



VEXUS

TV & Remotes*

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.



800-658-2150

VexusFiber.com



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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.

EVO PRO REMOTE

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.

(continued)

EVO PRO REMOTE (cont.)





- 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 EVO PRO 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.

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.

(continued)

KAON REMOTE (cont.)

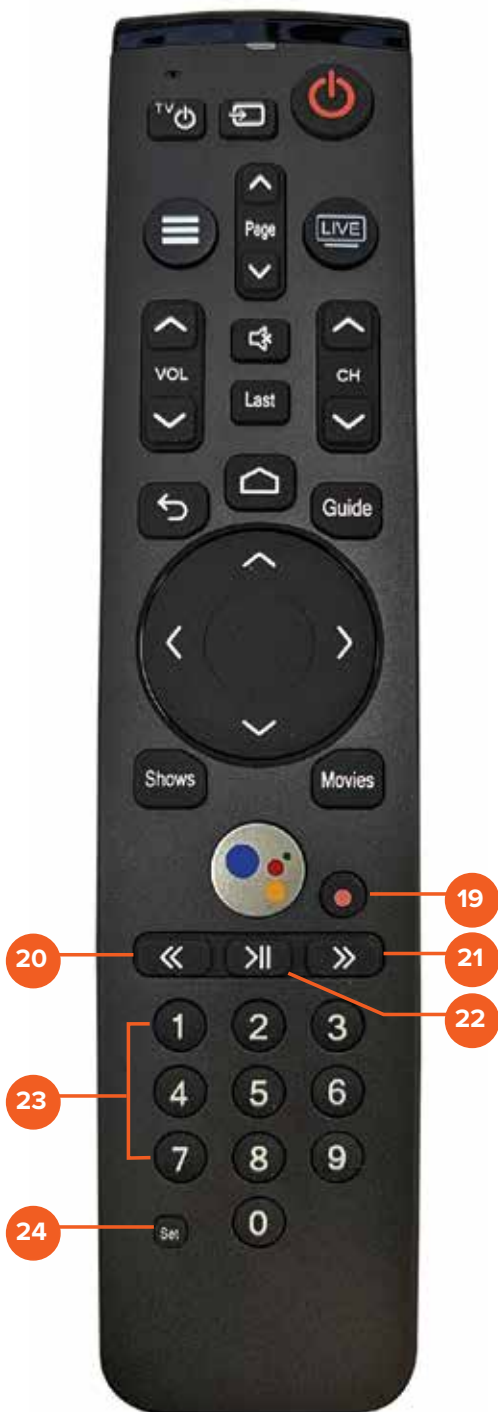
Button Functionality



- 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.

KAON REMOTE (cont.)

Button Functionality




- 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.





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.

