

Welcome to *fi*optics⁺

Your one-stop user guide
to Hawaiian Telcom products and services

Hawaiian Telcom



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Welcome to Hawaiian Telcom. We deliver the very best in advanced network technology, bringing you all the entertainment, information and communication you need at the speed of light. Browse, upload, share and save. Manage your home from anywhere. Tap into events and savings in your hometown. Here at Hawaiian Telcom, we are elevating connection.

Fioptics Internet

We have download speeds from 400 Mbps up to 1 Gbps, and offer symmetrical download and upload speeds up to 600 Mbps.

Fioptics+, powered by TiVo

Experience best-in-class video streaming via your Fioptics+ set-top box or Fioptics+ app. Link directly to your favorite content from Netflix, Prime Video, Max, and more. Use your voice to navigate your guide, apps and games, Google Assistant, cloud-based DVR recordings, and more.

Phone

Take advantage of more than 14 unique calling services to meet your needs, plus plans that allow you to call anywhere, anytime in the United States.

Superior internet performance. With Fioptics internet, you get lightning-fast download speeds from 400 Mbps up to 1 Gbps, plus we offer symmetrical download and upload speeds up to 600 Mbps. And, enhance your home's internet experience with the following valuable services:

Whole Home WiFi

Elevate your home's WiFi experience with symmetrical download and upload speeds and multi-Gig fiber technology, for a seamless experience everywhere in your home. From basement to bedroom and everywhere in between, you will have peace-of-mind connectivity for all devices, in all rooms, at all times. Visit hawaiiintel.com/wholehomewifi to learn more.

Wireless Home Networking

Connect any WiFi enabled device (iPad, smartphone, laptop, etc) automatically, without any additional equipment needed. For device support assistance, call 808.643.6111.

Internet Gateway / Modem Self Installation

If you are setting up a gateway provided by Hawaiian Telcom, please follow the instructions provided with your equipment, or get help from our self-installation guides by scanning the QR code below or visiting hawaiiintel.com/internetsupport and clicking Easy Installation Checklist.



Maximize Your Internet Speed

Wired versus wireless internet speeds

A wired connection always provides faster speeds but is not always the most practical way to connect to a device. Try to match each device with its ideal connection. Use wired connections for devices such as PCs, laptops, media players, and gaming consoles. Mobile devices and tablets are well-suited for WiFi. Hawaiian Telcom can only guarantee speeds to your gateway.

Check all devices

Multiple devices divvy up your bandwidth like a pie. The more devices being used at one time, the more your internet speed is divided. Additionally, some devices can't support higher speeds, which slows down the others. To see what speeds a device can support, check the owner's manual or perform a web search using its model number.

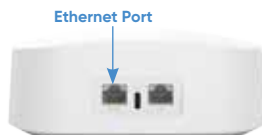
How to test your internet speed

For best results, test your speed using a wired connection.



You received an ethernet cable along with your Hawaiian Telcom gateway.

To test your speed, insert one end of the cable into the ethernet port on your gateway.



Connect the other end of the cable to your laptop or desktop computer, then follow the speed test instructions on our speed test page: speed.hawaiiantel.net.

Please note that actual speeds may vary based on limitations of the your computer network, inside wiring, devices, use of TV video on demand, network congestion, and location compared to Hawaiian Telcom network facilities.

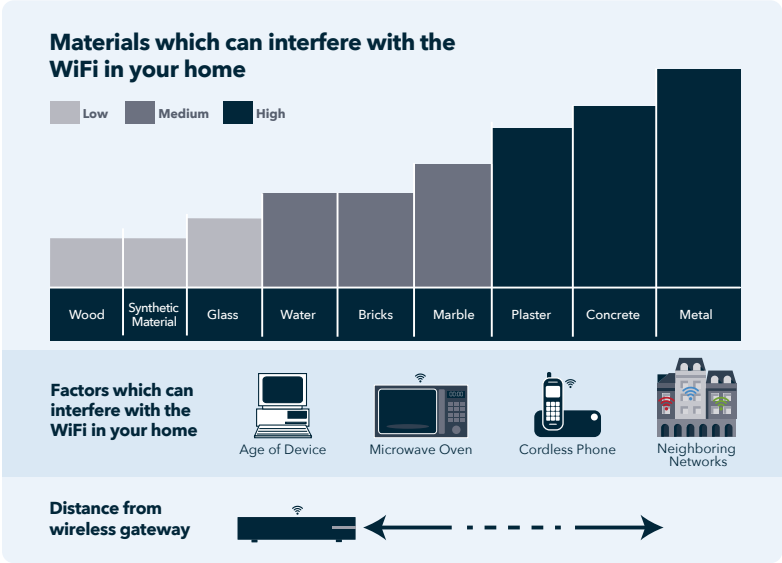
QUICK TIP

Need Help? Scan this QR code to visit our support page.



Slow WiFi speeds

There are many things that can slow down WiFi. Wireless gateway placement, physical barriers such as walls and appliances, and the number of connected devices will all impact your WiFi speed. The farther the signal has to travel, or the more it has to go through and around, the slower your speed will be.



Keep devices clean

Run regular virus scans to keep your devices clean. Close browser windows, delete cookies, and turn off devices you aren't using. Deleting cookies is fast and easy, and easy to learn via a quick web search.

Fioptics Care

Fioptics Care covers any service calls or repairs to all Hawaiian Telcom-owned equipment and wiring, both inside and outside your home. We'll fix it or replace it, and we'll make sure it's working optimally—at no additional cost to you.

Premium Technical Support

Premium Technical Support provides customers with highly trained US-based technical support experts, available 24/7, to solve hundreds of PC problems such as virus removal, software support, driver installation, and much more. Additionally, Premium Technical Support will be able to provide support for Mac and PC as well as phones, cameras, printers, and other devices.

Gateway App

You can perform a speed test, view devices on your network, and more through your gateway's app (i.e., eero app, Google Home app, etc.).

