



connectTV User Guide



Television Redefined!

connectTV is the new full-featured video service delivered to your TV, laptop, desktop, tablets and mobile devices, exclusively from LUS Fiber.

connectTV requires you to have one or more supported streaming devices in your home to use the service. Please refer to the Supported Devices section on page 17 for a list of recommended devices.

When away from home, use your **connectTV** username and password from any Internet connection to schedule or watch recorded content on the **connectTV** app. You can also access full episodes, movies and more online with your **connectTV** subscription through the included channel streaming apps on watchTVeverywhere such as ESPN, HGTV, and Hallmark Channel.



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GETTING STARTED

This guide will teach you how to use “smart” devices that connect to a TV set such as the Apple TV, Android TV, and Amazon Fire TV. Devices like smartphones, tablets and web browsers may behave differently.

Before attempting any of the content in this manual:

- Have an active and installed LUS Fiber Internet service subscription.
- Subscribe to **connectTV** service powered by LUS Fiber.
- Set up your bill pay account online by visiting lusfiber.com. Click View and Pay My Bill. Follow the instructions to set up your username and password for your bill pay account. Your **connectTV** login will be the same as your bill pay login.
- Have each device you plan to use with **connectTV** activated on their appropriate accounts (iTunes, Google, Amazon, etc.).
- Have each device you intend to use connected to a television.

If you have need assistance with any of these steps, technical support at is available 24/7 at 99-FIBER (337-993-4237).

DEVICE SETUP AND APP INSTALLATION

BRING YOUR OWN DEVICE / SELF INSTALLATION PROCESS

Refer to your detailed user guide.

FIRE TV SETUP

Amazon Fire TV devices require a high-definition or ultra high-definition TV with an HDMI input port.

To setup the device:

Connect the Power Adapter - Connect the included power adapter into the power port on the back of your Fire TV, then plug the other end into a power outlet.

Connect to Your TV - Plug one end of your HDMI cable into the HDMI port on the back of your Fire TV, then plug the other end into an available HDMI port on your TV. Note: Fire TV (3rd Generation) has a built-in HDMI cable.

Select the Input Channel for Your Fire TV - Turn on your TV, and select the input channel for the HDMI port you used to connect your Fire TV. A loading screen will appear with the Amazon Fire TV logo.

Pair Your Remote - Your remote should automatically pair with your Fire TV. If your remote does not pair right away, press and hold the Home button for up to 10 seconds. This will send it to “discovery mode” so you can complete the pairing process.

Connect to the Internet - Follow the on-screen instructions to connect your Fire TV to the Internet, via a WiFi or wired (Ethernet) connection. **When connecting via WiFi, ensure that the signal strength is above Low or Poor.** The signal strength can be checked by pressing the **Home** button, choosing **Settings**, and **Network**.



Register Your Device - Follow the on-screen instructions to register your Fire TV to your Amazon account.

Install the connectTV App - From the **Home** screen, select the **Search** function and type **connectTV**. Select the **connectTV App** and choose **Download**. When the download completes, select **Open**. **Sign in to the App** - Use the provided credentials to login and begin enjoying your streaming experience.

APPLE TV SETUP

Apple TV devices require a high-definition or ultra high-definition TV with an HDMI input port. To setup the device:

Plug into Power and Connect Your Home-theater Devices - Connect your Apple TV to your television with an HDMI cable. On Apple TV 4K, make sure that you're using an HDMI 2.0 or later cable.



Turn On and Pair Your Remote - On your television, select the same input that your Apple TV is connected to. Then turn on your television to see the Apple TV setup screen. To pair your remote to your Apple TV, click the Touch surface on the remote. If your remote will not connect, press and hold the **Menu** and **Volume** up buttons for five seconds. If a message says that you are not close enough, set your remote on top of your Apple TV.

Choose Your Language and Turn On Siri - To transfer settings from your iOS device to your Apple TV, like login information for iTunes, iCloud, and WiFi, choose **Set Up** with device. Then follow the onscreen steps on your iOS device and Apple TV. If you cannot set up your Apple TV with your iOS device, press the **Menu** button on your remote to return to the previous screen and choose **Set Up Manually**.

