



BrightRidge®

Broadband



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Notes
Amazon Email:
Password:
BrightRidge Video Email:
Password:
Other Notes:

****Channel Lineup Available Online****



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USER GUIDE

Welcome to the next generation of television! BrightRidge (IPTV) Video offers access to full-featured video services via BrightRidge High-Speed Internet.

This guide provides instructions on how to use your BrightRidge Video service. If you need additional instructions, please call (423) 952-5000 to speak with a BrightRidge Representative.



SUPPORTED DEVICES

BrightRidge (IPTV) Video requires you to have one or more supported digital media players (DMP) in your home to use the IPTV service. The following digital media players are compatible with the BrightRidge Video service and are fully supported by our technical team. Additionally, BrightRidge rents the following supported devices, which can be included in your monthly subscription.

BrightRidge Supported Digital Media Players:

Amazon Fire TV	Amazon Fire TV Stick / Stick 4K (OS 5.2-)*
Keon	Keon KSTB2020 (Firmware 1.2.1)

**Note:* The Amazon Fire TV Stick 4K device does not have an integrated Ethernet port. However, an Ethernet adapter is available at many department stores and online. This adapter connects to the device using a Micro USB port and provides an input for a wired Ethernet connection. Check the manufacturer's support and product offerings for information about Ethernet and other accessories that might be available to enhance your viewing experience.

COMPATIBLE DEVICES

The compatible devices listed below should work with BrightRidge (IPTV) Video. BrightRidge does not provide tech support for customer-supplied devices and there is no guarantee written or implied to the functionality of BrightRidge Video.

Digital Media Players Compatible with BrightRidge Video:

Amazon Fire TV	• Amazon Fire TV Gen 3 (OS 6.2+) • Amazon Fire 4K Cube (OS 5.1+) • Amazon Fire TV Stick Gen 2 (OS 5.2+)
Apple TV	• Apple TV 4K (OS 12.0+) • Apple TV (OS 12.0+)
Android TV	• Nvidia Shield TV (Android TV 5.1+)
Android Mobile Phone/Tablet	• Various makes/models (Android Mobile 8+)
Apple Smartphone/Tablet	• iPhone / iPad (iOS 12+)
Web Browsers	• Chrome (<i>latest version</i>) • Firefox (<i>latest version</i>) • Microsoft Edge/Internet Explorer (<i>latest version</i>)
Television	• Android TV (Android TV 5.1+) • Amazon TV (OS 5.2+)

GETTING STARTED

This guide primarily focuses on the use of the BrightRidge-supported Amazon Fire TV Stick 4K and Kaon digital media players (DMP) that connect to a television set to watch your BrightRidge Video service. Devices like other DMPs, smartphones, tablets, and web browsers may operate or function differently.

Before attempting any of the content in this guide, first:

1. Have an active and installed BrightRidge High-Speed Internet service subscription.
2. Subscribe to the BrightRidge Video service.
3. Create your password using the BrightRidge Video activation email.

You'll also need to do the following if you will be using the Amazon Fire TV Stick 4K:

4. Create an Amazon account (can be unique from existing Amazon Shopping account if desired).
5. Register each Fire TV device you plan to use with BrightRidge Video on your Amazon account.
6. Have all devices you intend to use connected to a television.

**Note: BrightRidge will help with Steps 5 and 6 during your service activation. Additionally, your installer will assist you in downloading the BrightRidge App on each of your supported DMPs. If you experience any problems or need to ask a question after activation, please call a BrightRidge Representative at (423) 952-5000.*

Your Wireless Signal

- BrightRidge (IPTV) Video is an IP-based video platform that enables high-quality video streaming inside your home. This means the wireless signal strength in your home is very important to the quality of your experience with BrightRidge Video. Because of this, BrightRidge's Managed WiFi service is required and included in your BrightRidge Video service to allow our technicians to help support your wireless experience.
- The installer will test wireless signal to each DMP and place the BrightRidge wireless router in the best possible location to ensure a strong wireless signal for each device. Range extenders may be required to ensure a proper wireless signal for some installations for an additional monthly cost. *Please do not move the wireless router or range extenders once installed.*

Adding a Secondary Display Device After Install

Step #1: Download the BrightRidge App

To download the BrightRidge App:

- **Amazon Fire TV Device:** Log into the Amazon account you use for BrightRidge Video on your computer, search for BrightRidge Video, click on the app, select the Fire TV device you want to deliver the app to, and click Deliver
- **For Android and Android TV devices:** Go to the Google Play Store, search for BrightRidge Video, and select Download.
- **For Apple iOS devices:** Go to the Apple App Store, search for BrightRidge Video, and select Download.