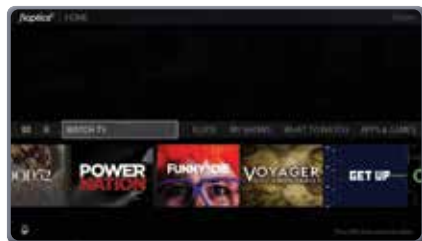


Fioptics+, powered by TiVo, instantly gives you total control of the TV programming you love and much more! Unlike traditional TVs and set-top boxes that get a TV signal over a coaxial cable connected to a cable wall jack in your home, your Fioptics+ streaming device gets the TV signal over a wired or wireless connection to your home network. You'll receive all of your channels, as well as access to streaming providers, over that one connection.

And when you enable Cloud DVR service on your account, you can record shows to watch later, even on your other supported streaming devices, because they are stored in the cloud. Contact customer care at 808.643.3456 to request Cloud DVR service.

Home Screen

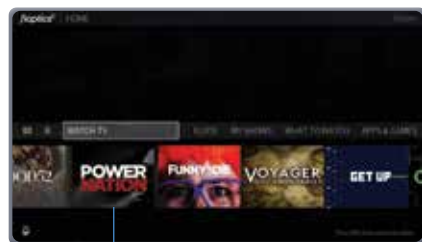
The Home screen is the starting point for just about everything you do. From the Home screen, you can easily access popular destinations in the Fioptics+ experience, get personalized recommendations from the SmartBar and What to Watch, and view settings.



To get to the Home screen from anywhere, just press the TiVo  button on your remote control.

The SmartBar

The SmartBar, located at the bottom of the Home screen, predicts shows to watch based on what your household usually watches at a particular time or day. For example, if the kids tend to watch shows while dinner's cooking, their shows will be waiting in the SmartBar at that time each day.



SmartBar

My Shows

All of your recordings and streaming videos appear in the My Shows list. To get to the My Shows list from any menu screen, press the TiVo  button and scroll to My Shows.



Filters in the left column of My Shows let you narrow your choices instantly. As you highlight a filter, your My Shows list will update automatically. Filters include TV Series, Movies, Kids, and more.



Filters

What to Watch

What to Watch lets you browse shows available to stream, watch live, record, or bookmark. From the Home screen, select What to Watch.

Shows are categorized for easy browsing. Look for options like On TV Now, Movies on Later, Sports on Now. You'll even find curated collections, like Oscar Winners or Westerns.



Note: To filter your What to Watch options and jump quickly between categories, press LEFT on your remote control when you are at the beginning of a strip. This will reveal the Filter column.

Apps & Games

To launch the Apps & Games menu, simply press and hold the TiVo  button.

At first, the apps on this screen include the video providers you selected when you set up your TiVo device (e.g., Netflix). These providers appear in your Video Provider List and are automatically included when searching or browsing using the TiVo menus. (For more information on your Video Provider List, see User Preferences).



If you don't see the apps you selected during setup, or if you skipped that portion of setup, you can always add the apps manually. You can also add other apps, games, and content you download on Google Play to this screen for direct access.

Simply select one of the Google Play tiles (Google Play Games, Google Play Music, etc.) to go to Google Play, and sign in using your Google user name and password.

Video On Demand

Your TiVo device has access to thousands of the latest hit shows and movies – most of them free!

Whenever you search for a show, available Fioptics+ On Demand shows are included in the results. It's just that easy to find the shows you want. But if you'd rather browse the available On Demand offerings, just choose On Demand from the Home screen.

Choosing a video

To select an On Demand video:

1. On the main Fioptics+ On Demand page, you'll see a list of categories by channel, kids, sports, and more to choose from. Highlight the category you wish to browse and press OK/SELECT.
2. If you are offered sub-categories, choose a sub-category and press OK/SELECT.
3. A list of available videos is displayed. You'll see each video's price, and when you highlight a video, you'll see a brief description in the right column.
4. Once you've located a video you want, highlight it and press OK/SELECT. This will bring you to a screen that gives you more about on the video, and in many cases, allows you to watch a free preview.
5. If the video is free, the information screen will have an option to play it from Fioptics+ on Demand. Select Play to start the video.

If the video must be rented to view it, the information screen will have an option to rent and watch (the price will be listed). Select Rent and Watch to order the video.

Controlling a video

Stopping the video. Once you've started watching your video, you can stop it at any time by pressing BACK. Partially-watched videos are stored in the My Rentals folder.

Pausing: Press the PAUSE button. To resume playing, press PLAY.

Rewinding: Press the REWIND button. When you are ready to watch, press PLAY.

Fast Forwarding: Press the FAST FORWARD button. When you are ready to watch, press PLAY.

Note: Some videos from Fioptics+ On Demand may not allow you to fast forward.

Watching a saved video

Partially and completely viewed On Demand rental videos are saved in the My Rentals folder for as long as they are available from the Fioptics+ On Demand library. You can watch them again at any time during the rental period.

To restart a video in progress, or to re-watch a video you have already viewed:

1. Select On Demand from the Home screen.
2. Select the My Rentals folder, and then select the video you want to watch.
3. Choose to resume playing where you left off or to start from the beginning.

Pay-Per-View

Pay-Per-View video is available to order from the Fioptics+ set-top box via an on-screen purchase window. You have access to the most compelling live sports and events as well as the newest movies to rent at the touch of a button.

Not only can you rent from Fioptics+ assets, but, if subscribed, you can purchase rentals through the most popular OTT apps directly. Renting PPV assets through the OTT app will bill to the payment source for that app; these charges will not show on the Fioptics+ monthly bill.

Search

Search by show title, episode title, show description, or person name (actor, director, etc.). The TiVo service searches upcoming TV shows and movies, streaming videos (from sources like Netflix, Hulu, Prime Video, 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).

