

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.

TABLE OF CONTENTS

LHTC Broadband tv+ Overview	2
Your Wireless Signal	3
Getting Started	4
Live TV	5
Main Menu	5
Recently Watched	6
Guide	6
Shows	7
Movies	7
Remote Controls	8
Restart TV	9
Replay TV	9
Search	10
HD Content	11
DVR Recordings	11
Scheduling and Managing Recordings	12
Watch TV Everywhere	13
Settings - Profiles	14
Settings - Parental Controls	14
Settings - Closed Captioning	14
Supported Devices	15



WELCOME TO 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 smart phones, 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 on 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 15 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.

Some of the recommended LHTC Broadband tv+ devices do not have an Ethernet port.

However, an Ethernet adapter is available at many department stores and online. This adapter connects to the device (TV, tablet, etc.) using a Micro USB port, or something similar, and provides an input for a wired Ethernet connection. Check the manufacturer's support materials and product offerings for more information.





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 devices’ 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 lhtcbroadbandtv+.com

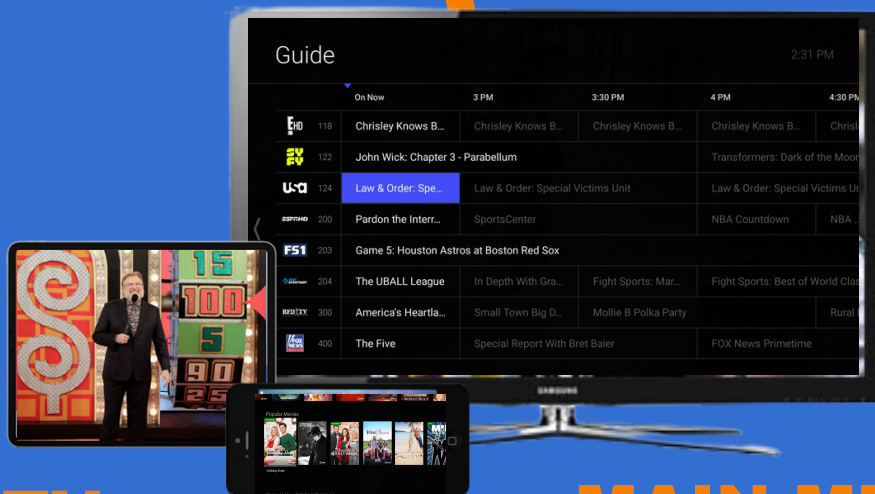
Once you are in the App Store, search for “LHTC Broadband tv+” and select “download.” Once the app is installed, you’ll be able to see it on your device.

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.



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

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.

STANDY

After eight hours of consistent 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

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

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.

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

Apple TV:

Swipe down on the touch pad.

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.

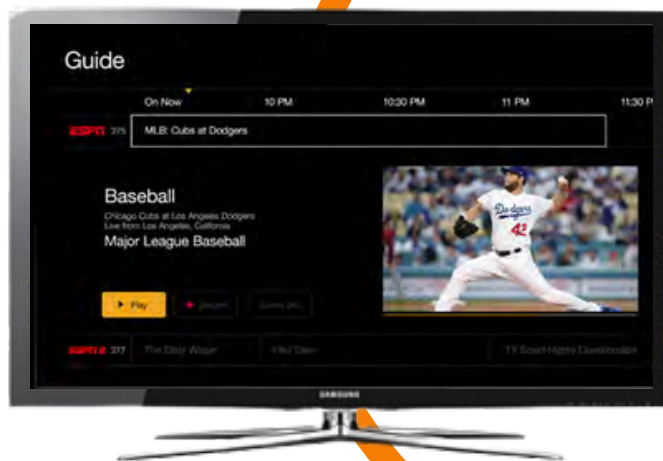
Android TV & Amazon Fire TV (and Stick):

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 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:

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

Movie Genre rows: 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 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, 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

Apple TV: Swipe right/left.

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 go to the Main Menu while watching live TV.

Android TV & Amazon Fire TV (and Stick): Press the up or down direction button.

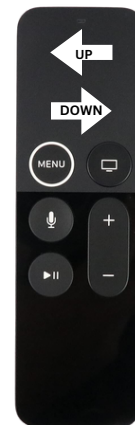
Amazon Fire TV



Android TV



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, “Restart this program 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:

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

Android TV & Amazon Fire TV (and Stick):

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

