

TELEVISION WiFi Plans



Installation and Instruction Manual
for the Amazon Fire TV Stick



**Visit arvig.net/WiFiTV for
support and how-to videos!**

888.99.ARVIG | arvig.net

arvig®

The arvig logo consists of a series of five thick, yellow-green diagonal bars of decreasing length from left to right, followed by the word "arvig" in a lowercase, sans-serif font, with a registered trademark symbol (®) at the end.

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⚡ Denotes the most important features and functions to learn about.

GETTING STARTED

- Welcome to Arvig WiFi TV! If you haven't previously created an account, go to **arvig.net** and click on CREATE LOGIN. Please have the email you received from us available as reference. If you no longer have this email, or didn't receive it, you may also use a current statement.



Username (email address)

Password

To change your password at a later time, return to arvig.net, click SIGN IN, then click the "Forgot your password" link. You will receive an email at the email address on the account with instructions to change the password. Once completed, you will be required to re-log in to any devices that access WiFi TV.

- Once registered at **arvig.net**, set up your streaming device.* Follow the manufacturer instructions and select your home's wireless network to connect your device to when prompted:

Network Name

Password

If your wireless signal has multiple channels, select 5GHz when prompted.

**If you are using a smart TV or handheld device (i.e. tablet, smartphone), there is no additional device to set up—skip to step 4.*

- If using an Amazon Fire device, create a free Amazon account, if you don't have one: (see instructions on next page)

Email Address

Password

- Download the Arvig WiFi TV app from the app store for your device. Easily find our app by searching "Arvig TV".

- Log in to the Arvig WiFi TV app for your device using the username (email address) and password you created on arvig.net in step 1.

If you need assistance, would like to learn more about Arvig WiFi TV, or view the latest channel lineup, FAQ, how-to videos and supported devices, visit us on **arvig.net/wifitv**.

Stream Anywhere

Arvig WiFi TV is a streaming television service. Live TV requires the use of your home IP address and must be viewed on your home network. However, you can watch and set recordings from just about anywhere with a WiFi connection.

CREATE A FREE AMAZON ACCOUNT

Amazon Login ID:

Email Address

Password

Follow these steps:

1. Go to amazon.com.
2. Hover on the *Account & Lists* tab in the upper right corner.
3. Under the Sign in button, click *Start here*.
4. Complete the form and click on *Create your Amazon account*.
5. Follow the prompts to verify your email address.
6. Once you have created your account, you will see Hello, (insert your name here) directly above the *Account & Lists* tab.

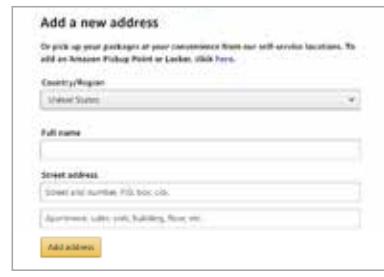
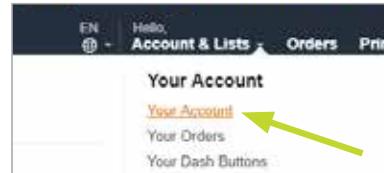
Next, enter a valid address to download apps.

7. Hover on the *Account & Lists* tab and click "Your Account"
8. Click "Your Addresses" near the middle of the screen, then "Add Address."
9. Complete the form and click the "Add address" button.

Finally, if you do not wish to add your credit card number to your account, you must disable 1-Click settings.

10. Hover on the *Account & Lists* tab and click "Your Account"
11. Find "More ways to pay" near the middle of the screen, then click "1-Click settings."
12. Click "Disable 1-Click everywhere."

For how-to videos to Install and Set Up Your Fire TV Stick, and Download the Arvig WiFi TV App, visit arvig.net/WiFiTV.



FIRE TV STICK 4K REMOTE CONTROL



The buttons on this remote are universal in function, however, the options available within the Arvig app may be different than in other apps. Your remote may vary.

PIN THE ARVIG WIFI TV APP

To keep the Arvig App front and center, pin it to the front of your app list.

