



Reference Guide & FAQs

V-tv provides users with an exceptional cable-viewing experience like none other. V-tv allows users to watch cable through traditional means as well as on a variety of different devices, no matter the location.



High Definition



Grid Guide



Recorded DVR



Search



YouTube



Restart TV



On Demand



Streaming

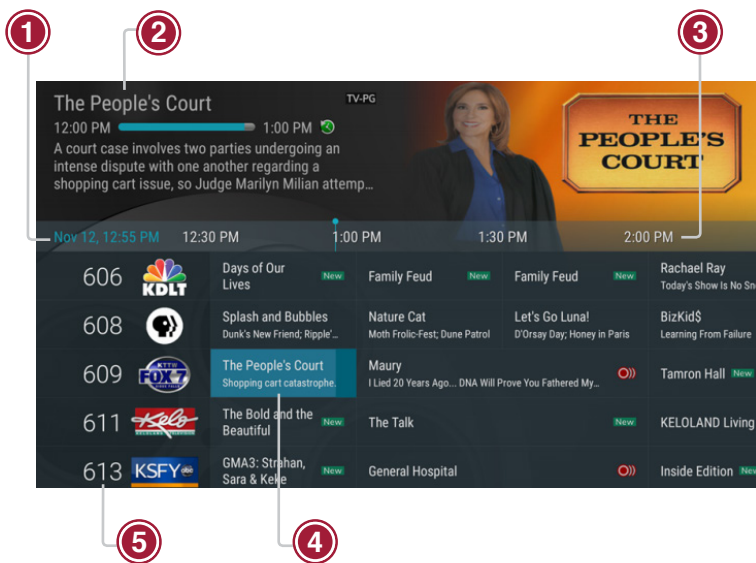


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Add-On Features

- **Restart TV** – \$3/month
Pause/rewind/restart/fast forward live tv.
- **Web Access** – \$3/month
View live tv and recordings as well as set up future recordings.
- **Cable Box** – \$5/month
- **Over the Top Streams**
Watch content from a supported Firestick, mobile device, or Roku device.
1 stream for \$3/month, 3 streams for \$6/month, 6 streams for \$8/month, 9 streams for \$10/month, and 12 streams for \$12/month
- **DVR**
Save shows to watch later; recordings can be saved for up to 180 days (6 months).
50 GB storage (up to 30 hours) with 1 concurrent recording for \$3/month, 250 GB (up to 150 hours) with 3 concurrent recordings for \$6/month, 500 GB (up to 300 hours) with 5 concurrent recordings for \$11/month, and 1 TB (up to 600 hours) with 7 concurrent recordings for \$15/month.



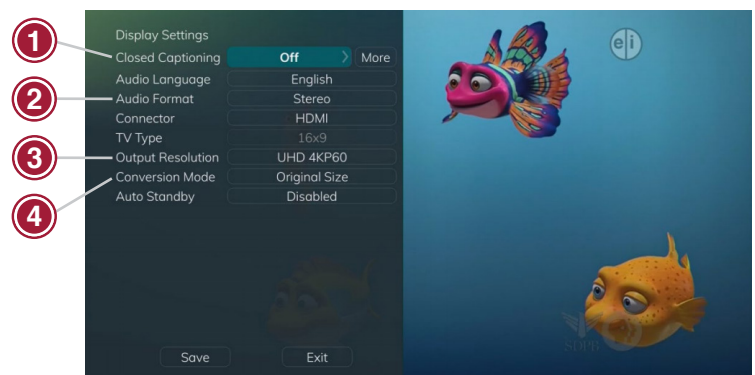
Grid Guide GUIDE

- 1. Date and Time** – See the current date and time so you know how long until the next show starts.
- 2. Show Information** – Details on the current show playing, including episode rating, and amount of time in episode.
- 3. Timeline** – Timeline of what time episodes will air. Blocks are in 30-minute increments.
- 4. Current Episode** – Name of episode currently playing showing how much longer episode will air for. Selection is highlighted in a different color with the lighter section being the elapsed time of the episode.
- 5. Station** – List of available stations. Channels are in numerical order based on channel specialty.

