



Setup Guidelines

Installation/Setup

MergeTV streaming service requires a **compatible** streaming device or compatible smart TV. A variety of recommended compatible devices are available at focusbroadband.com. The purchase and setup of a compatible streaming device is your responsibility. **Device setup includes connecting the streaming device to your TV and establishing the user account required to operate the device.** Examples of these include: an Amazon Account for use with a Firestick, a Gmail account for use with an Android device, and an Apple ID and iTunes/ App Store account for use with an AppleTV or other iOS device. This account setup information should be kept confidential as it is proprietary information. You will need this information during the setup of your compatible device with MergeTV. FOCUS Broadband technicians should not be given proprietary information, you will need to enter this information in the fields required when prompted.

Installs that require assistance from a FOCUS Broadband technician will incur a \$35 per ½ hour charge after the initial installation charge.

Internet Connection

FOCUS Broadband recommends 200 Mbps internet speed or greater to stream MergeTV. Viewing MergeTV on more than 1 device simultaneously may require a higher level of internet speed. The quality of your MergeTV stream may vary depending upon a variety of factors, some of which could be related to the environment at your home, the number of devices connected to your home broadband network, and the type of device you are using for streaming. In the event you do not have a strong Wi-Fi signal in the areas of your home where you wish to stream MergeTV, FOCUS Broadband's Wi-Fi service may be a solution. In the event you experience an interruption in your broadband connection, MergeTV will be affected.

MergeTV Checklist:

- FOCUS Broadband recommends 200 Mbps or greater
- Compatible streaming device or compatible smart TV
- Streaming device connected/installed on TV
- Established device user account with login information
- Download MergeTV App



Support: 833-633-1241