



Quick Guide

IMPORTANT CUSTOMER INFORMATION

bluepeak Account Number _____

WiFi Network _____

WiFi Password _____

bluepeak TV Email _____

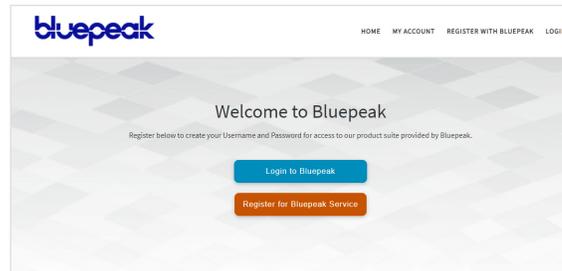
bluepeak TV Password _____

Other _____

Initial Setup

CREATE YOUR BLUEPEAK TV ACCOUNT

In order to access bluepeak TV and all of the video content that it contains, you will need to set up a bluepeak TV account. This process needs to be done one time only, it is typically completed at the time of install. The bluepeak Technician can assist with setup or you can register yourself at <https://iptv.mybluepeak.com/>



If you have not yet registered, click the Register button and follow the instructions. You will need your bluepeak account number in order to complete the registration. To add new users to your account, simply Login and follow the instructions for adding new users.

DOWNLOAD THE BLUEPEAK TV APP

On a streaming or mobile device, you can download the bluepeak TV app from your devices' App Store.



For Android and Android TV devices go to the Google Play Store.
For Apple iOS and Apple TV devices go to the Apple App Store.
For Amazon Fire TV devices go to the Amazon App Store.

Once you are in the App Store, search for “bluepeak TV” and select “download.” After the app is installed, you’ll be able to see it on your device.

