



# NEW Amazon 4K WiFi 6 FireTV Max With Remote

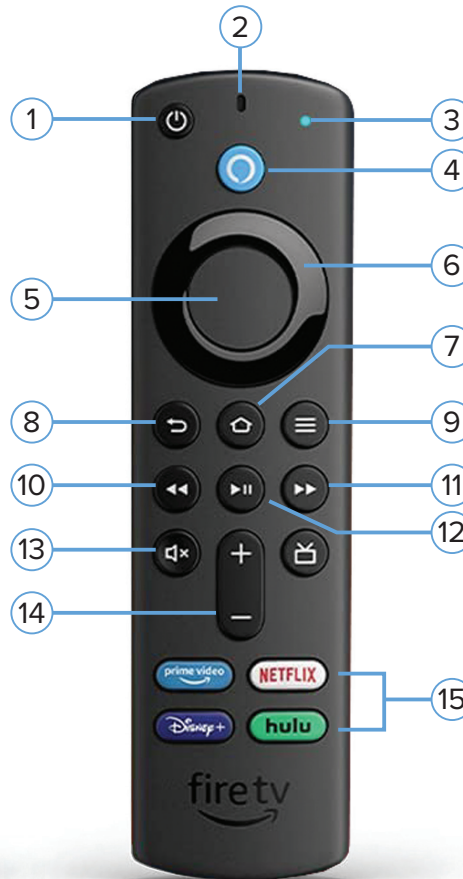
FEATURING:

3-DAY  
REWIND  
CatchUp TV

- 1 **Power**
- 2 **Microphone**
- 3 **Indicator Light**
- 4 **Voice Control**  
(Coming soon)



- 5 **Select**  
Press select within the live channel to access available options.  
i.e. Start Over, Record, Audio Options, Closed Captions, Favorites like last many channels watched, Program Info, Numeric Keypad.

- 6 **Navigation**  
Press right to get the menu and other options like catch-up TV. Press up and down to get quick list of channels



- 7 **Home (FireTV)**
- 8 **Back**  
Undo previous selection.  
Press multiple times to go back to the menu
- 9 **QXC Menu — Guide**
- 10 **Rewind**  
Takes you to rewind within the live channel with all the options to rewind in short intervals or completely.
- 11 **Fast Forward**  
Takes you to all the fast forward within the live channel with all the options to fast forward in short intervals or completely.
- 12 **Play/Pause**
- 13 **Mute**
- 14 **Volume Up/Down**
- 15 **Preset App Buttons**

## To download the QXC-TV app on FireTV

1. On the Amazon Firestick menu, select Find and then select Search below.
2. Search for the QXC-TV app. (You can also use your voice to search by pressing the voice button on your FireTV Remote.)
3. Select the app.
4. Select Get  or the shopping cart icon  to start your download.
5. Open the app and sign in using the credentials given to you for by QXC.

# Using The QXC-TV App

## LET'S GET STARTED!

Begin at the FireTV startup or **Home** screen. [IMAGE 1]

If you've installed and used the QXC-TV app, it will appear on the home screen with your other apps. Simply scroll down to the apps and select **QXC-TV**. [IMAGE 2]

## HOW TO CHANGE CHANNELS.

**Option 1:** Push down on the **Navigation** wheel, then push up or down on the wheel until you reach the desired channel. Push the **Select** button to lock in the selection.

**Option 2:** Open the **Menu** and select **Guide** and push up or down on the **Navigation** wheel until you find the channel you want. Push **Select** to take you to the program.