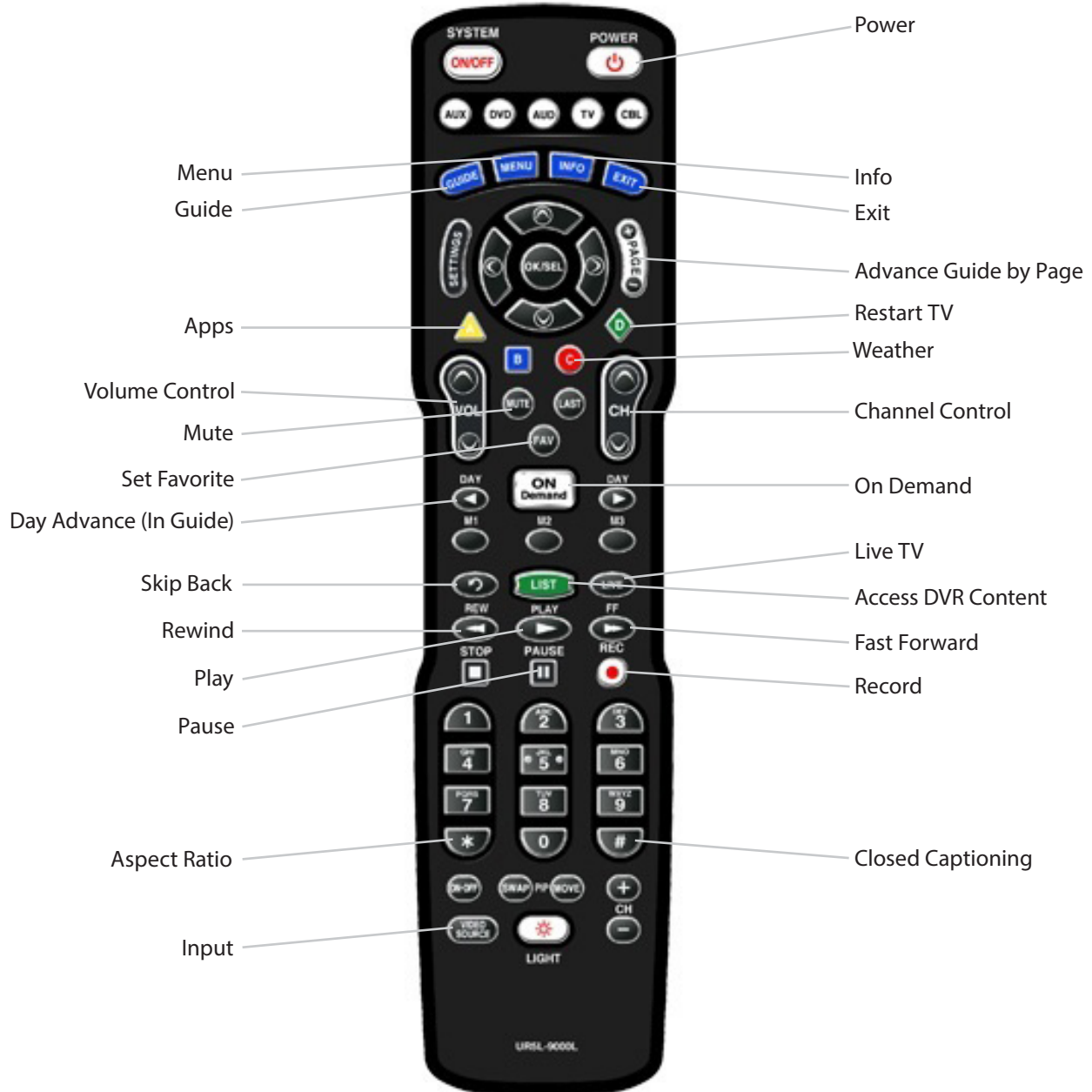
Display Settings

To access Display settings, press the “Menu” button on the remote then scroll down to “Settings” then click on “Display”.

- 1. Closed Captioning** – Turn on and off the closed captioning for the system. Click on “More” for Closed Caption settings.
- 2. Audio Format** – Change how the audio is formatted for the system.
- 3. Output Resolution** – The format for how the picture is displayed. The quality of the picture.
- 4. Conversion Mode** – How the picture fits on the screen. It is recommended to set this to “Fit to Screen” or “zoom”.



