

# VEXUS

FIBER™



The area's  
best **INTERNET**



Reliable Home  
**PHONE**



Ultimate  
**TV ENTERTAINMENT**





# WELCOME TO VEXUS

Vexus is much more than just a name. We are a different kind of company. We're a local service provider that does so much more. We invite you to Discover Different as we continue to change the game for the customers and the markets we serve.

The Vexus difference doesn't just stop with our products and services. It also extends to our people. Everyone at Vexus is 100% invested in bringing you a world-class experience from a local provider in your own community. When you call Vexus, you'll be speaking to someone who lives and works in your community.

This is an exciting time for Vexus and all of our customers. We are all working hard to make sure that we take every opportunity to deliver the products and services you need and the support you deserve. If there's anything that we at Vexus can do better for you, please let us know.

## **PRESIDENT'S PROMISE**

Our dedication to service is more than words – it's a promise. If you are ever unsatisfied with your Vexus customer service experience, call the president's hot line directly for a quick resolution.

## **REFER-A-FRIEND**

When you recommend Vexus to a friend and they become a customer, you will receive a \$75 credit! Visit [www.vexusfiber.com/referral](http://www.vexusfiber.com/referral) for more information.



## Vexus Customer Center

### REGISTER FOR WEB SELF CARE

The first time that you access Web Self Care, you will need to register with your Account Number and Zip Code of your service address. This information can be found on the first page of your bill. Click “**Register**” to start. Next, follow the on-screen instructions to set up your account.

### HELPFUL FEATURES

Once you have registered for Web Self Care, you can find helpful information about your account.

- **Account Overview:** This page will give you a general overview of your account including your Account Number, Service Address, Current Services and more.
- **Bill Pay:** Here you can make a one-time payment, set up recurring payments, and view statement details including your current and previous balances as well as payments received.
- **View Statements:** You can view and download previous statement PDF files.
- **Account Profile:** Here you can update your Web Self Care account information including your email address, billing address, password, and security question. You can also sign up for auto-pay.
- **Paperless Option:** Turning off paper statements is not only good for the environment, but it provides an extra level of security to your account. Plus, if you ever need a paper copy of your statement, you can always download one from Web Self Care.





# YOU CAN BE A VEXUS VIP.

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Your Vexus service selections and loyalty may qualify you for the Vexus VIP program!

## What do you get as a Vexus VIP?

- + A **dedicated VIP phone number and email address** that connect you directly to a real person.
- + Your service and questions are important to us. **Your calls will go to the front of the line.** If we can't resolve your issue within 24 hours, you get a free month of the monthly service protection plan.
- + **Annual whole-home WiFi certification and monthly health check of your Internet service**, to make sure your Vexus services are working seamlessly and to your satisfaction.
- + **Free installation when you add new Vexus services to your account!** Get the fastest Internet speeds, best TV, or most reliable phone services installed for FREE.
- + **VIPs get first access to new Vexus products and services!**
- + **Exclusive Vexus VIP swag, and monthly prize drawings for VIPs.**

**FOR MORE INFORMATION:**  
**VexusFiber.com/VIP**



# FIBER INTERNET

## High-Speed Fiber Internet

### INTERNET SPEEDS TO FIT YOUR NEEDS

Faster, more secure, and more reliable. Exceptional bandwidth supports all your connected devices. Speeds up to 1 Gig.

### SYMMETRICAL SPEED

Uploading and downloading at the same speed means greater accessibility and less wait time.

### NO DATA CAPS

We believe it's your Internet and you should use it how you want to. Share photos, stream movies and play online games as much as you want without worrying about data caps or overage fees.

### SERVICE PROTECTION PLAN

Things like everyday wear and tear can cause damage to the wiring and jacks inside your home. For less than 25¢ per day, you get peace of mind and protection against unexpected repair costs.



# Boost Managed WiFi

## GETTING STARTED

Get complete managed WiFi for your home so that you can easily change your WiFi password, create guest networks, set parental controls and more!

- **Whole-home coverage** that will eliminate any dead spots.
- **Manage your home's WiFi with Boost app.** Available on iTunes or Google Play.
- **Control your WiFi network** with the power of your voice using Amazon Alexa and the eero skillset.
- **Parental Controls**, including time blocking, and website/URL blocking.
- **Network visibility.** See who is on your network at any time.
- **Device binding** allows you to deal with devices by family member.
- **Easy set up** by one of our expert technicians. Equipment is included.
- **A certified BOOST technician** will set up security features, firewalls and encryption to protect your network.
- **24/7 Support** is only a call or a click away. If we can't help remotely, an on-site visit can be scheduled to get you back online quickly.



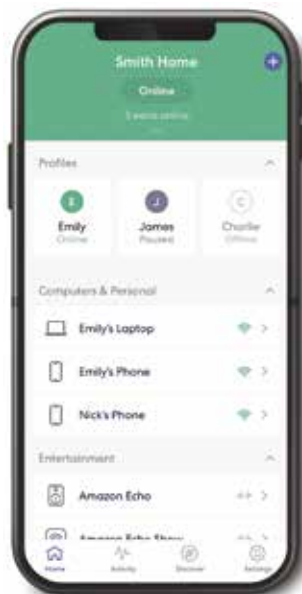


## Boost Managed WiFi Setup

### TAKE CONTROL OF YOUR NETWORK

Add all your devices, create profiles, run a speed test, and stay on top of what is happening. With the eero app, you can easily manage and monitor all your connected devices.

- Tap the blue + button to add a device, set up a profile to manage a group of devices, and invite a guest to share your network.
- Tap Activity to run a speed test on your network access additional security options.
- Tap Settings to change your network name and password and access additional features of your eero network.



### ENABLE GUEST ACCESS

Guest access allows you to quickly share your network with friends, family and other guests.

