

# Fision TV+



Quick Start Guide  
for  
Wyndemere Homeowners Association



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# QUICK START GUIDE

## Fision TV+ Overview



### Your Fision TV+ Mini Pro Remote

**Note:** The Mini Pro remote control is backlit.

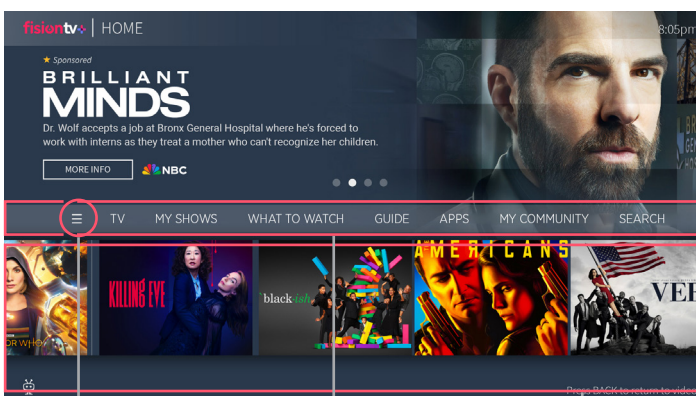
- 1 **Power:** on/off
- 2 **Microphone**
- 3 **Input:** change TV input
- 4 **Volume:** turn the TV volume up or down
- 5 **Guide:** view TV guide
- 6 **Channels:** change channels or scroll menu pages
- 7 **TiVo:** access to the home screen
- 8 **“i”:** displays program information
- 9 **OK:** select menu items
- 10 **Menu Navigation:** up, down, right, and left
- 11 **Back:** return to the previous screen or clear the on-screen menu
- 12 **Exit:** return to the previous channel or exit menus, apps, and on-demand
- 13 **Google Assistant:** press and release to voice search
- 14 **VOD:** access on-demand library
- 15 **Grid Button:** opens apps and game menu
- 16 **Netflix Button:** launches Netflix app
- 17 **Keypad:** directly access channels



For remote pairing instructions visit [gethotwired.com/support](http://gethotwired.com/support) and search “Fision TV+ Remote Pairing”.

### Navigating Fision TV+

Your experience begins on the Home Screen. This screen includes live video playing in the background, the middle Navigation Bar, and lower SmartBar (program recommendations).



Menu

Navigation Bar

SmartBar

#### NAVIGATION BAR

The Navigation Bar provides multiple options and is the central hub of your experience. Scroll left or right and press the OK button to select an option.

**TV:** To watch live TV shows, go directly to the live TV channel playing in the background

**MY SHOWS:** Access a complete list of your TV recordings, On Demand shows you’ve saved, or saved shows from streaming apps like Netflix

**WHAT TO WATCH:** Suggests various, popular categories of programs to watch

**GUIDE:** Displays the channels included in your lineup

**APPS:** Find and download your favorite apps

**MY COMMUNITY:** Access community menus, videos and messages


**ON DEMAND:** Explore our library of favorites, classics, new releases, and more

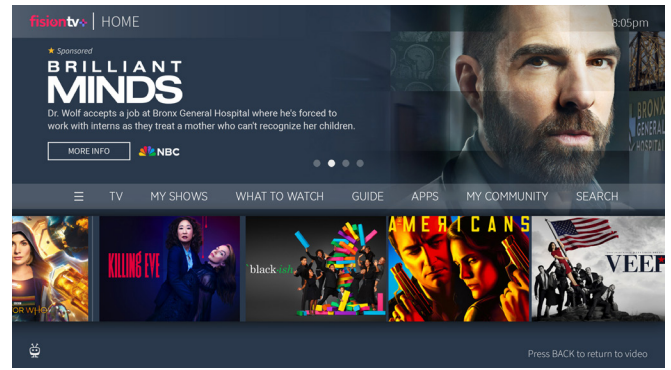
**SEARCH:** Look for content included in your lineup, On Demand, and streaming apps

**MENU:** ≡ Press LEFT past Watch TV to access. Here you can customize settings such as Parental Controls, Favorite Channels, and other User Preferences.

## SmartBar

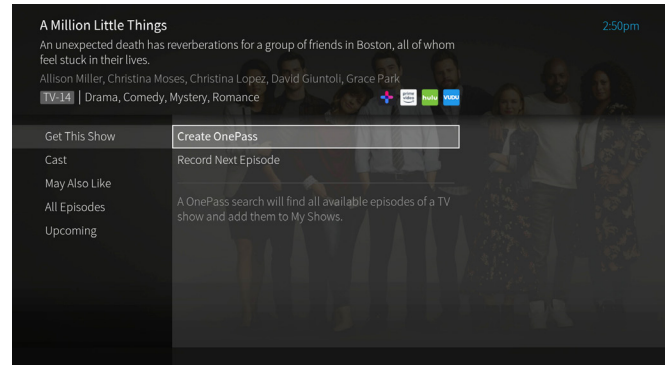
The SmartBar learns and recommends shows for you based on what you usually watch at a particular time and/or day. When a live show appears in the SmartBar, you can click on it to go directly to the show in progress.

**TIP:** The green Replay TV icon  appears next to certain shows listed in your guide. It means you can start the program over from the beginning. Press and hold the OK button to enable.



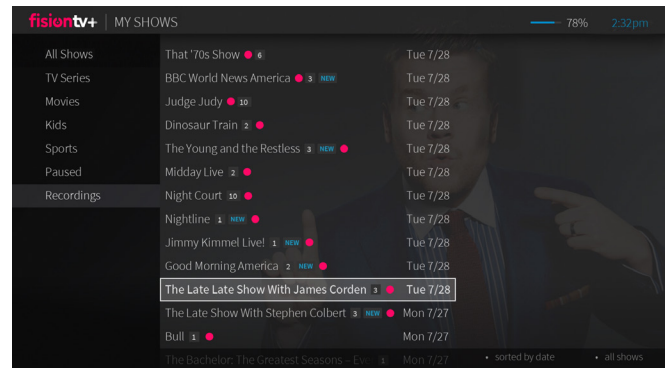
## Recording Shows & Movies

- When searching for upcoming airings in the Guide, press down on the OK button for 2-3 seconds to bring up recording options; record just this episode or movie or set up a OnePass for series recordings.
- Set up a series to record in OnePass with a variety of options to fit your recording preferences. Visit our online user guide to learn more about recordings and OnePass.



