



USER GUIDE

Using the Mobile APP

Download the app from your app store, Android or IOS

Open the app and select “USERNAME & PASSWORD”

Enter the Username and Password sent with your activation email and click submit. You will only have to enter this information once (Call 1-888-270-2235 or open a support ticket at www.vutvplus.com/support if you have lost your username & password)

You will be asked to create a user profile (this will keep track of your settings from device to device)

Once you finish your viewer profile, you'll be taken to the home screen which will highlight featured channels and the latest VOD.

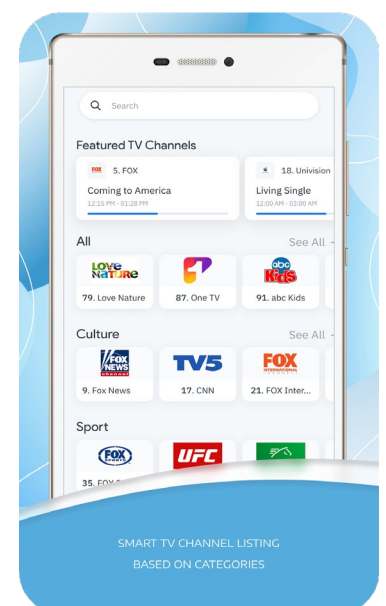
The VU tv+ navigation bar is at the bottom of your screen and you can move between:

“HOME” - Home screen with featured channels, latest VOD and “continue watching”.

“TV” - Collection of all available live stream channels. Click to view the channel. View by category or select see all.

“VOD” - Collection of available VOD movies. Click to view the movie. View by category or select see all.

“CATCH UPS”- this is where the DVR content is stored. Select the channel DVR you wish to view and it will open to the available recordings by date, time (or EPG listing) Slide for days and scroll for time. Click on the recorded date/ time or listing you wis to view.

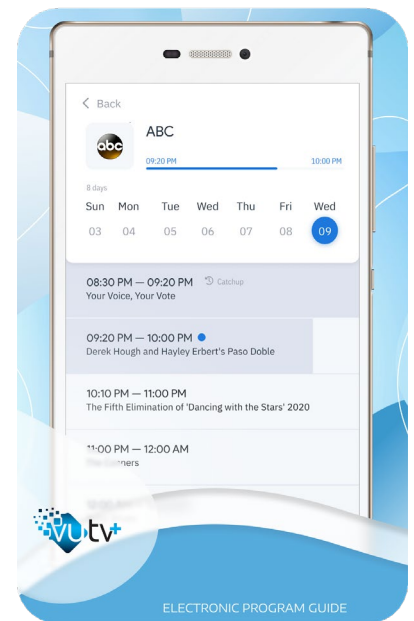


SMART TV CHANNEL LISTING
BASED ON CATEGORIES

“EPG” – We suggest you start here since this is where you can click on a channel to see the available TV listings by date and time. Just click on the channel and the days/date will appear across the top and times below. Slide and click for date, scroll and click for time. Once you click on a date and time, you see more detailed listing information and you can also press “Go Live” to start viewing the live stream feed’s current programming airing at the current time. It does not take you to the DVR recording if you are clicking on a past listing, that can only be done under “CATCH UPS” , nor does it set up a recording for a future listing, that’s done automatically by VU tv+

“SETTINGS” – in here you can set your time format, view your subscription expiration date, adjust your profile and you can adjust the look of the app by selecting “THEMES” we suggest you try out the different light and dark themes to see what enhances your viewing of the app.

After using the app for the first time, the app will track your viewing and add your most recently viewed channels, VOD and Catch ups on the HOME SCREEN for quick access the next time you visit the home screen or open the app.



Now some cool stuff!

Once you open a channel and start viewing the live stream, you can touch the image and the “full screen” icon [] appears in the lower right. Click this to go full screen. Click it again to exit full screen mode.