Every eero network has a main and guest network. Both networks can be shared with others.

Enabling Guest Network gives you a separate network that is isolated from your main one.

- Open the eero app and tap the blue + button
- Tap Invite a Guest
- Toggle on the Guest Network
- Provide a Name and Password
- Share the network details with a QR code or send an invitation for others to join the network







## GROUP DEVICES USING PROFILES

Create profiles and use schedules to manage screen time for your household. Simply manage internet time for each individual in your home with Family Profiles.

- Open the eero app and tap the add button
- Tap Add a Profile
- Follow the in-app steps
- Once all the devices have been selected, tap Save

After a profile has been created, you can use schedules to manage screen time. To create a schedule:

- Tap on a profile
- Tap Add a Scheduled Pause
- Tap the button to enable the schedule
- Give the schedule a name, start time, end time, and select the days of the week to enforce
- Tap Save

To delete a schedule, tap back into the schedule and tap Delete, Schedule and confirm.

## SET UP NOTIFICATIONS FOR YOUR NETWORK

Receive push notifications when a new device has joined your network and when your network software has been upgraded.

- Open the eero app and tap the Settings tab
- Tap Notifications
- Toggle on/off notifications for new devices on the network and software updates





# HOME PHONE

## Crystal-Clear Telephone Connection

### UNLIMITED LOCAL AND LONG-DISTANCE DOMESTIC CALLS

Across the 48 contiguous states including free calls to Canada, American Samoa, North Mariana Islands, Puerto Rico, the US Virgin Islands and Guam.

### GREAT CALLING FEATURES

Including Voicemail, call waiting, call forwarding and more!

### ENHANCED 911 SERVICE

Ensure that first responders are able to quickly and accurately identify your location in the event of an emergency.

### INTERNATIONAL CALLING PLANS

Keep in touch from afar with competitive international calling rates.

### LIFELINE ASSISTANCE

Lifeline Assistance is a government assistance program that provides a monthly credit to the local telephone service bill of residential customers.



## Vexus Phone Quick Keys

ACTIVATION CODES:	ENABLE	DISABLE
Anonymous Call Rejection	* 7 7	* 8 7
Auto Redial	* 6 6	* 8 6
Call Return	* 6 9	* 8 9
Call Forwarding	* 7 2	* 7 3

**NOTE: If the above functions for Call Forwarding do not work, please dial 72# to Enable and 73# to Disable.**

Call Trace	* 5 7	
Priority Ring	* 6 1	* 8 1
Selective Call Acceptance	* 6 4	
Selective Call Rejection	* 6 0	
Selective Call Forwarding	* 6 3	
Configure Speed Dial 8	* 7 4	
Configure Speed Dial 30	* 7 5	
Speed Dial	code #	
Voicemail	* 3 1 8	

**(Dial your access # first. Please reference the back of this card for more information.)**

**THE FOLLOWING FUNCTIONS CAN ONLY BE ENABLED BY CALLING VEXUS CUSTOMER CARE:**

Call Forwarding Busy
Call Forwarding Delayed
PIN Change



## Voicemail Setup Guide

### SETTING UP YOUR VOICEMAIL FOR THE FIRST TIME

- Using the phone line associated with your account, dial the **Access Number** listed below based on the city in which your phone line is set up.
- When asked to enter your temporary password, please enter the last 4-digits of the phone line associated with your account.
- Follow the voice prompts to set up a new password, record your name and greeting, and finish setting up your voicemail.

### LISTENING TO YOUR VOICEMAILS

- Dial the **Access Number** listed below based on the city in which your phone line is set up.
- If you are calling from the phone line associated with your account, simply follow the voice prompts and enter your password.
- If you are calling from a phone line that is not associated with your account, listen to the voice prompt and then press #. You will then be prompted to enter the phone line associated with your account and your password.

## Texas Access Numbers

Abernathy	806-490-0047	Abilene	325-788-4747
Amarillo	806-398-4747	Big Spring	432-228-0047
Borger	806-521-0047	Burkburnett	940-434-4747
Brownfield	806-636-4747	Canyon	806-431-0047
Hale Center	806-590-8747	Hurlwood	806-588-0047
Iowa Park	940-213-7747	Lamesa	806-870-4747
Levelland	806-568-4747	Littlefield	806-485-4747
Lubbock	806-993-4747	Meadow	806-530-4747
Midland	432-205-4747	New Deal	806-403-0047
Odessa	432-204-4747	O'Donnell	806-458-0047
Pampa	806-261-4747	Plainview	806-213-4747
Ropesville	806-564-0047	Slaton	806-728-4747



## Texas Access Numbers (continued)

Smyer	806-520-4747	Sweetwater	325-256-0047
Terminal	432-206-4747	Whitharral	806-569-0047
Wichita Falls	940-234-4747	Wilson	806-800-2747

## Louisiana Access Numbers

Hammond	985-393-474	New Orleans	504-274-3299
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## Main Menu Quick Codes

Listen to Unheard Messages	<b>1 1</b>
Listen to all Messages	<b>1</b>
Replay a Message	<b>4</b>
Hear Message Date & Time	<b>5</b>
Erase a Message	<b>7</b>
Save a Message	<b>9</b>
<b>Record a Standard Greeting:</b>	
With Telephone Number	<b>2 2 1</b>
With Name	<b>2 2 2</b>
Record a Personal Greeting	<b>2 2 3</b>
Change Your Password	<b>2 1</b>



# VEXUSTV

## Break Free from Traditional TV

### THE NEW WAY TO WATCH TV

Get the best channels, crystal-clear programming and instant access to on demand content. Enjoy worlds of entertainment right at your fingertips with Vexus TV. There's always something on to keep everyone in your family entertained.

