

# Lumos TV User Guide



## Lumos TV User Guide

# Welcome to Lumos TV!

Lumos TV is the exciting next generation of TV entertainment - an all-new way to view your favorite programs by streaming over fast, fiber internet. It's TV you can watch on multiple devices - in any room, at any time - no set top box required.

Lumos TV requires you to have one or more supported streaming devices in your home to use the service. Please refer to the Supported Devices section starting on page 26 for a list of devices.

When away from home, use your Lumos TV username and password from any Internet connection to schedule or watch recorded content from your Lumos TV / DVR. You can also access full episodes, movies and more online with your Lumos TV subscription through the included channel streaming apps on watchTVeverywhere such as WatchESPN, HBOGO and Discovery GO.

### **For additional questions or assistance with Lumos TV:**

Contact us at **336.886.3600** if you are a North Carolina customer or **1.855.GO.LUMOS** if you are a Virginia customer, or visit **[lumosfiber.com/help-center](http://lumosfiber.com/help-center)**

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# Getting Started

This guide is focused primarily on the use of “smart” boxes that connect to a TV set such as the Apple TV, Android TV, and Amazon Fire TV. Devices like smart phones, tablets and web browsers may behave differently.

**Before attempting any of the content in this manual, you must first:**

1. Have active and installed Lumos Internet service.
2. Subscribe to Lumos TV service with Lumos through a Lumos Services Representative.
3. Set up your username and password through the Lumos TV activation email.  
My Lumos TV username: \_\_\_\_\_  
My Lumos TV password: \_\_\_\_\_
4. Have each device(s) you plan on using with Lumos TV activated on their appropriate accounts (iTunes, Google, Amazon, etc.).
5. Have each device(s) connected to a television.

**If you have challenges with any of these steps, please call 336.886.3600 if you are a North Carolina customer or 1.855.GO.LUMOS if you are a Virginia customer, and we will be happy to assist.**

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# Self-Installation

## **1. Download the Lumos TV App**

On a “Streaming” or mobile device, you can download the app from the respective App Store that corresponds to the chosen platform.

- Android and Android TV devices- Google Play store
- Apple iOS and Apple TV devices- Apple App Store
- Amazon FireTV devices - Amazon App Store
- For Computers and Laptops - log in at [tv.lumosfiber.com](http://tv.lumosfiber.com)

Once you are at the appropriate store, search for “Lumos TV” and then download it and install it on your device.

## **2. Choose your provider and then sign into the App with your Username and Password (see page 4).**

NOTE: Your username is the email address you provided to Lumos when signing up for service. The password is something you chose and entered in the Lumos TV activation email. If you don’t remember your username and/or password, please contact Customer Support at 336.886.3600 if you are a North Carolina customer or 1.855.GO.LUMOS if you are a Virginia customer.

## **3. Create a Profile**

- Enter a profile name and choose an avatar.
- You can set up additional profiles for up to 4 more users now, or at any time.

## **4. Enjoy Live TV**

**Visit the Lumos TV support website for more setup help:**  
**[www.lumosfiber.com/help-center](http://www.lumosfiber.com/help-center)**



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## Remote Controls

Swipe down on Apple, or Press the Select Button for Android remotes when watching Live TV to open controls to play / pause, seek and more. This is also how to enable closed captions and other accessibility settings.

### Change Channels up one or down one from Live TV view:

**Apple TV:** Swipe right/left .

**Android TV & Amazon Fire TV devices:** Press up/down directional controls.

### Go to the Guide to scroll more quickly.

### To access Main Menu:

**AppleTV:** Press the “Menu” button on the remote to get to the Main Menu while watching live TV.

**Android TV & Amazon Fire TV devices:** Press the  button .

New Amazon  
Fire TV



Old Amazon  
Fire TV



AppleTV



Mi (Android)



# Lumos TV User Guide

## Live TV

### Change the Channel

Channel surfers will appreciate that Lumos TV allows for moving up or down to the adjacent station.

