connecTV

POWERED BY **LUS FIBER**

Quick Start Guide

Manage My Account

To create a bill pay account, visit lusfiber.com and click **Bill Pay.** Follow the instructions to create your username and password.

Use the space provided to write down your credentials. You will use the same information for logging into **connecTV.**

ACCOUNT #: _____

BILL PAY
USERNAME: _____

BILL PAY
PASSWORD: _____

If you have questions, please call 99-FIBER (337-993-4237), available 24/7.

Billing

Your First Bill

Please expect your first bill to be higher than usual.
It will include:

- Partial month charges from your install date until your first bill.
- A full month's charge for the next cycle period.
- All applicable taxes and fees.
- Any one-time charges.

After your first bill, your monthly charges will stay the same unless you purchase one-time services or add new services.

You may view and pay your bill online anytime. Visit lusfiber.com and click **Bill Pay.**

Getting Started

To get started with **connecTV**, you will need:

- An active, installed LUS Fiber internet service subscription.
- A **connecTV** subscription through LUS Fiber.
- Your username is your email address on file. Check for a Welcome from LUS Fiber email detailing how to set-up your password. Write this information down for future reference.

CONNECTV
USERNAME: _____

CONNECTV
PASSWORD: _____

- The device you plan to use with **connecTV** activated on the appropriate accounts (iTunes, Google, Amazon, etc.)
- Each device/box you intend to use connected to a television.

Initial Setup

- Download and install the **connecTV** App from your platform store (Apple App Store, Google Play Store, Amazon App Store, etc.)

- Sign into the **connecTV** app with your username and password.
- Create a profile by entering a name and choosing an avatar. You can add up to 4 additional user profiles.
- Relax and enjoy your enhanced TV viewing experience!

Watching Live TV

- connecTV features a Guide that allows you to move up or down to the adjacent station.

For more details on watching Live TV using FireTV, AppleTV, laptop, mobile device, and more, go to lusfiber.com.

TV

Video On Demand

Open the **connecTV** app. You can select Movies or Shows for a list of current Video On Demand titles. On mobile, click the second icon from the left at the bottom of your screen. You can browse On Demand by Shows or Movies. Simply click the links at the top of the screen to navigate through the list of titles.

TV Everywhere

Watch TV everywhere is included with your **connecTV** 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.

Unlimited DVR/Recordings

Real-time storage capacity for the account is shown at the top right of the Manage Recordings screen.

To schedule recordings from Live TV, press the Select, or the OK button (depending on your remote). Navigate to the Rec option and press Select.

Select the avatar icon to manage and view your recordings. Access the Settings from the Main Menu and select Manage Recordings to view, edit, or delete your recorded programs.

connecTV App

Control your TV from your phone

Make the most of your smartphone. Access the program guide up to 10 days in advance, manage and schedule recordings for your cloud DVR, and use your mobile device as your remote control. You can see what's currently playing and recording on each TV and you can also manage your existing parental controls.

Get The Most From Your Devices

You now have enough bandwidth for your entire home to clock speeds totalling up to 10 Gbps. To put that number in perspective, check out the typical speeds you can expect when using these common devices.

	DEVICE	WIRELESS STANDARD	TYPICAL SPEED
	Gigabit Capable PC (Hardwired)	N/A	750-990Mbps
	Latest Tablets (0-1 yrs old)	802.11ac	150-300Mbps
	Latest Smartphones (0-1 yrs old)	802.11ac	90-300Mbps
	Laptop (0-1 yrs old)	802.11ac	150-300Mbps
	Gaming System (PS4,XBOX, ONE)	802.11n	70-100Mbps

Troubleshooting

Having issues with your service? Try performing some of these actions to get back up and running.

Internet

SYMPTOM	FIX
No Internet Connectivity or WiFi / wireless	Plug device directly up to router or reboot device.

SYMPTOM	FIX
My internet is buffering while watching programs	Reboot your wireless router by unplugging the router for 10 seconds. Then plug the router back in and wait for the router to completely reboot. This should correct the issue. For the best viewing experience, forgo using your WiFi, and plug your device directly into your internet connection using an Ethernet cable.

TV/Video

SYMPTOM	FIX
Remote control not changing channels	Check the TV input to ensure you are viewing the input with the streaming device connected (ie. HDMI 1, HDMI 2, etc.)

SYMPTOM	FIX
TV shows blank screen	Unplug the device, then plug back in and let the system reload.

Still having issues?

Call technical support at **99-FIBER (337) 993-4237.**

If you have questions or need assistance with any of these steps, please contact our support team at 99-FIBER (337-993-4237). They are available 24 hours a day, 7 days a week.

For a complete **connecTV** User Guide, go to: http://lusfiber.com/connectv.

Help & Support

Online

lusfiber.com/connectv

Phone

24/7 Technical Support - 99-FIBER (337-993-4237)

Walk-in

1875-B W. Pinhook Road
2701 Moss Street
Monday through Friday, 8:00 AM – 5:00 PM