



ZOOM INTERNET

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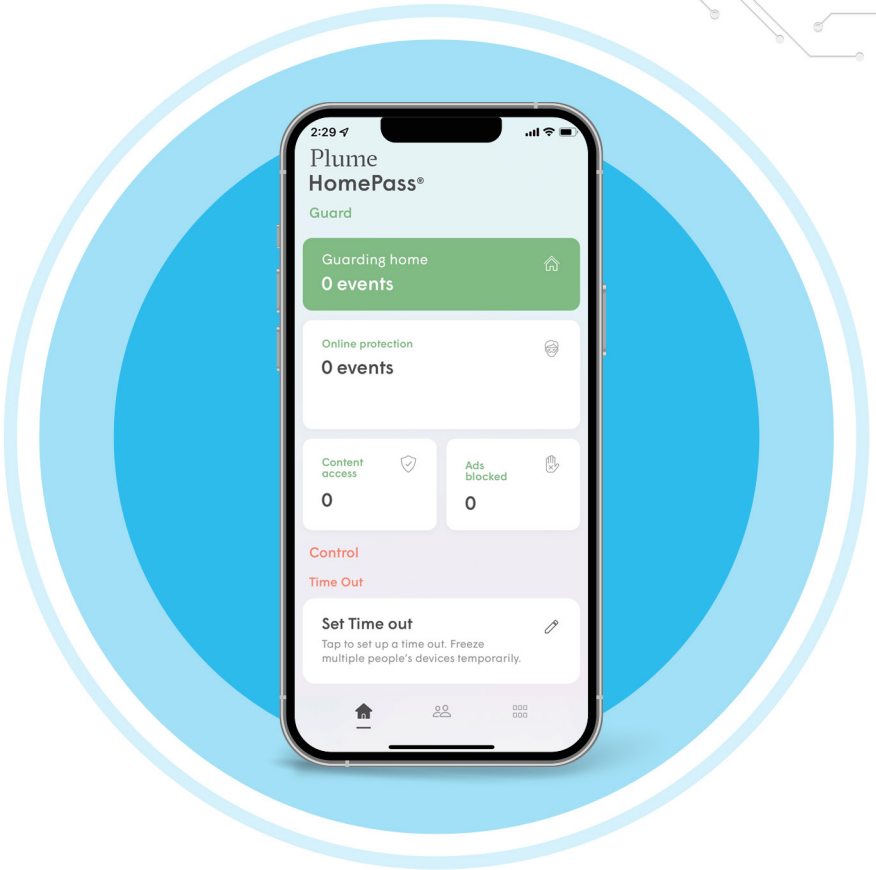


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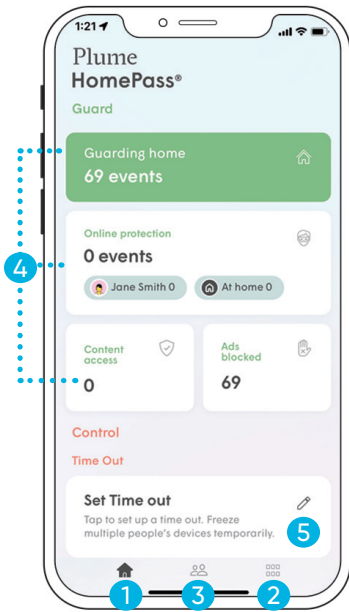


INTERNET
made **easy.**

GETTING STARTED WITH THE APP*

UNDERSTANDING THE HOME SCREEN

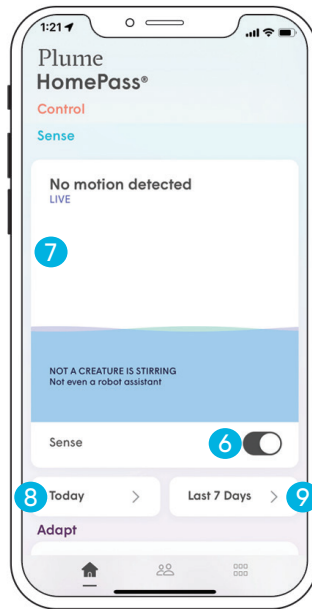
**Screens shown are for the iOS platform unless otherwise stated. Your screens may also vary depending on device and platform.*



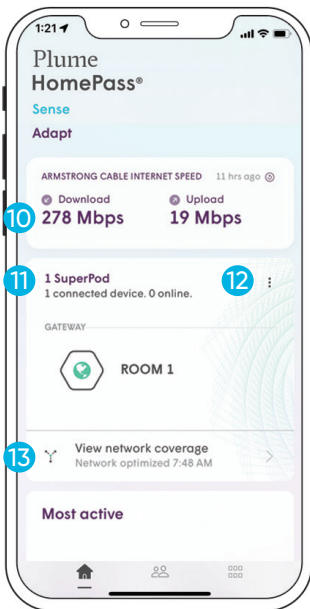
- 1 HOME
- 2 MAIN MENU
- 3 PEOPLE/PROFILES
- 4 GUARD EVENTS
- 5 SET TIME OUT

Access Guard Event features

Click to set device time out in 10 minute intervals



- 6 SENSE ON/OFF TOGGLE SWITCH
- 7 LIVE MOTION DETECTION SCREEN
- 8 Click to see motion detected today
- 9 Click to see motion detected in the last 7 days



- 10 INTERNET SPEED TEST
 - 11 VIEW CONNECTED DEVICES
 - 12 PODS Locate and name pods; add a pod
 - 13 NETWORK MAP
- Click here to check your speed now or from the last 24 hours; 7 days; or 30 days
- Shows a map of each pod. Select a pod to view details; rename a pod; or see a list of connected devices

NAVIGATING WITHIN THE APP

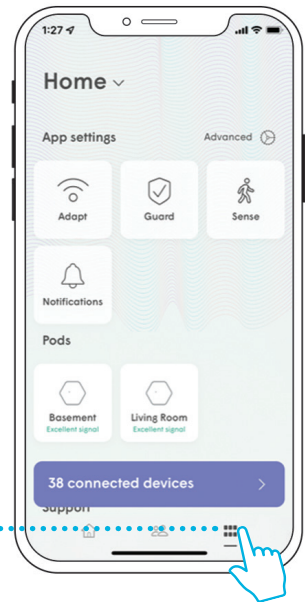
Exploring the HomePass app is easy!

Just scroll up and down on the Home screen or tap the menu icon at the bottom of the screen.

Select the icon for the section you would like to view.

➔ Need help? You can find tutorials, videos, and technical support at [Zoom.help](https://zoom.help)

Menu button

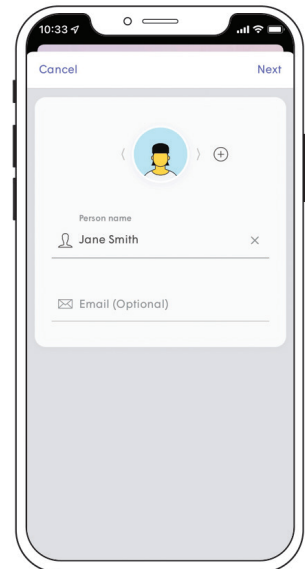


ADDING OR REMOVING A PERSON

Adding people allows you to conveniently monitor and manage their Wi-Fi access.

ADDING A PERSON

1. Touch the **PEOPLE** button at the bottom of the home screen.
2. Tap on **+** button and **"Create a person"**
3. Add a photo using the **+**, enter the person name and email (optional) and tap next.
4. Set their device profile information. This allows you to control content access as well as their Guard settings for all their assigned devices while they are connected to the network.
5. Tap **Invite** and the person will be added to the list of people.
6. Use the **"Tap to Assign Device"** option under their card. The devices selected will apply the rules set in previous step to those devices and allow you to monitor and manage the person's internet usage.
7. Once all devices have been selected and you tap **Done**, you will be prompted to assign a primary device, which is used to determine if they are home.
8. Tap **Done** once a primary device is chosen.



