

PERCEPTION USER GUIDE BASICS

Customizing Your Viewing Experience

In the Settings menu, you can find a wide range of pre-set options for customizing your viewing experience, just to mention a few:

- **Create and edit user profiles:** This allows multiple users to have their own personalized settings, preferences, and recommendations.
- **Password protected profile for kids:** Create a child's own profile; lock or hide TV programs that you think are not suitable for viewing, and the user interface will only show the content on the home screen that your child is allowed to watch.
- **Favorite TV channels list:** You can create a list of your favorite channels, set the order, and hide channels you don't watch.
- **User interface language:** You can change the language of the user interface to match your preferences.
- **Content metadata language:** You can change the default language for content metadata like descriptions and titles. Separate pre-sets are available for local channels, foreign channels and for VOD.
- **Subtitles:** You can enable subtitles and choose the default language for them. For TV programs and VOD that support multiple languages, you can also select your preferred language. You can customize subtitles for visually impaired.
- **Audio tracks:** You can select default preferred audio tracks language and fallback language.
- **Preferred TV remote control:** Connected TV and STB apps support three types of remote controllers: 'Directional Keys Only' mini remote, 'Media Buttons' midi remote, and 'Full Remote.' You can choose your preferred remote in "Settings>User Interface>Remote Control". The mini remote typically includes volume, home, back, and up/down/left/right navigation buttons only; the midi remote additionally features play/pause, fast-forward, and rewind player buttons, and the full-sized TV remote comes with numerical keys and many extra, vendor/model-specific buttons.

These User Profile options give you more control over your viewing experience, allowing you to enjoy content in a way that suits your needs and preferences. Make sure to explore the Settings menu on your device to take full advantage of these features.

Watching the Content

In "Selected for You," the recommendation system automatically presents content on the home screen that might interest you based on your viewing habits. In the "Last Watched" category, you can easily find and continue watching your favorite series or movies you started watching in past, or on the go on your mobile device. Regardless of which device you start watching on, the content will wait for you on the home screen, and you can continue right where you left off. The "Latest" category will show you all the new arrivals and the "Don't Miss" category will alert you about shows you haven't watched yet so that you can see them before they are removed from the platform.

Content Library

By clicking on the Info button, you will find information such as the season and episode, synopsis of the selected content, IMDb rating, and more. By scrolling down on the screen, you can also discover similar content and shows in the same genre. Content that you find on the home screen and is not yet available for viewing can be marked with a reminder. For series fans who like to watch multiple episodes at once, the system automatically plays the next episode after one ends. You can also rate content, which further assists the AI recommendation engine in making even better personal recommendations. The system library supports VOD, TV, Radio, and Podcast programs.

Advanced Search

You can quickly and easily search for any TV, VOD, and PVR content by entering a search string into the Search box in any language listed in Settings. To make searching easier, we also support search via speech recognition and accessory keyboards on selected devices, if installed.

Live TV Time-Shift

The system keeps live TV rewind recordings available for the last 7 days (168 hours). In addition, you can record any content into your own PVR library for longer storage.

Live TV Event Highlight Markers

This feature is perfect for sports TV enthusiasts. While watching a program enabled with Event Highlight Markers, you can see timeline marker points and watch the most exciting moments of the match by simply navigating to any specific marker point on the video player timeline. You can also open the "TOP Event" highlights list and playback all events as a seamless summary playlist of the match.

Personal Video Recorder

PVR is accessible via "Recorder" main menu. In recorder screen you can view any past recordings you made and also you can set-up new recording schedules. Setting up a PVR recording schedule is also available directly from the TV's electronic programming guide (EPG) screen. You can set up auto-recording for specific programming segments or for an entire series of episodes, which you can then access at any time in your PVR library.

E-shop

The e-shop is a feature available in our web app only as is customary for OTT IPTV services, allowing users to manage their subscriptions and purchase additional features. To access the e-shop and explore available subscription options, follow these steps:

- Look for the shopping cart icon in the main menu of the web app.
- Click on the shopping cart icon to open the e-shop screen, where you'll find a list of available products and services.

Our standard subscription packages and options you can find in the e-shop include:

- Ad-free subscription: This option allows you to enjoy content without interruptions from advertisements.
- Extra PVR (Personal Video Recorder) storage: This feature provides additional storage space for recording and saving TV programs or movies.
- Additional concurrent streams: This option lets you stream content on multiple devices simultaneously, so multiple users can watch different content at the same time.

