


Liberty
go



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Clients **with** Hub TV and
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What is Liberty Go?



It is an exclusive service where Liberty TV subscribers can enjoy live programming from the channels they are subscribed to, in addition to the TV guide. It can be accessed via smartphones and tablets with Android and iOS operating system.



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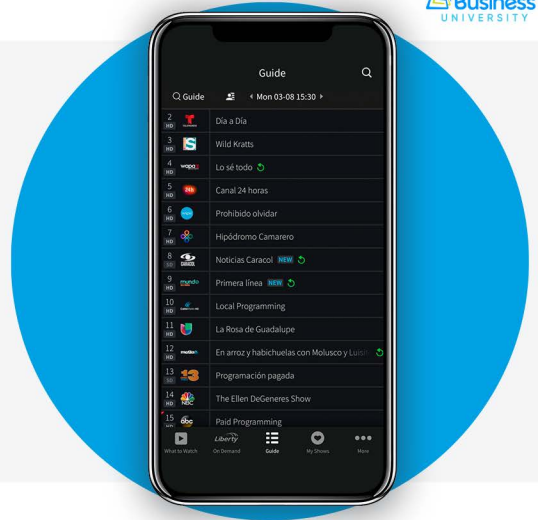
Clients with Hub TV and Clients without Hub TV

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What is Liberty Go?

We have over 130 live channels including local channels, content, series and movies. It all depends on the subscription package.

Yes! It is like carrying all your programming in your pocket anywhere you go, in the Puerto Rico area.



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Who can use it?

Liberty Go PR can be used by all clients that:

- ✓ Have active accounts
- ✓ Are in Puerto Rico, including Vieques and Culebra
- ✓ Have Apple or Android version 4.0 and beyond
- ✓ Have Internet connection 3G / 4G / 4G LTE / 5G or Wi-Fi

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How to download the App



1. In the App Store or Google Play Store's search bar enter: **Liberty Go PR** 

2. Press **Install**

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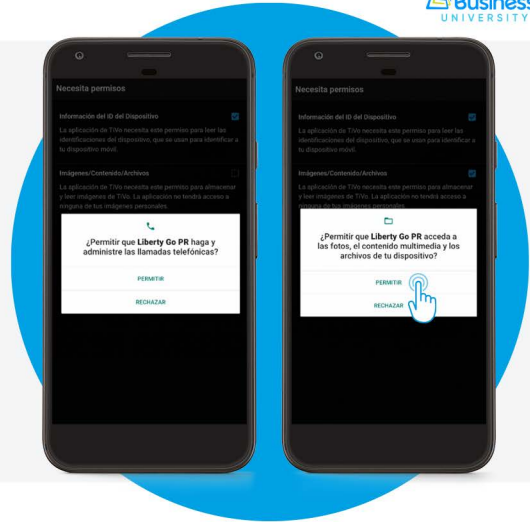
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How to download the App

Once in the App

1. You must give it access to the stored memory. If not, you will not be able to watch any playbacks.
2. Give access to the call administrator.



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How to synchronize my Liberty account with the App

Log in with the same user (email address) and password of your Mi Liberty account.

mi.libertypr.com is the platform where you can access online your account information. You have to create a user and password to access your payments, make appointments, see notifications and more.



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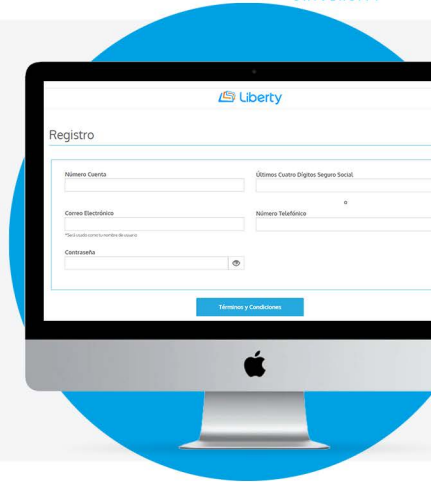
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4 How to synchronize my Liberty account with the App

If you **do not** have an account at Mi Liberty, you have to create one.

