

TV & Internet Helper

Laguna Woods Village - Ting internet + DIRECTV Gemini

Cable TV ends
Nov 30, 2026



Step-by-step help, with photos, on your phone or tablet

1. Open the camera on your phone or iPad.
2. Point it at the square code on the left.
3. Tap the yellow link that pops up.

Or type this in any web browser:

lwvlife.org/en/tv-help

Have ready before you start:

1. Wi-Fi name + password (installer's card or bottom of the eero)
2. Your DIRECTV welcome email (temporary username + password)
3. Google account - optional, only for the voice button

Black screen or "No Signal"

Pick up the TV's OWN remote (Samsung, LG, Sony, Vizio).
Press INPUT or SOURCE.
Choose the HDMI number your DIRECTV box is plugged into.

Write it here: HDMI ____

No internet (eero light red)

Look at the white eero box.
White light = good.
Red light = no internet.
Pull the MIDDLE cord out of the back. Count to 30. Plug it back in. Wait 3 minutes for a white light.

Remote does nothing

Pull the plastic tab out of the back of the remote (first time only).
Point it at the DIRECTV box.
Hold REWIND and FAST FORWARD together. Count to 3. Let go.

The DIRECTV remote: 4 buttons you need

ON / OFF: TV and box together.

MICROPHONE (colored dot):
hold it, say "Watch ABC",
then let go.

GUIDE: channel list.

HOME: apps. Village Television
is an app, not a channel.



Popular channels (say the name into the remote)

2	KCBS - CBS	4	KNBC - NBC
5	KTLA	7	KABC - ABC
9	KCAL	11	KTTV - FOX
28	KCET - PBS	50	KOCE - PBS
202	CNN	360	Fox News
206	ESPN	218	Golf
312	Hallmark	229	HGTV
231	Food Network	245	TNT

Standard DIRECTV numbers. Not sure? Just say the name.

Who to call

Ting internet (eero, no internet): 844-846-4994

DIRECTV (TV box, remote, channels): 866-258-8766

In person: Mac Lab, Community Center

3rd floor, 24351 El Toro Rd. Mon-Wed 9-12, 1-3