




# USER GUIDE

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Welcome to KUB Fiber

### Contact Us

 865-524-2911

 [www.kub.org/fiber](http://www.kub.org/fiber)

SSID:

Password:

# KUB Fiber Portal

## Log In

Go to [www.kub.org](http://www.kub.org), enter your KUB username and password to access your online KUB account. Click the [Fiber Portal](#) button to manage your KUB Fiber account. If it's your first time accessing the Fiber Portal, you'll need your Fiber Account Number and Account Pin Code (the pin code you chose during account set up) to link your account.

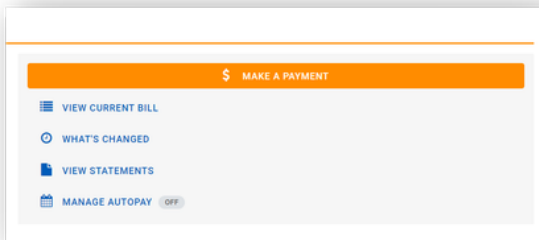
## Manage Account

Review your current services and request service changes or upgrades directly through the customer portal.

Location / Product	Service ID	Status	Updated	Qty	Price	Change
Fiber Internet Service		Active	8/27/2022	1	\$0.00	CHANGE
Internet Service	DevEELK	Active	8/27/2022	1	\$0.00	
Internet Speeds		Active	8/27/2022	1	\$0.00	
The Gig (1 Gigabit Symmetrical Internet Service)		Active	8/27/2022	1	\$85.00	
Internet Features		Active	8/27/2022	1	\$0.00	
Smart Gig Managed WiFi Service		Active	8/27/2022	1	\$15.00	

## Easy Payments

View bill details, pay your bill online with credit or debit card, and set up automatic and recurring payments using a credit/debit card or bank draft.



# Plume Home App with Smart Gig

## Smart Gig

Smart Gig is an added monthly service that offers KUB Fiber customers a WiFi router, access to HomePass app, and no charge visits for any internet issues.

## Quick Set Up

Download the Plume Home App from your phone app store and create an account. Household members can download the app on their own devices and use the same login information.

## Passwords & Access Control

During initial setup, you'll be prompted to name your network and password, you can easily edit passwords and create separate passwords for guests.

## Content & Parental Controls

Content Access allows you to restrict content for a device or person. Briefly pause internet access for a single person or specific device instantly through the Time Out feature.

## Network Monitoring

Create people profiles that allow you to conveniently monitor and manage WiFi access for each person on the network.




# ADVANCED FEATURES

## Cloud DVR

You can set live and upcoming recordings or a series recording to automatically record new episodes as they air with options to record from specific channels, only new episodes (no re-runs), and extend the recording time.

Cloud DVR stores 100 hours of recorded programming. For more information on DVR, see page 15.

Additional advanced features are available on certain networks identified by an icon on the channel lineup.

Icon	Feature	Description
	Start-over	If you turn on a program that has already started, you can use the start-over feature to go back to the beginning with just one click. The start-over feature becomes available two minutes into the program. The fast-forward function is disabled in start-over.
	Lookback	Watch previously aired content for up to 72 hours of programming if you missed your favorite show and forgot to record it. Simply navigate backwards in the guide to watch programs that have already aired. The fast-forward function is disabled in Lookback.
	Out of Home	View channels while outside of your home WiFi network.

# BRONZE

1	KUB-TV		22	QVC	
2	WATE (ABC)		1019	Community TV	
3	WVLT (CBS)		1020	Antenna TV (WATE)	
4	WTNZ (FOX)		1021	Rewind (WATE)	
5	WBIR (NBC)		1022	COZI (WATE)	
6	WBXX (CW)		1023	Start (WVLT)	
7	WVLT (MNT)		1024	The 365 (WVLT)	
8	WKNX (Independent)		1025	Bounce (WTNZ)	
9	WETP (East Tennessee PBS)		1026	Grit (WTNZ)	
10	WBIR (MeTV)		1027	True Crime Network (WBIR)	
12	PBS Kids		1028	Quest (WBIR)	
13	Create		1029	Story TV (WBXX)	
14	World		1030	Heros & Icons (WBXX)	
15	The Weather Channel		1031	DABL (WBXX)	
16	AccuWeather		1032	Great (WKNX)	
17	CSPAN		1033	Defy TV (WBKNX)	
18	CSPAN 2		1034	CTN (WVLR)	
19	CSPAN 3		1035	COMET (WEBIN)	
20	HSN				
21	Jewelry TV				