Here's how

1. Go to <https://mi.libertypr.com/Auth/Login>
2. Enter your account number, telephone number, email address, a password and the last 4 digits of your Social Security number
3. Press the "Terms and Conditions" button after reading them
4. Press "Register"
5. You will receive a confirmation email, valid for 24 hours



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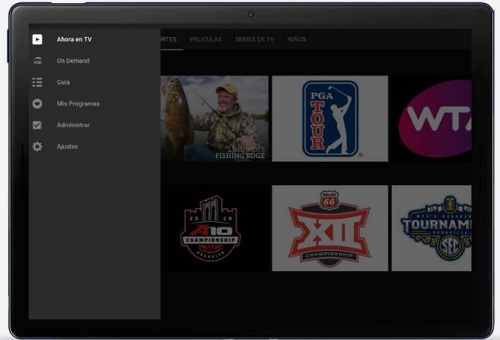
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How to use it

| This is what it looks like



App in Android



App in Android Tablet

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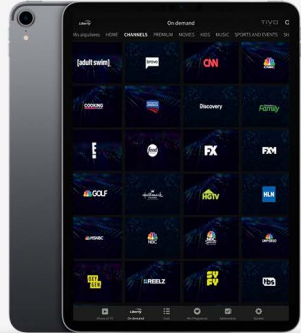
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How to use it

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App in iPhone



App in iPad

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How to use it

Important details to watch your programming

1. We recommend to use the App with a Wi-Fi connection.
2. With a 3G connection you will have standard resolution. With a 4G, 5G, LTE and Wi-Fi you will have HD resolution.
3. If your Internet connection weakens you can continue to watch the programming at a lower quality and resolution.
4. You and your family can watch content at the same time, up to 3 devices can be connected at once.
5. Remember that Liberty Go PR does not work outside Puerto Rico.



 Wi-Fi is a technology that allows your devices and equipments to connect to a wireless network.

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Functionalities

Now on TV

This will be the first section you will see.

Use the menu to access the shows available to watch live, record, bookmark and transmit.

Click the show you want to watch to see the options available.

If you have a Hub TV you can choose the record option, depending on the show.



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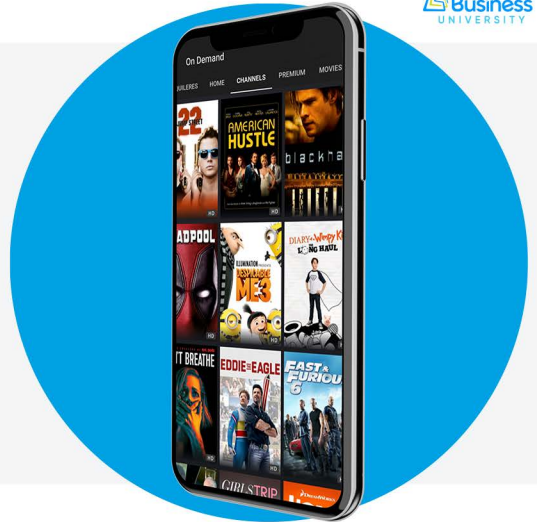
On Demand

In this section you will find the content catalog.

If you need to pause you can Bookmark that show.

Bookmark: Enjoy the exclusive content of Liberty on Demand (VOD) available through your Hub TV. This way you can continue watching it later, where you left off.

Highlight: You can watch exclusive content of Liberty on Demand (VOD) available through your Hub TV.



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Guide

1. Select the Guide menu to navigate through the programming Guide.
2. Scroll up and down the Guide columns to see more options.
3. To search for a channel, press the magnifying glass located at the top left of the Guide.



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Guide

4. To change the channel list select the Person / List icon.
5. To select a specific time, press the top part of the Guide and a date selector will appear.
6. Press the show title to see information about it and display options.



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My Shows

In this section you will see your selected shows.

Find them easily with the categories listed at the left side if you are using a tablet or in a menu option if you are using a smartphone.



If you have a Hub TV you can record shows and movies to watch them later.



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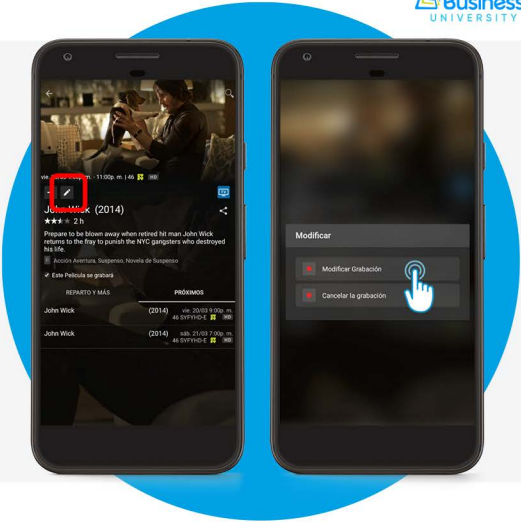
Manage

If you have a Hub TV you can find here your recorded shows.

