



Your **local** connection

# Welcome Guide

Self-installation and features

**EPICO Internet + TV**



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## What you'll find in **your box**:



EPICO 4K Box



HDMI cable



Ethernet cable



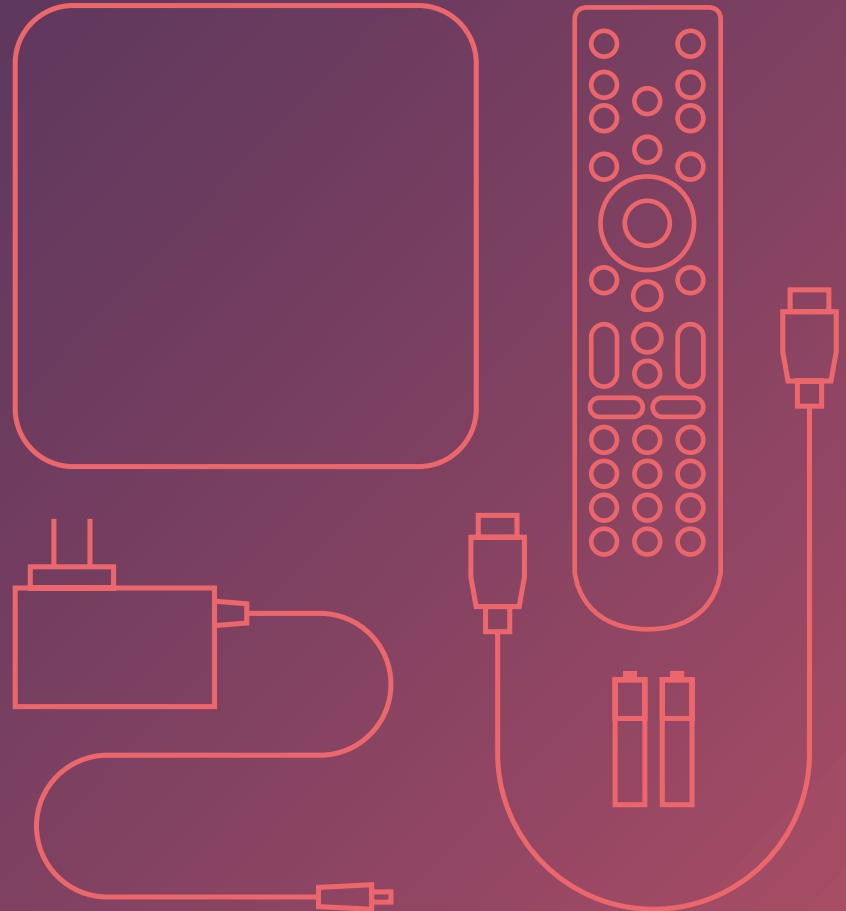
Power cord  
(may be black or white)



EPICO remote  
with batteries

# What you need to get started:

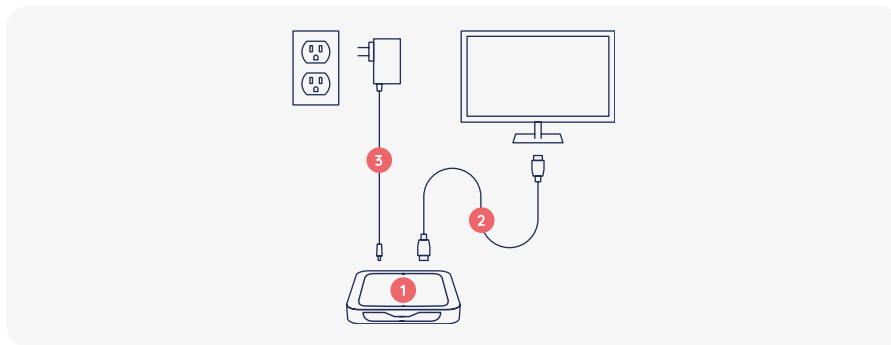
- Your Cogeco Internet service, installed and functional
- The network name and password of your Cogeco wireless home network
- Your My Account username and password (if you still need to create a My Account profile, visit [myaccount.cogeco.ca](https://myaccount.cogeco.ca))
- Your Google login credentials (email address and password), so you can use Google Assistant and have access to Google Play™



## Plug in your equipment

- 1 Connect the EPICO 4K Box (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 Box are powered on.
- 3 Set your TV to the correct HDMI input and follow the self-install instructions on the following pages.

