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PROTO



EPIC

INSTALLATION & USER GUIDE

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1. ABOUT THIS GUIDE

1.1 DESCRIPTION OF THE USER

This document is intended for Proto Epic users.

1.2 CONVENTIONS USED IN THIS GUIDE

The following style conventions are used in this document:

Bold

- Names of product elements, commands, options, and programs
- Names of interface elements (such windows, dialog boxes, buttons, fields, and menus)
- Interface elements the user selects, clicks, taps, or types

Italic

- Publication titles
- Emphasis (for example, a new term)

1.3 EXPLANATION OF SAFETY WARNINGS

⚠ DANGER

"**DANGER**" indicates a hazard with a high level of risk which, if not avoided, will result in death or serious injury.

⚠ CAUTION

"**CAUTION**" indicates a hazard with a low level of risk which, if not avoided, could result in minor or moderate injury.

⚠ WARNING

"**WARNING**" indicates a hazard with a medium level of risk which, if not avoided, could result in death or serious injury.

NOTICE

"**NOTICE**" Indicates information considered important, but not hazard-related.



1.4 RETAINING INSTRUCTIONS

Ensure that each person who uses the product has read and understood this guide and its safety instructions before using this product. Failure to do so can result in serious injury or death.

Follow all the instructions. This will avoid fire, explosions, electric shocks or other hazards that may result in damage to property and/or severe or fatal injuries.

Keep all safety information and instructions for future reference and pass them on to subsequent users of the product.

The manufacturer is not liable for cases of material damage or personal injury caused by incorrect handling or non-compliance with the safety instructions. In such cases, the warranty will be voided.

1.5 OBTAINING DOCUMENTATION AND INFORMATION

The latest version of the documentation is available at <https://support.protohologram.com>.

This is the English user guide. Guides in other languages are available upon request.

1.6 DOCUMENTATION FEEDBACK

If you are reading Proto product documentation on the internet, any comments can be submitted on the support website. Comments can also be sent to support@protohologram.com.

We appreciate your comments.

1.7 SUPPORT & SERVICE

For support or service, please contact:

Proto, Inc.

7111 Hayvenhurst Ave, Van Nuys, CA 91406

1-866-465-6476

support@protohologram.com

www.protohologram.com

2. PRODUCT DESCRIPTION

2.1 INTENDED USE AND REASONABLE FORESEEABLE MISUSE

The Proto Epic is a device intended to present live or pre-recorded holographic content. The Epic is intended for indoor use only. It is not intended to be used near water or in direct sunlight. Do not climb on the Epic.

The Epic shall be used with the following software, original accessories, and components only:

- Proto Roadie Case
- Proto Studio Kit
- Proto Live Beam Kit

The product may only be used in accordance with the instructions described in this guide.

Any use other than those described in this guide is considered as non-intended use. This will also invalidate the warranty.

2.2 PRODUCT OVERVIEW

The Epic presents pre-recorded or live holographic content. The content can be delivered through the Proto Cloud or from an attached PC or camera.

2.3 TECHNICAL DATA OF THE EPIC

PARAMETER	VALUE
Model name	Epic
Model number	HP1000-001
Technical life span	5 years / 100,000 hours
Altitude	Operating: -50 ft to 10,000 ft (-15.2 m to 3,048 m) Storage: -50 ft to 35,000 ft (-15.2 m to 10,668 m)



PARAMETER	VALUE
Relative humidity	Operating: 20% to 80% Storage: 20% to 85%
Temperature range	Operating: 50°F to 95°F (10°C to 35°C) Storage: 14°F to 140°F (-10°C to 60°C)
Frequency band	2.4 GHz (2412 to 2472 MHz) 5 GHz (5.150 to 5.250 GHz)
Maximum radio-frequency power transmitted in the frequency band(s) in which the radio equipment operates	23 dBm \pm 1
Width	54" (137cm)
Height	87.5" (222.25cm)
Depth	28.5" (73.5cm)
Weight	421 lbs (191kg)
Power	100-240V 50/60HZ 20A