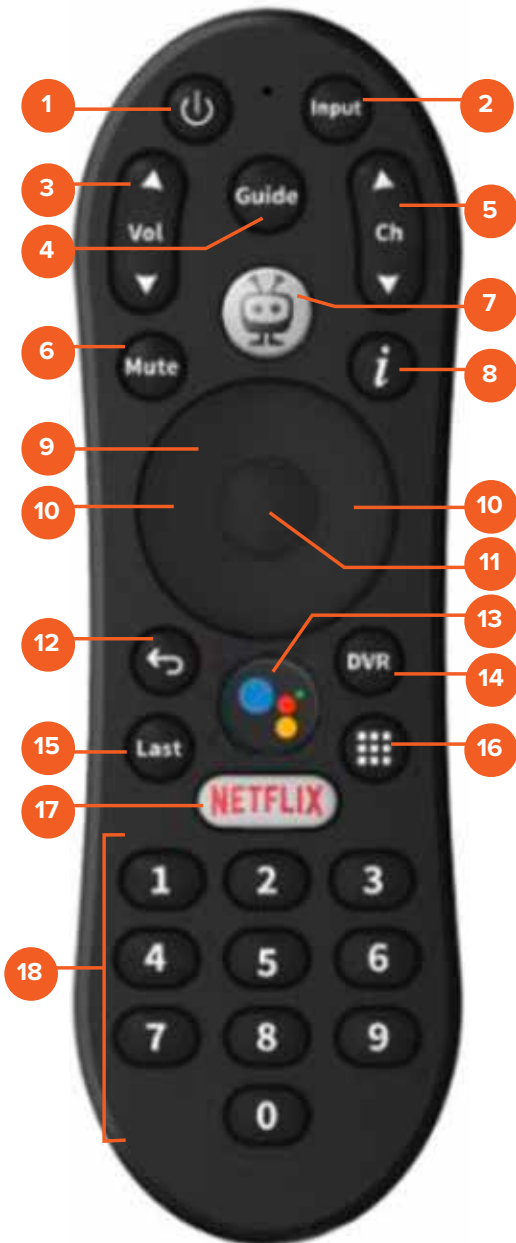
Volume and Mute Controlling Device Link

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.

EVO FORCE 1 REMOTE and BOX

Button Functionality



- 1 Power:** To turn the box on or off
- 2 Input:** To switch inputs on TV
- 3 Volume Control:** Turn the volume up or down
- 4 Guide:** To view the guide
- 5 Channel Control:** To navigate channels
- 6 Mute:** To silence the TV
- 7 Home (Tivo Button):** To return to the home screen/TV menu
- 8 i Button:** To receive information about the program you are watching
- 9 DPad (Directional Keys):** To move through selections in Guide or Menu
- 10 (Left & Right Keys):** To rewind or fast-forward a program
- 11 Center Select Button:** To make a selection or play/pause a program
- 12 Live (Back Button):** To return to a live program
- 13 Google Assistant (Four Colorful Circles):** To use a Voice Search and say a command
- 14 DVR:** To view recorded shows and movies
- 15 Last:** To go back to your last viewed channel
- 16 App Button:** To view current Apps or download new ones
- 17 NETFLIX:** To open Netflix App
- 18 Numbers:** Enter Channel numbers

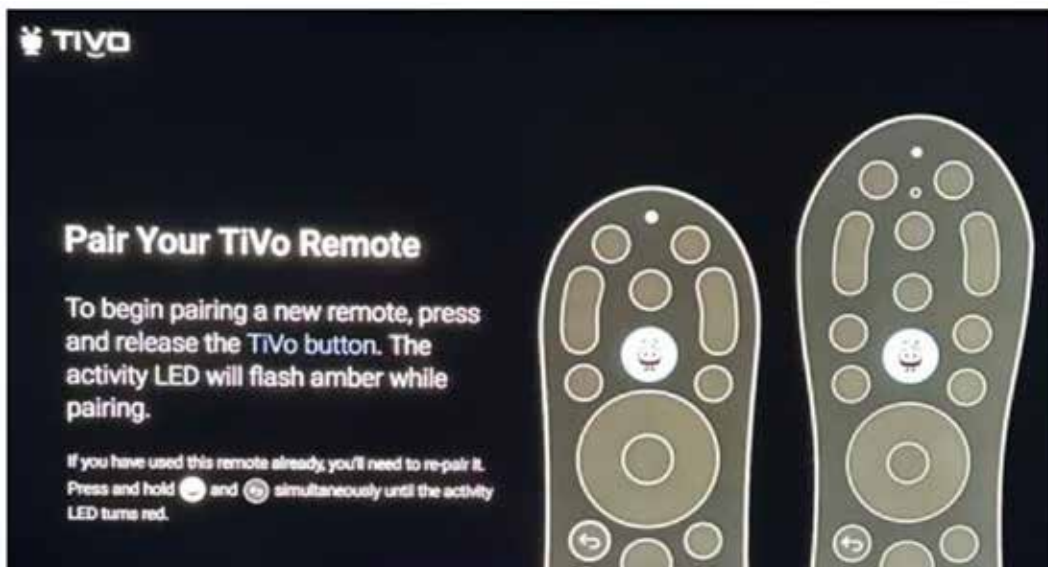
Rear View of Box



- 1 DC 5V Power In:** DC Power port, used to connect via the power adapter
- 2 S/PDIF:** Optical Audio output, used to connect to external device
- 3 HDMI:** Digital A/V output, used to connect to a TV via HDMI cable
- 4 RJ 45 Port:** 10/100 Ethernet port used to connect to a home router
- 5 AV Out:** SD Analog A/V output, used to connect to older-style TVs that do not support HDMI

Initial Power On

When powered up and fully booted, the box will start on the “remote pairing” screen. Proceed with setup. You will need to have a Google Play account to add apps.