**Good to know:** If possible, use an Ethernet cable to physically connect your primary EPICO 4K Box to your modem.



## Set up your EPICO service

Now that your hardware is ready, follow the on-screen instructions to get your EPICO service up and running.

- 1 Choose your preferred language.
- 2 Pair your EPICO remote with your EPICO 4K Box by selecting **PAIR**.
  - Press the **2** and **OK** buttons at the same time and hold them for a few seconds **until the LED at the top of the remote lights up** to complete the pairing.
- 3 If necessary, adjust the screen area to fit your TV.
- 4 If necessary, connect your EPICO 4K Box to your Wi-Fi network (not needed if connected via Ethernet). There are 2 ways to do this:
  - **If you have an Android phone**, select **CONTINUE** and follow the on-screen instructions with your phone in hand.
  - **If you don't have an Android phone**, select **SKIP**, then select your Cogeco Wi-Fi network and enter your password.
- 5 To be able to control your TV using the EPICO remote, 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 later by going to: **Settings > Android TV Settings > Remotes & accessories**. Once there, choose your EPICO remote, then select **TV/AVR Control** and follow the on-screen instructions.

## Set up your accounts

You can now set up your Google services and sign in to EPICO.

① Sign in using your Google email address.

**Good to know:**

- Each EPICO 4K Box can only be linked to 1 Google account at a time.
- You'll need a Google account to use Google Assistant. You can always skip this step and sign up later, but until then, you won't be able to search using voice commands or download new apps.
- If you don't have a Google account, visit [accounts.google.com](https://accounts.google.com), select **Create Account** and fill out the registration form.

② Customize the name of your EPICO 4K Box so you can easily find it later.

③ Sign in to EPICO by pressing **OK** and entering your My Account username and password. You're now ready to discover epic entertainment.

Make a note of **your credentials** below so they're always handy.

**Google account**

Email address: \_\_\_\_\_

Password: \_\_\_\_\_

**My Account**

Username: \_\_\_\_\_

Password: \_\_\_\_\_

**Important:** Keep this information confidential at all times.

### Talk to Google to **do more** on your TV

Connecting to Google lets you use voice commands to search for what's on now, change channels, open apps and more. Press the **Google Assistant** button on your remote to get started.



Google Assistant

When the 4 small dots appear on screen, search by saying a program title or a command such as:

- "What's the weather today?"
- "Fast-forward 3 minutes"
- "Rewind 30 seconds"
- "Find action movies"
- "Tune to CBC"

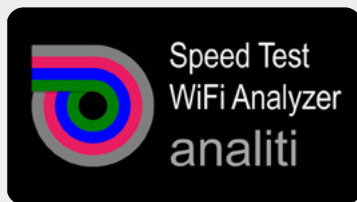
## Test your Internet connection with EPICO

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You can test the quality of your Internet signal from your EPICO 4K Box. This is the simplest way to confirm that everything is installed properly, and to ensure that you'll enjoy the best possible entertainment experience.

To do this, select **Apps** in the EPICO main menu, then the **My Apps** section, then select the **analiti** icon.

The Speed Test will run automatically.



Make sure there's a green checkmark for 1080 FHD, and also for 4K UHD if your TV supports 4K.

If this is not the case:

- Position your modem in a more central location (and ideally 90 cm / 3 ft 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 pods), turn the EPICO 4K Box's Wi-Fi off and then back on to ensure it's connecting to the one with the best signal. To do this go to: **Settings > Android TV Settings > Network and Internet**
- For more Wi-Fi troubleshooting tips, visit [cogeco.ca/optimizewifi](https://cogeco.ca/optimizewifi)
- Using analiti, retest your Internet connection to ensure that your connection has a passing score.

