my RTCtv

Simple. Smart. Innovative. TV.

User Guide

RTC NETWORKS

701.862.3115
RTC.coop/myRTCtv

What's Inside

Welcome to the next generation of TV!

myRTCtv is the new full-featured television service delivered to your devices including TVs, laptops, smartphones, and tablets from RTC Networks.

myRTCtv requires you to have one or more supported streaming devices in your home to use the service. Please refer to the Recommended Devices section beginning on page 4.

When away from home, use your myRTCtv username and password from any internet connection to schedule or watch recorded content from your myRTCtv DVR. You can also access full episodes, movies, and more online with your myRTCtv subscription through the included channel streaming apps on watchTVeverywhere such as WatchESPN, WatchHGTV, and Hallmark Channel.

Getting Started

This guide is focused primarily on the use of "smart" boxes that connect to a TV set such as the Apple TV, Android TV, and Amazon Fire TV. Devices like smart phones, tablets, and web browsers may behave differently.

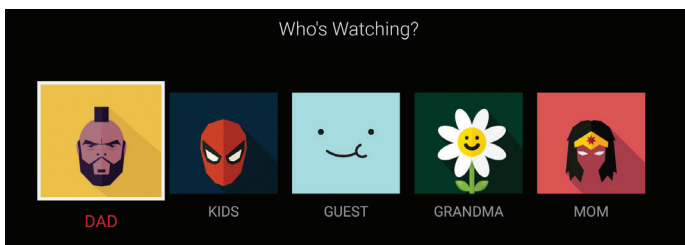## Before attempting any of the content in this manual, first:

1. Have an active and installed RTC Networks internet service subscription.

2. Subscribe to myRTCtv service with RTC Networks through a Member Services Representative.

3. Set up your user name and password through the myRTCtv activation email.

   My myRTCtv Login name: _____

   My myRTCtv password: _____

4. Have each device(s) you plan on using with myRTCtv activated on their appropriate accounts (iTunes, Google, Amazon, etc.).

5. Have each television connected to a "smart box."

If you have challenges with any of these steps, please call myRTCtv technical support at 701.862.3115.

Recommended Devices

A recommended device is one that we are confident in the features, responsiveness, presentation, and usability experience of the myRTCtv app on that hardware. Recommended devices are:

Apple TV

Amazon Fire TV Cube & Sticks

Android TV Devices

Android Tablets & Phones

iPhones & iPads

Desktops & Laptops

myRTCtv is fully supported on these devices and platforms:

Amazon Fire TV

- Amazon Fire TV (2nd or 3rd Gen)
- Amazon Fire TV Stick w/ Alexa Voice Remote
- Amazon Fire TV Cube
- Amazon Fire TV Stick 4K
- Amazon Fire TV Set

Android TV

- Devices running Android 4.4 or later

Apple TV

- Apple TVs with App Store (4th or 5th Gen)

Smartphones and Tablets
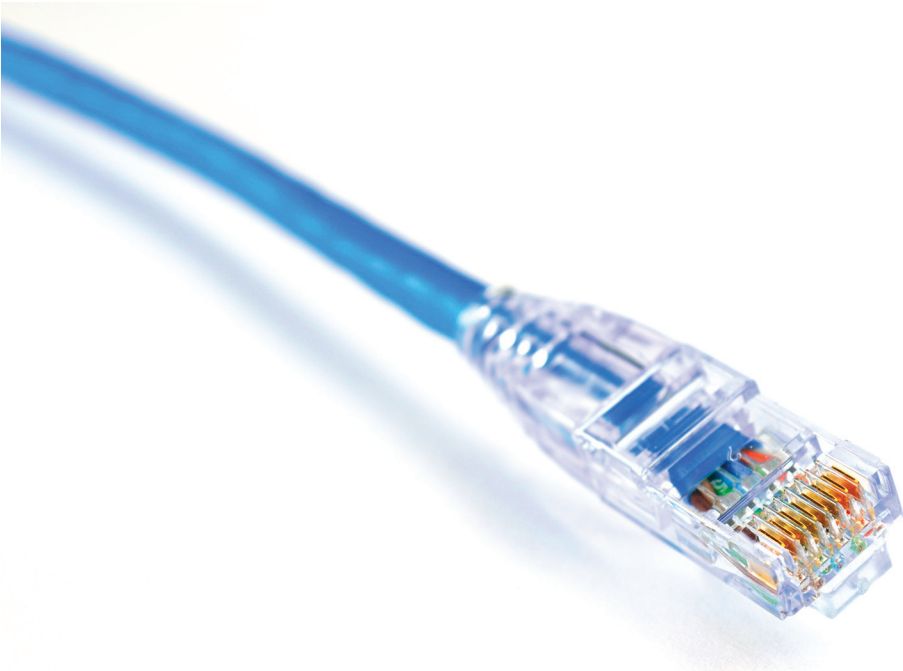
- Latest Android (4.4)
- iOS 10 or later