**Option 3:** Open the **Guide** and hold down the **Select** button. Use the **Navigation** wheel to access the channel number keypad icon. Push **Select** and type your channel number. [IMAGE 3]

## USING THE GUIDE.

Push **Menu** and select **Guide** from the menu at the top of the screen. [IMAGE 4]

Once you select **Guide**, the menu banner disappears; the channel you are on is highlighted. From here, simply use the **Navigation** wheel to move forward and backward to review channels and programs. [IMAGE 5]

## FAST FORWARD TO LIVE TV WHILE WATCHING A PROGRAM.

Click **Down** (the bottom of the round navigation button). The **Menu** appears at the bottom of the screen. Click **Down** again to watch live programming. [IMAGE 6]

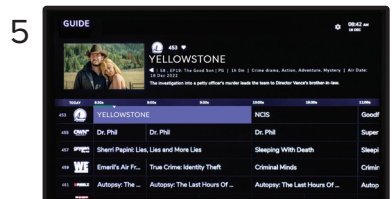
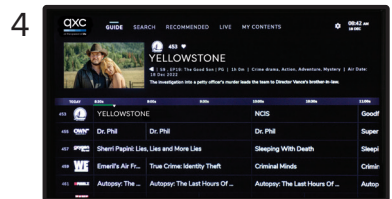
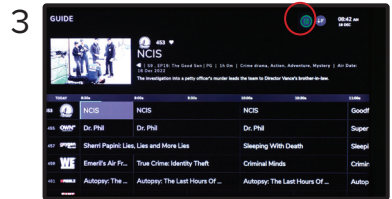
Simply navigate along the **Menu** to the right to choose other options such as audio preferences, save as a favorite, etc.

## ACCESS RECENTLY WATCHED CHANNELS.

When watching live TV, click left on the **Navigation** wheel to display a menu of the last 25 channels you have watched. Select the desired channel to access live programming.

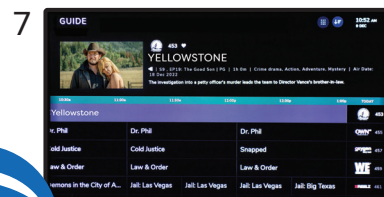
## ACCESS FAVORITED CONTENT.

Select **Menu** and use the **Navigation** wheel to scroll to **My Content**. The dropdown menu will display your favorited shows/channels. Select and click for access.



## WATCH SHOWS YOU'VE MISSED WITH 3-DAY REWIND.

Open the **Guide** and use the **Navigation** wheel to choose the channel of the program you want to watch. Scroll backward (left) until you see the desired episode/program. Note the channel logos and numbers now appear on the right. Push **Select** to lock in the selection. **This feature allows you to go back and watch programs you've missed—up to 72 hours, and fast forward and skip through commercials!** [IMAGE 7]

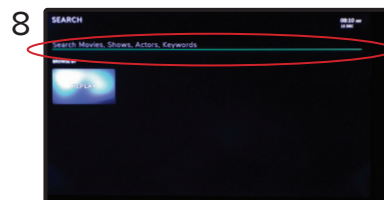


## SEARCH BY KEY WORD

Select **Guide**, click right to **Search**, then click down to search by **Key Word**.

Type your key word(s) and select **Next**.

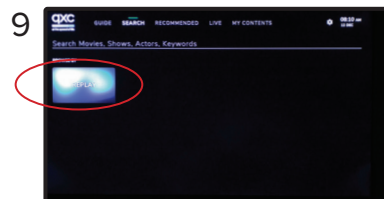
Browse and **Select** your program from the options on the screen. [IMAGE 8]



## SEARCH BY REPLAY

Select **Guide**, click right to **Search**, and click down twice to **Search by Replay**. [IMAGE 9]

Scroll to the right and select **MORE CHANNELS** using channel logos. [IMAGE 10]

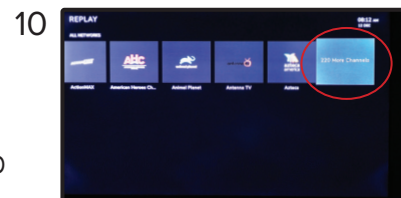


## SEARCH BY FILTER

Select the **Filter** icon to search by genre or category. Just remember when you want to see all of your channel choices again, go back to **Filter** and select **All Channels**. [IMAGE 11]