These subscription options allow you to tailor your OTT experience to your preferences and needs. Be sure to check the e-shop regularly for new offers and promotions. Keep in mind that you may receive marketing promotions from time to time, informing you about our special deals and offers.

Third Party App Launcher

The Third Party App Launcher is a feature available in our web and smart TV apps, providing access to a curated selection of partner apps. Due to restrictions imposed by Apple and Google, this feature is currently not available in the mobile versions of the apps. To access the partner apps, follow these steps:

- Look for the Launcher cloud icon in the main menu of the web or smart TV app.
- Click on the Launcher cloud icon to open the Third Party App Launcher.

Within the launcher, you will find a selection of partner apps, which may include computer games and other types of applications and content. The Third Party App Launcher aims to enhance your streaming experience and provide additional entertainment options. Make sure to explore the launcher regularly to discover new apps and content that might interest you.

Perception TV User Manuals

Perception App User Guides are available for download at [Perception.tv/registered-partners-only](https://perception.tv/registered-partners-only). Each user guide caters to a specific device type. For mobile phone or tablet please see iOS or Android user guide; for PC/Mac browser please see Web user guide; for smart TVs please see tvOS user guide, and for Linux or Android set top box please see STB user guide. While our user interfaces are designed to be similar in operation, minor differences exist to accommodate various control methods, such as touch-screen control, TV remote control, or a computer mouse control. If you need assistance using our apps, please view or download the appropriate User Guide from the list below.

LIST OF POPULAR FAQ TOPICS

Q: How many user profiles are allowed per registered user account?

A: There is no limit to the number of user profiles you can create for enhanced user-friendliness.

Q: What settings does a user profile provide?

A: User profile let you customize user interface language, content language, favorite TV and radio channels lists, playback video quality, and much more.

Q: What player devices are supported?

A: We currently provide 9 OTT apps for Web browsers, iOS and Android mobiles (all three with Chromecast support), Android TV, Amazon Fire TV, Apple TV, LG TV webOS, Samsung TV Tizen and Hisense TV VIDAA Smart OS.

Q: How many streams can I watch simultaneously?

A: Free registered users can watch one stream at a time, while subscribers can watch two simultaneous streams on any device. Note that for a small fee of €1.50 per month, both free users and subscribers can add an additional stream to their accounts, up to a maximum of 10 streams per account.

Q: How do I change the user interface language?

A: Go to "Settings>Application Language" and select your preferred language.

Q: How do I change the content language?

A: Go to "Settings>Content Language" and select your preferred language.

Q: How do I schedule personal recordings and view my personal library?

A: Go to the "Recorder" main menu screen to set new recording schedules or view your recordings.

Q: How do I upgrade from Free to Subscription package?

A: Click on any pay-per-view/subscription content, and you will be directed to the e-shop screen where you can purchase a subscription package of your choice (note that e-shop shopping cart icon is only available in our web app main menu).

Q: How can I increase my personal recording storage?

A: Visit the e-shop (note that e-shop shopping cart icon is only available in our web app main menu) and subscribe to a storage upgrade package of your choice. Note that 5GB is included for free, and extra storage is charged at €1.00 per additional 10GB of storage.

Q: How do I cancel my subscription?

A: Send a cancellation request to subscription@perception.tv, and your subscription will be cancelled at the end of the month in which you requested the cancellation. We would appreciate your feedback on the reason for cancellation so we can address any dissatisfaction and improve our service.

Q: How do I share a content link with a friend?

A: In the mobile app's content info screen, click the "Share" icon and forward the content link to your friends.

Q: Is the platform content available to watch worldwide or only in specific countries?

A: Our service is global, and our apps are available for download worldwide. However, not all content is accessible in every country, as most premium subscription content may be restricted to a limited number of countries only.

Q: How do I watch pay-per-view VOD?

A: If you've already entered your credit card details, click the PPV content, confirm the purchase, and start watching. If you're a free user without credit card details on file, you will be prompted to register your credit card first.

Q: What is included in Subscription service vs. Free service?

A: Free registration account includes one stream, 5GB of PVR storage and access to ad-supported content, both VOD and live TV with live rewind catch-up. Subscription service includes two concurrent streams, 10GB of PVR storage and ad-free content.