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.

  ![Connectv App Icons]

- 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.

Troubleshooting

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

**TV/Video**

<table>
<thead>
<tr>
<th>SYMPTOM</th>
<th>FIX</th>
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| No internet connectivity         | Plug device directly up to router or reboot device.
| or WiFi / wireless               |                                                   |
|                                  |                                                   |
| 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. |
|                                  |                                                   |
| My internet is buffering         | 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. |
| while watching programs          |                                                   |

**SYMPTOM**

**FIX**

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**FIX**

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

Call 99-FIBER for technical assistance.