## SAVE YOUR FAVORITE CHANNELS OR PROGRAMS.

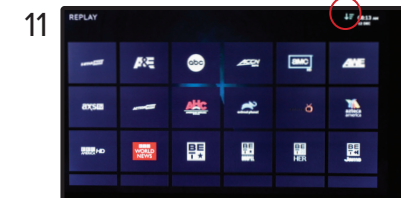
Open the **Guide**. Use the **Navigation** wheel to locate the desired program or channel. Hit **Select** then scroll to the **Heart Icon** and select it. The pop-up will prompt you to specify whether you want to favorite the channel or the program.



## RESTART A PROGRAM/SHOW.

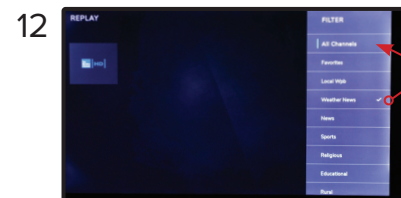
**Option 1:** Push the **Rewind** button to go back to the beginning. Then push **Pause/Play** to restart.

**Option 2:** Select the program you want to watch. Hit **Start Over**.



## FILTER CHANNELS.

Go to **Guide** and push the **Select** button. A menu will appear on the right side of the screen. (If the menu does not pop up remove your finger and try again). From the menu, select **Filters** and choose from the available options by clicking on the desired button. **Remember to change it back to "All Channels" to view all channels again.** [IMAGE 12]



# Using The QXC-TV App



## TURN ON/OFF CLOSED CAPTION.

While watching live TV, push the **Select** button from the menu at the bottom of the screen. Use the **Navigation** wheel to scroll down and then over to **CC**. Click on it to enable or disable subtitles for this program. (If this option is not available, then the channel does not provide us with subtitles). When the pop-up comes up, selecting the **CC1** option will activate subtitles.

Closed captions needs to be turned on in your settings for this to work. Go to the menu and select the **Gear** icon on the top right of the screen, select **General Settings**, then **Language** and turn on **Subtitles**.

## RESTART YOUR FIRESTICK.

**Method 1:** Unplug the Firestick from power (unplug it from the wall outlet or unplug the small cable running out the side of the Firestick).

**Method 2:** Hold down the **Home** button on the remote for 3 seconds. When the screen shows **Profiles**, scroll to the right and select **Settings**. Select **My FireTV**, then scroll down and select **Restart**. When the popup appears, be sure **Restart** is highlighted in white and select it.

## FREQUENTLY ASKED QUESTIONS

### WHY IS THE GUIDE NOT SHOWING ALL CHANNELS?

Go to **Guide** and hold down the **Select** button. A menu will appear on the right side of the screen. (If it did not pop up remove your finger from the select button and try again). From the menu on the right side of the screen select **Filters** and then select **All Channels**.

[IMAGE 12]

### WHEN SHOULD I RESTART MY FIRESTICK?

When the Firestick is frozen or is experiencing recurring issues, we recommend restarting it.

### WHY IS THE QXC APP NOT IN ITS NORMAL PLACE ON THE HOME SCREEN?

Hold down the **Home** button on the remote until a menu pops up: Choose **Profiles**. Then scroll once to the right and click on **Apps**. The QXC app should appear. Click the **Menu** button on the remote and select **Move to Front**. *(If you don't see the app when you select the **Home** button, please call the QXC support number provided in the welcome booklet).*

### HOW DO I RESTART MY ROUTER?

On the back of the router box, locate either a small gray box that reads **HEX** at the top or a small white box that reads **Routerboard**. Then gently unplug the thin black cord that is plugged into that outlet. Wait for 10 seconds and then replug the cord into the same outlet.

### WHOM DO I CALL IF I NEED ASSISTANCE?

Call the QXC support line listed below or the number provided to you in the welcome booklet. We are happy to assist you with all your needs.