Web Browsers

- Windows
  - Chrome (latest version)
  - IE 11 or Edge
  - Firefox

- Mac
  - Chrome
  - Firefox
  - Safari

NOTE: There are dozens of different kinds of Smart TVs that may or may not have an app store that can access the myRTCtv app. Some Smart TVs may play myRTCtv, while others may not. myRTCtv works best on any of the recommended devices listed above. Although myRTCtv may work on a Smart TV, RTC Networks may not be able to provide technical support due to the numerous makes and models available.

Wireless vs. Wired Devices

Many devices that work with myRTCtv have the option to use **a wireless network (or WiFi) to connect to the internet.** While wireless is often more convenient and aesthetically pleasing than a wired device, the latter offers significant advantages. When it comes to high-quality video streaming, the best performance will always come from a wired Ethernet connection. This option offers faster speeds, lower latency (or buffering), and a more reliable connection than WiFi. A wired connection also eliminates one more device to fight for bandwidth on your WiFi network.

Some of the recommended myRTCtv devices do not have an Ethernet port. However, an Ethernet adapter is available at many department and online vendors for around $15. This adapter connects to the device using a Micro USB port or something similar and provides an input for a wired Ethernet connection. Check the manufacturer's support and product offerings on your chosen device for information about Ethernet and other accessories that might be available to enhance your viewing experience.

Self-Installation

1. Download the myRTCtv App

On a "Smart Box" or mobile device, you can download the app from the respective App Store that corresponds to the chosen platform.

- Android and Android TV devices - **Google Play Store**
- Apple iOS and Apple TV devices - **Apple App Store**
- Amazon Fire TV devices - **Amazon App Store**
- For Computers and Laptops - **https://my.rtctv.com**

Once you are at the appropriate store, search for "**my RTC tv**" and then download it and install it on your device.

2. Choose your provider and then sign into the App with your User Name and Password (see page 3).

NOTE: Your user name is the email address you provided to RTC Networks when signing up for service. The password is something you chose and entered in the myRTCtv activation email. If you don't remember your username, please contact Customer Service at 701.862.3115. To reset your password, please follow the prompts on the app, RTC Networks is not able to reset your password.

3. Create a Profile

- Enter a profile name and choose an avatar.
- You can set up additional profiles for up to 4 more users now or at any time.

4. Enjoy Live TV

Visit the myRTCtv website for more setup help:
RTC.coop/myRTCtv

Remote Controls

Swipe down on Apple, or Press the **Select** Button for Android remotes when watching Live TV, open controls to play / pause, seek, and more. This is also how to enable closed captions and other accessibility settings.

Change Channels up one or down one from Live TV view:

- **Apple TV:** Swipe right/left.
- **Android TV & Amazon Fire TV devices:** Press up/down directional controls.