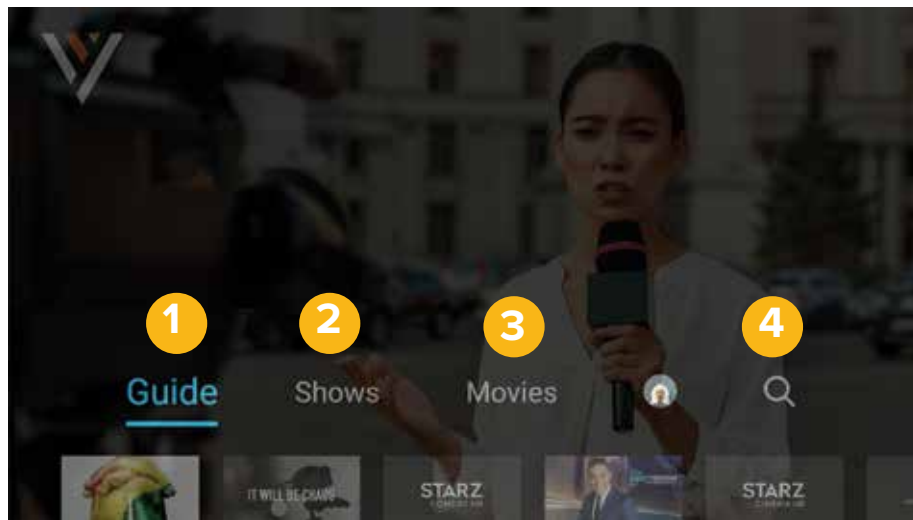
MAIN MENU

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.

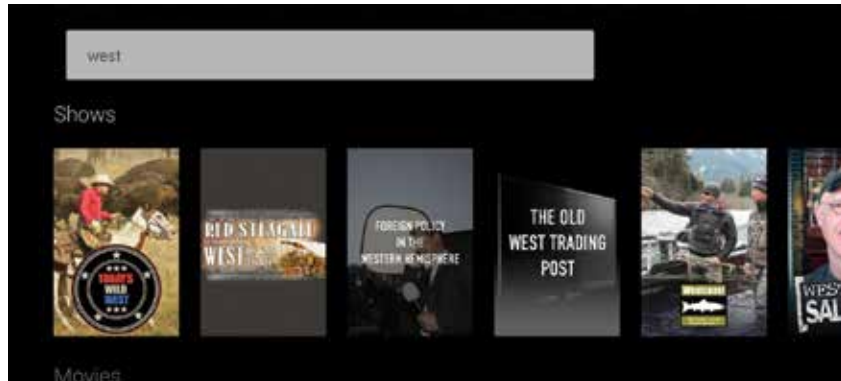
HOW TO ACCESS RECENTLY WATCHED FROM THE MAIN MENU

- 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







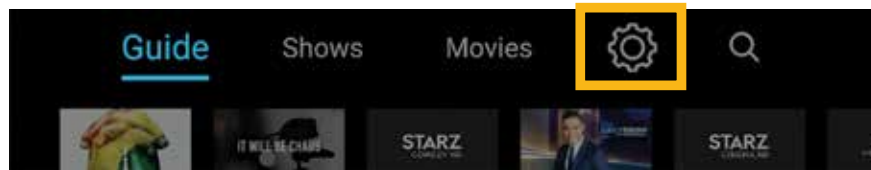
Create up to four different profiles for various members of your household. Profiles offer personalized recommendations based on content viewed. Vexus TV profiles work similarly to Netflix® profiles, where upon opening the Vexus TV app, you can choose which profile to watch.

- 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.

VEXUS TV (cont.)