Setup WiFi - Select your **WiFi Network** and enter the **Password**. Select **Continue** and the device will now activate.

Enter Apple IDs - Enter your Apple ID and password. Additionally, enter your iCloud and iTunes emails and passwords when prompted if you have multiple Apple IDs.

Install the connectTV App - Open the **App Store** on your Apple TV. Select **Search** and enter **connectTV**. Select the connectTV App and choose Get, enter your Apple ID if requested. When the download completes, select Open.

Sign in to the connectTV App - Use credentials to login and begin enjoying your streaming experience.

IOS AND ANDROID MOBILE DEVICES

iOS devices running iOS 10 or later and Android devices running Android 7.0 or later are compatible with the connectTV app.

Installing connectTV App on an Apple Device

From your iOS device, open the **App Store**.

Select **Search** and enter **connectTV**.

Select the **connectTV** app.

To begin downloading, select **Get**.

Enter the password for your Apple ID, if requested.

When the download completes, open the application and sign in.

Installing connectTV App on an Android Device

Go to your Home screen.

Tap the **Google Play Store** icon.

Go to **Search**, and type **connectTV**.

Tap the green **connectTV** icon.

Tap the **Install** button, then confirm by tapping **OK**.

When the download completes, open the application and sign in.

WEB BROWSER

connectTV can be streamed to most popular browsers including Chrome, Edge/IE, Firefox, and Safari.

To Sign in to the Web Portal: Navigate to lusfiber.com/connectTV.

Sign in to the connectTV App - Use the provided credentials to login and begin enjoying your streaming experience.

WIRELESS VS. WIRED DEVICE

Many devices that work with connectTV have the option to use a wireless network (or WiFi) to connect to the Internet. While wireless is often more convenient and aesthetically pleasing than a wired device, the latter offers significant advantages. When it comes to high-quality video streaming, the best performance will always come from a wired Ethernet connection. This option offers faster speeds, lower latency (or buffering), and a more reliable connection than WiFi. A wired connection also eliminates one more device to share bandwidth on your WiFi network.

Some of the recommended connectTV devices do not have an Ethernet port. However, inexpensive ethernet adapters are available at many department and online vendors. This adapter connects to the device using a Micro USB port or similar and provides an input for a wired ethernet connection. Check the manufacturer's support and product offerings for information experience.

INITIAL SETUP

DOWNLOAD THE CONNECTV APP

On a "Smart Box" or mobile device, you can download the app from the respective App Store that corresponds to the chosen platform.

For Android and Android TV devices go to the [Google Play Store](#).

For Apple iOS and Apple TV devices go to the [Apple App Store](#).

For Amazon Fire TV devices go to the [Amazon App Store](#).

For computers and laptops, go to connectTV.lusfiber.com.

Once you are at the appropriate App store, search for **connectTV** and then download and install on your device.

SIGN INTO THE APP WITH YOUR USERNAME AND PASSWORD

Your **connectTV** username (email address) and password are the same as what you used when you signed up for online bill pay.

CREATE A PROFILE

Enter a name and choose an avatar.

You can set up to five (5) different user profiles.

LIVE TV

CHANGE THE CHANNEL

Channel surfers will appreciate that connectTV allows for moving up or down to the adjacent station.

Apple TV: Swipe up/down

Android TV & Amazon Fire TV (and Stick): Press up/down directional controls

PAUSE LIVE TV

Once a channel begins to play, the user can pause live tv content with the remote. LUS Fiber provides up to 60 minutes of pause time. After that time has passed, the content will begin playing whatever is currently live on the active channel.

STANDBY

After 4 hours of consistent playing on the same channel and no activity on the remote control, connectTV will ask the user to press any button the remote to continue to broadcast a picture. If the user does not press a remote button after a few minutes, the screen will revert to the home screen of the device.