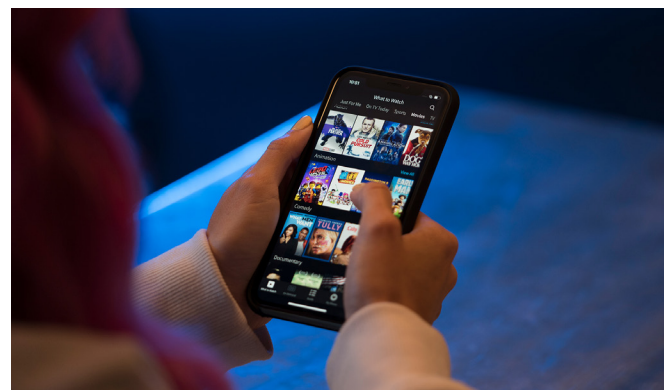
## Cloud DVR

- To access recordings, select My Shows from the Navigation Bar or double press the TiVo button.
- Total DVR storage space used is indicated by a percentage displayed at the top bar of My Shows.
- Recording space is available in blocks of 50 hours.



## Fision TV+ Mobile App

- Fision TV+ is available in the Apple and Google app stores. The app can be downloaded on your smart phone or tablet.
- Login using your My Hotwire online account user name and password. Learn more about the mobile features by visiting our online user guide.



## TROUBLE-SHOOTING TIP

To reboot the Fision TV+ device, unplug the device and plug back in.

# The Mini Pro Remote Control


**Note:** The Mini Pro remote control is backlit.



# Your Fision TV+ remote makes searching a breeze using voice commands or classic keyboard search.

Search by show title, episode title, show description, or person name (actor, director, etc.). The Fision TV+ service searches upcoming TV shows and movies, streaming videos (from sources like Netflix, Hulu, Max, and more), and On Demand all at the same time. You can even search for a particular channel by its network name or call sign (e.g., NBC or ESPN).

## Voice Search

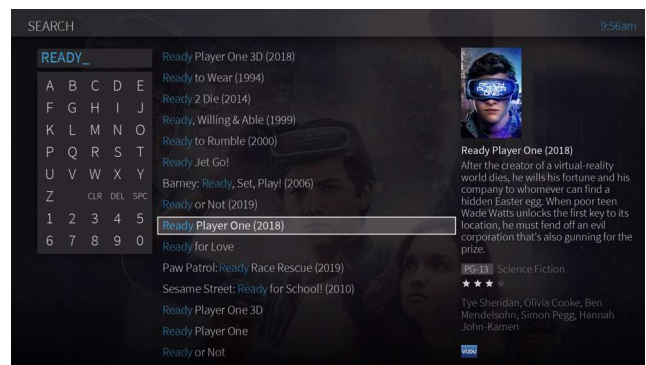
Use the Google Assistant button  on your remote to search live TV, jump to a show, open an app, or get recommendations to match your mood.

1. While viewing any Fision TV+ menu or watching TV, press and release the Google Assistant button on the remote.
2. Say a title, actor, sports team, keyword. Try the following:
  - Search by title or keyword: “Bob’s Burgers” or “Cooking shows”
  - Search by actor: “Dwayne Johnson” or “Tom Hanks movies with Julia Roberts”
  - Browse: “Find romantic movies” or “Show me sports movies”
  - Look for sports or specific teams: “Football” or “Golden State Warriors”
  - Navigate the TiVo menus: “Open Home”

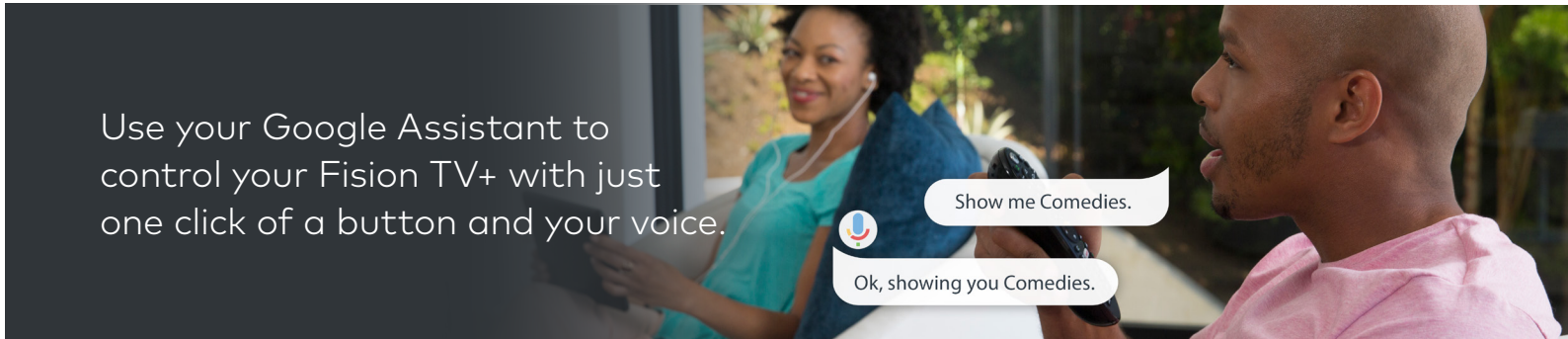
**Note:** To find shows with your voice, your remote must be paired correctly with your Fision TV+ device. Usually, the remote is paired when you install the batteries, but if your voice is not being recognized, you may need to re-pair it.

## Keyboard Search

1. From the Home screen, select Search.
2. Use the letter grid to spell out the title, person, or word you’re looking for. Press the arrow buttons to move around, then OK on each letter you want. As you select letters, a list of possible matches sorted by popularity appears on the right. For example, if you enter the letters HOW, you might see matches for the TV show “How I Met Your Mother,” and the director Ron Howard. Results are sorted by popularity, with better matches higher in the list.




3. Keep selecting letters until you see what you’re searching for. If you make a mistake, you can press REWIND to erase one letter at a time. Insert a space by pressing FAST FORWARD.
4. Use the RIGHT arrow to highlight the show or person name.
5. Press OK to view details, set up a recording or OnePass, or bookmark the show.



