Welcome to

Milford
Communications

*You now have access to the very best
Phone, Internet, TV and Tech Support
services in Northwest Iowa*

SERVICES MANUAL

TABLE OF CONTENTS

INTERNET

Solutions and Support.

Get the best support.

call us toll free at: 855-722-3450

Internet	TV	Voice	Email	Billing & Payment

visit us online at
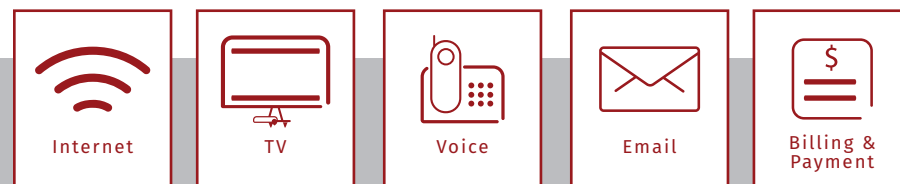
https://milfordcomm.net/support/

CHECK YOUR SPEED:
How to Perform a Speed Test

STEP 1: *Go to* speedtest.net

STEP 2: *Click the "GO" button*
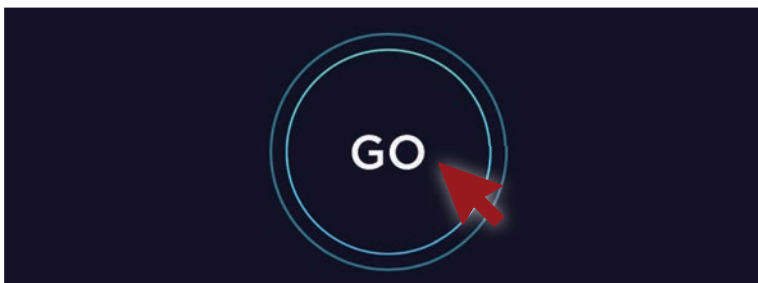
The speed test will begin.
It will calculate your download and upload speeds.

RESULTS

Download - Speed which data travels from the Internet to the user's computer

Upload - Speed which data travels from the user's computer to the Internet

FIVE TIPS TO GET THE MOST OUT OF YOUR INTERNET SPEED

TIP 1: *Set Yourself Up for Speed*

Keep your wireless router:
• In a central location in your home
• Off the floor and away from walls and metal objects

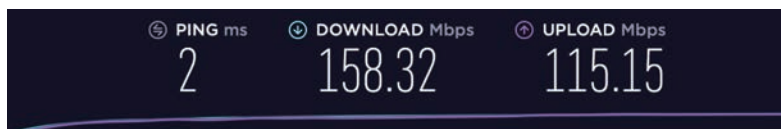To get a faster connection, make sure your computer is equipped with a gigabit-compatible network card.

How fast is your Internet? It's easy to run a speed test, go to **speedtest.net** (see page 2).

*Note that Wi-Fi speeds are typically lower than speeds attainable over a wired connection.

TIP 2: *Go Wireless*

Here are some tips to get the most out of your home's Wi-Fi network.
• Stay within range of your router. Typically, the closer you are the better the signal.
• Reduce the number of items placed directly next to, or around, your router.
• Avoid using other wireless devices (like baby monitors or cordless phones) that operate on the same frequency
• Use a modern router. We would suggest replacing your router every two to three years to get the most out of your Internet speed. The best routers today are the "AC" series. If you have an older series, such as a "B," "G" or "N" router, it could be slowing you down.
• Get enough Wi-Fi coverage for the size and building style of your home. Many routers will only cover, for example, up to 1,500 square feet. If you have a large, multi-level home it may be necessary to add additional wireless routers or repeaters to fill in the Wi-Fi coverage gaps. It is also important to consider the building style and material make-up of your home. If your home has plaster and lath walls or concrete floors, additional coverage may be necessary.

If you are on Milford Communication's Fiber network, you no longer have a modem. Instead, there is a box called an ONT (Optical Network Terminal) affixed to the outside of your home. This box houses the fiber optic connection between Milford Communication's network and your home or business. Make sure to keep trees, brush, vines and other barriers clear of the box so that our technicians can access it and never tamper with or paint the box.

TIP 3: *Use the Best Connection*

In order to get the most out of your Internet speed, hardwire your smart TV, gaming consoles and any devices that stream video or use large amounts of data. Connecting the device to your router with a CAT5e or CAT6 Ethernet cable will avoid the possible performance issues of Wi-Fi*

*Internet speeds may vary. Wi-Fi speeds can be less than wired speeds due to data loss, distance from the router and many other factors.

TIP 4: *Use a Password*

It's important to password protect your wireless network. This not only ensures that no one is siphoning your Internet connection but it also allows you to control who is accessing your home network. If you have an "N" or "AC" router make sure that you are using WPA2 (Wi-Fi Protected Access) with AES encryption (protection).

Not sure how to set or change your Wi-Fi Password? See page 6.

REMEMBER YOUR PASSWORD!
Write it here →

TIP 5: *Order the Speed You Need*

To make sure you are getting the most out of your devices and your Internet speed, make sure to keep in mind the more devices that are accessing your Wi-Fi network at one time, the more speed you may need to accommodate them. Trying to use more downstream (or upstream) bandwidth than what you subscribe to may result in devices appearing to slow down or freeze and video streaming to continually buffer.

STREAMING SUGGESTIONS

We recommend that your Smart TV or streaming device is hardwired (via an Ethernet cable) to your router so you can take full advantage of your speed. Any device streaming from a Wi-Fi connection will be subject to slow downs based on the number of devices accessing Wi-Fi, distance from your router and other types of interference.

Streaming Via Ethernet Connected Device

Internet Connection Speed Recommendations

Below are the Internet download speed recommendations per stream for playing TV shows and movies through Ethernet connection.

10.0 Meg	Recommended for SD quality
25.0 Meg	Recommended for HD quality
50 Meg	Recommended for Ultra HD quality HD Video Quality

Streaming Via WiFi Connected Device

Note that the recommended speeds on above assume a **hardwired connection**. If you are streaming on **Wi-Fi** the following is recommended:

25 Meg	Standard Definition
50 Meg	1080p HD
75+ Meg	4k Ultra HD

If multiple devices are connecting to your Internet at the same time, speeds of 50+ meg is recommended.

HOW TO RESET YOUR ROUTER PASSWORD

If you do not know the current password to your router, here are the general steps you will need to follow:

If you didn't lose you router password but just don't know how to change it, you can skip steps 1 and 2 and enter the admin user name and password that you have in step 4. This will allow you to change your wireless router's password without wiping out your router's settings.

STEP 1:

Press and hold the reset button on the back of your wireless router

You will probably have to hold the reset button for 10-30 seconds depending on your brand of router. If you hold it for too short a time it will simply reset the router but won't revert back to its factory default settings. On some routers you may have to use a pin or thumbtack to press the button if it is recessed inside the router.

STEP 2:

Connect a computer to one of your router's Ethernet ports (but not the one that says WAN)

Most router's have a web browser-accessible administrator page that you must log into in order to access the router's configuration settings. Some routers disable the administration page when using a wireless connection, so you will need to ensure that you are connected to the router via an Ethernet cable before attempting to access the router's admin/configuration page.

STEP 3:

In the browser address bar, enter the IP address of your router's administration interface

Most routers have what is called a non-routable internal IP address such as 192.168.1.1 or 10.0.0.1. This is an internal address that cannot be accessed from the Internet.

How to Change the Password to your Router

Here are the standard admin interface addresses used by some of the more popular wireless router manufactures. You may have to consult the manual that came with your router for the correct address or check a site such as RouterIPaddress.com. The following list is some of the default IP addresses. Note that these IP addresses may or may not be accurate for your specific make or model:

Apple - 10.0.1.1
ASUS - 192.168.1.1
Belkin - 192.168.1.1 or 192.168.2.1
Buffalo - 192.168.11.1
DLink - 192.168.0.1 or 10.0.0.1
Linksys - 192.168.1.1 or 192.168.0.1
Netgear - 192.168.0.1 or 192.168.0.227

STEP 4:

Enter the default administrator login name (usually "admin") followed by the default administrator password.

You can locate the default admin name and password for your specific router by checking the manufacturer's website or by Googling "Default Admin Password" followed by your router's brand name and model.

STEP 5:

Click on the "Admin" page from your router's configuration page and create a strong password.

Be sure you enter a strong, complex password for your router's admin password. If you ever lose this password you will have to repeat the steps above.

REMEMBER YOUR PASSWORD!
Write it here ➔

Visit https://www.lifewire.com for full article.

How to Change the Password to your Router

8

GIGASPIRE

GigaSpire
This isn't a router, it's a WiFi system

GigaSpire

GigaMesh

Better Wifi — Everywhere

Delivering an Internet experience like no other, even in your deepest, darkest WiFi dead zones.

Home life, uninterrupted

Enjoy strong WiFi throughout your home, on all your devices. Milford Communications' GigaSpire is the WiFi hub of your home and disperses your Milford Communiations' Internet service, eliminating the need for cords and wires.
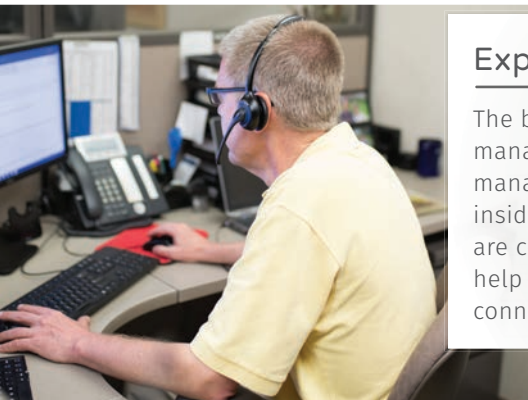
Cover Your Home in Sweet WiFi.

The GigaSpire and connected GigaMesh units form a "mesh" coverage over your home. This mesh network has the smarts to route your devices to the best connection.

9
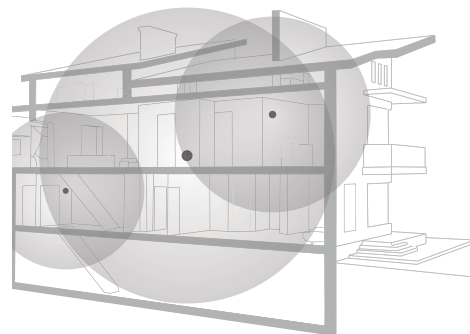
Experience built-in tech support.

The best part of Milford Communications' managed WiFi service is that, well, it's managed! Our Internet help desk staff look inside your GigaSpire and see which devices are connected, which are having issues and help you trouble shoot so you are always connected. *Easy peasy.*

Never Worry About WiFi Again

With the GigaSpire, our Internet help desk staff can help you diagnose and fix any Internet issues that may arise.

Uptime of your Router
Is your router functioning correctly or powered on consistently?

Ethernet Ports being Used
How many devices are plugged in directly to your GigaSpire? Are the Ethernet ports functioning correctly?

Connected Devices
We can make sure your devices are connected to the Internet and receive a strong WiFi signal.

Interference on WiFi Channels
Make sure other devices aren't interfering with your WiFi signal.

Internet Errors
If your GigaSpire or your Internet connection is not strong or is malfunctioning. We can monitor recent and current errors.
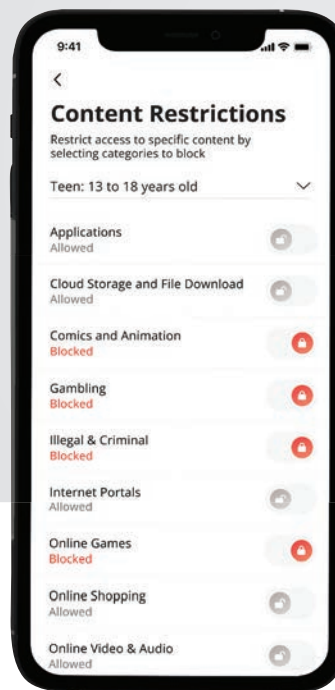
Password and Setting Changes
If you need assistance, we can help you by changing your WiFi password or wireless setting from our office.

**Your browsing is always private. Our technicians can only see the techy settings and only make changes at your request.

Want the best WiFi?
Get a GigaSpire for
$10.00/mo

Add a GigaSpire for $4.00/mo

Download PremierHQ
Enhanced Parental Control Package

You set the boundaries. We help keep them with customized priorities. Enhanced Parental Controls provides the ability to set app and content filters, scheduling and usage reports.

Block Content:
Completely remove access to specific websites and apps.

Usage History:
See a list of sites or apps each profile has accessed, & the time spent on each site/app. View the list by day, week or month.

Time Limits:
Set the amount of time each family member can spend online. Conveniently sort by websites, games or apps.

Scheduling:
Set times by day for online use, whether it's bedtime, supper-time or just screen-free family time.

Safe Search:
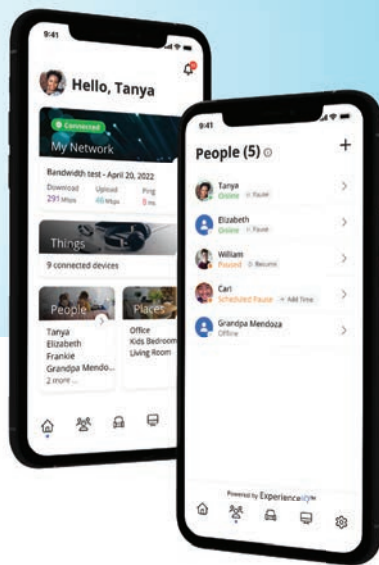Safe Search defaults Google and Bing searches to remove explicit content from their results.