Steps vary per device and model. We suggest you Google or search the manufacturer's information for the most current, detailed instructions.

ARVIG WIFI TV APP: SIGN IN/SIGN OUT

When accessing the app the first time, or to sign in after signing out, please enter the username and password you created on arvig.net.

The username is the full email address you signed up with. If you've signed in previously, the email address may be auto-filled.

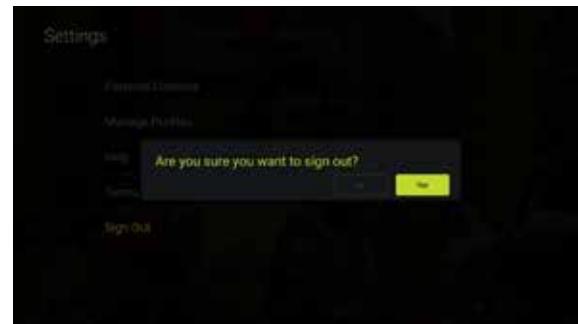
1. On the sign-in screen, press **Select** to access the on-screen keyboard.
2. Press left, right, up and down on the **Navigation** button to highlight letters, numbers and symbols on the on-screen keyboard and press the **Select** button to enter the character.

To access capital letters and symbols, select those keys on the keyboard. Some of the popular keys have remote control shortcuts—see the images on the keys.

3. When done, press left, right, up and down on the **Navigation** button to highlight the Next key and press **Select**.
4. Repeat steps 2 and 3 to enter your password.

To sign out of the Arvig WiFi TV App:

1. On live TV, press the **Menu** button to access the TV menus.
2. Press left or right on the remote's **Navigation** button to highlight Profile and press **Select**.
3. Press up on the **Navigation** button to highlight the Settings menu icon (cog wheel) in the upper right corner of the screen and press **Select**.
4. Press down on the **Navigation** button to highlight Sign Out and press **Select**.
5. A popup window will appear asking, "Are you sure you want to sign out?" Press **Select** to choose Yes.



THE BASICS

Turning Your TV On and Off

1. Turn on your TV using your Fire TV Stick remote control. You can also use this remote to adjust volume. (*If your Fire TV Stick remote doesn't have power and volume buttons, use your TV's remote control to operate these functions.*)
2. On the Fire TV Stick Home menu, press the **Navigation** button on the Fire Stick's remote control to highlight the Arvig WiFi TV app, press **Select**. (*If your streaming device is not plugged in to HDMI port 1 on your TV, you will need to tune your TV to the correct input using the input or source button on your TV's remote control.*)
3. Choose the correct profile (if applicable), press **Select**.
4. Programming resumes on the last channel viewed.



To conserve bandwidth when not in use, press the **Home** button on the remote control to return to the Fire TV Stick Home menu.

Changing the Channel

- To move up or down one channel on live TV, press up or down on the remote's **Navigation** button.
- To input a specific channel number, on live TV press and hold the **Select** button for about two seconds, then let up. A search box with a keyboard appears; press the **Navigation** button to highlight numbers on the on-screen keyboard and press the **Select** button to enter the character. Choose the Next key when done. (*Some of the popular keys have remote control shortcuts—see the images on the keys.*)

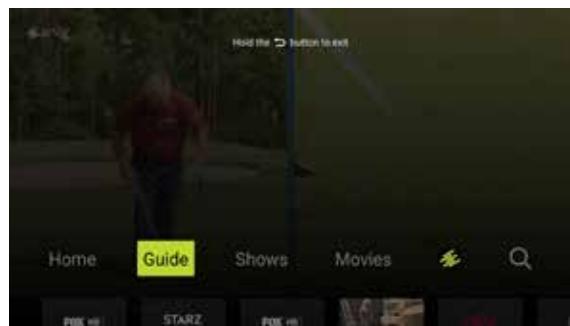


MENU NAVIGATION TIPS

Menu Button

The **Menu** button gives you access to all the features of your Arvig WiFi TV service, including searching, recording, parental controls and more.