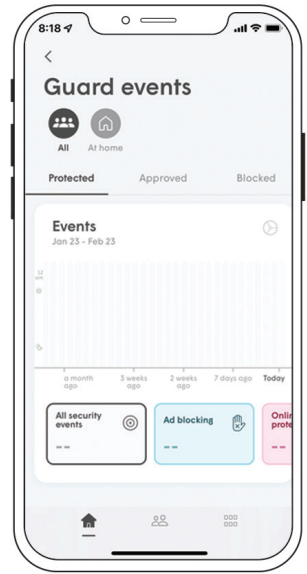
CONFIGURING PARENTAL CONTROLS

Parental controls allow you to set content access rights for each profile or at the device level. You can also block or approve websites.

1. Touch the **PEOPLE** button at the bottom of the home screen.
2. Select the profile you would like to manage.
3. Scroll down to Digital Wellbeing.
4. Select Content Access preference.
 - NO LIMITS** – set by default
 - KID APPROPRIATE** – G rated content
 - TEENAGER FRIENDLY** – PG 13 content
 - NO ADULT CONTENT** – blocks sensitive content only appropriate for adults

APPROVING OR BLOCKING A WEBSITE

1. From the Home page, touch **Guarding Home**.
2. Select the **Approve** tab and tap on **Approve**.
3. Choose Approve Website, then enter the full URL.
4. Tap on **Approve** to save, then tap **Apply** to confirm the changes.
5. To block a website, follow the same instructions from the **Block** tab.



TIP: TIMEOUT

Give a "timeout" to any device. Select "Set Time Out" from the Home screen and choose the device. The Time Out can be set for 10 minute intervals.

VIEWING AND MANAGING DEVICES

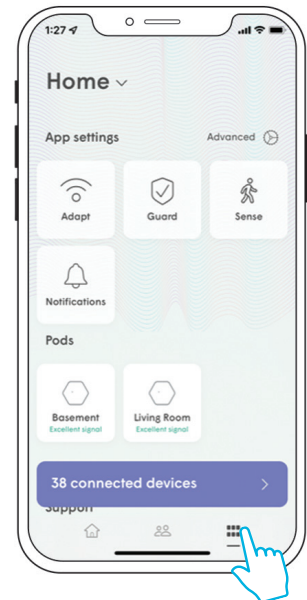
Easily view and manage devices currently on your home network, as well as device connection history and devices on guest access.

1. From the Home screen, touch the **MENU** button located on bottom right.
2. Touch the purple **CONNECTED DEVICES** bar at the bottom of the screen.
3. Select **GUESTS** to view connected devices or to set up Guest access.
4. Select **INTERNET ONLY** to see connected devices without access to the full network.



SCHEDULE INTERNET FREEZES BY DEVICE

Suspend internet access for any device on your network for School Nights, End of Day, Bed Time, or Indefinitely. Simply select the device and tap **Set Internet Freeze**.



SETTING UP HOME, GUEST, AND INTERNET ONLY ACCESS

The HomePass app allows you to customize everyone's level of access to your network.

LEVELS OF ACCESS

HOME - Full Access to internet and devices on your network

GUESTS - Temporary or limited access to your network

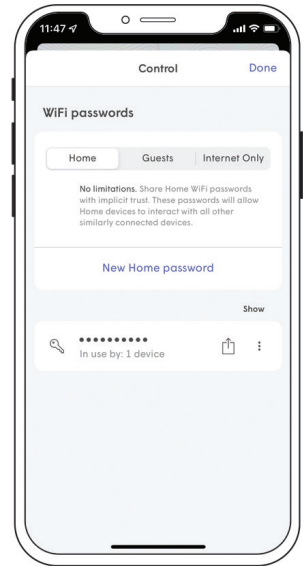
INTERNET ONLY - Internet access only

HOW TO SHARE YOUR WI-FI PASSWORDS

From the Home screen, touch the **MENU** button and then touch **CONTROL**.

Then click on Home, Guest, or Internet only to access that zone's settings page.

- Next to the password you want to share, tap on the share icon
- Choose the method you want to use to share the password (SMS, email, Airdrop) and send it
- The recipient will receive a link. Clicking on it will take them to a web page from which they can copy the Network name and the password



SETTING UP SECURITY FEATURES

Advanced security allows real-time protection against cyberthreats. Plus you can control which security features are enabled.

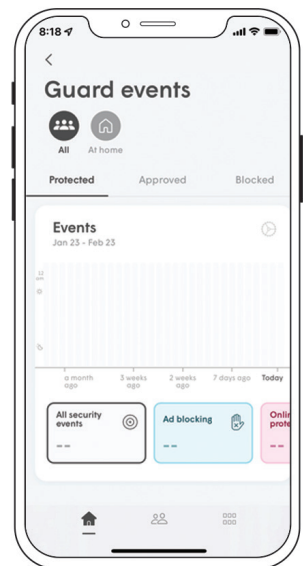
1. From the Home screen, touch the **MENU** button.
2. Touch the **GUARD**® icon.
3. Enable the security features you want.

ONLINE PROTECTION - activates real-time protection against ransomware, malware, and more

ADVANCED IOT PROTECTION - protects your network and connected devices against hackers and cyber criminals

AD BLOCKING - blocks loading of web and video ads

4. Touch **MANAGE SECURITY EVENTS** to see blocked content and threats.



INTERNET SECURITY

Armstrong utilizes a number of techniques to protect its internet customers:


- Incoming email is scanned twice to provide protection from viruses and spam

Each week thousands of viruses and nearly 100 million spam messages are eliminated before they reach your Inbox!

We encourage our customers to secure their Armstrong account with a security code. That way when we receive an inquiry about your account, we'll know we're talking to the right person.

PROTECTING YOUR COMPUTER

Every computer needs a good Security Suite. Armstrong provides its customers with **TREND MICRO** for FREE. For details, visit

 ArmstrongOneWire.com and click TREND MICRO in the Premium Services menu. TREND MICRO includes Anti-Virus, Anti-Spy, Parental Controls, and more!

CREATING SECURE PASSWORDS

Your password is an important tool for keeping your information safe:

- Make it long—a password should be at least 8 characters long
- Combine letters, numbers and symbols. The more variety of characters in your password, the harder it is to guess
- Use words and phrases that are easy for you to remember, but difficult for others to guess
- Write it down and keep the paper in a secure place
- Avoid sequences and repeated characters, such as "12345678"
- Avoid using your username, any part of your name, birthday, social security number, or similar information for your loved ones
- Avoid dictionary words in any language
- Don't use the same password everywhere

FIND INFORMATION ABOUT PROTECTING YOUR FAMILY ONLINE

Armstrong has a website that highlights ways for parents to keep their children safe while watching television, browsing the internet or talking on the telephone.

 Visit www.armstrongarmor.com today.

EMAIL PHISHING AND HOW TO PROTECT YOURSELF

Phishing is a fraudulent attempt to acquire your personal information. There are simple steps you can take to protect yourself from phishing attempts:

- Never send personal, confidential or financial information by email
- While links embedded in an email are convenient, it's always safer to open a web browser and type in a company's website address prior to conducting business.
- Be suspicious of communications with urgent requests for information. These communications often attempt to upset or excite you into action.
- Remember that even if a message appears to have been sent by Armstrong (for example, if the *From* or *Subject* line reads Armstrong or the body of the email contains references to Armstrong), Armstrong will never ask for sensitive information like your username, password or account, social security or credit card number by email.

