



Getting Started with Pioneer iVideo

- **Download the “Pioneer iVideo” app** to all your favorite streaming devices or smartphone from any of the compatible platforms below:
 - Amazon Fire TV devices use the *Amazon App Store* – requires an Amazon account
 - Apple iOS and Apple TV devices use the *Apple App Store* – requires an Apple ID
 - Android/Google devices use the *Google Play Store* – requires a Google account
 - For computers and laptops visit www.stream.gopioneer.com

Pioneer iVideo is not available on Roku devices.

- **Open and Sign-In to Pioneer iVideo** using the login credentials you created from the confirmation email. Your email address is the iVideo Username. Keep your iVideo Password in a safe location. Please contact your local Pioneer Business Office if you did not receive a confirmation email to create a password.
- **Main Navigation Menu**
 - **Home** – Displays Recently Watched programming and Personalized Recommendations.
 - **Guide** – Displays the programming guide data detailing Live and Upcoming shows on each channel.
 - **Shows** – Displays the Shows which may be view in the On-Demand TV Shows catalog.
 - **Movies** – Displays the Movies which may be viewed in the On-Demand Movies catalog.
 - **User Profile icon** – Displays additional menu options:
 - Who’s Watching
 - Manage Recordings
 - Switch Profiles
 - Parental Controls
 - Sign Out
 - **Search icon** (or the magnifying glass icon) – Allows user to search for programming content

- **Create a Profile** – Profiles allow households with multiple members to have a truly personalized experience in terms of recommendations, resume watching and recently watched. Pioneer iVideo requires at least one user profile. Adding and managing profiles can be performed on the Manage Profiles screen. Once the application launches, a prompt will appear to create a profile or choose a profile to use under “Who’s Watching?”
 1. On the Main Navigation screen arrow right and select the Profile Icon or “orange dot”.
 2. Select Create a Profile and enter the name of the profile and choose a profile picture.
 3. Each account can have up to eight profiles.

- **How to Record programming** – Select the program you would like to Record in the Guide. The menu will give you several options including Play and Record. Navigate to Record and select it. If it is a series, you can select to record only this episode or all episodes. You may also then go back into the scheduled recording and edit the series to start or end later.

- **Manage Recordings** – Displays two tabs, Recorded (programs that are available to view) and Scheduled Recordings (upcoming programs that are scheduled to record). This screen also displays the DVR Hours Used/Remaining in the top right-hand corner of the screen.
 - On the Main Navigation screen arrow right and select the Profile Icon.
 - Arrow Down and select Manage Recordings.
 - Select either Recorded or Scheduled to view the options available.
 - Additional episode recording options are available if you select a series to be recorded.
 - You also have the option to record New Only or New & Reruns, and you may select the channel you want to record the series from if it is available on multiple channels.
 - The Extend Recording option is available to add additional time to the program recording which is primarily used for sports programming.
 - The Cancel Series Recording option is available to cancel all future recordings.
 - The Delete All Recording option will delete all existing episode recordings.

- **Search (magnifying glass icon)** - A text box will appear once the Search icon has been selected, allowing you to type in the search keywords for content titles across live, upcoming, lookback and Video-On-Demand content. If voice commands are enabled on your device, you may select the microphone on the device remote in order to speak the search keywords.
 - On the Main Navigation screen, arrow right and select the Search icon or magnifying glass.
 - Type in or speak the search keywords.
 - Search results will be populated below the keyword to be selected.

- **Replay TV** – The Replay TV feature allow access to up to 72 hours of already-played programming, depending on the availability and permissions from each content provider.*
 1. On the Guide screen, arrow left to open the overlay menu and select “Replay”.
 2. The Replay screen will open, displaying all previously aired shows on all the channels replay is available. The most recently aired show on the channel that was highlighted is selected by default.
 3. Arrow left to view the previous 72-hours of Replay programming available on the channel.
 4. Arrow up or down to change channels inside the replay menu.
 5. Scroll all the way to the right to return to the Guide screen.
 6. The Fast Forward feature is not available during a Replay program.
 7. Once the Replay program is over, the app with return to Live programing in the Guide on the channel you were watching for Replay.

**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.*

- **Restart TV** - Restart offers you the ability to Restart a program while it is 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, “**Restart this program from the beginning?**” Select “YES” to be taken to the beginning of the program.

If there is not an option to Restart the program, then that content is restricted for Restart and/or Replay TV by the channel provider.

- **Favorites & Favorites Channels** – The long-awaited Favorites channel feature was recently released in app version 2.19, allowing you to flag specific channels as “Favorite” and the ability to filter and un-filter. The Favorites features is set on a per-device level, meaning the Favorites selection will not follow your login ID across all devices, and is only available on Google and Amazon supported devices. The Favorites settings on the device will be erased if you remove and reinstall the Pioneer iVideo app from your device.
 1. Open the Guide.
 2. Scroll up and down in the Guide listings to find the channel you want as a Favorite.
 3. Once a channel is selected in the Guide, scroll left so that the channel logo his highlighted.

4. Click on the channel logo and the heart icon will appear and be selected. This channel is now defined as one of the Favorites.
 5. Keep repeating the process of selecting your Favorite channels.
 6. To see only the selected Favorites channel(s), in the Guide scroll left as you would to go into the Replay (Catchup) and Filter menu options.
 7. At The top of that list the new menu item called **Favorites**, is should be highlighted as default.
 8. Click this **Favorites** icon and the Guide will update to show only those channels you have selected as your Favorites with the heart icon.
 9. To show all the available channels again, follow steps 6-8, click Favorites icon again to disable Favorites, then the Guide will update to display all available channels.
- **Closed Captioning** – Closed Captioning provides a text overlay for all programming that provides this service.
 1. Click Select while watching Live programming. This brings up the media player controls on the bottom of the overlay screen. Navigate to the Audio/Subtitle or CC option and select it to toggle it on or off.
 - **Standby/Timeout** – After 4 hours of consistent playing on the same channel and no activity on the remote control, a pop-up will appear on the screen asking if you are “**Still Watching**”. If “Yes” is not selected within 5 minutes, the iVideo App will close and turn off the TV.
Contact your local Pioneer Business office to request the standby timeout feature to be extended for more than 4 hours.

Channels may change without notice.



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