HOW TO'S – PREMIERHQ APP

HOW TO: Set up the PremierHQ app on your mobile device

Easily see and manage your WiFi network with a simple app on your smartphone. Get started with the PremierHQ app.

STEP 1:
Download the PremierHQ app. You can download the app by searching "PremierHQ" in the Apple App Store or Google Play Store. Once you've located the app in the App Store, download and install it on your mobile device.

STEP 2:
Open the PremierHQ app and select "Let's get started" at the bottom of the screen

STEP 3:
Scroll down to the bottom of the page and choose "Don't have an account? Sign up."

STEP 4:
Enter your information as prompted by the app. The password you use here will be the same password you use to login to the app

STEP 5:
Because a Premier technician was already at your home to set up your GigaSpire, your system is already connected and ready to go. Tap the "yes" button.

STEP 6:
Your GigaSpire will have an information sticker on the bottom with all of the model information and a QR code for easy setup. Tap the QR code icon on your phone and scan the QR code on the bottom of your GigaSpire.

Alternatively, you can manually enter the MAC Address and Serial Number found on the information sticker. Click "submit".

STEP 7:
Name your network and create a password.
- If a Premier technician has already set up your WiFi name and password, you can select click here to skip which will take you directly to the main dashboard of the app.
- Enter a Router Name. This will be used throughout the app (eg "John's Router" or "Smith Family Router").
- Enter a Network Name (SSID), this will be your wireless connection name. This is also the name that will appear in your list of available WiFi Networks on your (and other's) devices.
- Select a password for your wireless network.

Already have WiFi set up?

If you already have WiFi set up in your home and you do not want to change the SSID and password on all the devices in your home, use your existing wireless SSID and Password from your current router.

Click the "submit" button and you are ready to begin using the PremierHQ app.

HOW TO: Change Your WiFi Password Using PremierHQ

STEP 1:
Open the app and tap the "My Network" button

STEP 2:
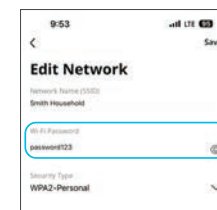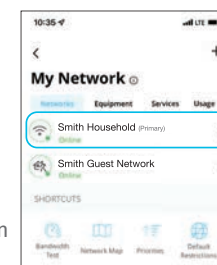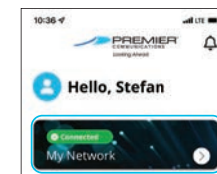Select the network you would like to change the password of

STEP 3:
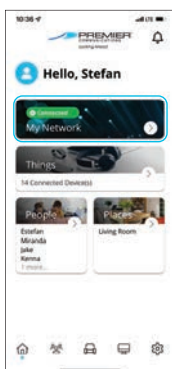Tap on the pencil icon at the top right of your screen

STEP 4:
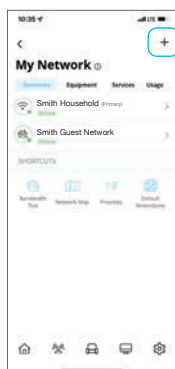Type your new password in the box provided

STEP 5:
Tap the Save button at the top right of your screen

HOW TO: Set up a guest network with the PremierHQ App

From the main dashboard, tap on the "My Network" button in the middle of the screen.

Tap the "+" button in the top right corner, and then tap "Add Network." Select "Guest" from the drop down menu.

STEP 1:

Choose and enter your Guest Network Name (SSID). This is the name your guests will see to connect to.

STEP 2:

It's highly recommended that you select an encryption type to protect your network. WPA-2 or WPA options for Encryption Type are None, AES, AES mixed. Select WPA or WPA-2 mixed (WPA-2 mixed is recommended, it has greater device compatibility) This will bring up boxes for you to set and confirm your password for this guest network.

STEP 3:

Now you can set the start and end time for your guest network. If family is visiting for the weekend, set the network for the time they'll be in your home. If you have guests coming over for a party you can set your network only during the time of the party so it automatically shuts off at the desired time. If you choose the button for Endless Network, your guest SSID will broadcast indefinitely, until you manually delete or edit the network.
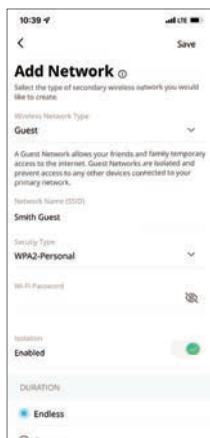
STEP 4:

Once you have the settings the way you want them, tap "save" in the upper right corner.

STEP 5:

Once you've configured your settings, you'll be given the option to send a

text notification to any contacts stored in your mobile device that may be attending. This will present them with the information they need to sign on to the guest network upon arrival.

HOW TO: Use the PremierHQ app to turn off Wi-Fi access to a specific device

It's easy to turn off Wi-Fi access to a specific device on your network. From the Dashboard, tap on "Things" and tap the device you want to turn off. Then toggle the internet access option to "off."

You can also turn off Internet access to a specific device that is associated with a family member's profile by tapping "people" at the bottom of the menu dock then tapping on the person's profile and scrolling down to select the device.
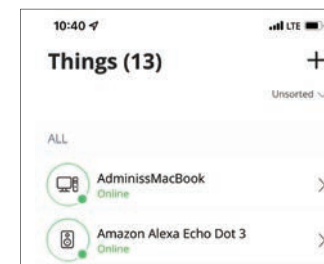
HOW TO: Set up Basic Parental Control Profiles and Devices

Setting up parental control gives you the ability to set profiles and assign devices for basic on/off control. This works great for dinner or bedtimes.

If you have the Enhanced Parental Control package, you have access to even more features for just $3.95/month! Contact Premier Communications to sign up for the Enhanced Parental Controls package at 800-741-8351.
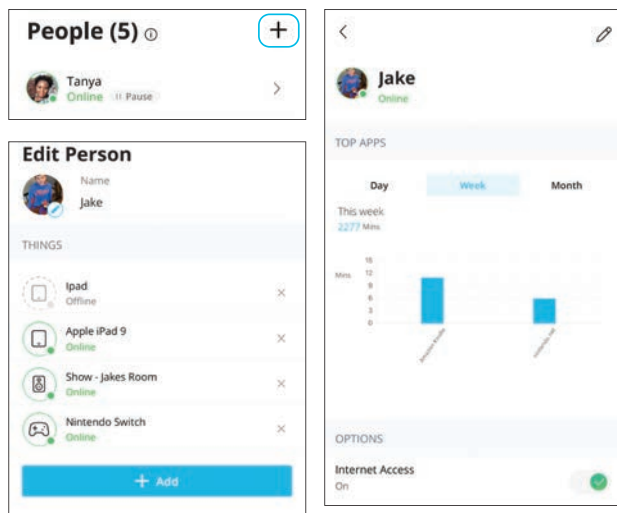
The first step to create a parental control profile is to add people to your app. You can do this within the app by selecting "People" from the main screen. To add someone to the app, select the "+" sign in the top right corner.

Then, simply enter the name in the box presented. From there, you'll tap on your child's devices that are on your network that you would like to add to this profile and add a photo if desired to represent this profile. Once you have selected all the devices, select Submit located at the bottom of the screen.

Tapping the "Internet Access" icon allows you to instantly disable all devices connected to each individual profile. Disabling internet access may take a few moments.

At any time, you can add or remove devices within a person's profile by tapping the pencil icon in the upper right corner of the screen. Add new devices by tapping the "+ Add" button, or remove an existing device by tapping the "x" next to the device name.

## HOW TO: Password protect the PremierHQ app

From the settings menu, select Set Passcode. This will allow you to set a PIN that must be entered any time the app is launched. The PIN must be a minimum of 4 characters. Once a PIN has been configured, it can be enabled or disabled from the Settings menu.
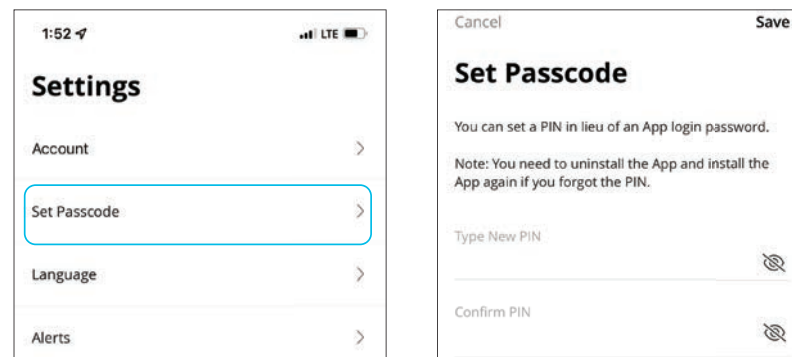
HOW TO: Identify a device that just shows numbers and/or letters as the identifier

You may see entries in your Device List that consist of a string of numbers and/or letters. This may happen for devices that do not send identifying information to the GigaSpire when they join the network. Typically, the string of numbers and/or letters displayed in the PremierHQ app is the hardware address (also known as the MAC address) of the device. The MAC address is typically found on a sticker on the device or, if the device has a management interface, somewhere in the network settings.

To properly identify the device, compare the device MAC address to the string of numbers/letters listed in the PremierHQ app.
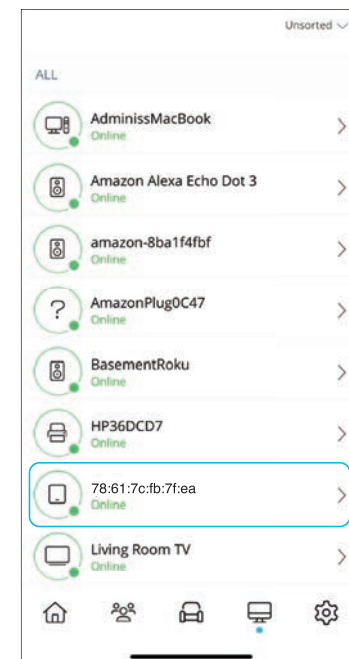
Once you have identified the device, you have the option to rename the device to something more recognizable.

To rename a device, tap the device name and tap the pencil icon in the upper right corner of the screen.

You will see a field titled "name." Type in a new name for the device, then tap "Apply" in the upper right corner of the screen.
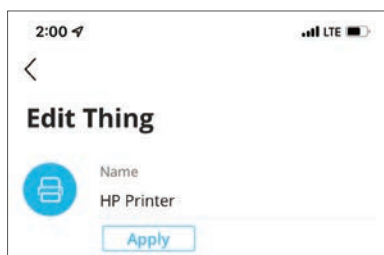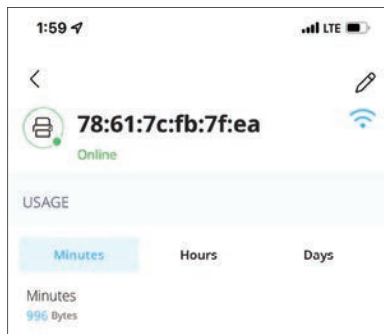

HOW TO: Get started with Enhanced Parental Controls

Setting up Enhanced Parental Controls in the PremierHQ app gives you the ability to set profiles on your home network and assign devices for basic on/off control.

To sign up for Enhanced Parental Controls please call our offices at **1-800-741-8351** so we can activate the subscription on your account. Once your subscription is activated, the first step is to add profiles for each person in your home or business. You can do this within the app by tapping on the "People" button in the dashboard. Then tap the "+" in the top right corner.

Then, simply enter the name for the profile in the box presented. From there, you'll tap on the devices that are on your network that you would like to add to this profile and add a photo if desired. Once you have selected all the devices, select "Save" located at the top of the screen.
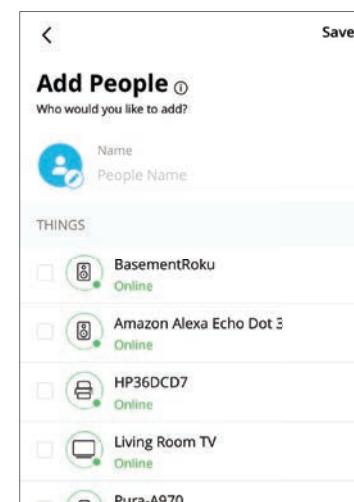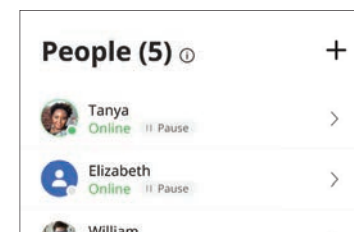
HOW TO: Set filters for Enhanced Parental Controls

Enhanced Parental Controls give you the ability to set profiles, add filters, create time limits, and view network usage. To receive Enhanced Parental Controls, contact Premier Communications at **800-741-8351** to sign up.

Using the Restrictions feature within the Enhanced Parental Controls service can help you control the type of content your family or small business is exposed to on the Internet. Within the app, choose a profile and tap the "Restrictions" button. In the menu, you'll see three sections labeled – Content Restrictions, Applications, and Websites.
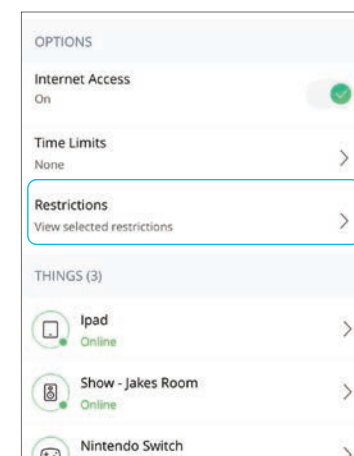
You can apply Safe Search (Google and Bing) along with YouTube Restrictions at the profile level by selecting the boxes at the top.

