Getting Started

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

- Your **connecTV** subscription from LUS Fiber.
- Your UL-Lafayette email address (ULID@louisiana.edu) is your Username. Check this email for a welcome from LUS Fiber detailing how to set up your password. The email link will expire after 24 hours. If the link has expired, you may click "Forgot Password" to set up your password. Write this information down for future reference.

CONNECTV
USERNAME: _____
(This is your ULL email address)

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.) You may need to type **connecTV powered by LUS Fiber** in order to locate it in the App store.

- 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.

Call 99-FIBER to add packages or premium channels.

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.

Help & Support

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: lusfiber.com

Online
lusfiber.com

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

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

Troubleshooting

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

TV/Video

SYMPTOM	FIX
No internet connectivity or WiFi / wireless	Plug device directly up to router or reboot device.

SYMPTOM	FIX
Unable to login to my connecTV App	Visit connecTV.lusfiber.com. Use your UL email address for your username, and click "Forgot Password" to reset your password.

SYMPTOM	FIX
My internet is buffering while watching programs	Verify connection is good. 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.

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.

Call 99-FIBER for technical assistance.