### STREAM ON ALL YOUR DEVICES

Everyone in your home can watch what they want to, when they want to! Get up to 5 simultaneous streams with Vexus TV.





## Initial Setup

### CREATE YOUR VEXUS TV ACCOUNT

In order to access Vexus TV and all of the video content that it contains, you will need to set up a Vexus TV account. If you have not already set up your account, the Vexus Technician can do this at your time of installation. Or, you can register yourself at <https://iptvportal.vexusfiber.com>.



*If you have not yet registered, click the Register button and follow the instructions. You will need your Vexus account number in order to complete the registration. To add new users to your account, simply Login and follow the instructions for adding new users.*

### DOWNLOAD THE VEXUS TV APP

On a streaming or mobile device, you can download the Vexus 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.

Once you are in the App Store, search for "Vexus TV" and select "download." After the app is installed, you'll be able to see it on your device.

### SIGN-IN TO THE APP WITH YOUR USERNAME AND PASSWORD

- Your username is the email address that was used to sign up in the Vast IPTV Portal when signing-up for your Vexus TV service.
- Your password is what you entered after the activation email.

### CREATE A PROFILE

- Enter a name and choose an avatar.
- You can setup additional profiles for up to four users.

## Button Functionality



- 1 **TV Power:** Powers on or off TV if remote is programmed with a TV infrared code.
- 2 **Source:** Changes video input on TV if remote is programmed with a TV infrared code.
- 3 **Pause / Play:** Play or Pause toggle of VOD, or live TV.
- 4 **Volume Up:** Increases volume levels on your audio device(s).
- 5 **Arrows:** Moves to highlight items in respective direction.
- 6 **Volume Down:** Decreases volume levels on your audio device(s).
- 7 **Back:** Returns to previous menu or state within current App. From live video, this key opens the Main Menu.
- 8 **Numbers:** Enters channel numbers in the GUIDE or full screen video.
- 9 **Menu:** Launches the MAIN MENU within the App with Live Video or last viewed On-Demand program.
- 10 **Google Play:** Launches the Google Play Store.
- 11 **Prime Video:** Launches the Prime Video App.





- 12 **Power:** Switches STB power on or into standby or off mode.
- 13 **Stop:** This will stop/pause the program you are watching.
- 14 **My TV:** Tunes to the last content viewed in the App.
- 15 **Channel Up:** Selects the previous and next available channels. Within MENU or GUIDE acts the same as Page Up/Page Down.
- 16 **OK:** Short Press - Confirms a selection. When watching video in the App, info on the current video playing appears, including the time shift bar. Long Press - Invokes the App search menu. This is the same function as the magnifying glass in the Main Menu.
- 17 **Channel Down:** Selects the previous and next available channels. Within MENU or GUIDE acts the same as Page Up/Page Down.
- 18 **Mute:** Mutes the audio on your audio device(s) (TV, Audio System, or STB).
- 19 **HOME:** Launches AndroidTV main menu including access to Apps.
- 20 **Google Assistant:** Launches Google Assistant search.
- 21 **Guide:** Launches the Channel GUIDE (EPG) within the App.
- 22 **YouTube:** Launches the YouTube app.

## Programming Your Remote









### PAIRING THE REMOTE TO THE HD STREAMING BOX

To pair the remote to the HD Streaming Box, follow these steps:

- Make sure you are holding the remote within about 6" of the HD streaming box.
- Press and hold the **Back**  and **Home**  buttons at the same time until the red light flashes quickly; then release.
- Wait a few seconds without pressing any buttons until you see the pop-up message of pairing success.

### PAIRING THE REMOTE TO YOUR TV

To program the remote to control your TV using your existing remote, follow these steps:


- Press the **TV Power**  button on the HD Streaming Box remote for 5 seconds, and the red light will flash to indicate that it is in the learning mode.
- Press any one of the infrared learning buttons (**Power**  or **Source** ) and the red light will turn on, indicating that the button is learning.
- Next, press the button of the remote control you want to learn from to transmit the code. (The infrared ends of each remote must be facing about 1"-2" apart.)
- After learning of the key code is successful, the red light will flash three times, turn off and will save the key code.
- If the process failed, the red light will turn off immediately.
- Repeat steps 2-4 to learn all remaining infrared key codes. (The HD Streaming Box remote learns **Power**  and **Source**  only).
- Once learning the key codes is complete, press the **TV Power**  button again, ensure that the red light is off and exit the learning mode. This will save key codes for **Power**  and **Source**  that were just programmed.



## Programming Your Remote



### PAIRING THE REMOTE TO THE HD STREAMING BOX

To pair the remote to the HD Streaming Box, follow these steps:

- While in the same room with the STB, press and hold **Set** on the remote for approximately 3 seconds. The remote LED will initially display red.
- After 3 seconds the remote LED will turn green. Immediately press the home button (  ).
- A 3-digit code will be displayed on the TV screen.
- Enter the 3-digit code shown on the TV.
- If successful, "Connected" will be displayed on the TV screen and the remote will now operate the HD Streaming Box.


### PAIRING THE REMOTE TO YOUR TV

To program the remote to control your TV, follow these steps:

- Press and hold the **Set** key for 3 seconds, until the LED turns green.
- On the remote Press **9 9 1**.
- Press the **CH**  sequentially until the TV turns off.
- Press the OK / Select  key to enter this control into the remote.
- Successful programming is indicated by two green blinks of the LED.

### Volume and Mute Controlling Device Link

By default, the remote controls the Volume and Mute on the STB. To program the remote to control Volume and Mute on the TV follow the instructions below:



- Press and hold the **Set** key until the remote LED turns green.
- Press the **VOL**  key.
- Successful programming is indicated by two green blinks of the LED.
- Unsuccessful programming is indicated by two red blinks of the LED.

