


LHTC BROADBAND tv+ USER GUIDE



WELCOME TO LHTC BROADBAND tv+

LHTC Broadband tv+ is the new, full-featured video service delivered to your TV, laptop, and mobile devices, exclusively from LHTC Broadband.

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LHTC BROADBAND tv+ OVERVIEW

This guide is focused primarily on the use of “smart” boxes 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 acting on any of the instructions in this manual:

- 1** Have an active and installed LHTC Broadband Internet service subscription.
- 2** Subscribe to LHTC Broadband tv+ service through a Customer Service Representative.
- 3** Set up your password through the LHTC Broadband tv+ activation email.
- 4** Have each device you plan to use with LHTC Broadband tv+ activated with their appropriate accounts (iTunes, Google, Amazon, etc.).
- 5** Have all devices you intend to use connected to a television.

If you experience any problems or need to ask a question, please call a Customer Service Representative.

LHTC BROADBAND tv+ REQUIREMENTS

LHTC Broadband tv+ 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 LHTC Broadband tv+ username and password from any Internet connection to schedule or watch recorded content from your LHTC Broadband tv+ app. Some networks will allow out-of-home viewing. Visit our website for a full list of channels. You can also access full episodes, movies, and more online with your LHTC Broadband tv+ subscription through the included channel streaming apps, such as WatchHGTV and Hallmark Channel. For more network streaming access, visit www.watchtveverywhere.com

YOUR WIRELESS SIGNAL

LHTC Broadband tv+ is an IP-based video platform that enables high-quality video streaming inside your home. Therefore, the wireless signal strength in your home is very important to the quality of your experience with LHTC Broadband tv+.

If you schedule installation with one of our technicians, the installer will test your wireless signal and place your wireless router in the best possible location to ensure good quality service.

Please do not move your wireless router once it is installed.

If you installed your own router, you can check your wireless signal. First, install your wireless router in the vicinity of the TVs/devices you are planning to use, and then check the signal strength with a speed test app on your smartphone.

Then connect your streaming device and check the signal strength again on the device itself.





GETTING STARTED

- 1 DOWNLOAD THE LHTC BROADBAND tv+ APP**

On a “Smart” Box or mobile device, you can download the LHTC Broadband tv+ app from your device’s App store.

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 lhtcbroadband.tv
- 2 SIGN IN TO THE APP WITH YOUR USERNAME AND PASSWORD**
 - Your username is the email address you provided when signing up for your LHTC Broadband tv+ service.
 - Your password is what you entered in the LHTC Broadband tv+ activation email.
- 3 LIVE TV**

Watch and enjoy.

Once you are in the App Store, search for “LHTC Broadband tv+” and select “Download.” Once the app is installed, you’ll be able to see it on your device.

If using a streaming box provided by LHTC Broadband, the LHTC Broadband tv+ app is already pre-installed.



LIVE TV

CHANGE THE CHANNEL

Channel surfers will appreciate that LHTC Broadband tv+ allows for moving up or down to the closest station.

Apple TV: Swipe right/left

Evo Force 1, Android TV & Amazon Fire TV (and Stick):

Press up/down directional controls.

PAUSE LIVE TV

Once a channel begins to play, you can pause live content with your remote for up to 60 minutes. After 60 minutes of pause time, the channel will automatically play whatever is currently live.

STANDBY

After four hours of continuous viewing on the same channel with no remote control activity, LHTC Broadband tv+ will ask you to press any button on the remote to continue broadcasting content. If you do not press a button on the remote after this period of inactivity, the LHTC Broadband tv+ app will close and revert to the home screen of the device.

MAIN MENU

TO ACCESS THE MAIN MENU

Android TV & Amazon Fire TV (and Stick):

Press the Menu button. On the Fire Stick, this is the round button with three lines on the far right.

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

THE MAIN MENU HAS FIVE IMMEDIATE OPTIONS:

1. **Guide:** The traditional channel listing 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.
2. **Shows:** Browse live, upcoming, and recently aired (but still accessible) shows by categories such as "What's on Now," "Action," "Drama," etc.
3. **Movies:** Browse live, upcoming, and recently aired (but still accessible) movies using the same category search as above.
4. **Profile Settings:** Manage settings such as DVR Recordings, Parental Controls, User Profiles, and other information here.
5. **Search:** Explore live, upcoming, recorded, and restart content across the entire app by show, movie, actor, channel, etc.

RECENTLY WATCHED

Your **Recently Watched** list is located 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 a quick and easy return to the show you were on before.

