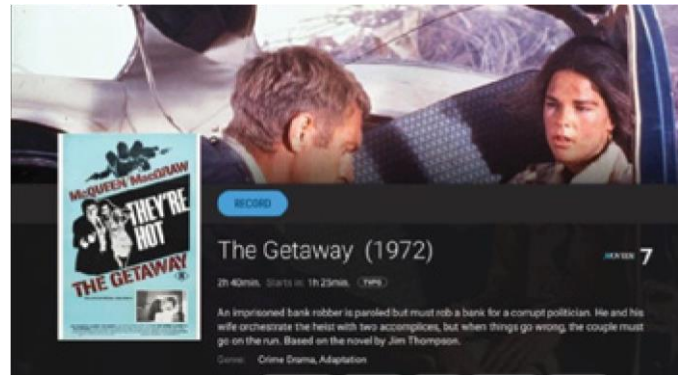
## Record What's Currently Showing

To record a currently playing Live TV program, select the on-screen RECORD button (or press the RECORD key on some remotes) to start the recording.

## Schedule a Future Recording

To schedule the recording of a future program:

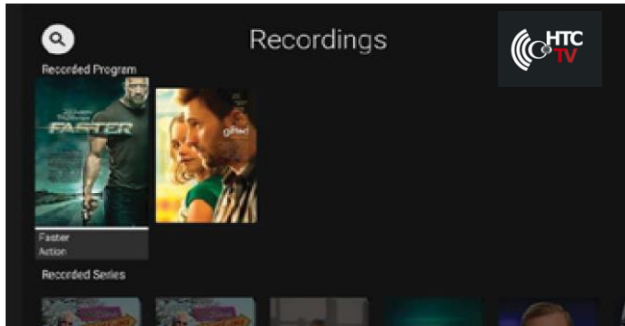
1. Use the remote control to navigate to and select a program.
2. Select the RECORD option to schedule a recording.



HTC TV Future Recording Screen

## Browse Recordings

The HTC TV Recordings section on the Home Page shows ongoing and completed recordings recorded on your DVR.



*Recordings Screen*

## Playing a Recording

To play a recording:

1. In the HTC TV Recordings Stripe, select a recording to watch and press OK. The HTC TV Details screen of the recording is displayed.
2. In the HTC TV Details screen for the recording, select the PLAY button in the Action Bar (the topmost horizontal bar) and press OK to play the recording.

## Searching

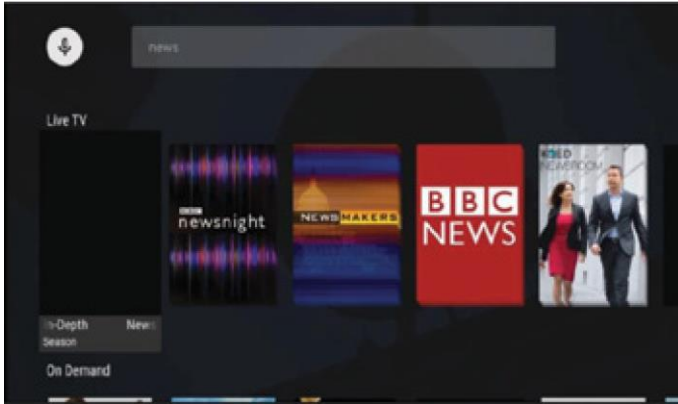
You can search through all available movies, series, and Live TV programs by accessing the Search option.



