

# ▶ HTC TV MAX



Simple. Smart. Innovative. TV.

## User Guide



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[www.htcinc.net](http://www.htcinc.net)



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## Welcome to the next generation of TV!

HTC TV MAX is the new full-featured television service delivered to your devices including TVs, laptops, smartphones, and tablets from HTC.

HTC TV MAX requires you to have a supported streaming device on each television in your home to use the service. Please refer to the Recommended Devices section beginning on page 4.

**When away from home, use your HTC TV MAX username and password from any internet connection to schedule or watch recorded content from your HTC TV MAX DVR.** You can also access full episodes, movies, and more online with your HTC TV MAX subscription through the included channel streaming apps on HTC TV Everywhere.

# Getting Started

This guide is focused primarily on the use of streaming devices that connect to a TV set such as the Apple TV, Android TV, and Amazon Fire TV. Devices like smartphones, tablets, and web browsers will work, but may behave slightly differently.

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

1. Have an active and installed HTC internet service subscription.
2. Subscribe to HTC TV MAX service with HTC through a Customer Relations Associate or online via HTC My Account.
3. Set up your user name and password through the HTC TV MAX activation email.

My HTC TV MAX Login name: \_\_\_\_\_

My HTC TV MAX password: \_\_\_\_\_

4. Have each device(s) you plan on using with HTC TV MAX activated on their appropriate accounts (iTunes, Google, Amazon, etc.).
5. Have each television connected to a streaming device.

If you have challenges with any of these steps, please call HTC TV MAX technical support at 843-365-2186.



# Recommended Devices

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

**Apple TV**



**Amazon  
Fire TV Cube  
& Sticks**



**Android TV  
Devices**



**Android Tablets  
& Phones**



**iPhones & iPads**



**Desktops &  
Laptops**

## **HTC TV MAX 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                 | • Mac     |
| - Chrome (latest version) | - Chrome  |
| - IE 11 or Edge           | - Firefox |
| - 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 HTC TV MAX app. Some Smart TVs may play HTC TV MAX, while others may not. HTC TV MAX works best on any of the recommended devices listed above. Although HTC TV MAX may work on a Smart TV, HTC may not be able to provide technical support due to the numerous makes and models available. Visit [www.htcinc.net](http://www.htcinc.net) for updated list of supported devices.*



# Self-Installation

## 1. Download the HTC TV MAX App

On a streaming device 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 - **www.htctvmax.net**

Once you are at the appropriate store, search for “**HTC TV MAX**” and then download it and install it on your device.

## 2. Sign into the App with your User Name and Password (see page 3).

*NOTE: Your user name and password was created in HTC My Account when signing up for service. If you don't remember your username and/or password, please contact Customer Service at 843-365-2154 or visit HTC My Account 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 **HTC TV MAX support website for more setup help:**

[www.htcinc.net/htctv-max](http://www.htcinc.net/htctv-max)


# 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 HTC TV MAX allows for moving up or down to the adjacent station.

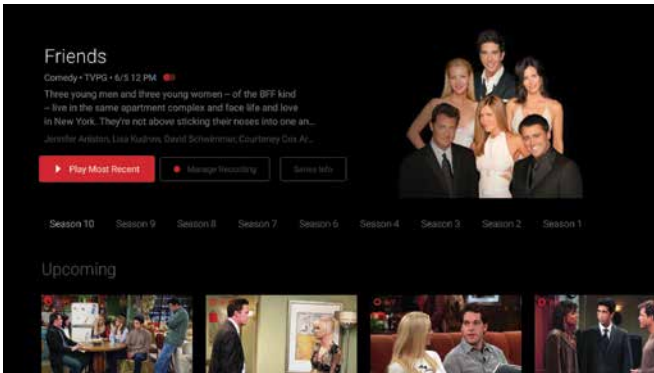
- **Apple TV:** Swipe right/left.
- **Android TV & Amazon Fire TV devices:** Press up/down directional controls.