Also you can cancel, modify or watch your recordings.

In addition to modify or cancel your One Pass*

 One Pass is a Hub TV tool that lets you record episodes of a show.



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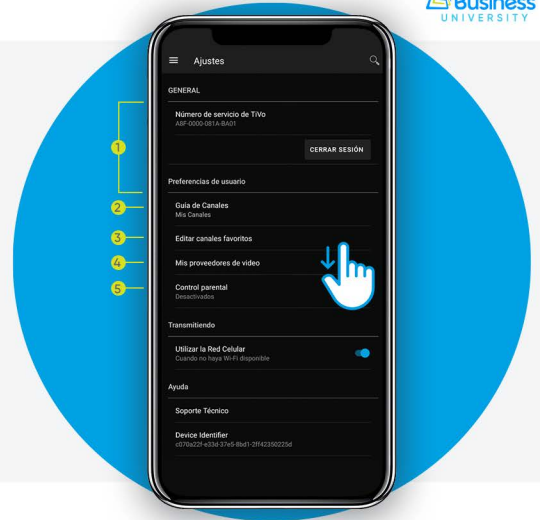
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Functionalities

Settings

In this sections you can:

1. Change the mobile App's settings
2. Channel Guide
3. Edit favorite channels
4. Change video providers
5. Manage Parental Control

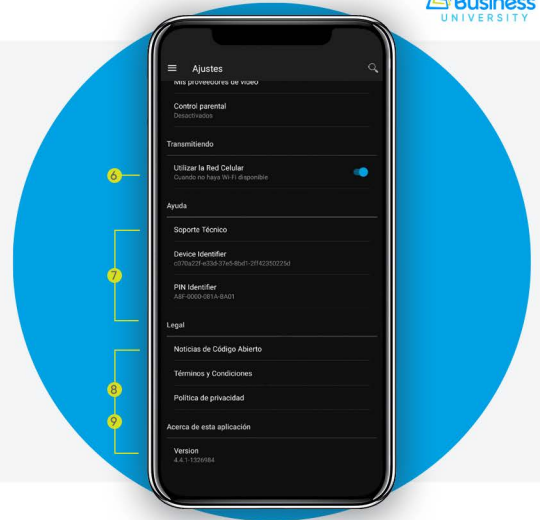


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Functionalities

Settings

- 6. Allow streaming through mobile data
- 7. Access a Help and Terms link
- 8. Find the App's version
- 9. Find your information



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Parental PIN set up

The parental PIN allows you to restrict access to inappropriate content for kids.

Activate it in the Parental Control section by clicking the left button.

Or, you can select block Parental Control and enter your PIN.

 If you have a Hub TV you can record shows and movies to watch them later.



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	STB	APP	STB	APP	STB	APP
Linear channels	X	X	X	X	X	X
Favourites	X	X	X	X	X	X
Replay	X		X	X	X	X
PVR (local storage)	X				X	
nDVR			X	X		
VOD	X		X	X (No available)	X	X (No available)
CatchUp	X				X	
Parental Control	X	X	X	X	X	X
Voice control			X			
360 integration*			X	X		
Apps			X			
Integrated search			X	X		X
Enriched linear metadata			X	X		X
Enriched non-linear metadata			X	X		X
Recommendation channels			X	X		X
Recommendation VOD	X		X	X	X	X
Web & Windows version		X		21Q1 web		21Q1 web

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Frequently asked questions

What is Liberty Go?

It's an exclusive service for Liberty TV clients that allows users to enjoy live programming channels included in their subscription package, and a TV guide through digital platforms with Internet access. It can be accessed with smartphones and tablets with Android and iOS operating systems.

What are the requirements to use Liberty Go?

- Be a Liberty (Ultimate TV, Español Primera or U-pick) video (TV) client
- Have payments up to date
- Be registered at Mi Liberty
- Have a compatible device (smartphone or tablet with Android and iOS operating system)
- Have an Internet connection of at least 3 Mbps for digital content and 5 Mbps for HD content

On which devices can Liberty Go be access?