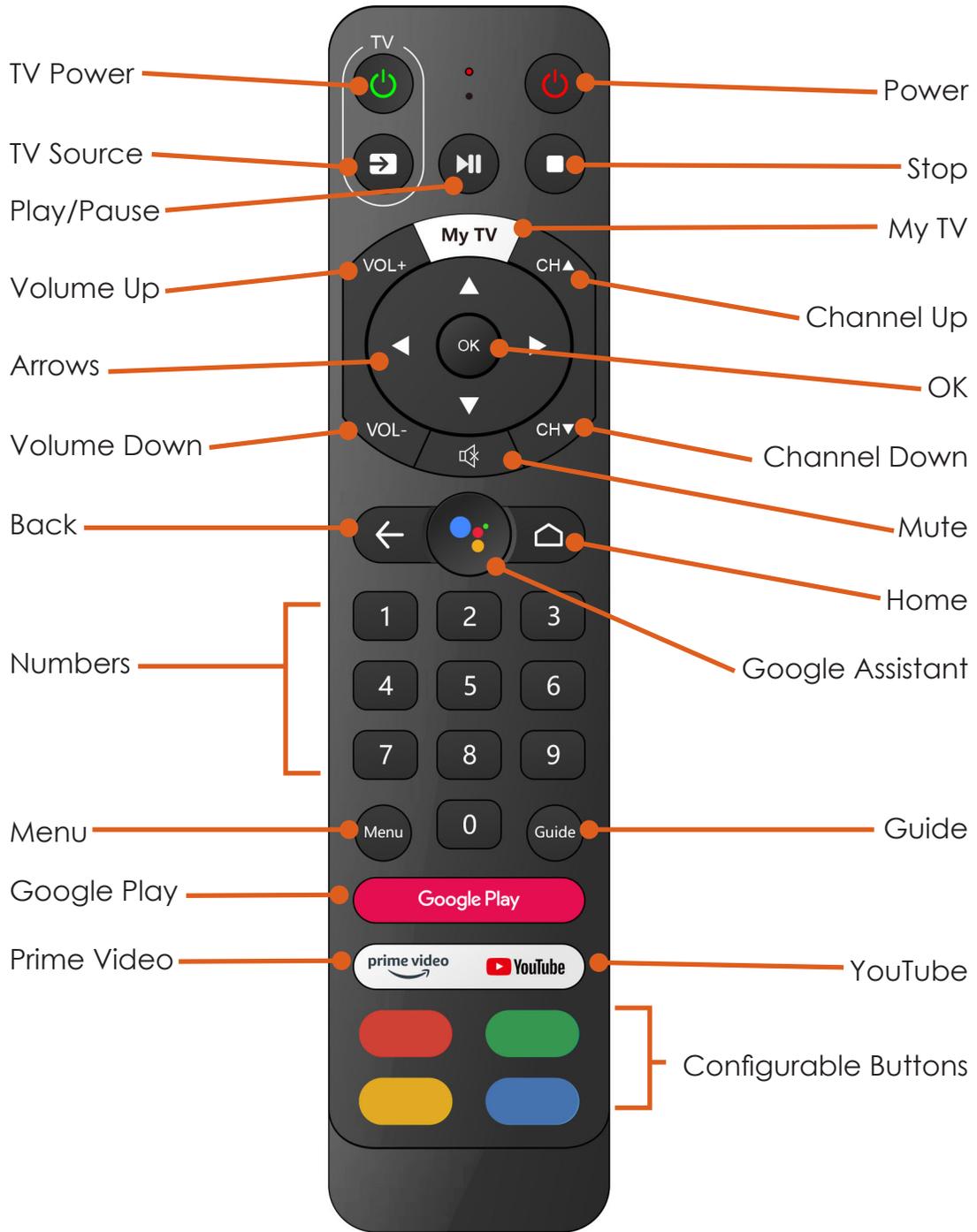
SIGN-IN TO THE APP WITH YOUR USERNAME AND PASSWORD

- Your username is the email address that was used to sign up in the bluepeak IPTV Portal when signing-up for your bluepeak TV service.
- Your password is what you entered after the activation email.

CREATE A PROFILE

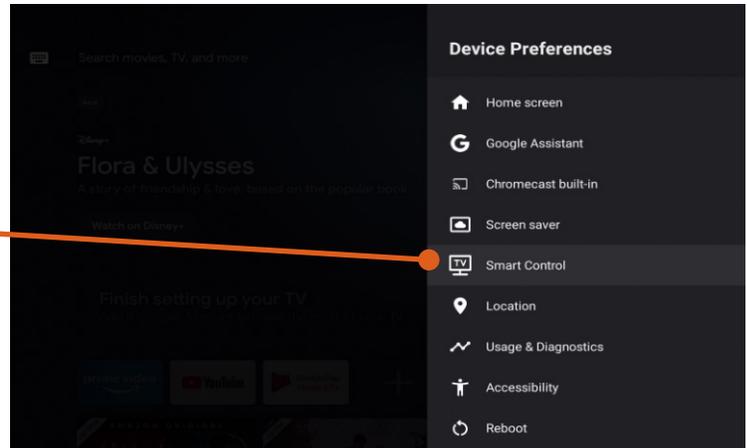
- Enter a name and choose an avatar.
- You can setup additional profiles for up to four users.

REMOTE GUIDE



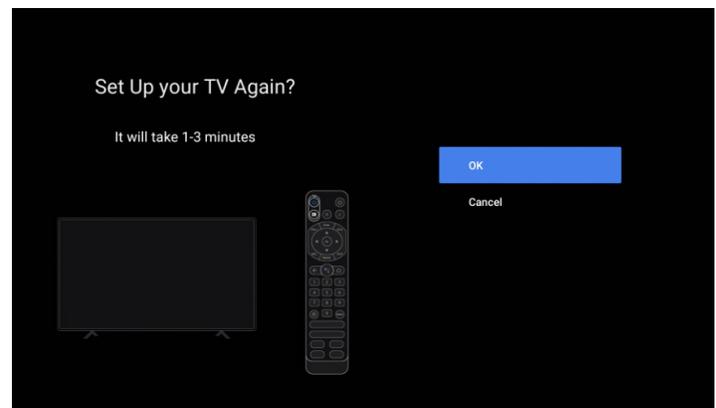
PROGRAM REMOTE TO TV

Under **Settings** -> **Device Preferences** -> **Smart Control** you can program the remote to the TV.