**Apple TV:** Swipe right/left .

**Android TV & Amazon Fire TV devices:** Press up/down directional controls.

### Pause Live TV

Once a channel begins to play, the user can pause live TV content with the remote. Lumos TV provides up to 60 minutes of pause time. After that time has passed, the app will begin playing whatever is currently live on the active channel.

### Standby

After 4 hours of consistent playing on the same channel and no activity on the remote control, Lumos TV will ask the user to press any button on the remote to continue to broadcast a picture. If the user does not press a remote button after a few minutes the screen will revert to the home screen of the device.



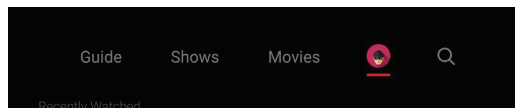
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## Main Menu

### To access the Main Menu:

**Apple TV:** Press the “Menu” button on the remote to get to the Main Menu while watching live TV.

**Android TV & Amazon Fire TV devices:** Press the Ok or Select button. [Avatar in circle icon]



### The Main Menu has 5 immediate options:

**Guide:** The traditional main listing of channels that allows for browsing both forward and backward in time to see what’s on and upcoming. Replay TV is accessed in the Guide as well.

**Shows:** View show recordings and browse live, upcoming and recently aired but still accessible shows by categories such as “What’s on Now”, “Action”, “Drama”, etc.

**Movies:** View movie recordings and browse live, upcoming and recently aired but still accessible movies by categories in the same way as the Shows section.

**Settings:** Manage settings such as DVR Recordings, Parental Controls, User Profiles, and other information.

**Search:** Explore live, upcoming, recorded, and Replay content across the entire app by show, movie, actor, channel and many other options.



# Recently Watched

### **A Recently Watched list is located just below the Main Menu.**

This feature is a chronological history of the last 15 channels and programs watched. In many cases, if the item is a live channel, you will see a picture-in-picture preview of that channel on most platforms. Navigate to the desired icon using the directional buttons on the remote and click Select on the remote for quick and easy return to the show you were on before.

### **To access Recently Watched from the Main Menu:**

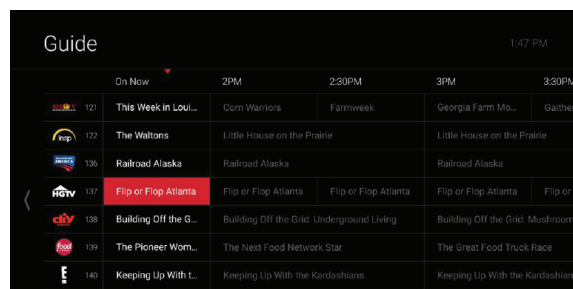
**Apple TV:** Swipe down on the touch pad.

**Android TV & Amazon Fire TV devices:** Press the Down directional button again.

# Lumos TV User Guide

## Guide

The guide is reminiscent of traditional television in that it is a channel based way to browse live and upcoming content as well as filter content by movies, sports, kids or subscribed channels.



### To navigate the guide:

#### **Apple TV:**

Swipe left/right to navigate backward or forward in time  
Swipe up/down to navigate through the channel numbers

#### **Android TV & Amazon Fire TV devices:**

Press right/left to navigate backward or forward in time  
Press up/down to navigate through the channel numbers  
Hold up/down to quickly navigate channel numbers

When a currently playing program is highlighted, press the Select button once for a quick show description. If the show is on now, a live sample of the show will display to the right of this information for a sneak peek. Inside the quick view, you can also set recordings as well as go to the full show or movie details page.

If you navigate to the far left of the guide screen past “On Now”, a pop-up overlay will appear for Replay TV (see page 15). Press Select button to explore the Replay content by channel.