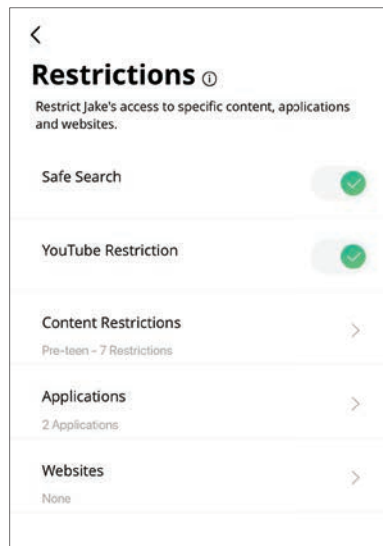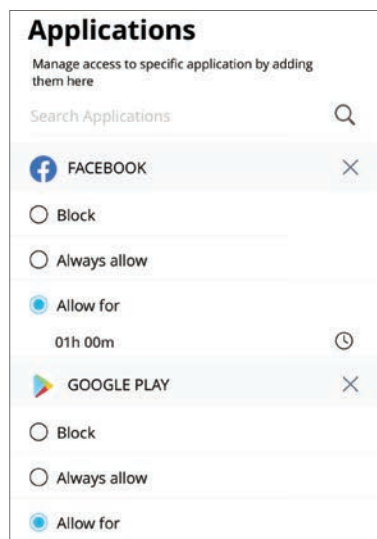The Content restrictions section prevents users from accessing entire sections of the Internet – keeping them from viewing things like pornographic and gambling websites, sites featuring violent content, and P2P/File Sharing sites. Once the item is checked, the app will refresh, and the filter has been applied.

You will also notice several template filter presets that you can select. These block certain items based on age range.

In the third section, you have the option to ban or allow specific websites. For example, if you notice that a user is spending too much time browsing specific sites, you can add the URL to block it. Once added, just like in the previous section, you can allow or block the site at any time.

As you can see, it's simple and easy to create filters for your network.

NOTE: You will NOT receive a notification for every type of content that is blocked as it could result in constant notifications to your phone.

NOTE: Individual websites are categorized into the following groups for content restriction purposes. While this does not represent all categories imaginable, it is the set that represents some of the most common groups parents wish to restrict. Cloud services and automation are responsible for analyzing and categorizing websites focusing on the most commonly seen sites. Users can always block a specific site if it has not been categorized yet by using the website filter option.

HOW TO: Understand the filtering options

There are three tabs that lay out the filtering options in PremierHQ Enhanced Parental Controls:

Content: Broad categories of content grouped by topics that could concern parents.

Applications: A list of applications that can be blocked. Search for the application and select it if available. Any application not available is not currently supported.

Website: A set of user defined websites that will be blocked. You must enter a URL such as www.youtube.com. Be sure entries are accurate to ensure proper blocking.
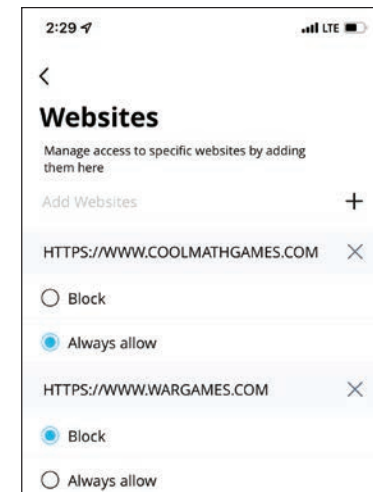
In the next section, you can filter by apps. Here, you can ban or allow a profile to access specific apps. For example, if your child has a friend visiting who needs to get homework done, you can ban a gaming application from connecting to the Internet during the visit. You can do this with other applications like Steam, Discord, Skype, and Minecraft. Once the app has been added to the list, you can toggle it on or off whenever you choose or set a daily time limit for that application. Simply start typing in the "search applications" field to see if the app is available to block.

Note: Applications are not websites. Applications access data directly from servers that a web browser would never know about or be able to block by name. This is where the application filter is used. For example: Subscribers can block the website twitter.com via the website filter. If the Twitter application is installed on the device as an app, it will also need to be blocked in the application filter.

Enhanced Parental Controls

Enhanced Parental Controls

You can also allow specific content that might have otherwise been blocked by a category filter. For example: You could block the category Social network, then add facebook.com to the website filter and set it to allow access specifically to Facebook.

Note: When setting filters and time limits, it may take a few minutes to become active and apply those settings to active device connections.

## HOW TO: Set Time Limits for Enhanced Parental Controls

Select an individual profile from the main menu that you want to add a time limit to. Once you've selected the profile, tap the Time Limits button.
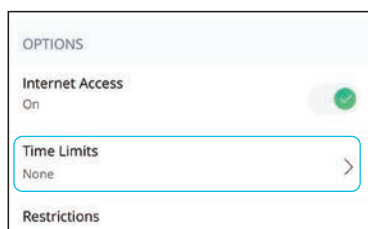
Next, you'll see this timeline interface.
On the top is the "Everyday" button. Setting the offline hours in this section will impose the same offline hours every day.

If you prefer, you can select the "Custom" button and set different offline hours for each individual day of the week.
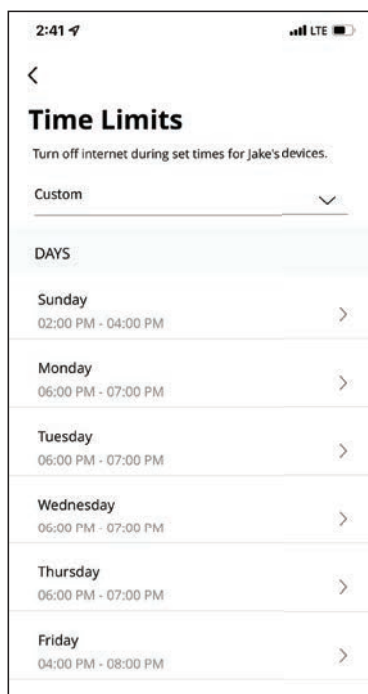
Tap on the day to set a start and end time for offline hours. If you select All Days, for example, and block 10:00 p.m. to 6:00 a.m. it will show up as 8 offline hours for each day. You can also add additional offline hours for each day. Just select the day, click on the + sign and add an additional block for that day. Once you've set the Start Time and End Times, simply tap Save. You can set up to 5 different offline blocks of time for each day.
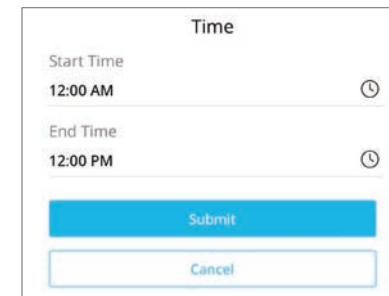
Your profile can also be set-up for specific devices. For example, you could create a profile for Gaming Systems within your home and only allow them to be used during a specific block of time during the day.

Note: Devices trying to connect during days/times where access is blocked may behave as if it does not have an Internet connection or display an error of some sort, depending on the individual device or browser.

HOW TO: View usage within a Profile

Select a profile by tapping on the "people" icon in the dock. At the top of the profile page you can see the "top apps." This gives you a screenshot of which apps have been used the most.

The default view is a daily time frame, but you can also tap "week" or "month."
You can also view usage by device by tapping things from the bottom dock and then selecting a specific device from the list. At the top of the device page you can view device usage by minute, hours, and days.
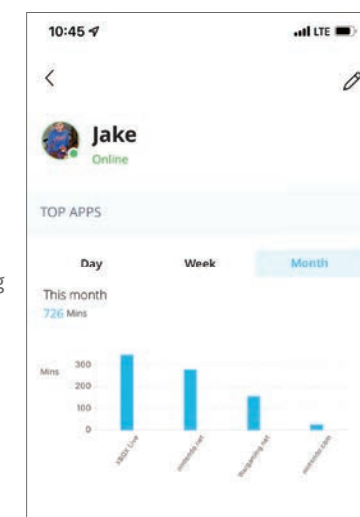
This is also where you can prioritize devices so specific devices are fast-tracked to get the most speed priority. For example: you can prioritize mom's laptop to work from home so that it gets network priority over the kids' tablets or the Roku streaming Netflix.

HOW TO: Give Specific Devices Network Priority

PremierHQ allows you to give certain devices network priority. This means that the devices you choose get first dibs on the best speed.

For example: you can give a parent laptop used to work from home network priority over the kids' phones, tablets or even your smart TV or streaming devices. That way, when a parent is on a video call for work, they receive prioritized speed over anything else happening on the WiFi network at that time.

To set network priorities, choose the "things" icon from the bottom dock. Select the device you want to fast-track, and then tap "network priority." Toggle the button to "on." Now the device is set as a priority device. You can de-prioritize the device at any time by simply toggling the priority off. For example, in the evening you may want to prioritize your streaming device for family movie night.

Enhanced Parental Controls
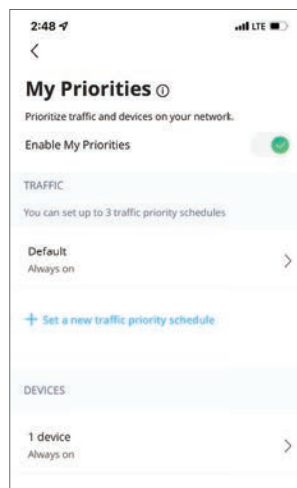
PremierTV

STREAM LIVE TV & PRIOR EPISODES
with **WatchTVEverywhere**

*on your phone, computer, tablet, or watch on your streaming devices.**
(Apple TV, Roku, Chromecast, Amazon Fire Stick, etc.)

DOWNLOAD CHANNEL APPS AND WATCH STORED CONTENT

*Not all content available for live streaming. Restrictions and blackouts may apply as set by TV Networks. Must have qualifying Cable TV package.

AT HOME OR ON THE GO, MILFORD COMMUNICATIONS' CABLE PROGRAMMING IS ALWAYS AT YOUR FINGERTIPS WITH

watchTVeverywhere

IT'S EASY TO START USING WATCH TV EVERYWHERE

HOW TO REGISTER

STEP 1: Visit **www.watchtveverywhere.com** and select "**Milford Communications**" from the TV provider drop down menu and click on **Submit**.

STEP 2: Click "Register" on the right of the screen.

STEP 3: Fill out online Registration Form. You will need **two** pieces of information to register:
1. Your account number (*found on your Milford Communications monthly bill*)

Account Summary	
Account Number	00039079-4
Invoice Number	11274237

2. The correct spelling of the last name on the account.

STEP 4: You will be asked to:
• Provide an **email address**. This will be your user name. (*This can be any valid email address.*)

• Provide a **password**.

STEP 5: Click on **Submit**.
• Check the email address you just provided. You will find an email message with your Watch TV Everywhere activation link. Click on the link to complete the registration process.

Now your registration is complete and you can begin to enjoy Watch TV Everywhere.

Watch TV Everywhere

PremierTV

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INSTALLING PREMIER TV ON YOUR DEVICES

The following devices are compatible with PremierTV

Amazon
Fire TV Gen3 & Cube2

Amazon
Fire Stick Gen2 & 4k

Premier TV
Set Top Box

Apple TV
Gen 4 & 4k

Install PremierTV on your Apple or Amazon Streaming Device

Experience TV like never before with PremierTV.

STEP 1:
Navigate to the app store on your AppleTV

STEP 2:
Search for "**PremierTV**"
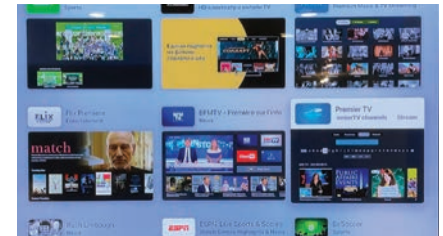
STEP 3:
Select "**Get**"

STEP 4:
You will see the question "Get PremierTV" for free?" Select "**Get**"
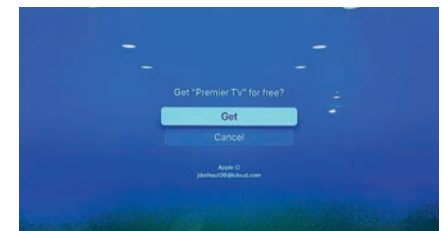
STEP 5:
You will see an account screen, choose either "Confirm with apple device" or "confirm with password"
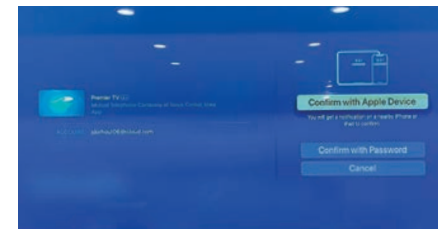
STEP 6:
You will see a screen asking you to sign in with a Login and Passphrase. Enter the numeric login and passphrase given to you by the Premier Technician or generated from another device (see "Generate a Login and Passphrase" instructions) and select "**sign in**".
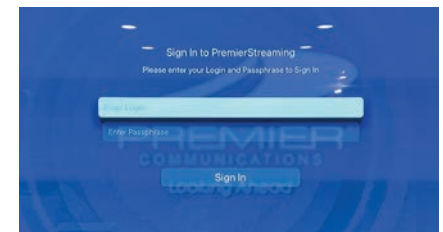
It's that simple, you can begin watching PremierTV

INSTALL PREMIER TV ON YOUR SMARTPHONE OR TABLET

Use the PremierTV app on your phone or tablet to generate codes needed to add PremierTV to additional devices.

https://qrco.de/bcsLXdv

https://qrco.de/bcsLYl

STEP 1:
Navigate to the app store on your phone or tablet.