If you receive a suspicious email that asks for your Armstrong account information, please forward that email to abuse@zoominternet.net. Armstrong's network engineers will review every submission and take appropriate steps to safeguard its customers.

Make it a habit to check your web browser's address bar to know where you are. While it is possible to falsify the address you see as well as the green lock that traditionally indicates a secure site, checking for these indicators is still a good idea.

We all have trouble recalling passwords but try not to use the same password for all your accounts or passwords that can be easily guessed. Also, change your passwords frequently.

Ensure that your web browser is up to date and security patches are regularly applied.

If a company representative contacts you by telephone and requests personal information, hang up and call that company directly. When conducting business by telephone, Armstrong representatives will validate your identity prior to discussing your account information.

UNDERSTANDING AND USING PLUME® SENSE FEATURES

Plume® Sense uses SuperPods and the Wi-Fi connected devices in your home to detect disturbances in the Wi-Fi signal between pods or between a pod and motion capable device. These disturbances in the signal are translated into motion events, which you can use to keep yourself aware of activity in your home. When enabled you can receive alerts when your child comes home from school or a spouse leaves for/returns from work. You can receive alerts if there's unexpected motion in the home while you're away (i.e. a break-in).

FEATURES INCLUDE

LIVE VIEW – Take a look inside your network to see where the motion is currently happening.

MOTION ALERTS – Receive push notifications when motion takes place, based on when people are at home.

MOTION HISTORY – Look at Today or the last 7 days of the history of motion in your home.

PERSONALIZATION – Plume® Sense settings can be customized to fit you, your family and your home, including motion sensitivity, pet mode, motion alert frequency, and where motion detection is tracked in your home.

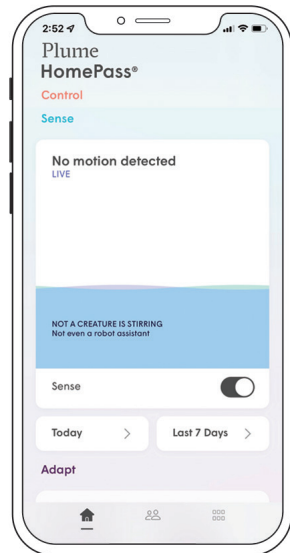
HOW TO ENABLE

- Tap the **SENSE** button on the home screen of your HomePass app. Then turn “Motion Detection” on to start initializing.
- After initialization, the system will enter a passive state to learn the baseline of your home. It will detect motion between SuperPods, and begin enabling devices as sensors 10 minutes later.

ASSIGNING A PRIMARY DEVICE

Each member of the household can have a primary device assigned to their profile. This device will be used to determine when you are at home or away based on when the device connects or disconnects from the network.

See “Adding or Removing a Person” to learn more.



TIP: SMART ACTIVATION

To automatically activate Plume® Sense alerts as people leave and return, enable “Smart Activation” under Sense settings.

YOUR ZOOM EMAIL ACCOUNT

CREATING AN EMAIL ACCOUNT

On [ArmstrongOneWire](#) select [DASHBOARD > REGISTER FOR AN ACCOUNT](#)

- Enter your account number
- Enter your PIN or telephone number
- Select Next
- Enter your desired username
- Enter and confirm a password that is at least 8 characters and includes 1 number
- Select Register
- Establish your security questions and answers

Note: if you ever forget your password, you will be able to reset it online using your secret questions and answers

If you are the account owner, confirm this account by entering your security PIN and select Continue

- Set Parental Controls
Select Yes to set controls for online video delivered by Armstrong or
Select No to skip this step

You can change Parental Controls at any time by going to your account on [ArmstrongOneWire.com](#) (see page 34)

You will now be logged into [ArmstrongMyWire.com](#), select Check Email from the upper right-hand corner to access your Inbox.

ALREADY HAVE A ZOOM EMAIL ACCOUNT?

If you already have an account, and want to access your inbox, please review the following steps:

- On [ArmstrongOneWire.com](#) select [MY ACCOUNT > DASHBOARD](#), then enter your username and password
- Check "Keep me signed in" if you don't want to enter your username and password every time you want to access email from this computer and web browser
- Select Sign In

You will now be logged into [ArmstrongMyWire.com](#), select Check Email from the upper right-hand corner to access your Inbox.

REDUCING SPAM

Armstrong Anti-Spam is a highly effective, FREE product that will help reduce unwanted emails before they arrive in your Inbox.

To access Anti-Spam settings:

Log in to your email account at [ArmstrongOneWire.com](#) and click on spam preferences

For more control over your Inbox, add an email address to your Always Allow or Never Allow list

USING INSTALLED EMAIL PROGRAMS

To set up your email account on programs like Outlook, Outlook Express, Thunderbird, Mac Mail, etc., you'll need to know Armstrong's incoming and outgoing mail server information:

Incoming (IMAP) mail server:

IMAP.zoominternet.net

Outgoing (SMTP) mail server:

SMTP.zoominternet.net

You should verify that outgoing SMTP is on Port 587 and the incoming is on Port 993

For details on how to setup a specific program, please visit:

 [support.ArmstrongOneWire.com/ internet/emailsetup.aspx](http://support.ArmstrongOneWire.com/internet/emailsetup.aspx)

ACCESSING ARMSTRONG EMAIL FROM ANYWHERE

From any Internet connection, visit ArmstrongOneWire.com and click "check email" in the directory.

You can also use the Armstrong app to access your email. From the menu, select Check Email.

CHANGING YOUR EMAIL PASSWORD

 Visit ArmstrongOneWire.com and click "check email" in the directory

- Log in to your account
- In the Account Information menu, click reset your password
- Enter your old (current) password, then enter and confirm your new password
- Click save to complete the change

FORGOT YOUR EMAIL PASSWORD?

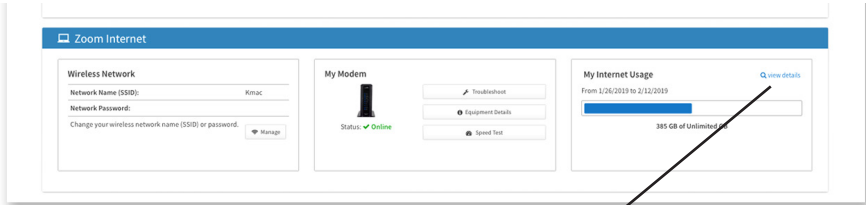
You can reset your password using our self service.

- Log on to ArmstrongOneWire.com
- Click on My Account, then Dashboard
- Click Forgot Password
- Enter Username
- Check I'm not a Robot, then next
- Answer two security questions
- Check I'm not a Robot
- Click Submit

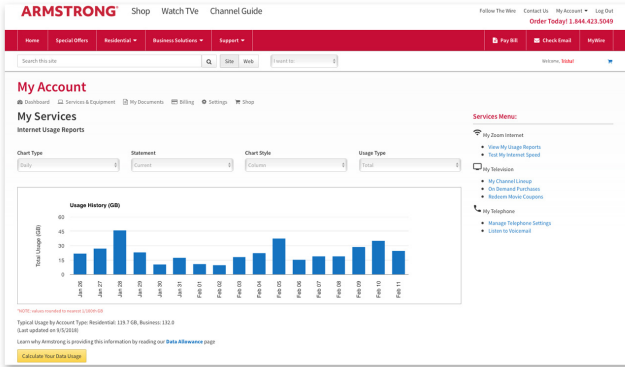
MONITORING YOUR DATA USAGE

CHECK YOUR OVERALL DATA USAGE

Log into your account dashboard at account.armstrongonewire.com
 Scroll to Zoom Internet section



Click on View Details for full report of your Internet usage



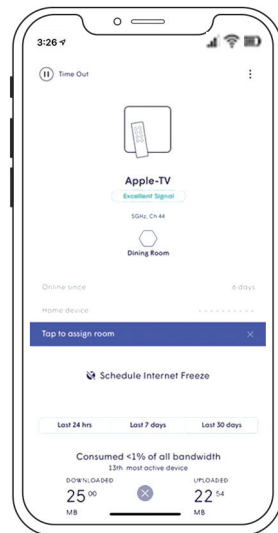
CHECK DATA USAGE BY DEVICE

1. From the Main screen, touch the device icon located on the bottom right.
2. Under Home, currently connected devices appear at the top of the list and device not currently connected appear in the gray history section.
3. Select a device to see bandwidth usage by 24hrs, last 7 days, or last 30 days.