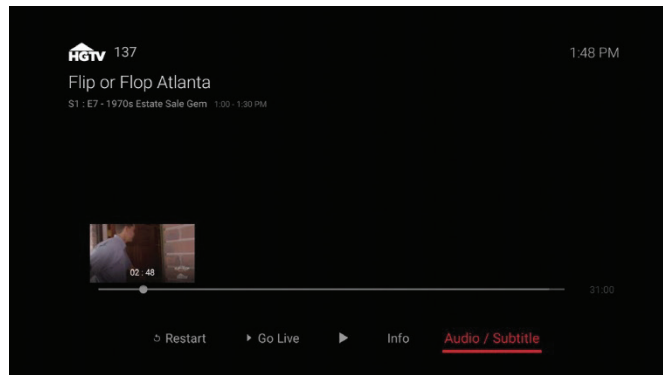
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## Restart TV

Lumos TV also offers the ability to Restart a program already in progress.

When changing to a live program that has already started, a small pop-up may appear near the bottom of the screen for a few seconds that reads, “Restart this program from the beginning? YES”.

Click “Select” or “Ok” button on the remote to be taken to the beginning start time of that program.



That pop-up message will only appear for around 5 seconds. If you miss it, press the Select button on your Android remote (or swipe down for Apple remotes) while watching Live TV. This will bring up Restart, Record and other options. Navigate to Restart using the remote and press okay to go back to the beginning of the program.

If there is not a pop-up or an option to Restart from the program options, then that content is restricted for Restart and/or Replay TV by the channel provider.

# Lumos TV User Guide

## Shows

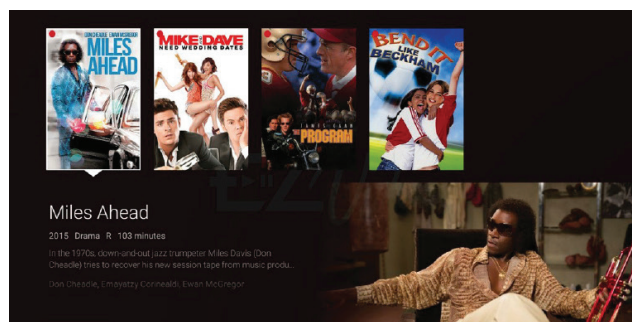
The shows section is organized in a picture tile display for easy viewing. Episodes and series are organized into horizontally scrolling rows according to show type or genre. These include:

**Recordings** – this is another place to view content recorded by profile on the account. They are displayed in reverse chronological order with the most recently recorded on the left and older content on the right.

**On Now rows** – quickly see what is live for categories like Sports, News, Kids.

**TV Genre rows** – browse through series and episodes by type including Action, Drama, Reality.

Navigate this area with the up/down and left/right on the remote. Once a show is chosen, press the Select button on the remote to see more options regarding the desired content. Browse individual episodes by season, select an episode to play, view more details like actors or air dates, or set a recording if the show has yet to air.



# Movies

The movies section is also organized in a picture tile display for easy viewing. Content is organized into horizontally scrolling rows according to show type or genre. Typically, these include:

**Recordings** – this is another place to view content recorded by profile on the account. They are displayed in reverse chronological order with the most recently recorded on the left and older content on the right.

**TV Genre rows** – browse through series and episodes by type including Action, Drama, Comedy, or Sci-Fi.

Navigate this area with the up/down and left/right directional function on the remote.

Select “Browse All” to see all available content. This list will display all available movies, including Replay titles, recorded, and upcoming.

Once a movie is chosen, press the Select button on the remote to see more options regarding the desired content. If the movie has not yet aired, you can set it to record from this screen.

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# watchTVEverywhere

### **watchTVEverywhere is included FREE with Lumos TV service.**

You're used to watching TV in your living room or den. But how about enjoying that favorite show in your backyard, during a work break, at a coffee shop, or in a waiting room? watchTVEverywhere provides instant access and live streaming content for top-rated shows and movies from over 84 networks on a computer, tablet, or smartphone. Watch with any of these devices, anywhere, anytime.



### **Register First**

Before gaining full access, Lumos TV members must register and create a user account. You will need your Lumos account number which can be found on your bill statement. Then visit [www.watchtveverywhere.com](http://www.watchtveverywhere.com) to activate the account.