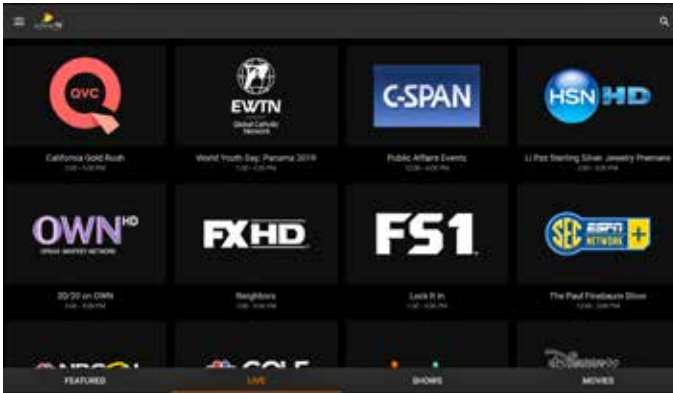


MAIN MENU

TO ACCESS THE MAIN MENU

Apple TV: Press the **Menu** button on the remote to get to the Main Menu while watching live TV.

Android TV & Amazon Fire TV (and Stick): Press the **Down** direction button.



THE MAIN MENU HAS 5 IMMEDIATE OPTIONS:

Guide: The traditional main listing of channels that allows for browsing both forward and backward in time to see what's on and upcoming. **Replay TV** is accessed in the Guide as well.

Shows: Browse live, upcoming and recently aired but still accessible shows by categories such as **What's on Now, Action, Drama**, etc.

Movies: Browse live, upcoming and recently aired, but still accessible movies by categories in the same way as the **Shows** section.

Profile Settings: Manage settings such as **DVR Recordings, Parental Controls, User Profiles**, and other information.

Search: Explore live, upcoming, recorded, and Replay content across the entire app by show, movie, actor, channel and many other options.

RECENTLY WATCHED

A Recently Watched list is located just below the Main Menu. This feature is a chronological history of the last 15 channels and programs watched. In many cases if the item is a live channel, you will see a picture-in-picture preview of that channel. Navigate to the desired icon using the remote and click Select on the remote for quick and easy return to the show you were on before.

TO ACCESS RECENTLY WATCHED FROM THE MAIN MENU

Apple TV: Swipe down on the touchpad.

Android TV & Amazon Fire TV (and Stick): Press the Down directional button again.

GUIDE

The guide is reminiscent of traditional television in that it is a channel-based way to browse live and upcoming content as well as filter content by movies, sports, kids or subscribed channels.



TO NAVIGATE THE GUIDE

Apple TV: Swipe left/right to navigate backward or forward in time. Swipe up/down to navigate through the channel numbers.

Android TV & Amazon Fire TV (and Stick): Press right/left to navigate backward or forward in time. Press up/down to navigate through the channel numbers.

When a live program is highlighted, press the select button once for a quick show description. If the show is on now, a live sample of the show will display to the right of this information for a sneak peek. Inside the quick view, you can also set recordings as well as go to the full show or movie details page.

If you navigate to the far left of the guide screen past "On Now", a pop-up overlay will appear for **Replay TV** (see page 11). Press select button on your remote to explore the Replay content by channel.

SHOWS

The shows section is organized in a picture tile display for easy viewing. Episodes and series are organized into horizontally scrolling rows according to show type or genre. These include:

Recordings: This is another place to view content recorded by profile on the account. They are displayed in reverse chronological order with the most recently recorded on the left and older content on the right.

On Now Rows: Quickly see what is live for categories like Sports, News, Kids

TV Genre rows: Browse through series and episodes by type including Action, Drama, Reality, etc. Navigate this area with the up/down and left/right on the remote.

Once a show is selected, press the Select button on the remote to see more options regarding the desired content. Browse individual episodes by season, select an episode to play, view more details like actors or air dates, or set a recording if the show has yet to air.

MOVIES

The movies section is also organized in a picture tile display for easy viewing. Content is organized into horizontally scrolling rows according to show type or genre. Typically, these include:

Recordings: This is another place to view content recorded by profile on the account. They are displayed in reverse chronological order with the most recently recorded on the left and older content on the right.