DEVICE TIP

Create a profile for your voice assisted devices such as Alexa®. Pause internet connection to the profile when you don't need voice assistance.



Pod Placement Tips

Every house is different so the placement of your pods is important.



Here are a few tips to enhance your Wi-Fi coverage:

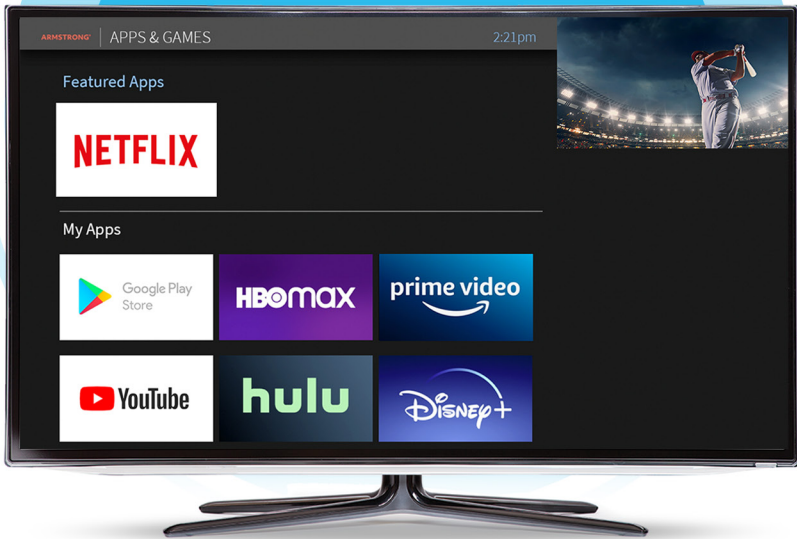
- 1 Be sure to place the pods on inside walls to get the best experience
- 2 For best coverage, pods should be a maximum of 30 feet apart
- 3 Avoid placing pods behind obstructions like furniture and appliances
- 4 Place pod in the bottom outlet that is not controlled by a switch
- 5 The pods were designed to be placed in a vertical position so avoid placing the pods on a surge protector or strip outlet
- 6 Turn off additional Wi-Fi networks to avoid interference



Scan here for even more help with the HomePass app!



Need help? You can find tutorials videos, and technical support at [Zoom.help](https://zoom.help)



ENTERTAINMENT
made **easy.**

GETTING STARTED

BASIC TERMS

STREAMING DEVICE Your EXP streaming device receives TV over a wired or wireless connection to your home network. You'll receive all of your channels, as well as access to streaming providers, over that one connection.

STREAMING When you watch shows from apps like Netflix® or Amazon Prime Video®, or from EXP On Demand, you're streaming the shows from that source. If you have enabled the Cloud DVR feature, you can also stream recorded shows to your mobile device.

CLOUD DVR When you enable the Cloud DVR service on your streaming device, you can record shows to watch later. Whenever "recording" is mentioned in this guide, it is assumed that the Cloud DVR feature has been enabled.

Contact Armstrong at 1-877-277-5711 to request the Cloud DVR service.



TIP: SET UP A GOOGLE® ACCOUNT

Although not required, it is highly recommended to set up a Google account. With a Google account, you'll be able to use Google Play®, Google Music®, Google Games®, and Google Assistant® right on your EXP Stream box.

A Better EXPerience, for everyone.

Accessibility options on EXP Stream for users with visual or hearing impairments.



Talking Guide

The Talking Guide, also known as Talk Back, is a voice guidance feature available on EXP that will speak the text on your screen.



Enhanced Closed Captioning

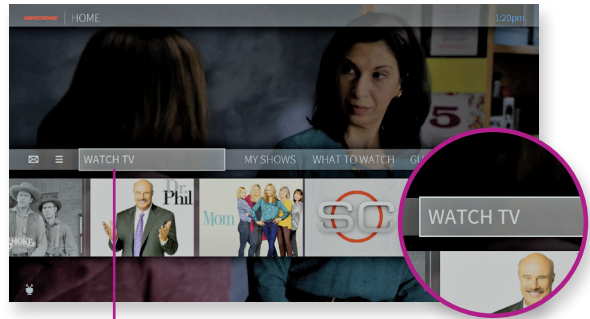
EXP makes it easy to turn Closed Captioning on or off by simply holding the 'i' button down for quick access to Screen-Reader and Closed Captions.

THE HOME SCREEN

START HERE FOR JUST ABOUT EVERYTHING!

The Home screen is the starting point for just about everything you do with EXP.

To get to the Home screen from anywhere in the EXP experience, just press the TiVo button on your remote control.



WATCH TV

HOME SCREEN MENU ITEMS

Menu items across the middle of the screen take you to commonly-used screens.

WATCH TV Starts playing the video you were last watching

MY SHOWS Brings you to a list of your recordings and streaming videos, ready to watch instantly, whether they're TV recordings, On Demand shows, or streaming from apps

WHAT TO WATCH Allows you to browse shows available to stream, watch live, record, or bookmark, conveniently divided into popular categories

GUIDE Launches the on-screen program guide

APPS & GAMES Give you access to your device's video, music, and game apps

EXP ON DEMAND Takes you to the EXP On Demand menu

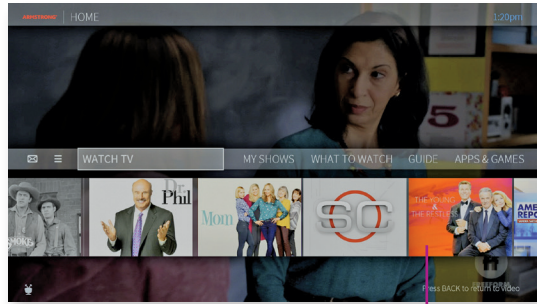
SEARCH Searches by title, actor name, or keyword – across TV, video on demand, and streaming apps

➔ Visit onewire.help/stream for more in-depth EXP Stream instructions.

THE SMART BAR

The Smart Bar predicts shows to watch based on what your household usually watches at a particular time or day.

Use the **DOWN** arrow on your remote control to move to the Smart Bar. With a show highlighted, press **OK** to start watching, or press the **i** (info) button on your remote for an Info card with options.



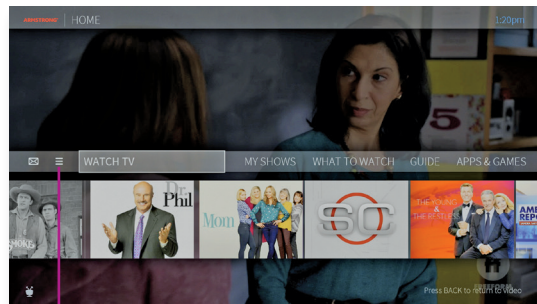
SMARTBAR

MENU & NOTIFICATIONS

To manage your recordings and OnePass searches, and to control your settings, select Menu (☰).