Go to the Guide to scroll more quickly. To access Main Menu:

- **Apple TV:** Press the **Menu** button on the remote to get to the Main Menu while watching live TV.
- **Android TV & Amazon Fire TV devices:** Press the ☰ button.

New Amazon Fire TV	Old Amazon Fire TV	Apple TV	Mi (Android)

Live TV

Change the Channel

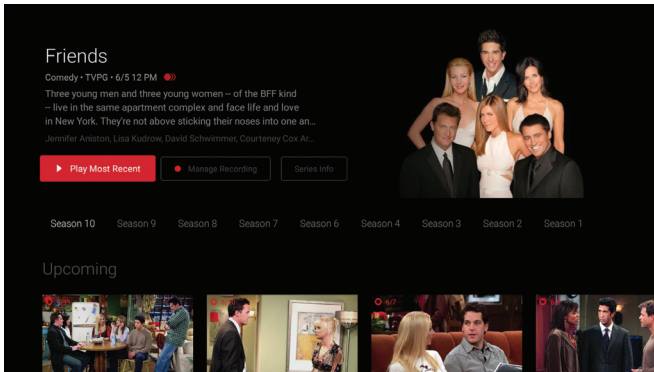Channel surfers will appreciate that myRTCtv allows for moving up or down to the adjacent station.

- **Apple TV:** Swipe right/left.
- **Android TV & Amazon Fire TV devices:** Press up/down directional controls.

Pause Live TV

Once a channel begins to play, the user can pause live TV content with the remote. If the live channel is not part of the myRTCtv restart recorded list, then the pause buffer is 10 - 20 minutes before the program starts playing again 10 - 20 minutes behind live. If the channel is one myRTCtv is recording for restart, the user can pause for as long as the catch up-window is for that channel, usually 72 hours. While watching any program paused for greater than 10 minutes, you cannot fast forward through the content.

Standby

After 4 hours of consistent playing on the same channel and no activity on the remote control, myRTCtv will ask the user to press any button on the remote to continue to broadcast a picture. If the user does not press a remote button after a few minutes, the screen will revert to the home screen of the device.

Main Menu

To access the Main Menu:

- **Apple TV:** Press the **Menu** button on the remote to get to the Main Menu while watching live TV.
- **Android TV & Amazon Fire TV devices:** Press the **Ok** or **Select** button.

The Main Menu has 5 immediate options:

- **Guide** - The traditional main listing of channels that allows for browsing both forward and backward in time to see what's on and upcoming. ReplayTV is accessed in the Guide as well.
- **Shows** - View show recordings and browse live, upcoming, and recently aired but still accessible shows by categories such as "What's on Now," "Action," "Drama," etc.
- **Movies** - View movie recordings and browse live, upcoming, and recently aired but still accessible movies by categories in the same way as the Shows section.
- **Settings** - Manage settings such as DVR Recordings, Parental Controls, User Profiles, and other information.
- **Search** - Explore live, upcoming, recorded, and Replay content across the entire app by show, movie, actor, channel, and many other options.
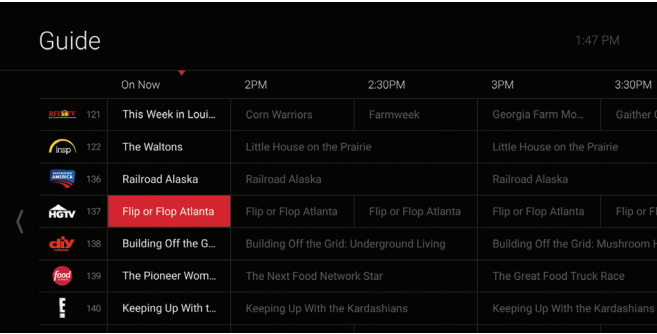
Recently Watched

A **Recently Watched** list is located just 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 on most platforms. Navigate to the desired icon using the directional buttons remote and click **Select** on the remote for quick and easy return to the show you were on before.