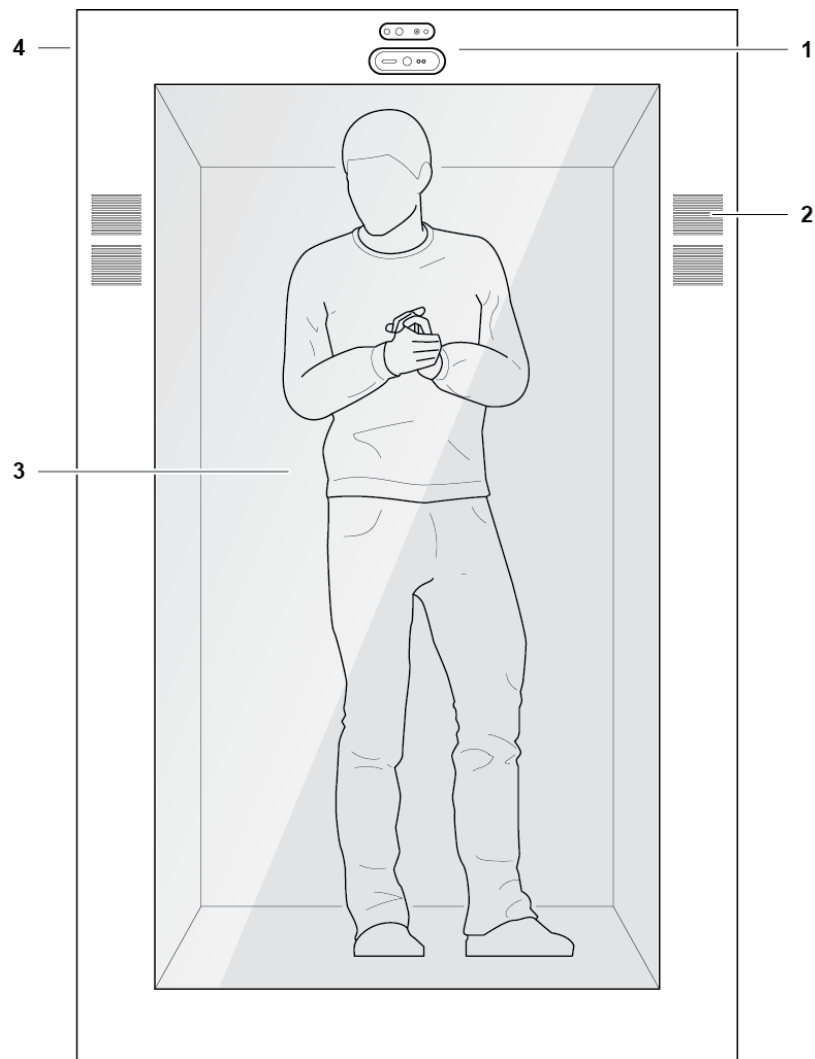
2.4 TECHNICAL DATA OF THE ROADIE CASE

PARAMETER	VALUE
Model name	Roadie Case
Technical life span	100,000 hours of use
Width	61" (155cm)
Height	96.5" (245cm)
Depth	34.5" (88cm)
Weight	365 lbs (166kg)
Power	115-230V 1.1 to 2.2 A



2.5 PRODUCT ELEMENTS

2.5.1 FRONT



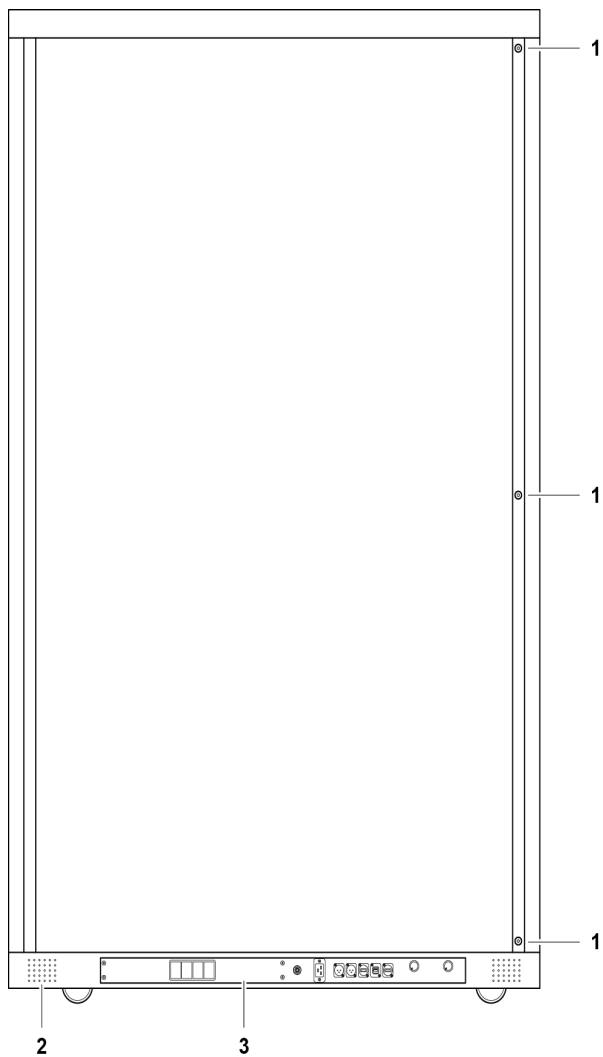
① Cameras and microphone

② Speakers

③ Touchscreen

④ Fans

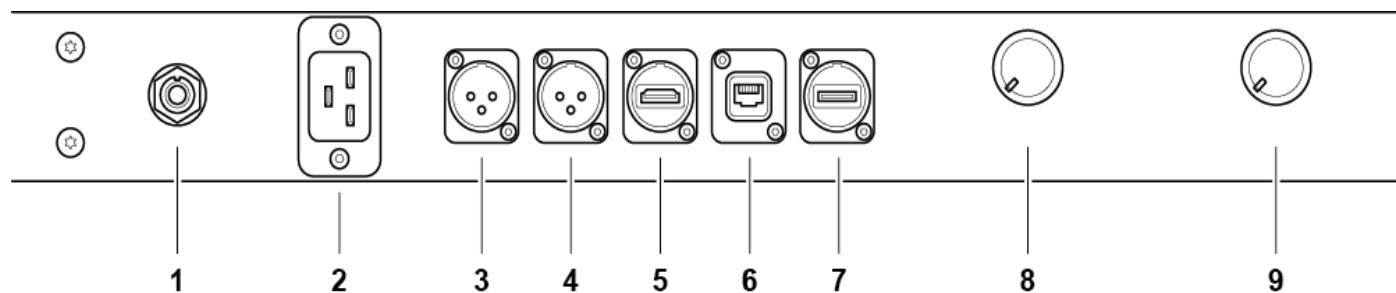
2.5.2 BACK



- ① Back panel screws
- ② Vent intake
- ③ Connection panel



2.5.3 CONNECTION PANEL



- ① Power ON/OFF switch
- ② Power cable input
- ③ Audio left XLR output (optional)
- ④ Audio right XLR output (optional)
- ⑤ HDMI input (optional)
- ⑥ Ethernet
- ⑦ USB Type-A input (optional)
- ⑧ Side lighting brightness control
- ⑨ Back lighting brightness control

3. SAFETY

⚠ WARNING

Read and understand this guide and its safety instructions before using this product. Failure to do so can result in serious injury or death.