## Button Functionality



- 1 **TV Power:** Powers on or off TV if remote is programmed with a TV infrared code.
- 2 **TV Input:** Changes video input on TV if remote is programmed with a TV infrared code.
- 3 **Power:** Switches STB power on or into standby or off mode. Will also control TV power and audio system after remote has been programmed with a TV/ Audio Infrared code.
- 4 **Page (Up or Down):** In the GUIDE or MENU screens, scrolls one page up or down.
- 5 **Menu:** Launches the MAIN MENU within the App with Live Video or last viewed On-Demand program.
- 6 **Live TV:** Tunes to the last content viewed in the App.
- 7 **Mute:** Mutes the audio on your audio device(s) (TV, Audio System, or STB).
- 8 **Volume (Up or Down):** Increases or decreases volume levels on your audio device(s).
- 9 **Channel (Up or Down):** Selects the previous and next available channels. (Hold for rapid advance.) Within MENU or GUIDE acts the same as Page Up/ Page Down.



- 10 **GOOGLE HOME:** Launches AndroidTV main menu including access to Apps.
- 11 **Last:** Displays the last 15 items that have been watched.
- 12 **Back / Exit:** Returns to previous menu or state within current App. From live video, this key opens the Main Menu.
- 13 **Guide:** Launches the Channel GUIDE (EPG) within the App.
- 14 **Arrows:** Moves to highlight items in respective direction.
- 15 **OK / Select:** Short Press - Confirms a selection. When watching video in the App, info on the current video playing appears, including the time shift bar. Long Press - Invokes the App search menu. This is the same function as the magnifying glass in the Main Menu.
- 16 **Shows:** Launches the SHOWS play list in the App.
- 17 **Movies:** Launches the MOVIES play list in the App.
- 18 **SEARCH / VOICE:**  Launches text-based Google Assistant search.  Launches voice-based Google Assistant search.
- 19 **Record:** Begin recording selected content in the App.
- 20 **Rewind:** Fast rewinds VOD, or live TV.
- 21 **Fast Forward:** Fast forwards VOD, or live TV.
- 22 **Pause / Play:** Play or Pause toggle of VOD, or live TV.
- 23 **0-9:** Enters channel numbers in the GUIDE or full screen video.
- 24 **SET:** Setup the remote to control the TV, and to program an audio device with Infrared (IR) commands.

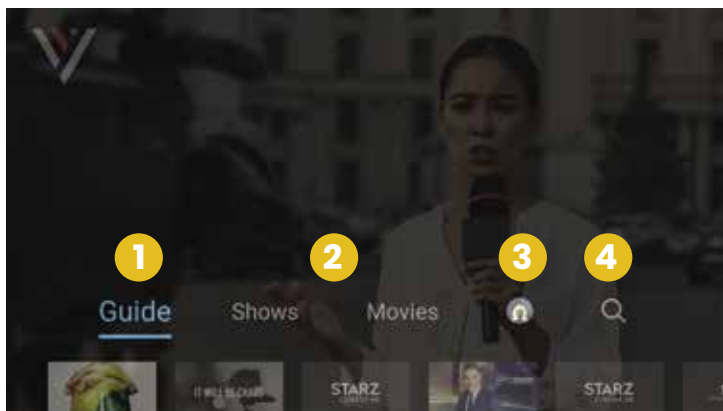
# Main Menu

## TO ACCESS THE MAIN MENU

Select **Menu**, **Back** or **Home** button depending on your remote.

## THE MAIN MENU HAS IMMEDIATE OPTIONS:



- 1** Guide: The traditional channel listing allows for browsing both forward and backward in time to see what's on and upcoming.
- 2** Shows & Movies: Browse live, upcoming, and recently aired shows and movies by categories such as "What's on Now," "Action," "Drama," etc.
- 3** Profile Settings: Manage settings such as DVR Recordings, Parental Controls, User Profiles, Sign out, and other information here.
- 4** Search: Explore live, upcoming, recorded, and Replay content across the entire app.









## RECENTLY WATCHED - AKA... "LAST" BUTTON

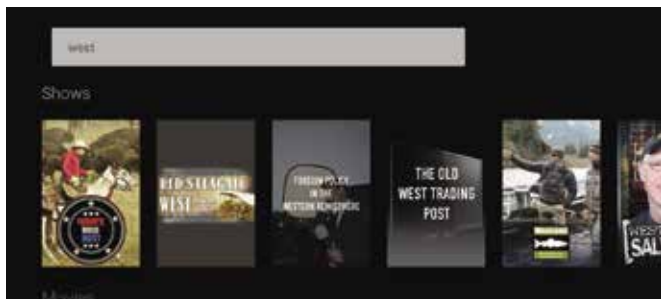
Your Recently Watched list is located below the Main Menu. This is equivalent to the LAST button on a standard cable remote. This feature is a history of the last 15 channels and programs watched.

## HOW TO ACCESS RECENTLY WATCHED FROM THE MAIN MENU

- Press the **Menu**  button to access the main menu.
- Press the **Down Arrow**  and a pop-up panel will appear which shows you all of your recently watched channels.

## Search






The Search feature is accessed in the Main Menu. Press the **Menu**  button and then press the **Right Arrow**  to select to the **Search**  icon and then press **OK** . Click in the **Search Bar** and then navigate the cursor to each letter and press **OK**  on the remote. You can search for title, channel name, or channel number in the search bar. Vexus TV will start recommending search results after a few letters are selected. Use the **arrow keys** and press **OK**  on the remote to access the desired content. Vexus TV will search for the request and deliver results across all your subscribed channels including Live TV, Upcoming Live TV, Restart TV and DVR Recordings.