At anytime while watching you can just click on the live stream image to:

“REWIND” – use your finger to slide the red bar at the bottom of the live stream image back and forth and you be move to any point in the history of the live stream. (Very helpful if you missed the beginning of a show)

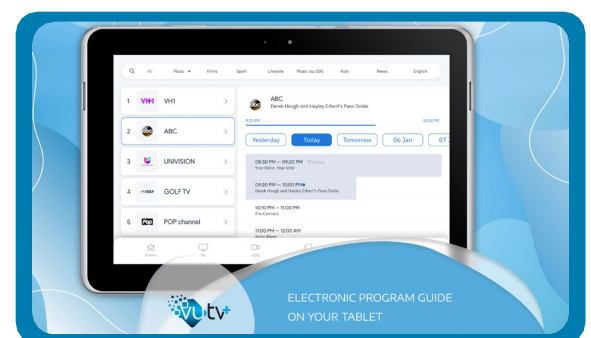
“Move to Next or Previous Channel” – click the stream image and then click the white arrow at the right of the screen to go to the next channel or the left arrow for the previous channel.

*****You can do the above cools stuff while watching a Live Stream, VOD or Catch UP. VOD & Catch Up will also allow you to PAUSE viewing.**

Volume is controlled by your device volume buttons.

Screen brightness is controlled by your device settings.

VU tv+ is an internet based service. This means that the service is only as good as your mobile device is connected to good internet/wifi quality. It uses very little bandwidth to run, but low bars or no bars could interrupt viewing.



*****WARNING***** – in the event you are in a place without internet, you can still watch VU tv+ on your device if you have a data plan for your device. Please be mindful that you will be using data while watching VU tv+ when you are not connected to your home internet or free hotspot etc...

How to use VU tv+ on a Set Top Box, Smart TV, Fire TV and Roku



Download the VU tv+ app from your app provider

Open the app and select “USERNAME & PASSWORD (Roku via NORA GO App (see below) will also need to enter the Provider ID number 214)

Enter the Username and Password sent with your activation email and click submit. You will only have to enter this information once (Call 1-888-270-2235 or open a support ticket at www.vutvplus.com/support if you have lost your username & password)

You will be asked to create a user profile (this will keep track of your settings from device to device)

Once you finish your viewer profile, you’ll be taken to the home screen which will highlight featured channels and the latest VOD..

The VU tv+ navigation bar is at the top of your screen and you can move between:

“HOME” – Home screen with featured channels, latest VOD and “continue watching”.

“TV” – Collection of all available live stream channels. Click to view the channel. View by category or select see all.

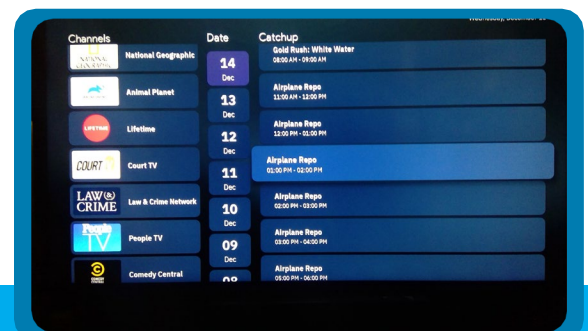
“MOVIES” – Collection of available VOD movies. Click to view the movie. View by category or select see all.

“TV SHOWS” – Collection of available VOD TV Shows. Click to view the show. View by category or select see all.

“CATCH UPS”– this is where the DVR content is stored. Select the channel DVR you wish to view and it will open to the available recordings by date, time (or EPG listing) Slide for days and scroll for time. Click on the recorded date time or listing you wish to view.

“EPG” –We suggest you start here since this is where you can click on a channel to see the available TV listings by date and time. Unlike the mobile app version of VU tv+, you’ll see all of the channels listed down the left side of the screen and the corresponding listing schedule for each channel to the right. Across the very top of this screen, you can select the channels listings by category. The default is ALL channels. To view upcoming listings, simply use your remote to slide to the right and the listings will slide by hour and days. The pink “LIVE” bubble on the screen has a small arrow indicating the direction of the current listings. To view more details of a specific tv listing, scroll or slide to the listing and click ok on your remote. Click ok again and the current programming on the live stream for that channel will begin playing. To exit and go back to the listings, click exit or back on your remote. Clicking on a future date and time does not set up a recording for a future listing, that’s done automatically by VU tv+.