Finding shows with your voice

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 TiVo menu or watching TV, press and release the Google Assistant  button on the remote.
2. Speak naturally into the remote. Say a title, actor, or keyword.
3. Try saying:
 - "The Voice" or "Find football games"
 - "Search cooking shows"
 - "Find romantic movies" or "Show me sports movies"



Note: To find shows with your voice, your remote must be paired correctly with your TiVo 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. See Remote Settings in the User Guide sent to your email, or by visiting hawaiiantel.com/fiopticsplus-support.

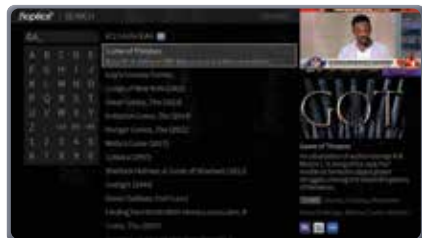
Keyboard search

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/SELECT 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," the On Demand movie "How To Lose A Guy In Ten Days," 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/SELECT to view details, set up a recording or OnePass, or bookmark the show.

OnePass - DVR Recordings and More

OnePass gathers every episode of a series available anywhere and adds them all to your My Shows list. If it's not available on TV or video On Demand, OnePass fills in the gaps with episodes from providers like Netflix.



For sports, your OnePass search will find matches whether you search by full team or league name, location (e.g., Argentina, Brazil), nickname (e.g., Giants, Bears), or abbreviation (e.g., FIFA, NFL, NCAA, UCLA).

To create a OnePass, find a series you want to watch, then choose Create a OnePass. The show will be instantly added to My Shows, and all available episodes will be added.

Note: OnePass works best when your video app list is up to date, with as many apps as possible selected.

Recordings

OnePass search

A OnePass search gathers every available episode of a series (whether streaming, broadcast TV, or On Demand), every game or match from a specific team, or every sporting event in a league and adds them to My Shows to watch instantly.

If an episode isn't available on TV or FiOptics+ On Demand, OnePass fills in the gaps with episodes from video apps like Netflix, Hulu, Prime Video, and more. Forget about knowing when a show will be airing or wondering which streaming video service has it available: the TiVo Service does it for you, so you can start watching right away.



OnePass options

When you create a OnePass, you can choose options that will give you exactly the results you want. You can also change the options of any existing OnePass by going to the OnePass Manager. See OnePass Manager for more information. Options include:

- » **Include:** If Cloud DVR is enabled, choose to include recordings, streaming videos (from sources like Netflix), or both in your OnePass results.
- » **Start from:** Want to watch from the beginning? Choose Season 1. Just need to catch up? Choose a different season. Only want new episodes? Choose New Episodes Only.
- » **Rent or buy:** Decide whether to include episodes that need to be purchased before viewing. (The TiVo Service will not purchase the items for you; you will have the option to purchase them at the time of viewing.) If your OnePass includes recordings, the following options are also available:
- » **Record:** Skip reruns or watch them all? Choose New Only to avoid reruns, or New & Repeats to get every episode.
- » **Channel:** Choose the channel on which to record the show, when more than one channel is available.
- » **Video Quality:** When you set the Channel setting (above) to All, you can choose how often to get the HD version of a show: always, never, or if possible. Note that if you choose Only HD and a show is not available in HD, it won't be recorded. Likewise, if you choose Only SD and a show is only available in HD, it won't be recorded.
- » **Keep At Most:** Set the maximum number of recordings to be saved.
- » **Keep Until:** Choose how long to keep a recording (or each episode of a repeating recording). Space Needed is the default setting, or choose As Long as Possible and your TiVo device won't delete this episode to record something new. Note that shows will be deleted automatically when they expire, regardless of this setting.
- » **Start Recording:** Start recording up to ten minutes before a show is scheduled to begin. (This option is available only before recording starts.)
- » **Stop Recording:** Some shows consistently run past their scheduled end times. Use the Stop Recording option to choose when the TiVo device stops recording: at the shows scheduled end time, a few minutes after its scheduled end time, or even hours after its scheduled end time. You can change this setting when you set up the recording, or while the recording is in progress.



How to set up a single or series recording through the Guide

There are a few ways to initiate a recording of a single program. The first is through the Guide. Select a show in the Guide that is not currently airing.



Next select whether you would like to record this single episode or set up a OnePass for the series, or you could choose to watch this episode now if available on OTT or VOD assets.



If recording just a single episode, select the options desired for that recording.



You will see this confirmation once you confirm your recording options.



And you will see this logo on the episode info in the Guide.



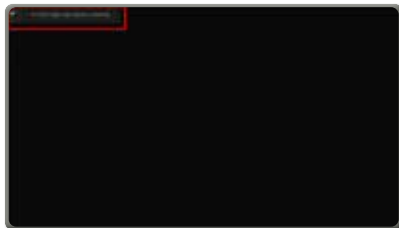
If a series recording is desired, select Create a OnePass.



Select the series recording options you would like. You can choose to include linear programming and/or assets for OTT providers like Netflix, which seasons you would like to include, whether or not to include assets you can rent or buy, new airings, reruns or both, which channel to record from, how many recordings to keep and for how long, and when to start and stop the recordings.



Once OnePass options are confirmed, you will see this confirmation.



And you will see this logo in the shows info in the Guide.



When shows are actively being recorded, you will see this logo in the show info screen in the Guide.



How to initiate a single or series recording while watching a live show

While watching a show, you can initiate either a single episode recording or a OnePass series recording.

First, while watching a show live, either press **DOWN** on the direction pad or the "i" info button on the remote to see the menu on the bottom of the screen.



Once you have selected your desired recording option for a single recording or OnePass, follow the corresponding directions above.

How to initiate a single or series recording from search

Search through the desired show either through the voice search using the Google Assistant button or by using search from the main menu.



Once the desired program is found, select it to come to this screen.



From here you can Create a OnePass for a series recording or select individual episodes to record on their next air date.