Use your Google Assistant to control your Fision TV+ with just one click of a button and your voice.

## To use the voice control feature:

- 1 Press the Google Assistant button 
- 2 Wait for the search bar to appear on the screen
- 3 Speak naturally into the remote

### Do I need a Google account to use Fision TV+?

No, but it is highly recommended. With a Google account, you'll be able to use Google Play, Google Music, Google Games and Google Assistant right on your Fision TV+ device.

### Don't have a Google or Gmail account?

To create a google account, visit [accounts.google.com/signup](https://accounts.google.com/signup)



## To maximize your experience using the voice control functionality, sign-in to your Google account.

Now you can control your other connected smart home devices by using Google Assistant on your Fision TV+

- 1 Open the Google Home app on your mobile device and tap Settings
- 2 Add all your smart home devices and default music providers
- 3 Press the Google Assistant button on your Fision TV+ remote and speak your request

## Give it a try!

Search for shows across all available channels and apps by saying show titles like

How I Met Your Mother

Launch specific apps by saying the name of apps installed on your device

Launch Netflix

Play your favorite band or artist from your preferred music provider

Play Taylor Swift on Spotify

FEATURE	EXAMPLES								
<b>Navigation</b>									
<b>Channel change by name</b>	"Watch channel PBS" "Switch to channel PBS" "Tune to channel PBS" "Go to channel PBS"								
<b>Channel change by number</b>	"Watch channel 4" "Tune to channel 4" "Switch to channel 4" "Go to channel 4"								
<b>Apps</b>	"Open" or "Go to" <application name> "Open Netflix", "Go to YouTube" "Show Apps" "Open Apps" "Show my Apps"								
<b>Home screen</b>	"Home" "Home screen" "Go Home" "Go to Home" "Go to Home screen"								
<b>Guide</b>	"Show me the program Guide", "Show me TV Guide" "Open Guide", "Guide" "Open TV Guide", "TV Guide" "Open program Guide", "Program Guide" "Open programming Guide", "Programming Guide"								
<b>Settings</b>	"Open Settings", "Go to Settings"								
<b>TV Guide</b>									
<b>Guide Functions</b>	"What's on TV now?" "What's on CBS" "What's on TV?" "What's on CBS tonight at 8pm" "What's on CBS tonight"								
<b>Media Actions</b>									
<b>Actions</b>	<table border="0"> <tr> <td>"Play"</td> <td>"Fast forward 1 minute" (if there is buffer)</td> </tr> <tr> <td>"Resume"</td> <td>"Rewind 30 seconds"</td> </tr> <tr> <td>"Pause"</td> <td></td> </tr> <tr> <td>"Stop"</td> <td></td> </tr> </table>	"Play"	"Fast forward 1 minute" (if there is buffer)	"Resume"	"Rewind 30 seconds"	"Pause"		"Stop"	
"Play"	"Fast forward 1 minute" (if there is buffer)								
"Resume"	"Rewind 30 seconds"								
"Pause"									
"Stop"									
<b>Play</b>									
<b>Plays TV Shows and Movies</b>	"Play Game of Thrones" "Play Big Bang Theory" "Play Top Gun" "Play The Avengers" "Play Mulan" "Play Onward"								

## Closed Caption Services

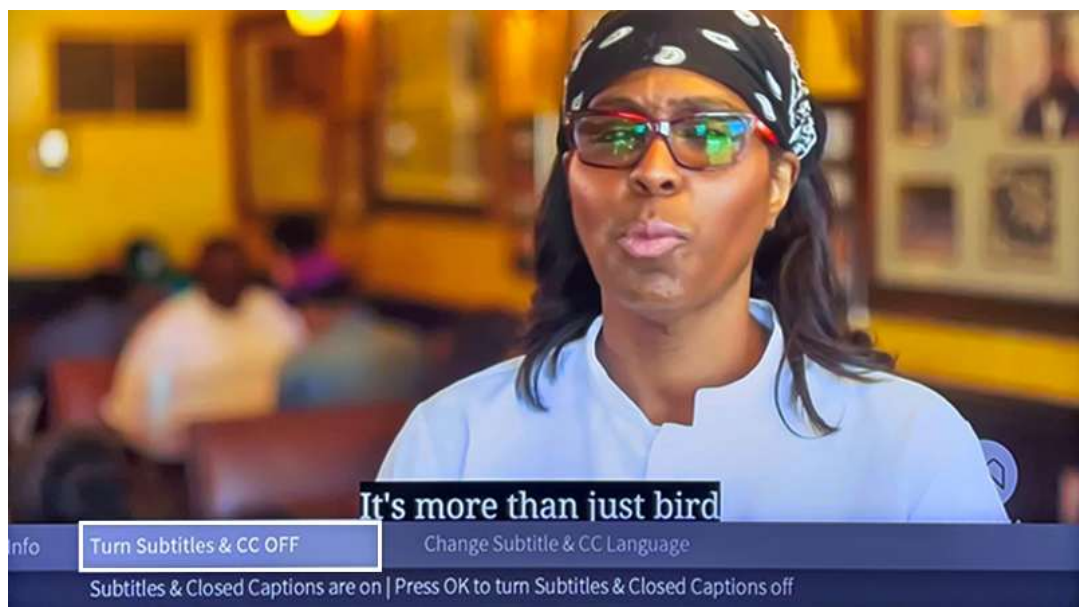
There are several ways to enable closed caption services.

While you are watching a program you can easily enable or disable closed captions by following these steps:

1. Press the "i" button on your remote control



2. Use the right arrow on your remote control and select "Turn Subtitles & CC ON" (or OFF)



3. Press "OK" on your remote control and the closed captions will turn ON (or OFF)

To disable, follow the same steps.

# Creating a Favorites Channel Lineup

## Creating a Favorites Channel Lineup

- From the guide, you can choose to view all channels in your lineup or favorite channels only

Highlight a channel name/number (not a show) and press OK. Then to change your view of channels from all to **favorites** by:


- Scroll down to Channels press left or right to switch to favorites

*Tip: Add a channel to your favorites from the program guide by scrolling left to the channel column, selecting the OK button, and selecting Add to Favorite Channels.*

# Turn Back Time with Replay TV



Watch a show that aired up to 72 hours ago! If the TV program you would like to watch is still viewable in the Fision guide, you can still watch the entire program from the beginning.