Keep in mind that your Internet speed may vary at times due to factors such as traffic on your network, or where you are in your home in relation to your modem or Wi-Fi pods.<sup>1</sup>

For an even more reliable connection, you can connect your EPICO 4K Box directly to your modem using an Ethernet cable. If necessary, don't hesitate to contact your local tech support reps for help or for ideas on getting better coverage in larger areas.

## Recordings

### How to use the recording feature

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

- Press once to record a single episode or movie.
- Press again to record all episodes of a series or to cancel a one-time recording.
- Press a third time to cancel a series recording.

**All your recordings are grouped together in the Recordings section of the main menu, located under your profile.** To view and manage all your recordings, select **DVR Manager**, or press the **DVR** button on your remote. Your recordings will be listed on the main **Recorded** page and you can select **Scheduled** to view future recordings.

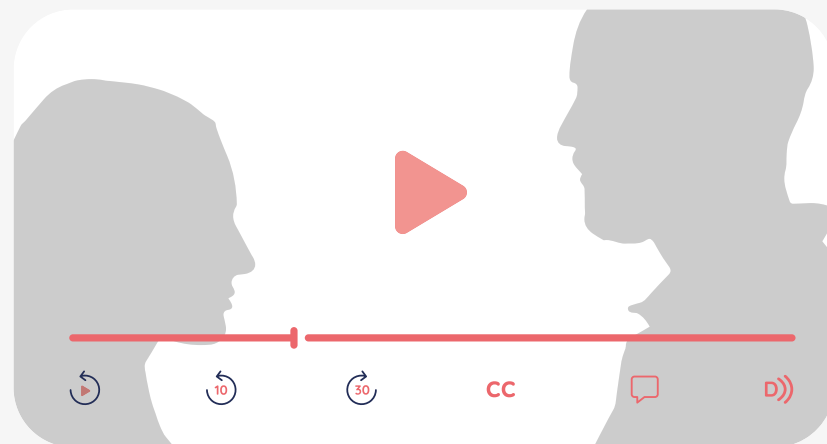
You can customize your recordings using the **Advanced recording options** from the program's **Info** page in the **Guide**, or from the **DVR Manager**. You can choose from the following options:

- Show type (first run only or reruns)
- Channel
- Time
- Recording padding (extend end time)
- Keep until<sup>2</sup>

You can also set a manual recording from the **DVR Manager** to record a certain channel for a specific time, regardless of what's playing.

### Playback menu

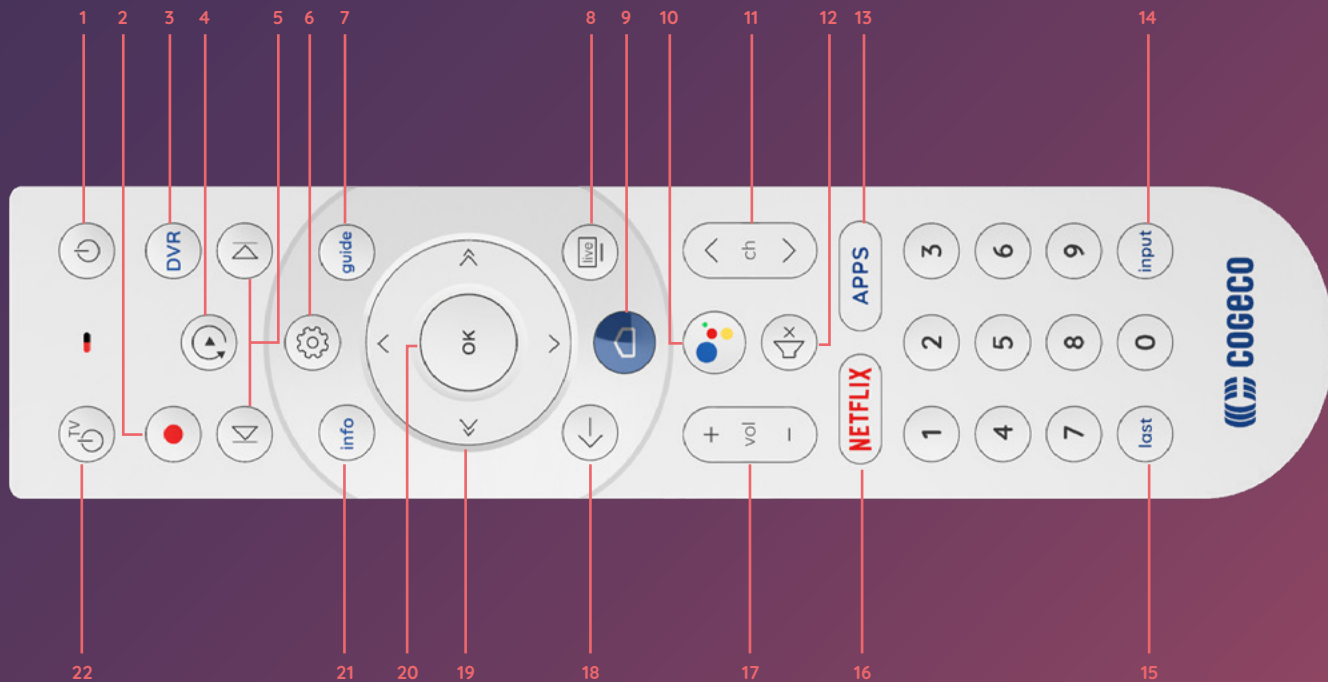
While you're watching a program or movie, press the **OK** button on your EPICO remote to bring up the playback menu.