TV Genre Rows: Browse through series and episodes by type including Action, Drama, Comedy, or Sci-Fi.

Navigate this area with the up/down and left/right function on the remote.

Select “browse all” to see all available content. This list will display all available movies, including Replay titles, recorded, and upcoming.

Once a movie is selected, press the Select button on the remote to see more options regarding the desired content. If the movie has not yet aired, you can set it to record from this screen.

REMOTE CONTROLS

Swipe down on Apple, or Press the Select Button for Android remotes when watching Live TV, open controls to play/pause, seek and more. This is also how to enable closed captions and other accessibility settings.

CHANGE CHANNELS UP ONE OR DOWN ONE FROM LIVE TV VIEW

Apple TV: Swipe up/down

Android TV & Amazon Fire TV (and Stick): Press up/down directional controls. Go to the Guide to scroll more quickly.

TO ACCESS MAIN MENU

Apple TV: Press the “Menu” button on the remote to get to the Main Menu while watching live TV.

Android TV & Amazon Fire TV (and Stick): Press the Down direction button.



NOTE: Your remote control may be different than those above. These are the most popular device recommendations.

HD CONTENT

connectTV includes HD content with the service. If we receive the channel in HD, we broadcast it to you in HD. No extra channels, costs or hassle.

RESTART TV

connectTV also offers the ability to Restart a program while in progress.

When changing to a live program that has already started, a small pop-up may appear near the bottom of the screen that reads, “Restart this program from the beginning” Select **YES** to watch from the beginning.

Click **Select** button on the remote to be taken to the beginning start time of that program.

That pop-up message will only appear for around 5 seconds. If you miss it, press the select button on your Android remote (or swipe down for Apple remotes) while watching **Live TV**. This will bring up Restart, Record and other options. Navigate to Restart using the remote and press okay to go back to the beginning of the program.

If there is not a pop-up or an option to **Restart** from the program options, then that content is restricted from **Restart** and/or **Replay TV** by the channel provider, and you will see _____

REPLAY TV

Replay TV allows access to up to 72 hours of already-played programming, depending on the availability and permissions from each content provider.*

To access **Replay TV** first bring up the Guide (pg. 9) then navigate left, or backwards in time past the **On Now** column.

A pop-up panel will appear which gives you the option to **Watch Recently Aired Programs**. Click **Replay** on the pop-up with the Select Button on the Android remote or depress touch pad on the Apple remote and the screen will transition to the **Replay TV** section.

Replay content is available up to the last 72 hours on the channel that you had highlighted within the Guide. Programs are arranged in reverse chronological order from right to left. The most recently aired program will be the first image seen. Navigate to the left for older channel content.



TO NAVIGATE TO DIFFERENT CHANNELS WITHIN REPLAY SCREEN:

Apple TV: Swipe up/down on the touch pad

Android/Amazon: Press up/down on the ring to see all content available from the selected channel.

**Each network, series, and channel has different rules as to what can be viewed and how. If a channel or program is not offered in the Replay TV section then the program is beyond the replay time window for that channel, the network itself does not allow replay, or the content provider has restricted replay content. Some networks allow for only 24 hours of replay content, and some have restricted just certain shows.*

SEARCH

The Search feature is accessed through the Main Menu and is an extremely helpful way to quickly access the show, episode, movie, or channel you seek. Search for actor/actress, title, director or genre by navigating the provided cursor to each letter and pressing Select on the remote to add it to the search parameters.

connectTV has an intuitive search program and will start recommending search results after a few letters are selected. Navigate to the results and press Select on the remote to access the desired content.

connectTV will search for the request and deliver results across all your subscribed channels including:

Live TV

Upcoming Live TV

Replay TV

DVR Recordings

NOTE: *Certain recommended devices like Apple TV 4th Generation, or the Amazon Fire Stick 2nd Generation may allow for voice search capability through the manufacturers' remote.*

DVR RECORDINGS

Set it now, watch it later. A Digital Video Recorder, or DVR, is a simple way to watch your favorite shows when it is convenient for you.