- This feature is **FREE** and available on all Fision TV+ devices
- Pause, rewind, fast forward, skip back seven seconds, and forward skip 30 seconds
- Available on Fision TV+ channels that have the Replay TV arrow: 



The Replay TV arrow symbolizes that you can move backward in the guide and re-watch programs. Select the program and press OK.

Enjoy having your own personal time machine!

# On Demand

## Fision TV+ On Demand Library

Our On Demand library includes access to variety of hit shows and movies that you can watch any time. If you're in the mood to watch something, simply search for it.

Fision TV+ on-demand programming is included in search results. Or, to browse only the On Demand catalog, press the VOD button on your remote control.

## Find an On Demand Program

To select view an On Demand program:

- Visit the **HOME SCREEN** by pressing the home/TiVo button at the top of your remote control
- Use your arrow key to move to the right to ON DEMAND and press OK
- This will open the ON DEMAND library and you will see a list of categories
- Using your arrow keys, highlight the category you wish to browse and press OK
- If you are offered subcategories, choose a subcategory and press OK
- A list of available videos is displayed, and when you highlight it, you'll see a brief description in the right column
- Once you've located a video you want, highlight it and press OK. This will bring you to a screen that gives you more details on the video and, allows you to record or bookmark it
- The information screen will have an option to Play. Select Play to start the video
- If there is a fee and viewing period, you will see all of this information BEFORE purchasing and the system will have you confirm your purchase a second time

## How to Record Programs While Watching Them

1. While watching a program, press the “i” button on your remote.



## How to Record Programs While Watching Them

2. Select Record at the bottom of the screen.



3. Confirm your recording options.



Enjoy the freedom to watch many of your favorite shows on your computer, laptop, tablet, iOS or Android smartphone and other devices. You can watch when and where you want at no additional cost with your Fision TV subscription.



## To Access TV Everywhere

You will need to download the network app directly on your compatible device OR visit the network website online to access via web browser.

You will need to subscribe to that network in your Fision TV package.

You will use your Hotwire Communications - **My Hotwire** - online account username and password to access.

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## FAQ

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### What networks are available through TV Everywhere from Hotwire Communications?

We currently provide access to over 75 TV Everywhere networks. For a complete listing of the available networks, please visit our channel lineup services page at [www.gethotwired.com](http://www.gethotwired.com).

### How do I watch this on my TV?

There are a variety of ways you can watch this on your TV. However, each Network determines which device(s) can be used. This is not controlled by Hotwire. For example, many networks are available via Roku, Kindle, Apple TV, Xbox 360, Xbox One, Amazon Fire and more. To access you would follow the instructions provided by the device and login using your My Hotwire user name and password. Each device has an authentication process that will validate your subscription.

### How do I cast this to my TV?

If your TV supports casting or you have a similar device, like a Chromecast, please follow the device instructions to complete the casting process.

Casting Icon:

### How do I get support for devices or casting?

The Internet has many different sites that can provide instructional details on using your specific device. We recommend using google or youtube to learn more about the equipment you have purchased.

### Do I need to pay extra to access TV Everywhere?

No. TV Everywhere is an added benefit of your Hotwire Communications Fision TV subscription. You will need to subscribe to the Fision TV package that includes the network.

### What are the system, operating and device requirements?

We recommend checking each network's requirements for the best online viewing experience, including which devices each network supports. Each network lists this information on its Help or FAQ page.



# Take your entertainment with you using your Fision TV+ Stick!



## Stream TV when you're away from home.

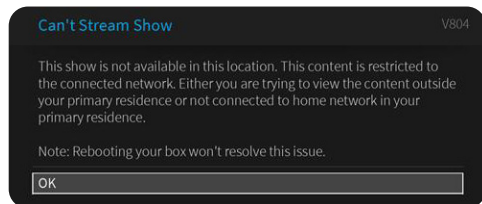
See the full list of available channels by navigating to [gethotwired.com/support](https://gethotwired.com/support) > **Fision TV+** > **Out of Home Viewing**.

### Spending time away from your Hotwire Fision home?

1. To take your Fision TV+ Stick with you, please be sure to also take the Fision remote control, power supply and HDMI jumper cable. **Note:** The HDMI jumper cable should be connected to your Fision TV+ Stick and connected to the HDMI port on your TV.
2. Connect your Fision TV+ Stick to the Wi-Fi network at your location:  
**Menu > Settings > Device Settings > Network & Internet**  
**Important Note:** We do not recommend using a hotspot/cellular data connection.
3. That's it! Enjoy access to the out-of-home channels you are subscribed to.

When using the Fision TV+ Stick at your Hotwire home and when connected to the Hotwire Fision Wi-Fi network, you will have access to every channel in your subscription.

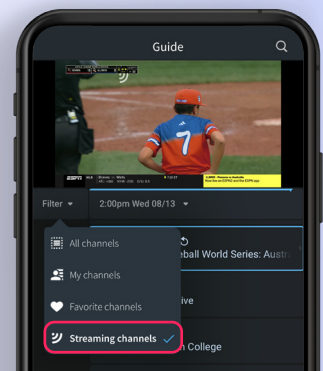
**Important Note:** When using your Fision TV+ Stick *outside the home*, you will see the following error message on channels that are not available for out-of-home viewing.



## Fision TV+ Mobile App



You can also stream these channels on the Fision TV+ Mobile App. Simply navigate to the Guide tab and select the Streaming Channels filter.

