



# Installation Guide

Your step-by-step guide to setting up  
EverPass hardware and software

Clear instructions to help you get up and  
running quickly and confidently

# Welcome to EverPass

For future support ease, we recommend writing a few bits of information about your device here.

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Account Name

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Account Email

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Device Serial Number

## Visit the EverPass Help Center

Our Help Center offers easy-to-follow text and short-form video tutorials to help you get comfortable with the EverPass Manager. From creating promotions and scheduling content to navigating layout and functionality, you'll find step-by-step guidance in this booklet, and on our digital Help Center for every feature.



Scan the QR code to access the Help Center page for Android devices.

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# EverPass Best Practices

Follow these tips for a smooth setup and optimal performance with your device and EverPass platform.

## Wi-Fi Connection

For optimal performance, we recommend connecting your device to a private and dedicated Wi-Fi network with a strong bandwidth connection.

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## Store Your Remote in a Safe Spot

You can use your remote to select what is playing on your TVs through the On-Screen Guide, and may need to use the remote again in the future if you change your Wi-Fi network or need to troubleshoot your device.

When using the remote, point directly at the EverPass Device, and mount it with the blue and red light outward.

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## Logging in to the EverPass Manager

The EverPass Manager is your online hub for managing your EverPass experience. To access your account, look for an email with the subject line **"Welcome to EverPass – Let's Get Started."** It contains a link to activate your account and set your password.

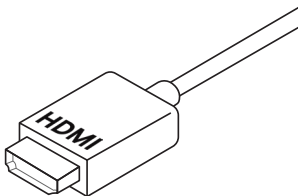
If you cannot find this email, please contact customer support at: **(855) 787-7469** or **[support@everpass.com](mailto:support@everpass.com)**.

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# Contents of the Box

Your EverPass device comes with everything you need to get started. Each box includes the items listed below. If anything is missing, contact us at **(855) 787-7469** or **support@everpass.com**.