Before accessing your on-screen menus, it's helpful to know how to choose, select and exit from the menu screens.



1. On live TV, press the **Menu** button to access the TV menus.

2. Press left or right on the remote's **Navigation** button to highlight items in the horizontal menu that appears at the bottom of the screen. Or press down to view and choose Recently Watched channels and programs.



3. Press **Select** to enter your desired menu.

4. Press **Back** to return to the last menu screen you viewed.

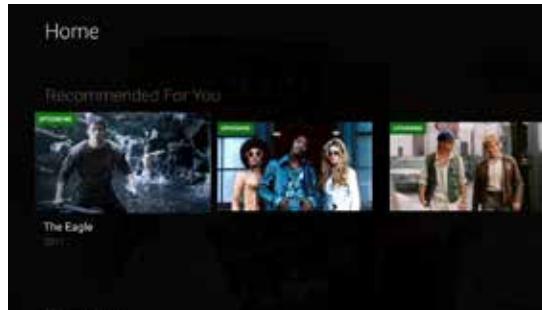
5. Press **Back** again to close the menu and return to live TV.

TV MENUS

Home

This menu shows recommended content based on previous viewing choices, DVR recordings if available, and other shows and movies sorted by genre.

- 1.** On live TV, press the **Menu** button to access the TV menus.
- 2.** Press left or right on the remote's **Navigation** button to highlight Home and press **Select**.
- 3.** Press left, right, up and down on the **Navigation** button to move around the program choices. The selected program will look slightly larger than the others and will show the program title under it.
- 4.** Press **Select** on any for more information, viewing options and a thumbnail image of the program.
- 5.** Use the **Navigation** button and press **Select** to choose a viewing option, or press **Back** to exit the program information.



Guide

See what's currently playing and upcoming on TV using the interactive Guide. With 2½ hours of program listings for eight (8) channels at a glance, the Guide is easy to use and navigate. Listings include content for one week in advance.

- 1.** On live TV, press the **Menu** button to access the TV menus.
- 2.** Press left or right on the remote's **Navigation** button to highlight Guide and press **Select**.

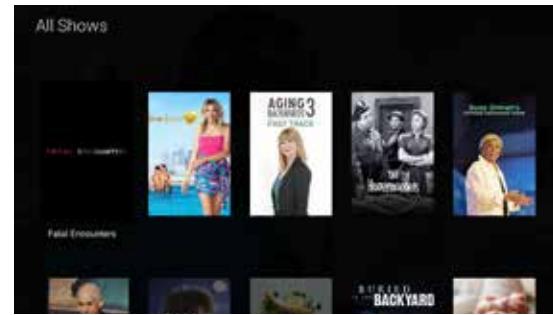


3. The current program is highlighted in lime green. Press left, right, up and down on the remote's **Navigation** button to move around the listings grid.
4. Press **Select** for more information, viewing options and a preview of the highlighted program in the grid.
 - If the program is currently playing, press **Select** to Play, or press right on the **Navigation** button to Record or view Series Info.
 - If the program is airing in the future, press **Select** to Record, or press right on the **Navigation** button to view Series Info.

Shows

View television programs in a tile-view with easy access to more information.

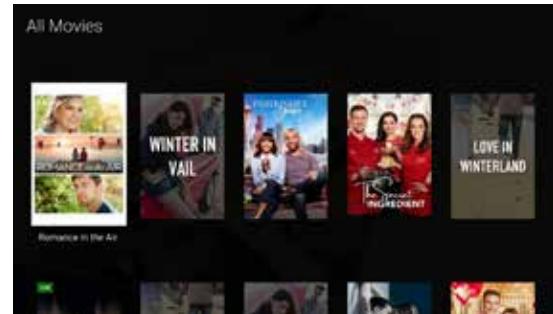
1. On live TV, press the **Menu** button to access the TV menus.
2. Press left or right on the remote's **Navigation** button to highlight Shows and press **Select**.
3. Press left, right, up and down on the **Navigation** button to move around the program choices. The selected program will look slightly larger than the others and will show the program title under it.
4. Press **Select** on any for more information, viewing options and a thumbnail image of the program.
5. Use the **Navigation** button and press **Select** to choose a viewing option, or press **Back** to exit the program information.