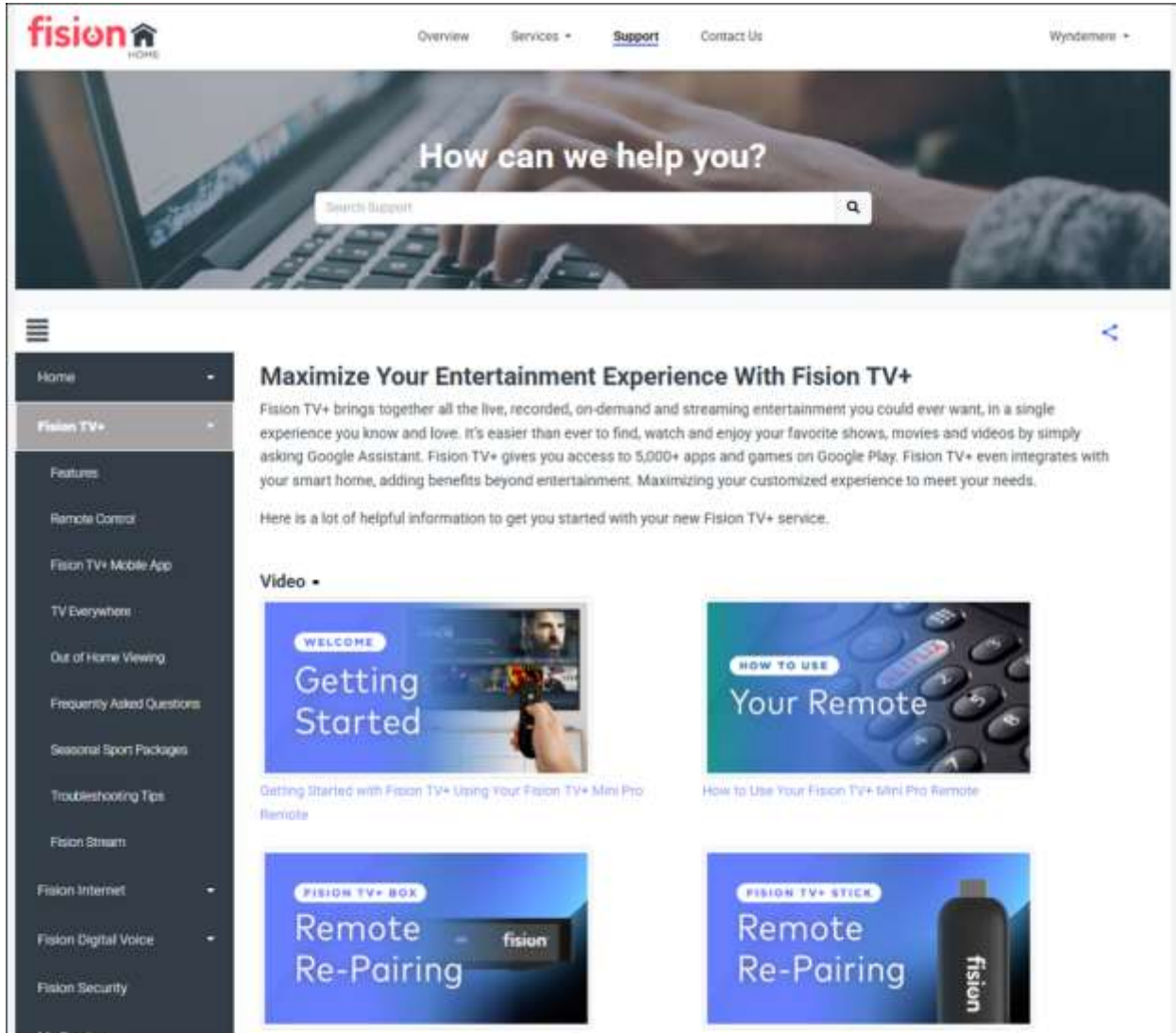


\*Program availability subject to service level and available only within the United States. Internet service capable of streaming required. Playback restrictions apply depending on the program or channel. On Demand and Pay-Per-View (PPV) cannot be purchased when out-of-home. Hotwire Communications is not responsible for any charges that may be incurred from another data service provider. The device performs best in environments below 90°F. For optimal performance, keep the Stick connected to the HDMI jumper cable and operate it in a room maintained at or below 75°F. Other restrictions may apply. Network logos are the property of their respective owner. Hotwire Communications and Fision are registered trademarks of Hotwire Communications, Ltd. All rights reserved © 2025

# Resources

Hotwire recommends the community webpage as the best resource for information: [www.gethotwired.com](http://www.gethotwired.com). You can access it using your Hotwire login credentials or the community access code 19227. Under the Support tab, select Fision TV+ (see screenshot below) to find a library of brief, categorized tutorial videos covering the remote control and other features. You can also access the tutorials directly from your remote by pressing the TiVo button to go to the Home Screen, then scrolling over to the Fision menu.

FAQ, articles, and downloadable documents can also be found under the Support tab.



# Troubleshooting Your Fision Fiber Optic Services

## Fision Internet Service

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### What should I do if my Fision Internet services go down?

Once power returns after an outage, your router should begin to reboot automatically. This can take up to 5 minutes to complete. If your modem or gateway do not reboot automatically, here are a few steps to reset them manually:

1. First, make sure your computer is turned on.
2. Turn off your modem or gateway by unplugging the power supply from the modem or wall.
3. Wait for 15 seconds.
4. Plug the power cable back in, and avoid pressing any buttons.

The lights on the devices should begin to flash. Within a few minutes, your Internet access should be restored.

### Quick Tips...

Plug in any unplugged devices like your Internet router, TV, or Fision TV+ devices. If you see lights blinking after doing so, you should be receiving service. It might take several minutes for your equipment to reboot and start up. Please be patient.

## Fision TV+ Service

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### What should I do if my Fision TV+ services have gone offline?

Follow these simple steps to get back online. If you've lost power, your Fision TV+ device should begin to reboot automatically once power returns. This process can take up to 5 minutes. You will know that your Fision TV+ device is rebooting on its own when a logo appears after several seconds of power being restored. If your Fision TV+ device does not turn on and begin to reset automatically, follow these steps to do it manually:

1. Unplug the power cable from the Fision TV+ device.
2. Wait 10 seconds.
3. Plug the power cable back in.
4. Within a few minutes, a logo should appear on the screen.
5. The Fision TV+ device should be ready to use within five minutes.

Please note: if your Fision TV+ device has been without power for more than 4 hours, we suggest a manual reboot to ensure that all functions are reset.

## Quick Tips...

- Not seeing a picture on the TV screen? Press the Source or Input button on your remote to find the correct input for the HDMI cord that connects your Fision TV+ device.
- If your TV shows a loading screen, expect a short delay for services to be restored as features are being loaded.