### **Share with Family**

Each member may register up to 4 additional users after the main account is created and verified. There is no limit to the number of devices used to access each account. Additional channels will be added as they become available. We are actively working with other providers to secure additional channels to provide you with more entertainment options.

Each station determines what content they release. TV Episodes are often available just days after they originally air, and there is no extra fee for viewing like Hulu Plus or Netflix!

\*NOTE: You must subscribe to the corresponding channel package in order to access content from each network.

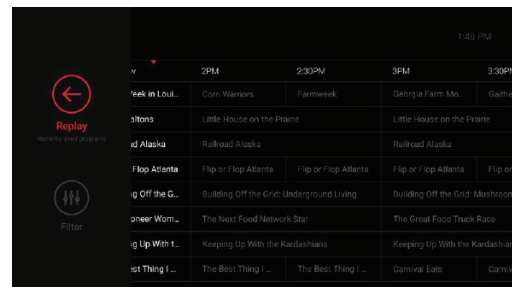


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## Replay TV

Replay TV allows access to up to 75 hours of already played programming, depending on the availability and permissions from each content provider.\*

To access Replay TV, first bring up the Guide (pg 10) then navigate left, or backwards in time past the “On Now” column. A pop-up panel will appear which gives you the option to “Watch Recently Aired Programs”.



Click “Replay” on the pop-up with the Select Button on the Android remote or depress touch pad on the Apple remote and the screen will transition to the Replay TV section.

Replay TV content is available up to the last 48 hours on the channel that you had highlighted within the Guide. Programs are arranged in reverse chronological order from right to left. The most recently aired program will be the first image seen. Navigate to the left for older channel content.

### To navigate to different channels within the Replay TV screen:

**Apple TV:** Swipe up/down on the touchpad.

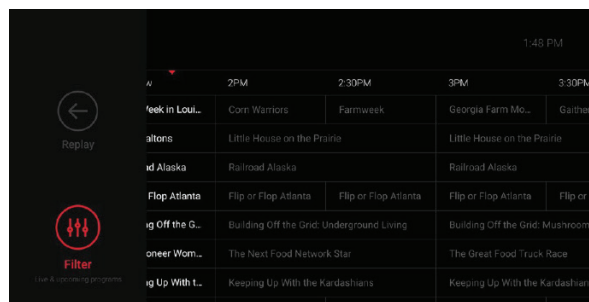
**Android TV & Amazon Fire TV devices:** Press up/down on the directional pad to see all content available from the selected channel.

\*NOTE: Each network, series, and channel has different rules as to what can be viewed and how. If a channel or program is not offered in the Replay TV section then the program is beyond the replay time window for that channel, the network itself does not allow replay, or the content provider has restricted replay content. Some networks allow for only 24 hours of replay content, and some have restricted just certain shows.

## Filters & Talking Guides

### Filters

The Filters feature is accessed through the guide and is a quick way to find current and upcoming content by genre. From the guide, press left on Android or Amazon, or swipe left on Apple to bring up the filter overlay.



Press Ok or Select on the remote to filter down to just content by Sports, News, Movies and Kids. To exit the filter, press back or choose a program and click Ok or Select.

### Talking Guides

Lumos TV supports talking guides for individuals that are visually impaired. With talking guides active, any text or area highlighted within the app will be read out loud, including program titles, and functions like Play, Pause, Rewind, Fast Forward, Stop, and Record.

To activate talking guides, navigate to the Amazon Fire TV Settings from the Home screen and select “Accessibility.” Select “Voice View” and switch to “On.”

# DVR (Recordings)

### **Set it now, watch it later.**

A Digital Video Recorder, or DVR, is a simple way to watch your favorite shows when it is convenient for you. Every Lumos TV subscription includes 5 hours of FREE DVR storage across all profiles and the ability to stream up to 3 devices simultaneously.

There are no limits to the number of channels that can be recorded simultaneously. The only constraint is the number of hours allowed with your subscription tier. DVR storage is shared across all profiles. Once a show is recorded, most are accessible by everyone on the account at home or on the go.