How to view your recordings

To view a show you have recorded, open My Shows from the main Menu bar.



My Shows is a list of shows you have bookmarked or set up to record through a single recording or OnePass.



QUICK TIP

You must first make sure there is space in your cloud DVR before you can recover a deleted recording. To do so, you may need to delete other recordings to make space.

The menu on the left of the screen can filter your shows based on their categories. Scrolling to Recordings will show all episodes that have been recorded, the number next to the show title shows how many episodes have been recorded. Select the show, then select which episode you would like to watch.



How to cancel a recording

Once a recording or series has been selected, scroll down to OnePass Options on the menu on the left of the screen, then select Delete All Episodes to delete current recordings, or Cancel OnePass to no longer record this series.



If deleting current recordings, you will see this menu to confirm your choice.



How to recover a deleted recording

Should you mistakenly delete recordings, you will have the option for up to 3 days to retrieve them by going into the Recently Deleted folder under All Shows in the My Shows menu.



You will see a list of recently deleted shows.



Select the episode or episodes you would like to recover, and on the next screen you will select Recover to move an episode back into your Recordings list.



How to view upcoming recordings

To View upcoming recordings of show you have a OnePass set for, first select the show from you My Shows list.



Next, scroll down to Upcoming on the left-hand menu.



Next, scroll through the list of upcoming airings of your selected show. Any episodes with the check marks for single or series recordings are scheduled to be recorded.



How to manage recordings

You can manage your DVR recordings in several ways. You can set the duration and priority a of recording or series recording in the OnePass Manager, or you can change these settings when creating a recording or OnePass.



You can choose how many episodes to keep of a certain show and how long to keep them: either As Long as Possible or until Space Needed. If you choose As Long as Possible, the show will be kept until either you delete it, the content provider's recording limit is reached, or one year elapses. If you select Space Needed, the show will be kept until either the above limits have been reached or you run out of space. The oldest recordings will be deleted first.

Deleted shows move into the Recently Deleted folder in My Shows, where they can be recovered if desired. After 3 days, the shows are deleted permanently.

Should your DVR become full, any upcoming OnePass or pre-set recording that is scheduled will be recorded; however, if no old recordings are able to be removed automatically by being labeled as Space Needed, the new recordings will be moved immediately to the Recently Deleted folder.

Choose from 4 DVR storage levels: 15, 50, 100, and 200 hours. You can see how much storage space you have available using the indicator at the top of your My Shows menu.

You may choose to downgrade to a lower storage tier; however, if your currently stored recordings are too large for your new tier, recordings may be automatically moved to the Recently Deleted folder.



OnePass searches are listed in the order you set them up: the first is at the top of the list.

To view the OnePass Manager, choose Menu  > Settings > OnePass Manager.

Use the OnePass Manager to change OnePass options, modify recording options (if available), view upcoming episodes, or cancel a OnePass. Highlight the show title and press OK/SELECT to view available options.

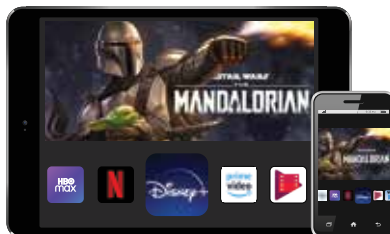
How to Manage Storage

This depends on your service plan. There are several DVR tiers available to match your recording needs. If those needs change, you can adjust your tier either through your My Account or by giving us a call at 808.643.3456.

If you set up a recording when your storage space is almost full, you'll receive a message on your TiVo device. At that point, you can upgrade to a plan with more storage, or you can delete some of your recordings to free some space. When you reach your storage limit, your TiVo device will begin deleting your oldest recordings to make space for new ones.

Fioptics+ Streaming App

Download the Fioptics+ streaming app to your popular devices (Fire TV Stick, Apple TV 4K, Android TV, Apple and Android mobile devices). Access and manage your Cloud DVR recordings, content, and more.



Mobile streaming app instructions



To register an unmanaged streaming device (Apple TV, Fire TV Stick/Cube, Android TV), after downloading the Fioptics+ app from your device's app store, you will be prompted to enter a 6-digit code at **fioptics.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 TV Stick, Fire TV Cube (2nd Gen and newer)
 - » Android TV devices
 - **Note: Not all devices running the above platforms and software versions are guaranteed to be compatible with the Fioptics+ app**
 - » Roku, Samsung Tizen, LG webOS are not supported at this time

- 2 Launch the app. You will see the screen pictured below.



- 3 Log on to **fioptics.com/activate**.



- 4 Log into your My Account (If you have not set up your My Account, please do so at this time by visiting **hawaiiintel.com/myaccount**. You will need your 15 digit Account Number which can be found on your Bill Statement or Confirmation Email.)

Log In

☐ Remember Me

[Forgot password?](#)
[Forgot username?](#)

[First Time User? Register](#)

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



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

Note: It may take between 2 and 24 hours from Fioptics+ order completion for your credentials to activate your Fioptics+ app on your personal devices.

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

- » Fioptics+ user experience streamed to your mobile or streaming device with the Fioptics+ app
- » Recordings and favorite channels, all on your tablet, phone or streaming device
- » Log in with your My Account credentials
- » In-home and out-of-home streaming (based on channel content rights)
- » Voice search for both iOS and Android mobile
- » What to Watch
- » Guide
- » VOD Browse
- » My Shows
- » Search
- » OnePass Manager
- » Restart & Catch Up
- » Content Detail Screens
- » To-Do List

How many devices can be registered to my account?

Each account may have as many as 8 personal devices registered to the account at one time (does not include Fioptics+ set-top boxes). Only 5 of these devices may stream Fioptics+ content at the same time.*

Once a 9th personal 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.

*Some channels may restrict concurrent streams to 3 devices.

