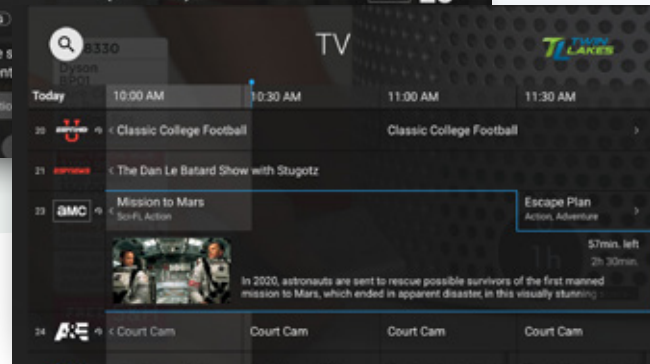
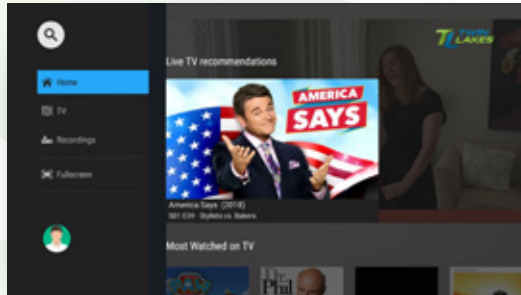


Twin Lakes TV App Quick Start Guide



Welcome to Twin Lakes TV

Twin Lakes TV enables you to view Live TV, Cloud DVR recordings and more on your streaming devices, including the Amazon Fire Stick, Google Chromecast, Android/Apple Smart Phones or Tablets and more.

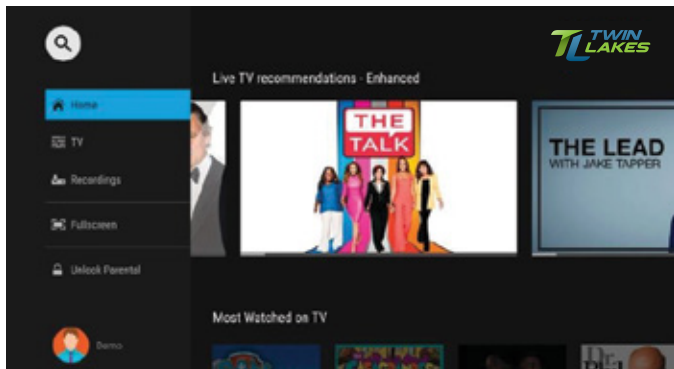
It eliminates the need for traditional set top boxes in your home – allowing for a full in home streaming experience.

Getting Started

Download the “Twin Lakes TV” app from your applicable streaming device. You will be prompted to enter your user ID and password on the next screens. Once complete, you are ready for TV streaming!

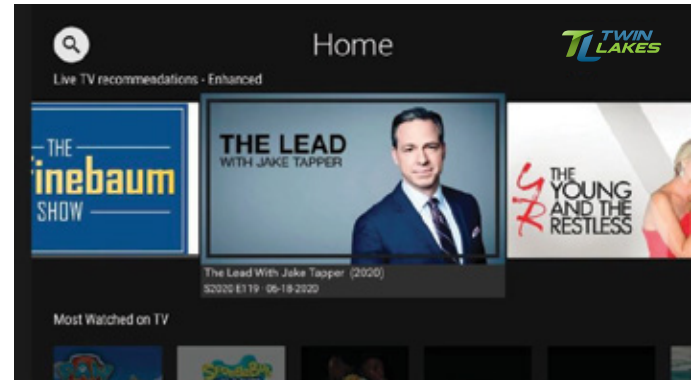
Home Screen

The Twin Lakes TV Home Screen displays the Content Area and the Navigation Panel.



Home Screen Content Area

The Content Area of the Twin Lakes TV Home screen displays “stripes” of categories with information and posters of the available programs, movies or series (if there is nothing available in a category, the stripe will not be displayed). You will see recommendations or most watched on TV sections to navigate on this screen.



Home Screen displaying the Content Area

You can access the Twin Lakes TV Home Screen from anywhere/ anytime by pressing the MENU key on the remote. The Navigation Panel will be displayed in the left-hand side of the screen and the Home Screen will be automatically selected.