“SETTINGS” – in here you can set your time format, view your subscription expiration date, adjust your profile and you can adjust the look of the screen background by selecting “THEMES” we suggest you try out the different light and dark themes to see what enhances your viewing.



After using VU tv+ for the first time, the app will track your viewing and add your most recently viewed channels, VOD and Catch ups on the HOME SCREEN for quick access the next time you visit the home screen or open the app.

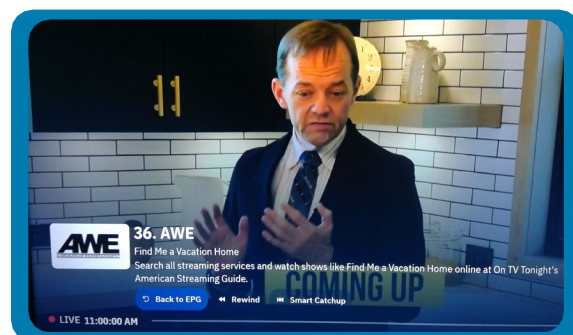
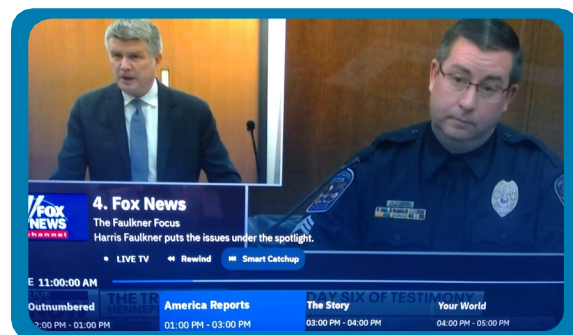
To move between the above sections, you will either click the back or exit button if the top navigation bar isn't visible.

Now some cool stuff!

Once you open a channel and start viewing the live stream, try clicking "OK" or "ENTER" on your remote. This will bring up a lower third overlay on your screen that will include the name of the stream you are watching and any program listing data if available. It will also include the words "REWIND" and "SMART CATCH UP" along with a red progress bar directly below. While the overlay is on the screen, use your remote arrows to select "REWIND" and then push "OK/ENTER" on the remote. You're now in rewind mode and you can use your remote arrows to go back and forth within the live stream. To leave "REWIND" mode, push "OK/ENTER" to bring up the lower third overlay and use your remote's arrows to select "LIVE TV". To use the "SMART CATCH UP" feature, click "OK/ENTER" to bring up the lower third overlay and use your remote's arrows to select "SMART CATCH UP" and push "OK/ENTER". This will bring up earlier programming for that day that you can use your remote's arrows to select and view. (this content originates from the DVR and amount of available content is listed below under "Catch Up Viewing"). While viewing this earlier program, you can fast forward, pause or rewind by clicking "OK/ENTER" on your remote and use your remote's arrows to move back and forth or pause the recording.

At anytime while watching a channel, you can use your remote's up and down arrows to move to the next or previous channel.

At anytime, click "BACK/EXIT" on your remote and you'll go back to the previous menu item which will also allow you to scroll up to the navigation bar. If you keep pushing "BACK/EXIT" you will exit VU tv+.



How to use VU tv+ on your PC (Windows or MAC)

VU tv+ is available on your PC via our partner app, Nora GO. Download Nora Go for your computer here: <http://serv1cdn.setplex.net/pcapps?key=norago&platform=win32&arch=x64>

Download & open the app

For "PROVIDER ID" enter the VU tv+ provider ID number 214

Enter the Username and Password sent with your activation email and click submit. You will only have to enter this information once (Call 1-888-270-2235 or open a support ticket at www.vutvplus.com/support if you have lost your username & password)

You will be asked to create a user profile (this will keep track of your settings from device to device)

Once you finish your viewer profile, the app will open on the “TV” page. From here you can select a channel category and/or channel to watch. The current live stream will appear in the player box with available TV listings below it. You can expand the player box to full screen by clicking on the player box and clicking the full screen arrows in the upper right.