Here, you can customize your options, including OnePass settings, Parental Controls settings, and User Preferences.

To view notifications, move left to select the envelope icon ✉



SETTINGS MENU

➔ Need help? Visit onewire.help/stream or call 1.877.277.5711

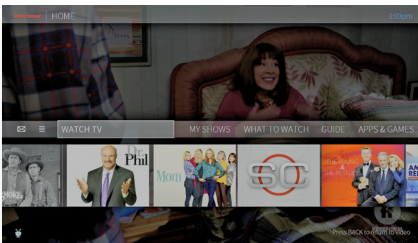
VIDEO WINDOW & BACKGROUND

By default, the video you were watching when you entered the Home screen continues to play in the background. Similarly, on most other EXP menu screens, a video window located in the upper right corner plays the current video as well.

To watch the video in full screen, press the BACK button on your remote control. You can choose how to display a video on the Home screen, or choose to turn it off completely.

Just select Menu (≡) > User Preferences > Video Window & Background.

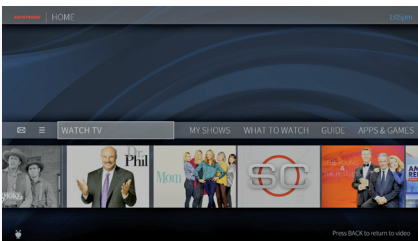
- To turn video off on all screens, set Display Video to No.
- To continue to display video, set Display Video to Yes. You can then choose how to display it on the Home screen by modifying the Video on HOME setting:
 - Full screen (background): The currently-playing video is shown as a full-screen video in the background of the Home screen
 - Video window (top right): The currently-playing video is shown in the upper right corner of the Home screen.



FULL SCREEN



TOP RIGHT

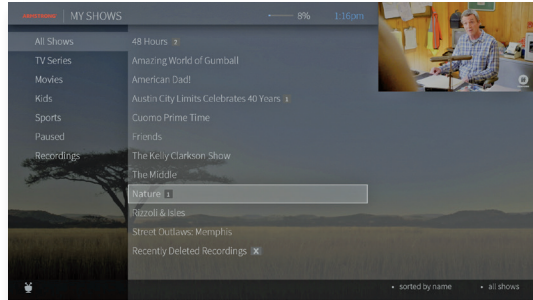


NO VIDEO ON HOME SCREEN

MY SHOWS

All of your recordings and streaming videos appear in the My Shows list. Filters in the left column of My Shows let you narrow your choices instantly.

As you highlight a filter, your My Shows list will update automatically. Filters include TV Series, Movies, Kids, and more.



To get to My Shows, Press the TiVo button  and select My Shows from the Info banner.

ON-SCREEN ICONS



Streaming video



Recorded show



Recording may be deleted to make room for other recordings, or because of other restrictions



Partial recording (recording was interrupted)



Show is currently being recorded



TIP: MY SHOWS OPTIONS

To customize the way My Shows is displayed, go to Menu (☰) > Settings > User Preferences > My Shows Options. You can choose to display by date or alphabetically.

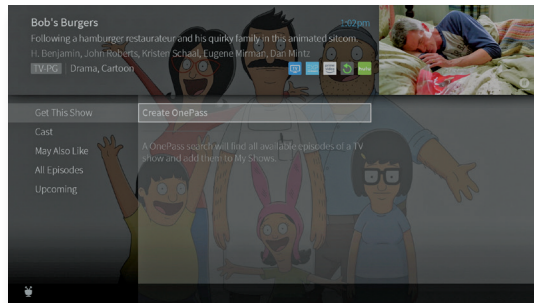
➔ Visit onewire.help/stream to learn more about My Shows filters and options.

FINDING THINGS TO WATCH

ONEPASS™ – YOUR TICKET TO ENDLESS ENTERTAINMENT

OnePass gathers every episode of a series available anywhere and adds them all right to your My Shows list.

If it's not available on TV or video on demand, OnePass fills in the gaps with episodes from providers like Netflix.



To create a OnePass, find a show you want to watch, then choose **Create a OnePass**. The show will instantly be added to My Shows and all available episodes will be added.

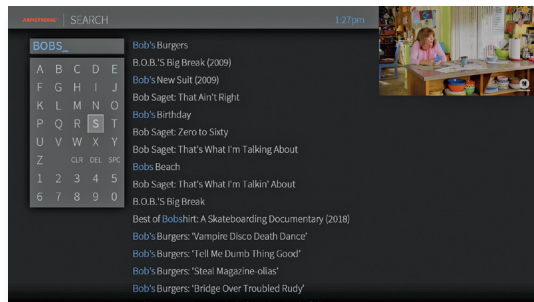



TIP: OnePass works best when your video app list is up to date, with as many apps as possible selected.

➔ Visit onewire.help/stream for even more in-depth OnePass and Search instructions.

SEARCH

Search by show title or description, person name (actor, director, etc.), or network name. EXP searches upcoming TV shows and movies, streaming videos, and EXP On Demand—all at the same time!



Press and release the Google Assistant button  on your remote, and use your voice to find a show, open an app, or get recommendations to match your mood.

Try saying things like **"Bob's Burgers," "Search cooking shows,"** or **"Show me sports movies."** For more voice command suggestions, see the Remote Control insert in the folder pocket.

Don't feel like talking? Use keyboard search instead.

GUIDE

The on-screen guide displays up to two weeks of TV programming.

To reach the Guide, go to the Home screen, and choose Guide.



These icons appear in the Guide:



Available from Restart or Catch Up



Show or channel cannot be recorded



Show is currently being recorded

START OVER

With Start Over, you can restart most programs currently airing plus thousands that have aired within the last 3 days.

Look for the green icon in the guide and select Watch Now from Start Over in the program details

or press and release the "A" button when prompted.



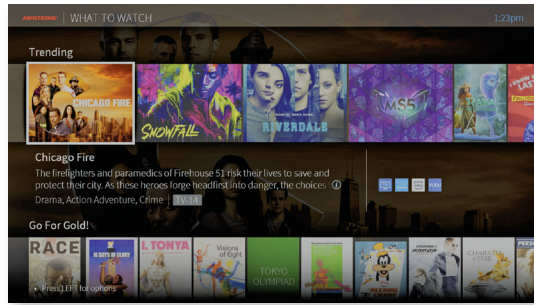
Note: do not hold the "A" button or you will turn on Screen Reader. To turn Screen Reader off, simply press and hold the "A" button again.

➔ Need help? Visit onewire.help/stream or call 1.877.277.5711

WHAT TO WATCH

What to Watch lets you browse shows available to stream, watch live, bookmark, or record.

From the Info banner, select What to Watch.

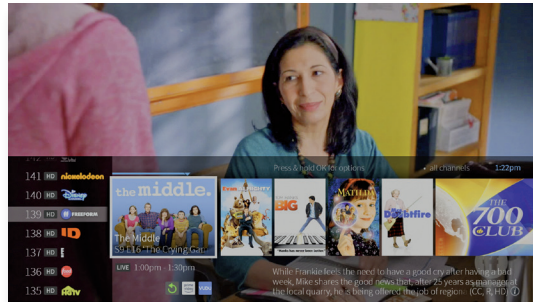


TIP: To filter your What to Watch options and jump between categories, press **LEFT** on your remote control when you are at the beginning of a strip. This will reveal the Filter column.

MINI GUIDE

Use the mini guide to see what's upcoming on the selected channel, and to browse and switch to other channels.