STEP 2:
Download the PremierTV app
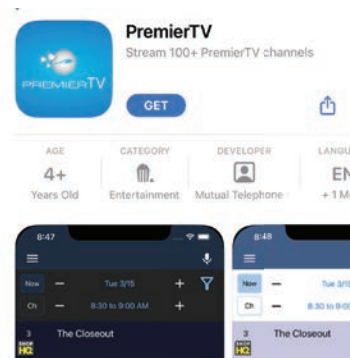
STEP 3:
Once the app is downloaded, open the app and tap the blue "**Add New Account**" button
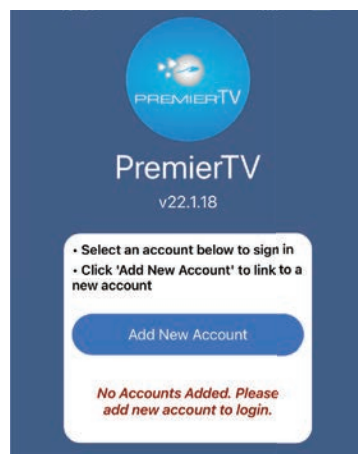
STEP 4:
You will see a screen asking for a device name. Choose a name that identifies your device (this can be whatever you want) and tap "**ok**".
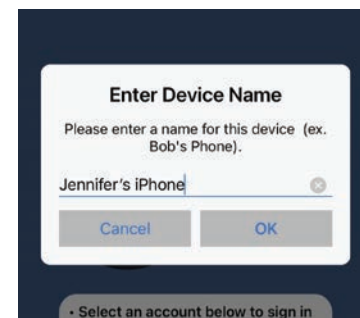
STEP 5:
You will see a login screen. Enter the numeric login given to you by the Premier Technician or generated from another device (see "**Generate a Login and Passphrase**" instructions page 32) and tap the "**pair device**" button.
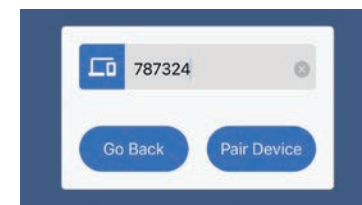
STEP 6:
You will see another screen asking for a passphrase, enter the numeric passphrase given to you by the Premier Technician or generated from another device (see "**Generate a Login and Passphrase**" instructions page 32) and tap the "**pair**" button.
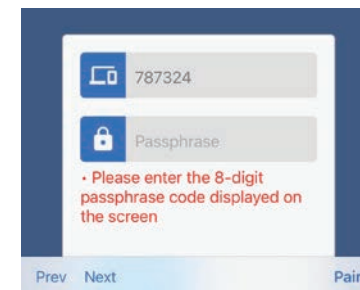
STEP 7:
Enter an "**account name**" to identify your account (this can be whatever you want) then tap "**done**".

You can now watch live PremierTV and set recordings on your smartphone or tablet.
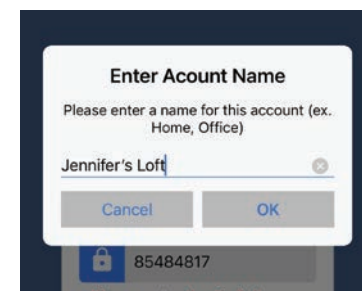
GENERATE A PREMIER TV LOGIN AND PASSPHRASE

ON A PHONE OR TABLET

STEP 1:
In the PremierTV app, tap the "**settings**" menu
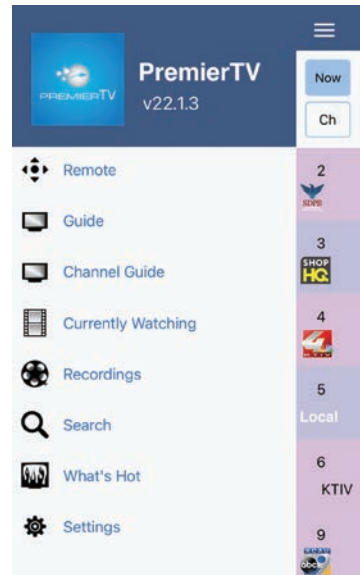
STEP 2:
Tap "**manage devices**"
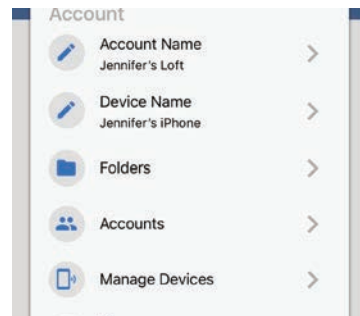
STEP 3:
At the top of the screen you will see two fields, one that says "**login**" and one that says "**passphrase**" with numbers beside each. These are the numbers you will enter to install PremierTV on additional Smartphones, tablets, Apple TV or Amazon Firestick.

ON AN APPLETV OR AMAZON FIRESTICK

STEP 1:
In the PremierTV app, navigate to "**account**" in the top menu

STEP 2:
In the account screen, select "**Add Device**"
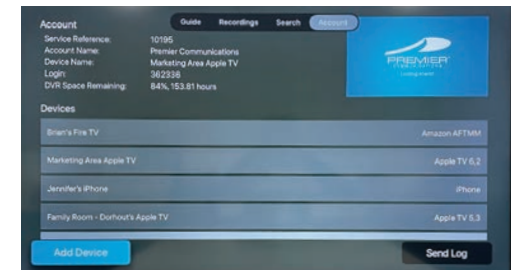
STEP 3:
You will see a screen with a "**login**" and "**passphrase**" with numbers beside each. These are the numbers you will enter to install PremierTV on additional Smartphones, tablets, Apple TV or Amazon Firestick.

HELP: if you need help generating the passphrases, please contact our Help Desk for assistance at 712-722-6062 or email helpdesk@premieronline.net. Note that the passphrases are time sensitive; you will only have 5 minutes to use them. If more than 5 minutes have elapsed, go back to the original device and regenerate new passphrases. The passphrases can be used to register multiple devices as long as it's within the 5-minute window.

APPLE TV – PREMIER TV USER GUIDE

USE THIS GUIDE IN CONJUNCTION WITH YOUR APPLE TV

Adding The PremierTV Channel To Your Apple TV

To add the PremierTV app to your Apple TV, press the Menu button, swipe Right to the App Store from the home screen of your Apple TV, and press the Touch surface. Select the Search option on the top-level menu and use the on-screen keyboard to type in PremierTV.

Select and click the Install button to begin the installation. Once the installation is completed, you will be prompted for a Login and Passphrase.

If you haven't received it, please contact our office at 800-741-8351.
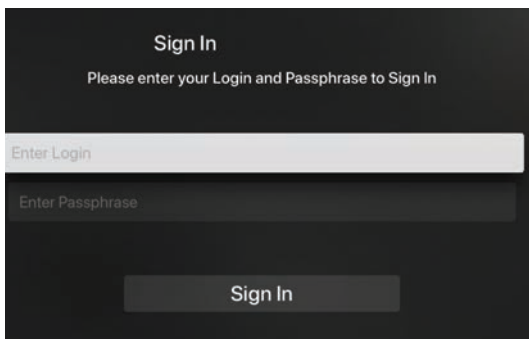
Navigating Apps Content and Lists

You can swipe Left, Right, Up or Down on the Touch surface to highlight an app or content item. Onscreen, a highlighted app or content item expands slightly. Press on the Touch surface to open a highlighted item.

To return to the previous screen press the Menu button. To return to the Home screen, press and hold the Menu button.

Watching PremierTV
From Home Screen, using the Touch surface, highlight the PremierTV icon and press the center of the Touch surface to open your Channel Guide.

Swipe up or down on the Touch surface to highlight a channel that you want to watch, then press the Play/Pause button to watch the program.

Enter Channel Number Feature
If you want to quickly move to a higher or lower numbered channel in the guide, press the Touch surface twice to open a channel number window. Enter the channel number and press done to move to that channel in the guide.
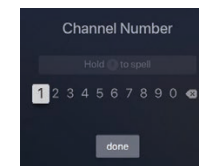
Program Search Features

Use the Search feature from the Tab Bar to find Live, Recorded, and Future programs that can be recorded. Swipe Right, highlight Search and then press on the Touch surface to open the program search. Swipe Left or Right to highlight letters that correspond with the program you are searching for and press the Touch surface to see results. You can also use the voice activation feature by holding the Microphone button and clearly saying the name of the program that you are searching for.

The results will include Live, Future, and Recordings of programs that match your search. Use your Touch surface to select your program either from the Live TV or Recordings results. Follow the instructions in this guide for watching or recording any of these programs.
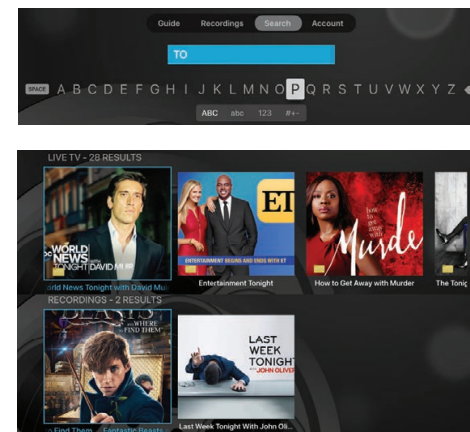
Frequently Watched Programs

When watching a live program, if you would like to view one of your frequently watched channels without going back to the guide, swipe Down on the Touch surface to see a list of your favorite channels. Swipe Left or Right to highlight the new channel that you would like to watch, and press the Play/Pause button or the center of the Touch surface to switch to this channel.
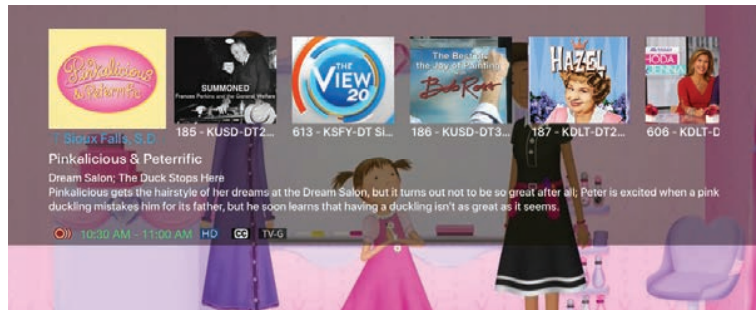
Restart TV

This popular feature lets you go back to the beginning of any currently airing or in-progress recorded program that has the Restart Option.

While watching live TV, swipe Left on the Touch surface, to open your control options, swipe Right to highlight the Restart icon, press the center of your Touch surface to restart to the beginning of the program. You can also use this feature when you are watching an in-progress recording.

Programs that have the Restart option will display the Green Restart icon in the Guide and program description. Some programs, because of programming restrictions don't allow for the Restart function. Please contact our office at 800-741-8351 if you have questions regarding this.

Pause Live - TV Fast Forward and Rewind Features

Life happens and there may be times when you need to take care of something while watching your favorite program. Use the Pause Live TV feature by pressing once the Play/Pause button on your remote control. When you want to resume your paused program just press the Play/Pause button again to resume the program where you left off.

Fast Forward and Rewind Features

There may be times when you want to go back and see that exciting play in the game or fast forward through commercials - don't tell the advertisers! To use this feature during an in-progress or recorded program, swipe Left to open your control options, swipe Right to highlight the control feature that you would like to manage: Pause, Restart, Rewind, Fast Forward, move back to the live program, or activate the Closed Captioning.
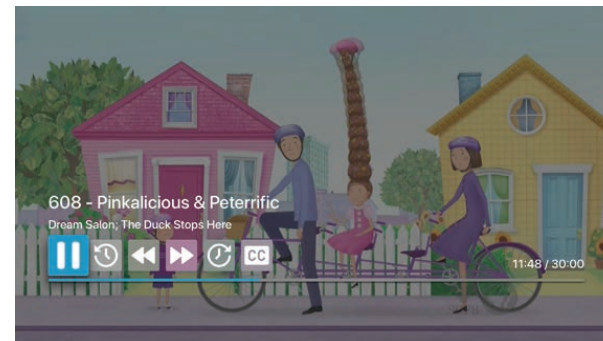
Channel Surfing From A Live Program

You can navigate to the next highest or lowest channel number from a live program that you are watching by lightly touching the upper or lower area of your Touch surface.

PremierTV

PremierTV

On-Screen Guide Management

You can press the Touch surface on any program highlighted in Blue for additional options. Press Watch to view a current-airing program. Swipe down and highlight Record to set a recording for this program. Highlighting and selecting Search allows you to see other times when the program is available to watch or to set a recording for this program.
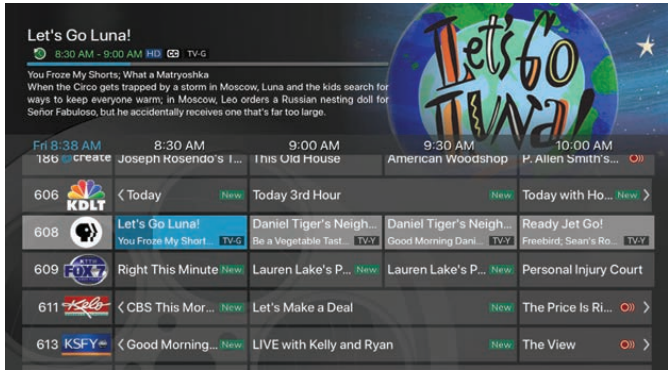
Touch Guide Navigation

Lightly touch the upper, lower, left, or right areas of your Touch surface to correspondingly navigate through the on-screen Program Guide.