To access Recently Watched from the Main Menu:

- **Apple TV:** Swipe down on the touch pad.
- **Android TV & Amazon Fire TV devices:** Press the **Down** directional button again.

Guide

The guide is reminiscent of traditional television in that it is a channel-based way to browse live and upcoming content as well as filter content by movies, sports, kids, or subscribed channels.

To Navigate the guide:

- **Apple TV:**
  - Swipe left/right to navigate backward or forward in time
  - Swipe up/down to navigate through the channel numbers

- **Android TV & Amazon Fire TV devices:**
  - Press right/left to navigate backward or forward in time
  - Press up/down to navigate through the channel numbers
  - Hold up/down to quickly navigate channel numbers

When a currently playing program is highlighted, press the **Select** button once for a quick show description. If the show is on now, a live sample of the show will display to the right of this information for a sneak peek. Inside the quick view, you can also set recordings as well as go to the full show or movie details page.
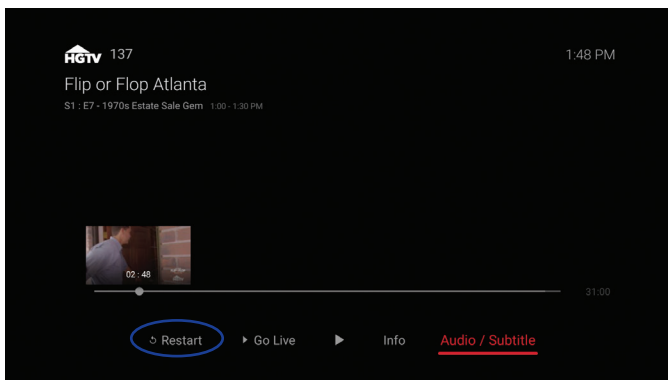
If you navigate to the far left of the guide screen past "On Now," a pop-up overlay will appear for **Replay TV** (see page 16). Press the **Select** button to explore the Replay content by channel.

Restart TV

myRTCtv also offers the ability torestart a program already in progress.

When changing to a live program that has already started, a small pop-up may appear near the bottom of the screen for a few seconds that reads,**"Restart this program from the beginning? YES."**

Click the **Select** or **Ok** button on the remote to be taken to the beginning start time of that program.

That pop-up message will only appear for around 5 seconds. If you miss it, press the **Select** button on your Android remote (or swipe down for Apple remotes) while watching **Live TV**. This will bring up **Restart**, **Record**, and other options. Navigate to "**Restart**" using the remote and press okay to go back to the beginning of the program. While watching any restarted program, you cannot fast forward through the content.

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 **Replay TV** by the channel provider.
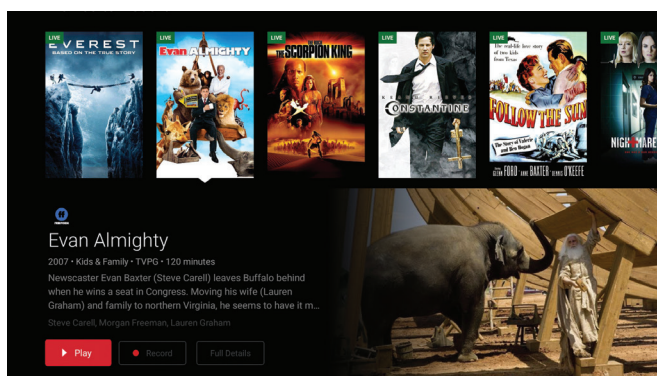
Shows

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 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.
- **On Now rows** – Quickly see what is live for categories like Sports, News, and Kids.
- **TV Genre rows** – Browse through series and episodes by type including Action, Drama, and Reality.

Navigate this area with the up/down and left/right on the remote.

Once a show is chosen, 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.

- **TV Genre rows** – Browse through series and episodes by type including Action, Drama, Comedy, or Sci-Fi.

Navigate this area with the up/down and left/right directional function on the remote.

Select "**Browse All**" to see all available content. This list will display all available movies, including Replay titles, recorded, and upcoming.