Access most recorded shows on the go on nearly any Internet connected device. Lumos TV allows the user to record any TV program and watch it when convenient. It also allows the user to schedule recordings, play back shows, delete and manage recordings all from Lumos TV devices at home or on the go through the Lumos TV app. The DVR allows for all the regular options like end a recording late, record only new episodes, or choose channel preferences.

Real Time storage capacity for the account is shown at the top right of the Manage Recordings Screen.

### **If you need more than 5 hours, additional DVR storage options are available.**

Call customer service at 336.886.3600 if you are a North Carolina customer or 1.855.GO.LUMOS if you are a Virginia customer to learn more.

# DVR (Recordings)

### To Schedule Recordings

- **From a live program** - Press the Select or Ok button, or swipe depending on your remote. This will bring up a screen overlay with several options. Navigate to the Rec option and press Select again on the remote.
- **From the Guide or When Browsing** - Select the program to record while browsing anywhere within the Guide, Replay TV, Search or while browsing Shows & Movies. This will bring up the detailed information about that program including some options below. You should see a Record option. Select that button to start the recording.

The next step provides a choice to “Record this episode only”, or “Record all episodes”. The latter option may also provide a list of channels that the program will air. To Record only New Episodes of a given program, set a program to record using the previous steps. A pop-up will then appear asking if you’d like to “Record this episode only” or “Record all episodes.” Choose the option you want and you will see a confirmation appear at the bottom of the screen.

### To Manage Recordings

Access the DVR from the Main Menu by selecting the Settings Icon [head in circle icon] to view, edit and delete your recorded shows and movies. Recorded series will appear in the top row, and recorded movies will appear below.

### To Extend a Recording

After a program has been scheduled to record, navigate to it in the Scheduled section of the DVR. To the right of the program will be three boxes, the third labeled “Extend.” Select that option and choose to extend the recording by 5, 10, 30, or 60 minutes.

# DVR (Recordings)

### Recorded Programs

All programs that are recorded and ready to watch on your device will be displayed in this section from most recent to oldest. To play a show go to a title and select “View Recordings” to see all the recordings of that particular program. Select a recording and then select “Play”.

### Scheduled Programs

Series Recordings as well as any Individually Scheduled Recordings you have set can be found here. Press Select on any series and to bring up a list of options:

- **View Recordings** - This is another way to get to the recorded shows for this series. From here you can play the show, view detailed info for each show, and delete. On this screen you will see an option to “Delete All Recordings” on the top right.
- **View Scheduled** - These are future episodes that are set to record. View detailed info for each show, extend a particular recording time, and cancel the series recording.
- **Recording Options** - This allows you to add/remove the channel listings from this series that will be recorded as well as add extra time to the end of the recording.
- **Series Info** - This will bring up more detailed information for the series and an overview with some additional browsing options for this series.

## DVR (Recordings)

### DVR Storage Full

Keep an eye on your storage capacity in the upper-right corner of the DVR. If you set a new recording that will put you over your storage limit, a pop-up will appear asking you to confirm the new recording. If you confirm it, the oldest program in your DVR will be deleted to make room for the new recording.

### Storage Capacity



Keep an eye on your storage capacity in the upper right of the DVR section .

If you record a lot of content, you can upgrade your DVR storage capacity by calling customer service at 336.886.3600 if you are a North Carolina customer or 1.855.GO.LUMOS if you are a Virginia customer.

### DVR Usage and Replay TV

All recorded content with Lumos TV is stored in an offsite server and not on your device. There is a limit to the number of hours available for your DVR storage but Restart and Replay TV do not count. Restart and Replay TV are entirely new concepts, and something to consider before scheduling DVR programs.