The VU tv+ navigation bar is at the top of your screen and you can move between:

“**TV**” – Collection of all available live stream channels. Click to view the channel. View by category or select see all

“**VOD**” – Collection of available VOD movies. Click to view the movie. View by category or select see all. When you click a movie, it will open the viewer box and movie details. You can expand the player box to full screen by clicking on the player box and clicking the full screen arrows in the upper right.

“**RADIO**” Collection of available Radio Channels. Click to listen to available Radio streams.

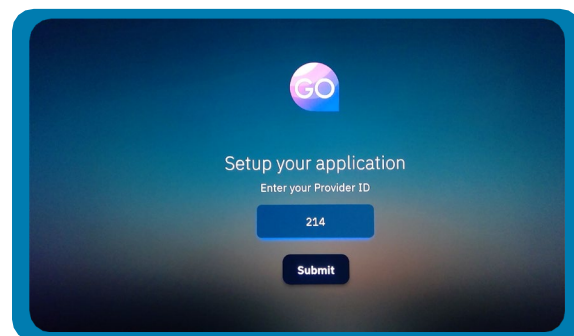
“**CATCH UPS**”– this is where the DVR content is stored. Select the channel DVR you wish to view and the available days and recordings by date, time (or EPG listing) will appear to the right. Scroll through and select the program or time period you wish to view. The recorded program will open in full screen view. By clicking the screen, you be able to rewind, pause, fast forward & play by clicking on the progress bar at the bottom of the screen. To exit the player, click on the screen, then click the X in the upper right.

“**EPG**” –Unlike the mobile app version of VU tv+, you’ll see all of the channels listed down the left side of the screen and the corresponding listing schedule for each channel to the right once you click on the channel. Listings will appear below the live stream player box which you can click on and selecting the arrows in the upper right corner to expand the player box to full screen. Clicking on a future date and time does not set up a recording for a future listing, that’s done automatically by VU tv+.

“**SETTINGS**” – here you can view the app info and edit or create viewer profiles.

VU tv+ on Roku

To enjoy VU tv+ on Roku, visit the Roku App store and download the “Nora GO” app. When you open the Nora GO app to login the first time, use Provider ID number 214 and your Username and Password in your activation email.



VU tv+ on your computer

To enjoy VU tv+ on your computer (Windows & Mac), download the “Nora GO” app here:



or visit: <https://vutvplus.com/support/>

When you open the Nora GO app to login the first time, use Provider ID number 214 and your Username and Password in your activation email.

Catch Up Viewing (DVR)

We record and store the content as listed below:

- News: 1 day for major networks/popular news services and 90 minutes for foreign or less popular news services
- Entertainment, Lifestyle, Networks, Children: 7 days, 6am-midnight
- Sports: 1 day, 6am-midnight

******Coming soon**** – 7 day recording for all channel streams**

Support

Visit www.vutvplus.com/support 24/7 to access more tips and common FAQs in our knowledge base or to open a technical support ticket. Our Customer Care Team is available *Monday to Friday*, 10am-6pm Eastern Time at [1-888-270-2235](tel:1-888-270-2235). Our Customer Care Manger, Anna Pierce can be reached by email, customercare@vutvplus.com. To cancel your service, visit www.vutvplus.com and click on *"My Account"* or open a support ticket.

Will the App work on my Fire Stick, Roku, Android TV?

The app has been developed to run on the Android, IOS (Apple), Amazon Fire, Tizen (Samsung TV) and WebOS (LG TV & others) and Roku (Nora GO) operating systems. Search your app store for your specific operating system. While uncommon, it's important to note that the app may be compatible your operating system, but not necessarily your device type. Look for the app and try downloading it to your device, in most cases the app can be added to your device. **If you cannot find the VU TV+ app, look for the NORA GO app, download it and use provider ID 214 followed by your VU TV login credentials.** For Android users of any device, please [click here](#) to download the latest version of the Android app if you cannot find the app in Google Play.