Once a movie is chosen, 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.

watchTVeverywhere

watchTVeverywhere is included FREE with myRTCtv service.

You're used to watching TV in your living room or den. But how about enjoying that favorite show in your backyard, during a work break, at a coffee shop, or in a waiting room? watchTVeverywhere provides instant access and live streaming content for top-rated shows and movies from over 95 networks* on a computer, tablet, or smartphone.

Register First
Before gaining full access, myRTCtv members must register and create a user account. You will need your RTC Networks account number, found on your bill statement. Then visit **www.watchtveverywhere.com** to activate the account.

Share with Family
Each member may register up to 4 additional users after the main account is created and verified. There is no limit to the number of devices used to access each account.

Additional channels will be added as they become available. We are actively working with other providers to secure additional channels to provide you with more entertainment options.

Each station determines what content they release. TV episodes are often available just days after they originally air, and there is no extra fee for viewing on Hulu Plus® or Netflix® !

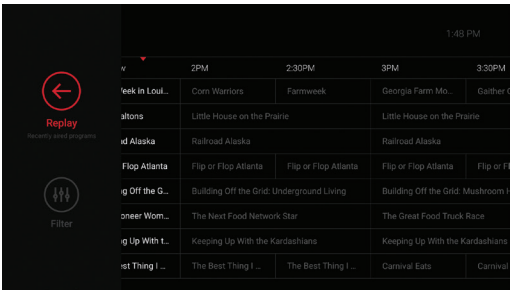My watchTVeverywhere Login name: _____

My watchTVeverywhere password: _____

NOTE: You must subscribe to the corresponding channel package in order to access content from each network.

Replay TV

Replay TV allows access to up to 72 hours of already-played programming, depending on the availability and permissions from each content provider.*

To access **Replay TV**, first bring up the **Guide** (pg 11) then navigate left or backwards in time past the "On Now" column. A pop-up panel will appear which gives you the option to "Watch Recently Aired Programs."

Click "**Replay**" on the pop-up with the **Select** Button on the Android remote or depress touch pad on the Apple remote and the screen will transition to the **Replay TV** section. While watching any Replay program, you cannot fast forward through the content. Replay programs cannot be recorded.

Replay TV content is available up to the last 72 hours on the channel that you had highlighted within the **Guide**. 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.
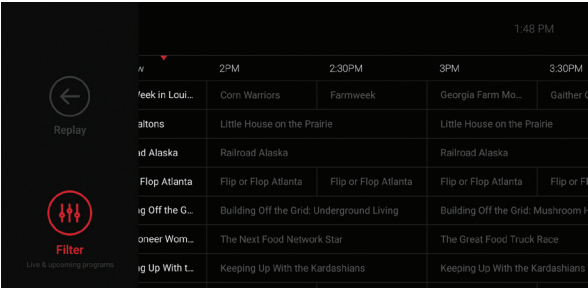
To navigate to different channels within the **Replay TV** screen:

- **Apple TV:** Swipe up/down on the touch pad.
- **Android TV & Amazon Fire TV devices:** Press up/down on the directional pad to see all content available from the selected channel.

NOTE: Each network, series, and channel has different rules as to what can be viewed and how. If a channel or program is not offered in the Replay TV section then the program is beyond the replay time window for that channel, the network itself does not allow replay, or the content provider has restricted replay content. Some networks allow for only 24 hours of replay content, and some have restricted just certain shows.

Filters

The Filters feature is accessed through the guide and is a quick way to find current and upcoming content by genre. From the guide, press left on Android or Amazon, or swipe left on Apple to bring up the filter overlay.

Press **Ok** or **Select** on the remote to filter down to just content by Sports, News, Movies, and Kids. To exit the filter, press back or choose a program and click **Ok** or **Select**.

Talking Guides

myRTCtv supports talking guides for individuals that are visually impaired. With talking guides active, any text or area highlighted within the app will be read out loud, including program titles and functions like Play, Pause, Rewind, Fast Forward, Stop, and Record.