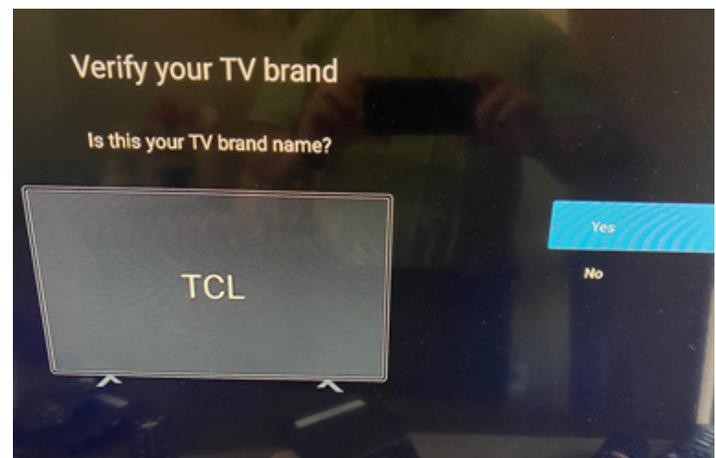


MANUAL REMOTE CONTROL UPDATE PROCESS

1 Under **Settings** -> **Device Preferences** -> **Smart Control** you can update your remote control.

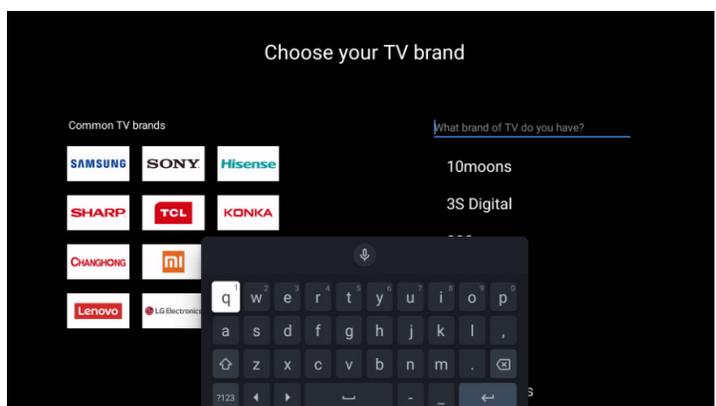


2 If your **TV brand** is automatically found, it will show in the window as shown to the right, simply check **Yes** to continue.



3 If your TV brand is **not automatically found**, you can **type in the brand of the TV** as shown.

4 Once you have validated the **TV Power button works**, choose **Yes** to continue.



5 Once you have validated the **Source button works**, choose **Yes** to continue.

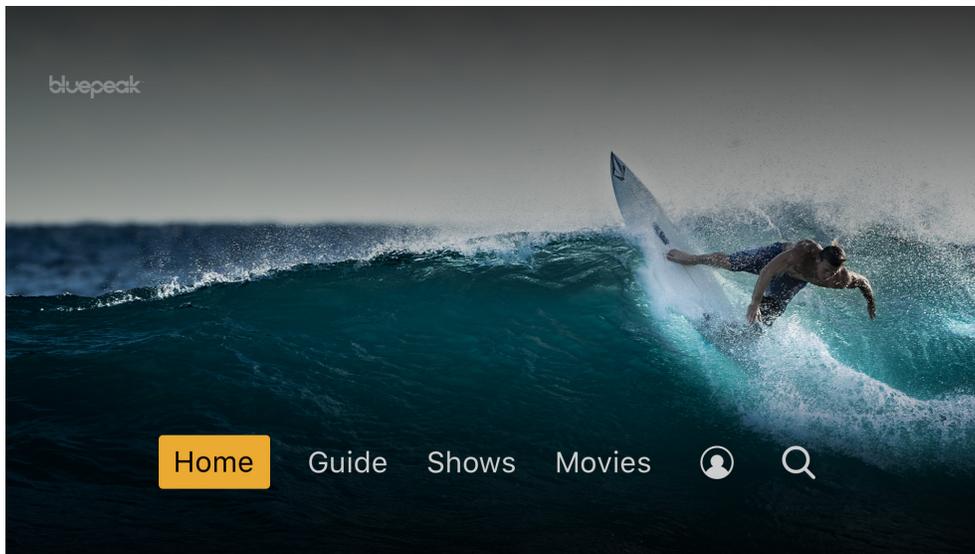
Main Menu

TO ACCESS THE MAIN MENU

Select **Menu** or **Back** button on the remote.

THE MAIN MENU HAS IMMEDIATE OPTIONS:

- 1 Guide: The traditional channel listing allows for browsing both forward and backward in time to see what's on and upcoming.
- 2 Shows & Movies: Browse live, upcoming, and recently aired shows and movies by categories such as "What's on Now," "Action," "Drama," etc.
- 3 Recordings Settings: Manage settings such as DVR Recordings, Parental Controls, User Profiles, Sign out, and other information here.
- 4 Search: Explore live, upcoming, recorded, and Replay content across the entire app.



RECENTLY WATCHED - AKA..."LAST" BUTTON

Your Recently Watched list is located below the Main Menu. This is equivalent to the LAST button on a standard cable remote. This feature is a history of the last 15 channels and programs watched.