3.1 HOW TO USE THE PRODUCT SAFELY

3.1.1 VULNERABLE PEOPLE SAFETY INFORMATION

- This device is not intended for use by persons (including children) with restricted physical, sensory or intellectual capability or lack of experience and/or knowledge.
- The Epic complies with the safety standards for electromagnetic devices. Contact your physician prior to use if you have a pacemaker or other implanted device.

3.1.2 TECHNICAL LIFE SPAN

The technical lifespan of the Epic is five years or 100,000 hours of use. Dispose of the product when the Epic is expired.

3.1.3 INTENDED USE SAFETY INFORMATION

- Use the Epic only for its intended use as described in this user guide.
- Do not expose the Epic to temperatures above 90°F / 32°C or below 50°F / 10°C.

3.1.4 INSTALLATION SAFETY INFORMATION

- Check the Epic for damage after unpacking. If there is any visible damage, contact Proto.
- Install the Epic on a flat, stable surface that is strong enough to support 1,000 lbs.
- Install the Epic in well ventilated and air-conditioned space.
- Do not install near heat sources such as radiators, heat registers, stoves, or other devices that produce heat.
- Do not install the Epic near water or in direct sunlight.

3.1.5 ELECTRICAL SAFETY INFORMATION

- Check the electrical cable damage before electrical installation.
- Do not use an extension cord.



- Only connect the Epic to a grounded socket with earth leakage protection using the provided power cable.
- Immediately unplug the Epic from the wall outlet:
 - if it has been damaged
 - if water or another substance enters the Epic
 - if you smell smoke or other odors coming from the Epic
 - during lightning storms
 - when unused for long periods of time

3.1.6 MAINTENANCE SAFETY INFORMATION

- Review the instructions in the Cleaning section before cleaning the Epic.
- Disconnect the power supply before cleaning the Epic. Do not use abrasive cleaning cloths or chemicals.

3.1.7 SERVICE AND REPAIR SAFETY INFORMATION


The Epic contains no user serviceable parts. Contact Proto for service or repair.

3.2 SAFE DISPOSAL

Follow the instructions in the Disposal section in this user guide for safe disposal of the Epic.

3.3 GRAPHICAL SYMBOLS

Explanation of safety information on the packaging and product

SYMBOL	MEANING
	The symbol on the product, the accessories or packaging indicates that this device shall not be treated as unsorted municipal waste, but shall be collected separately.

4. TRANSPORTING, UNPACKING, AND STORING

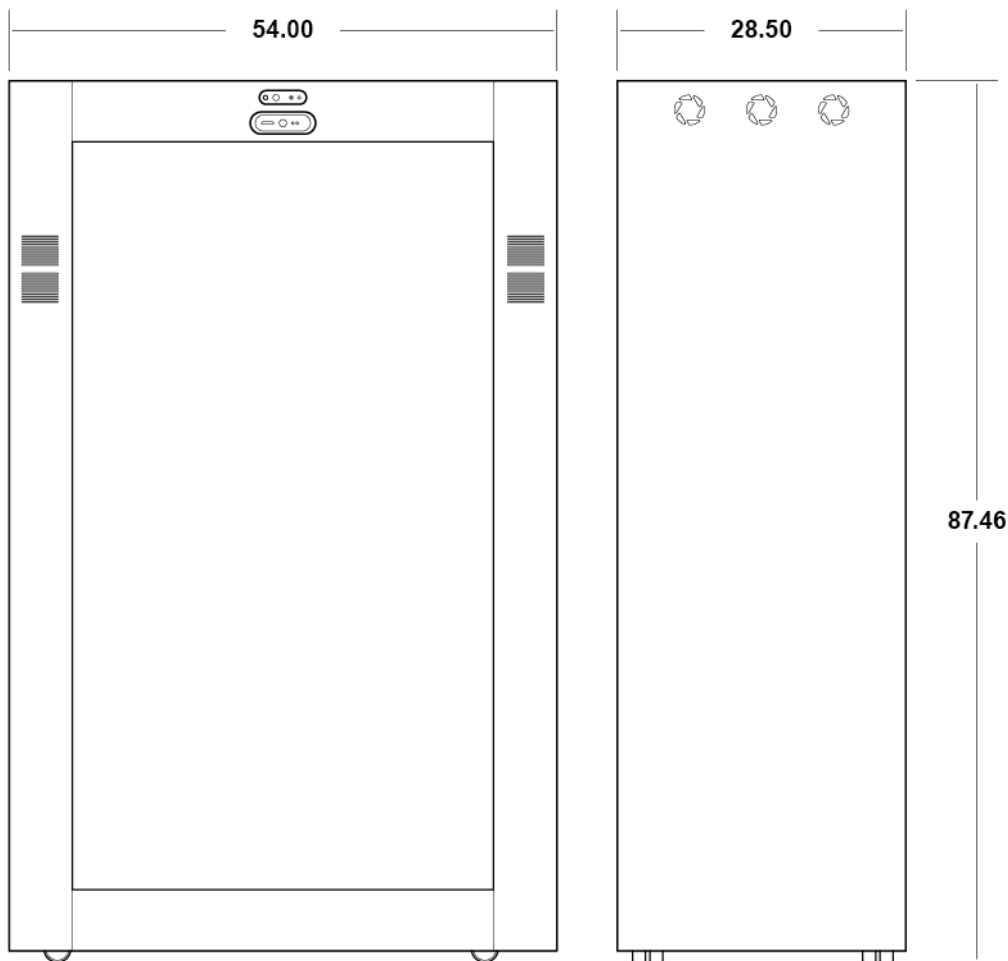
4.1 TRANSPORTING

The Epic can be shipped inside a one-time-use crate or the Roadie Case. If you plan to transport the Epic or store it when not in use, Proto recommends purchasing a Roadie Case. Call 1-866-465-6476 or email support@protohologram.com for more information.