Favorite Channels

How to set up and activate your favorite channels

The Fioptics+ set-top box allows the user to switch their Guide between a full subscription display (displays all channels subscribed to) and a favorite channel display (only displays channels that the user selects to display).

Press the TiVo  button on the remote control. Move the cursor to Menu and press the OK button.



Highlight User Preferences and press the OK button.



Highlight Favorite Channels and press the OK button.



A list of all channels will now display. To add a channel to your Favorites list, highlight it and press the OK button. This will place a checkmark in the box to the left of the channel number.

Repeat these steps for all channels you wish to add to the list. To remove a channel from the list, highlight it and press the OK button to remove the checkmark.

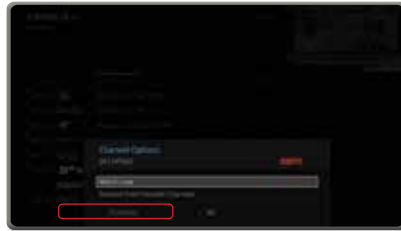
When finished, press the Back button on the remote.

Activating favorite channels

Once all channels have been added to your Favorites list, press the Guide button on the remote control. Move the cursor to the left to highlight the channel name and number, then press the OK button.

A pop-up will appear at the bottom of the screen. Move the cursor to highlight Channels. The default for this setting will be All. Using the left or right arrow keys, change this setting to Favorites. Press the Back button on the remote control to return to the Guide. The Guide will now display only the channels that were selected in the Favorites list. To change back to the full Guide, repeat these steps and change the Channels selection back to All.

To jump to one of your favorite channels while watching TV, press PAUSE to bring up the TrickPlay controls, then press DOWN to bring up your favorite channels.



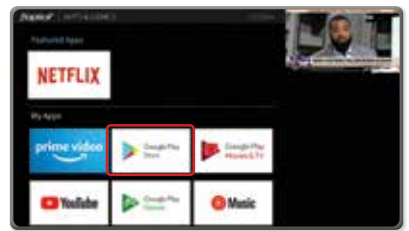
Downloading Apps and Games

You can download other video, music or gaming apps to your FiOptics+ set-top box by opening the Google Play Store within the Apps and Games menu.

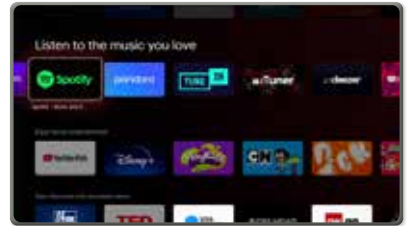
1. Select Apps & Games from the Home screen.



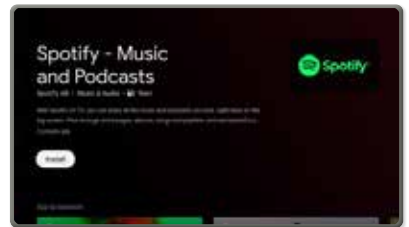
1. Open Google Play Store.



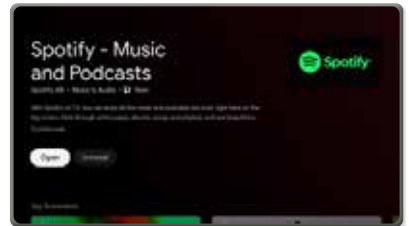
2. Search for your favorite apps and press OK to open.



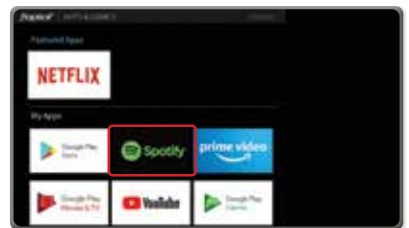
3. Press OK to install on your Fioptics+ set-top box.



4. Once downloaded, you can open and sign in or set up an account.



5. You will now see your new apps in the Apps and Games menu.



Parental Controls

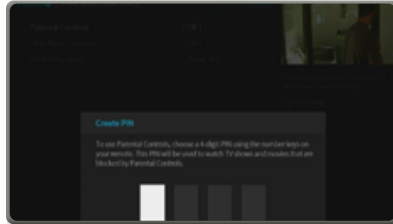
How to access Parental Controls

Press the TiVo  button on the remote control. Then scroll left to Menu and press the OK button. Scroll down to Parental Controls and press the OK button to enter the Parental Controls options.



By default, the Parental Controls are set to Off. To enable them, highlight Parental Controls and press the OK button.

You will be prompted to create a 4-digit PIN. Enter the PIN and remember to write it down and keep it in a safe place.



After entering the PIN you will be asked to confirm it by re-entering it.



If you select Require a PIN to purchase and have not set a Purchase PIN yet, you will be prompted to enter a 4-digit PIN. After entering the 4th digit, you will be required to re-enter the PIN to confirm it.

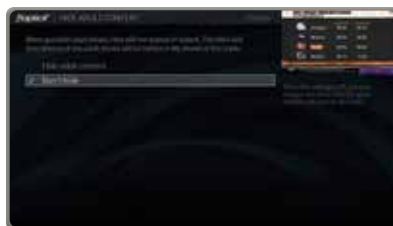
Upon re-entering the PIN, the Parental Controls will now display as On-Unlocked. Also, Change PIN and Disable Parental Controls will be added to the option list.

Hide and unhide adult content

This setting simply hides the title and description of any content with adult ratings.



The settings are Hide Adult Content and Don't Hide.



Set rating limits

Allows you to set limits on what type of content can be watched based on its content rating.

- Highest Allowed Movie Rating:
AO – Allow all, NC17, R, PG13, PG, G, Block All
- Unrated TV Shows: Allow All, Block All
- Unrated Movies: Allow All, Block All



Purchase controls

You can set a PIN to control purchases by selecting Purchase Controls. When you do, you are given two options:

- Require a PIN to purchase
- Allow purchases without a PIN



If you select Require a PIN to purchase and have not set a Purchase PIN yet, you will be prompted to enter a 4-digit PIN. After entering the 4th digit, you will be required to re-enter the PIN to confirm it.