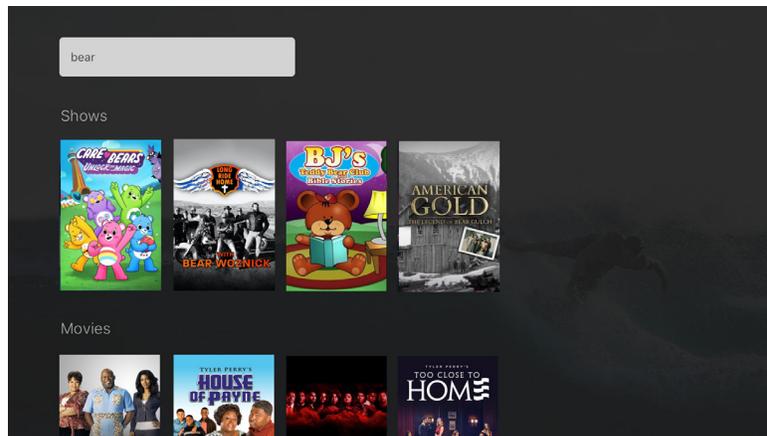
HOW TO ACCESS RECENTLY WATCHED FROM THE MAIN MENU

- Select **Menu** or **Back** button to access the main menu.
- **Arrow down** and a pop-up panel will appear which gives you the option to "Watch Recently Aired Programs."

Search

The Search feature is accessed in the Main Menu. You can search for title, channel name, or channel number in the search bar. Click in the **Search Bar** and then navigate the cursor to each letter and press **Select** on the remote. Bluepeak TV will start recommending search results after a few letters are selected. Use the **arrow keys** and press **Select** on the remote to access the desired content.

Bluepeak TV will search for the request and deliver results across all your subscribed channels including Live TV, Upcoming Live TV, Restart TV and DVR Recordings.



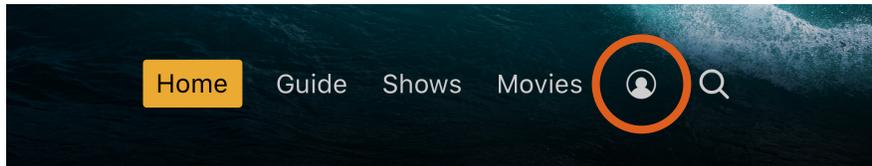
Please Note: Certain devices like Apple TV 4th Generation or the Amazon Fire Stick 2nd Generation may allow for voice search capability through the manufacturers' remote. With bluepeak TV, you can simply say "Search For" and the search bar will appear.

Profiles

Create up to four different profiles for various members of your household. offers personalized recommendations based on content viewed. bluepeak TV profiles work similarly to Netflix® profiles, where upon opening the bluepeak TV app, you can choose which profile to watch. To set-up profiles, bring up the Main Menu and the Settings Icon and press OK.

Settings

Select the **Profile icon** to find Profiles, Manage Recordings, update Parental Controls, Sign out, and other device-specific information. Go to the **Main Menu** and navigate to the right. Press **Select** on the **Profile icon**. If you have setup profiles, you will select the Profile icon of the settings you wish to change.



Scheduled Program Recordings

Please Note: Base offering includes 50 hours of Cloud DVR service to record shows or movies.

Series Recordings, as well as Individually **Scheduled Recordings** you set, can be found under **Recordings**. Select any series to view **Recording Options** and **Manage** or **Cancel Recordings**. From here, you can play the show, view detailed info, and delete. You may also view future episodes that are set to record. See detailed info for each show, extend a particular recording time, and cancel the series recording.

- Recording Options: Allow selection of episodes that are only new, or new plus reruns, it also lets you select the channel, and allows you to add any extra time to the end of the recording.
- Series Info: This brings up more information for the series and an overview with some additional browsing options. If you find that you are recording a lot of content, you can upgrade your DVR storage capacity by calling a Customer Service Representative, 1-888-975-4BLU.

