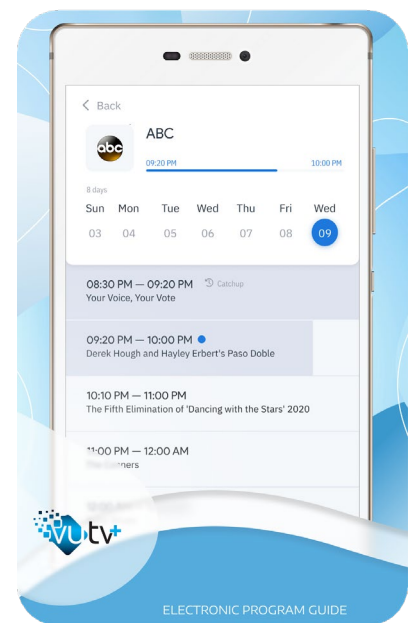


“EPG” – We suggest you start here since this is where you can click on a channel to see the available TV listings by date and time. Just click on the channel and the days/date will appear across the top and times below. Slide and click for date, scroll and click for time. Once you click on a date and 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)

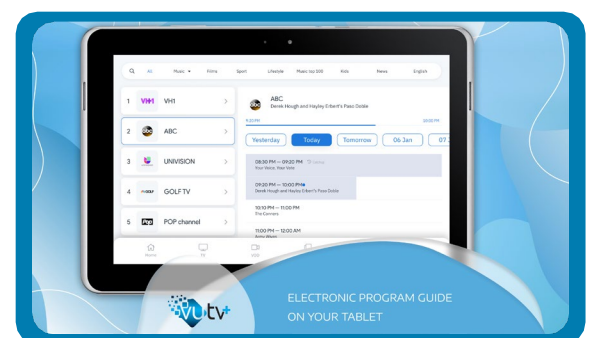
“Move to Next or Previous Channel” – click the stream image and then click the white arrow at the right of the screen to go to the next channel or the left arrow for the previous channel.

*****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...

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 to Apple TV and Roku, Summer 2022)**

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 Manager, 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.