## Fision Voice Service

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### What should I do if my phone services go down during an outage?

Once power returns after an outage, your phone should be fully functional. However, if you're not receiving a dial tone, follow these steps to reset:

1. Disconnect all phones and data connections.
2. Reconnect the data connections to all phones.
3. If you have a corded phone, connect it to the phone jack, and verify that you have a dial tone.
4. If you have a cordless phone, disconnect the phone's base or power supply from the AC power outlet, and then reconnect it.
5. Ensure your phone line is connected to the base, and then verify that you have a dial tone.
6. If you have any additional phones, ensure they are plugged into their jacks.

Within a few minutes, your phone services should be restored.

## Telephone Service

Hotwire local calls require 10-digit dialing. This is a standard in the telecommunications industry.

Outgoing local calls require dialing the area code + the telephone number.  
Example: (561) 222-2222

Please be sure to update any programmed or stored phone numbers with the full 10-digit phone number.

## Still having trouble?

**VISIT THE APP:** Click on the Support tab from your Hotwire Fision App

**ONLINE SUPPORT TOOLS:** Visit [gethotwired.com/contact](https://gethotwired.com/contact)

**CHAT WITH US:** Visit [gethotwired.com](https://gethotwired.com) and click the live chat icon

HD Service is included in your television package and channels are provided in HD when available.

**DIGITAL FAVORITES**

2	ABC 7 WZVN	127	FanDuel Sports Sun	248	USA Network	479	BET Soul	9934	Dance Clubbin'
4	CBS 11 WINK	128	SEC Network	249	VH1	480	CMT Music	9935	Holiday Hits
5	NBC 2 WBBH	130	ACC Network	250	VICE	482	MTV Classic	9936	Classic Rock
6	Fox 4 WFTX	131	Big Ten Network	326	Animal Planet	483	MTV Live	9937	Alternative
7	CW 6 WXCW	132	Big Ten Network	328	Discovery Channel	484	MTV2	9938	Rock
8	MyNetwork		Overflow	331	Freeform	485	MTVU	9939	Heavy Metal
	TV/Antenna TV WINK	134	YES National	332	Great American Family	575	Jewish Broadcasting	9940	Alt Rock Classics
9	PBS 3 WGCU	135	ESPN	333	History		Service (JBS)	9941	The Blues
24	CTN WRXY	136	ESPN2	334	Investigation	576	Jewish Life TV (JLTV)	9942	Adult Alternative
25	Dabl WZVN	137	ESPNews		Discovery	577	EWTN	9943	Folk Roots
34	great WZVN	138	ESPNU	336	Nat Geo Wild	578	INSP	9944	Alt Country/Americana
37	Heroes & Icons WBBH	140	FOX Sports 1	337	National Geographic	579	Living Faith Network	9945	Hot Country
40	ION	141	FOX Sports 2	351	Cartoon Network	580	Positiv TV	9946	No Fences
41	Laff/Scrapps Sports	143	Golf Channel	352	Disney Channel	581	Shalom World	9947	Country Classics
	WFTX	144	MLB Network	353	Disney Junior	582	SonLife	9948	Bluegrass
44	MeTV WZVN	147	NFL Network	354	Disney XD	583	TBN	9949	Christian Pop & Rock
48	Quest WZVN	149	NHL Network	355	Nick Jr.	600	Alive TV	9950	Gospel
59	True Crime WZVN	150	Tennis Channel	356	Nickelodeon	601	Enrich 2	9951	Soul Storm
75	Create TV WGCU	200	Cooking Channel	357	NickMusic	602	Jewelry TV	9952	Hip-Hop/R&B
78	The Florida Channel	201	Magnolia Network	358	Nicktoons	603	HSN	9953	Classic R'n'B & Soul
	WGCU	202	Food Network	359	TeenNick	604	GEM Shopping	9954	Hip Hop
83	World WGCU	203	HGTV	375	Bravo		Network	9955	Jazz Masters
90	Bonita Springs TV	204	Travel Channel	376	Lifetime	605	QVC	9956	Jazz Now
91	City of Fort Myers	225	A&E	377	Lifetime Real Women	606	Shop LC	9957	Smooth Jazz
100	The Weather Channel	226	AMC	378	OWN	607	ShopHQ	9958	The Chill Lounge
101	BBC News	227	AWE	379	Oxygen	608	ShopHQ Health	9959	The Spa
102	Bloomberg	228	BET	380	TLC	625	Telemundo	9960	Easy Listening
103	CNBC	229	CMT	381	WE tv	626	Univision	9961	Popular Classical
105	CNN	230	Comedy Central	404	Discovery Turbo	627	UniMás	9962	Classic Masters
107	C-SPAN	232	E!	425	FX Movie Channel	630	Estrella TV WXCW	9963	Chamber Music
108	C-SPAN2	233	FX	427	HDNET Movies	728	Galavisión	9964	Broadway
109	C-SPAN3	234	FXX	428	Lifetime Movie	734	UNIVERSO	9965	Eclectic Electronic
110	FOX News	235	FYI		Network	834	i24NEWS	9966	Y2K
111	FOX Business Network	236	great	430	Paramount Network	9925	Hit List	9967	TikTok Radio
112	HLN	238	Hallmark Channel	433	Turner Classic Movies	9926	Pop Adult	9968	Éxitos Tropicales
113	MS NOW	240	LOGO	450	BBC America	9927	Swinging Standards	9969	Éxitos del Momento
114	Newsmax TV	241	MTV	451	IFC	9928	Jukebox Oldies	9970	Retro Latino
115	NewsNation	242	Syfy	452	Ovation	9929	Flashback 70's	9971	Ritmos Latinos
116	One America News	243	TBS	453	Sundance TV	9930	Everything 80's	9972	Rock en Español
117	FOX Weather	244	TNT	475	AXS TV	9931	Nothin' but 90's	9973	Romance Latino
125	FanDuel Sports Florida	245	Toku	476	BET Gospel	9932	Maximum Party	9974	Kid's Stuff
126	FanDuel Sports Florida	246	TruTV	477	BET Her	9933	Groove (Disco & Funk)		
	Extra	247	TV Land	478	BET Jams				

