



eir TV & Apple TV

Quick start guide





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1. Setup

Setup

- 1 Connect the power cable to your Apple TV and plug it in.
- 2 Next connect an Ethernet cable from your modem to the back of the Apple TV. If this isn't possible don't worry you can connect your Apple TV to your modem wirelessly through on screen instructions later.
- 3 Use the HDMI cable to connect your TV and Apple TV.
- 4 Turn on your TV, then select the input that matches your HDMI input from step 3.
- 5 Follow the on-screen setup instructions.
- 6 If you do not have an Apple device and need to create an Apple ID, see section 2.

Note: You can skip the step to add an Apple ID and still watch the eir TV app BUT you will need an Apple ID to download other apps such as Netflix, Amazon Prime Video and YouTube. Please see page 6 for information on how to simply create an Apple ID.



2. Apple ID



Adding an Apple ID

Go to the app store and select the Purchased menu.

Click on Sign In, then enter your email and Apple password (If you need to create an Apple ID please go to: appleid.apple.com)

You can now access the apps section of the app store to download apps. After your chosen apps are downloaded, they will be visible in the Apple TV main menu.

Installing your eir TV app without an Apple ID

Closely follow the on-screen instructions on your Apple TV.

When on the Apple ID screen, click Skip this Step.

In the TV provider set up, click on Continue to automatically login to your eir TV account. The eir TV app will be automatically installed once set up is complete.

Follow the Apple TV instructions on screen for the remaining installation steps.

Once the Apple TV installation is complete you will find the eir TV app installed in the main menu.

Launch the eir TV app and click on Log in, this allows you to access the app without entering your eir TV credentials and you're now ready to enjoy eir TV.

3. eir TV & Apple TV



- 1 **Live TV** – Watch your favourite programs live.
- 2 **Channels** – Choose any of your favourite channels and see what's on now at the click of the button.
- 3 **Catch Up** – With Catch Up you don't need to miss a thing. Available on selected channels for 7 days.
- 4 **TV Guide** – Find out what's on over the next 7 days with our TV Guide or access Catch Up for the past 7 days.

- 5 **Prime Video** – Quick Shortcut to Amazon Prime Video.
- 6 **RTE Player** - Quick Shortcut to the RTE Player.
- 7 **Recordings** – Access all your recordings where you can record up to 500 programmes. Available on selected channels.
- 8 **Search** – Find what you’re looking for by using our search function. See page 16 “Using voice in eir TV” for more details.



4. Get the most out of eir TV

Getting started with your eir remote for Apple TV

You can pair your remote with only one Apple TV at a time. When you pair a remote, any previously paired remote is automatically unpaired. This remote works only with Apple TV HD and Apple TV 4K.

- 1 **IMPORTANT** Update your Apple TV to tvOS 14.3 or later.
- 2 Remove the battery pull tab.
- 3 Move the remote within 3 to 4 inches (8 to 10 cm) of your Apple TV.
- 4 Press any button.
- 5 If Apple TV does not respond, press and hold **MENU** and **+** for 5 seconds to place the remote into pairing mode.

When you've paired your remote, a message appears on Apple TV.

To use the navigation buttons:

- Press left, right, up, or down to navigate Apple TV menus.
- Press the center button to select a menu item, or press and hold to access a contextual menu.
- During playback, do any of the following:
 - Press left to skip backward, or press right to skip forward.
 - Press left and hold to rewind, or press right and hold to fast forward.
 - Press Select or **▶||** to resume playback.



To use the remote buttons:

- Press  to turn on Apple TV. Press and hold  to sleep Apple TV.
- Press and hold  to activate Siri. Hold down the Siri button until you finish speaking.
- Press  or  to change channels while watching your TV provider's channels, or to move a page up or down in the programming guide.
- Press **GUIDE** to access the eir TV program guide.
- Press  or  to adjust the volume of your TV or home theater system.
- Press  to mute audio. Press again to unmute.
- Press **MENU** to return to the previous menu. Press and hold to return to the Home screen.
- Press  to go to the Apple TV app. Press twice quickly to view open apps, or press and hold to access Control Center.
- Press  to play or pause a TV show, movie, song, or slideshow.
- Press  or  to rewind or fast forward 2x/4x, or press and hold to seek during content playback.

4. Get the most out of eir TV

Changing channels in eir TV

There are two ways to change the channel in the eir TV app using the eir TV remote control

- 1 Click on ▲ or ▼ to change to the next or previous channel.
- 2 Click up on the clickpad to make all channels appear. You can then navigate through the channels with your original programme in the background. Click on the center of the clickpad to click on the channel you want to change to.



Closing Applications on Apple TV

Press the  button twice quickly. All open apps will appear in a row on the screen.

For each app you wish to close, double click up on the clickpad and the app will disappear.

Click **MENU** to return to the initial screen.