TO ACCESS RECENTLY WATCHED FROM THE MAIN MENU

Evo Force 1, Android TV & Amazon Fire TV (and Stick):

Press the down directional button again.

Apple TV:

Swipe down on the touch pad.

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

Evo Force 1, 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.

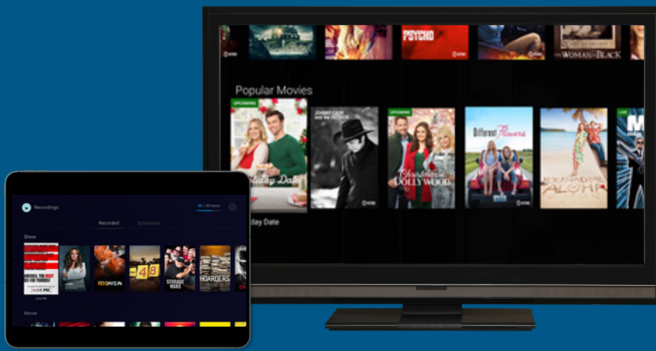
Apple TV:

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



When a live program is highlighted, press the **Select** button once for a brief show description. If the show is currently airing, a live sample will display to the right 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 **Restart TV** (see page 9). Press the **Select** button on the remote to explore the **Restart TV** 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:

On Now rows: Quickly see what is live for categories like Sports, News, Kids, etc.

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-file display for easy viewing. Content is organized into horizontally scrolling rows according to show type or genre. Browse through movies 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 restart-enabled 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 to open controls, to play/pause, seek, and more. This is also how to enable closed captions and other accessibility settings.

CHANGE CHANNELS UP OR DOWN FROM LIVE TV VIEW

Evo Force 1, Android TV & Amazon Fire TV (and Stick):

Press up/down directional controls. Go to the Guide to scroll more quickly.

Apple TV: Swipe right/left.

TO ACCESS MAIN MENU

Evo Force 1, Android TV & Amazon Fire TV (and Stick):

Press the up or down direction button.

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

Amazon Fire TV



Evo Force 1



Apple TV



NOTE: Your remote control may be different from those pictured above. These are the three most popular recommendations for customers using set-top box devices.

RESTART TV

LHTC Broadband tv+ also offers the ability to restart a program already 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, “Play from the beginning?”

Select **“Yes.”**

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

The **Restart** pop-up message only appears for around five seconds. If you miss the pop-up, 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 **“OK”** to restart the program.

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

***NOTE:** 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 Restart TV section then either the program is beyond the Restart TV window for that channel, the network itself does not allow Restart TV, or the content provider has restricted Restart TV content. Some networks only allow for 24 hours of Restart TV content, and some have restricted certain shows.

REPLAY TV

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

To access Replay TV, pull up the Guide (page 6) 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.

Programs are arranged in reverse chronological order from right to left. The most recently aired program will be the first image seen.

TO NAVIGATE TO DIFFERENT CHANNELS WITHIN REPLAY SCREEN:

Evo Force 1, Android TV & Amazon Fire TV (and Stick):

Press up/down to see all content available from the selected channel.

Apple TV: Swipe up/down on the touch pad.



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. You can 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.

LHTC Broadband tv+ 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.

LHTC Broadband tv+ will search for the request and deliver results across all your subscribed channels including:

- Live TV
- Restart TV
- Upcoming Live TV
- DVR Recordings

NAVIGATING TO A CHANNEL

While watching a Live Channel on the LHTC Broadband tv+ app, hold down the center button in the circle to activate the search option. Then navigate to each letter to type out the desired channel or hold down the “Voice” icon on the remote and state the channel to find it.

***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’ remotes while in the Stream TV Search function.



HD CONTENT

LHTC Broadband tv+ offers HD content with your LHTC Broadband tv+ service. If we receive the channel in HD, we broadcast it in HD.

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 your recorded shows on nearly any Internet-connected device. LHTC Broadband tv+ allows the user to record selected TV programs and watch them when convenient. It also allows the user to schedule recordings, play back shows, delete, and manage recordings all from LHTC Broadband tv+ devices at home or on the go through the LHTC Broadband tv+ app. The DVR allows for all the regular options like “end a recording later,” “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.