Recording Programs From the Guide

Select a currently-airing or upcoming program, swipe to highlight Record, and press the Touch surface to create a recording for this program. See the Recording Programs sections of this guide for Recording instructions.

Tab Bar

From the Program Guide, press the Menu button to open the Tab Bar. The Tab Bar allows you to swipe Left or Right to access Guide, Recording, and Search options which will be covered in subsequent pages of this guide.
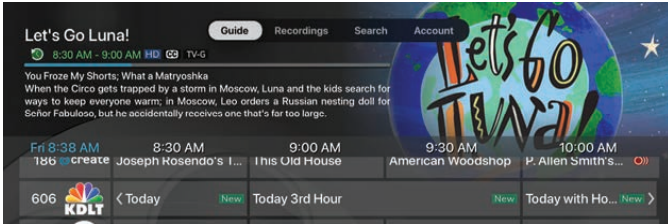

Account Option - Add a New Device

Follow the directions for adding PremierTV at the beginning of this guide, swipe down on the Touch surface to highlight Add Device and use the displayed Login and Passphrase to activate the new device.

Recording Your Programs

Making a Recording

When you select Record, a screen will display that gives you the options for setting a series rule for this program. If you don't want to set a Series Rule for this program, select One-Time Recording. To further manage this recording, go to the Tab Bar and select the Recordings option.
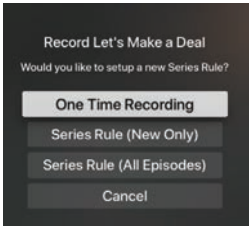
Watching Your Recordings

Recordings can be viewed from either the Recordings or Search screen options. Select Recordings from the Tab Bar to open the Recordings screen. Highlight and select Current to open your recorded program list. Scroll through the list, select the program you want to watch, and press the Touch surface to start watching the program. If there are multiple recordings, scroll and highlight the one you want to watch and press the center of the Touch surface to start watching the program. You can also delete the program by swiping Right, and then highlighting and selecting Delete. You will receive a prompt asking you to confirm the deletion.
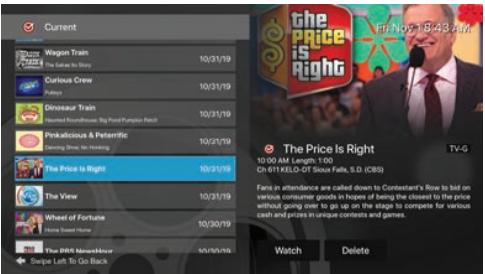
From any of your Search options, you can see a list of recordings for a specific program by highlighting and pressing Search. Swiping Up or Down on the remote Touch surface allows you to scroll through all recorded, live, or upcoming programs of an episode or a series. If the highlighted program has been completely recorded, the Watch button will display. Press the highlighted program on your Touch surface to watch the recording. Future programs can be recorded by highlighting and pressing the Record button.
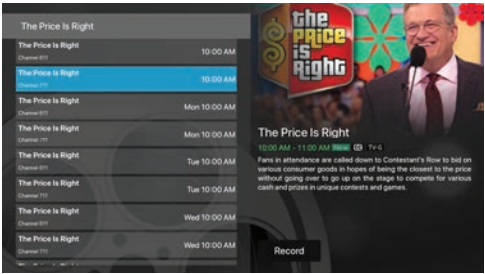
Protect Your Recordings

MGTV – AppleTV & Amazon Fire

Navigate to your list of recordings

Click on the recording you would like to protect, then arrow over until the shield icon is highlighted, and click ok.

Click "yes – protect recording from being deleted"

🛈*Note that your CloudDVR storage is limited to 200GB or 800GB, depending on what package your subsribe to. Protected recordings are included in storage limit.*
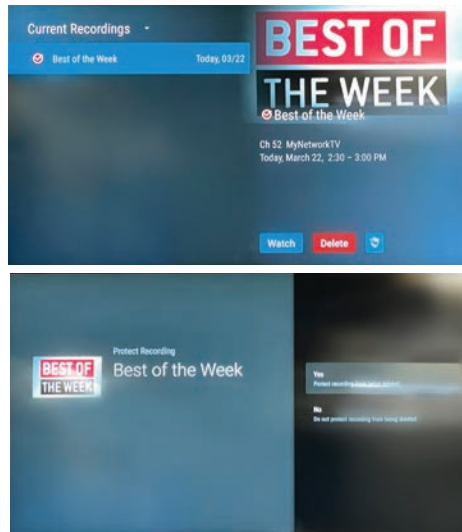
Managing Your Recordings

Current Recordings

To watch or delete current recordings, go to the Tab Bar above the Program Guide and select the Recordings option. Highlight Current and press the Touch surface to open the list of your Current recordings. From this list you can either watch or delete your recorded programs by highlighting and selecting the option with your Touch surface. If you choose to Delete a program, you will receive a prompt asking to confirm your deletion.

Upcoming Recordings

Use the Upcoming feature to manage settings for your future recordings. From the Recordings screen, highlight Upcoming and press the Touch surface to open the list of Upcoming Recordings. Scroll through the list; highlight and press the Touch surface to open the Upcoming Program recording that you want to manage. If there are multiple recordings, scroll and highlight the one you want to manage, swipe and highlight Edit, and press the center of the Touch surface to open an Edit

Recording window. To assure that you don't miss the beginning of a program, you can change the Start Recording time by highlighting Start Recording and pressing the Touch surface. This will open a screen that gives you options on how Early, Late, or On Time you want a program to begin. Scroll through and highlight your option, and press the Touch surface to set the Start Recording time. The feature "Stop Recording" functions the same way as the Start Recording feature and is beneficial when watching sporting events. Once you have finished your changes, highlight Save and press the Touch surface.

Rules

Use the Rules feature to manage the episodes of a series that you want recorded automatically. From the Recordings screen, highlight Rules and press the Touch surface to open the list of Series recordings. Scroll through the list; highlight and press the Touch surface to open a series. At this point an Edit Rule screen will open. Highlight and select Keep at Most to choose a maximum number of episodes that you want to keep of this series, or you can choose to keep All Episodes. Show Type allows you to keep Only New or All Episodes of a series.

You can also choose to set the Start and Stop Recording times for all episodes in this series. This option works the same way as it does in the Upcoming Recordings. Once you have finished your changes, highlight Save and press the Touch surface.
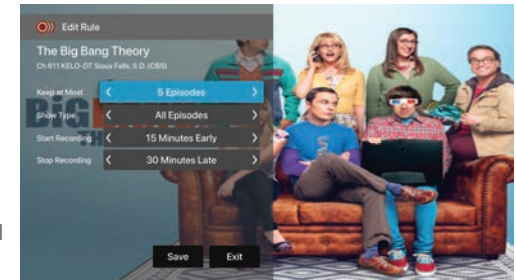
AMAZON FIRE TV – PREMIER TV USER GUIDE

USE THIS GUIDE IN CONJUNCTION WITH YOUR AMAZON FIRE DEVICE

Adding The PremierTV To Your Amazon Fire TV

To add the PremierTV app to your Amazon Fire device, press the Home button and navigate Left to the search magnifying glass. Type in or use Voice Search to enter PremierTV.

Select and click the Get button to download the App. Once the installation is completed, you will be prompted for a Login and Passphrase.

If you haven't received these, please contact our office. After entering the Login and Passphrase, press Save and then you are ready to stream.
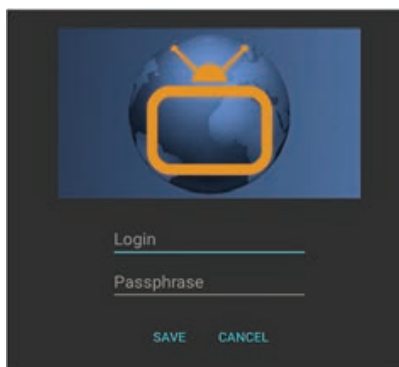
Navigating the App Content and Lists

Pressing left, right, up or down on the remote circle will highlight specific items. Pressing in the center of the remote circle will open a highlighted item. To return to the Home screen, press the Home button. Press the Back button to move back to the previous screen.

Watching PremierTV

From the Home Screen, use the remote to highlight and expand the PremierTV icon and press the center of the remote. This action will open your on-screen Program Guide. To watch a channel, press up or down on the remote ring to any program highlighted in Blue and press the Play/Pause button to view a currently-airing program.

Channel Surfing

While watching a currently airing program, press the top of the remote circle to view the next higher numbered channel. Press the bottom of the remote circle to view the next lower numbered channel.

Enter Channel Number Feature

From the Program Guide, press and hold the center of your remote ring to open a screen that allows you to enter a specific channel number and then select Next to move to that channel number in the Program Guide.
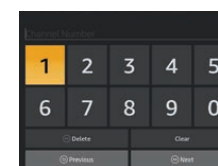
Fast Forward and Rewind Features

There may be times when you want to go back and see that exciting play in the game or fast forward through commercials - don't tell the advertisers. To use this feature during an in-progress or recorded program, press the Fast Forward button on your remote control to advance the program, and press Rewind to go back. The Progress Bar lets you track your movement through a program, and the timer helps you to see how far you are from the end of the program.
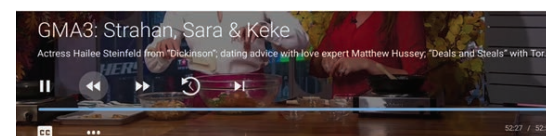
Program Search Feature

You can use the Search feature to find Live, Recorded, and Future programs. From the Program Guide, press the Back button to open the Tab Bar, scroll right to the Search feature, press on the lower part of the remote ring, and then press the right side of the remote ring to open a typing pad. You can manually type in a program search by typing in letters of a program that you are searching for. To use the voice search, press and hold the Microphone button while saying the name of the program you are looking for.
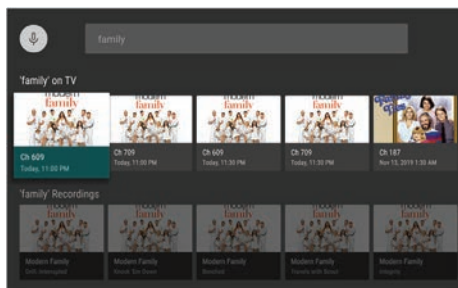
The results will be more specific if you type in or pronounce more letters in the name of the program. You can also use the search feature to find specific types of program, like a program with the name "Today" in the title. To view your search results, highlight Next on the keypad and press the center of your remote. The search results will show currently airing or upcoming programs in the top row. Highlight a program, press the center of your remote, and then select Watch to view the program or Record to add this program to your future recordings. The bottom row will show programs that have been recorded or future recordings. Highlight a recorded program you want to watch and press the center of the remote to watch the program. You can also select Delete if you want to remove the program from your recordings.

Restart TV

This popular feature lets you go back to the beginning of any currently-airing or in-progress recorded program that has the Restart Option. While watching live TV, press on the upper part of the remote ring to open a program Play bar. Press on the upper part of the remote ring a second time and scroll right to highlight the Restart button. Press the center of your remote to restart the program from the beginning.

Programs that have the Restart option display a Green Restart icon in the
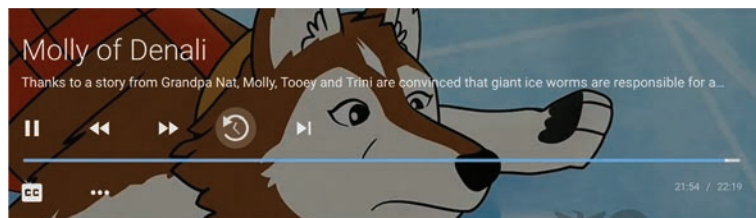
program description. There may be programs because of programming restrictions that don't allow for the Restart function.

Watching In - Progress Recordings

If you would like to watch an in-progress recording from the beginning, for the best experience, use the Restart feature.

Pause Live TV

Life happens and there may be times when you need to take care of something while watching your favorite program. While watching live TV, press on the Play/Pause button on your remote once to pause the program. After you have let the dog out, raided the refrigerator, or completed any other task, just press the Play/Pause button one more time to continue watching your program.

Quick Guide

During a recorded or live program press the lower part of the remote control ring to pull down a menu list of your most recently-watched channels. Scroll left or right to choose a new channel and press the center of your remote to watch it.
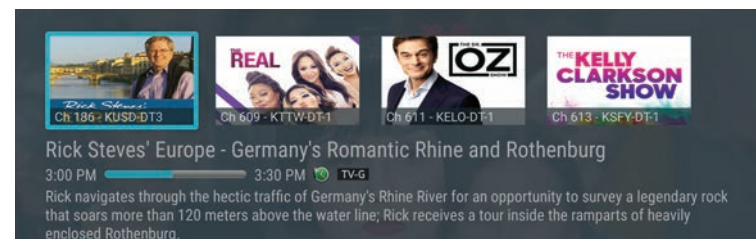
On-Screen Guide Management

From the Home Screen, use the remote to highlight and expand the PremierTV icon and press the center of the remote. This action will open your on-screen Program Guide. Press Up, Down, Left or Right to scroll through your channel lineup. Pressing the center of your remote on a highlighted program will open a program screen with detailed information about the program. This screen will also display Watch, Record and Search options.
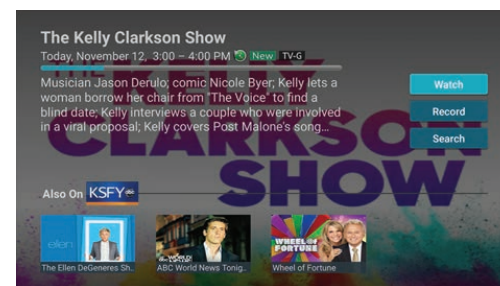
To Watch, use your remote to highlight the Watch button and press the center of your remote. To Record a program, highlight the record button and press in the center of your remote ring. See the Record Your Programs section of this

guide to learn more about recording programs. Choose the Search feature if you want to see future dates and times that this program will air or programs that have been recorded or are scheduled for recording.