Parental Controls

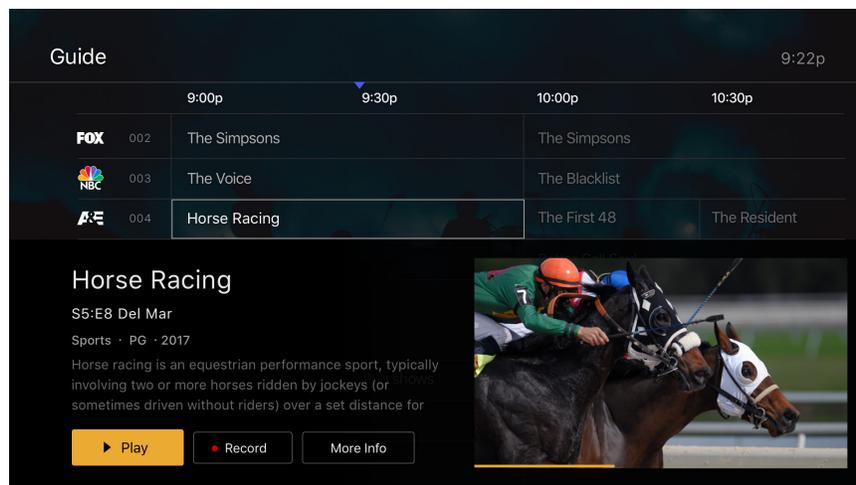
Parental Controls constrain full view access to content rated R, TVMA, or NC17 unless a Personal Identification Number (PIN) is entered. To restrict available content by ratings on VAST TV, activate Parental Controls. Full access to the content resumes after entering the correct PIN.

- The Parental Controls setting is either enabled or disabled and is accessed through the Profile Settings in the Main Menu.
- At first access, the user will be asked to create a 4-digit PIN.
- This PIN will be used to restrict access to the Parental Controls and mature content.
- You can also change or reset your PIN from this menu.

Guide

The traditional channel listing allows for browsing both forward and backward in time to see what's on and upcoming.

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, as well as go to the full show or movie details page. Navigating to the left of the guide screen past "On Now," a pop-up overlay appears for Replay TV.



Show & Movies

The Shows and Movies sections are organized in a picture tile display for easy viewing. Episodes, series, and content are organized into horizontally scrolling rows according to show type or genre.

These include:

- Recordings: This is another place to view content recorded by the profile on the account.
- The "On Now" rows: Quickly see what is currently live.
- TV Genre & Movie Genre rows: Browse through series, episodes, or movies by genre type.
- Navigate this area with the up/down and left/right on the remote.

Once a TV Show is selected, press the **Select** button on the remote to see more options & info. Select **Movies** and press **Browse All** in the upper right corner.

Press **Select** to see more options regarding the content. If the movie has not yet aired, you can set it to record from this screen.

Live TV

CHANGE THE CHANNEL

Bluepeak TV allows for regular channel surfing by moving up or down to the adjacent channels and browse future and past programming by using the right and left directional controls.

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

PAUSE LIVE TV

Once a channel begins to play, you can pause live content with your remote for up to 60 minutes. After 60 minutes of pause time, the channel will automatically play whatever is currently live.

STANDBY

After four hours of consistent viewing on the same channel with no remote control activity, bluepeak TV will ask you to press any button on the remote to continue broadcasting content. If you do not press a button on the remote after inactivity, the screen will revert to the home screen of the device.

HD CONTENT

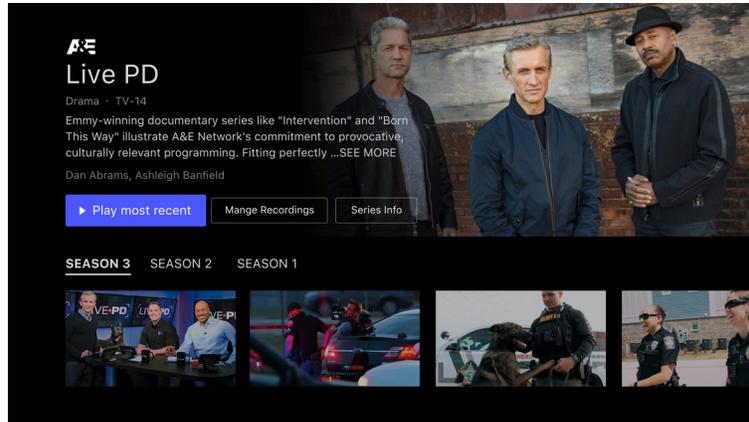
Bluepeak TV offers FREE HD content with your bluepeak TV service. If we receive the channel in HD, we broadcast it in HD. No extra channels, costs, or hassles.

Restart TV

Bluepeak TV also offers the ability to Restart a program while in progress. 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?".