## Profiles

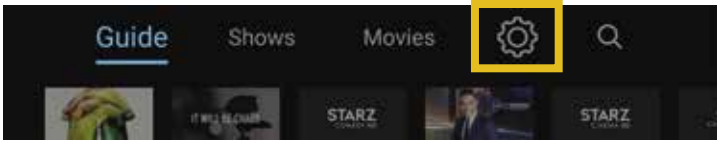
Create up to four different profiles for various members of your household. Profiles offer personalized recommendations based on content viewed. Vexus TV profiles work similarly to Netflix® profiles, where upon opening the Vexus TV app, you can choose which profile to watch.



- Press the **Menu**  button to access the main menu.
- Press the **Right Arrow**  to **Settings** and press **OK** .
- Press the **Down Arrow**  to **Manage Profiles** and press **OK** .
- From there, select **Add New Profile** and follow the on-screen instructions.

## Settings

The **Settings** menu is where to find Profiles, Manage Recordings, update Parental Controls, Sign out, and other device-specific information. Press the **Menu**  button and then press the **Right Arrow**  to select to the **Gear**  icon and then press **OK** . If you have setup profiles, you will select the Profile icon of the settings you wish to change.







## Cloud DVR

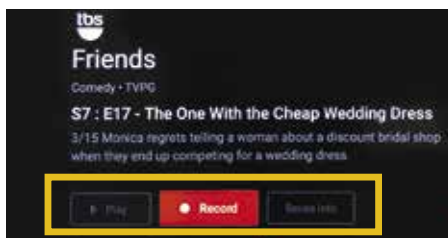
*Please Note: You must subscribe to Cloud DVR service in order to be able to record shows or movies.*

Cloud DVR allows you to record and watch your favorite shows at your convenience. There are no limits to the number of programs that can be recorded simultaneously, only the number of hours allowed with your package. DVR storage is shared across all profiles. Once a show is recorded, it is accessible by everyone on the account at home and on-the-go.

## Recording Programs with Cloud DVR

To record a program, click the **Guide**  button, select the program you would like to record, and then select the on-screen **Record**  button. After clicking the on-screen **Record**  button, if the program is part of a series, it will ask you if you want to record all episodes or just the one.




If the program you want to record is not in the guide, you can search for it. Follow the steps under **Search** on the previous page to find the program you would like to record. Once you select it, you can select the on-screen **Record**  button.

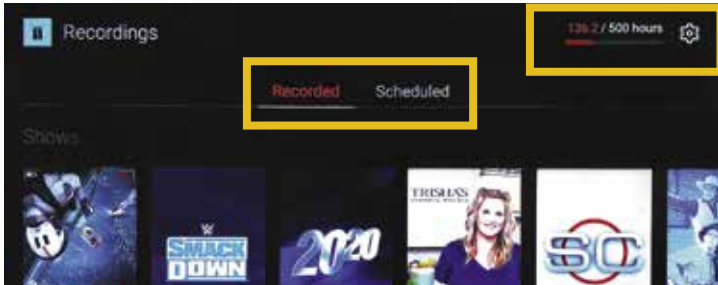






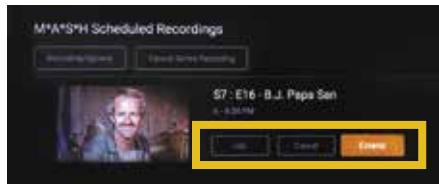
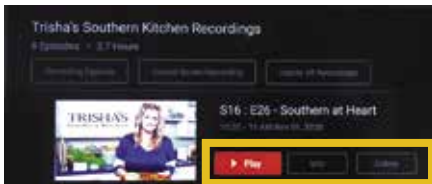
## Watching Your Recorded Programs

To view your recordings, press the **Menu**  button and then press the **Right Arrow**  to select to your **Profile** icon and then press **OK** . This will bring up your profile screen where you can view your **Recorded** programs, **Scheduled** recordings, as well as how many hours of content you have recorded.






When you click on a Recorded program, you will be given the options to **Play** the program, view **Info**, or **Delete** it. You can also manage your recording options from this screen.




When you click on a Scheduled program, you will be given the options to view program **Info**, **Cancel** the recording, and **Extend** the recording time of the program.



- **Recording Options:** Allow selection of episodes that are only new, or new plus reruns, it also lets you select the channel, and allows you to add any extra time to the end of the recording.
- **Series Info:** This brings up more information for the series and an overview with some additional browsing options. If you find that you are recording a lot of content, you can upgrade your DVR storage capacity by calling a Customer Service Representative, 800-658-2150.


## Parental Controls

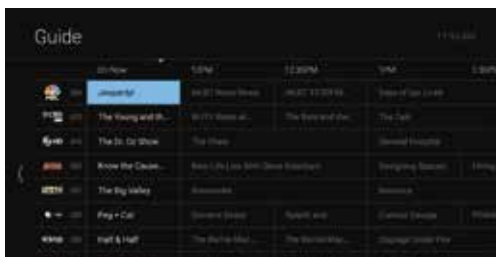
Parental controls allow you to restrict mature content from view (rated R, TVMA, or NC17) unless a Personal Identification Number (PIN) is entered. To activate parental controls, press the **Menu**  button and then press the **Right Arrow**  to select to your **Profile** icon and then press **OK** .

When you get to the profile screen, click the **Gear**  icon and then press **OK** . From this screen, select **Parental Controls** and press **OK** . The first time you access parental controls, you will be asked to create a 4-digit PIN. This PIN will be used to restrict viewing of mature content and to reset parental controls. Once this is set, you can also change or reset your PIN from this menu.

## Guide

The traditional channel listing allows for browsing both forward and backward in time to see what's on and upcoming.