**DIGITAL PREMIUM**

104	CNBC World	329	Discovery Family	409	Sportsman Channel	901	STARZ ENCORE		Family
106	CNN International	330	Discovery Life	426	Hallmark Mystery		Classic	906	STARZ ENCORE
231	Crime & Investigation	335	Military History	431	ShortsTV	902	STARZ ENCORE		Westerns
237	GSN	338	Science	432	Sony Movies		Action	907	STARZ ENCORE en
239	Hallmark Family	350	Boomerang	481	FUSE	903	STARZ ENCORE		Español
325	American Heroes	400	beIN Sports	486	REVOLT		Suspense	908	STARZ ENCORE West
	Channel	401	The Cowboy Channel	702	TUDN	904	STARZ ENCORE Black		
327	Destination America	407	Outdoor Channel	900	STARZ ENCORE	905	STARZ ENCORE		

**THE WORKS**

850	HBO	855	HBO Movies	861	SHOWTIME 2	Zone	868	SHOWTIME West	
851	HBO Hits	856	HBO Latino	862	SHO x BET	865	SHOWTIME Next	869	TMC
852	HBO Comedy	857	HBO West	863	SHOWTIME Extreme	866	SHOWTIME Showcase	870	TMC Xtra
854	HBO Drama	860	SHOWTIME	864	SHOWTIME Family	867	SHOWTIME Women	871	Flix

875	STARZ	880	STARZ Kids & Family	884	RetroPlex	893	Cinemax Action
876	STARZ Edge	881	STARZ West	890	Cinemax	894	Cinemax Hits
877	STARZ in Black	882	MoviePlex	891	Cinemax en Español	898	Cinemax West
878	STARZ Cinema	883	IndiePlex	892	Cinemax Classics		
879	STARZ Comedy						

## FISION STREAM

9728	CNN Headlines	9757	Antiques Roadshow	9785	MLB	9816	MTV Biggest Pop	9868	American Classics
9729	NBC News Now		UK	9786	World Poker Tour	9817	Yo! MTV	9869	Electric Now
9730	CBS News 24/7	9759	Doctor Who Classic	9787	Lucha Libre AAA	9818	Vevo R&B	9871	True History
9731	CBS News New York	9760	Pluto TV Cars	9788	Tosh.0	9820	Vevo Pop	9873	NatureVision
9732	CBS News Los Angeles	9762	The Price Is Right: The Barker Era	9789	TV Land Sitcoms	9821	Vevo '70s	9874	Journy
9733	Sky News	9763	BUZZR	9790	Wild 'N Out	9822	Vevo '80s	9875	PowerNation
9734	TODAY All Day	9764	Deal or No Deal	9794	Anime All Day	9823	Vevo '90s	9876	MOTORVISION.TV
9735	70's Cinema	9765	COPS	9795	One Piece	9824	Vevo 2K	9878	Revry
9736	80's Rewind	9766	Pluto TV True Crime	9796	Naruto	9825	CMT Equal Play	9879	Filmrise Food
9737	90's Throwback	9767	Forensic Files	9797	Yu-Gi-Oh	9826	Vevo Country	9880	Gusto TV
9738	BET Cinema	9768	Cold Case Files by A&E	9798	Nick Jr. Pluto TV	9851	Accuweather NOW	9881	Tastemade
9739	Pluto TV Westerns			9799	Dora TV	9853	Scripps News	9882	Bon Appetit
9740	Pluto TV Action	9769	The New Detectives	9800	Little Angel's Playroom	9854	Cheddar News	9884	QVC
9741	Pluto TV Horror	9770	Pluto TV Crime Drama	9801	Nickelodeon en español	9855	USA Today	9885	Architectural Digest
9742	Pluto TV Terror	9771	CSI	9803	The Walking Dead en Español	9856	Law & Crime	9886	Complex
9743	Pluto TV Fantastic	9772	Midsomer Murders	9804	Cine Terror	9857	Hallmark Movies & More	9889	HSN
9744	Pluto TV Sci-Fi	9774	This Old House	9805	Cine en español	9858	CineLife	9890	FailArmy
9745	Pluto TV Comedy	9775	America's Test Kitchen	9806	Crímenes imperfectos	9859	Swerve Combat	9891	The Pet Collective
9747	Pluto TV Drama	9776	ET	9807	Investiga	9860	Filmrise Free Movies	9893	People Are Awesome
9748	Pluto TV Romance	9777	MTV Pluto TV	9808	Comedy Central en Español	9861	Filmrise Family	9894	Just for Laughs & Gags
9750	Pluto TV Spotlight	9779	Love & Hip Hop	9809	Live Music	9862	The Asylum	9895	Mobcrush
9751	Paramount Movie Channel	9780	Black Ink Crew	9810	MTV Flow Latino	9863	Maverick Black Cinema	9898	SportsWire
9753	Star Trek	9781	All Reality by WE TV	9811	MTV Spankin' New	9864	theGrio	9899	beIN Sports XTRA
9754	Stories by AMC	9782	FOX Sports			9865	Unsolved Mysteries		
9755	BET Pluto TV	9783	CBS Sports HQ			9866	Filmrise Classic TV		
		9784	NFL Channel						

## PREMIUMS A LA CARTE

<b>HBO</b>		<b>CINEMAX</b>		875	STARZ	883	IndiePlex	865	SHOWTIME Next
850	HBO	890	Cinemax	876	STARZ Edge	<b>SHOWTIME, TMC &amp; FLIX</b>		866	SHOWTIME Showcase
851	HBO Hits	891	Cinemax en Español	877	STARZ in Black	860	SHOWTIME	867	SHOWTIME Women
852	HBO Comedy	892	Cinemax Classics	878	STARZ Cinema	861	SHOWTIME 2	868	SHOWTIME West
854	HBO Drama	893	Cinemax Action	879	STARZ Comedy	862	SHO x BET	869	TMC
855	HBO Movies	894	Cinemax Hits	880	STARZ Kids & Family	863	SHOWTIME Extreme	870	TMC Xtra
856	HBO Latino	898	Cinemax West	881	STARZ West	864	SHOWTIME Family Zone	871	Flix
857	HBO West	<b>STARZ</b>		882	MoviePlex				