# HD Content & Settings

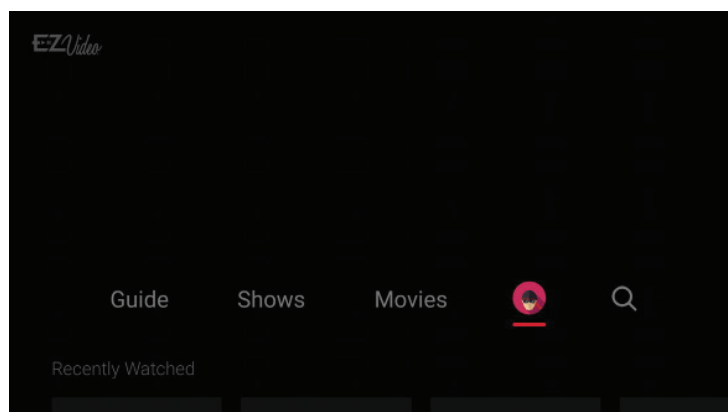
Lumos TV offers FREE HD content included in the service. If we have the channel in HD, we broadcast it to you in HD. No extra channels, costs or hassle.

If you are watching a channel that is usually in HD but appears to be of a lower quality picture, it is either because the Internet bandwidth is not strong enough to support HD content, or the video is being received and broadcast in SD quality from the channel. Please refer to the online or printed Lumos TV channel line up to see if the content is offered in HD. The online guide can be found at [www.lumosfiber.com/channels](http://www.lumosfiber.com/channels).

### Settings

The Settings menu is where to find Profiles, Manage Recordings, update parental controls and get other device specific information.

Go to the Main menu and navigate to the right. Press Select on the Settings Icon [Avatar in circle icon].



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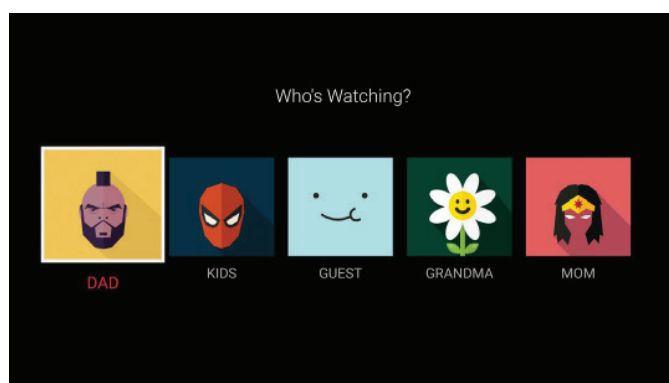
## Profiles

You can set up to 5 different profiles for various members of the household. Lumos TV will capture the individualized watch history for each profile and offer personalized recommendations based on content viewed .

These work similarly to Netflix® profiles, where upon opening the Lumos TV app, one can choose which profile they wish to watch and the experience is catered towards that particular profile's tastes and behavior.

To set up profiles, bring up the Main Menu and move over to the Settings Icon and press OK or swipe with an Apple remote.

NOTE: It is not required to create a profile If a personalized experience with custom recommendations based on viewing habits is not desired. The Lumos TV viewing features will work with or without a profile.



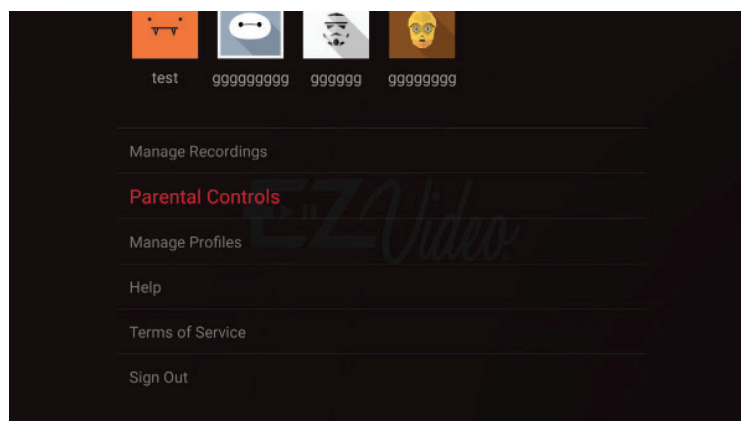
## Parental Controls

To restrict available content by ratings on Lumos TV, activate Parental Controls. Parental Controls constrain full view access to content rated R, TVMA or NC17 unless a PIN is entered. Full access to the content resumes after entering the correct PIN.