Movies

Each month, we deliver blockbuster movies either live, upcoming or on Replay. Browse available titles in a tile-view.

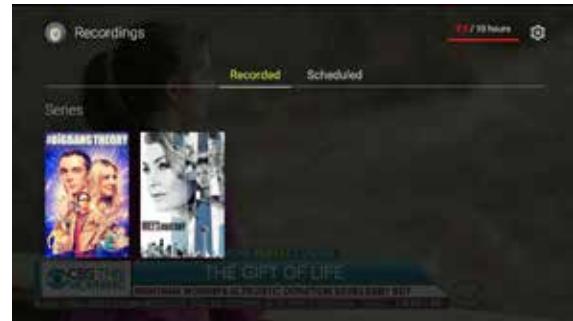
1. On live TV, press the **Menu** button to access the TV menus.
2. Press left or right on the remote's **Navigation** button to highlight Movies and press **Select**.
3. Press left, right, up and down on the **Navigation** button to move around the title choices. The selected movie will look slightly larger than the others and show its name under it.
4. Currently playing programs are marked LIVE in the upper left corner of their image tile. UPCOMING titles are scheduled to air, and the remaining titles are on Replay.
5. Press **Select** on any for more information, viewing options and a preview image.



Profile

Quickly see and watch your recordings, and scheduled recordings, and adjust settings for your profile.

1. On live TV, press the **Menu** button to access the TV menus.
2. Press left or right on the remote's **Navigation** button to highlight Profile (circular image/avatar) and press **Select**.



The screen will open on Recordings and also displays how much time you have used of your available Cloud DVR in the upper right corner of the screen.

1. Press left, right, up and down on the **Navigation** button to move around the title choices. The selected program will look slightly larger than the others and show its name under it.
2. Press **Select** on any for more information, viewing options and a preview image.

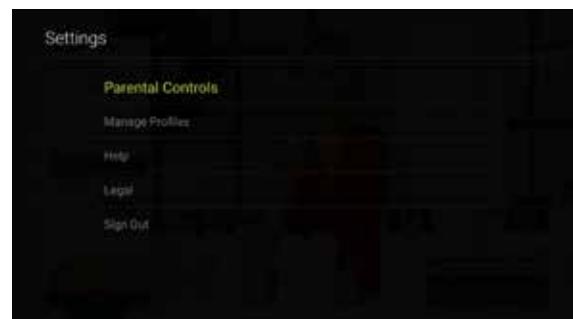
To view scheduled recordings, use the **Navigation** button and highlight Scheduled.

1. Press left, right, up and down on the **Navigation** button to move around the title choices. The selected program will look slightly larger than the others and show its name under it.
2. Press **Select** on any for more information, viewing options and a preview image.

Press up on the **Navigation** button to highlight the Settings menu icon (cog wheel) in the upper right corner of the screen.

In this menu, you'll see:

- Who's Watching? (when multiple profiles have been created)
- Parental Controls
- Manage Profiles
- Help
- Legal
- Sign Out



Press up and down on the **Navigation** button to highlight the various options, then press **Select** to choose one. Press **Back** to return to the last menu screen you viewed.

Search

Search programming by titles, channel name or channel number. This feature also stores recent searches for quick use in the future.

1. On live TV, press the **Menu** button to access the TV menus.
2. Press left or right on the remote's **Navigation** button to highlight Search (magnifying glass) and press **Select**.
3. Press left, right, up and down on the **Navigation** button to highlight letters, numbers and symbols on the on-screen keyboard and press the **Select** button to enter the character.
To access capital letters and symbols, select those keys on the keyboard. Some of the popular keys have remote control shortcuts—see the images on the keys.
4. A list of results appear in the background as you type. The more letters you enter, the more exact the results will be.
5. When done, press left, right, up and down on the **Navigation** button to select the Next key.
6. Press left, right, up and down on the **Navigation** button to move around the title choices. The selected program will look slightly larger than the others and show its name under it.
7. Press **Select** on any for more information, viewing options and a preview image.

