



## Edgewater Owners and Guests,

You may have noticed us around the Edgewater Beach and Golf Resort. Our team has been working diligently on your multi million dollar upgrade for luxury high speed internet and television.

Internet and TV Activation dates are set to start **Monday, September 19th - Friday, September 23rd** for the Towers and **Wednesday, September 21st - Tuesday, September 27th** for the Villas.

As we get closer you may have some questions such as:

### How do I access the internet?

We will provide an email with your log in credentials and login steps on how to access your internet the week of September 19th.



### How Will My Smart TV Connect With the Network?

All Smart televisions will connect to the Lux Speed network by logging the television onto your network name and password, similar to other smart devices. Not all smart televisions will have the ability to access the HD TV application to stream the channel lineup. If you are using another television streaming service such as Hulu Live, YouTube TV, etc. you will still be able to stream these applications on your Smart television.

For accessing Lux Speeds channels we highly recommend using/purchasing the Roku stick, using your own Roku or Roku Smart television, to enjoy an easy and whole home DVR ability.

# How do I set-up my Television?

You will be provided a written guide along with a step-by-step video OR Lux Speed will install your smart device for you. If you would like us to install your device, Please call **850-203-0142** or email **Edgewater@luxspeed.io** Please note we will be scheduling appointments for September 19th- 28th via appointment only. Installation time will be limited, please book accordingly.



Lux Speed will be providing your first programmed smart device (Roku) for free. If you have additional televisions (up to three additional televisions), you may purchase a programmed smart device from us for a one-time fee of **\$27.99 per device**. You may also use your own Roku device which we will program for you during your appointment time or starting the week of **September 26th**. We will provide instructions to access our application for streaming a full HD TV channel lineup through your Roku device or Roku TV. If your smart tv is a Google or Fire TV you will be able to download the TV Channel lineup application after **September 29th**.

Please note we will need to know by **September 15th** if you plan to purchase a programmed smart device from us.

\*Rokus will still be available after September 15th, but prices are subject to change.

**\*We recommend using Roku if you are planning to stream the Live HD channel lineup to your TV Device.**

# How do I connect my smart thermostat, Ring doorbell and or Alexa?

If you have these devices and you would like Lux Speed to configure them for you, we would charge a one time fee of **\$14.99**. Please note you must have your log in credentials and devices ready for us at the time of configuration. If you would like to set up your devices yourself, we will provide a step by step guide for select devices.



**We only configure major brand devices**

## How do I use an Ethernet cord?

If you would like to use a wired Ethernet connection, simply plug one end of the Ethernet cable into your router at home, then plug the other end into the Ethernet port on your device. If you need assistance please call **850-203-0142**

**Tower 2 and Tower 3 Residents**, if you would like your devices moved, please call **850-203-0142** or email **Edgewater@luxspeed.io** to schedule for the week of September 26th.

**Roku Remotes can be picked up from Royal 1 & 2 Banquet Room Monday-Thursday Sept 19-22 if you are self-installing or from your onsite concierge to follow**



**[Click Here to order on Edgewater Portal](#)**



**[Click Here to access Smart Device Guide](#)**

Lux Speed is very excited to welcome you to our services and wanted to thank your board members at Edgewater Beach and Golf Resort, who have given a tremendous amount of effort to make this a smooth transition for your community.

**Thank you**



# LUXSPEED CHANNEL LINEUP

<b>A&amp;E Entertainment</b>	<b>FXM</b>	<b>NBA TV</b>
<b>ACC Network</b>	<b>FXX</b>	<b>NFL Network</b>
<b>AWE</b>	<b>Food Network</b>	<b>NHL Network</b>
<b>American Heroes</b>	<b>Fox Business Network</b>	<b>Nat Geo WILD</b>
<b>Animal Planet</b>	<b>Fox News Channel</b>	<b>National Geographic</b>
<b>BET</b>	<b>Fox Sports 1</b>	<b>NewsNation</b>
<b>BET Jams</b>	<b>Fox Sports 2</b>	<b>Nick Jr.</b>
<b>BET Soul</b>	<b>FreeForm</b>	<b>Nick Music</b>
<b>Big Ten</b>	<b>Fyi</b>	<b>Nickelodeon</b>
<b>Bloomberg</b>	<b>GSN</b>	<b>Nicktoons</b>
<b>Bravo</b>	<b>Golf Channel</b>	<b>OAN</b>
<b>CBS Sports</b>	<b>Great American Country</b>	<b>OWN Network</b>
<b>CMT</b>	<b>(GAC)</b>	<b>Oxygen</b>
<b>CMT Music</b>	<b>HGTV</b>	<b>PAC12</b>
<b>CNBC</b>	<b>HLN</b>	<b>Paramount TV</b>
<b>CNBC World</b>	<b>HSN</b>	<b>QVC</b>
<b>CNN</b>	<b>HSN HD</b>	<b>QVC HD</b>
<b>CSPAN</b>	<b>Hallmark Channel</b>	<b>RFD</b>
<b>CSPAN 2</b>	<b>Hallmark Drama</b>	<b>Regional Sports Network</b>
<b>CSPAN 3</b>	<b>Hallmark Movie Channel</b>	<b>SEC</b>
<b>Cartoon Network</b>	<b>History</b>	<b>ShopHQ</b>
<b>Comedy Central</b>	<b>Investigation Discovery</b>	<b>ShopHQ</b>
<b>Cooking Channel</b>	<b>Lifetime</b>	<b>Smithsonian Channel</b>
<b>Crime and Investigation</b>	<b>Lifetime Movie Network</b>	<b>Stingray - 50 audio channels</b>
<b>Destination America</b>	<b>Lifetime Real Women</b>	<b>Syfy</b>
<b>Discovery Channel</b>	<b>Local ABC</b>	<b>TBN</b>
<b>Discovery Family Channel</b>	<b>Local CBS</b>	<b>TBS</b>
<b>Discovery Life</b>	<b>Local Fox</b>	<b>TCM: Turner Classic Movies</b>
<b>Disney Channel</b>	<b>Local NBC</b>	<b>TLC</b>
<b>Disney Jr.</b>	<b>Logo</b>	<b>TNT</b>
<b>Disney XD</b>	<b>MLB Network</b>	<b>TV Land</b>
<b>E! Entertainment</b>	<b>MSNBC</b>	<b>The Science Channel</b>
<b>ESPN</b>	<b>MTV</b>	<b>Travel Channel</b>
<b>ESPN 2</b>	<b>MTV 2</b>	<b>USA Network</b>
<b>ESPN News</b>	<b>MTV Live</b>	<b>Universal Kids</b>
<b>ESPN U</b>	<b>Magnolia Network (fka:</b>	<b>VH1</b>
<b>EWTN</b>	<b>DIY)</b>	<b>Viceland</b>
<b>FX</b>	<b>Military History</b>	<b>Weather Channel</b>
	<b>MotorTrend</b>	<b>truTV</b>