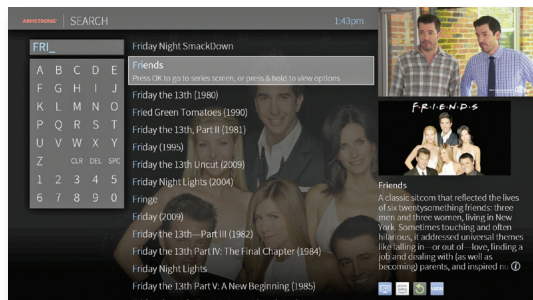
While you're watching video, press **UP** on your remote to reveal the mini guide.



STREAMING VIDEOS

When you search or browse for movies or individual episodes of a series, your results include videos available to stream from your selected video apps. Available video apps are shown in the right column of the search screen or on the Series, Movie, or Episode screen.

Don't have time to watch it now? Bookmark it to watch later!



SCORES & RATINGS

Thuuz “excitement ratings” can tell you if a game is going to be worth watching – before you start watching it. The scores are updated in real-time; that means, in a game that might be mediocre at first, you’ll see lower Thuuz scores. But as the game gets more exciting, the score will go up. Games are rated from 0–100, with 100 being a “great game.”

85 to **100** Great game

65 to **84** Good game

40 to **84** OK game

0 to **39** Dull game

Thuuz ratings become visible when you highlight an event, and they may be considered “spoilers.” If you want to watch your sports without knowing what to expect, you can always turn this feature off.

From the Home screen, choose

Menu (☰) > Settings > User Preferences > Thuuz Sports Ratings.

METACRITIC RATINGS FOR MOVIES

Metacritic takes all of the reviews for a movie, averages them, and gives you a combined score, so you can see at a glance what critics are saying about a movie. Movies are rated on a scale of 0–100 and color coded; look for the green scores for the best bets. You’ll find Metacritic scores for movies throughout the EXP experience: What to Watch, Search, My Shows, Guide, and more.

To see the Metacritic rating (if available), highlight a movie.

Ratings are numerical and colorcoded, as follows:

81 to **100** Universal acclaim

61 to **80** Generally favorable reviews

40 to **60** Mixed or average reviews

20 to **39** Generally unfavorable reviews

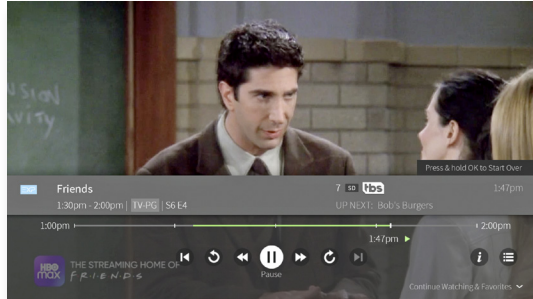
0 to **19** Overwhelming dislike

LIVE TV

Select **Watch Video** from the Home Screen to watch live TV. As you change channels, you'll see a status bar at the bottom of the screen. This bar contains useful information, like show title, time of airing, channel, etc. When Restart is available, an on-screen tip will remind you to press and hold OK/SELECT to start from beginning.

TRICKPLAY™

The status bar contains a faint white line showing a one-hour period. The green segment shows the portion of the hour that has been saved by your EXP box. You can rewind or fast-forward anywhere within that green segment. The thick white line marks your current point in time. When the white line is back in the green segment, you're "behind" live TV.



PRESS OK, LEFT, or RIGHT on your remote to bring up the status bar.

- If you pressed **OK**, the **Pause** icon will be highlighted, press **OK/SELECT** again to pause.
- If you pressed **LEFT** or **RIGHT**, the **Rewind** or **Fast-forward** icon will be highlighted, respectively. Press the button again to begin the action.
- Highlight the on-screen icon and press **OK/SELECT** for the following functions:

- ◀ Jump back to the beginning of the saved portion
- ⏮ Skip back 8 seconds – useful for when you miss a great sports play, or when you fast forward too far.
- ⏪ Rewind - press up to three times for three speeds.
- ▶ Play
- ⏸ Pause
- ⏩ Fast Forward - press up to three times for three speeds
- ⏭ Skip forward 30 seconds
- ▶ Jump to the end of the saved portion (catch up to live TV)
- ℹ Bring up the Info banner
- ☰ Open the Guide
- 📺 Live Go to live TV (available while watching a recording, Catch Up show, or video on demand)

FAVORITE CHANNELS

While watching video, bring up the TrickPlay controls, then press DOWN to view the Favorite Channels panel. FAVORITE CHANNELS lets you jump directly to one of your favorite channels.



Choose your favorite channels by going to the program guide and selecting a channel name/number (not a show). Press OK, then Add to Favorite Channels. If you have not chosen any favorite channels, this panel will not appear.

INFO BANNER

The INFO BANNER displays the shows title, description, ratings, and other information.

To view the info banner, press the **i** (for Info) while watching a show. The show will pause while the info banner is visible.



Choose an action or press OK/SELECT to dismiss the info banner and resume playing.

From the Info Banner, you can:

- Turn closed captioning on or off
- Bookmark or record the show
- Create a OnePass search for the show
- Lock the channel. This option requires a Parental Controls PIN to access.
- Change the audio track. The option is available only when other audio tracks are available.

➔ Need help? Visit onewire.help/stream or call 1.877.277.5711

EXP ON DEMAND

Get the content you want, when you want it! Now you can watch the latest movies, catch up on your favorite shows, and more, all from the comfort of your home. Many networks provide FREE On Demand content. If you are subscribed to a channel, you will have access to their On Demand content as well.

On Demand is free to browse and see what's available; you will always be asked to confirm any selection that requires an additional fee.

ORDERING ON DEMAND

1. On the EXP On Demand page, highlight a category to browse, and press OK/SELECT.
2. Once you've located what you want to watch, highlight it and press OK/SELECT. You will see a screen with more details about the video, and in many cases, a free preview.
3. If the video is free, select PLAY to start the video.
4. If the video requires an additional fee, the information screen will have an option to rent and watch now (the price will be listed). Select RENT & WATCH NOW to order the video.

*Please note—you will be asked to confirm any selection that requires an additional fee.

5. While watching, you can pause, rewind, and fast-forward on-demand videos. You can also stop watching at any time by pressing BACK.
Note: some on-demand videos may not allow you to fast-forward.



TIP: Don't forget you can use the EXP app on your iOS and Android devices to watch content from the EXP On Demand Library.

WATCHING A SAVED VIDEO

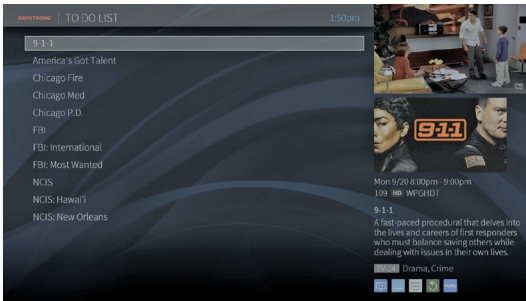
Partially and completely viewed on demand videos can be resumed or restarted any time during the rental period, or for as long as they are available from the EXP On Demand library.

To resume a video in progress, or to re-watch a video you have already viewed:

1. Select On Demand from the Home screen.
2. Select My Rentals, and then select the video you want to watch.
3. Choose to resume playing where you left off or to start from the beginning.

MANAGE

The To Do List shows all your scheduled recordings and lets you change recording options or cancel recordings.



To view the To Do List, select Menu (≡) > Settings > To Do List.

You'll see an alphabetical list of all shows scheduled to record in the next two weeks. Press OK/SELECT on any show to see available options.