## Pause Live TV

Once a channel begins to play, the user can pause live TV content with the remote. HTC TV MAX provides up to 30 minutes of pause time. After that time has passed, the app will begin playing whatever is currently live on the active channel.

## Standby

After 4 hours of consistent playing on the same channel and no activity on the remote control, HTC TV MAX 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. Lookback TV 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 Lookback TV 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.

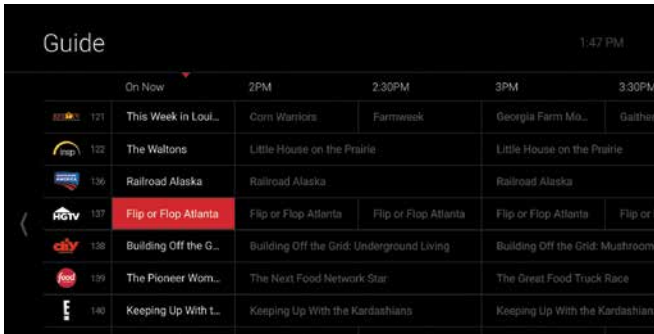
To access Recently Watched from the Main Menu:

- **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.

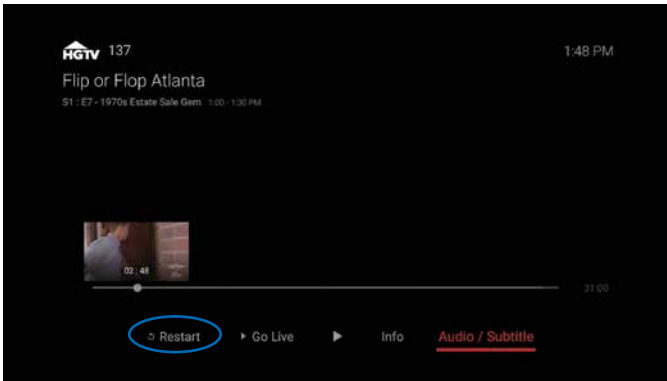
If you navigate to the far left of the guide screen past "On Now," a pop-up overlay will appear for **Replay TV** (see page 16). Press the **Select** button to explore the Replay content by channel.

# Startover TV

HTC TV MAX also offers the ability to restart 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.

If there is not a pop-up or an option to **Restart** from the program options, then that content is restricted for **Startover** and/or **Lookback TV** by the channel provider.



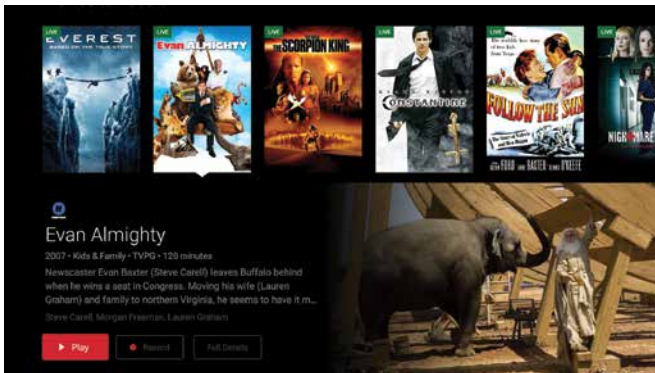
# Shows

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 Lookback titles, recorded, and upcoming.

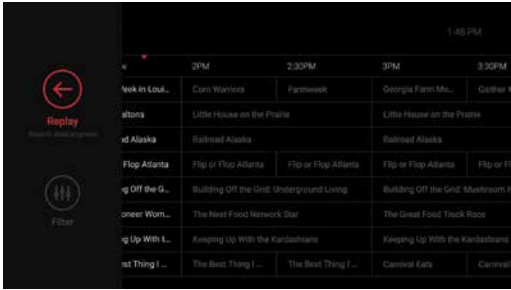
Once a movie is chosen, press the **Select** button on the remote to see more options regarding the desired content. If the movie has not yet aired, you can set it to record from this screen.