Recording Programs From the Guide

Select an upcoming program, press the center of your remote, highlight the record button and press the center of your remote to make a recording of this program. See the Recording Your Programs section of this guide for Recording instructions.

Tab Bar

From the Program Guide, press the Back button on your remote to open the Tab Bar. The Tab Bar allows you to scroll Left or Right to access the Guide,

Recording, Search, and Settings options. Details on the Recording and Search options will be covered in subsequent pages of this guide.
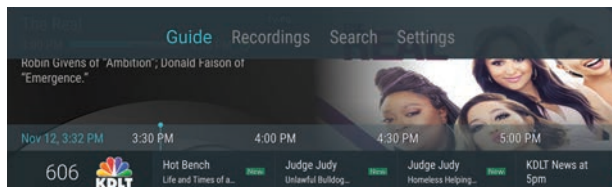
Adding New Devices to Your Service

Before you add a new device to this service, go to Settings in your Tab Bar from an activated device, scroll down and highlight Add Device. Press the center on your remote to generate a Login and Passphrase for the new device. Follow the directions at the beginning of this guide for adding this service to your new Amazon device, and use the displayed Login and Passphrase when you are prompted to activate this service.

Recording Your Programs

Making a Recording

When you select Record, a screen will display that gives you the options for setting a Recording Series rule for this program. You can record only new episodes (Series - New Only), record all episodes of this program (Series - All), or a One-Time recording of this program. To further manage this recording, go to the Tab Bar and select the Recordings option.

Watching Your Recordings

Recordings can be viewed from either the Recordings or Search screen options. Select Recordings from the Tab Bar to open the Recordings screen. Here you will see a list of your Current Recordings. Scroll through the list, highlight the program you want to watch, and press the Play/Pause button to start watching the program. If there are multiple recordings, scroll and highlight the one you want to watch and press the Play/Pause button to start watching the program.
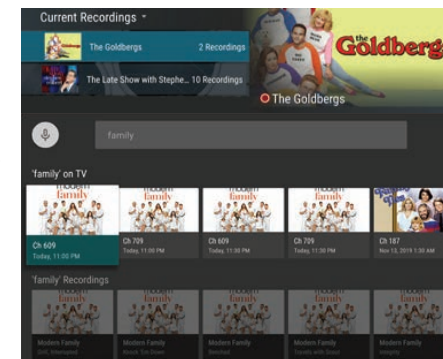
From any of your Search options, you can see a list of recordings for a specific program by highlighting and pressing on the Search button. This screen will display a list of current or future scheduled broadcasts of this program in the top row. Scroll down to the second row to highlight the list of recorded programs. If the highlighted program has been completely recorded, press the Play/Pause button on your remote to play the recording.

Managing Your Recordings

Protect Your Recordings

Navigate to your list of recordings

Click on the recording you would like to protect, then arrow over until the shield icon is highlighted, and click ok.

Click "yes – protect recording from being deleted"
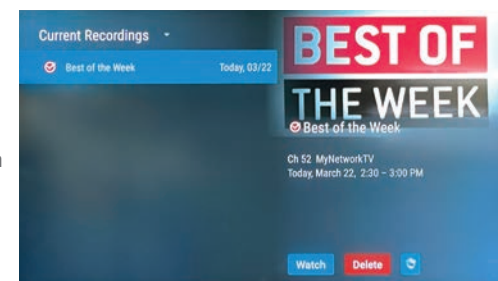
Note that your CloudDVR storage is limited to 200GB or 800GB, depending on what package your subsribe to. Protected recordings are included in storage limit.

Current Recordings

To watch or delete current recordings, go to the Tab Bar and select the Recordings option. This screen will display the list of your recorded programs. Scroll up or down and press on the highlighted program that you want to manage. Scroll up or down to highlight a program and press the Play/Pause button to watch the program. The Checked Red circle to the left of the program indicates that it has not been watched while programs with a Red Play Button have been partially watched. Press Play/Pause on a partially watched program to view the program where you left off. From this list you can either watch or delete your recorded programs by highlighting the Watch or Delete option. If you choose to Delete a program, you will receive a prompt asking to confirm your deletion.
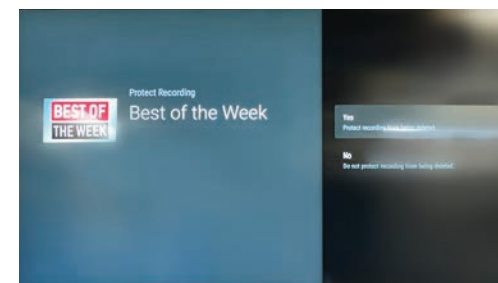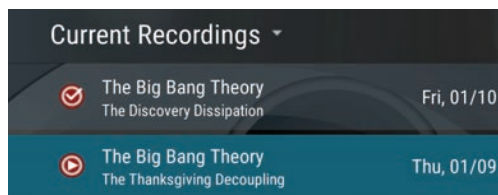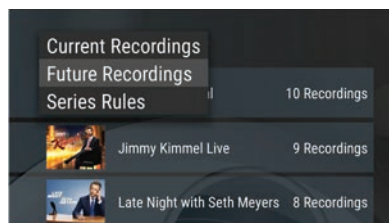
Future Recordings

Use the Future Recordings feature to manage settings for your future recordings. From the Recordings screen, press the center of your remote control twice, and from the dropdown, choose Future Recording to see a list of programs you have scheduled for recording. Scroll through the list, highlight, and press the center of your remote to open a Future Recording that you want to manage. To assure that you don't miss the beginning or ending of a program, highlight Edit and press the center of your remote to open a Recording Options screen. Highlight and press the center of your remote to edit the Start and End Recording times for the program. Scroll up or down and press the center of your remote to adjust the time when you want your recording to start or end. Once you have finished your changes, highlight Save and press the center of your remote to save the changes. To delete a Future Recording, highlight Delete and press the center of your remote, to receive a prompt asking to confirm your deletion.

Series Rules

Use the Series Rules feature to manage the episodes of a series that you want recorded automatically. From the Recordings screen, press the center of your remote control twice, and from the dropdown, choose Series Rules to see a list of series programs you have scheduled for recording. Scroll through the list and highlight a series that you want to manage. Highlight Edit and press the center of your remote to open a Recording Options screen. Scroll up or down and press the center of your remote to choose Recording Type, Keep At Most, Start Recording, or End Recording options. Recording Type lets you keep All Episodes or Only New Episodes. Keep at Most lets you choose a maximum number of episodes that you want to keep of this series, or you can choose to keep All Episodes.

The Start and Stop Recording times option works the same way as it does in

Future Recordings. Once you have finished your changes, highlight Save and press the center of your remote control. You can also delete all of the Series Rules for a program by highlighting the Delete button and pressing the center of your remote. This only deletes the Series Rules and does not delete the Series Recordings.
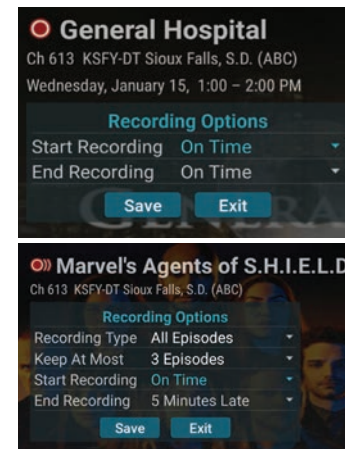
PREMIER SET TOP BOX USER GUIDE

USE THIS GUIDE IN CONJUNCTION WITH YOUR PREMIER SET TOP BOX

WHAT'S ON TV?

When you first turn on the TV, there are three easy ways you can see what is currently showing. You can use the **OK** button, the **INFO** button, or the **Browse (right arrow)** button.
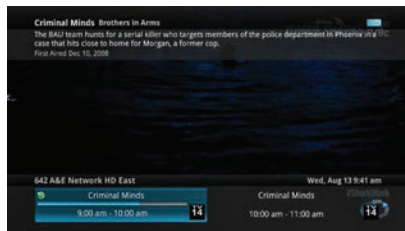
CHANNEL GUIDE

The Channel Guide is your on-screen tool to see what is on tv and allows you to surf channels while still watching a program.

Press the **GUIDE** button on the remote control. Information about the program you are tuned to displays at the top of the screen along with indicators showing:
• Whether a program is in HD
• Whether a program is a new episode
• Whether the broadcast is in HD
• Whether the program is available for Pay Per View purchase
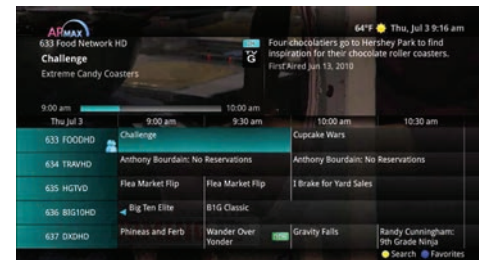
Move through the guide one channel at a time, use the **Up/Down arrow** buttons on the remote control. As you do this, a description of the highlighted program   will display at the top of the screen. Or, press the *Channel + and Channel –* buttons to scroll through the channels more quickly.

To browse through the guide using a Favorites list, press the *Blue* button or the **FAV** button. The list name will appear at the bottom of the screen. Keep pushing the Blue button to scroll through the different Favorites lists.

To exit the guide, either press the **GUIDE** button a third time or press the EXIT button on the remote control.

SEARCH

PARTIAL TEXT SEARCH WITHIN THE GUIDE

While viewing any program (and not in the Guide or other menus), press the *Search* button *(left arrow)* on the remote control. This will display a search window where you can enter the first few letters or one or two words in the program title.

Use the *arrow buttons* on the remote control to highlight the letters and press the **OK** button to select a letter. When you have entered all the text, arrow down to **Submit** and press the **OK** button or just push the *Yellow* button to start the search. If there is a program in the search results that you would like to record, you may schedule a recording from the list of search results. Simply use **arrow buttons** to highlight the program and then press **OK** or **Record** on the remote control.

You may also continue to search for more programs by the same name.
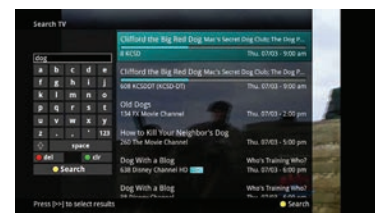
RECORD YOUR PROGRAMS

RECORD WHAT YOU'RE WATCHING

If you are watching a program and decide that you want to record the remainder of the program you can easily start a recording.

While watching a program, press the **Record** button on the remote control.

Choose whether this is a one-time recording, a series recording, or select the **Cancel** to not set a recording.

Customize your recording selections for start and stop time and which folder to save the recording to.

The Reminder function may also be selected from this screen. Select the Reminder function if you would like your television to remind you when:
- When the program is going to air
- When a new episode of the program is going to air
- Each time a program will air
- You may set the reminder for 1, 2, 3, 4, 5, 10 or 15 minutes prior to the program start.
- You can also choose to have the television automatically tune to the channel when the recording starts.

A *Red circle* will briefly display in the top right of the screen indicating you are recording the program.

If you decide to stop recording the program before it is complete, press the Stop button. Choose from the options regarding how to save the partial recording. The options are:

- **Continue Recording** – Does not stop recording the program.
- **Stop Recording and Keep –** Saves the recording for future viewing.
- **Stop Recording, Keep and Protect –** Saves the recording and protects it from automatic deletion.
- **Stop Recording and Delete** – Deletes the recording from memory.
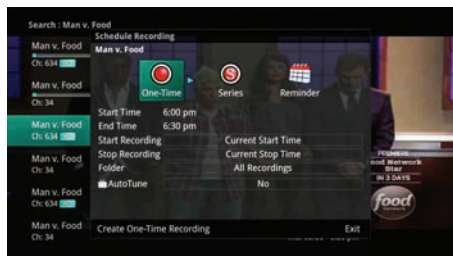
CREATE A ONE-TIME RECORDING

Whether you are choosing a program from the Guide or if you are currently viewing the program when you decide to record it, the process to create a one-time recording is the same:

From the Guide, highlight the program you want to record and press the **Record** button on the remote control. The recording options will display.
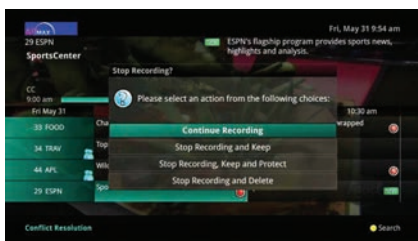
Choose to create a one-time recording.

Use the arrow keys to customize start & stop times, folder to save the recording to, and auto tune preferences.

Arrow down to *"Create One Time Recording"* and click the **OK** button on your remote control.

A Red circle will display in the guide indicating the program will record.

You will also be able to find the recording in the Future Recordings list.
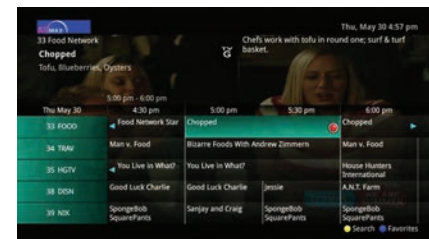
RECORD A 'LIVE' EVENT (Live Sporting Event, Award Show, etc.)