It is highly recommended to at least set up a PIN number if you'd like to restrict mature content. This will need to be entered prior to viewing any programs rated R, TVMA or NC17. The Parental Controls setting is either enabled or disabled and is accessed in the Settings section.

At first access, the user will be asked to create a 4 digit Personal Identification Number (PIN). This PIN number will be used to restrict access to the Parental Controls and mature content. One can also change or reset their PIN from this menu.

NOTE: Content that is restricted by the Parental Controls settings will still be viewable through the Picture in Picture display. Parental Controls are predicated on the content being rated. On occasion, one may encounter some programming not rated by the content provider.



# Search & Closed Captioning

### Search

The Search feature is accessed through the Main Menu and is an extremely helpful way to quickly access the show, episode, movie, or channel you seek. Search for actor/actress, title, director, or genre by navigating the provided cursor to each letter and pressing Select on the remote to add it to the search parameters.

Lumos TV has an intuitive search program and will recommend search results after a few letters are selected. Navigate to the results and press Select to access the desired content. Lumos TV will search for the request and deliver results across all your subscribed channels including:

- **Live TV**
- **Upcoming Live TV**
- **Replay TV**
- **DVR Recordings**

NOTE: Certain recommended devices may allow for voice search capability through the manufacturers' remote.

### Closed Captioning

Closed captioning provides a text overlay for all programming that provides this service. To activate:

**Apple TV:** Swipe down in the touch surface area of the remote while watching live TV. This brings up the media player controls on an overlay at the top of the screen. Navigate to the CC option in the overlay screen. Click it to toggle it on or off.

**Android TV & Amazon Fire TV devices:** Click the Select button while watching live TV. This brings up the media player controls on an overlay screen at the bottom. Navigate to the Audio/Subtitle on the Main Menu and press the Select button to toggle it on or off.

## Recommended Devices

A recommended device will work as specified in the features, responsiveness, presentation and usability experience of the Lumos TV app on that hardware. Recommended devices are:



Amazon Fire Stick



Amazon Fire Cube



Apple TV



Android Tablets  
& Phones



Desktops and Laptops



iPhones & iPads

A supported device is one that has access to and can play the Lumos TV app but may not be as feature rich or responsive as the experience on a recommended device. We will provide support for these devices if members choose to use them to watch Lumos TV, however, they may not be advertised or promoted.

## Supported Devices

<b>Phone &amp; Tablet</b>	<b>iPhone (iOS 13+)</b> <ul style="list-style-type: none"><li>• SE (Gen 1-2)</li><li>• 6S, 6S+, 7, 7+, 8, 8+</li><li>• XR, X, XS, XS Max</li><li>• 11 Pro, 11 Pro Max</li><li>• 12 mini, 12, 12 Pro, 12 Pro Max</li></ul> <b>iPad (iOS 13 - iPadOS 13+)</b> <ul style="list-style-type: none"><li>• iPad Air 2, iPad mini 4, iPad Gen 5</li><li>• iPad Pro 9.7",10.5", 11" (Gen 1-2), 12.9" (Gen 1-2) Various (Android 9+)</li></ul> <b>Google</b> <ul style="list-style-type: none"><li>• Pixel 3, 3XL, 3A, 3AXL, 4, 4XL, 4A</li><li>• Pixel Slate</li></ul> <b>Samsung</b> <ul style="list-style-type: none"><li>• Galaxy S9, S9+, S10E, S10, S10+</li><li>• Note 9, 10, 10+</li><li>• Tab 5SE, S6</li></ul>
<b>Streaming Stick</b>	<b>Amazon Fire TV (Fire OS 5+)</b> <ul style="list-style-type: none"><li>• Fire TV Stick Gen 2 (2016)</li><li>• Basic Edition (2017)</li><li>• Fire TV Stick 4K (2018)</li><li>• Fire TV Stick (2020), Fire TV Stick Lite (2020)</li></ul> <b>Android (OS 9+)</b> <ul style="list-style-type: none"><li>• TiVo Stream 4K</li><li>• Chromecast with Google TV (2020)</li></ul>
<b>Streaming Device</b>	<b>Apple (tvOS 13+)</b> <ul style="list-style-type: none"><li>• Apple TV (A1625)</li><li>• Apple TV 4K (A1842)</li></ul> <b>Android (OS 8+)</b> <ul style="list-style-type: none"><li>• nVidia</li><li>• Shield TV (2017, 2019)</li><li>• Shield TV Pro (2017, 2019)</li><li>• Xiaomi</li><li>• Mi Box, Mi Box S 4K HDR</li><li>• Ematic</li><li>• Jetstream AGT418 STB</li></ul> <b>Amazon Fire TV (Fire OS 5+)</b> <ul style="list-style-type: none"><li>• Fire TV Gen 3, pendant (2017)</li><li>• Fire TV Cube (Gen 1, Gen 2)</li></ul>