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

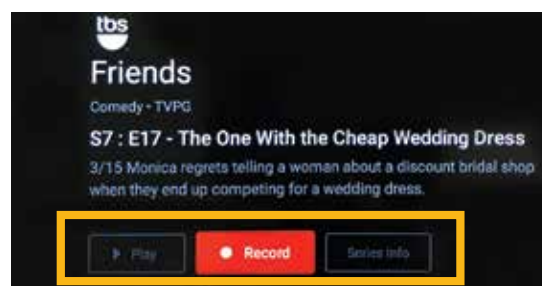
Please Note: You must subscribe to Cloud DVR service in order to be able to record shows or movies.

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.

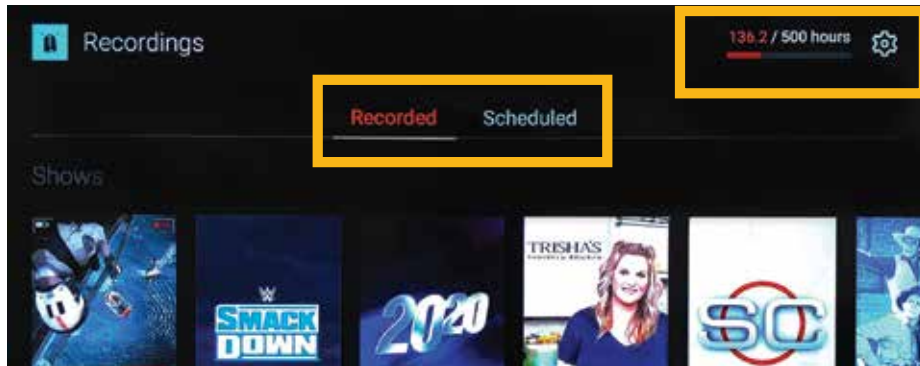
If the program you want to record is not in the guide, you can search for it. Follow the steps under **Search** on the previous page to find the program you would like to record. Once you select it, you can select the on-screen **Record**  button.



VEXUS TV (cont.)

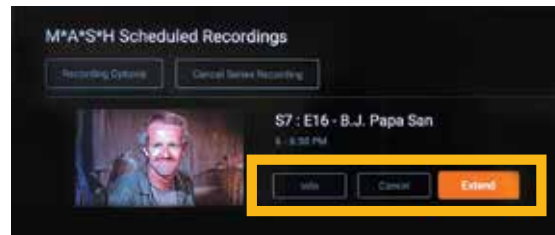
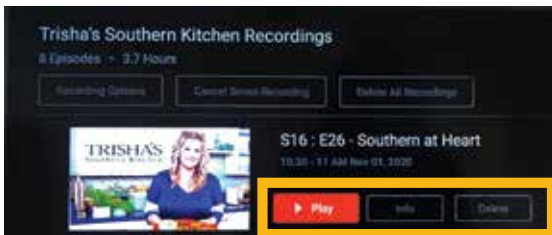
Watching Your Recorded Programs

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.

VEXUS TV (cont.)


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.

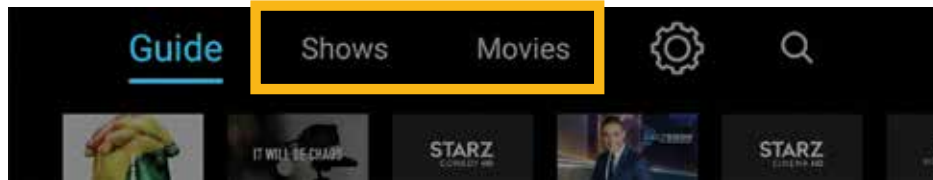
Navigating to the left of the guide screen past "On Now," a pop-up overlay appears for Replay TV.



VEXUS TV (cont.)


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.

VEXUS TV (cont.)

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.

VEXUS TV (cont.)

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 (cont.)

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.