4.1.1 DIMENSIONS

⚠ WARNING

RISK OF TILTING Follow the instructions in this guide when moving the Epic.

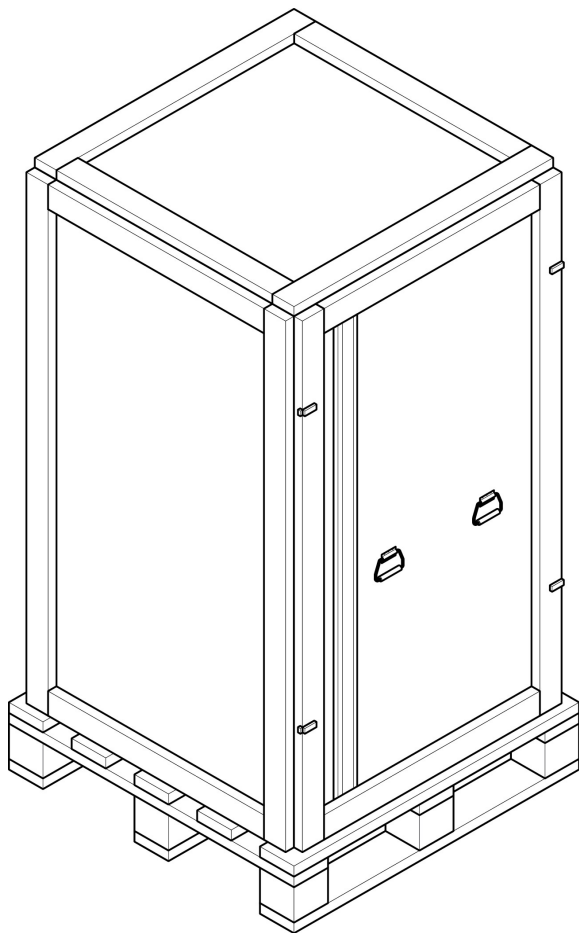




4.1.2 LIFTING, HANDLING, AND TRANSPORTING

- Lift, handle, and transport the Epic inside the one-time-use crate or the Roadie Case.
- Do not attempt to move the crate or Roadie Case when the ramp is open.
- Do not suspend the crate or Roadie Case from the handles.
- The rear sockets on the Roadie Case are for momentary use only when there is a need to place an empty Roadie Case on its side to get through doorways. Do not place the Roadie Case on its side when it contains the Epic. Do not transport the Roadie Case on its side.
- Use a forklift truck to lift the crate or Roadie Case. Forklift only where marked.
- Do not stand or walk under the lifted crate or Roadie Case. Do not attempt to move or shift the Roadie Case while it is raised. You will damage the Roadie Case.
- Place the crate or Roadie Case on a trailer with a flat surface and sufficient capacity.
- Check that all latches are fully seated prior to transporting.
- Secure the crate or Roadie Case against shocks using clamping straps with sufficient strength. Make sure there is no possibility of sudden movements and or instability.

4.2 UNPACKING THE CRATE



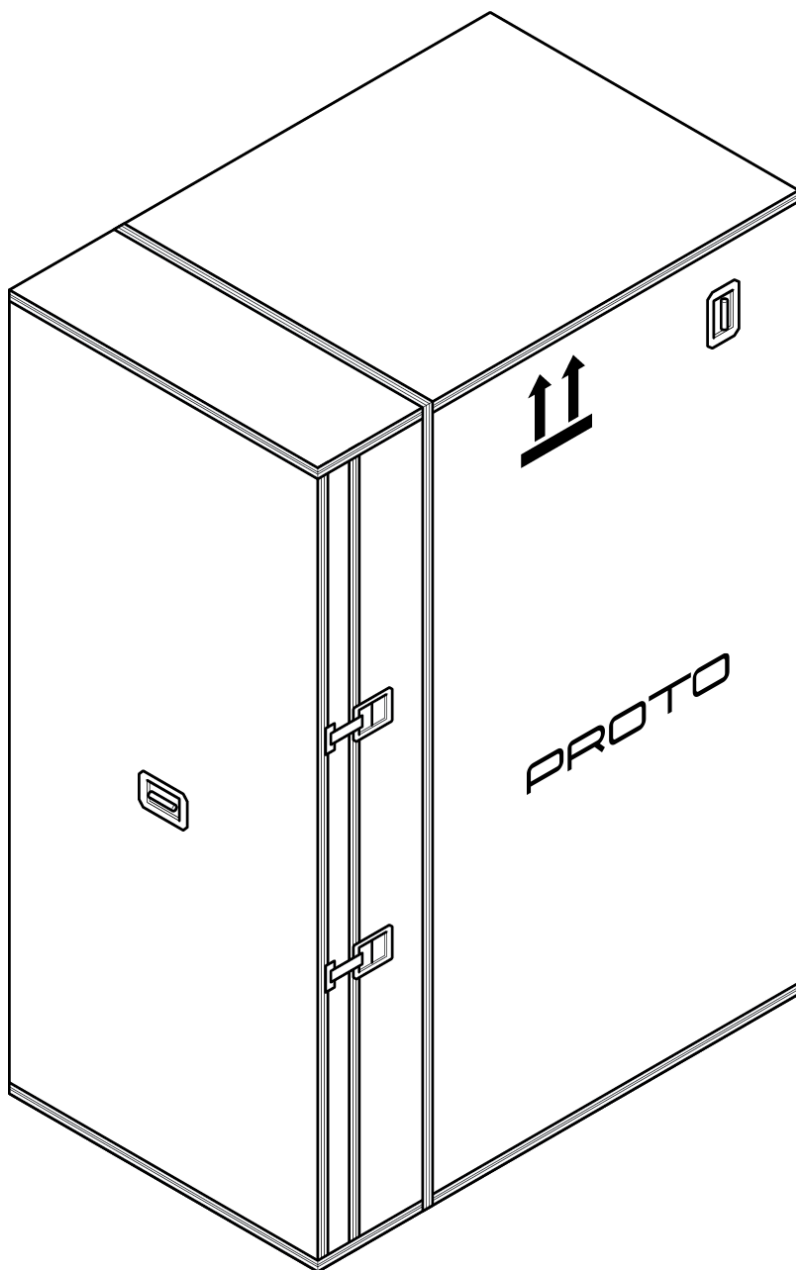
To unpack the crate:

1. Remove each door screw at the top of the door.
2. Open the crate door.
3. Lower the ramp.
4. Position at least one person on each side of the Epic.
5. Carefully roll the Epic down the ramp.
6. Raise the ramp.
7. Dispose of the one-time-use crate.