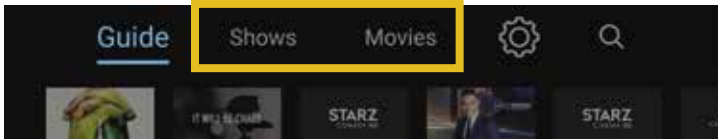
When a live program is highlighted, press the **OK**  button once for a brief show description. If the show is currently airing, a live sample will display to the right for a sneak peek. Inside the **Quick View** you can also set recordings, as well as go to the full show or movie details page. Navigating to the left of the guide screen past "On Now," a pop-up overlay appears for Replay TV.






## Show & Movies

The Shows and Movies sections are organized in a picture tile display for easy viewing. Episodes, series, and content are organized into horizontally scrolling rows according to show type or genre.





### These include:

- Recordings: This is another place to view content recorded by the profile on the account.
- The “On Now” rows: Quickly see what is currently live.
- TV Genre & Movie Genre rows: Browse through series, episodes, or movies by genre type.
- Navigate this area with the up/down and left/right on the remote.

Once a TV Show or Movie is selected, press the **OK**  button on the remote to see more options & info. If the movie has not yet aired, you can set it to record from this screen.

## Live TV

### CHANGE THE CHANNEL

Vexus TV allows for regular channel surfing by moving up or down to the adjacent channels and browse future and past programming by using the **Right**  and **Left**  **Arrow** buttons.

- Apple TV: Swipe right/left/up/down.
- Android TV & Amazon Fire: Press right/left/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.

## STANDBY

After four hours of consistent viewing on the same channel with no remote control activity, Vexus 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 inactivity, the screen will revert to the home screen of the device.

## HD CONTENT

Vexus TV offers FREE HD content with your Vexus TV service. If we receive the channel in HD, we broadcast it in HD. No extra channels, costs, or hassles.

## Restart TV

Vexus TV also offers the ability to Restart a program while 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, "Play from the beginning?".

Click the **OK** 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 Amazon remote or swipe down for the Apple remote 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. You can also press select or rewind and navigate backwards.



*Please Note: 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.*



## 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, select the Guide from the main menu then navigate left or backwards in time past the “On Now” column.



Programs are arranged in reverse chronological order from right to left. The most recently aired program will be the first image seen. Navigate to the left for older channel content.

### To Navigate To Different Channels Within Replay Screen:

- Apple TV: Swipe up/down on the touch pad.
- Android TV, & Amazon Fire: Press up/down on the Ring to see all content available from the other channels.

*\*Please 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 Replay TV section then either the program is beyond the Replay TV window for that channel, the network itself does not allow Replay TV, or the content provider has restricted Replay TV content. Some networks only allow for 24 hours of Replay TV content, and some have restricted certain shows.*

## Closed Captioning

Closed Captioning (CC) provides a text overlay for all programming that provides the service.

### HOW TO ACTIVATE CC

- Vexus TV Remote: When you are watching a program, press the **Select** button and then use the arrow buttons to navigate down and select Audio/Subtitle. The audio options available for the program you are viewing will appear and allow you to select them.
- Apple TV: Swipe down in the touch surface area of the remote while watching live TV. This brings up the media player controls on an overlay at the top of the screen. Navigate to the CC option in the overlay screen. Click CC to toggle it on or off.
- Android TV & Amazon Fire TV (and Stick): Click the Select button while watching live TV. This brings up the media player controls on an overlay screen at the bottom. Navigate to the CC option and press the Select button to toggle it on or off.

## Vexus TV Mobile App

With the Vexus TV Mobile App, you can enjoy all the great benefits of Vexus TV on the go!

### PARENTAL CONTROLS 1

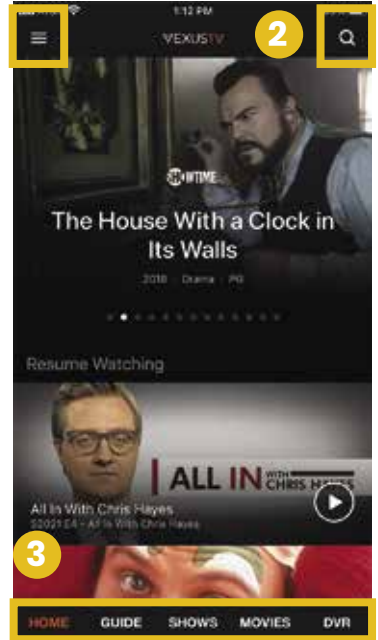
Click the three horizontal lines icon at the top left of your screen to access parental controls.

### SEARCH 2

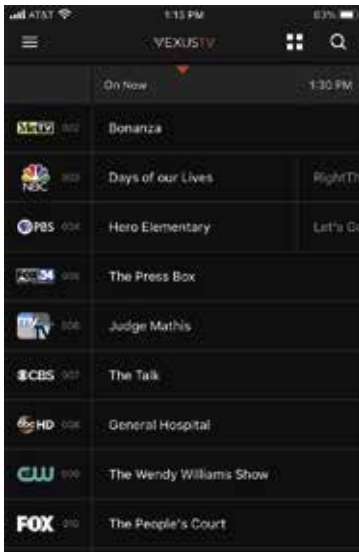
Click the magnifying glass at the top right of your screen to access the search panel.

### BOTTOM MENU 3

From the bottom menu, you can view the **Guide**, available **Shows** and **Movies**, and your **Cloud DVR**.



To view live TV, simply click on the program in the guide to start watching. To view a recorded program, navigate to the DVR screen and select the program you wish to watch.





## Watch TV Everywhere

### YOUR FAVORITE SHOWS AND MOVIES – TO GO!

Watch TV Everywhere from Vexus is the best way to watch your favorite shows and movies on your favorite wireless devices, anytime, anywhere. Whether you're at home or on the go, Watch TV Everywhere is there for you. And the best part, this service is free and available to all Vexus TV customers!