Change PIN

If you need to change your PIN, select this option. You will be asked first to enter your current PIN. Next, you will enter the new PIN, and finally, you will be asked to re-enter the new PIN to confirm it.



Disable Parental Controls

Use this to completely and permanently disable Parental Controls. When this option is selected, you will be required to enter your PIN. After entering the PIN, all controls will be disabled.

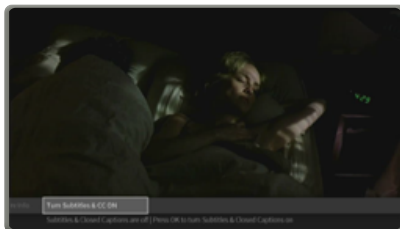


Subtitles and Accessibility

Enable/disable subtitles

While viewing a live TV event or viewing a recording, press the "i" button on the remote control. This will bring up the information bar. Using the directional arrow keys, navigate all the way to the right and highlight Turn Subtitles & CC On. Press the OK button.

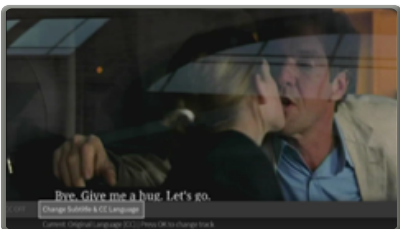
The menu screen will disappear and the subtitles (if available) will begin displaying in a second or two.



How to change subtitle or closed captioning language

If you press the "i" again, you will be able to navigate all the way right and find Change Subtitle & CC Language. Press OK to select this option.

If available, you will have the option to change the subtitle language to whatever languages are available for that program.



Mini Guide

While you're watching video, press UP on your remote to reveal the mini guide. Use the mini guide to see what's upcoming on the selected channel, and to browse and switch to other channels.



Universal Search

When you search or browse for movies or individual episodes of a series, your results include videos available to stream from your selected video apps like Netflix and Prime Video – no need to switch to a different input.* You can launch directly into an episode without the need to search in the app menu.



*Subscription to apps like Netflix and Prime Video are not included in FiOptics+ and require a separate subscription.

Jump Channels

Jump Channels are channels in your guide that allow you to launch your favorite content where it is. You can launch apps like Netflix, Prime Video, Max, and more. Or launch the FiOptics+ Video On Demand library to find great free and PPV content.



Channel Guide

Scan the QR code or go to hawaiiantel.com/Residential/TV/Channel-Guide to download the latest channel guide



THE TIVO REMOTE CONTROL

1 The TiVo button takes you to the Home screen.

2 POWER button turns the TV on or off.

3 INPUT selects the input for your TV.

4 BACK goes back to the previous screen.

5 Use the ARROW BUTTONS to navigate the TiVo menus. When watching video, press DOWN for the info banner or UP for the mini guide.

6 VOLUME and MUTE control the volume on your TV or A/V receiver.

7 Press and release the Google Assistant button to talk to Google.

8 REPLAY repeats the last eight seconds of the show. Press and hold to jump to the beginning of a show.

9 Use the THUMBS UP and THUMBS DOWN to confirm certain commands, as instructed on screen.

10 Press and hold A, B, or C for accessibility options. Additionally, the letter buttons have various functions depending on what you're doing. Look for on-screen tips.

11 CLEAR dismisses items appearing over live TV and deletes titles from My Shows and the To Do List.



12 LIVE TV takes you to live TV.

13 "i" shows the Info banner while watching a show. Press and hold for accessibility options.

14 Use EXIT to go to full-screen video on Home screen and to close certain apps. Press while watching TV to return to the last channel viewed.

15 Use CHANNEL UP/DOWN to change the channel or move quickly through lists and the Guide.

16 GUIDE takes you to the on-screen program guide.

17 Press RECORD to record the show you're watching, or to set up a recording for a show selected in the guide. (Cloud DVR required)

18 Use the TrickPlay buttons (REWIND, FAST-FORWARD, STOP, PAUSE, and PLAY) to control video.

19 ADVANCE moves forward in 30-second increments; press and hold to jump to the end of the show. Or, press to jump to the next tick mark when fast-forwarding or rewinding.

20 ON DEMAND jumps to the On Demand catalog.

21 The NETFLIX button launches the Netflix app.

22 ENTER/LAST returns to the last channel viewed.

FIRE TV REMOTE CONTROL



DIRECTIONAL NAVIGATION TIPS while watching TV/video

UP brings up Mini Guide.

DOWN brings up show information screen/CC menu.

LEFT to skip back 10 seconds; Hold to rewind.

RIGHT to skip forward 10 seconds; Hold to fast-forward.

SECONDARY CONTROLS

While fast-forwarding or rewinding controls are on screen, select DOWN to bring up Recently Watched and Favorites

ANDROID TV REMOTE CONTROL

Remote image used for reference only. Button placement and images may differ from TV manufacturer to manufacturer.

- 1 POWER button turns the TV on or off.
- 2 COLOR BUTTONS (Red/Green/Yellow/Blue) Shortcut keys for interactive functions.
- 3 MENU brings up Fiopics+ Home Screen.
- 4 BACK brings up Fiopics+ menu when viewing Video/TV. Backs out one screen at a time.
- 5 VOLUME and MUTE control the volume on TV.
- 6 Use the TrickPlay buttons (REWIND/FAST-FORWARD rewinds/advances accordingly at 1x, 2x, and 3x speeds, PLAY cycles between pause and play, STOP goes to Live TV).
- 7 Access to Netflix.
- 8 Access to YouTube.



- 9 INPUT selects the video source.
- 10 NAVIGATION Navigate around menus and guides.
- 11 OK button selects highlighted option.
- 12 HOME Returns to Fire TV Home Screen.
- 13 GOOGLE ASSISTANT Voice Search *does not integrate with Fiopics+ Search.*
- 14 Use CHANNEL UP/DOWN to change the channel or move quickly through lists and the Guide.
- 15 Access to Prime Video.
- 16 Access to Google Play.