Channel numbers subject to change. For up-to-date channel listing, please visit [www.kub.org/customer/tv-guide](http://www.kub.org/customer/tv-guide).

# SILVER

30	ESPN		84	CNN	
31	ESPN2		85	HLN	
32	FOX Sports 1		86	NewsNation	
34	CBS Sports Network		89	Reelz	
35	FanDuel Sports South		90	TBS East	
36	FanDuel Sports Southeast		91	USA East	
40	NFL Network		92	Bravo East	
42	MLB Network		93	A&E East	
43	Golf Channel		94	MTV East	
44	Tennis Channel		95	BET East	
45	ESPNNEWS		96	Oxygen East	
46	ESPNU		97	E! East	
47	SEC Network		98	VH1 East	
56	FanDuel Sports Extra		99	CMT East	
80	FOX News		100	TruTV East	
81	FOX Business Network		110	Hallmark Channel East	
82	MS NOW		111	Hallmark Mystery	
83	CNBC		113	Lifetime East	

# SILVER cont.


114	LMN East		146	TLC East	
116	TNT East		147	OWN East	
117	ION		160	History East	
118	TV Land East		161	Smithsonian Network	
119	AMC East		164	Discovery Channel East	
120	FX East		165	Investigation Discovery East	
121	Paramount TV East		167	National Geographic East	
122	Syfy East		169	Animal Planet East	
123	Freeform East		170	Discovery Turbo	
124	Comedy Central East		180	INSP East	
125	FXX East		190	Nickelodeon East	
128	Telemundo (WBXX)		191	Disney Channel East	
129	NBC Universo East		192	Disney Junior East	
140	HGTV East		194	Cartoon Network	
141	Magnolia Network		195	Disney XD East	
142	Food Network East		210	TCM	
144	Travel Channel East		211	FXM	
29	BravesVision		37	Reds TV	

*Plus all Bronze Channels*

# GOLD

33	FOX Sports 2		145	Destination America		197	Nicktoons East	
49	ACC Network		148	WEtv East		198	Great American Family	
50	Big Ten Network		149	FYI East		199	Discovery Family	
52	Cowboy Channel		150	LOGO East		200	Teen Nick East	
54	ESPN Deportes		151	Discovery Life		202	Nickelodeon West	
55	Fox Deportes		162	American Heroes Channel		203	Nickmusic	
87	BBC News		163	Military History Channel		220	MTV Classic East	
101	GSN East		166	Science		221	MTV Live	
102	BBC America		168	Nat Geo Wild		222	BET Her East	
103	TV One		171	Viceland East		223	BET Jams	
104	MTV2 East		172	Crime & Investigation		224	BET Soul	
112	Hallmark Family		182	BYU		225	CMT Music	
115	Lifetime Real Women		183	Daystar TV Network		226	MTV Tr3s East	
126	Sundance East		184	Catholic TV		1100	Adult Alternative	
127	IFC		185	3ABN		1101	Classic Rock	
130	Enlace		193	Nick Jr East		1102	Alternative (fka Rock Alternative)	
143	Cooking Channel		196	Boomerang		1103	Country Classics	