4.3 UNPACKING THE ROADIE CASE

- The Roadie Case is designed for the Epic and its accessories only. Do not use for other items as it may cause damage to the Roadie Case and/or injure users.
- Casters should be fully seated in the sockets before lowering the unit onto the casters.

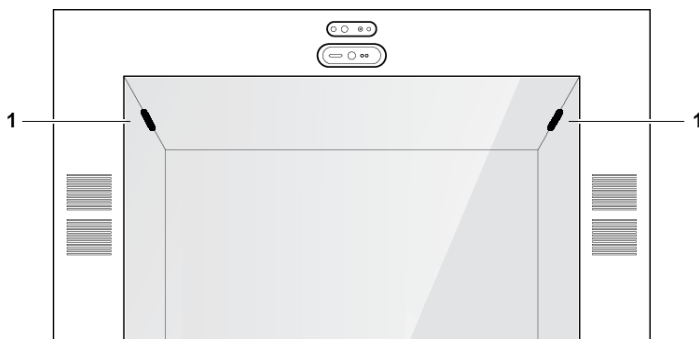


To unpack the Roadie Case:

1. Position the Roadie Case on a flat surface.
2. Twist and open each latch.
3. Lower the ramp.
4. If the casters are on the Roadie Case, remove the casters:
 - Remove the power cable from the pocket in the ramp.
 - Connect the power cable to the electrical outlet.
 - Press the top of the button. The Roadie Case will lift.
 - Pull each caster from the socket.
 - Press the bottom of the button. The Roadie Case will lower until the legs touch the ground.
 - Store the power cable in the ramp pocket.
5. Slide the foam padding away from the door.
6. Position at least one person on each side of the Epic.
7. Carefully roll the Epic down the ramp.
8. Raise the ramp.
9. Twist and lock each latch.

4.4 REMOVING THE LIGHTBOX TURNBUCKLES

If your Epic was transported with turnbuckles installed to protect the lightbox, they should be removed once the Epic has been positioned. The turnbuckles will be visible on the top left and right when facing the Epic's screen.

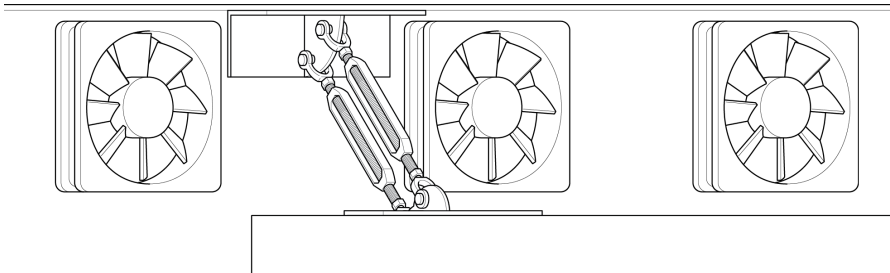


① Turnbuckles installed

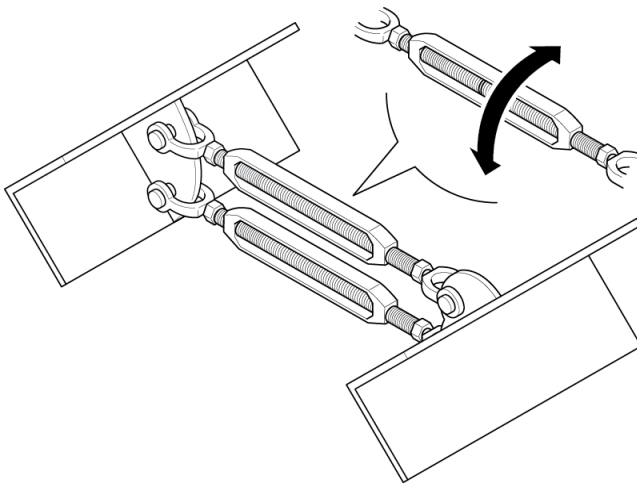


To remove the turnbuckles:

1. Remove the Allen wrenches from the pocket in the ramp or the pouch in the crate.
2. Remove the three screws on the right side of the back door using an Allen wrench.
3. Open the back door.
4. Locate the turnbuckles on the top left and right corners of the Epic between the fan grates.



5. Rotate the center of each turnbuckle counterclockwise to remove each turnbuckle.



6. Close and secure the door with the screws and an Allen wrench.
7. Store the Allen wrenches.

The turnbuckles should be reinstalled if you plan to transport the Epic.

4.5 PACKAGE CONTENTS

The packaging will contain:

- Epic
- Power cable
- Information card

4.6 STORING

The Epic should be stored in the Roadie Case if it will not be used for an extended period.