Home Screen Navigation Panel

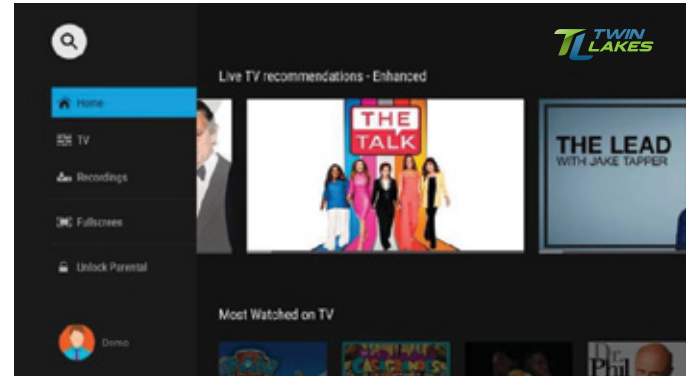
The Twin Lakes TV Navigation Panel is a quick and easy way to access many of the Twin Lakes TV features.

Stripe Title	Description
Live TV	Open the TV Grid.
Catch-Up TV	<p>It returns a list of programs recently recorded as a Catch-Up TV playback for a single channel. The content is displayed from current time back through all recorded shows on that channel: the first poster is of the currently playing program on that channel, the second poster is of the most recently recorded program, the third poster is of recorded program before, and so on.</p> <p>Programs which have been expired or programs for which you are not entitled to, are subject to parental control restrictions and they are not displayed.</p>
Recordings	View and manage your recorded programs.
Continue Watching	Browse and continue watching On-Demand movies and shows that you have begun watching but have not completed.
Favorites	Browse your favorite live programs, On-Demand movies and series, and channel lists.
Settings	Set your preferences for the language of the application, parental control, and accessibility, create sub-accounts, and manage your user profiles.

To display the Twin Lakes TV Navigation Panel, press the MENU key on your remote control.

The Content Area and its Stripes become inactive when the Navigation Panel is displayed.

Use the navigation feature on your remote control to choose a menu option.

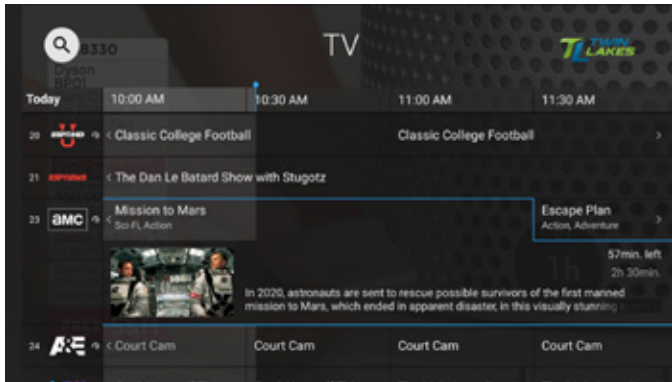


Home Screen displaying the Content Area

Close the Twin Lakes TV Navigation Panel by pressing the BACK button or the MENU remote control key (or by pressing MENU on some remote controls).

Twin Lakes TV Guide

Use the Twin Lakes TV Guide to find and watch a TV program and to view program details.



Twin Lakes TV Guide

Playback Controls

1. To pause/resume the currently playing video use the on-screen PAUSE /PLAY button, (or by pressing the PAUSE/PLAY key on some remote controls).
2. To stop the currently playing video On-screen STOP button, (or by pressing the STOP or the BACK key on some remote controls).



Playback Controls

You can access the guide by:

- Selecting the Live TV Recommendations stripe heading.
- Selecting the TV option from the Navigation Panel.

Watch a Program

To watch a program from the Twin Lakes TV Guide:

1. In the guide, use the navigation feature on your remote to highlight a program.
2. Press OK/SELECT. The program starts playing.

Viewing a Program's Details Screen

The Twin Lakes TV Details screen displays a program's Title, Description, Genre, and more.



Program Details Screen

To view a program's Details screen:

1. In the Twin Lakes TV Guide, use the remote to navigate to and highlight a program.
2. Press the OK/SELECT key on your remote (or by pressing the INFO key on some remote controls).

Tip: Click the buttons in the Action Bar (at the top of the description panel) to perform those actions.

Recording a Program

You can easily record a program you are currently watching, or schedule a recording for a future program.