Step #2: Login to the App with Your Username and Password

- The username is the email address you provided when signing up for BrightRidge Video service.
- The password is what you created using the BrightRidge Video activation email that was sent to the address you provided.

Step #3: Live TV

- You have completed the setup of your service. Enjoy all your favorite channels with BrightRidge Video!

When Away from Home

- Use your BrightRidge Video username and password from any internet connection to schedule or watch recorded content from your BrightRidge App. Live channel availability may be limited by contract limitations.

LIVE TV

Change the Channel

Channel surfers will appreciate that BrightRidge Video allows for moving up or down to the adjacent TV station. *To change the channel:*

- **Amazon Fire TV Stick 4K:** Press *Up/Down* directional controls.
- **Kaon:** Press *Up/Down* on the Channel Bar or use the *Up/Down* arrows

Pause Live TV

Once a channel begins to play, you can pause live content using the *Play/Pause* button on your remote.

Standby

After twelve hours of viewing the same channel with no remote-control activity, BrightRidge Video will ask you to press any button on the remote to continue broadcasting content. If you do not press a remote button, the screen will revert to the home screen of the device.

MAIN MENU

Access the Main Menu

- **Amazon Fire TV Stick 4K:** Press the *Return* button.
- **Kaon:** Press the *Menu* button or the *Back* button.

Main Menu Options

1. **Guide:** The traditional channel listing allows for browsing both forward and backward in time to see what is currently on and upcoming.
2. **Shows:** Browse live, upcoming, and recently aired shows by various categories, such as action, drama, etc.
3. **Movies:** Browse live, upcoming, and recently aired movies by various categories, such as action, drama, etc.
4. **Profile:** Manage settings such as DVR Recordings, Parental Controls, and other information.
5. **Search:** Explore live, upcoming, recorded, and restart content across the entire app by show, movie, actor, channel, etc.

Recently Watched

Your *Recently Watched* list is located below the *Main Menu*. This feature is a chronological history of the last 15 channels and programs watched. In many cases, if the item is a live channel, you will see a picture-in-picture preview of that channel. Navigate to the desired icon using the remote and click *Select* to return to the show you were on before.

- **Amazon Fire TV Stick 4K:** Press the *Down* directional button again.
- **Kaon:** Press the *Down* arrow button again.

GUIDE

The *Guide* is reminiscent of traditional television as it is a channel-based way to browse live and upcoming content. You can also filter content by movies, sports, kids, or subscribed channels with the *Guide*.

Navigate the Guide

- **Amazon Fire TV Stick 4K:** Press *Up/Down* to navigate through the channel numbers. Press *Right/Left* to navigate forwards or backwards in time.
- **Kaon:** Press the *Up/Down* arrows to navigate through the channel numbers. Press the *Right/Left* arrows to navigate forward or backwards in time.

When a live program is highlighted, press the *Select* button once for a brief show description. If the show is currently airing, a live sample will display to the right for a sneak peek. Inside the *Quick View*, you can also set recordings or go to the show/movie details page.

SHOWS

The *Shows* section is organized in a picture tile display for easy viewing. Episodes and series are organized into horizontally scrolling rows according to show type or genre. These include:

- **Recordings:** This is another place to view recorded content. Recordings are displayed in reverse chronological order with the most recently recorded on the left and older content on the right.
- **“On Now” Rows:** Quickly see what is live for categories like sports, news, kids, etc.
- **“TV Genre” Rows:** Browse through series and episodes by type including action, drama, reality, etc.

Navigate this area with the *Up/Down* and *Left/Right* on the remote. Once a show is selected, press the *Select* button on the remote to see more options regarding the desired content. Browse individual episodes by season, select an episode to play, view more details like actors or air dates, or set a recording if the show has yet to air.

MOVIES

The movies section is also organized in a picture tile display for easy viewing. Content is organized into horizontally scrolling rows according to show type or genre. Typically, these include:

- **Recordings:** This is another place to view content recorded by profile on the account. They are displayed in reverse chronological order with the most recently recorded on the left and older content on the right.
- **“Movie Genre” Rows:** Browse through movies by type including action, drama, comedy, or sci-fi.