Control the Remote



Stream on Roku and Amazon Devices

Easily set up the streaming app on Roku or Amazon device. For installation assistance please refer to future sections of this brochure.

MyTVs

Download the MyTVs on supported Apple and Samsung smartphones then sync the device to an account to take cable and recordings on the go.

FIRESTICK

Show Selection Options

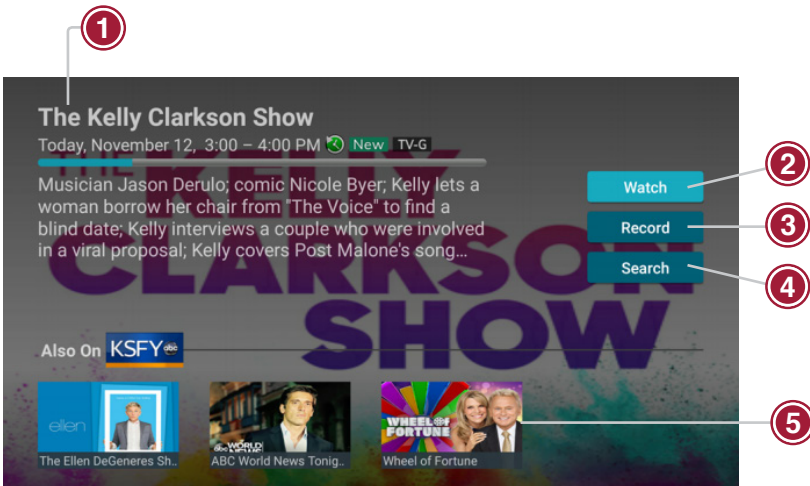
1. Show title and information – Shows the time frame of the episode as well as the show title and information.

2. Watch – Begin playing the selected show.

3. Record – This will bring up different options to select parameters for recording the current episode and future episodes.

4. Search – Search for upcoming shows with the same or similar name.

5. Suggested – shows on the same channel similar to the current selected show.



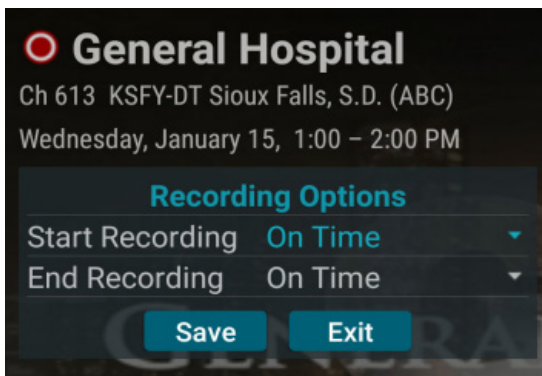
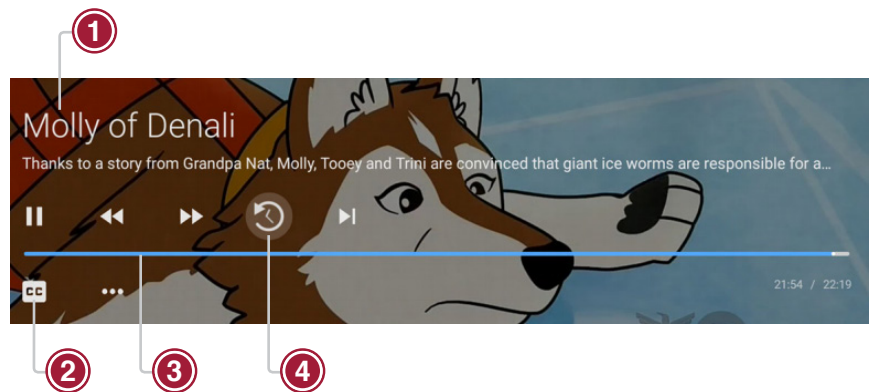
In-Show Information

1. Title – Show title and brief description of the episode.

2. Closed Captioning – Quick access to turn on and off closed captioning.

3. Timeline – Quickly see how much of an episode has elapsed and how many minutes are left in an episode.

4. Trick Play – Pause, rewind, fast forward, restart, and skip ahead live content (if feature is enabled).



Recorded DVR

Enjoy watching recorded content straight from a supported Amazon Firestick. Watch content recorded from any linked stream set top box, Amazon Firestick, Roku, mobile device, or computer.

