



# PRTV Now! Support Devices

| Device Type     | Device Name                  | Max Resolution                    |
|-----------------|------------------------------|-----------------------------------|
| Mobile Phone    | iPhone (iOS 9+)              | 1080p                             |
|                 | Android Phone (5.1+)         | Up to 4K (if supported by device) |
| Tablet          | iPad (iOS 9+)                | 1080p                             |
|                 | Android Tablet (5.1+)        | Up to 4K (if supported by device) |
| Streaming Stick | Amazon Fire Stick (Gen 2+)   | 1080p (if supported by device)    |
|                 | Amazon Fire Stick 4K         | Up to 4K (if supported by device) |
| Streaming STB   | Apple TV (Gen 4, TV OS)      | 1080p                             |
|                 | Apple TV 4K                  | Up to 4K (if supported by device) |
|                 | Android TV                   | Up to 4K (if supported by device) |
|                 | Amazon Fire TV (Gen 2+)      | Up to 4K (if supported by device) |
|                 | Amazon Fire TV Cube          | Up to 4K (if supported by device) |
| Smart TV        | Android Smart TV             | Up to 4K (if supported by device) |
|                 | Fire Edition TV              | Up to 4K (if supported by device) |
| Web             | Chrome 49+ Windows, 55+ OS X | 1080p                             |
|                 | IE 11+ on Windows 8.1+       | 1080p                             |
|                 | Edge 13+                     | 1080p                             |
|                 | Safari 8+ on Mac OS X 10.11+ | 1080p                             |
|                 | Firefox 47+                  | 1080p                             |

Features and functionality may vary by device. Smart TV compatibility based on app store availability.



**PARK REGION Telephone Co.**

# PRTV NOW! FAQ



**Q: PRTV NOW! uses streaming technology to deliver traditional television programming. What is streaming?**

A: Streaming allows you to view or listen to content immediately over the internet without downloading, storing or managing any files. This requires the user to be connected to the internet while the content is flowing.

**Q: How much internet speed do I need to stream PRTV NOW?**

A: For the best experience, you must subscribe to an adequate speed of internet service; A typical PRTV NOW! stream requires 5Mb.

**Q: Can I watch TV anywhere, even away from my home?**

A: Because PRTV NOW! is a streaming service, it requires the use of your home IP address and home network to watch live TV. You can, however, watch and set recordings from just about anywhere with a Wi-Fi Connection.

**Q: Can I watch it on any TV or device in my house?**

A: Our service includes two streams which can be viewed on any two supported screens at a time. To view content on additional screens at the same time, we suggest having a stream for each member of your household - up to seven streams are available.

**Q: How do I know which TVs and devices are supported?**

A: PRTV NOW! works on a variety of streaming devices, including the Amazon Fire TV Stick. We recommend using devices you already own and are familiar with, providing they are compatible. View a currently list on the back side of this page.

When purchasing new devices, be sure to review their technical specifications to confirm they're compatible with PRTV NOW!, and meet your expectations.

**Q: Does PRTV NOW! have my local channels?**

A: Yes, the channel lineups are almost identical to the lineups you have now. View channel cards at [parkregion.com/television](http://parkregion.com/television) for current lineups.

**Q: Is HD available?**

A: High Definition refers to the resolution of an image or screen: the higher the resolution, the more detailed the image. PRTV NOW! has auto detection capabilities giving you the best picture available at all times.

**Q: Is DVR available?**

A: Yes, PRTV NOW! comes with 50 hours (more available) of Cloud DVR allowing you to control live TV and record programs.

**Q: What is Cloud DVR?**

A: Cloud DVR does not have the same limitations as a regular DVE set-top box. There is no actual box or wires and cables; instead, the data is stored by Park Region Companies allowing for more storage capacity and the ability to record more shows that air at the same time. Content is stored and accessed based on the user's login information

**Q: What is Replay TV?**

A: Watch up to the past 72 hours of shows, movies and sports across most of our channels. Although, not all networks have given us permission, and Replay TV is enabled/disabled on an individual show and/or network basis.