Navigate this area with the *Up/Down* and *Left/Right* function on the remote. *Select* “browse all” to see all available content. This list will display all available movies, including Restart titles, recorded, and upcoming. Once a movie is selected, press the *Select* button on the remote to see more options regarding the desired content. If the movie has not yet aired, you can set it to record from this screen.

REMOTE CONTROLS

Press the *Select* button on the remote when watching Live TV to open controls, open controls to play/pause, seek, and more. This is also how to enable closed captions and other accessibility settings.

Change Channels (from Live TV View)

- **Amazon Fire TV Stick 4K:** Press *Up/Down* directional controls.
- **Kaon:** Enter the channel number and press *Select*. You can also press the *Up/Down* on the Channel Bar or the use the *Up/Down* arrows

* *Note:* Go to the **Guide** section to scroll faster.

Access Main Menu

- **Amazon Fire TV Stick 4K:** Press the *Back* button.
- **Kaon:** Press the *Menu* button or the *Back* button.

HD CONTENT

BrightRidge Video offers free HD content with your BrightRidge service. No duplicate channels, extra costs, or hassles!

RESTART TV

While the *Restart* feature allows you to start some programs that are already in progress from the beginning, the *Restart TV* feature offers the ability to watch recently aired programs that have already completed. *Restart TV* allows access up to 72 hours of already-played programming, depending on the availability and permissions from each content provider.

- When changing to a live program that has already started, a small pop-up may appear near the bottom of the screen that reads, “Play from the beginning?” Press the *Select* button while the popup is showing to restart the content from the beginning.
- The *Restart* pop-up message only appears for a few seconds. If you miss the pop-up, press the *Select* button on the remote while watching Live TV. This will bring up *Restart*, *Record*, and other options. Navigate to *Restart* using the remote and press *Select*. Press *Select* again on the “OK” to restart the program.
- If there is not a pop-up or an option to *Restart* from the program options, then that content is restricted for *Restart* and/or *Restart TV* by the content provider.

Access Restart TV

1. Open the *Guide* and navigate left or backwards in time past the “On Now” column.
2. A pop-up panel will appear with *Replay Recently Aired Programs* already highlighted.
3. Press the *Select* button to open the *Replay* menu.
4. Programs are arranged in reverse chronological order from right to left. The most recently aired program will be the first image seen. Navigate to the left for older channel content.
5. Highlight a program and press *Select* for information about the program. Press *Select* again to play it.

Navigate to Different Channels (within Restart Screen)

- **Amazon Fire TV Stick 4K:** Press the *Up/Down* arrows on the remote to see all content available from other channels.
- **Kaon:** Press the *Up/Down* arrows on the remote.

* *Note:* Each network, series, and channel have different rules as to what can be viewed and how. If a channel or program is not offered in the *Restart TV* section then either the program is beyond the *Restart TV* window for that channel, the network itself does not allow *Restart*

TV, or the content provider has restricted *Restart TV* content. Some networks only allow for 24 hours of *Restart TV* content, and some have restricted certain shows.

SEARCH

The *Search* feature is accessed through the *Main Menu* and is an extremely helpful way to quickly access any show, episode, movie, or channel. You can search for actor/actress, title, director, or genre by navigating the provided cursor to each letter and pressing *Select* on the remote to add it to the search parameters.

- BrightRidge Video has an intuitive search program and will start “recommending” search results after a few letters are selected. Navigate to the results and press *Select* on the remote to access the desired content.
- BrightRidge Video will search for the request and deliver results across all your subscribed channels including:
 - Live TV
 - Upcoming Live TV
 - Restart TV
 - DVR Recordings

* *Note:* Certain recommended devices like Apple TV 4th Generation or the Amazon Fire Stick 2nd Generation may allow for voice search capability through the manufacturers’ remotes from the Search screen.

DVR (RECORDINGS)

Set it now, watch it later! A Digital Video Recorder service, or DVR, is a simple way to watch your favorite shows when it is convenient for you.

- There are no limits to the number of channels that can be recorded simultaneously. The only constraint is the number of storage hours allowed with your subscription tier. Call BrightRidge Customer Service at (423) 952-5000 to upgrade your storage limits.
 - *Real Time* storage capacity for the account is shown at the top right of the *Manage Recordings* Screen.
- DVR storage is shared across all profiles. Once a show is recorded, it is accessible by everyone on the account at home or on-the-go.
- DVR also allows for all the regular options like end a recording later, record only new episodes, or choose channel preferences.