Recording Screen

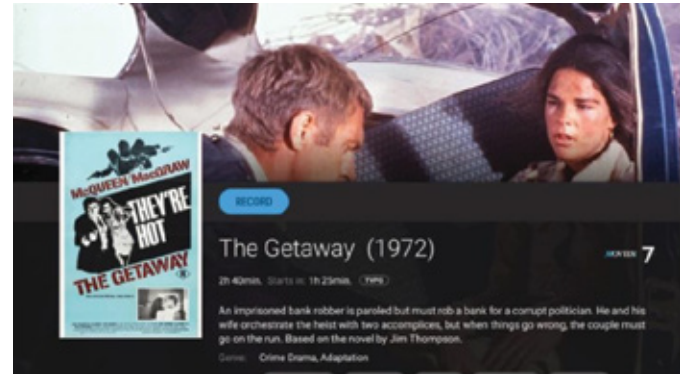
Record What's Currently Showing

To record a currently playing Live TV program, select the on-screen RECORD button (or press the RECORD key on some remotes) to start the recording.

Schedule a Future Recording

To schedule the recording of a future program:

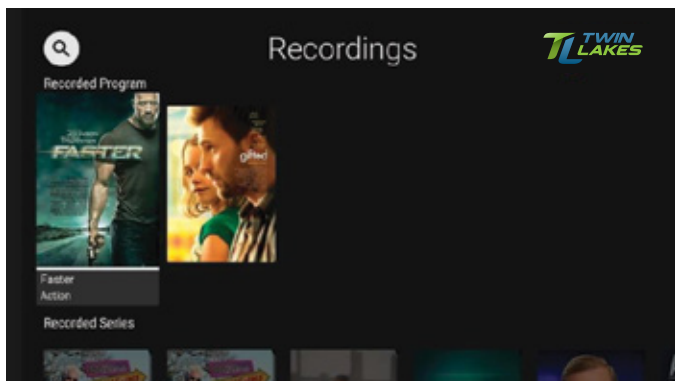
1. Use the remote control to navigate to and select a program.
2. Select the RECORD option to schedule a recording.



Twin Lakes TV Future Recording Screen

Browse Recordings

The Twin Lakes TV Recordings section on the Home Page shows on-going and completed recordings recorded on your DVR.



Recordings Screen

Searching

You can search through all available movies, series, and Live TV programs by accessing the Search option.



Search Screen

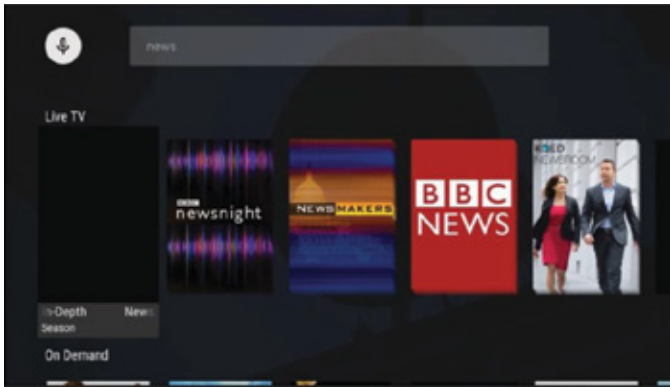
Playing a Recording

To play a recording:

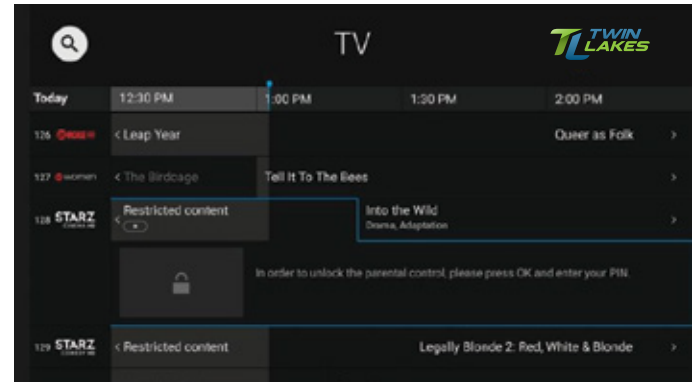
1. In the Twin Lakes TV Recordings Stripe, select a recording to watch and press OK. The Twin Lakes TV Details screen of the recording is displayed.
2. In the Twin Lakes TV Details screen for the recording, select the PLAY button in the Action Bar (the topmost horizontal bar) and press OK to play the recording.

Twin Lakes TV Search Screen To search for programs:

1. Navigate to the Twin Lakes TV Home Screen Navigation Panel and choose the “Search” option.
2. Enter the search text, using the on screen keyboard and press OK.



The Search Results Screen



Parental Controls Applied to Programs

Parental Controls

Parental Controls allow you to restrict who can view TV programs, and recordings considered inappropriate for viewing. When parental control is locked, the video will be unplayable and marked as restricted in the TV Grid, the quarter screen, and the full screen.