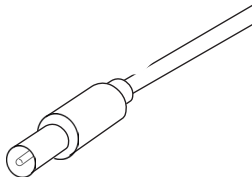
**HDMI Cord**



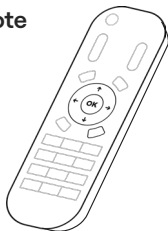
**EverPass Device**



**Power Adapter**



**Remote**



**Cleansing Wipe**

For Optional Mounting

**Velcro**

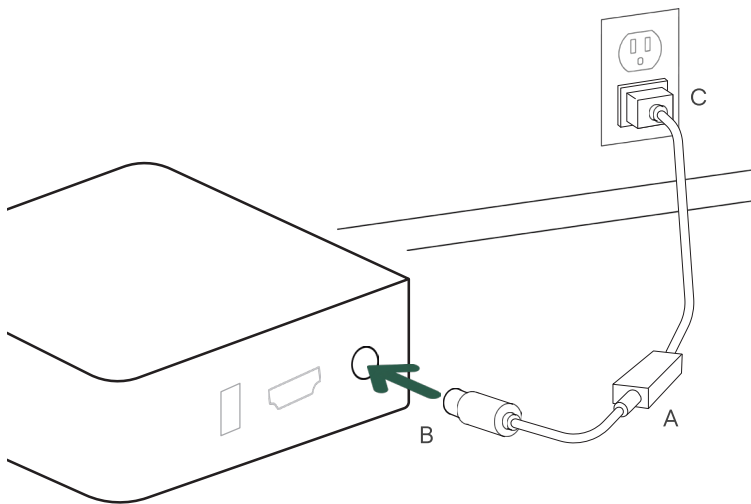
For Optional Mounting

# Power Your EverPass Device

## 1.1

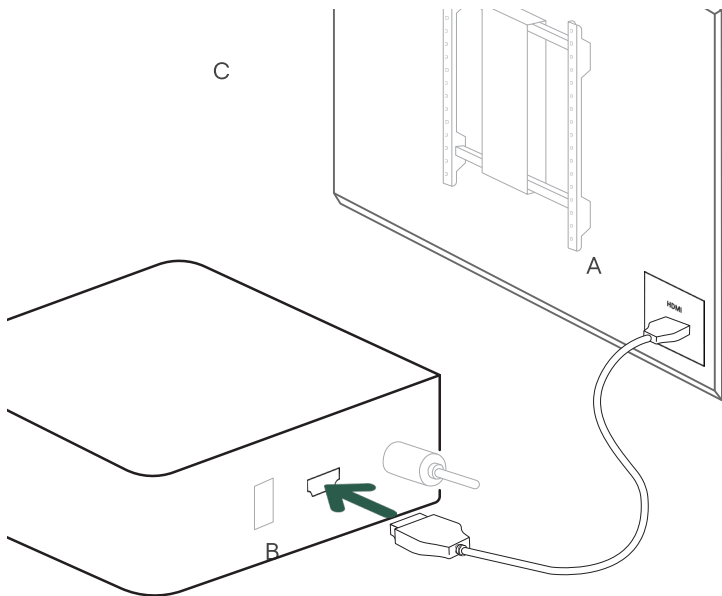
## Connect Your Device to Power

- A: Connect the power adapter to the power cord.
- B: Plug one end of the power cord into your device.
- C: Plug the other end of the power adapter into a wall outlet.



## Connect Your Device to the TV

- A: Using the HDMI cord, connect one end to any available HDMI input on your TV or AV rack.
- B: Connect the other end of the HDMI cord to your device.
- C: Once your TV is set to show the correct input, you will be prompted to connect your device to Wi-Fi.



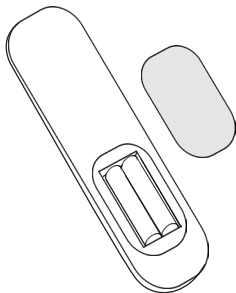
# Connect Your Device to the Internet

We recommend to connecting your device to a private, dedicated Wi-Fi network with a strong bandwidth connection for optimal performance.

For the best results, continue to aim the remote directly at your EverPass Device. If you choose to mount your EverPass Device to the back of the TV with the supplied velcro, do not velcro the box so it is facing down. The front panel where the blue or red dot shows should be accessible.

## 2.1

# Insert the Batteries into Your Remote



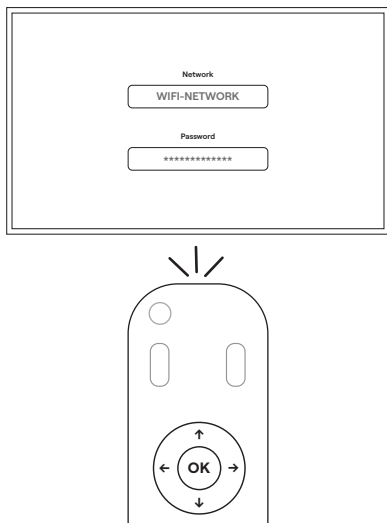
Open the casing on the back of the remote to access the battery port, and place both batteries.



## Connect Your Device to Wi-Fi

You will be prompted to connect your EverPass Device to the internet after successfully powering your device on.

Point the remote towards your device and use the arrow buttons to select the edit Wi-Fi button and choose the network you want to connect to. You'll be prompted to enter your password. Once completed select the done button.



If you are not auto-prompted to log in, access the Wi-Fi settings via the gear icon in the lower left corner of the loading screen or press the menu button on the remote.

After a successful connection, you will see an EverPass starting up graphic on your screen.



2.3

## Rename Your Device

Once your device is online, give it a unique name to make content assignment easier.

### To Rename a Device:

1. Log in to the EverPass Manager
2. Go to Device Manager (top-right corner)
3. Click the pencil icon next to the device name
4. Enter a new name and click Save

Use location-based names so it's clear which TV is which (e.g. Back Bar, Dining Room Right, Host Stand, Patio 1).

From this screen, you can also identify your device, reboot it, and run a speed test for your device(s).

# Quick Checklist

Use this checklist to confirm that your device is fully set up and ready to go.

☐

Power cord and adapter connected to device and plugged into an outlet

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☐

HDMI cord connected to device and TV

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☐

Remote is powered on and connected to your device

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☐

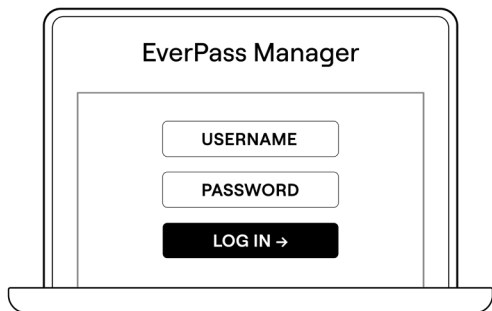
Device connected to the Internet (Wi-Fi or Ethernet)

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# Log In to the EverPass Manager to Schedule Content

You're all set up and ready to start scheduling content.