Schedule A Recording

- **From a Live Program:** Press the *Select* or *OK* button, or swipe depending on your remote. This will bring up a screen overlay with several options. Navigate to the *Record* option and press *Select* again on the remote.
 - **Kaon:** Press the *Record* button. This will set the recording. If the program being recorded reoccurs or is a series, a screen with additional recording options may appear.
- **From the Guide or When Browsing:** Select the program to record while browsing anywhere within the *Guide*, *Replay TV*, *Search* or while browsing *Shows & Movies*. This will bring up the detailed information about that program. You should see a *Record* option, select this option to start the recording.
 - **Kaon:** Press the *Record* button. This will set the recording. If the program being recorded reoccurs or is a series, a screen with additional recording options may appear.

- ** Note:* The next step provides a choice to “Record This Program only,” or “Record Future Episodes.” The latter option may also provide a list of channels, on which the program will air. Manage the series and other recordings under *Settings*.

Manage Recordings

To manage recordings, open the *Main Menu* , highlight *Profile*, and press the *Select* button on the remote. Highlight the program you wish to manage, and press *Select*. You can play, delete, delete all, cancel series or access additional recording options for the program you selected from this menu.

Recorded Programs

All the recordings that are ready to watch on your device will be displayed in the *Recorded* section from most recent to oldest. To play a recording, highlight a program you wish to watch, press *Select*, and press *Play*. If the program is a series recording, you will see all the recorded episodes in this list. Highlight an episode, highlight *Play* and press *Select*.

- ** Note:* Active recordings will not show in the Recorded section until at least 5 minutes after the recording has started.

Scheduled Recordings

Series Recordings, as well as any *Individual Scheduled Recordings* you have set to record in the future can be found in the *Scheduled* section. Press *Select* on any series to view a list of options:

- **Recording Options:** This allows you to add/remove the channel listings from this series that will be recorded, as well as add extra time to the end of the recording.
- **Cancel Series Recording:** This allows you to cancel future recordings for this series.

Recording Options

- **Info:** This will bring up detailed information about show, such as season, episode, show category, and plot summary
- **Cancel:** This allows you to cancel future recordings for the series.
- **Extend:** This allows you to add time for each program in the series

* *Note:* From the *Profile* section, you can access all your recordings to either quickly watch, change recording options, or delete recordings if you're running out of space. Remember, you can upgrade your DVR storage capacity by speaking with BrightRidge Customer Service at (423) 952-5000.

SETTINGS

The *Settings* menu is where to find *Profiles*, update *Parental Controls*, and other device-specific information.

- Go to the *Main Menu* and navigate to the right. Press *Select* on the *Profile* icon. Then navigate to the *Settings* cog in the upper right and press *Select*.

PARENTAL CONTROLS

To restrict available content by ratings on BrightRidge Video, activate *Parental Controls*. *Parental Controls* constrain full view access to content rated R, TVMA, or NC17 unless a Personal Identification Number (PIN) is entered. Full access to the content resumes after entering the correct PIN. It is highly recommended to at least setup a PIN number. This will need to be entered prior to viewing any mature content rated R, TVMA, or NC17.

- The Parental Controls setting is either enabled or disabled and is accessed through the *Main Menu*, then *Profile*, and then *Settings and Parental Controls*.

- At first access, the user will be asked to create a 4-digit PIN. This PIN number will be used to restrict access to the *Parental Controls* and mature content.
- You can also change or reset your PIN from this menu.

* *Note:* Content that is restricted by the *Parental Controls* settings will still be viewable through the picture-in-picture display. *Parental Controls* are predicated on the content being rated. On occasion, one may encounter some programming not rated by the content provider.

CLOSED CAPTIONING

Closed Captioning (CC) provides a text overlay for all programming that provides this service.

Activate Closed Captioning (CC)

- **Amazon Fire TV Stick 4K:** Click the *Select* button while watching Live TV. This brings up the media player controls on an overlay screen at the bottom. Navigate to the Audio / Subtitle option and press the *Select* button to enter the CC and Audio options menu to make your selection(s).
- **Kaon:** Press the *Select* button, navigate to Audio/Subtitle, and press *Select*, to enter the CC and Audio options menu.