To store the Epic in the Roadie Case:

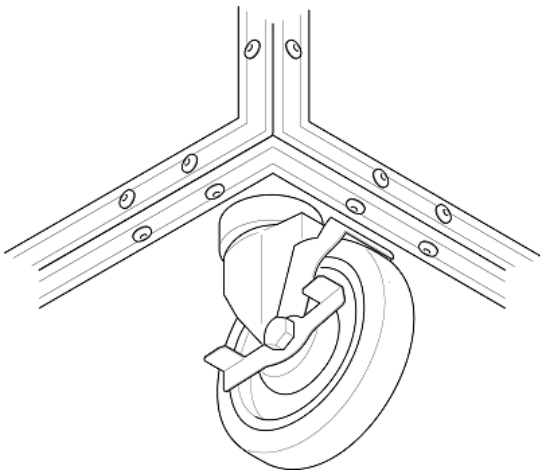
1. Position the Roadie Case on a flat surface.
2. Twist and open each latch.
3. Lower the ramp.
4. If the casters are on the Roadie Case, remove the casters:
 - Remove the power cable from the pocket in the ramp.
 - Connect the power cable to the electrical outlet.
 - Press the top of the button. The Roadie Case will lift.
 - Pull each caster from the socket.
 - Press the bottom of the button. The Roadie Case will lower until the legs touch the ground.
 - Store the power cable in the ramp pocket.
5. Slide the foam padding away from the door.
6. Position at least one person on each side of the Epic.
7. Carefully roll the Epic up the ramp into the Roadie Case.
8. Slide the foam padding into place.
9. Raise the ramp.
10. Twist and lock each latch.
11. Store the Roadie Case.



To add or remove the casters:

1. Position the Roadie Case on a flat surface near an electrical outlet.
2. Twist and open each latch on the ramp.
3. Lower the ramp.
4. Remove the power cable from the pocket in the ramp.
5. If you are adding the casters, remove the casters from the pocket.
6. Connect the power cable to the electrical outlet.
7. Press the top of the button. The Roadie Case will lift.
8. To add a caster, slide the caster into the socket. Ensure the caster is fully inserted into the socket.

To remove a caster, pull the caster from the socket.



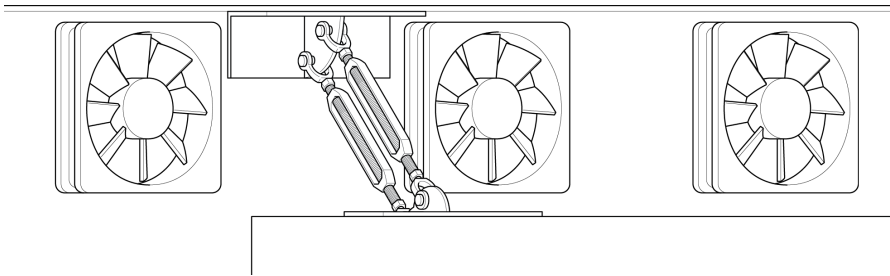
9. Press the bottom of the button. The Roadie Case will lower until the legs touch the ground.
10. Store the power cable in the ramp pocket.
11. if you are removing the casters, store the casters in the pocket.
12. Raise the ramp.
13. Twist and lock each latch.

4.7 INSTALLING THE LIGHTBOX TURNBUCKLES

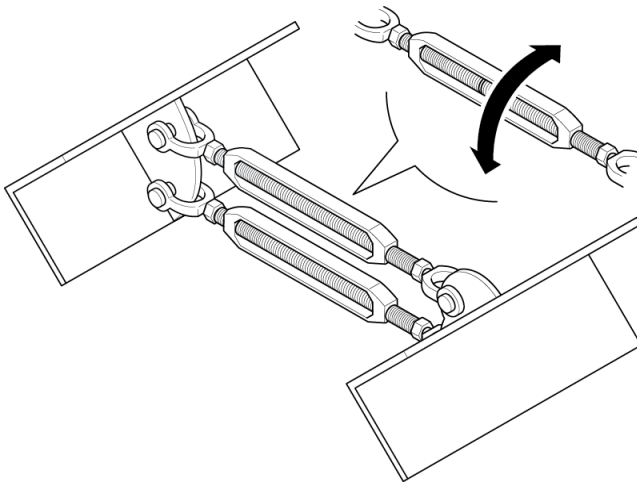
If your Epic was shipped with turnbuckles installed to protect the lightbox, they should be reinstalled if you plan to ship the Epic

To install the turnbuckles:

1. Remove the three screws on the right side of the back door using an Allen wrench.
2. Open the door.
3. Place each turnbuckle on the top left and right corners of the Epic between the last and middle fan grates.



4. Rotate the center of each turnbuckle clockwise to tighten each turnbuckle.



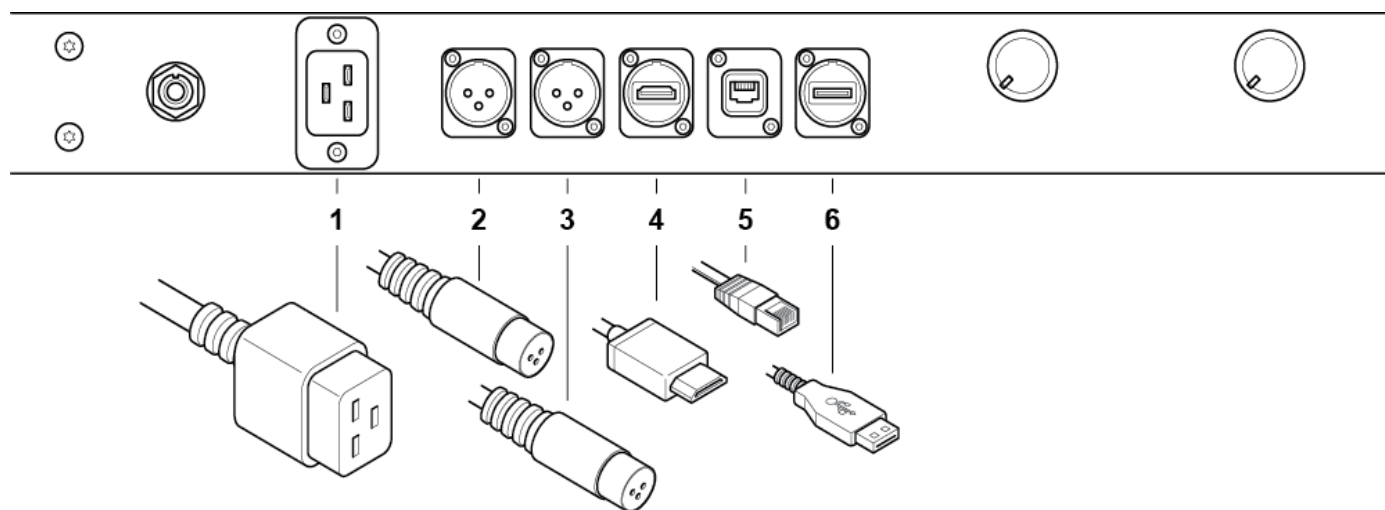
5. Close and secure the door with the screws and an Allen wrench.