# GOLD cont.

1104	Americana		1120	The Blues		1135	Hip Hop	
1105	Hot Country		1121	Pop Classics		1136	Jammin	
1106	No Fences		1122	Hip-Hop/R&B		1137	Jazz Now	
1107	Bluegrass		1123	Éxitos del Momento		1138	Kids Stuff	
1108	Folk Roots		1124	Rock En Espanol		1139	Maximum Party	
1109	Easy Listening		1125	ALT Rock Classics		1140	Nothin But 90's	
1110	Swinging Standards		1126	Broadway		1141	Retro Latino	
1111	Hit List		1127	Chamber Music		1142	Felices Fiestas	
1112	Pop Adult		1128	Classic Masters		1143	Rock	
1113	Christian Pop & Rock		1129	Classic R&B Soul		1144	Romance Latino	
1114	Gospel		1130	Dance Clubbin		1145	Smooth Jazz	
1115	Holiday Hits		1131	Eclectic Electronic		1146	Soul Storm	
1116	Flashback 70's		1132	Éxitos Tropicales		1147	The Chill Lounge	
1117	Everything 80's		1133	Groove Disco and Funk		1148	The Spa	
1118	Jukebox Oldies		1134	Heavy Metal		1149	Y2k	
1119	Jazz Masters							

*Plus all Bronze and Silver Channels*

# ADD ON CHANNELS

Cinemax			Spanish Language			HBO		
330	Cinemax East		54	ESPN Deportes		300	HBO East	
331	Cinemax West		55	Fox Deportes		301	HBO West	
332	Cinemax Classics		128	Telemundo East		302	HBO Hits East	
333	Cinemax Action East		129	NBC Universo East		303	HBO Hits West	
334	Cinemax Action West		130	Enlace		304	HBO Comedy East	
335	MaxLatino		226	MTV Tr3s East		305	HBO Comedy West	
336	Cinemax Hits East		1001	Tele N		308	HBO Latino East	
337	Cinemax Hits West		1006	CNN Espanol		309	HBO Latino West	
<b>NFL Redzone</b>			1008	Hogar HGTV		310	HBO Drama East	
41	NFL Redzone		1009	History En Espanol		311	HBO Drama West	
			1010	Discovery en Espanol		312	HBO Movies East	
			1010	Discovery Familia		313	HBO Movies West	
			1012	Cine Mexicano				

# ADD ONS cont.

Starz				Showtime cont.			
500	Starz East		541	Retroplex	415	SHO x BET West	
501	Starz West		<b>Showtime</b>		420	The Movie Channel East	
502	Starz Cinema East		400	Paramount+ with SHOWTIME East	421	The Movie Channel West	
504	Starz Comedy East		401	Paramount+ with SHOWTIME West	422	The Movie Channel Xtra East	
506	Starz Edge East		402	SHO 2 East	423	The Movie Channel Xtra West	
508	Starz in Black East		403	SHO 2 West			
510	Starz Kids East		404	SHO Extreme East			
520	Encore East		405	SHO Extreme West			
521	Encore West		406	SHO Next East			
522	Encore Action East		407	SHO Next West			
524	Encore Black East		408	SHO Women East			
526	Encore Classic East		409	SHO Women West			
529	Encore Family East		410	SHO Familyzone East			
531	Encore Suspense East		411	SHO Familyzone West			
533	Encore Westerns East		412	SHO Showcase East			
534	Encore Westerns West		413	SHO Showcase West			
540	Indieplex		414	SHO x BET East			

# KUB TV EVERYWHERE LOGIN

TV Everywhere gives you access to network channels while outside of your home.

## How to Check if a Channel is Supported

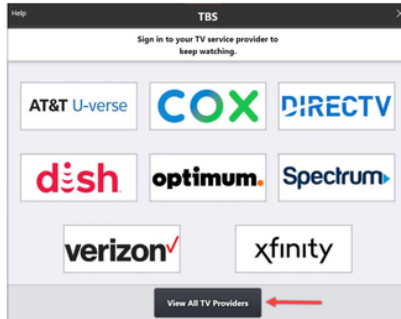
1. Navigate to: <https://getchannels.com/docs/channels-dvr-server/tv-everywhere/availability/>
2. Select **KUB Fiber** as your provider, this will display a list of all supported channels.

## What channels are available with my provider?

KUB Fiber

## How to Use Provider Login

1. When you have determined that the desired channel is supported, navigate to the channels login page, and select **View All TV Providers**.
2. From the list, select **KUB Fiber**
3. You will be redirected to a KUB Login page, here is where you need to enter your KUB account credentials, and select **Sign In**.