The service is available in these platforms:

- Smartphone / tablet with Android and iOS, downloading the App at Google Play and App Store

How can I watch Liberty Go on my Android and iOS smartphone and/or tablet?

- First, download free the Liberty Go App according to your device.
- Once the App is installed, enter your Mi Liberty credentials.
- If you're not registered do it at this link: MiLiberty

What content can I watch on Liberty Go?

The service provides the following content:

- Up to 131 channels (HD and SD) depending on the video subscription package. (go to the link where you can see the available channels)
- TV Guide in all channels
- Movies and series in the On Demand section

Do I have to pay a monthly charge or fixed fee to use the App?

No, all Liberty Go content is FREE for all Liberty TV clients. Nevertheless, the channels that can be accessed vary depending on the video (TV) package the client is subscribed to.



Frequently asked questions

What are the minimum requirements that my device must have in order to use Liberty Go?

Your device must have at least these requirements:

Android

Operating System 4.0 or higher

Internet connection: The recommended speed connection for a better viewing experience are: 4G / 4GLTE or Wi-Fi: HD (high definition)

Quality (RECOMMENDED)

Apple

Operating System 8.0

Internet connection: The recommended speed connection for a better viewing experience are: 4G or Wi-Fi: HD (high definition) Quality (RECOMMENDED)

Tip: For mobile devices it is recommended to use a Wi-Fi Internet connection for a better viewing experience.

How do I get a better performance from my Internet connection?

If you use a Wi-Fi network is better that your smartphone / tablet is closer to the Modem, to avoid the interference of any object between both equipment, such as furniture, a mirror or wall.

If you use the Internet of your mobile device, restart your device or close apps that can consume data. Also, you can move to an open space with less interference to the network. This way you'll get a better performance of your Internet connection and be able to enjoy Liberty Go.

If the problem persists, restart the devices (smartphone, tablet, Modem) and try connecting less devices to the same Wi-Fi network.

If I have low Internet capacity, can I watch videos?

Yes. Liberty Go can adapt automatically the content quality and resolution depending on the Internet connection.

This means that if you have low Internet connection you can watch content in SD quality. When the signal improves you will enjoy content in HD automatically.



Frequently asked questions

Can I change a channel's language?

This will depend on the content because the information provided to do a language change comes from the content provider.

Can I watch a channel / movie / series at the same time in more than one device?

Yes, it is possible to play content in up to 3 devices simultaneously

Can I use Liberty Go outside Puerto Rico?

No. Liberty complies with transmission and broadcasting rights for Puerto Rico only. Liberty Go content cannot be reproduce abroad.

Where can I send questions, comments and suggestions?

If you have problems accessing our website or Apps, viewing movies or want to report a technical issue you can send us an email to servicios@libertypr.com or call us at 787-355-3535.

Can I watch Replay TV in the App?

Yes. The Replay TV functionality can be used in the App in those channels where it is available.

How do I set up Parental Control?

To restrict content go to Settings / Parental Control. There, you activate it. If you have not created a Parental PIN enter the default one: 9999. If you created a Parental PIN enter that one to set up the App's Parental Control, where you can:

Hide adult content

Restrict programming based on rating / classification

When should I enter my PIN?

The PIN will be asked anytime a restricted content under Parental Control would like to be watched. It's also asked to access the Parental Control Settings.

How do I change or create my PIN?

The Parental Control PIN can be changed in the Parental Control options: Settings / Parental Control. If you forget your PIN call client service at 787-355-3535.

Can I program a show or series recording from the App?

Yes, if you are a Hub TV client. Scroll through the Guide to find the show you want and press the option Get this show to program the recording.





Now that you have **Liberty Go PR** enjoy your favorite shows, series and movies with Puerto Rico's faster network. Watch your programming from anywhere you are.

If you have problems accessing **Liberty Go PR** send an email to:



www.libertypr.com/libertygo



servicio@libertypr.com



787 • 355 • 3535



Liberty Go is part of Liberty Puerto Rico's video service. Visit <http://www.libertypr.com/terminos> for the full terms and conditions, including the Residential and Commercial Service Agreement and <https://www.libertypr.com/hubtv/legal/privacy> for the privacy policy applicable to Liberty Go PR. To use the Liberty Go PR service, you must be registered at mi.libertypr.com. Liberty Go PR requires a proper Internet connection to view programming in high definition (HD). Liberty Go PR service is not available outside of Puerto Rico.