To activate talking guides, navigate to the Amazon Fire TV **Settings** from the **Home** screen and select "**Accessibility**." Select "**Voice View**" and switch to "**On**."

DVR (Recordings)

Set it now, watch it later.

A Digital Video Recorder, or **DVR**, is a simple way to watch your favorite shows when it is convenient for you. Every myRTCtv subscription includes 100 hours of FREE DVR storage across all profiles.

There are no limits to the number of channels that can be recorded simultaneously. The only constraint is the number of hours allowed with your subscription tier. DVR storage is shared across all profiles. Once a show is recorded, most are accessible by everyone on the account at home or on the go.

Access most recorded shows on the go on nearly any internet-connected device. myRTCtv allows the user to record any TV program and watch it when convenient. It also allows the user to schedule recordings, play back shows, delete, and manage recordings all from myRTCtv devices at home or on the go through the myRTCtv app. The DVR allows for all the regular options like end a recording late, record only new episodes, or choose channel preferences.

Real Time storage capacity for the account is shown at the top right of the Manage Recordings Screen. **If you need more than 100 hours, additional DVR storage options are available. Call member services at 701.862.3115 or visit our website at RTC.coop/myRTCtv for more information.**

To Schedule Recordings

- **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 **Rec** option and press **Select** again on the remote.
- **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 including some options below. You should see a **Record** option. Select that button to start the recording.

The next step provides a choice to "**Record this episode only**," or "**Record all episodes**." The latter option may also provide a list of channels that the program will air.

To record only NEW episodes of a given program, set a program to record using the previous steps. A pop-up will then appear asking if you'd like to "**Record this episode only**" or "**Record all episodes**." Choose the option you want and you will see a confirmation appear at the bottom of the screen.

To Manage Recordings
Access the DVR from the Main Menu by selecting the Settings Icon (head in circle icon) to view, edit and delete your recorded shows and movies. Recorded series will appear in the top row, and recorded movies will appear below.

To Extend a Recording
After a program has been scheduled to record, navigate to it in the Scheduled section of the DVR. To the right of the program will be three boxes, the third labeled "**Extend**." Select that option and choose to extend the recording by 5, 10, 30, or 60 minutes.

Recorded Programs
All programs that are recorded and ready to watch on your device will be displayed in this section from most recent to oldest. To play a show, go to a title and select "**View Recordings**" to see all the recordings of that particular program. Select a recording and then select "**Play**."

Scheduled Programs
Series Recordings as well as any Individually Scheduled Recordings you have set can be found here. Press **Select** on any series to bring up a list of options:

- **View Recordings** - This is another way to get to the recorded shows for this series. From here you can play the show, view detailed info for each show, and delete. On this screen, you will see an option to "**Delete All Recordings**" on the top right.

- **View Scheduled** – These are future episodes that are set to record. View detailed info for each show, extend a particular recording time, and cancel the series recording.

- **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.
- **Series Info** - This will bring up more detailed information for the series and an overview with some additional browsing options for this series.

DVR Storage Full

Keep an eye on your storage capacity in the upper-right corner of the DVR. If you set a new recording that will put you over your storage limit, a pop-up will appear asking you to confirm the new recording. If you confirm it, the oldest program in your DVR will be deleted to make room for the new recording.

Storage Capacity

15/25 hours

Keep an eye on your storage capacity in the upper right of the **DVR** section.

If you record a lot of content, you can upgrade your DVR storage capacity by calling Member Services at 701.862.3115.
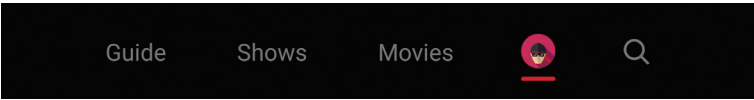
DVR Usage and Replay TV

All recorded content with myRTCtv is stored in an offsite server and not on your device. There is a limit to the number of hours available for your DVR storage but **Restart** and **Replay TV** don't count. **Restart** and **Replay TV** are entirely new concepts, and something to consider before scheduling DVR programs.

