

The Fioptics+ App (streaming devices)

Download the Fioptics+ app to your streaming device to access your Fioptics+ service without the need for another set top box rental fee.

To register a customer supplied streaming device (Apple TV, Fire Stick/Cube, Android TV – **ROKU not available at this time**), after downloading the Fioptics+ app from the devices app store, you will be prompted to enter a six digit code at altafiber.com/activate.

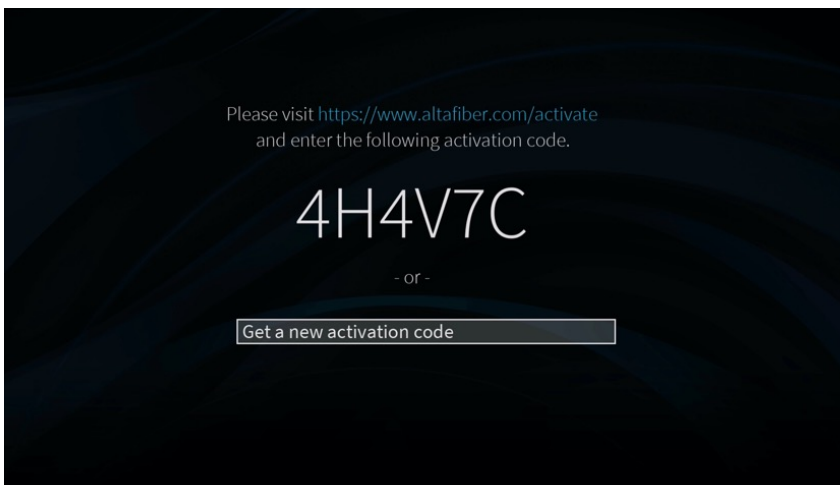


1. Download the Fioptics+ app from the app store for your device.

- Current devices supported are the latest two OS versions of:
 - Apple TV 4k
 - Fire TV, Fire Stick, Fire Cube
 - Android TV devices

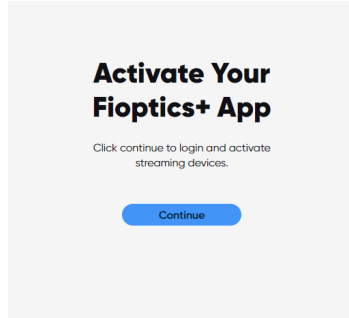
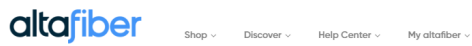
Note: Due to variances in development criteria, altafiber cannot guarantee that all devices are compatible with the Fioptics+ app, even if they are running the appropriate version of the platform application (Android, Apple TV, Fire). Although altafiber will give best efforts to support all devices on the required platform versions, only devices tested and certified by TiVo will be fully supported.

2. Launch the app to see this screen

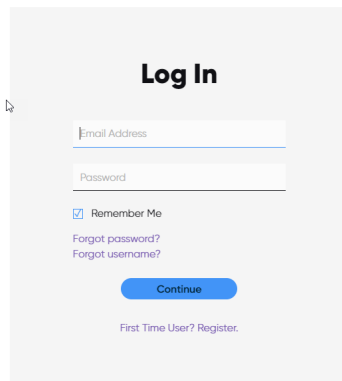


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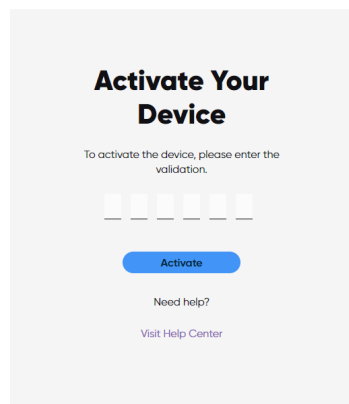
3. Log on to altafiber.com/activate



4. Log into your My altafiber account. If you have not yet set up your My altafiber account, please do so at this time.



5. Enter the code displayed on your TV screen into the fields on this screen



6. Once your code has been entered successfully, your device will launch the Fioptics+ app and you will have access to your video service.

Note: If you have just set up your My altafiber account, it may take until the next business day for your credentials to activate your Fioptics+ app on your personal devices.

What features are available in the Fioptics+ streaming device app?

- Fioptics+ user experience streamed to your mobile device with the Fioptics+ app
- Recordings and favorite channels, downloadable or streaming, all on your tablet or phone
- Login with your Fioptics+ subscriber credentials
- In-home and out-of-home streaming depending on channel rights
- What to Watch
- Guide
- VOD Browse
- My Shows
- Search
- OnePass Manager
- Restart & Catch Up
- Content Detail Screens
- To Do List

How many Mobile or Streaming devices can be registered to my account?

Each account may have as many as 8 devices registered to the account at one time. Only 5 of these devices may stream Fioptics+ content at the same time.

Once a 9th device is registered to an account, the device that has the oldest last used date will be removed from the registered devices list. You may re-use this device again by logging back into the app the next time it is used.

NOTE: You may need to clear the Fioptics+ app's cached data on this device once it is re-registered to ensure all functionality is returned.