Tip: *When Twin Lakes TV Parental Controls are enabled by your service provider, you can set parental restrictions for the user profiles under your main account through the Settings menu. Each user profile may be assigned a different combination of TV and movie ratings.*

To enable Twin Lakes TV Parental Controls:

1. Press the MENU button on your remote to display the Twin Lakes TV Home Screen Navigation Panel.
2. Choose the “Lock Restricted Content” option in the Twin Lakes TV Navigation Panel and press OK on your remote, (or press the blue remote control key on some remotes).

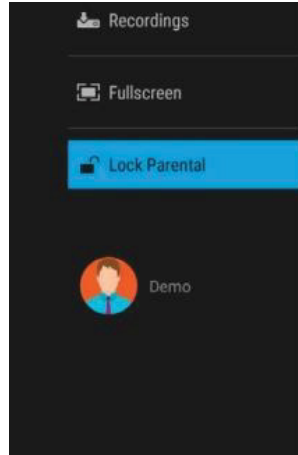
Troubleshooting

General Tips

- Restart your device.
- If you're on WI-FI, make sure you are connected to the correct network.
- Try using an Ethernet cable.

No Video, Out of Sync, Pixilation and other Video-Related Issues

- Restart your device.
- Turn your TV off and back on.
- Check to make sure your video input cable is securely connected between your device and television.
- Check to make sure you are on the correct input.
- Try another input.

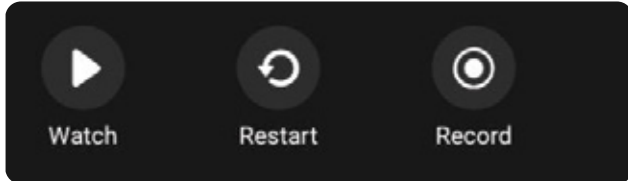


No Audio, Out of sync, Garbled Sounds and other Audio-Related Issues

- Check the volume level and mute options on your television.
- Check to make sure your HDMI cable or audio cable is securely connected between your device and television.
- Try another input.

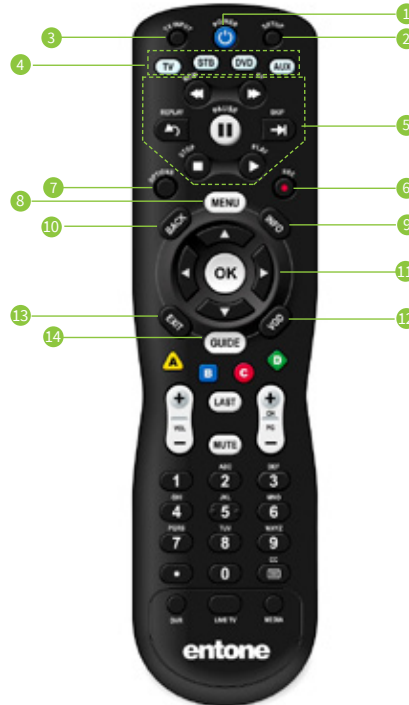
If you need assistance with the Twin Lakes TV app, we offer 24/7 Technical Support and are happy to assist you at techsupport@twinlakes.net or 931.268.2151.

Notes



Set Top Box Remote Overview

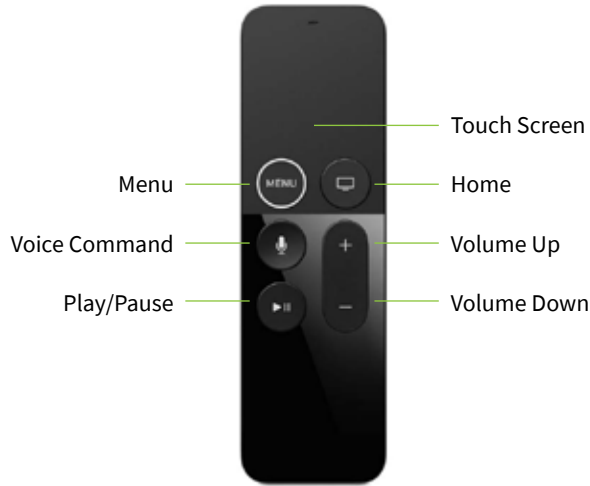
Button(s)	Description
1 Power	Switches the power on/off for the currently selected device Switches STB to power on or standby mode
2 Set Up	Set up remote for TV
3 TV/Input	Changes the current A/V input of the selected device programmed (i.e. TV or AUX)
4 Device Control	TV: Select to control TV (if programmed) STB: This button is pre-programmed to control the Entone device DVD: Select to control DVD (if programmed) AUX: Select to control another device (if programmed)
5 Transport Keys	Controls video program for live TV / DVR / VOD REPLAY: Goes back approx. 30 seconds REW: Rewinds video FF: Fast forwards video Skip: advances ahead in 30 second increments Pause: Pauses video Play: Plays video or resumes a paused program Stop: Stops playback of video
6 Rec	Starts or stops recording a program
7 Options	Provides additional options for certain on-screen menu or highlighted item*
8 Menu	Displays on-screen menu or home screen
9 Info	Displays on-screen information about the current TV / VOD / DVR program
10 Back	Goes back one level within menus*
11 Navigation	Arrow Keys: Navigates within the on-screen guide/ menus OK: executes the currently selected menu option LEFT/RIGHT: Rewinds/Fast forwards video
12 VOD	Feature enabled by your service provider (contact service provider for details)
13 Exit	Exits the current menu item or back to live TV
14 Guide	Displays the on-screen program guide