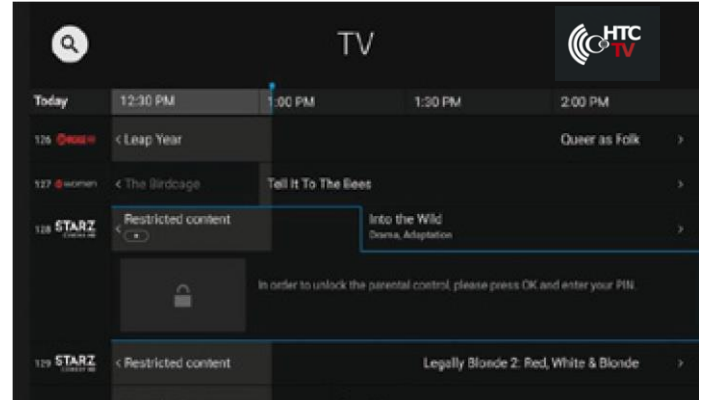
*Search Screen*

HTC TV Search Screen To search for programs:

1. Navigate to the HTC TV Home Screen Navigation Panel and choose the “Search” option.
2. Enter the search text, using the on screen keyboard and press OK.



*The Search Results Screen*



*Parental Controls Applied to Programs*

## Parental Controls

Parental Controls allow you to restrict who can view TV programs, and recordings considered inappropriate for viewing. When parental control is locked, the video will be unplayable and marked as restricted in the TV Grid, the quarter screen, and the full screen.

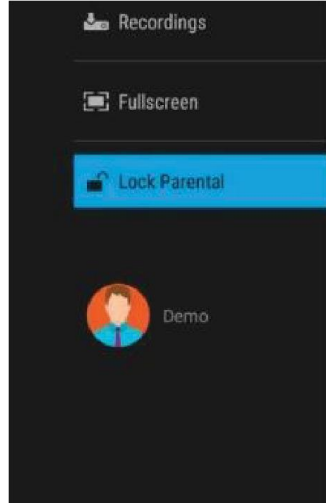
**Tip:** *When HTC TV Parental Controls are enabled by your service provider, you can set parental restrictions for the user profiles under your main account through the Settings menu. Each user profile may be assigned a different combination of TV and movie ratings.*

To enable HTC TV Parental Controls:

1. Press the MENU button on your remote to display the HTC TV Home Screen Navigation Panel.
2. Choose the “Lock Restricted Content” option in the HTC TV Navigation Panel and press OK on your remote, (or press the blue remote control key on some remotes).

## Troubleshooting other General Tips

- Restart your device
- If you're on WI-FI, make sure you are connected to the correct network.
- Try using an Ethernet cable.



## No Audio, Out of sync, Garbled Sounds and Audio-Related Issues

- Check the volume level and mute options on your television.
- Check to make sure your HDMI cable or audio cable is securely connected between your device and television.
- Try another input.

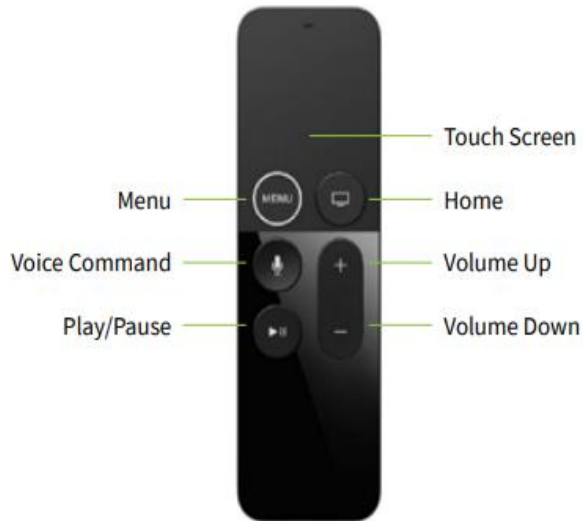
## No Video, Out of Sync, Pixilation and other Video-Related Issues

- Restart your device.
- Turn your TV off and back on.
- Check to make sure your video input cable is securely connected between your device and television.
- Check to make sure you are on the correct input.
- Try another input.

If you need assistance with the HTC TV app, we offer 24/7 Technical Support and are happy to assist you at [support@highlandtel.net](mailto:support@highlandtel.net) or 423.628.2121.



