

## Recommended Devices

MergeTV is supported on many popular streaming devices. Below is a list of recommended devices. For a complete list of supported devices and platforms visit [focusbroadband.com/mergetvsupport](https://focusbroadband.com/mergetvsupport).

### Amazon Devices

- Amazon Fire TV Stick w/Alexa Voice Remote (OS 5+)
- Fire TV Stick Lite w/ Alexa Voice Remote (*No Volume Control*)
  - Amazon Fire TV Cube (1st or 2nd Gen)
  - Amazon Fire TV Stick 4K
  - Amazon Fire TV Stick 4K Max

### Android Devices

- Android TV running Android 9 or later
- Smartphones or tablets running Android 11 or later

### Apple Devices

- Apple TV with App Store (tvOS 14+)
  - iPhone with iOS 14 or later
  - iPad with iOS 14 or later

### Web Browsers

- | Windows                   | Mac       |
|---------------------------|-----------|
| • Chrome (latest version) | • Chrome  |
| • Edge                    | • Edge    |
| • Firefox                 | • Firefox |
| • Safari                  | • Safari  |

## Need More Support?

For additional support on the installation process, navigating the guide, features and settings, and to view instructional videos, visit [focusbroadband.com/mergetvsupport](https://focusbroadband.com/mergetvsupport) or give us a call at 833-663-1241 for local, friendly customer support!

A FOCUS Broadband internet subscription is required to receive MergeTV service. Internet speed of 200 Mbps or higher is recommended to when streaming MergeTV. Business customers require Business Packages where select channels may not be available. Not available on all streaming devices. Quality of stream may vary depending upon a variety of factors, some of which could be related to the environment at your home, number of devices connected to your home broadband network, and the type of device used for streaming. In the event you experience an interruption in your broadband connection, MergeTV will be affected. Start Over and Look Back is enabled/disabled on an individual show and/or network basis. Not all shows or networks allow these features as part of content agreements. Number of concurrent streams available in the home determined by package subscription. Cloud DVR available with Standard and Advanced packages only, not included with Broadcast Basic. No cable box fees refers to the ability for users of MergeTV service to supply their own compatible internet connected device on which they may download the MergeTV app and stream the MergeTV service instead of leasing traditional digital cable boxes. MergeTV product details, channel lineups, pricing and availability are subject to change. FOCUS Broadband is not endorsed by or affiliated with Apple®, Amazon®, Android®, or Google®, and all trademarks are those of their respective owners. March 2022.

## USER GUIDE



**FOCUS**  
BROADBAND

**888.367.2862**

[focusbroadband.com/mergetv](https://focusbroadband.com/mergetv)

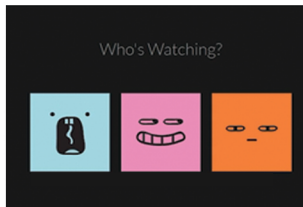
# Welcome to MergeTV!

MergeTV lets you use your FOCUS Broadband service to stream a lineup of the most popular channels on a variety of devices, without monthly cable box fees.



## Add & Manage Profiles

MergeTV requires at least one user profile. Once the MergeTV app launches, you will be prompted to create a profile or choose a profile to use under “Who’s Watching?”



### Create a Profile

Select **Create a Profile**. Enter the name of the profile and choose a picture.

### Existing Profiles

Upon opening MergeTV, a list will appear with current profiles and the option to edit profiles will be available under “Who’s Watching”.

### Switching Profiles

Switch between profiles at the MergeTV launch page or by selecting a profile and clicking **Switch Profile**.

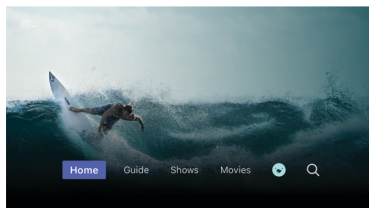
### Deleting Profiles

Select **Manage Profiles**, click **Remove** and confirm the profile deletion.