To access DVR press the list button on the Amazon Firestick remote while viewing the channel guide. Then, navigate to the right to "Recordings".

Note: an active DVR subscription is needed to access DVR content.

Firestick Remote



App Installation

To install the app for Firestick first navigate to the Firestick home screen. From here search for "Search" or "Find". Search for either "Vtv" or "Velocity". The app's icon will be the "Vtv" logo. Once the app is launched, click on "Get".

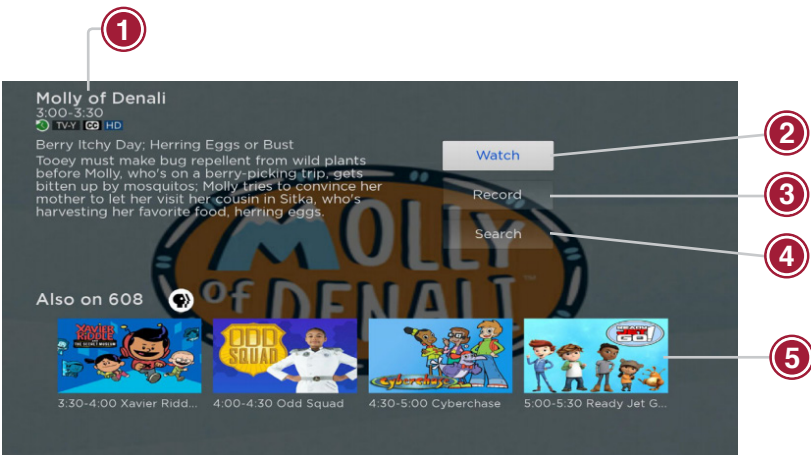
Once the app loads the app will request a device code. From another device that is linked to the service under "Settings" generate a device code and input this into the app on Firestick. Once the account is linked the channel guide will display.

Channel Search

While viewing the channel guide press and hold the center select button on the remote to access the ability to quickly type in a channel number to quickly tune to a favorite station.

Video On Demand

Access Video On Demand by selecting the List button on the remote while viewing the guide to access Video On Demand. View shows by various categories such as: Ending Soon, Just In, or by station. This option will be available for all subscribers.



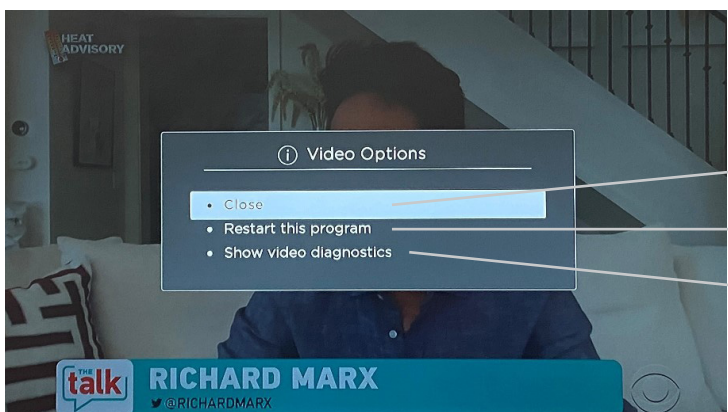
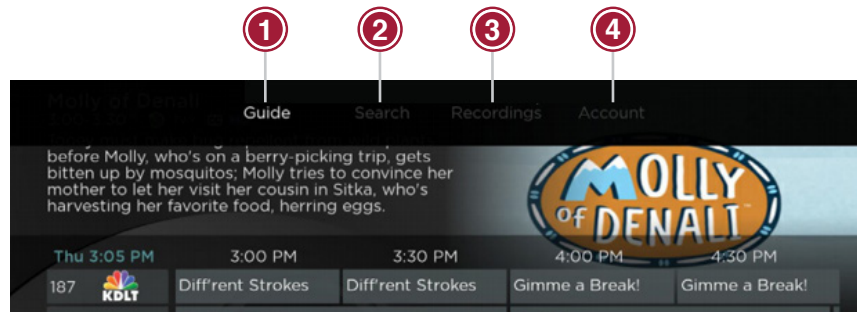
Show Selection Options

- 1. Program Information** – See what show was selected, and a brief description of the episode.
- 2. Watch** – Select to watch the selected show.
- 3. Record** – Set recording parameters for the selected show.
- 4. Search** – Search for other shows by keyword.
- 5. Similar Shows** – View other shows airing on the same station.

