

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-bystep 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.



Robus Express Stramming Pityer Removable Addressive Strip Connect to TV

your streaming

player to your TV

How to set up your

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





<u>Click Here to access</u> <u>Smart Device Guide</u>

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

LUXSPEED CHANNEL LINEUP

A&E Entertainment ACC Network AWE American Heroes Animal Planet BET **BET lams BET Soul Big Ten** Bloomberg Bravo **CBS Sports** CMT **CMT Music** CNBC **CNBC World** CNN **CSPAN CSPAN 2 CSPAN 3 Cartoon Network Comedy Central Cooking Channel Crime and Investigation Destination America Discovery Channel Discovery Family Channel Discovery Life Disney Channel** Disney Jr. **Disnev XD E!** Entertainment **FSPN** ESPN 2 **ESPN News** ESPN U **EWTN** FX

FXM FXX Food Network Fox Business Network Fox News Channel Fox Sports 1 **Fox Sports 2** FreeForm Fyi GSN **Golf Channel Great American Country** (GAC) HGTV HLN HSN HSN HD Hallmark Channel Hallmark Drama Hallmark Movie Channel History **Investigation Discovery** Lifetime Lifetime Movie Network Lifetime Real Women Local ABC Local CBS Local Fox Local NBC Logo **MLB Network MSNBC** MTV MTV 2 **MTV** Live Magnolia Network (fka: DIY) **Military History** MotorTrend

NBA TV NFL Network NHL Network Nat Geo WILD **National Geographic** NewsNation Nick Jr. Nick Music Nickelodeon Nicktoons OAN **OWN Network** Oxygen **PAC12** Paramount TV OVC QVC HD RFD **Regional Sports Network** SEC ShopHQ ShopHQ Smithsonian Channel Stingray - 50 audio channels Syfy TBN TBS **TCM: Turner Classic Movies** TLC TNT **TV Land The Science Channel** Travel Channel **USA Network Universal Kids** VH1 Viceland Weather Channel truTV

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

LUXSPEED



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?



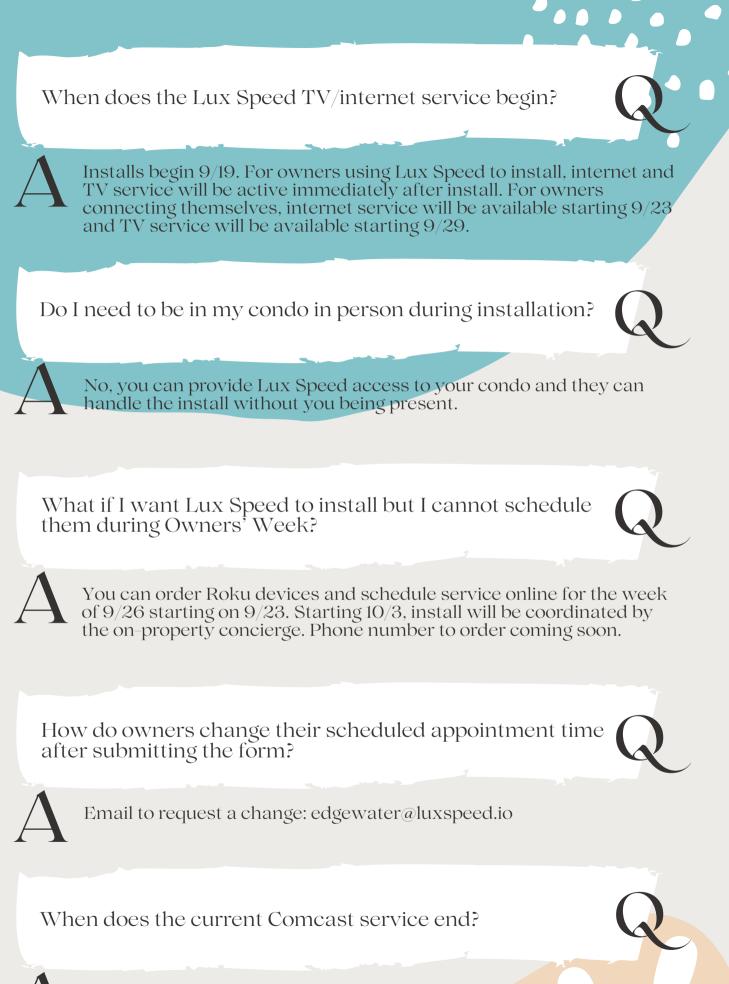
No, you will need to set those up yourselves starting 9/29. Lux Speed is offering complimentary install only for TVs using Roku devices starting 9/19. Lux Speed will set up additional devices such as Nests or Ring Doorbells for a cost of \$14.99/2 devices.