## Menus & Icons

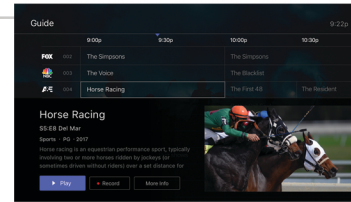
There are 3 menus & 2 icons on the main MergeTV page:

- Guide
- Shows
- Movies
- Profile icon
- Search icon



## The Guide

Navigating MergeTV is simple, yet the options are almost endless. Search for your favorite shows and movies, as well as Play and Record easily, from the Guide!



### Category Filter

For Shows, the genre filter is defaulted to All. For Apple TV, Amazon Fire TV and Android TV, choose from Sports, News, Movies or Kids.

### Programming

Programs on the Guide are categorized into rows with the first row including what is “On Now”. The guide shows programming up to 7 days into the future. **Look Back** allows the viewing of previously aired programming up to 72 hours after its original air date, if available. Scroll up and down or left and right to view channels.

### Search

Recent searches will appear as characters are entered in the search bar. You can search for content by title to see results across live, on demand and upcoming. If you have Alexa, try using the MergeTV, Alexa skill to search using your voice.

## Live Program Streaming

A stream is considered a program that is either currently playing or is paused. You can have two (2) concurrent streams on two (2) different devices. If you attempt more than two concurrent streams at once, an error will appear and one of the other two streams will have to be closed. *Additional streams may be purchased at an additional cost.*

### Browsing

Select **Browse All** from the featured section to view all shows.

### Show Order

Shows are displayed in order by original air date. If original air date does not exist, the start of availability is used.

### More Info

For Live Programs, select the program, then **Series Info** to learn about the program. For Shows, select the program, then click **See More** for the full program description.

### Play

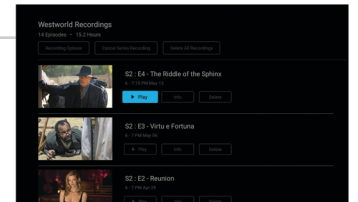
Move forward and backwards in the program progress bar to start watching a program at a preferred starting point within the elapsed program time.

### Pausing & Timeout

A live program can be paused for up to 60 minutes (1 hour), then the program will automatically resume playing. The MergeTV app will timeout and close if left open and unused for over 4 hours.

## Cloud DVR

Set it now, watch it later. With Cloud DVR you can record your favorite shows and movies to watch whenever you’re ready.



### Manage Recording

To view scheduled recordings, go to **Profile** then **Managed Recordings** to view the scheduled recording(s) or **Record Options** for that program.

### Extend Recording

Select **Manage Recordings**, **View Scheduled**, then **Extend** to extend your recording time for that specific program. If the program is a series, this extended time will apply to all scheduled recordings.

### Stop Recording

Go to **Profile**, **Manage Recordings**, **Scheduled**, click the program to stop recording, click **View Scheduled**, then click **Cancel** and **Yes** to confirm.

### Restart Recording

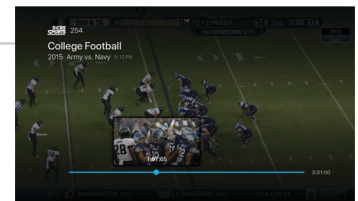
If a recording begins and a portion of the show/movie has been previously recorded, the prompt “Restart Recording” will appear. If “Restart Recording” is selected, the partial recording will be replaced with the new one.

### Delete Recording

Click **Manage Recording**, go to **Recordings**, click on a program to be deleted and click **Delete Recording**.

## Media Player

Your programming is viewed using the Media Player. The Media Player has various features that enhance your streaming experience.



### Start Over

Allows you to restart the program from the beginning, if available.

### Record

You can record the programming that you are currently viewing.

### Go Live

If you started a live event late, or had to pause, you can catch up to the live broadcast by selecting Go Live.

### Other options

You can also **Pause/Play** the program you are viewing, choose **Info** to open up an information overlay of the current program, or use **Audio/CC Replay** to enable or disable closed captioning.