# Lookback TV

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

To access **Lookback TV**, first bring up the **Guide** (pg 10) 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 **Lookback TV** section.

**Lookback 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.

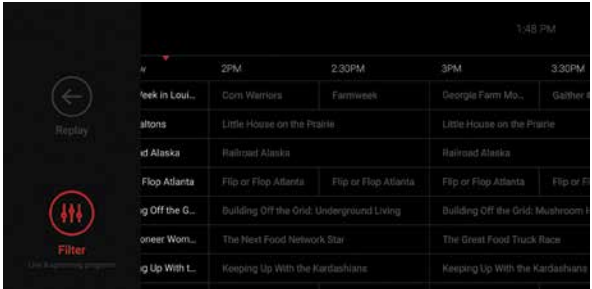
To navigate to different channels within the **Lookback TV** screen:

- **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 Lookback 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

HTC TV MAX 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 HTC TV MAX subscription includes at least 20 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. HTC TV MAX 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 HTC TV MAX devices at home or on the go through the HTC TV MAX 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 20 hours, additional DVR storage options are available. Call Customer Service at 843-365-2154 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.

The image shows a grey rectangular notification box. At the top, it says 'Storage Capacity' in bold. Below that is a progress bar consisting of a blue segment followed by a white segment. To the right of the bar, it says '15/25 hours'. Below the bar, there is a paragraph of text: '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 843-365-2154 or visit HTC My Account.

### DVR Usage with Startover and Lookback TV

All recorded content with HTC TV MAX 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 **Startover** and **Lookback** don't count. **Startover** and **Lookback TV** are entirely new concepts, and something to consider before scheduling DVR programs.

## HD Content

HTC TV MAX offers FREE HD content included in the service. If we have the channel in HD, we broadcast it to you in HD. No extra channels, costs, or hassle.

If you are watching a channel that is usually in HD but appears to be of a lower quality picture, it is either because the internet bandwidth is not strong enough to support HD content, or the video is being received and broadcast in SD quality from the channel.

# 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. HTC TV MAX 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 HTC TV MAX 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, bring up the Main Menu and move over to the Settings Icon and press **Ok** or swipe with an Apple remote.

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



# Parental Controls

To restrict available content by ratings on HTC TV MAX, 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.

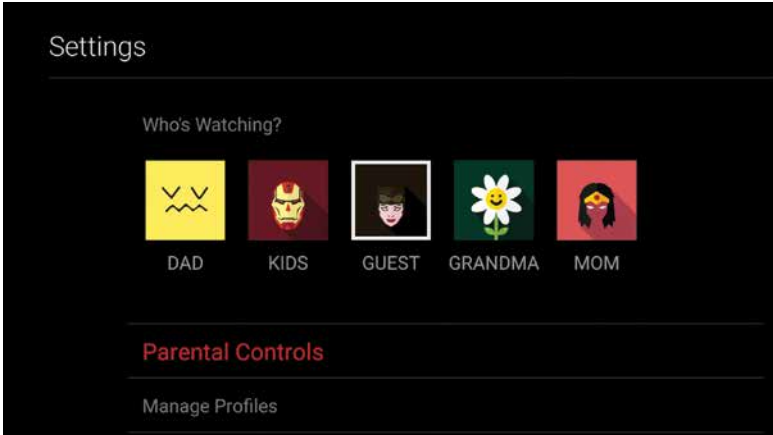
It is highly recommended to at least set up a PIN number if you'd like to restrict mature content. This will need to be entered prior to viewing any programs rated R, TVMA, or NC17.

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.

HTC TV MAX 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. HTC TV MAX will search for the request and deliver results across all your subscribed channels including:

- **Live TV**
- **Upcoming Live TV**
- **Lookback 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 HTC TV MAX:**

**843-365-2154**  
[www.htcinc.net](http://www.htcinc.net)

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