### REGISTER YOUR WATCH TV EVERYWHERE ACCOUNT

Before you can access Watch TV Everywhere, you will need to register your account. Follow the steps below:

1. Go to [www.WatchTVEverywhere.com](http://www.WatchTVEverywhere.com) and click on the drop down "Select your TV provider" and select Vexus.
2. Next, you will need to click "Register".
3. Fill out the required information including your Account Number and Last Name on your billing statement. This can be found on your most recent bill from Vexus.
4. The email address that you provide will be your user name to log in to Watch TV Everywhere. Make sure this is a valid email address that you have access to.
5. Once all registration fields are filled click the "Submit" button at the bottom of the page.
6. Next, an email will be sent to the email address you provided. You will need to click the link in that email to complete your registration.

### SHARE WITH FAMILY

After you are registered, you can add up to 3 additional sub-accounts for your family members. To register new users, simply follow the steps above. The system will automatically assign new users below the primary account you have already set up.





## LOCAL CHANNELS

*These channels are included in the Limited Basic TV package for each region listed below.*

<b>ABILENE &amp; COLORADO CITY</b>		KRBC.4-Bounce	314	KTXS-ABC	3
KABI-Heroes & Icons	306	KTAB-CBS	7	KTXS.2-CW	6
KABI-Movies	307	KTAB.2-Telemundo	98	KTXS.3-MeTV	309
KRBC-NBC	4	KTAB.3-Escape	310	KXVA-FOX	5
KRBC.2-Grit	312	KTTZ-PBS	4	KXVA.2-My Network TV	10
KRBC.3-Laff	313	KTTZ-PBS Create	304	KXVA.3-Cozi	311
		KTTZ-PBS Kids	303		

<b>AMARILLO</b>		KCIT.2-Grit	312	KFDA.2-Independent News Channel	15
KACV-PBS	3	KCIT.3-Escape	313	KFDA.4-MeTV	310
KACV-PBS Create	304	KCIT.4-Bounce	314	KVII-ABC	10
KACV-PBS Kids	303	KCPN-My Network TV	7	KVII.2-CW	11
KAMR-NBC	6	KEYU-Heroes & Icons	311	KVII.3-Comet TV	308
KAMR.3-Laff	306	KEYU-Telemundo	98	KVII.4-Stadium	309
KAMR.4-Cozi	307	KFDA-CBS	14		
KCIT-FOX	9	NewsChannel 10			

<b>LOUISIANA</b>		WNOL.2-Court TV	307	WVUE.3-Bounce	314
WDSU-NBC	6	WNOL.3-Comet TV	317	WVUE.4-Circle TV	319
WDSU.2-MeTV	308	WNOL.4-Charge TV	318	WWL-CBS	4
WGNO-ABC	7	WPXL-ION	14	WWL.2-Justice Network	312
WGNO.2-Antenna TV	306	WUPL-MyNetworkTV	15	WWL.3-Decades	309
WGNO.3 DABL TV	315	WUPL.2-Quest	313	WYES-PBS	12
WGNO.4-TBD TV	316	WUPL.3-Heroes & Icons	310	WYES-PBS Create	304
WHNO-LeSEA	5	WVUE-FOX	8	WYES-PBS Kids	303
WLAE-PBS	11	WVUE.2-Grit	311	WYES-PBS World	305
WNOL-CW	3				

<b>LUBBOCK &amp; WEST TEXAS</b>		KJTVCD.2-Fox	17	KLCW-CW	9
KAMC-ABC	8	Weather Nation		KMYL-MyNetworkTV	6
KAMC.3-Bounce	312	KJTVDCD-Fox 34	5	KMYL.4-Cozi	316
KAMC.4-CBN News	313	News Now		KPTB-GLC	15
KBZO-Univision	95	KLBB-Lubbock Market	315	KTTZ-Create	304
KCBD-NBC	3	KLBB-MeTV	2	KTTZ-Kidz	303
KCBD.2-Circle	309	KLBB.2-Heroes & Icons	306	KTTZ-PBS	4
KCBD.3-Grit	310	KLBB.3-Movies!	307	KXTQ-Telemundo	98
KCBD.4-Mystery	311	KLBK-CBS	7	LISDTV	12
KJTV-FOX	10	KLBK.2-Court TV	314		

<b>WICHITA FALLS &amp; NORTH TEXAS</b>		KAUZ-CW	12	KJTL.3-Bounce	309
K18IZ-PBS	6	KFDX-NBC	4	KJTL.4-Escape	310
K18IZ-PBS Create	304	KFDX.3-Laff	311	KPTB-GLC	16
K18IZ-PBS Kids	303	KFDX.4-Cozi	312	KSWO-ABC	7
K18IZ-PBS World	305	KJBO-MyNetworkTV	10	KSWO.2-Telemundo	98
KAUZ-CBS	5	KJTL-FOX	9	KSWO.3-ThisTV	307
		KJTL.2-Grit	308		



# Channel Lineup

Effective January 7, 2022

## LIMITED BASIC TV

Limited Basic TV includes the Local Channels for each region and all channels listed below.

3 ABN	107	ENLACE TV	102	The Now Network	108
BYU-TV	106	EWTN	101	TBN	109
CSPAN	300	Hillsong Channel	104		
CSPAN2	301	INSP	100		
CSPAN3	302	Positiv TV	105		
Daystar Television	103	QVC	13		

## EXPANDED BASIC TV

Expanded Basic TV includes the Local Channels for each region, Limited Basic TV and all channels listed below.