DIRECTIONAL NAVIGATION TIPS while watching TV/video

UP displays Mini Guide.

DOWN displays show information screen/CC menu.

LEFT displays fast-forward/rewind controls.

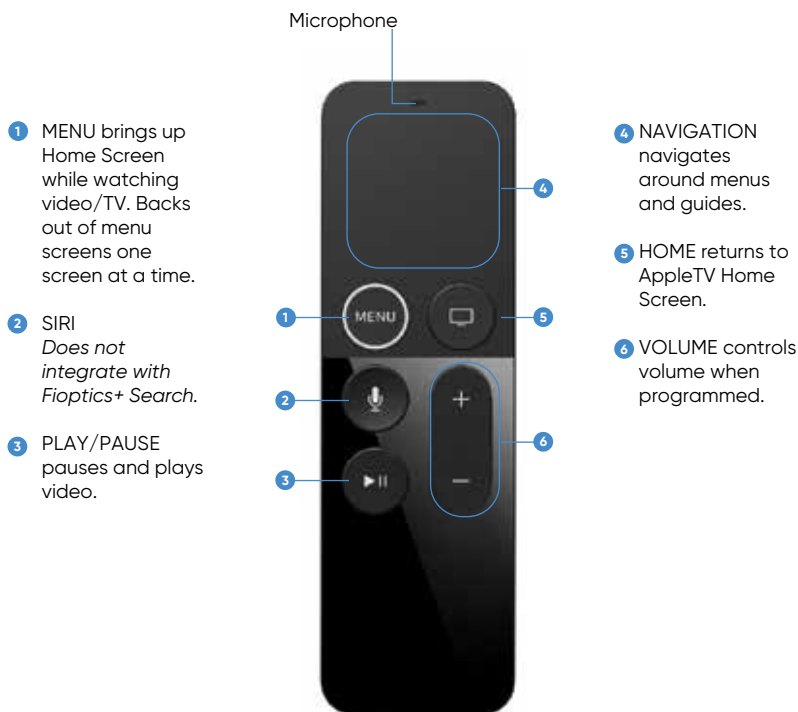
RIGHT displays fast-forward/rewind controls.

OK BUTTON displays fast-forward/rewind controls.

SECONDARY CONTROLS

While fast-forward/rewind controls are on screen, select DOWN to bring up Recently Watched and Favorites.

APPLE TV REMOTE CONTROL



DIRECTIONAL NAVIGATION TIPS while watching TV/video:

SWIPE UP displays Mini Guide.

SWIPE DOWN displays show information screen/CC menu.

SWIPE LEFT displays fast-forward/rewind controls.

SWIPE RIGHT displays fast-forward/rewind controls.

HARD PRESS displays fast-forward/rewind controls.

SECONDARY CONTROLS

While fast-forward/rewind controls are displayed, SWIPE DOWN to bring up Recently Watched and Favorites.



PHONE

Stay connected with our voice service and get all the features you could want. When it comes to award-winning customer satisfaction and the most experienced local technicians, there's no provider like Hawaiian Telcom.

Make Calls

Local	Dial the 10-digit telephone number
Long Distance	Dial 1 + area code + 7-digit telephone number
International	Dial 011 + country code + telephone number
	Domestic: Dial 0, International: Dial 00
Operator Assistance	Please note that charges may be assessed on a per-use basis and are dependent on the services provided. Airtime costs after the call has been connected will be billed separately.
Directory Assistance	Dial 411 Charges will be assessed on a per-use basis.
Emergency	Dial 911

Voicemail

For instructions on how to set up your Voicemail account, visit hawaiiantel.com/support and click on the Home Phone Support section.



QUICK TIP

For assistance, call Technical Support at 808.643.6111.

Anonymous Call Rejection	Block all incoming calls marked as Private or Anonymous. To activate: *77. To deactivate: *87.
Call Block	Block unwanted calls from phone numbers you select. To activate: *60. To deactivate: *60.
Call Forwarding	Forward all incoming calls to the local or long-distance number of choice, designating a new number each time you forward your calls. To activate: *72, listen for dial tone, dial desired forwarded number and listen for 2 short beeps. To deactivate: *73.
Call Waiting	Put a caller on hold to answer an incoming call. Press the receiver to put the first call on hold and take the second call. To activate (one-time only): *70.
Caller ID	The caller’s name and number will appear on your Caller ID unit, which is available from Hawaiian Telcom or wherever you buy phone equipment.
Distinctive Ring	Identify preselected callers with a distinctive ring or call-waiting tone. • Hawaiian Telcom will assign you new telephone numbers. You decide how you want to use them. • Notify callers of your new telephone numbers. • Have a friend call so you can recognize the new ring for that number.
Priority Call	Select up to six telephone numbers from which incoming calls will cause the phone to ring in a special way. To activate: *61.
Repeat Dial	Automatically redial a number for up to 30 minutes until the call gets through. To activate: *66.
Speed Calling	Quickly call friends and family. Press *75 and enter a 2-digit code (20–49) after hearing the dial tone. Then dial the complete number that you wish to assign. To use, dial the 2-digit code you assigned followed by #.
Reveal	Stops calls marked unidentified by Caller ID before they reach you and asks callers to input their phone number.
Three-Way Calling	Talk to two different parties at the same time.

ACCOUNT SUPPORT

We are your hometown provider, dedicated to serving your entertainment and technology needs. We live, work and play in your neighborhood, and are here to answer any questions you may have. We have a variety of features to make your services easy to manage.

Online

Visit hawaiiantel.com/support to find out more information on all your services. Check out the top questions on TV and internet service and ask any questions you might have about your new services.

eBill

eBill is our convenient paperless billing solution that makes paying your Hawaiian Telcom bill simple and hassle-free. And best of all—it's FREE.