The playback menu lets you pause, rewind and fast-forward, or press the down arrow for more options, including Restart, Closed Captioning and Described Video.

## The EPICO remote

### How to get the most from your EPICO remote






1	power	Turn your EPICO 4K Box on or off	12	mute	Mute or unmute
2	record	Record the selected program or live TV	13	APPS	Display your apps
3	DVR	Display your recordings in the DVR Manager	14	input	Select the input for your TV
4	restart	Restart the current program (if it's an option)	15	last	Go back to the previously watched channel while watching live TV
5	skip	Skip forward or back	16	Netflix	Access the Netflix® app
6	settings	Access EPICO settings or guide/gallery filters	17	volume (up/down)	Increase or decrease the volume
7	guide	Display the programming guide	18	back	Return to the previous page
8	live TV	Return to live TV from anywhere else on the EPICO interface	19	navigation arrows	Navigate around the screen while in a menu, or fast-forward and rewind while playing a program
9	home	Display the main EPICO menu	20	OK	Select an option while in a menu, or open the playback menu while playing a program, then press a second time to play/pause
10	Google Assistant	Talk to Google	21	info	Access additional information about your programs
11	channel (up/down)	Change channels or browse the programming guide	22	TV power	Turn your TV on or off

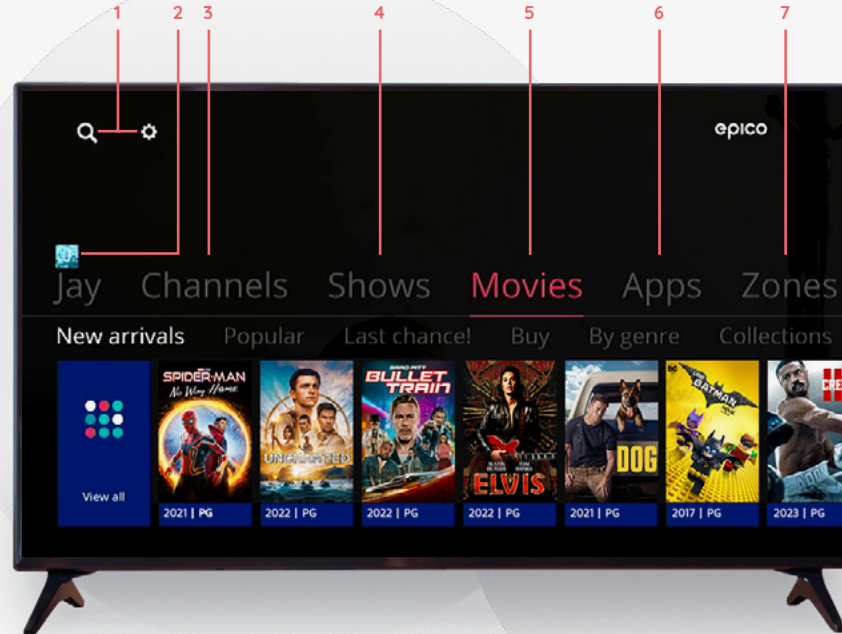
#### Good to know:

- You can go directly to a specific channel using the number pad.
- To access the full guide, press **Guide** then the right arrow.
- For more options, including Closed Captioning and Described Video, press **OK** then the down arrow while playing a program.
- Pressing **settings** when watching live TV will bring you to the **Settings** menu.
- Pressing **settings** in a gallery or in the guide will allow you to filter by genre, subscription, image quality and more.