Settings

The Settings menu is where to find Profiles, Manage Recordings, update parental controls, and get other device-specific information.

Go to the Main menu and navigate to the right. Press **Select** on the Settings Icon [head in circle icon].

Profiles

Set up to 5 different profiles for various members of the household. myRTCtv will capture the individualized watch history for each profile and offer personalized recommendations based on content viewed.

These work similarly to Netflix profiles, where upon opening the myRTCtv app, one can choose which profile they wish to watch and the experience is catered towards that particular profile's tastes and behavior.

To set up profiles, login to your myRTCtv account on your web browser and select Manage Profiles under the Admin dropdown, or use your Apple remote to bring up the Main Menu and move over to the Settings Icon and swipe.

NOTE: It is not required to create a profile If a personalized experience with custom recommendations based on viewing habits is not desired. The myRTCtv viewing features will work with or without a profile.

Parental Controls

To restrict available content by ratings on myRTCtv, activate Parental Controls. Parental Controls constrain full view access to content rated R, TVMA, or NC17 unless a PIN is entered. Full access to the content resumes after entering the correct PIN.
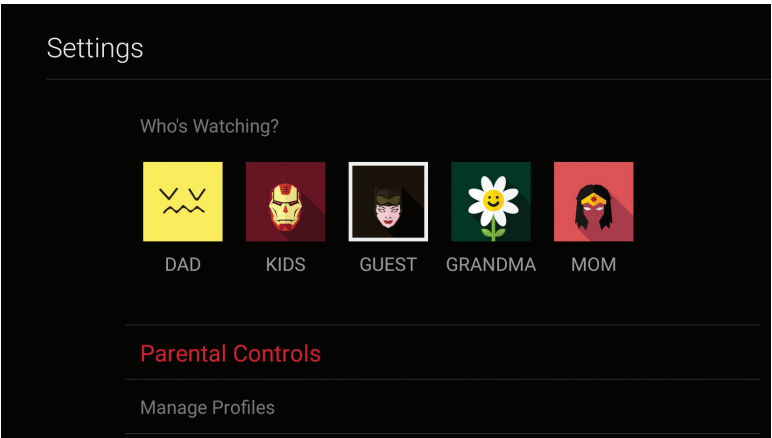
It is highly recommended to at least set up a PIN number if you'd like to restrict mature content. This will need to be entered prior to viewing any programs rated R, TVMA, or NC17.

The **Parental Controls** setting is either enabled or disabled and is accessed in the **Settings** section.

At first access, the user will be asked to create a 4-digit Personal Identification Number (PIN). This PIN number will be used to restrict access to the Parental Controls and mature content.

One can also change or reset their 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.

Search

The Search feature is accessed through the Main Menu and is an extremely helpful way to quickly access the show, episode, movie, or channel you seek. 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.

myRTCtv has an intuitive search program and will recommend search results after a few letters are selected. Navigate to the results and press **Select** to access the desired content. myRTCtv will search for the request and deliver results across all your subscribed channels including:

- **Live TV**
- **Upcoming Live TV**
- **Replay TV**
- **DVR Recordings**

Note: Certain recommended devices may allow for voice search capability through the manufacturers' remote.

Closed Captioning

Closed captioning provides a text overlay for all programming that provides this service. To activate:

- **Apple TV:** Swipe down in the touch surface area of the remote while watching live TV. This brings up the media player controls on an overlay at the top of the screen. Navigate to the CC option in the overlay screen. Click it to toggle it on or off.

- **Android TV & Amazon Fire TV devices:** 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** on the Main Menu and press the **Select** button to toggle it on or off.

For additional questions or assistance with myRTCtv:

701.862.3115
RTC.coop/myRTCtv