5. INSTALLING

The Epic should be installed in well ventilated and air-conditioned space. Allow a minimum of 3 inches behind the Epic for the air intake and cables and a minimum of 2 inches on each side for proper air circulation for the fans.

5.1 CONNECTION DIAGRAM



- ① Power
- ② Audio left XLR output (optional)
- ③ Audio right XLR output (optional)
- ④ HDMI input (optional)
- ⑤ Ethernet
- ⑥ USB Type-A input (optional)

5.2 CONNECTING TO POWER

1. Turn the power switch to OFF.
2. Connect the power cable to the Epic.
3. Connect the power cable to the outlet.

A 20A power inverter or power strip is recommended to protect the Epic from power surges. Do not use an

extension cord.

4. Turn the power switch to ON.

⚠ WARNING

Make sure that people cannot step on any electrical cables or trip over the cables. Do not put objects on the cables.

Do not use non-standard power sources, such as generators or inverters, even if the voltage and frequency appear acceptable.

Do not overload your wall outlet or power strip. Confirm that it is rated to handle the total current drawn by the Epic and any other connected devices.

5.3 CONNECTING TO THE INTERNET

To connect to the internet using Ethernet:

- Use an Ethernet cable to connect your computer's Ethernet port to a modem or other network device (for example, a switch or a router).

To connect to the internet using a cellular connection:

- You will need a SIM card or mobile hotspot to connect to the internet using a cellular connection. Contact your wireless carrier or contact Proto Customer Support at 1-866-465-6476 or support@protohologram.com for more information.

To connect to the internet using Wi-Fi:

Contact Proto Customer Support at 1-866-465-6476 or support@protohologram.com for more information.

5.4 TURNING OFF THE EPIC

To turn off the display, press the Power button on the remote control.

To turn off the Epic, turn the power switch to OFF on the Epic's connection panel.



6. PLAYING CONTENT

The Epic can play online content from the Proto Cloud or local content from a PC or camera. To play online content, the Epic will need access to the internet.

6.1 CREATING A PROTO CLOUD ACCOUNT

1. Visit cloud.protohologram.com on your PC or mobile device.
2. Click **Sign Up**.
3. Type your email address and name.
4. Type and confirm your password.
5. Agree to the terms of service.
6. Click **Sign Up**.

You will receive an email to verify your account.

6.2 LINKING YOUR ACCOUNT WITH AN EPIC

1. Turn on the Epic.
2. Scan the QR code with your mobile device.
OR
Visit cloud.protohologram.com/activate on your PC or mobile device.
3. Type the activation code.

6.3 UPLOADING AND ASSIGNING CONTENT FROM THE PROTO CLOUD

1. Visit cloud.protohologram.com on your PC or mobile device.
2. Log in.
3. Navigate to the Content page in the side menu.
4. Click **Upload Content** and follow the prompts on screen.
5. Assign the content you wish to play to your desired Proto device(s).

6.4 PLAYING CONTENT FROM THE PROTO CLOUD

1. Visit cloud.protohologram.com on your PC or mobile device.
2. Log in.
3. Tap or click a device.
4. Tap or click the content.

6.5 PLAYING CONTENT FROM A COMPUTER OR CAMERA

1. Connect a computer or camera to the HDMI input.
2. Play the content on the computer or camera.



7. CLEANING AND MAINTENANCE

7.1 CLEANING THE TOUCHSCREEN

1. Turn off and unplug the Epic.
2. Wipe the screen with the microfiber cloth using a circular motion.

⚠ WARNING

Do not press hard on the LCD screen during cleaning. Doing so may cause scratches on the protective film.

3. If needed, lightly apply water, isopropyl alcohol (up to 55% IPA), or glass cleaner to the cloth, wipe the screen, and allow the screen to dry. Do not spray any liquid directly onto the screen.
4. Turn on the Epic.

7.2 CLEANING THE CABINET

Clean the cabinet using a lightly damp cloth.

7.3 CLEANING THE SPEAKER GRILLS

Clean the speaker grills with a soft and dry cloth.

7.4 CLEANING THE CAMERA LENS COVERS

Clean the camera lens covers with a lightly damp cloth.

8. TROUBLESHOOTING

8.1 IDENTIFYING AND SOLVING PROBLEMS

ERROR	CAUSE	SOLUTION
No power	The power outlet may not be live.	Try a different power outlet. The electricity supply to the outlet may be controlled by a switch.
	The power switch may be set to OFF.	Check the power switch on the Epic's connection panel.
	The power cable may not be connected.	Check the cable connection to the Epic and the outlet.
	The display may be turned off.	Press the ON button on the remote.
No video or video is too dark	The brightness setting is too low.	Increase the brightness using the remote.
	The Dim settings are too low.	Increase the Dim Side and/or Dim Back setting on the Epic's connection panel.
No sound or volume is too low	The content does not contain audio.	Verify that the content has audio.
	The volume setting is too low.	Increase the volume using the remote.
No sound in external speakers	The external speakers' power outlet may not be live.	Try a different power outlet. The outlet may also be controlled by a switch.
	The speakers may be turned OFF.	Check the power switch on the speakers.
	The speakers are not connected to the Epic.	Check the audio connections to the Epic's connection panel and speakers.