# Q & A

How do I know if my Smart TV will work with Lux Speed?

Q

**A** Any Smart TV will connect to the Lux Speed internet service for streaming channels like Netflix, Hulu, etc.

If you already use a streaming live channel service (like YouTube TV, Sling TV, etc), that will work the same as it has with Xfinity internet.

If you NEED/WANT steaming live channel service (gives you 100+ channels like NBC, ABC, ESPN, etc), you will do so via the Real Choice app which is available on RokuTVs, GoogleTVs or FireTVs. You will need to check your Smart TV brand to determine compatibility.

If you have any questions or uncertainty about this, it's easiest and simplest to add the Roku devices for guaranteed compatibility. This also allows for whole-home DVR, remote compatibility between all TVs, and complimentary install.

If I elect to direct connect my Smart TV (without a Roku device) or I have an alternate type of steaming wireless device (like FireTV), will Lux Speed set those up for me?

Q

**A** No, you will need to set those up yourselves starting 9/29. Lux Speed is offering complimentary install only for TVs using Roku devices starting 9/19. Lux Speed will set up additional devices such as Nests or Ring Doorbells for a cost of \$14.99/2 devices.

Will owners receive an email confirmation of install appointments? Will owners get a receipt for order purchase?

Q

**A** Owners will receive a receipt immediately and an email and SMS confirmation 24 hours before scheduled arrival for install. That confirmation will request condo access, offer to reschedule, and request location of Roku sticks in each condo. If you do not see that, email a request to [edgewater@luxspeed.io](mailto:edgewater@luxspeed.io)

When does the Lux Speed TV/internet service begin?

Q

**A** Installs begin 9/19. For owners using Lux Speed to install, internet and TV service will be active immediately after install. For owners connecting themselves, internet service will be available starting 9/23 and TV service will be available starting 9/29.

Do I need to be in my condo in person during installation?

Q

**A** No, you can provide Lux Speed access to your condo and they can handle the install without you being present.

What if I want Lux Speed to install but I cannot schedule them during Owners' Week?

Q

**A** You can order Roku devices and schedule service online for the week of 9/26 starting on 9/23. Starting 10/3, install will be coordinated by the on-property concierge. Phone number to order coming soon.

How do owners change their scheduled appointment time after submitting the form?

Q

**A** Email to request a change: [edgewater@luxspeed.io](mailto:edgewater@luxspeed.io)

When does the current Comcast service end?

Q

**A** At this time, the Comcast contract is due to end on 9/28.

Will install techs automatically bring the included free Roku device to everyone that orders additional ones?

Q

A Yes.

How do owners who aren't using Lux Speed to install get their free stick/instructions/channel guide?

Q

A Pick up at the convention center during Owner's week starting Monday afternoon – Thursday 9/19-9/22. Starting 9/25, pick up from the on-property Lux Speed concierge (location TBD).

Will all owners need to download the Real Choice app to access live channels or only those not using the Roku device?

Q

A Only owners not using a Roku device or Roku compatible TV will need to download the Real Choice app.

Are any premium live/streaming channels included? How to add those? At what cost?

Q

A None are included. Owners can add and pay for those on their own (HBO, Netflix, Showtime, Hulu, etc).

How many channel guides will each unit get in their package?

Q

A One laminated guide will be provided per condo. It includes how to use the Roku remote and Real Choice application as well as the channel guide. Owners can download PDF's of these if they want more.



Does the Roku device support 4K TVs?

Q

A Yes.

Does the Roku device require an HDMI port?

Q

A Yes

Is the Roku remote voice activated?

Q

A Yes, in part. It will not change channels but it can be used to verbally request opening apps. I.e “Netflix” will open the Netflix app.

Does the Access Point work with both 2.4 GHz and 5 GHz devices?

Q

A Yes

How will owners know their new network name and password (if they didn't have Lux Speed install and select their own)?

Q

A Every network name and password will be provided in the Welcome email.



If I have a wifi booster now, will Lux Speed set that up?

Q

A You will not need a wifi booster/extender. The Access Point with LuxSpeed easily has a 10x better reach than the Xfinity router.

Will we have wifi access in common areas like the pool or the Club?

Q

A Your access will be good throughout the resort with your network name and password.

Does whole home DVR require Roku devices throughout?

Q

A It requires Roku devices or Roku-compatible devices throughout. Whole-home DVR is not available if you use Roku on one device but another type on another TV (like a directly-connected TV or one using FireTV).

## MORE QUESTIONS?

Call Lux Speed 850-203-0142

Email: [Edgewater@luxspeed.io](mailto:Edgewater@luxspeed.io)