There are no limits to the number of channels that can be recorded simultaneously. The only constraint is the number of hours allowed with your subscription tier. DVR storage is shared across all profiles. Once a show is recorded, it is accessible by everyone on the account at home or on the go.

Access recorded shows on the go on nearly any Internet-connected device. connectTV allows the user to record any TV program and watch it when convenient. It also allows the user to schedule recordings, play back shows, delete and manage recordings all from connectTV devices at home or on the go through the connectTV app. The DVR allows for all the regular options like end a recording late, record only new episodes, or choose channel preferences.

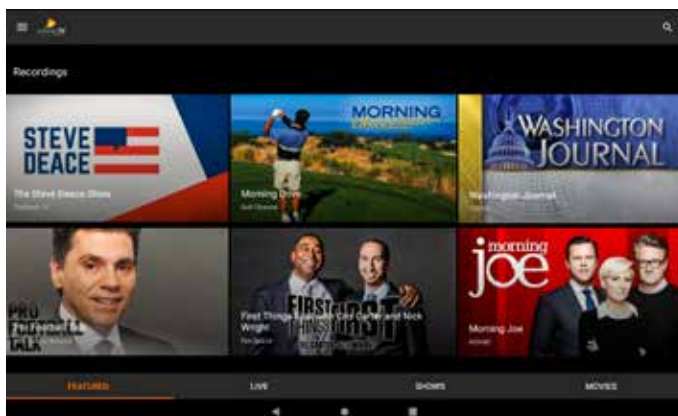
Real Time storage capacity for the account is shown at the top right of the Manage Recordings Screen.

TO SCHEDULE RECORDINGS

From a Live Program: Press the Select or OK button, or swipe depending on your remote. This will bring up a screen overlay with several options. Navigate to the Rec option and Press Select again on the remote.

From the Guide or When Browsing: Select the program to record while browsing anywhere within the Guide, Replay TV, Search or while browsing Shows & Movies. This will bring up the detailed information about that program including some options below. You should see a «Record» option, select that button to start the recording.

The next step provides a choice to “Record this program only”, or “Record future episodes”. The latter option may also provide a list of channels that the program will air. Manage the series and other recordings under Settings.



Access the Settings from the Main Menu and select **Manage Recordings** to view, edit and delete your recorded programs and series.

RECORDED PROGRAMS

All programs that are recorded and ready to watch on your device will be displayed in this section from most recent to oldest. To play a show go to a title and select “View Recordings” to see all the recordings of that particular program. Select a recording and then select “Play”.

SCHEDULED PROGRAMS

Series Recordings as well as any Individually Scheduled Recordings you have set can be found here. Press Select on any series and to bring up a list of options:

View Recordings: This is another way to get to the recorded shows for this series. From here you can play the show, view detailed info for each show, and delete. On this screen you will see an option to Delete All Recordings on the top right.

View Scheduled: These are future episodes that are set to record. View detailed info for each show, extend a particular recording time, and cancel the series recording.

Recording Options: This allows you to add/remove the channel listings from this series that will be recorded as well as add extra time to the end of the recording.

Series Info: This will bring up more detailed information for the series and an overview with some additional browsing options for this series.

From the Settings section, you can also access all of your recordings to either quickly watch, change recording options or delete recordings if you're running out of space. If you record a lot of content, you can upgrade your DVR storage capacity by calling Customer Service at 99-FIBER (337-993-4237).



WATCH TV EVERYWHERE

Watch TV Everywhere is included with your connectTV service. Get instant, full access to a wide array of TV channels, shows, series and movies available through an internet-connected desktop, laptop, tablet, mobile device, and other WiFi enabled devices.

SHARE WITH FAMILY

Each member may register up to 4 additional users after the main account is created and verified. There is no limit to the number of devices used to access each account.

Additional channels will be added as they become available. We are actively working to secure additional channels to provide you with more entertainment options.

Each station determines what content they release. TV Episodes are often available just days after they originally air, and there is no extra fee for viewing!

*You must subscribe to the corresponding channel package in order to access content from each network.