DVR RECORDINGS

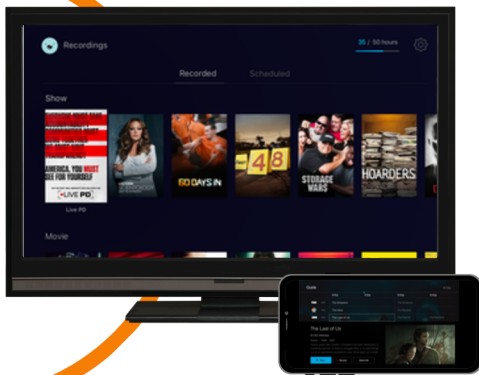
TO SCHEDULE RECORDINGS

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 this option 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 on.



***NOTE:** Some networks may not allow out-of-home viewing of DVR recordings.

If you find that you are recording a lot of content, you can upgrade your DVR storage capacity by calling a Customer Service Representative.

TO MANAGE RECORDINGS

From the Main Menu select **Profile** Icon to view, edit, and delete your recorded programs and series.



Recordings:

All the recorded programs that are 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 press **Select** to see all the recordings of that particular program. Then select **Play**. Here you can also choose Info, Delete or Save for each episode.

Recording Options: After you selected a recording you can choose Recording Options to record New Only or New & Reruns. The user may also indicate the channels on which they would like to record the series and whether they would like to extend the recording on an ongoing basis.

Cancel Series Recording: When selected, a message will appear requesting confirmation that the user would like to setup an ongoing recording for or cancel all future recordings. This action does not delete any recordings.

Delete All Recordings: When selected, a message will appear requesting confirmation that the user would like to delete all existing episode recordings. This action does not affect the status of ongoing scheduled recordings.

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.

Saved: Save your recordings to keep them as long as you like by clicking ‘Save’ to prevent them being automatically deleted after 180 days. You can save up to 10 hours of recordings.

Deleted: Deleted recordings will temporarily be here until automatic permanent deletion.

Multiview

Multiview let's you watch up to four live video feeds simultaneously on a single screen.

TO USE MULTIVIEW

Select the "MultiView" menu item from main navigation to access the feature. (On first entry to the MultiView screen, a tutorial overlay is displayed.)



The MultiView screen displays the four most recently watched live channels in a grid layout. Each channel is shown in a quadrant (tile) labeled as follows:

- Top-Left:** Either the currently playing channel or the most recently watched one.
- Top-Right:** The second most recently watched channel.
- Bottom-Left:** The third most recently watched channel.
- Bottom-Right:** The fourth (oldest) recently watched channel.

When first opening MultiView, the Top-Left quadrant is highlighted with a white border, and its audio plays. Each tile shows the channel's logo, number, and current program title.

To navigate in Multiview:

Use the remote's arrow keys. Moving focus to another tile will:

- Highlight the new tile with a white border.
- Switch audio to that channel.
- Display its program title prominently.

To exit Multiview:

There are two ways to exit the MultiView screen.

- Select a channel to watch in full-screen:**
 - Highlight a section (tile) and press **OK/Select** on your remote. This switches you to that channel in full-screen mode.
- Return to the home screen or video:**
 - Press the **Back button** to go back to the home screen (Main Navigation). From there, pressing **Back again** closes the home screen and returns you to your last watched video (e.g., live TV, recordings, or on-demand content).



Sports Hub

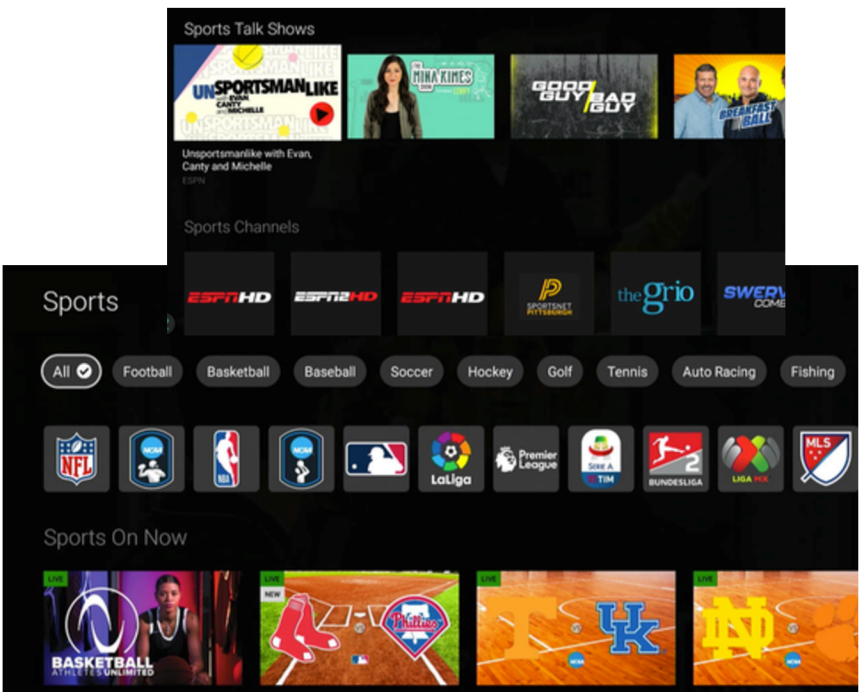
Bring all your favorite sports together in one place!