## SPORTS PACKAGE

<b>SPORTS PACKAGE</b>	148	NFL RedZone	405	Next Level Sports	410	FanDuel TV		Network	
142	FOX Soccer Plus	400	beIN Sports	407	Outdoor Channel	411	FanDuel Racing	702	TUDN
145	MLB Strike Zone	403	RACER	409	Sportsman Channel	412	World Fishing		

## EN ESPAÑOL

<b>EN ESPAÑOL</b>	725	CanalSur	733	TVE	800	Ultra Banda	807	Ultra Kidz	
650	CNN en Español	726	Caracol	750	Discovery en Español	801	Ultra Cine	808	Ultra Luna
675	ESPN Deportes	729	NTN24	751	Discovery Familia	802	Ultra Clasico	809	Ultra Macho
676	FOX Deportes	730	RCN Novelas	752	History en Español	803	Ultra Docu	810	Ultra Mex
700	beIN Sports en Español	731	RCN Nuestra Tele International	753	Nat Geo Mundo	804	Ultra Familia	811	Ultra Tainment
703	TyC Sports	732	Tr3s	775	Sony Cine	805	Ultra Fiesta		
				776	VideoRola	806	Ultra Film		

## INTERNATIONAL

<b>ARABIC PACKAGE</b>		<b>TV GLOBO</b>		<b>MEDIASET ITALIA</b>		<b>TV5MONDE</b>	
847	Sky News Arabia	825	TV Globo	829	Mediaset Italia	833	TV5MONDE
848	Al Araby	<b>CCTV-4</b>		<b>RTN</b>		<b>THE ISRAELI NETWORK</b>	
849	Dubai TV	843	CCTV-4	839	RTN	835	Israel+

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## SUBSCRIPTION

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### NHL CENTER ICE

950-963 NHL Center Ice

### MLB EXTRA INNINGS

950-963 MLB Extra Innings

### PLAYBOY

1025 Playboy TV

### PLAYBOY EN ESPAÑOL

1026 Playboy TV en

Español

# Voicemail Guide



<b>Setup your Voicemail</b>	<b>Setup a New Passcode and Name</b> <ol style="list-style-type: none"><li>1. Dial *15 and listen to the voice instructions.</li><li>2. Enter the Passcode 8642 followed by # when prompted.</li><li>3. Follow the instructions to set up a new Passcode.</li><li>4. Follow the instructions to record your name.</li></ol>
<b>Setup your Voicemail Greeting</b>	<b>No Answer Greeting</b> <b>(This will be played if you are unable to answer the call)</b> <ol style="list-style-type: none"><li>1. Dial *15 and listen to the voice instructions.</li><li>2. Enter your Passcode, followed by # when prompted</li><li>3. Press 1 to access your Voicemail.</li><li>4. Press 3 to enter the no answer greeting menu.<ul style="list-style-type: none"><li>• Press 1 to record a new no answer message</li></ul></li></ol> <b>Busy Greeting</b> <b>(This will be played if your phone is Busy)</b> <ol style="list-style-type: none"><li>1. Dial *15 and listen to the voice instructions.</li><li>2. Enter your Passcode, followed by # when prompted</li><li>3. Press 1 to access your Voicemail.</li><li>4. Press 2 to enter the no answer greeting menu.<ul style="list-style-type: none"><li>• Press 1 to record a new Busy message</li></ul></li></ol> <b>Extended Away Greeting</b> <b>(This will be played when you have activated the Extended Away Greeting)</b> <ol style="list-style-type: none"><li>1. Dial *15 and listen to the voice instructions.</li><li>2. Enter your Passcode, followed by # when prompted</li><li>3. Press 1 to access your Voicemail.</li><li>4. Press 4 to enter the no answer greeting menu.<ul style="list-style-type: none"><li>• Press 3 to record a new extended away greeting</li></ul></li><li>5. Follow the instructions and Press 1 to activate/deactivate the extended away greeting.</li></ol>

<p><b>Retrieve Voicemail</b></p>	<p><b>From your Home phone:</b></p> <ol style="list-style-type: none"> <li>1. Dial *15 and listen to the voice instructions.</li> <li>2. Enter your Passcode, followed by # when prompted</li> <li>3. Press 1 to access your Voicemail box.</li> <li>4. Follow the instructions and Press 1 to listen to your messages.</li> </ol> <p><b>From another phone:</b></p> <ol style="list-style-type: none"> <li>1. Dial your home phone number.</li> <li>2. When the voicemail announcement starts, Press the * key.</li> <li>3. Enter your Passcode, followed by # when prompted.</li> </ol>
<p><b>Know you have a Voicemail</b></p>	<p><b>Flashing Light on the Phone</b></p> <ol style="list-style-type: none"> <li>1. A flashing light on the Phone indicates Voicemail message that is yet to be retrieved.</li> </ol> <p><b>Stutter Dial Tone</b></p> <ol style="list-style-type: none"> <li>1. When you pick up your handset and hear a Stutter Tone followed by a normal dial tone, it indicates a Voicemail message that is yet to be retrieved.</li> </ol>
<p><b>Voicemail to Email (Optional)</b></p>	<p><b>By Phone</b></p> <ol style="list-style-type: none"> <li>1. Please contact Hotwire Customer Service at 800-355-5668 to request activation and setup of sending copies of your Voicemail messages to your email.</li> </ol> <p><b>By Web Portal</b></p> <ol style="list-style-type: none"> <li>1. Login to voice web portal, <a href="https://voiceportal.fision.com">https://voiceportal.fision.com</a> by using your username and password.  <b>Default Username:</b> customer_phone_number@hotwirephone.com  (e.g. 9541234567@hotwirephone.com)  <b>Default Password:</b> Hotwire + customer phone number  (e.g. Hotwire9541234567)</li> <li>2. Click on the User Service Settings option in the sidebar.</li> <li>3. Click on the Voice Messaging User.</li> <li>4. Once on the Voice Messaging User page, click on the gear (or Cog) icon on the right-hand side of the screen.</li> <li>5. Click on the Send Carbon Copy Voice Message option to enable it.</li> <li>6. Then, enter your email address in the Delivery Email and Carbon Copy To fields, then click on the Save button.</li> </ol>