To get started, log in to the EverPass Manager. Search your inbox for an email with the subject line **"Welcome to EverPass – Let's Get Started."** It includes a link to activate your account and set your password.



## Log in to the EverPass Manager

Scan here or visit [manager.everpass.com](https://manager.everpass.com) to access the EverPass Manager

# Set Up Guide For Streaming Customers

Before game day, make sure you're set up for a smooth streaming experience. Just follow these three quick steps to get ready:

Step 1 | **Test Your Bandwidth Speed**

Step 2 | **Schedule a Test Stream**

Step 3 | **Make a Playlist and Schedule Content**

# Test Your Bandwidth Speed

Once your device is installed and connected to the internet, confirm your venue's network is ready for streaming. We recommend 15 MBPS to get a quality stream, and to make sure you're getting the recommended connectivity, follow these steps:

Log in to the EverPass Manager, and navigate to the Devices page. From the Devices page in the EverPass Manager, you'll find the option to run a speed test and verify your connection is adequate.



## Need Help?

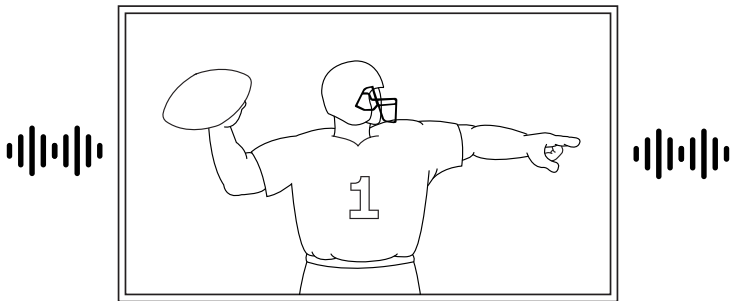
Scan the QR code for help with this test.

# Run a Test Stream for Each Device

Before jumping into streaming, we recommend you run a test stream on your TV to check the quality of both video and audio before game day.

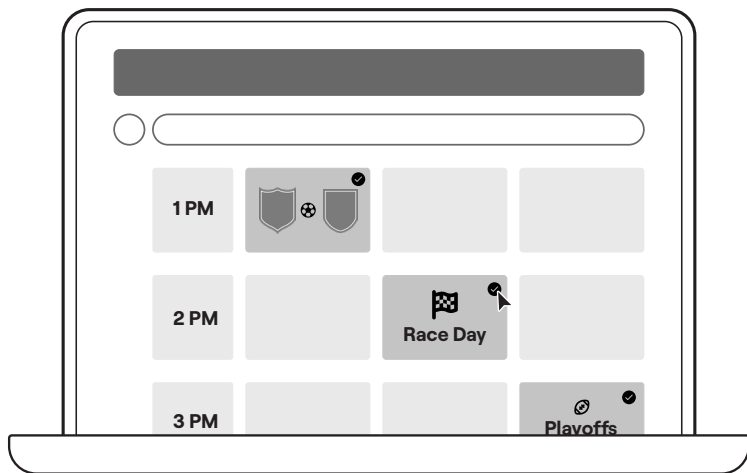
Log in to the EverPass Manager to run a test stream on your device(s).

From the Devices page in the EverPass Manager, you'll find the option to launch a test stream and confirm everything is working as expected.



# Select the Events You Want to Stream

Log in to the EverPass Manager on your desktop or use the Mobile Schedule on your phone to choose the events you'd like to stream.





# You're ready to stream live sports!

Keep an eye out for our weekly Tune In email series. It highlights all the live events available on EverPass each week and spotlights new content, features, and tips for getting the most out of the EverPass Manager.

## Questions?

If you ever need help, our dedicated support team is here for you.

**support@everpass.com**  
**(855) 787-7469**

## Support Hours:

**Daily, 9 AM—8 PM ET**

Extended support hours are available during select live-streaming events. For a small number of international events airing overnight (typically between 12-6 AM ET), live support may be limited.



### Need Help?

Scan this QR code to visit our Help Center, and help on every feature.

# Three Ways to Schedule Live Events

In addition to the EverPass Manager via desktop, there are two more easy ways to schedule content:

## EverPass Manager

From a desktop, view and schedule games in advance to play during their air times.

## Mobile Scheduler

Quickly schedule games in real time using your mobile device.

## On-Screen Guide

Use your device's remote to explore and schedule live events directly from your TV.



**Scan to visit our Help Center article  
on the ways to schedule**



[manager.everpass.com](https://manager.everpass.com)