All-in-One Access: Discover and enjoy all your favorite sports content from a single screen.

Filter by Sport: Easily find content by sport and view aggregated content by league, including NFL, NBA, MLB, Premier League, and more.

Stay Ahead of the Action: Carousels show what's on now, what has aired, and what's coming up, so you never miss a moment of the action.

Seamless Experience: Instantly access live games, check scores, and stay updated with real-time stats.





WATCH TV EVERYWHERE

WATCH WITH ANY (OR ALL) OF THESE DEVICES!

Watch TV Everywhere is FREE with your LHTC Broadband tv+ service. Watch TV Everywhere provides instant access to streaming TV shows, series, and movies available through an Internet-connected PC, laptop, iPad, iPhone, Android, or other WiFi device.

REGISTER FIRST

Before gaining full access, LHTC Broadband tv+ customers must register and create a user account. You will need your LHTC Broadband tv+ account number, which is on your billing statement.

Visit www.watchtveverywhere.com to activate your account.

SHARE WITH FAMILY

Each member may register up to four 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 with other providers 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 unlike Hulu Plus or Netflix®, 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 other device-specific information.

Go to the **Main Menu** and navigate to the recordings tab. Once there, select the **Settings** icon in the top right of the screen.

PROFILES

Create up to five different profiles for various members of the household. LHTC Broadband tv+ will capture the individualized watch history for each profile and offer personalized recommendations based on content viewed.

LHTC Broadband tv+ profiles work similarly to Netflix® profiles, whereupon opening the LHTC Broadband tv+ app, you can choose which profile to watch and the experience is catered towards that particular person'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.

PARENTAL CONTROLS

To restrict available content by rating on LHTC Broadband tv+, activate Parental Controls. Parental Controls constrain full-view access to content rated R, TVMA, or NC17 unless a Personal Identification Number (PIN) is entered. Full access to the content resumes after entering the correct PIN.

It is highly recommended to set up a PIN number. This PIN 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. You can also change or reset your PIN from this menu.



CLOSED CAPTIONING

Closed Captioning (CC) provides a text overlay for all programming that provides this service.

TO ACTIVATE CC

Evo Force 1, 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.

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 CC to toggle it on or off.

NOTE: It is not required to create a profile if you do not wish to have a personalized experience with custom recommendations based on your viewing habits. LHTC Broadband tv+ viewing features will work with or without a profile.

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.



SUPPORTED DEVICES

Evo Force 1 Streaming box

Amazon Fire TV

- Amazon Fire TV 3rd Gen
- Amazon Fire TV Cube (Gen 1, Gen 2)
- Amazon Fire TV Stick (2nd Gen, 3rd Gen, 4k, 4k Max, Basic, Lite)

Apple TV

- Apple TV 4k (5th Gen)
- Apple TV (4th Gen)

Android TV-Retail Set-top box

- nVidia Shield TV and Shield TV Pro
- Xiaomi MiBox, MiBox S 4K HDR
- Ematic Jetstream

Android TV-Streaming Stick

- TiVo Stream 4k
- Chromecast with Google TV (2020+)

Mobile

- Android 11+
- Google Pixel (various)
- Samsung Galaxy S9+, Note 9+, Tab 5SE, S6
- Apple devices running iOS 14 and/or iPadOS 14 or higher

Web Browsers

- Chrome
- Firefox
- Edge
- Safari

Television

- Android TV (Certain models of Smart TVs: Philips, Sony, Sharp, and Hisense)
- Amazon Fire TV (Certain models of 4-series 4K, Element and Insignia)
- Samsung Smart TV (Certain models of Tizen OS 5.0+ - model year 2019 and greater)
- LG Smart TV (Certain models of webOS 4.5+ - model year 2019 and greater)