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## Supported Devices

<b>Smart Soundbar</b>	<b>Amazon Fire TV (OS 6+)</b> <ul style="list-style-type: none"><li>• Fire TV Edition Anker Nebula D3000 (2019)</li></ul>
<b>Smart TV</b>	<b>Amazon Fire TV Edition (OS 5+)</b> <p><b>Element:</b></p> <ul style="list-style-type: none"><li>• (2017) 4K AFTRS</li></ul> <p><b>Insignia:</b></p> <ul style="list-style-type: none"><li>• (2018) HD - NS-24DF310NA19</li><li>• (2018) 4K - NS-43DF710NA19, NS-50DF710NA19, NS-55DF710NA19</li><li>• (2020) 4K - NS-43DF710NA21</li></ul> <p><b>Toshiba:</b></p> <ul style="list-style-type: none"><li>• (2018) 32LF221U19</li><li>• (2018/19) 43LF621U19, 55LF621U19, 43LF711U20</li><li>• (2020) 50LF621U21</li></ul> <p><b>Android TV (OS 8+)</b></p> <p><b>Sony:</b></p> <ul style="list-style-type: none"><li>• Z9G, Z8H, A9G, A9F, Z9F, A8H, A8G, A1E, A8F, X950H, X950G, X900H, X850G, X800H, X900F, X850F, X830F, X780F, X750H, X750F, X940E/ X930E, X900E, X805E, X800E, X720E</li></ul> <p><b>Sharp Smart TVs:</b></p> <ul style="list-style-type: none"><li>• XU, UA6800X, ALIX, UE630X, LE580X</li></ul> <p><b>Philips:</b></p> <ul style="list-style-type: none"><li>• 5000, 5704</li></ul> <p><b>Hisense:</b></p> <ul style="list-style-type: none"><li>• H55, H65, H8, H9, H55, H6570, H6590</li></ul>
<b>Web Browser</b>	<b>Google</b> <ul style="list-style-type: none"><li>• Chrome (Win 49+, OS X 55+)</li></ul> <b>Mozilla</b> <ul style="list-style-type: none"><li>• Firefox (47+)</li></ul> <b>Microsoft</b> <ul style="list-style-type: none"><li>• Edge (13+)</li></ul> <b>Apple</b> <ul style="list-style-type: none"><li>• Safari (8+ on Mac OS X 10.11+)</li></ul>

Smart TVs may or may not have an app store that can access the Lumos TV app. Some Smart TVs may play Lumos TV, while others may not. Although Lumos TV may work on a Smart TV, Lumos may not be able to provide technical support due to the numerous makes and models available.

For additional questions or assistance with Lumos TV:

**Call 336.886.3600 if you are a North  
Carolina customer or 1.855.GO.LUMOS if  
you are a Virginia customer.**