Tab Bar

To access menu press the return button on the Roku remote while in the guide.

- 1. Guide** – Access to the channel guide to view upcoming shows.
- 2. Search** – Search for upcoming shows based on show name, actor, or similar keyword.
- 3. Recordings** – View, delete, and change settings for recorded content.
- 4. Settings** – View and adjust app and account settings. Also access registration code to activate new devices to your account.

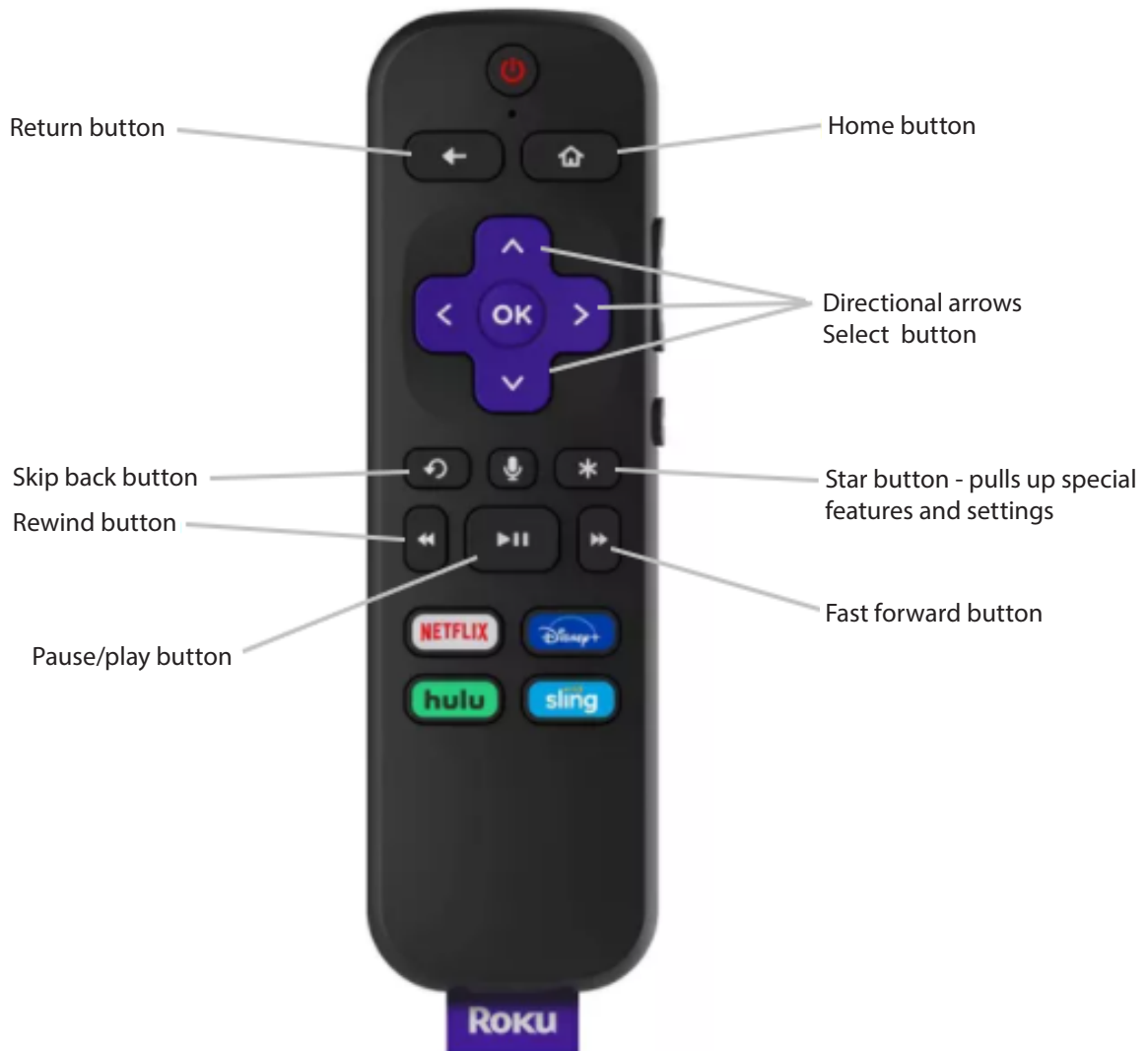


In-Show Information

To access this menu, press the right arrow button on the remote control while watching a show.