Recording a Live Event is essentially the same as recording any other program. However, since there is a chance of a live event running longer than originally scheduled in the programming guide, you have the option to record up to one hour longer in order to be sure you record the entire event. For example, a baseball or football game.

From the Guide, highlight the program you want to record and press the **Record** button on the remote control. The recording options will display.

The DVR recognizes from the program guide information that this is a live broadcast and warns you that it may extend past the designated end time. Use the **Left/Right arrow keys** to choose the Stop Recording option. Choose a *15 minute, 30 minute,* or *60 minute* extension time.

Arrow down to *Extend Recording* and press *OK* on the remote control.
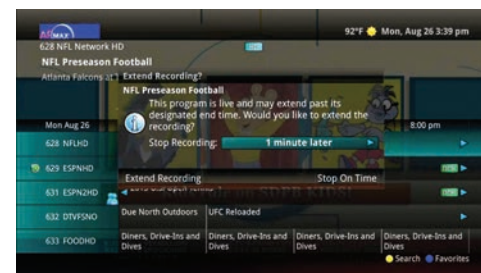
RECORD A SERIES

Whether you are choosing a program from the Guide or if you are currently viewing the program when you decide to record it, the process to create a series recording is the same:

If you have found a program that you would like to record in the *Guide,* highlight it and press the *Record* button on the remote control. The recording options will display.

Arrow over to select *Series* and press *OK* on the remote control.

The Series Recording Options will display.
• Choose how many episodes to Keep at Most at any given time. Options are 1 – 10 or All episodes. Use Left/Right arrow buttons to make your selection.
• Choose the Show Type you wish to record. You may choose to record All episodes of a program or only New episodes.
• Choose when to Start Recording. You can begin 'on time' when the program is scheduled to begin. Or you can use the Left/Right arrow buttons to choose 1, 2, 3, 4, 5, 10, 15, or 30 minutes early.
• Choose when to Stop Recording. You can stop 'on time' when the program is scheduled to end. Or you can use the Left/Right arrow buttons to choose 1, 2, 3, 4, 5, 10, 15, 30, or 60 minutes late.
• Choose the Folder where you want to save the recording. By default the folder will be 'All Recordings' but you may choose another existing folder or create a new folder.
• Select Yes or No for the AutoTune feature
• Arrow down to Create Series Recording and press OK on the remote control to save your changes. To cancel your changes, press the EXIT button or highlight Cancel and press OK on the remote control.

A Red circle with an 'S' will display in the guide indicating the program is part of a series recording.
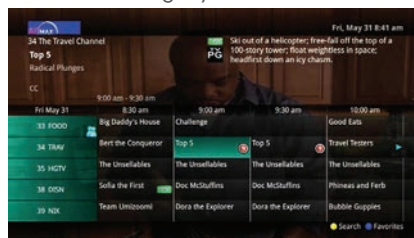
WATCH YOUR RECORDINGS

To access the list of recorded programs, press the *MENU* button on the remote control guide.

From the list of recordings, use the *Up/Down* arrow buttons to choose the folder containing the recorded program you wish to watch.

To start playback of the recording, press the *Play* button on the remote control.

If the program is one that you had previously viewed and stopped in the middle, you will be asked if you would like to resume playback from where you left off or if you would like to restart from the

beginning or if you would like to exit and return to the Recordings List.

As you play back a program, you have the ability to *Fast Forward, Rewind, Pause, Replay, Jump Forward, Jump Backward* or *Stop* the playback.

When you reach the end of the program, you will be asked if you would like to delete the recording. Select either Yes or No.

PROTECT YOUR RECORDINGS

1. Press the "menu" button on your remote control, and navigate to the list of your recordings. Select "DVR" and then "My Recordings."

2. Select the recording you want to protect

3. Then push the green button to open the "actions" menu

4. Scroll down to "protect" and push the "ok" button the remote.

NOTE: Once a recording is protected you will see a small grey and blue shield icon displayed in from of the program name.
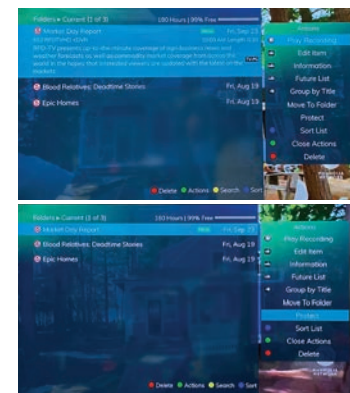
If you want to remove protection from the recording, simply choose Protect again.

DELETE A RECORDING

In addition to the option to delete a recording when you have finished viewing it, there are other options for deleting a recording.

To access a list of recorded programs, press the *MENU* button on the remote control guide.

From the list of folders, choose the folder that contains the recordings you want to delete and use the *Up/Down* arrow buttons to highlight the entire folder or the individual episode you want to delete.

Press the *Red button* to Delete the recording or group of recordings. Or, press the *Green button* to access the Actions menu and then choose Delete. You have the option to cancel the process by pressing the *EXIT* button on the remote..
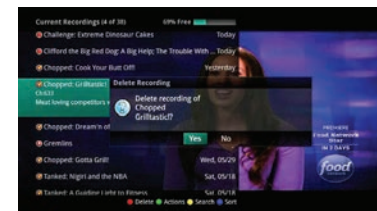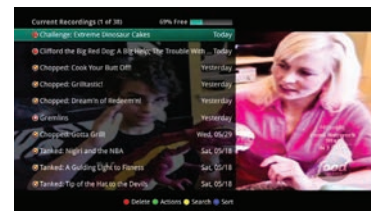
SAVE YOUR FAVORITES

If you like to be able to surf within only a specific set of channels, you can create Favorites lists. By default, your set top box has grouped channels into several
pre-set Favorites lists.

Press the **MENU** button to access the Main Menu. Highlight **Settings** Use the arrow buttons to highlight **Edit Favorites** and then press the **OK** button.
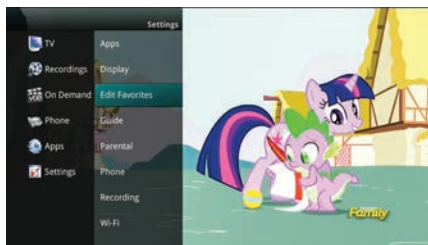
If you are not already in a '**New List**' by default, arrow right to access a **New List.**

All available channels will display. Use the **Up/Down arrow** buttons on the remote control to move through the list of channels. When you are on a channel you want to add to your list, press the **OK** button to mark it as part of this Favorites list.

To name the list, press the **Yellow button** on the remote control.

Use the **arrow buttons** to move through the letters on the screen. Press the **OK** button on the remote control to choose a letter. When you have named your list, arrow down to select **Submit** to accept your name.
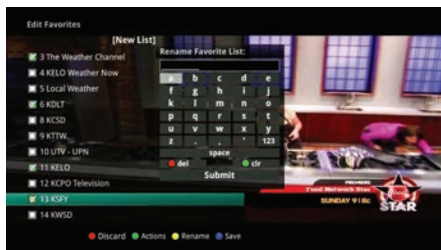
To Save your favorites list, press the **Blue button** on the remote control and then press the **OK** button.

To Discard a favorites list, press the **Red button** on the remote control.

Press the **EXIT** button on the remote control to leave the menu.

RESTART TV

Running a little late and missed the beginning of your show? Restart it! The Restart TV service allows you to restart a TV program that is already in progress. Or if you are browsing channels and see a show you wanted to watch that has already begun, you can restart it and watch it from the beginning.

• Flexibility – watch your TV programming on your schedule

• Convenience - Restart a show already airing by the press of one button

• Catch Up - Use Restart TV to record a show – pause, rewind, and fast forward

Restart TV programming is indicated by the green and white Restart icon in the Browser Bar. Or you can highlight the program in the on-screen program guide and press the GREEN button on the remote control to restart and watch the program from the beginning..

* Restart TV is not available on all channels.

PARENTAL CONTROLS

PARENTAL CONTROLS

Arrow to the right, highlight Parental and press the OK button, you will find Parental Control options to
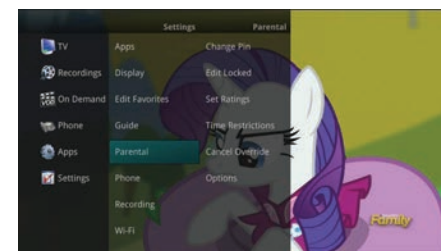
SET RATINGS

1. Within the Parental menu, arrow to the right and select the Set Ratings category. The Set Ratings category allows you to set access to programming based on TV and Movie ratings. This will require that a PIN be entered in order to view programming at or beyond the rating you specify.

2. Use the Left/Right arrow buttons to choose a TV Rating. Options are: TV-Y, TV-Y7, TV-Y7 FV, TV-G, TV-PG, TV-14, TV-MA, off.

3. Use the Left/Right arrow buttons to choose a Movie Rating. Options are: G, PG, PG-13, R, NC-17, Adults Only, off.
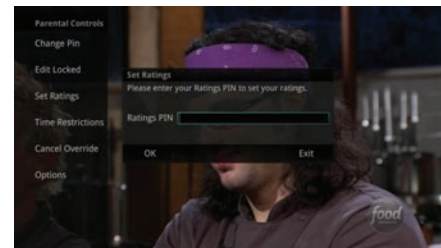
If you have set parental ratings in order to prevent viewing shows beyond a rating that you find acceptable, you will need to enter a PIN in order to access programming beyond your specified rating.

TIME RESTRICTIONS

1. Within the Parental menu, arrow to the right and select the Time Restrictions category. The Time Restrictions category allows you to set time periods per day where television access requires a PIN. These time restrictions may be set by selecting the Green button to Add Restriction. A new restriction will appear to the right of the week schedule. Arrow to the right to select a day and press the OK button.

2. Once a day has been selected, use the Up/Down arrows to select a time and either AM or PM for both start and end time for the time restriction. When you are done creating time restrictions, select the EXIT button.
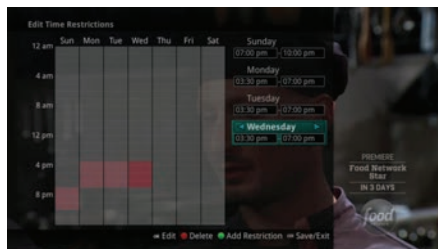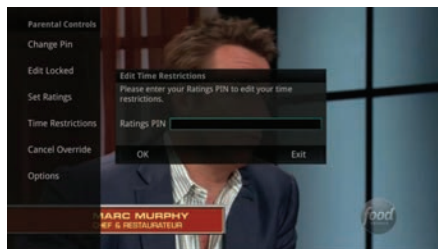
OPTIONS

Within the Parental menu, arrow to the right and select the Options category. The Options category requires the Ratings PIN to be entered in order to update any settings. Enter your PIN and select OK.

1. Once the Ratings PIN has been entered, you may choose to have Locked Channels and/or Show Restricted Titles visible. Selecting a "No" value for either setting will cause these programs to not appear in the Guide. Select OK.

2. A Parental Controls Options prompt will appear once the changes have been saved successfully.
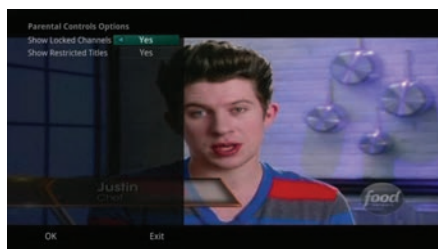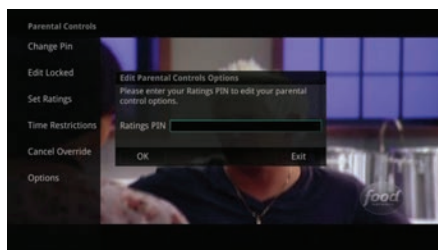
HOW TO: ADJUST YOUR DISPLAY SETTINGS & TURN CLOSED CAPTIONING ON AND OFF

Press the **Menu** button on your remote, then select **Settings**. If you arrow to the right, highlight **Display**, and press the **OK** button, you can change how the set top box should display specific things. Typically, these items are set at the time of installation and not changed.

1. Turn Closed Captioning On or Off.

2. Set the Audio Language to Descriptive Audio, Canadian Descriptive Audio, English, Spanish, or French.

3. Set Audio Format to Stereo, Dolby Digital, or Dolby Digital +.

4. Change your Connector settings to Coaxial, Composite, S-Video, Component or HDMI.

5. Set the TV Type to either 16:9 or 4:3.

6. Select the Output Resolution for the television.

7. View the setting for Conversion Mode, Original Size or Fit to Screen (this may also be changed temporarily by pressing the * button on the remote control).

PREMIER SET TOP UNIVERSAL REMOTE

THIS REMOTE WILL BE INCLUDED WITH YOUR PREMIER SET TOP BOX

MENU
Displays the Applications Menu

GUIDE
Displays the program guide listings

OK/SELECT
Selects highlighted screen options.

SETTINGS
Displays settings menu.

MUTE
Silences the audio. Press to activate. Press again to restore sound to the previous level.

VOLUME ▲▼
Raises or lowers the sound level.

FAV
Displays favorite channels.

DAY ◄►
Skip forward or backward a whole day in the program guide.

REPLAY
Replays the previous few seconds of a program

LIST
Displays a list of programs you have recorded, allowing you to select one for viewing.

NUMBER PAD
Enter numbers to tune to channels. Also, make numeric entries on on-screen menus.