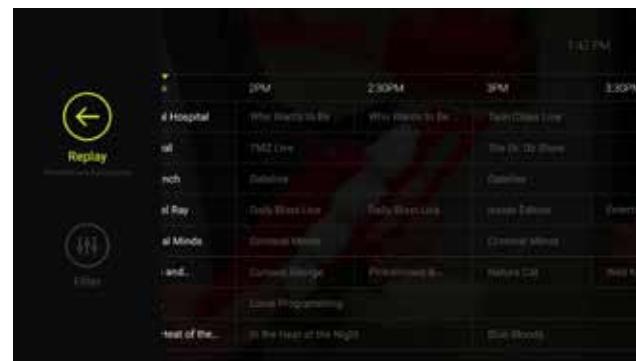


REPLAY

Never miss another show!

Watch up to the past 72 hours of shows, movies and sports across most of our channel lineup.

1. On live TV, press the **Menu** button to access the TV menus.
2. Press left or right on the remote's **Navigation** button to highlight Guide and press **Select**.
3. The current program is highlighted in lime green. Press left on the remote's **Navigation** button to access the Replay sidebar menu. Press **Select** to access all available titles, or press down then **Select** to filter options by sports, news, movies or kids.
4. Browse available titles in a tile-view sorted by channel.
5. Press left, right, up and down on the **Navigation** button to move around the title choices. The selected program will look slightly larger than the others and show its name under it.



6. Press **Select** on any for more information, viewing options and a preview image.

Replay content cannot be recorded and includes commercials, but you can fast forward through them.

7. To return to live TV, press right on the remote's Navigation button repeatedly to access live programs, press **Select**.

Replay TV is enabled/disabled on an individual show and/or network basis. This means that not all shows or all networks allow this feature as part of our content agreements.

RESTART

Missed the beginning of a program?
Restart it!

1. On live TV, press the **Pause** button to access the program menu.
2. Press left on the remote's **Navigation** button to highlight **Restart** (if available) and press **Select**.



Restart is not available on all channels and programs. To record, the program will begin recording from the point of live TV and stop at the program's scheduled end time.

CLOSED CAPTIONS

To display the audio portion of a TV program as text on the TV screen:

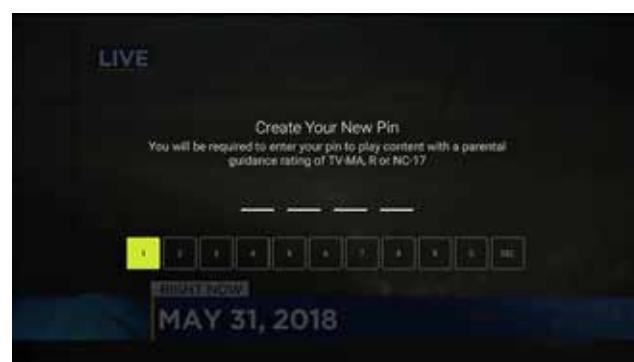
1. On live TV, press the **Pause** button to access the program menu.
2. Press right on the remote's **Navigation** button to highlight Audio/Subtitles and press **Select**.
3. Press down, then **Select** to choose English.
4. Press the **Back** button twice to go back to live TV.



Closed captioning may not be available on all channels and programs.

PARENTAL CONTROLS

Each TV show and movie is assigned a maturity rating to help customers make informed choices for themselves and their children. You can use these maturity ratings to decide on a PIN parental control setting for your account.



1. On live TV, press the **Menu** button to access the TV menus.
2. Press left or right on the remote's **Navigation** button to highlight Profile and press **Select**.
3. The screen will open on Recorded programs. Press up on the **Navigation** button to highlight the Settings menu icon (cog wheel) in the upper right corner of the screen and press **Select**.
4. Press down on the **Navigation** button to highlight Parental Controls and press **Select**.
5. Press **Select** on Restrict Mature Content.
6. You will be prompted to Create Your New Pin to enable control on content with ratings of TV-MA, R or NC-17. Once enabled, when choosing blocked programming, the user must enter the correct PIN to view it.