OnePass searches are listed in the order you set them up; the first is at the top of the list.

To view the OnePass Manager, choose Menu (≡) > Settings > OnePass Manager.

Use this list to change OnePass options, modify recording options (if available), view upcoming episodes, or cancel a OnePass. Highlight the show title and press OK/SELECT to view available options.

APPS & GAMES

To get to the Apps & Games screen, simply select Apps & Games from the Home screen, or press the grid button  on your remote control.

At first, the apps on this screen include the video providers you selected during device setup (e.x., Netflix). These providers appear in your Video Provider List and are automatically included when searching or browsing using the TiVo menus. (For more information on your Video Provider List, see User Preferences).

If you don't see the apps you selected during setup, or if you skipped that portion of setup, you can always add the apps manually. You can also add other apps, games, and content you download on Google Play to this screen for direct access.

Simply select one of the Google Play tiles (Google Play Games, Google Play Music, etc.) to go to Google Play, and sign in using your Google user name and password.

PARENTAL CONTROLS

Parental Controls help you make sure your family has access to only those shows you want them to watch.



From the Home screen, select Menu (≡) > Settings > Parental Controls.

TURN PARENTAL CONTROLS ON/OFF

To turn Parental Controls on, use the UP/DOWN buttons on the remote control to enter a four-digit PIN, then enter the same PIN again for confirmation.

When you turn off Parental Controls, the PIN is deleted and anyone can watch any show or channel.

When Parental Controls are on, a lock icon  will appear on the Home screen next to the Menu icon .

HIDE ADULT CONTENT

When this setting is on, adult shows do not appear in search results, and titles/descriptions of adult shows are hidden in the Guide and My Shows. You will need to enter the Parental Controls PIN to watch any adult content.

SET RATING LIMITS

Movies originally meant for release to theaters have a different rating system from shows made for TV. Use rating limits to set rules for both rating systems.

Highlight the rating option, and then use the left/right arrows to change the rating limit.

CHANGE PIN

Enter a new PIN, then re-enter the new PIN to confirm.

 Need help? Visit onewire.help/stream or call 1.877.277.5711

ENTERTAINMENT TO GO!

GET THE EXP APP



The EXP app easily lets you control live TV, schedule recordings from anywhere, manage OnePass selections, and more, right from your tablet or smartphone*.

- Watch EXP On Demand movies and shows from anywhere
- View “What to Watch” to find popular shows, movies, sports, and more
- Access the guide to see what’s on by channel
- Use advanced search to find content and bookmark the programming you want to watch



DOWNLOAD THE FREE EXP APP FROM THE APP STORE OR GOOGLE PLAY



➔ Need help? Visit onewire.help/stream or call 1.877.277.5711

TVe - TV everywhere

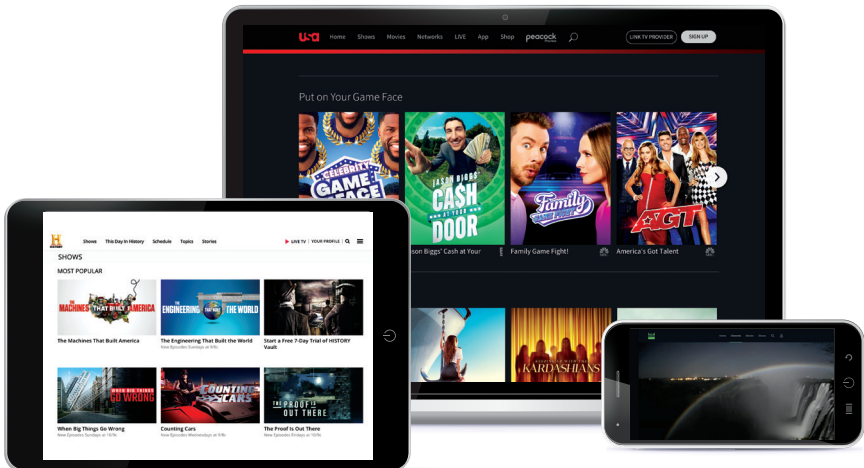


TVe is **FREE** to all current Armstrong television subscribers! Watch the programs you love including live streaming on multiple mobile devices – anytime, anywhere!

Simply download the free network apps directly from the App store or Google Play; to see a list of available apps go to armstrongonewire.com/tve

Select Armstrong as your provider and sign-in with your Armstrong account username/password.

Note: You will also need to be subscribed to the programming that you're trying to view as part of your television package in order to watch the programming via TV everywhere.





TELEPHONE
made **easy.**

IMPORTANT PHONE NUMBERS

FOR EMERGENCY DIAL 911 POLICE - FIRE - MEDICAL

E-911 service may not be available during a power, cable or broadband outage, or if your service has been suspended.

National Poison Control Center: 1-800-222-1222

National Suicide Prevention Lifeline: dial 988

for more information visit 988lifeline.org

Local police department _____

*For non-emergencies

Local fire department _____

*For non-emergencies

Local hospital _____

Health insurance plan phone number _____

Policy number _____

Pharmacy _____

Emergency contact _____

TALK FEATURES

Unlike most telephone companies, Armstrong does not charge you an extra fee for every calling feature. Here's a brief guide to using these features:

Anonymous Call Rejection	Incoming calls from blocked telephone numbers receive a message that you do not accept calls from blocked numbers	Press *77 to activate, *87 to deactivate
Call Blocking	Callers included on this list are blocked but hear a message that you are not currently accepting calls	Manage this feature online
Call Forwarding	Send your incoming calls to another telephone number	Press *72 , after tone, enter number to forward calls to; to cancel *73
Caller ID	Displays the name and number of incoming callers when available	Must have a compatible telephone or caller ID unit
Caller ID Blocking	Blocks your telephone number on a per call basis	Press *67 then your number; to unblock press *82 then your number
Call Trace	Logs a telephone number to provide to authorities by subpoena	Press *57 after receiving a threatening or harassing call
Call Waiting	Allows you to receive a second call while talking on the telephone	Press receiver or flash button to toggle between calls
Directory Assistance Block	Blocks outbound calls to directory assistance	Manage this feature online
Do Not Disturb	Incoming calls receive a message that you are not currently accepting calls	Press *78 to activate, *79 to deactivate

 Manage features online at ArmstrongOneWire.com/telephone

TALK FEATURES (continued)

International Toll Restriction	Blocks outbound calls to International telephone numbers	Manage this feature online
Repeat Call	Automatically redials a busy telephone number	Press *66 to activate, *86 to cancel
Return Call	Automatically redial the last incoming call, when available	Press *69 to activate, *89 to cancel
Schedule Call Forwarding	Automatically forward incoming calls to another telephone number based on your schedule	Manage this feature online
Selective Call Forwarding	Send select incoming calls to another telephone number	Manage this feature online
Speed Calling	Dial your favorite numbers by entering a number 2-8 and then #	Manage this feature online
Three Way Calling	Allows you to host a mini-conference call	Press receiver to place first call on hold, enter the third person's number, press the receiver button to add the first person to the call

TALK FEATURES (continued)

MESSAGE PLAYBACK OPTIONS

Skipping Back	While listening to a message, press *77 . The system will rewind the message five seconds. Press 1 to play the message from the beginning
Pausing Messages	While listening to a message, press 8 . To resume message play, press 8 . The system will play the next message in sequence or return to the last menu
Replying to Messages	After listening to a message, press 4 . Follow the instructions to compose and send your reply
Forwarding Messages	After listening to a message, press 6 . Follow the instructions to address and forward the message
Deleting Messages	After listening to a message, press 3 . The message will be deleted when you hang up
Getting Envelope Information	After listening to a message, press 66
Saving Messages	After listening to a message, press 2
Skip Forward to Next Message	After listening to a message, press # for the next message. Press 99 to skip forward five seconds

REVIEWING DELETED MESSAGES

You can review deleted messages only during the same call in which they were deleted. After the call ends, the message is deleted and is no longer available for review.