## Discover EPICO's interface

### Getting to know your way around is fast and easy

Access the main menu by pressing the **home** button  on your EPICO remote. There, you'll find sections for your live TV programming, recordings, suggestions and specialty zones, along with apps from the Google Play Store. If you have several family members at home, each person will be able to have their own EPICO profile for easy access to their favourite content.




1	<b>Searching and settings icons</b>	By selecting the search icon, you can search for all available content from Live TV, On Demand, <sup>3</sup> and various apps, all on one convenient page. By selecting the settings icon, you can manage parental controls, app permissions, accessibility features and more.
2	<b>Your Profile</b>	Creating profiles for different users enhances everyone’s entertainment experience. From your profile, you can pick up a recording or on-demand title where you left off and view your own selection of programs in “My list.” You can also select more than one profile to get suggestions for shows everyone will enjoy. Your profile is also where the guide is located (under <b>My Channels</b> ) and where to view movies you’ve purchased (under <b>Transactions</b> ).
3	<b>Channels</b>	This section provides content separated by channel, including trending live programs, on-demand content, and channels on Freeview. You can also browse the <b>Recently aired</b> section to view a wide selection of shows that have aired in the last 24 to 72 hours. <sup>4</sup>
4	<b>Shows</b>	This section has all the TV shows available to you in one place, grouped by arrival date, popularity or genre.
5	<b>Movies</b>	Here you’ll find all the must-see new releases included with your on-demand channels, or available to buy <sup>5</sup> or rent, in addition to an impressive library of classic titles.
6	<b>Apps</b>	From this section, you can access apps from TV providers such as CTV, CBC and The Weather Network, as well as from streaming services such as Netflix®, YouTube™ and CRAVE, and thousands of other apps available on Google Play. <sup>6</sup> <b>Good to know:</b> You can press the <b>APPS</b> button on your EPICO remote to go directly to the <b>Apps</b> section.
7	<b>Zones</b>	You’ll find a few different categories in the <b>Zones</b> section, including <b>Kids, Music, Sports, Adult</b> and seasonal themes.

## Other features

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### Find what you're looking for faster with filters


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Whether in the **Guide** or in a gallery (by selecting **View all** in a menu), you can select multiple filters. Simply press the settings  button on your EPICO remote to access the filter categories at the top of the screen. There are several filters available, including category, language and subscription.

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### Restart a live show or movie

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If a show or movie that is currently playing can be restarted from the beginning, you can do so by pressing the restart button on your EPICO remote. You can also look for the **restart** icon  in the programming guide and select the program or movie you want to replay from the beginning (press the left arrow in the full guide to look at earlier time slots).

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### Manage your channel selection

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If you see a program on a channel you don't subscribe to yet, you can change your channel through My Account in a browser ([myaccount.cogeco.ca](https://myaccount.cogeco.ca)) or by speaking with one of our local reps at **1-866-261-4447**.

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### Binge-watching

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Binge-watch your favourite series with ease from on-demand content or your recordings on EPICO. When you finish watching an episode, the next one will play automatically when available, and even give you the option to delete the one you watched if it's in your recordings.

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## Favourite Channels

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Personalize your channel guide by setting up a **Favourite Channels** list. You can create a custom filter for each user profile so that you'll only see the channels you selected.

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## Add more apps to your EPICO 4K Box

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- 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 email address and password to sign in. If you don't have a Google account, visit **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 internal storage capacity of your EPICO 4K Box. 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.