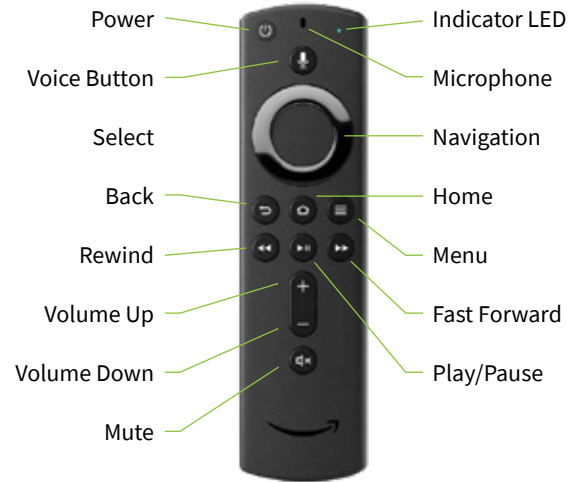
Button(s)	Description
15 Shortcut	Color-code buttons correspond to features that are enabled by your service provider (contact service provider for details)
16 Last	Changes channel to the previously viewed channel
17 CH/PG	Changes channel up/down or pages up/down within the on-screen program guide
18 VOL +/-	Increases or decreases TV volume
19 Mute	Turns TV volume on/off
20 Number Keys	Allows direct access to specific channels and menu items
21 CC	Toggles closed captioning on/off
22 DOT	Used when entering a period in certain channels Displays on-screen keyboard for certain applications
23 Media	Feature enabled by your service provider (contact service provider for details)
24 DVR	Feature enabled by your service provider (contact service provider for details)
25 Live TV	Feature enabled by your service provider (contact service provider for details)

*Availability of certain features is dependent on your service provider

Apple TV Remote



Fire TV Remote



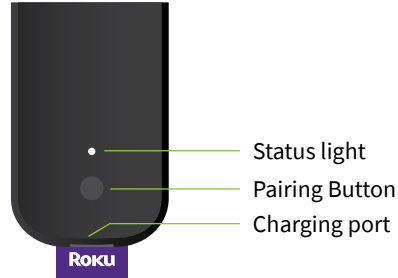
Name	Function
Touch Surface	Navigation, Playback Control, Select. <ul style="list-style-type: none"> • Tap the touch surface left edge to Rewinds 10 seconds. • Tap the touch surface right edge to Fast Forward 10 seconds. • Swipe from the top down to reveal the Info Panel. • Swipe from the bottom up to reveal the trickplay controls.
Menu	Goes back one screen.
Home	Returns to the Home screen of Apple TV.
Voice Control	Launches the voice control for Search and Playback (Pause, Skip, Forward, Backward).
Volume Up/ Down	Controls the volume of TV.
Play/Pause	Plays or pauses content.

Name	Function
Microphone	Used for voice commands.
Voice Button	Toggles voice command on and off.
Navigation	Navigates within the on-screen guide/menus.
Back	Goes back one screen.
Home	Goes to Home screen.
Menu	Displays the menu.
Rewind Play/Pause Fast Forward	Rewind: Rewinds video Play: Plays video or resumes a paused program Pause: Pauses video Fast Forward: Fast-forwards video.

Roku Voice Remote



Back



Name	Function
Push-to-talk-voice	Used for voice commands
Instant Replay	Replay the last 7 seconds of video
Channel Shortcuts	Jump right into your favorite subscriptions such as Netflix
Personal Shortcuts	Program your favorite shortcuts for quick viewing
Headphone jack	Use this to plug headphones in for listening
Pairing Button	Used to pair your Roku Remote with your TV

For help pairing your remote, visit go.roku.com/remotehelp