If you would like to review a deleted message, press ****** to return to the Main Menu.

Press **3** to review Other Messages. The attendant will notify you if you have any deleted messages. Press **6** to review deleted voice messages.

VOICE MAIL

ACTIVATING VOICE MAIL

To enjoy all the benefits of Voice Mail, log in to your account and enable voice mail today.



To get started, log on to [ArmstrongOneWire.com](https://www.armstrongonewire.com). Next, select **MANAGE TELEPHONE** from the My Account drop-down menu. You may be prompted to enter the Security PIN for your account. Next, select Voice Mail in the main left-hand menu, then check Enable Voice Mail and click Save Changes. It's that easy.

ACCESSING YOUR ACCOUNT

To access your Voice Mail from your home telephone, press ***98**. If you are away from home, enter your home telephone number then press ***** then enter your passcode and press **#**.

Note: The first time you access voice mail, you will need to enter a four-digit passcode. The default code is 1234.

CHECKING YOUR VOICE MAILBOX FOR MESSAGES

Armstrong Voice Mail will let you know when you have new messages. Your message indicator depends on the type of telephones you own. You will typically hear either a stutter-tone when you pick up your telephone receiver or see a message waiting light on the telephone indicating that you have new messages.

Access your account.

The attendant will notify you if you have new messages.

Press **1** to review new messages.

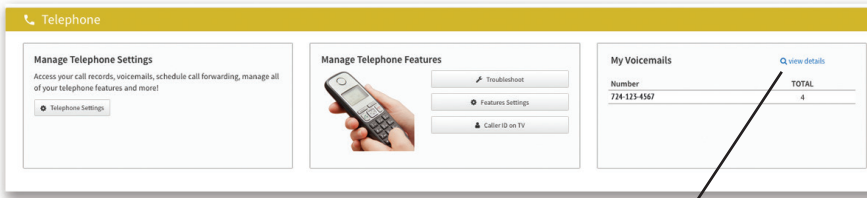
Press **3** to review other messages.

Press **4** for mailbox settings.

Press **6** to review deleted messages.

OTHER WAYS TO ACCESS YOUR TELEPHONE

Manage your features and listen to voice mail by logging into your account on ArmstrongOneWire.com or on the Armstrong app!



Log into your account dashboard, choose Telephone. Click on "View Details" under My Voicemails to show call records, listen to voice mail, and more.

Date	Time	From	To	Answered	Min
2/11/2019	07:32 PM	(724) 619-1234	(724) 123-4567	Yes	0.1
2/11/2019	04:41 PM	(800) 656-7821	(724) 123-4567	No	0
2/11/2019	03:23 PM	(412) 619-1234	(724) 123-4567	Yes	0.2
2/11/2019	12:40 PM	(724) 902-7824	(724) 123-4567	Yes	0.1
2/11/2019	09:54 AM	(724) 619-1234	(724) 123-4567	No	0
2/9/2019	02:28 PM	(800) 656-7821	(724) 123-4567	Yes	0.1
2/9/2019	12:35 PM	(724) 619-1234	(724) 123-4567	Yes	0.2
2/9/2019	10:44 AM	(800) 656-7821	(724) 123-4567	Yes	0.2
2/9/2019	10:23 AM	(412) 656-6744	(724) 123-4567	Yes	0.1
2/7/2019	06:03 PM	(800) 566-0089	(724) 123-4567	Yes	0.1

- Manage your voicemail
- Set Call Forwarding
- Change settings
- Add features like Privacy Defender
- View call log
- Block numbers
- Download voice messages
- Set number of rings to answer
- Turn voice mail on and off
- Block international calls and much more!

Selected Number: (724) 123-4567

Call Details for (724) 123-4567

Show records for past 7 days

Get Call Records

Date: 2/11/2019	Time: 07:32 PM
From: (412) 984-4484	To: (724) 123-4567
Answered: Yes	Min: 0.1

Date: 2/11/2019	Time: 04:41 PM
From: (800) 675-0078	To: (724) 123-4567
Answered: No	Min: 0

DO NOT CALL REGISTRY

You can reduce the number of calls you receive from telemarketers by adding your telephone number to the Do Not Call Registry.

Add your phone number(s) to the National Do Not Call registry online at www.donotcall.gov or by phone 1-888-382-1222.



Re-register when you change service providers, disconnect service or change the billing name on your account.

Note: Signing up for the Do Not Call list won't eliminate all unwanted calls. Charitable and political organizations, surveyors and any organization with which you have a prior or existing business relationship **are** permitted to call you.

Protect your information.

Even reputable firms like your bank or credit card company might sell your information. Use caution when sharing your telephone number and other personal information. If you choose to share this information, you should review the company's policy on how they use your personal information and "opt-out" if you don't like the way they use your information.

Some states have additional Do Not Call requirements. For details, visit your state public service or utilities commission website.

Enhance your privacy by using Armstrong's special calling features like **Anonymous Call Rejection, Call Blocking** and **Do Not Disturb**. Select Manage Telephone from the My Account drop-down menu. You may be prompted to enter the Security PIN for your account. Next, select Voice Mail in the main left-hand menu, then check Enable Voice Mail and click Save Changes. It's that easy.

ENHANCED SPAM BLOCKING

This Caller ID feature automatically scans all incoming calls and blocks fraudulent calls before your phone even rings! It labels suspect calls with a SPAM warning on your Caller ID. It's included FREE with your telephone service.



PRIVACY DEFENDER

Privacy Defender is a subscription service which allows you to control incoming calls, giving you the ability to screen and reject unwanted calls from telemarketers, robocalls, and anonymous numbers. You can purchase this feature online or call Customer Service. For set up, press ***94**.



Visit ArmstrongOneWire.com/support/telephone for more information.



ACCOUNT
MANAGEMENT
made **easy.**

CUSTOMER CARE & TECH SUPPORT

Need help? You have several options for customer care, account management, and technical support. Choose the one that works best for you!



Online at
ArmstrongOneWire.com



Call or chat
online with an
agent



Use our free app



Visit your
local Armstrong
store



Scan to go to our **Contact Us** page.

On this page, you can find your local office information, online chat or call.

DOWNLOAD THE FREE ARMSTRONG APP TODAY!



ONLINE ACCOUNT MANAGEMENT



Scan to go to the Account Dashboard page.

Have your username and password available to get started!

MANAGE USER SETTINGS

Add users, change your password, set up your email and SMS/text preferences, and more.

VIEW & PAY YOUR BILL

See current charges, past statements, set up EasyPay or make a one-time payment.

MANAGE SERVICES AND PERSONALIZE FEATURES

View equipment status and your personal channel lineup. Plus, manage your telephone settings and voicemail.

CHAT WITH AN AGENT

Live chat with one of our knowledgeable Customer Service or Technical Support representatives. A chat icon will appear when live chat is available.

ONLINE SELF-HELP & TECH SUPPORT



Scan the code to go to our self-help, troubleshooting tools, and support articles for your account and Armstrong services.

SELF-HELP TOOLS

Your first step in resolving many issues quickly online.

ANSWERS TO POPULAR QUESTIONS

A variety of topics from understanding your statement to setting up email accounts.

SPECIFIC PRODUCT SUPPORT

When you need more in-depth product information, equipment manuals and quick-start guides.