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

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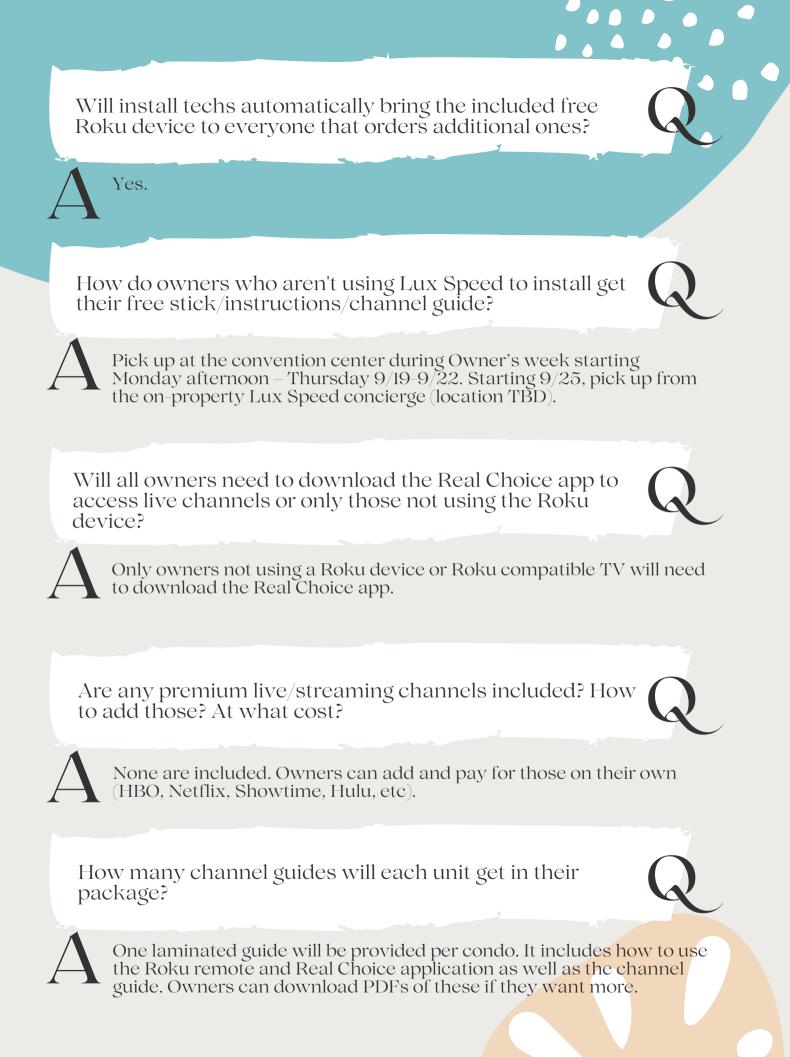
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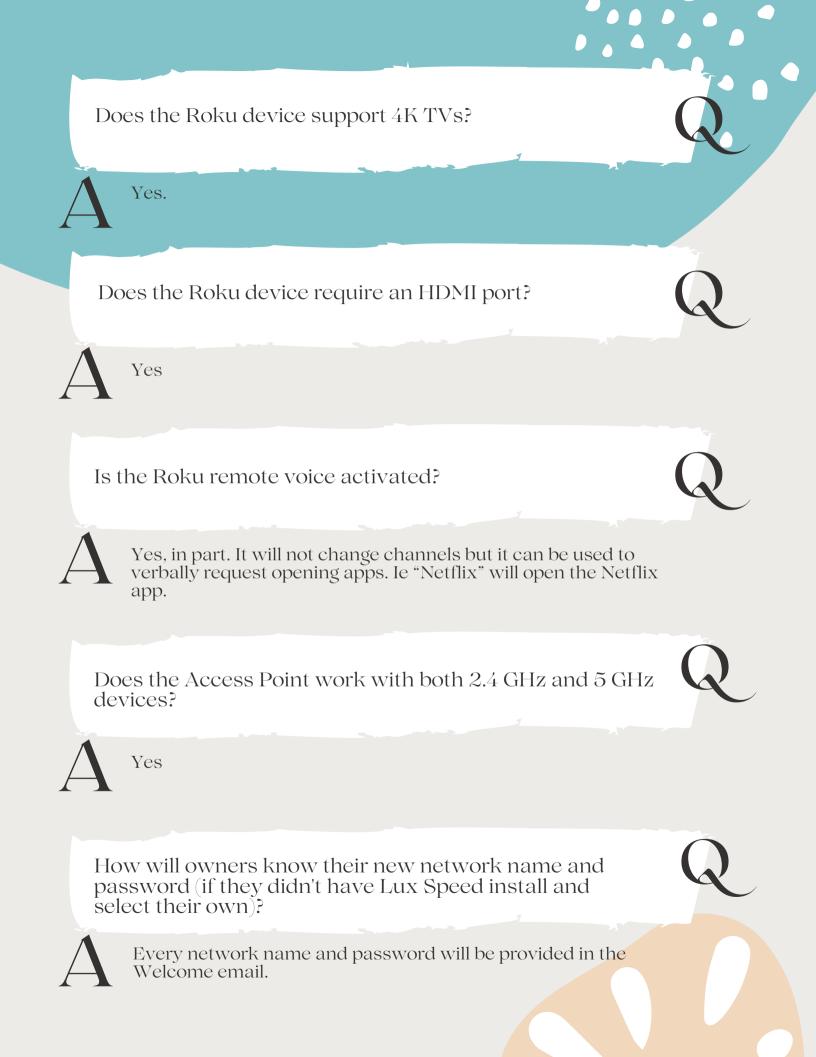
Owners will receive a receipt immediately and an email and SMS confirmation 24 hours before scheduled arrival for install. That confirmation will request condo access, offer to reschedule, and request location of Roku sticks in each condo. If you do not see that, email a request to edgewater@luxspeed.io



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





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

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?

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

Does whole home DVR require Roku devices throughout?



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