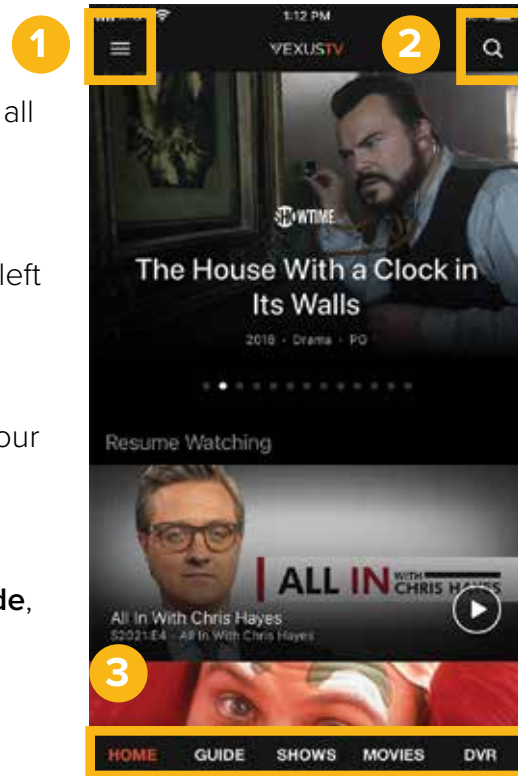
SEARCH **2**

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.



VEXUS TV (cont.)

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 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.

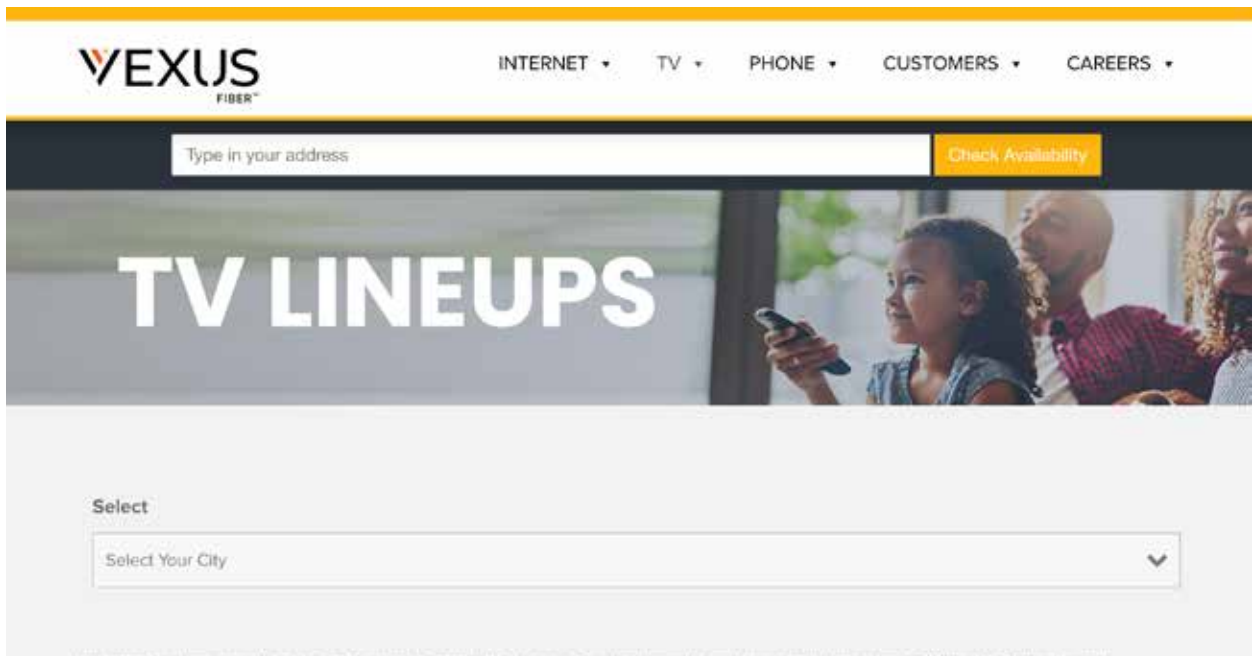
SHARE WITH FAMILY

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.



CHANNEL LINEUPS

To view the latest channel lineups for your area, scan the QR code or visit our website at vexusfiber.com/residential/tv/channel-lineup/



Customer Care
800-658-2150

Technical Support
800-658-2101
www.vexusfiber.com/trouble

Manage Your Account
www.vexusfiber.com/easypay