# Apple TV Remote



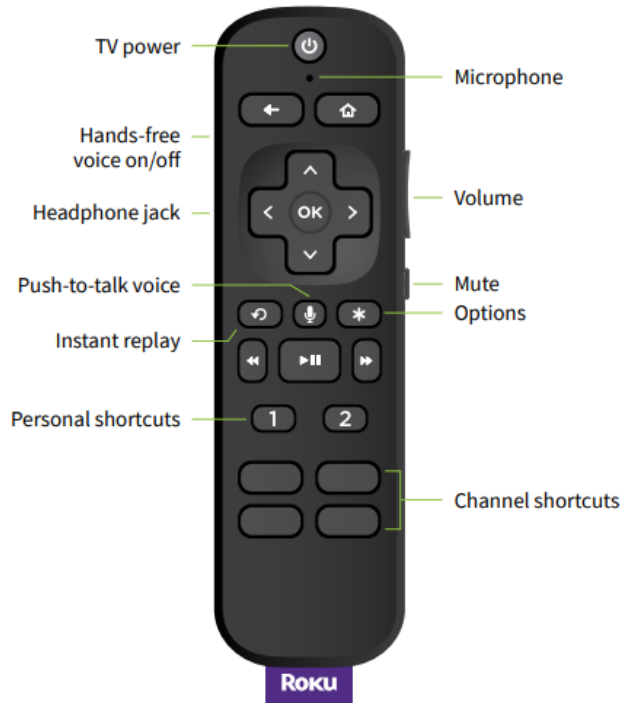
# Fire TV Remote



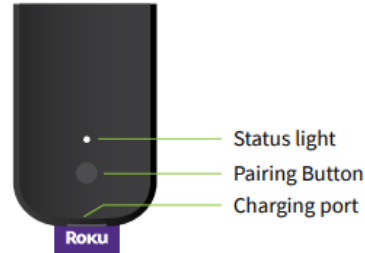
| Name            | Function   |
|-----------------|--|
| Touch Surface   | Navigation, Playback Control, Select.<br><ul style="list-style-type: none"> <li>• Tap the touch surface left edge to Rewinds 10 seconds.</li> <li>• Tap the touch surface right edge to Fast Forward 10 seconds.</li> <li>• Swipe from the top down to reveal the Info Panel.</li> <li>• Swipe from the bottom up to reveal the trickplay controls.</li> </ul> |
| Menu            | Goes back one screen.  |
| Home            | Returns to the Home screen of Apple TV.  |
| Voice Control   | Launches the voice control for Search and Playback (Pause, Skip, Forward, Backward).   |
| Volume Up/ Down | Controls the volume of TV.   |
| Play/Pause      | Plays or pauses content.   |

| Name         | Function  |
|--------------|---|
| Microphone   | Used for voice commands.                                  |
| Voice Button | Toggles voice command on and off.                         |
| Navigation   | Navigates within the on-screen guide/menus.               |
| Back         | Goes back one screen.                                     |
| Home         | Goes to Home screen.                                      |
| Menu         | Displays the menu.  |
| Rewind       | Rewind: Rewinds video                                     |
| Play/Pause   | Play: Plays video or resumes a paused program             |
| Fast Forward | Pause: Pauses video<br>Fast Forward: Fast-forwards video. |

# Roku Voice Remote



## Back



| Name               | Function  |
|--------------------|---|
| Push-to-talk-voice | Used for voice commands                                     |
| Instant Replay     | Replay the last 7 seconds of video                          |
| Channel Shortcuts  | Jump right into your favorite subscriptions such as Netflix |
| Personal Shortcuts | Program your favorite shortcuts for quick viewing           |
| Headphone jack     | Use this to plug headphones in for listening                |
| Pairing Button     | Used to pair your Roku Remote with your TV                  |

For help pairing your remote, visit [go.roku.com/remotehelp](https://go.roku.com/remotehelp)