A&E	58	FX Movie Channel	56	Paramount Network	85
AMC	53	FXX	55	QVC Plus	60
Animal Planet	69	Galavision	97	SEC Network	31
AWE	59	Golf Channel	40	SEC Network (Overflow)	139
BET	88	Hallmark Channel	47	Syfy	87
Bravo	30	Hallmark Movies & Mysteries	48	TBS	52
Cartoon Network	74	HGTV	43	Telemundo*	98
CNBC	66	History	80	The Weather Channel	61
CNN	64	HLN	65	TLC	46
Comedy Central	84	HSN	26	TNT	51
CMT	93	IFC	89	Travel Channel	82
Discovery Channel	76	Investigation Discovery	77	truTV	86
Disney Channel	71	Jewelry Television	44	Turner Classic Movies	57
E!	29	Lifetime	23	TV Land	81
ESPN	32	LMN	24	UniMas	96
ESPN2	33	Longhorn Network	42	Univision*	95
Food Network	45	MotorTrend	136	USA	50
Fox Business Network	63	MSNBC	67	VHI	92
Fox News Channel	62	MTV	91	WE tv	25
Fox Sports 1*	37	National Geographic	78		
Fox Sports 2*	38	NBC Sports Network	41		
Bally Sports New Orleans*	35	NBC Universo	99		
Bally Sports New Orleans Plus*	36	NewsNation	49		
Bally Sports Southwest*	35	NFL Network	39		
Bally Sports Southwest Plus*	36	Nickelodeon	70		
Freeform	90	One America News Network	68		
FX	54	OWN	27		
		Oxygen	28		

**MUSIC CHOICE\***  
**Channels 901-950**



## DIGITAL PREFERRED TV

*Digital Preferred TV includes the Local Channels for each region, Limited Basic TV, Expanded Basic TV and all channels listed below.*

American Heroes	157	FYI	167	Science Channel	159
BBC America	153	GAC	186	Smithsonian Channel	155
BET Jams	189	GSN	166	Sundance Channel	176
BET Soul	192	Hallmark Drama	154	Teen Nick	114
Bloomberg Television	151	ION Television	173	Tennis Channel*	146
Boomerang	117	Lifetime Real Women	164	The Cowboy Channel	121
CBS Sports Network	126	Magnolia Network	160	Tr3s	188
CMT Music	193	MLB Network	124	TUDN	142
CNBC World	152	MTV Classic	191	UPTv	110
Cooking Channel	161	MTV2	187	Viceland	169
Destination America	158	Nat Geo Wild	156		
Discovery Family	116	Nick 2	112		
Discovery Life	162	Nick Jr	113		
Disney Junior	119	NickMusic	190		
Disney XD	118	Nicktoons	115		
ESPNNews	133	Olympic Channel	120		
ESPNU	132	Outdoor Channel	149		
Fuse	194	RFD TV	150		

## DIGITAL TIERS\*

### SPORTS PAK

Big Ten Network	137
ESPN Classic	134
ESPN Deportes	144
Fox Deportes*	143
GOL TV	145
MLB Strike Zone	123
NFL RedZone	127
NHL Network	125
Stadium College	
Sports Atlantic*	128
Stadium College	
Sports Central*	129
Stadium College	
Sports Pacific*	130
Tennis Channel*	146
The Sportsman	147
Channel	
TVG2	122
World Fishing	148
Network	

### SPANISH TIER

CNN En Espanol	258
De Pelicula	254
De Pelicula Clasico	253
Discovery en	250
Espanol	
Discovery Familia	261
ESPN Deportes	144
FOROtv	264
Fox Deportes	143
History en Espanol	263
Ritmoson Latino	257
TeleHit	255
TUDN	142
Ultra Familia	260
Univision	265
TeleNovelas	

# Channel Lineup

Effective January 7, 2022



## PREMIUM CHANNELS\*

### HBO

HBO	700
HBO Comedy	705
HBO Family	703
HBO Latino	704
HBO Signature	702
HBO Zone	706
HBO2	701

### CINEMAX

5StarMax	714
ActionMax	710
Cinemax	708
MAX Latino	713
MoreMax	709
MovieMax	712
OuterMax	715
ThrillerMax	711

### SHOWTIME

Flix	727
SHO2	718
Showcase	719
Showtime	717
SHOxBET	721
Showtime Extreme	720
Showtime	722
Familyzone	
Showtime Next	723
Showtime Women	724
The Movie Channel	725
The Movie Channel	726
Xtra	

### STARZ

Starz	730
Starz Cinema	734
Starz Comedy	735
Starz Edge	731
Starz in Black	732
Starz Kids & Family	733

### STARZENCORE

MoviePlex	744
Starz Encore	737
Starz Encore Action	738
Starz Encore Black	741
Starz Encore Classic	739
Starz Encore Family	743
Starz Encore	740
Suspense	
Starz Encore Westerns	742

\*Some channels are not available in all areas and may require additional subscription levels to view. Please contact Vexus for details. An HD Streaming Box is required for each television in order to view channels. © 2022 Vexus Fiber. All Rights Reserved.

The logo for Vexus Fiber. It features a stylized 'V' on the left, composed of three diagonal bars in yellow, orange, and grey. To the right of the 'V' is the word 'VEXUS' in a large, bold, black sans-serif font. Below 'VEXUS' is the word 'FIBER' in a smaller, black sans-serif font, followed by a trademark symbol (TM).

# VEXUS

FIBER™

Vexus Account Number \_\_\_\_\_

WiFi Network \_\_\_\_\_

WiFi Password \_\_\_\_\_

Vexus TV Email \_\_\_\_\_

Vexus TV Password \_\_\_\_\_

Other \_\_\_\_\_

Four diagonal lines of varying colors (yellow, orange, grey, and light orange) extending from the left side of the page towards the bottom right.

**Customer Care**

800-658-2150

**Technical Support**

800-658-2101

[www.vexusfiber.com/trouble](http://www.vexusfiber.com/trouble)

**Manage Your Account**

[www.vexusfiber.com/easypay](http://www.vexusfiber.com/easypay)