- 1. Close** – Exit menu and return to watching live TV.
- 2. Restart the program** – Restart playing the episode from the beginning (available with an active subscription).
- 3. Show video diagnostics** – shows stream information. May be used by Tech Support for troubleshooting issues.

Roku Remote



App Installation

To install the app for Roku first navigate to the Roku home screen. From here, navigate to the search screen. Search for either "Vtv" or "Velocity". The app's icon will be the "Vtv" logo. Once the app is launched, click on "Add Channel". Once the app loads the app will request a device code. From another device that is linked to the service under "Settings" generate a device code and input this into the app on Roku. Once the account is linked, the channel guide will display.

Channel Search

While viewing the channel guide press the star button on the remote then select "Jump to Channel" to access the ability to quickly type in a channel number to quickly tune to a favorite station.

Quick Guide

While watching a show, press the left arrow button on the remote to pull up the quick channel guide. This will display what is playing on nearby channels. Select one of these stations to tune to the station.

Frequently Asked Questions

Where can I find tutorial videos?

Access Video On Demand, then scroll down to "VTV Tutorial Videos", then select a video of interest.

5041 STB/Cable Box

How do I restart a show in progress?

If subscribed to Trick Play, press the Restart TV button on the remote control. Or, if in the guide press the green circle button on the remote while a show is highlighted.

How do I advance the guide by a day?

With the guide opened, press the "DAY +" or "DAY -" button.

Why do some channels have a black bar on the edge of the screen?

Most channels are broadcasted in High-Definition. However, the channels that we are unable to broadcast in High-Definition will have the black bars on the edge of the screen.

Why doesn't my guide disappear after selecting a channel?

Press "MENU" on the remote, go to "Settings", then "Guide", then under "After Changing Channel" select "Close Guide". Save the selection

How do I record content while not at home?

Sign in to iptv.goeaston.net/iptv or sign in through a mobile device through the MyTVs app.

How do I turn on Closed Captioning?

On the remote, press "Menu". Scroll down to "Settings". Scroll down to "Display". Under "Closed Captioning" scroll left or right until "On" is selected. At the bottom of the screen click "Save".


Firestick

Which Amazon devices are currently supported?*

Fire TV Stick: 3rd Gen, 4k Max, 4k Max 2nd Gen, 4k 2nd Gen
Fire TV Cube: 1st Gen, 2nd Gen, 3rd Gen

**Device compatibility cannot be guaranteed.*

How do I restart a show in progress?

After playing a show press the center button on the remote then press the restart button. 

How do I type in a channel number?

While in the guide, long press the center select button. Once the option comes on the screen type in the desired channel number then press "Next".

Am I able to surf channels?

Yes, while watching a show press the up or down button to easily scroll through stations.

Can I activate another device from my Firestick?

Yes, by navigating to "Settings" then selecting "Add Device".

How do I watch recorded shows on the Firestick app?

While in the guide, press the list button on the remote. Then, navigate to "Recordings". After selecting a show click on the "Watch" button. Similarly, a show can be deleted by selecting the "Delete" button.

Roku

Which Roku products are supported?

Current supported Roku devices are Roku Express 3900X, Premier 3920X, Streaming Stick 3810X, Ultra 4640X, Roku 4 4400X & later. *Device compatibility not guaranteed.*

How do I select a station from the guide?

Once a show is highlighted press the center select button on the remote. Then press the same button once "Watch" is highlighted.

How do I restart a show in progress?

While watching a show press the right arrow button, then select "Restart this program".

Can I activate another device from my Roku?

Yes, by navigating to "Settings" then selecting "Add Device".

How do I turn on Closed Captioning?

While watching a show, press the star button on the remote then with "Closed captioning" highlighted scroll left or right until "On always" is selected.

Can the guide be read out loud to me?

Yes, while watching a show, press the star button on the remote then scroll to "Accessibility". For "Audio Guide" scroll left until "On" is selected.