If set, content will be blocked across all profiles on the account.

PROFILES

Profiles allow members of your household to have their own personalized experience, built around the TV shows and movies they enjoy. You can have up to five individual profiles within a single account.



1. On live TV, press the **Menu** button to access the TV menus.
2. Press left or right on the remote's **Navigation** button to highlight Profile and press **Select**.
3. Press up on the **Navigation** button to highlight the Settings menu icon (cog wheel) in the upper right corner of the screen and press **Select**.
4. Press down on the **Navigation** button to highlight Manage Profiles and press **Select**.
5. Press **Select** again to Add New Profile, or press down on the **Navigation** button to highlight Edit on another Profile and press **Select**.

Here, you may edit the name and image of each profile. When there is more than one profile on the account, you will be asked to choose one upon each launch of WiFi TV.

To change Profiles while watching TV:

1. On live TV, press the **Menu** button to access the TV menus.
2. Press left or right on the remote's **Navigation** button to highlight Profile and press **Select**.

3. Press up on the **Navigation** button to highlight the Settings menu icon (cog wheel) in the upper right corner of the screen and press **Select**.
4. Press **Select** to choose Change Profiles (Who's Watching).
5. Press left or right on the remote's **Navigation** button to highlight the correct Profile and press **Select**.

All profiles share the same Cloud DVR space.

CLOUD DVR (Digital Video Recorder)

Controlling Live TV

Pause, rewind and fast forward most live shows, movies and sports using the playback controls on the remote.

Playback Controls

You can control live TV and your video recordings using these buttons.

Play/Pause

You can pause live TV any time by pressing **Play/Pause** on your remote.

A progress bar appears on screen showing you how much time has elapsed since the program started, and how much time is left. When you're watching live, your DVR remains paused for up to 3 hours. Pressing **Play/Pause** once more will resume the program.

Rewind

Press **Rewind** on your remote to rewind. A progress bar appears on screen showing how far back you can go in time. Each time you press **Rewind**, the program jumps back 12 seconds. Press and hold the button for quicker progress. Press **Play** to resume the program.

Fast Forward

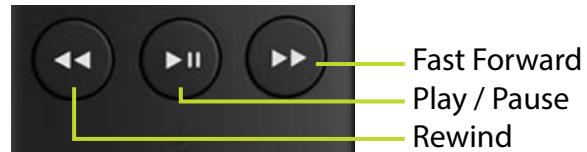
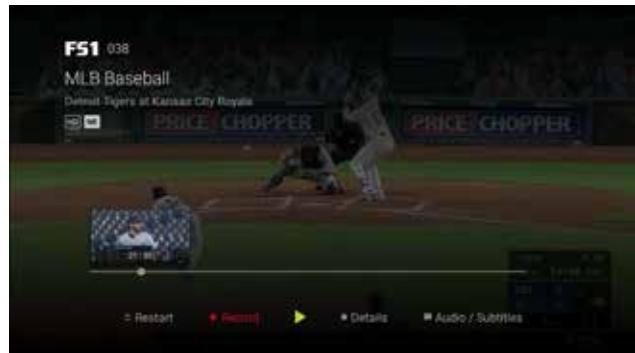
You can activate **Fast Forward** for live TV if you have pressed **Pause** or **Rewind**. A progress bar appears on screen showing how far ahead you can go. Each time you press **Fast Forward**, the program jumps ahead 12 seconds. Press and hold the button for quicker progress or until you return to live action. Press **Play** to resume the program.

Recording Programs

With Cloud DVR, you can watch and record multiple different TV programs at the same time. You can record programs in two ways:

- Choose Record in the program menu
- Choose Record from any program info screen in the Guide

You do not have the option to record a program when 5 minutes are remaining.