- » Eliminate paper bills and trips to the mailbox
- » Receive a courtesy email when your bill is available
- » Access to up to 18 months of past bills online
- » View your account online at your convenience, 24/7

Autopay

Autopay is the simple, secure, and worry-free way to pay your bill every month. Choose which checking account you want to use and indicate the due date on your statement, and on that day your bill will be paid automatically!

- » No checks to write
- » No late payments
- » No stamps to buy
- » No trips to the post office

My Account

Sign up for My Account to view and manage your services, access your bill, and make payments via our secure and easy-to-use website. Go to hawaiiantel.com/myaccount to get started.

Terms & Conditions

To view our Terms and Conditions, please visit hawaiiantel.com/terms, or scan the QR code with your smartphone.



Troubleshooting, Tips, and Advice

We are here to help and want you to be completely satisfied with your service. If you have questions or need more information, please visit us at hawaiiintel.com/support, or call us at 808.643.6111.

The two most common issues we hear is “no video picture on the TV screen” and “my WiFi has no Internet connection.”

- » Make sure that your TV and set-top box are both powered on, and that your remote is set to the appropriate input source using your input button.
- » Ensure that the cables are connected correctly and hand-tighten any loose connections. Tune to a favorite channel included in your package to verify your setup is working.
- » Make sure your internet gateway has power to it.
- » Try doing a hard reboot of your internet gateway. Unplug the power cord, wait 30 seconds, and then plug the power cord back in. Wait 2-5 minutes for the Internet indicator to turn on.

Keep this information handy if you need to contact us:

Equipment Locations	Input
Set-Top Box _____	_____
Set-Top Box _____	_____
Set-Top Box _____	_____
Set-Top Box _____	_____
Set-Top Box _____	_____
Set-Top Box _____	_____

ONT: ☐ inside ☐ outside



Frequently Asked Questions



What if I am not receiving the HD-quality picture I expected? Refer to the Interactive Program Guide (IPG) to determine if the program is broadcast in HD. If there are black bars to the right and left of the picture, in most instances your broadcaster is not transmitting in full HD. If you would like to have your picture fill the entire screen, refer to your TV manual for details.



What do I do if I am getting poor reception or the picture on the TV screen is distorted? To experience better picture quality, reboot your set-top box and turn off any unused boxes. Also, make sure that the set-top box is connected directly to the cable outlet. Reconnect and hand-tighten any loose cables. Ensure that the WAN port on your primary box is securely connected to the LAN port on your gateway with an ethernet cable.



What do I do if my on-screen guide is frozen? Reset your set-top box. Unplug the box, wait a few seconds, then plug it back in. Please note, it may take a few minutes for the software to update and the on-screen guide to become operational again.



What if I have no picture or sound on my set-top box? First verify that the set-top box and TV are both powered on—press the POWER button on the actual set-top box and television instead of using the remote. For no sound, make sure the mute button is not pressed, and try turning up volume. Check that your TV is set to the correct input by pressing the INPUT or SOURCE button on your TV to cycle through all available inputs. In some cases, a reboot of your set-top box can resolve the issue. To manually reboot your set-top box, simply disconnect the power cord from the back of the box. Wait at least 30 seconds and then reconnect the power. The box should begin to initialize automatically—if it does not, press the POWER button on the set-top box. The box may take 2–3 minutes to fully power on and load the interface on your television. If your set-top box doesn't restart automatically within a few minutes, press the POWER button on the device. If you still have no picture or sound, contact Technical Support at 808.643.6111.

NOTE: When you remove the power cable from the set-top box, guide data may be temporarily lost. It may take up to 30 minutes for the Program Guide to completely download the program listings. Disconnecting the power will not erase scheduled DVR recordings but will interrupt any recordings occurring at that time.



Why can I load some web pages but not others? Typically, this means that the server hosting the web page you're trying to access may be down or that the web page has moved. Verify that you have the correct URL. Alternately, the web page you're trying to access may be too busy. Wait a few minutes then reload the web page.

Your Installation

Technician Name _____

Installation Date _____

- ☐ All televisions and remotes are set up and working
- ☐ I provided printed copies of your channel lineup and remote instructions

I demonstrated the following product features and functionality:

Fioptics+ TV

- ☐ Channel Guide, Menus and Settings
- ☐ Cloud DVR: how to set up a recording or series of recordings
- ☐ Parental Controls: how to set password; how to block/unblock a program
- ☐ Favorites: set up and access
- ☐ Video On Demand: how to access and view tutorial videos; how to order programming

Fioptics Internet

- ☐ Internet confirmed working by launching browser window and connecting
- ☐ Email on my device (laptop/pc) set up and working properly (upon request)
- ☐ Whole Home WiFi services demonstrated
- ☐ Technician connected internet compatible devices (per customer request)
- ☐ Wireless networking working and technician explained username and password

Home Phone

- ☐ Able to make and receive calls
- ☐ Calling features (including Call Waiting and Caller ID) working properly
- ☐ Battery Backup explained (if applicable)
- ☐ Clean-up and trash removal upon install completion
- ☐ Customer declined demonstration of above service features.

Customer Initial Here: _____

Technician Signature



Contact Us

There are many ways to contact us:

- » Call **808.643.3456**
- » Visit **hawaiiintel.com**
- » Scan the QR code using your smartphone or tablet.
- » Visit one of our Service Center locations.



Service Center locations

Downtown Service Center

1177 Bishop Street
Honolulu, HI 96813

808-643-1177

Monday – Friday 8:00 a.m. – 5:00 p.m.
Saturday 9:00 a.m. – 5:00 p.m.

Kapolei Service Center

91-979 Kamaaha Avenue
Kapolei, HI 96707

808-643-7788

Monday – Friday 8:00 a.m. – 5:00 p.m.
Saturday 9:00 a.m. – 5:00 p.m.

