



# PROTO

## Connecting Epic to Internet (Ethernet Setup) | PROTO Epic Tutorial

In this tutorial, we'll go over everything you need to know to connect your PROTO Epic to the Internet via Ethernet.

To set up Ethernet, first power on the Epic.

Next, locate the ethernet port at the back of the Epic. Plug in the ethernet cable to an existing internet line.

It may take up to 1 minute for the Epic to detect the internet after being connected.

To ensure a good connection, we recommend a 25 Mbps or higher connection for HD streaming, or a 35 Mbps or higher connection for 4K.

Once the internet is connected, you should see a screen with an activation code. To activate your Epic, follow the instructions on the screen. If your Epic is already activated, then it will say "Ready to Play".

If your Epic is still offline, it may be due to network security or a firewall.

Some networks have firewall rules that may block the Epic from connecting to the internet. If your Epic is unable to connect, please follow these steps.

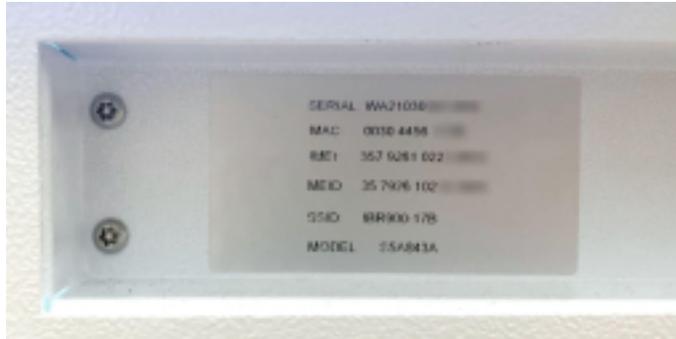
1. Make sure the ethernet cable at the back of the device is securely connected.  
Remember: it may take one to two minutes for your Epic to detect the internet after connecting.
2. If your Epic is still not connecting to the internet, your network may have a firewall in place that is preventing it from reaching the internet. If this is the case, please follow these steps:
  - a. Check that the lights on your router are illuminated and you are getting a signal.



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b. Using the same ethernet cable, connect to the network with a different computer and check if you can access the internet.

c. Locate the MAC Address on the label at the rear left side of your Epic:



d. Contact your Network Administrator to create a **Reservation** for this MAC Address or add the Epic to your DMZ.

e. Check that there are no upstream firewall rules that could be blocking the device.

If you have any other issues, please contact [support@protohologram.com](mailto:support@protohologram.com) for further assistance.