Recording From a Program Menu

On live TV, press the **Play/Pause** button to access the program menu. Press left on the **Navigation** button to highlight Record and press **Select**. The program will begin recording from this time and stop at the program's scheduled end time.



Recording From a Program Information Screen

From any program information screen, use the remote's **Navigation** button to highlight Record and press **Select** to schedule a recording. Follow the on-screen prompts for additional recording options. Recording of the program will stop when the program is over.

Recording a Series

You can record multiple episodes of a program (series) in accordance with your preferences. To set up a Series Recording, begin by selecting the program from the listings grid (Guide) or from a search results list:

1. From the program info screen, highlight Record and press **Select**.

A box pops up saying, *“Recording Set! Would you like us to record future episodes of your program?”*

You have two options:

- Record this episode only
- Record all episodes

2. Record all episodes is highlighted, press **Select**.

This returns you to the program information screen, where you now have the option to Manage Recording. Choosing this option gives you access to advanced series setup features.

3. Press **Select** to enter.



4. The screen will open on your Recordings for this program. Press up on the **Navigation** button to access the settings above the first recording:

- Recording Options - such as which types of episodes to record, which channel to record them on and recording extra time
- Cancel Series Recording - will cancel all future recordings
- Delete All Recordings - will delete all recordings from this series

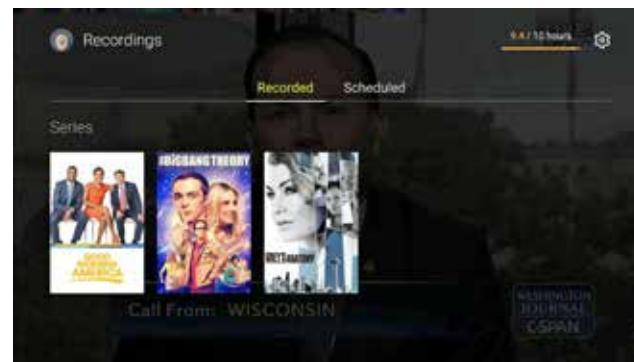


Your recordings appear in your Recordings list with the show title as its label. Multiple recordings of the same show have the same label and are listed beginning with the most recent recordings first.

Viewing Recorded Programs

All of your recordings are stored together, and can be quickly and easily found in the Profile TV menu.

1. On live TV, press the **Menu** button to access the TV menus.
2. Press left or right on the remote's **Navigation** button to highlight Profile.
3. Press **Select** to enter. Recorded programs are shown if available.
4. Press down, then left and right on the **Navigation** button to move through the program choices. The selected program will look slightly larger than the others and show its name under it.
5. Press **Select** on any for more information, viewing options and a preview image.
6. Use the playback controls to play, pause, fast forward and rewind your program. To stop the program, you must play a different recording or go back to live TV.



Cloud DVR recordings can be viewed outside the home on an individual show and/or network basis. This means that many recordings will be available outside your home, but some will not be available as per our content agreements.

Editing Series Recordings

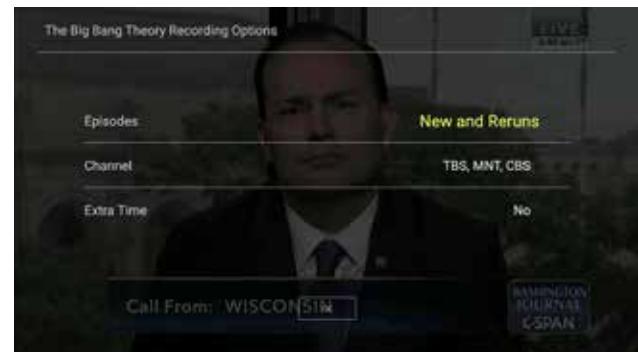
To edit the criteria for recording a program series with your preferences:

1. On live TV, press the **Menu** button to access the TV menus.
2. Press left or right on the remote's **Navigation** button to highlight Profile and press **Select**.