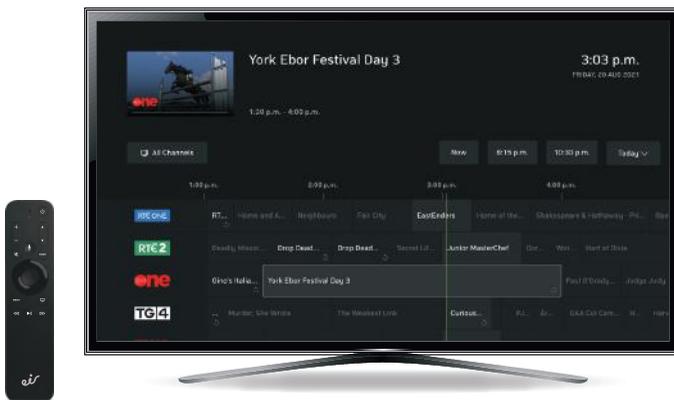
4. Get the most out of eir TV

Using the eir TV guide

If the eir TV app is not open, click on the **GUIDE** button to open eir TV, you are then brought straight to the eir TV guide. If the eir TV app is already open you can still jump straight to the TV guide by clicking on the **GUIDE** button.

While in the guide you can move up and down a page at a time by using the ▲ or ▼ button.

You can quickly jump up to the Guide shortcuts on the top row by pressing the **MENU** button and view your favourite channels, jump to the current time, prime time or a particular day.



Managing your favourite channels

Go to the eir TV app settings and click on Manage Channel List.

Choose your favourite channels by clicking on the star next to their name. They will be displayed on the left of the screen in the My favourites section.

To find your favourite channels go to the Channels menu where you will see a new section called My Favourite Channels and select one of your favourites.



4. Get the most out of eir TV

Using voice in eir TV

Using Voice Search

To use voice search first ensure dictation is turned on in the Apple TV. Select Settings, then open General and scroll down to Dictation and select this to turn it on.

Now to voice search in the eir TV app open the Menu and scroll down to Search.

When open and text entry field is highlighted onscreen , press and hold the Siri button  on the eir TV remote and just say what ever you want to search for.

The search results are displayed for live, catchup and future TV programmes. Select the programme or series to see the details of the show.

Using Siri to change channels

Now you can use Siri anywhere in the Apple TV interface to watch any eir TV channel you want. So if you are in YouTube and you want to watch BBC One, just press the Siri button and say “BBC One”

Turning on and turning off the Apple TV box

To turn on the Apple TV box and your TV set press the  button.

To put your Apple TV box to sleep and your TV set into Standby, press and hold the  button.



4. Get the most out of eir TV

Updating your software

In the Apple TV menu select Settings, then choose System.

Then choose Software Updates and click on Update Software.

A message will confirm if the Apple TV is up to date. Otherwise a message will invite you to download and install the update.

Don't disconnect or unplug the Apple TV box until the update is completed. To update your Apple TV Box automatically, click on Update Automatically.



Restarting the Apple TV

In the Apple TV Menu select Settings then select System.

Then select Restart, which will restart the Apple TV.



Please go to our eir YouTube page to see more Tips and Tricks videos to get the most out of eir TV.

5. Extras

Amazon Prime Video

Follow our step by step guide to get Amazon Prime video on us!

1



Step 1: Login or register for myeir. If you have never used myeir before you will need your account number and your landline or broadband reference number.

2



Step 2: Go to the menu and click on 'more' where you will find the Amazon Prime Video option, simply follow the instructions to set up your account.

3



Step 3: Activate your Amazon Prime Video account via myeir. If you already have an Amazon Prime Video account all you need to do is cancel your existing subscription first.

4



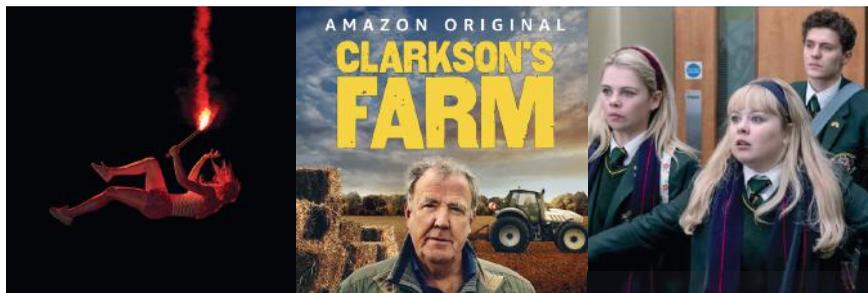
Step 4: Download the Amazon Prime Video app to your Apple TV box and sign in to start watching award-winning Amazon Originals, thousands of movies and amazing TV series.

Plus, you can also download the Amazon Prime Video app to you desktop and mobile phone to watch on the go.

6. Apps we like



A fantastic mix of free to download and paid subscription apps that you can easily download from the app store.



 eir TV

Free for all eir TV customers, the app downloads once you connect your Apple TV. Stream the best in live entertainment and sport.

 Amazon Prime Video

Free for all eir TV customers. Sign up is easy, simply follow instructions.

 All 4

Free to download, watch all of your favourite channel 4 content on demand.



NETFLIX Netflix

A paid subscription service which allows access to movies, shows and documentaries.

RTE PLAYER RTE Player

Free to download, watch all of your favourite RTE content on demand.

Apple TV+

3 months free for all eir TV customers. Sign up is easy, simply create an Apple ID to enjoy all this amazing content.



Now

Choose the membership that suits you best – the Entertainment, Cinema or a Sports Day or Month membership.

sky news Sky news

Free to download, stay up to date with local and global news.

YouTube

Free to download, watch and share videos online.