ON-OFF
Opens or closes the PIP window through the Cable STB.

VIDEO SOURCE
Selects a video source from available video components.

SWAP
Swaps the contents of the PIP window and the main viewing screen through the Cable STB so that the PIP window displays on the main screen.

LIGHT BUTTON
Press to backlight all keypad buttons. Press again to turn off (or simply wait 10 seconds for automatic shut-off).

SYSTEM ON/OFF
Power on/off up to five components with one button

POWER
Turn your TV, AUD, DVD, AUX & Cable Box on and Off.

AUX, DVD, AUD, TV, CBL
Device Buttons used to select the component you want to operate and signals remote control activity.

INFO
Displays information about the program currently playing or highlighted in the program guide.

EXIT
Exit from current screen.

PAGE +/-
Accesses pages above or below the information currently displayed.

CURSOR NAVIGATION PAD
Navigate to and highlight an item from the on-screen choices.

A, B, C, D
Make direct selection from on-screen menus.

CHANNEL ▲▼
Selects the next higher or lower channel.

LAST
Returns to the previously tuned channel.

LIVE
Displays live television programming.

VCR/DVD/VOD KEYS
Perform standard VCR and DVD functions when the VCR and DVD mode, and Video-On-Demand functions when the CABLE mode.

RECORD
Record current programming.

ASPECT/#
Changes the HD screen viewing aspect ratio through the Cable STB.

PIP CH +/-
Selects the next higher or lower channel in the PIP window through the Cable STB.

MOVE
Moves the PIP window to another location on the screen through the Cable STB.

UR5L-9020L

PROGRAM THE UNIVERSAL REMOTE CONTROL FOR YOUR PREMIER SET TOP BOX

At the time of installation, this remote control will be pre-programmed by a Premier Technician to control your PremierTV set top box. *If you would like this universal remote to also control your TV features (volume etc) follow the instructions below.*

To reprogram the remote to your set top box, or if a replacement remote is given and needs to be re-programmed, substitute the **STB button** on the remote instead of the **TV button**, and follow the same steps outlined below.

This remote can also be programmed to control accessory devices such as surround sound systems or DVD players. To program the remote for these devices, substitute the **DVD** or **AUD** buttons in the instructions below.

To view the full remote manual visit the Premier website at **www.mypremieronline.com** and click on the "equipment" tab.

QUICK START METHOD

STEP 1:
Turn on the TV that you want to set up on the remote

STEP 2:
Press and hold the **TV button** for 5 seconds until the LED light on the **TV button** blinks once and stays on. Continue to hold the **TV button** and press the number key assigned to your brand in the Quick Set-up Code Table.

*The component should turn off as soon as the number key is pressed. (If it does not turn off, release the **TV button** and use the **Auto Search Method** outlined on the next page.)*

UR5L-9020L

DIGIT	BRAND
1	Sony
2	Samsung
3	LG
4	Toshiba
5	Panasonic
6	Phillips
7	Hitachi
8	Sharp
9	Vizio
0	Sanyo

STEP 3:

Release the TV button to save the code. The Device LED will blink twice to confirm that the code is stored.

AUTO SEARCH METHOD

If the code number assigned to your brand of equipment doesn't work, or the code table does not list your brand, you can use the Auto Search Method to find the correct three-digit code number for your equipment by following steps below:

STEP 1:

Turn on the TV that you want the remote control to operate

STEP 2:

Press the TV button and the OK/SEL button simultaneously for three seconds. The device LED will turn on indicating that it is ready to be programmed. The LED will remain on for 30 seconds. The next step must be entered while the LED is on.

STEP 3:

While the LED light is on, press the [CH5] or [CH6] button one at a time or keep it pressed. The remote will emit a series of Power ON/OFF code signals. Release the [CH5] or [CH6] button as soon as the equipment turns off.

Note: You can verify that you have selected the correct code by pressing the [POWER] button. The equipment should turn back on. Then try all of the functions on the remote control (i.e. volume, mute, etc.) to ensure you have the correct code. If any of the functions do not operate as they should, repeat the instructions from STEP 3 above to continue the Auto Search Method.

STEP 4:

Press the TV key to store the code. The Device LED will blink twice to confirm that the code has been stored.

PHONE

CALLING FEATURES:
Call Waiting

You can use your telephone without missing another call. A special tone alerts you to a waiting call; the person calling you hears normal ringing.

To answer a waiting call:
When you are on the phone, a special tone tells you a second call is waiting. Simply press and quickly release the "switch hook" or "flash" button on your telephone. Your first caller is automatically placed on hold while you are connected with the second caller.

If you choose not to answer the incoming call:
You will hear a special tone to remind you of the waiting call.

To alternate between callers:
Simply press and quickly release the "switch hook" or "flash" button. While you talk with one caller the other will automatically be placed on hold. Each conversation remains private.

To end either call:
Hang up. Your phone will ring. When you answer, you will be automatically connected with the remaining caller.

To "turn off" call waiting before making a call:
Lift handset and listen for dial tone. Press *70. Listen for the confirmation tone. Dial the telephone number you wish to call. After you hang up, call waiting automatically "turns on" again.

To "turn off" call waiting during a call:
Press the "switch hook" or "flash" button. Press *70. Listen for the confirmation tone. You will automatically be reconnected to your call. After you hang up, call waiting automatically "turns on" again.

Voicemail

You won't miss a message. You'll be able to retrieve recorded voice messages from all you may have missed.

Step 1: Pick up your receiver and dial 712-338-6996.
Step 2: Press 9 to access the Setup Menu.
Step 3: To change or record your greeting:
    Press 1 - Greeting options
    Press 2 - Record your greeting
    Press # - End recording function
    Press 1 - Listen to greeting

    Press 2 - Save greeting. Greeting must be saved to be active.
    Press 3 - Delete greeting
    Press * - Return to mailbox setup
Step 4: To change your password:
    Press 2 - change your password
        * Enter new password, followed by the # key
        * To verify, enter your password

Setting up voicemail to answer when you are on the phone:
Lift your handset and press *90, listen for dial tone. Now dial 712-338-6996, then the phone is answered and your voicemail is in effect. (Lifting the handset and pressing *91 will "turn off" this option.)

Setting up voicemail to answer when you are not at home:
Lift up your handset and press *92, listen for dial tone. Now dial the number of rings (2-9) to be allowed before the call is answered. Then dial 712-338-6996, this will allow voicemail to answer when you can't get to the phone or when you're not home. (Lifting the handset and press *93 will "turn off" this option).

How do I know if I have a message?
You will hear a stutter dial tone if you have a message. (You can dial through the stutter dial to make a call) Dial 712-338-6996.

How do I check my messages from another phone?
Dial 712-338-6996. Enter your mailbox number, which is your phone number. Enter your password and press the # key.

VOICEMAIL NUMBER

712-338-6996

Call Forwarding

You can program your calls to ring at another number. Each time a call is forwarded, your phone will make one short ring. It can still be used to make outgoing calls.

To "turn on" the service:
Lift handset and listen for dial tone. Press *72. Listen for the dial tone. Dial the number where you want your calls forwarded. When the phone is answered, your call forward is in effect.

If the line is busy, or there is no answer:
Hang up. Repeat the steps above.

To "turn off" service:
Lift handset and listen for dial tone. Press *73. Listen for confirmation tone, then hang up. Your call forward is now "off", and the call will ring normally on your phone.

To change the forward number:
Turn off call forward. Repeat the steps above to turn on call forward, entering the new "forward to" number.

3-Way Calling

When you are talking with someone, you can add a third person to the call.

To add a third person to the call:
Press the "switch hook" or "flash" button to place the first person on hold. Listen for a dial tone. Dial the third person's phone number. When the third person answers, you can talk privately before making it a 3-way conversation. To make the 2-way connection, press the "switch hook" or "flash" button. You can now talk with both people at the same time.

To cancel 3-way connection:
If the third person did not answer or you wish to disconnect them, just press the "switch hook" or "flash" button. You will be reconnected to the person holding. Or, if either of the two people hang-up, you can continue talking with the remaining person.

To end call completely:
Simply hang up.

Calling Name and Number Delivery (Caller ID)

When you receive a call, the name and number of the person calling you is shown on your caller ID display screen.

How to use:
When you receive a call, wait until your telephone completes the first ringing signal. The telephone number that called you and the name associated with that number will automatically appear on your display screen. If you choose to answer the call, the name and number will remain on the screen until you, or the caller, hangs up.

BATTERY BACKUP

Among the most important telephone calls you'll probably ever make are to emergency 911.

Unlike old-fashioned copper-wire phone service, Milford Communications' newer fiber, Cable line and VoIP landline telephone systems will not function during a power outage without a battery backup.

It is important that you power both your phone line and the telephone device itself.

> Important notice for those with a _**Medical Monitoring device (such as Life Alert) or an animal care alarm system tied to a landline phone:**_ It is critical that you have a backup battery for your phone line to ensure the phone line is active for notification during a power outage. Note that you will also need a separate power source for any devices such as alert necklaces, bracelets, or telephones.

Power your Telephone Line with Battery Backup

In order to use your landline telephone during a power outage, you will need a special battery to power your phone line. You may purchase a battery directly from Milford Communications for $40.00. The backup battery is installed by a Milford Communications technician directly in your modem or ONT (the telecommunications box typically located either on the side of your home or in your utility room).

Backup batteries are expected to last approximately eight hours on standby power, although actual "talk time" will be less than eight hours and may vary based on many factors.

Note: The backup battery does not provide power to any services or devices other than your phone line. Home security systems, medical monitoring devices and other equipment will not run on a home phone backup battery. These devices will need their own, internal battery or power from a generator.

Power Your Telephone & Devices:

If you would like to talk on the phone even in the event of a power outage, in addition to a Milford Communications backup battery, you will need to have a corded phone available. Most cordless phone models need an AC power source to operate. In the case of a power outage your cordless phone will still need a power source to operate; the Milford Communications backup battery only powers your phone line, not the telephone, or device, itself.

If you don't have a corded phone, or if you prefer not to get one, consider buying a generator (i.e. UPS) that can maintain power to home and provide power to a cordless phone.

For more information on backup batteries and your telephone options in the case of a power outage, please contact Milford Communications at **855-722-3450.**

To read more about Milford Communications backup telephone line batteries visit our website at https://milfordcomm.net/terms-conditions-policies
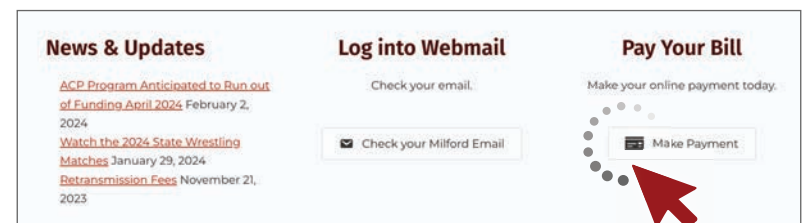
BILL PAY

PAYING YOUR BILL ONLINE

STEP 1:

Go to **www.milfordcomm.net**

STEP 2:

Scroll down towards the bottom of the page and click on the box labeled "Make Payment."

STEP 3:

A new screen will appear. Click "Register Here".

STEP 4:

 ***You will need information
 from your most recent bill*

- Enter your invoice number in the blank (the invoice number is listed under your account number on your bill.)
- Enter the amount due in the blank (the amount due is found on your bill.)

Account Summary	
Account Number	12345678-9
Invoice Number	12345678
Bill Date	Dec 01, 2019
Due Date	Dec 20, 2019
Previous Bill	$0.00
Previous Payments	$0.00
Advance Payments	$0.00
Current Charges	$123.50
Amount Due	$123.50

STEP 5:

- Create a username - this will be used every time you login to view your bill.
- Create a password - this will also be used every time you login to view your bill. The password must be 6 characters or more.
- Enter your email address (a confirmation email will be sent to activate your login.)
- Choose a security question and fill in the corresponding "answer." This question will ensure that your account isn't compromised by someone else.
- Click "Register"

Keep your username and password – you will need these whenever you want to login to view your invoice or pay your bill.

STEP 6:

You will see a "success message."

STEP 7:

An email will be sent to the email address that you used to register. Open the email and click on the link to activate your login.

STEP 8:

You will see a screen appear. Click the "confirm" button.

You are now able to view your invoice online!

*If you have any questions or trouble setting up your account, please call us at **855-722-3450**.*

CREDIT CARD PAYMENT

Please Select: ☐ **Monthly Recurring:** Payment will process on the 15th of each month for amount due.

Milford Comm. Account #: _____

Card Number: _____

Exp. Date: _____

Type of Card: ☐ Visa ☐ Mastercard ☐ Discover

Name on Card: _____

CC Billing Address: _____

City: _____ State: _____ Zip: _____

Daytime Contact #: _____

Amount Authorized: $ _____

I (we) authorize Milford Communications to charge my credit card. For monthly recurring payments, this authority is to remain in full force and effect until Milford Communications receives written notification from me (or either of us) of its termination.

_____
Signature   Date

ACH Bank Collection Information

Please Select: ☐ **Monthly Recurring**: Payment will process on the 15th of each month for amount due.

Customer Information Billing Account #: _____

Name: _____

Address: _____

City: _____ State: ____ Zip: _____

Bank Information Acct Type: ☐ Checking ☐ Saving

Routing # _____

Account # _____

I (we) authorize Milford Communications to charge my bank account. For monthly recurring payments, this authority is to remain in full force and effect until Milford Communications receives written notification from me (or either of us) of its termination.

_____
Signature

_____
Date

PLEASE ATTACH A VOIDED CHECK WITH THIS FORM.