**Note:** To be able to login, your KUB Fiber Portal account must be linked with your KUB utilities account. If you need assistance to link your accounts, please contact fiber customer support at 865-524-2911.

A screenshot of the KUB sign-in page. It features the KUB logo at the top, followed by the text "Sign in". Below that, it says "Sign in with your username or email address". There are two input fields: "Username or email address" and "Password". Below the password field, there is a link "Forgot your password?" and a checkbox "Keep me signed in". At the bottom, there is a blue "Sign in" button.

# Firestick Remote Functions

4K Max Firestick remote is recommended for optimal performance.



# Firestick Troubleshooting Tips

## **To quickly restart the Firestick:**

- Press and hold "Select" and "Play/Pause" on the remote for at least 10 seconds.

## **To troubleshoot internet connection issues on your Firestick:**

- Ensure the device is connected to Wi-Fi.
- Restart the Wi-Fi router.
- Try moving the Firestick closer to the router.

## **To instantly fix app issues:**

- Go to "TV Settings."
- Choose "Applications."
- Select "Manage Installed Applications."
- Find the app name and press "Clear Data and Cache."

## **Updating Firestick Software**

- To address Firestick remote issues, check for updates on the Amazon Firestick.
- To stay informed about these updates, go to settings, choose "My Fire TV," then go to "About," and select "Check for Updates."


# KUB TV Quick Tips

## DVR

To record a show:

- Open the KUB TV app.
- Select the show or movie you want to record.
- Click the “Play/Pause” button on the remote.
- Select “Record” at the bottom of the screen.

To view and manage recordings:

- Open the KUB TV app.
- Click the back arrow to go to the “Guide”
- Click the right button to select the .

This will show recorded and scheduled shows and movies. The tracker at the top right of the screen will show you how many available DVR hours remain.


## Guide

To view the channel guide:

- Open the KUB TV app.
- Click the right button to select the “Guide.”

## Finding Shows & Movies

You can find shows and movies to watch:

- Select “Shows” or “Movies” when you open the app or click the .
- Recently watched shows will be listed at the bottom of your screen.

## Restart

You can restart a show or movie that is currently live.

- Press the “Play/Pause” on the remote.
- Select “Restart” at the bottom left of the screen.
- Recently watched shows will be listed at the bottom of your screen.

# Enable Closed Captions

## How To Enable Closed Captions

- Press the "Play/Pause" on the remote.
- Select "Audio/Subtitles" at the bottom right of the screen.
- Under "Subtitles" press the down button to select "English (CC)."
- Press the select button on the Firestick remote.

A checkmark should now appear to the left of "English (CC)" and Closed Captions should now be enabled.

## How To Enable Closed Captions (Spanish)

- Press the "Play/Pause" on the remote.
- Select "Audio/Subtitles" at the bottom right of the screen.
- Under "Audio" press the down button to select "Spanish (Stereo)."
- Press the select button on the Firestick remote.

A checkmark should now appear to the left of "Spanish (Stereo)" and Spanish audio should now be enabled. Available with select programs.

# Phone Feature Codes

## Call Forward

Update Call Forward **\*56**: Will ask for the updated number calls should be forwarded to.

Enable Call Forward **\*72**: Forward all calls to the phone number entered after the feature code.

Disable Call Forward **\*73**: Cancels call forwarding.

Toggle Call Forward **\*74**: Toggles call-forward on and off using the last call-forward settings used.

## Voicemail

Reach Your Voicemail Box **\*98**: The first time it will walk you through setting up the voicemail box.

- Press 1 for new messages
- Press 2 for saved messages
- Press 5 to change your settings
- After listening to a message press:
  - 1-Save, 2-Replay, 3-Forward, 7-Delete, 0-Main Menu

## Miscellaneous

Caller ID Block **\*67**: For privacy, this will block your Caller ID name and number.

Return Call **\*69**: Return a call to the last number that called.

Disable Caller ID Block **\*82**: Unblock your number temporarily in case your call gets rejected.