3. The screen will open on your Recordings. Press right on the **Navigation** button to access Scheduled recordings.
4. Press down, then left and right on the **Navigation** button to choose the series you wish to edit. The selected program will look slightly larger than the others and show its name under it.
5. Press **Select** to view the episodes scheduled to record.
6. Press up on the **Navigation** button to access the settings above the first scheduled recording:
 - Recording Options - such as which types of episodes to record, which channel to record them on and recording extra time
 - Cancel Series Recording - will cancel all future recordings



7. Press **Select** on Recording Options. Here is where you'll specify if you want all episodes to record, or new episodes only.
 - Episodes - New and Reruns or New Only
 - Channel - Record episodes from which channels?
 - Extra Time - Choose how many extra minutes to record, up to 60



8. Once you have set up your choices, press down on the **Navigation** button to highlight OK and press **Select**.

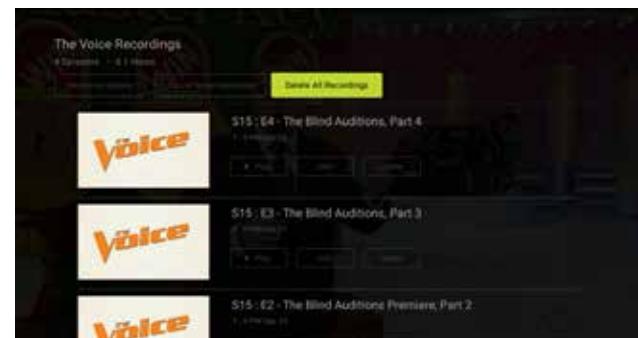
Your current recordings (if any) and episodes scheduled to record are shown in your Scheduled Recordings list.

This list shows all upcoming episodes even if they don't fit the criteria you set up. Only the episodes that fit the criteria will record.

Deleting Recordings

A recorded program remains in your Recordings list until you decide to delete it, or until Cloud DVR space is needed.

Older programs are erased automatically to make room for new recordings when Cloud DVR storage limit is reached.



1. On live TV, press the **Menu** button to access the TV menus.
2. Press left or right on the remote's **Navigation** button to highlight Profile.
3. Press **Select** to enter. Recorded programs are shown if available.
4. Press down, then left and right on the **Navigation** button to move through the program choices. The selected program will look slightly larger than the others and show its name under it.
5. Press **Select** on any for more information, viewing options and a preview image.
6. Press down on the **Navigation** button to the desired program, then press right to highlight Delete.
7. Press the **Select** button. A box pops up to confirm, "Delete Recording?" Press **Select** to choose Yes.
8. To delete all recordings, press up, then right on the **Navigation** button to highlight Delete All Recordings and press **Select**.

How much Cloud DVR space have I used?

Press **Menu** on the remote control, go to Profile and look in the upper right corner of the screen. Time used and total time subscribed to are shown in hours.



Arvig WiFi TV works on a variety of streaming devices including Amazon, Android and Apple devices, and a variety of web browsers.

- Visit stream.arvig.tv and sign in using your *arvig.net* credentials created in step 1 of Getting Started near the beginning of this manual.

View the most current list of streaming devices at arvig.net/wifitv. The customer owns and is responsible for their streaming devices and setting up device accounts. Please contact the manufacturer of the device for general operating instructions and technical issues.

Contact: 888.992.7844 | Answers@arvig.com

24/7 Support: 877.290.0560 | HelpDesk@arvig.com

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Based on Arvig service area; some restrictions apply. Customer must subscribe to an adequate speed of Arvig internet service. A typical Arvig WiFi TV stream requires 5Mb. A free Amazon account with a valid billing address is required to use the Fire TV Stick. See Arvig for details. Product details, channel lineups, pricing and availability subject to change without notice. Available applications vary by device type—see list of Supported Devices at arvig.net/wifitv. Cloud DVR recordings can be viewed outside the home on an individual show and/or network basis. Not all content is available in HD. If you are unsure if your device supports HD, your device manufacturer will be able to help. Replay TV is enabled/disabled on an individual show and/or network basis. ©Arvig 2022 Item183_V18