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## Parental Controls

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EPICO's parental controls give you the peace of mind that your kids aren't watching inappropriate content. You can lock live TV and on-demand programs by rating or channel, lock out purchases, and even hide adult content completely. Simply go to **Settings > Parental Controls**.

Adult content is only available on the EPICO 4K Box and will be listed separately in the **Adult Zone**.


**Good to know:** By default, Parental Control PIN codes are 0000.

## The EPICO app

### Access EPICO through the app on a mobile device, computer or supported streaming device

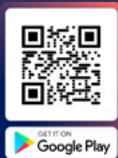
Download and install the Cogeco EPICO app<sup>7</sup> on compatible mobile and streaming devices, or visit [epico.cogeco.ca](https://epico.cogeco.ca) on a computer, and use your My Account username and password to connect. From there, you can access your profiles, view on-demand and live content and manage your recordings. This is perfect for rooms that don't have an EPICO 4K Box or for using EPICO when you're away from home. Learn more about compatible devices at [cogeco.ca/epicoapp](https://cogeco.ca/epicoapp)

### Download your recordings and watch them on the go

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

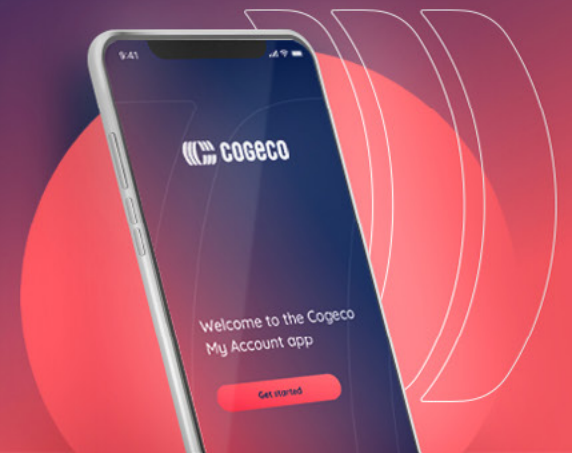
### Put your small screen on your big screen

Your EPICO 4K Box has Chromecast™  technology built-in, which lets you send your favourite content from compatible apps on your mobile device or laptop to your TV.





You can also get help on the **My Account app**. View your channel selection, check bills, get support and more, all at your fingertips.



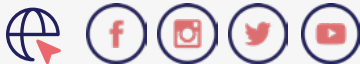
## We're here to help.

- Support videos are available in the **Zones** section under **Discover EPICO** and also at [youtube.ca/cogeco](https://youtube.ca/cogeco)
- For more information on EPICO, visit [cogeco.ca/epicofaq](https://cogeco.ca/epicofaq)
- If you need help with anything, contact one of our self-install support reps at **1-833-845-0064**, 7 days a week.

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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. An EPICO package, including an EPICO 4K Box and Cloud PVR, is required to download and view TV recordings in and out of home. Recordings are available for a maximum of 365 days or until you terminate your EPICO service.
3. On Demand requires a subscription to the corresponding TV channel.
4. Channel availability for the Restart feature may vary according to the content rights and viewing restrictions.
5. 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.
6. A separate subscription may be required for third party apps such as Netflix or Prime Video.
7. 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. Spider-Man: No Way Home © 2021 Columbia Pictures Industries, Inc. and Marvel Characters, Inc. All Rights Reserved. MARVEL and all related character names: © & ™ 2022 MARVEL. Uncharted © 2022 Columbia Pictures Industries, Inc. and TSG Entertainment II LLC. All Rights Reserved. Bullet Train © 2022 Columbia Pictures Industries, Inc. and TSG Entertainment II LLC. All Rights Reserved. Elvis © 2022 Warner Bros. Ent. All Rights Reserved. Dog © 2021 Lou Gabs Inc. All Rights Reserved. The LEGO Batman Movie TM & © Warner Bros. Entertainment Inc. All rights reserved. Creed III © 2023 Metro-Goldwyn-Mayer Pictures Inc. All Rights Reserved. The Adopted Trademarks HDMI, HDMI High-Definition Multimedia Interface, and the HDMI Logo are trademarks or registered trademarks of HDMI Licensing Administrator, Inc.

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Your local connection