SETTINGS

The Settings menu is where to find Profiles, Manage Recordings, update parental controls and get other device-specific information.

Go to the Main menu and navigate to the right. Press Select on the Settings Icon.

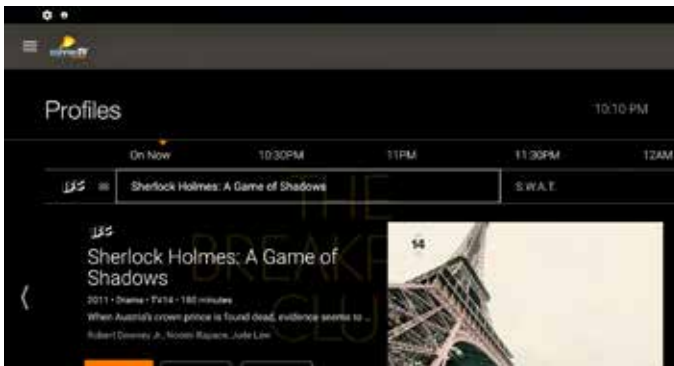
PROFILES

Set up to five (5) different profiles for various members of the household. connectTV will capture the individualized watch history for each profile and offer personalized recommendations based on content viewed.

When opening the connectTV app, one can choose which profile they wish to watch as and the experience is catered towards that particular profile's tastes and behavior.

To set up profiles, bring up the Main Menu and move over to the Settings icon and press OK or swipe with an Apple remote.

NOTE: It is not required to create a profile if a personalized experience with custom recommendations based on viewing habits is not desired. The connectTV viewing features will work with or without a profile.



PARENTAL CONTROLS

To restrict available content by ratings on connectTV, activate Parental Controls. Parental Controls constrain full view access to content rated R, TVMA or NC17 unless a PIN is entered. Full access to the content resumes after entering the correct PIN

It is highly recommended to at least set up a PIN number. This will need to be entered prior to viewing any mature content rated **R, TVMA or NC17**.

The Parental Controls setting is either enabled or disabled and is accessed through the Profile Settings in the **Main Menu**.

At first access, the user will be asked to create a 4-digit Personal Identification Number (PIN). This PIN number will be used to restrict access to the Parental Controls and mature content.

One can also change or reset their PIN from this menu.

NOTE: Content that is restricted by the Parental Controls settings will still be viewable through the Picture in Picture display. Parental Controls are predicated on the content being rated. On occasion, one may encounter some programming not rated by the content provider.

CLOSED CAPTIONING

Closed captioning provides a text overlay for all programming that provides this service.

TO ACTIVATE

Apple TV: Swipe down in the touch surface area of the remote while watching live TV. This brings up the media player controls on an overlay at the top of the screen. Navigate to the CC option in the overlay screen. Click it to toggle it on or off.

Android TV & Amazon Fire TV (and Stick): Click the Select button while watching live TV. This brings up the media player controls on an overlay screen at the bottom. Navigate to the CC option and press the Select button to toggle it on or off.

SUPPORTED DEVICES

Amazon Fire TV

Amazon Fire TV (1st, 2nd or 3rd Gen)

Amazon Fire TV Stick (2nd Gen)

Android TV

Devices running Android 4.4 or later

Apple TV

Apple TV (4th or 5th Gen)

Smartphones and Tablets

Latest Android (4.4) and iOS (10) versions required

Web Browsers

Windows

Chrome (latest version)

IE 11 or Edge

Firefox

Mac

Chrome

IE 11 or Edge

Firefox

***NOTE:** Some of the recommended connectTV devices do not have an Ethernet port. However, inexpensive ethernet adapters are available at many department and online vendors. This adapter connects to the device using a Micro USB port or similar and provides an input for a wired ethernet connection. Check the manufacturer's support and product offerings for information experience.*

FOR ADDITIONAL QUESTIONS OR ASSISTANCE WITH CONNECTV

Please call Customer Service at 99-FIBER (337-993-4237) or lusfiber.com/connectV.

CONTACT US

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NOTES



CUSTOMER SERVICE

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