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

The Restart pop-up message only appears for around five seconds. If you miss the pop-up, press the Select button on your Amazon remote or swipe down for the Apple remote while watching Live TV. This will bring up Restart, Record, and other options. Navigate to Restart using the remote and press “OK” to restart the program. You can also press select or rewind and navigate backwards.



Please Note: 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 channel provider.

Replay TV

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

To access Replay TV, select the Guide from the main menu then navigate left or backwards in time past the “On Now” column.

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 Replay Screen:

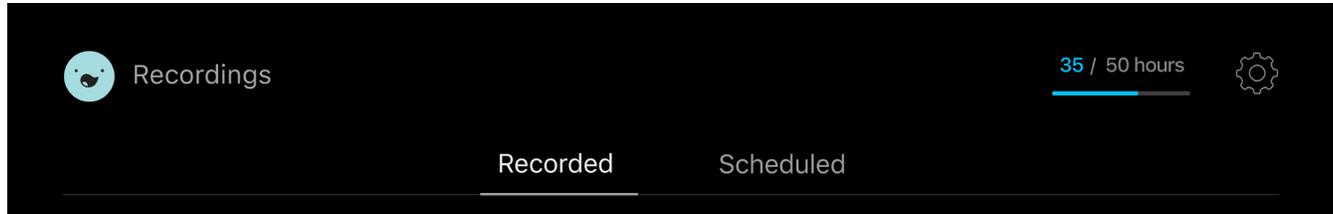
- Apple TV: Swipe up/down on the touch pad.
- Android TV, & Amazon Fire: Press up/down on the Ring to see all content available from the other channels.

**Please 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 either the program is beyond the Replay TV window for that channel, the network itself does not allow Replay TV, or the content provider has restricted Replay TV content. Some networks only allow for 24 hours of Replay TV content, and some have restricted certain shows.*

Cloud DVR

RECORDINGS

A Digital Video Recorder, (DVR), allows you to watch your favorite shows at your convenience. There are no limits to the number of programs that can be recorded simultaneously, only the number of hours allowed with your package. DVR storage is shared across all profiles. Once a show is recorded, it is accessible by everyone on the account at home and on-the-go.



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 select it.
- From the Guide or when Browsing: Select the program you wish to record when browsing the Guide, Search, Shows & Movies. This will bring up the detailed information about that program including some options. You should see a Record option, select this option to start the recording.

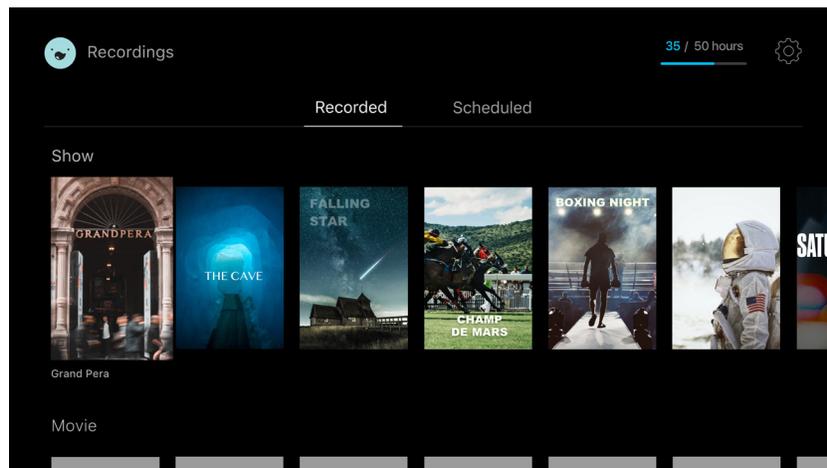
The next step provides a choice of which Episodes you wish to record, plus a list of channels on which the program will air. The series and other recordings may be managed under Settings. Hour usage can be viewed in upper right corner.

TO MANAGE RECORDINGS

Access **Settings** from the **Main Menu**, select **Manage Recordings** to view, edit, and delete your recorded programs and series.

RECORDED PROGRAMS

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



Closed Captioning

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

HOW TO ACTIVATE CC

- **Bluepeak TV Remote:** When you are watching a program, press the **OK** button and then use the arrow buttons to navigate down and select Audio/Subtitle. The audio options available for the program you are viewing will appear and allow you to select them.
- **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 CC to toggle it on or off.
- **Android TV & Amazon Fire TV (and Stick):** 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 CC option and press the Select button to toggle it on or off.



Customer Care 1-888-975-4BLU | mybluepeak.com