ERROR	CAUSE	SOLUTION
No video from external camera or PC	The camera or PC may not be able to send video to an external device.	Review the camera or PC's documentation for instructions.
	The camera or PC is not connected to the Epic.	Check the connection to the Epic and to the camera or PC.
No audio from external camera or PC	The content may not have audio or the audio may be muted on the PC or camera.	Play the content on the camera or PC to verify that it has audio and that the device is not muted.
	The camera or PC is not connected to the Epic.	Check the connection to the Epic and to camera or PC.

If you are still experiencing technical issues with your Epic, please contact Proto Customer Support at 1-866-465-6476 or support.protohologram.com for assistance.

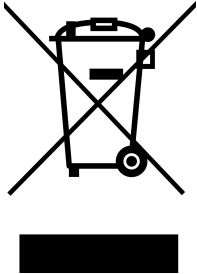
8.2 REPAIR BY SKILLED PERSONS

All servicing and repairs should be performed by an authorized Proto representative.

Servicing is required when the Epic has been damaged in any way, such as power-supply cord or plug is damaged or if the Epic has been exposed to rain or moisture, does not operate normally, or has been dropped.

9. DISPOSAL

9.1 DISPOSAL OF ELECTRONIC COMPONENTS



The symbol on the product, the accessories or packaging indicates that this device shall not be treated as unsorted municipal waste, but shall be collected separately. Dispose of the device via a collection point for the recycling of waste electrical and electronic equipment if you live within the EU and in other European countries that operate separate collection systems for waste electrical and electronic equipment. By disposing of the device in the proper manner, you help to avoid possible hazards for the environment and public health that may otherwise be caused by improper treatment of waste equipment. The recycling of materials contributes to the conservation of natural resources.

9.2 DISPOSAL OF PACKAGING WASTE

The packaging is made of environmentally friendly materials, which may be disposed of through your local recycling facilities. By disposing of the packaging and packaging waste in the proper manner, you help to avoid possible hazards for the environment and public health.

9.3 DISPOSAL OF THE BATTERIES

The Epic's computer contains a battery. Batteries may not be disposed of with the usual domestic waste. They may contain toxic heavy metals and are subject to hazardous waste regulations. For this reason, dispose of the Epic's PC at a local collection point for the recycling of waste electrical and electronic equipment. Do not attempt to open the PC and to remove the battery yourself.



PRODUCT COMPLIANCE

RF ENERGY STATEMENT AND ADVISORY INSTRUCTIONS

This product generates, uses, and can radiate radio frequency energy. If not installed and used in accordance with the instructions, this product may cause harmful interference to radio communications. This product has been tested and found to provide reasonable protection against harmful interference in a commercial installation. However, there is no guarantee that interference will not occur in a particular installation. If this product does cause harmful interference to radio or television reception, or any other form of communication, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the product and receiver.
- Connect the product to an outlet on a circuit different from that to which the receiver is connected.



SOFTWARE LICENSE AGREEMENT

IMPORTANT: BY USING YOUR PROTO DEVICE ("DEVICE"), YOU ARE AGREEING TO BE BOUND BY THE FOLLOWING TERMS:

- PROTO SOFTWARE LICENSE AGREEMENT
- NOTICES FROM PROTO

PLEASE READ THIS SOFTWARE LICENSE AGREEMENT ("LICENSE") CAREFULLY BEFORE USING YOUR DEVICE OR DOWNLOADING THE SOFTWARE UPDATE ACCOMPANYING THIS LICENSE. BY USING YOUR DEVICE OR DOWNLOADING A SOFTWARE UPDATE, AS APPLICABLE, YOU ARE AGREEING TO BE BOUND BY THE TERMS OF THIS LICENSE. IF YOU DO NOT AGREE TO THE TERMS OF THIS LICENSE, DO NOT USE THE DEVICE OR DOWNLOAD THE SOFTWARE UPDATE.

1. General

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IMPORTANT RESTRICTION FOR PROTO HOLOGRAM SERVICE.

Proto may restrict warranty service for the Proto hologram device to the country where Proto or its Authorized Distributors originally sold the device.

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Important: Do not open the Proto Product. Opening the Proto Product may cause damage that is not covered by this Warranty. Only Proto or a PASP should perform service on this Proto Product.

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If during the Warranty Period you submit a claim to Proto or a PASP in accordance with this warranty, Proto will, at its option:

- (i) repair or service the Proto Product using new or previously used parts that are equivalent to new in performance and reliability, or
- (ii) replace the Proto Product with the same model (or with your consent a product that has similar functionality) formed from new and/or previously used parts that are equivalent to new in performance and reliability.

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Please access and review the online help resources described below before seeking warranty service. If the Proto Product is still not functioning properly after making use of these resources, please contact a Proto representative or, if applicable, a PASP, using the information provided below. A Proto representative or PASP will help determine whether your Proto Product requires service and, if it does, will inform you how Proto will provide it. When contacting Proto via telephone, other charges may apply depending on your location.

Online information with details on obtaining warranty service is provided below.

WARRANTY SERVICE OPTIONS

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1. \$125 USD PASP video streaming hourly rate;
2. \$250 USD PASP in-person access within the U.S. hourly rate; and
3. Local rates, laws and requirements for in-person access outside the U.S., which will vary.

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