

MOVE-IN GUIDE

Ting & DirecTV at Laguna Woods Village

Resources

- Visit internet.ting.com/ting-laguna-woods-village for service info.
- Use the Laguna Woods Village Chatbot for quick support and FAQs: internet.ting.com/lwv-help-center.
- Contact DirecTV for help or upgrades: 866-258-8766.

Chat if you have questions!

Activate & Set Up

Ting Fiber Internet is already active at your address. Set up your account and Wi-Fi using the Eero app.

- The new move in resident needs to reset the Eero,

Step 1: Perform factory reset

- Ensure it is powered on for at least 45 seconds
- Press and hold the small reset button on the back/bottom for 15 seconds until the LED flashes red.
- The device will then reboot and flash blue, indicating it is ready to be reconfigured.
- Once it is flashing blue, the Eero is reset.

Step 2: Set up a new network via the app

- Open the eero app and follow the on-screen instructions to set up a new network.
- The app will guide you through the process, which may include entering the serial number for your eero.
- Create a new Wi-Fi name and password for your network.
- If no equipment is installed, call Ting for installation
- DirecTV: call 800-531-5000 to start service and receive your Gemini stream boxes.



Equipment & Wi-Fi

The following equipment should already be installed in your home:

- Optical Network Terminal (ONT)-black box
- Eero 7 mesh Wi-Fi router-white box
- Eero features:
 - Covers ~2,000 sq. ft. with reliable Wi-Fi 7 speeds
 - Smart mesh technology eliminates dead zones
 - Built-in Zigbee hub for smart devices (works with Alexa)
 - Learn more: internet.ting.com/help-center/articles/what-can-my-eero-7-do-for-me



Billing

Your Ting Internet and DirecTV package are included in your HOA dues - no separate bill or login required.

Upgrade costs for extra channels or packages are billed by DirecTV.

DIRECTV Service:

The bulk DirecTV package includes

- Two Gemini streaming devices with voice remotes (shipped to your door)
- Entertainment package
- Max bundle (HBO, Cinemax, Max app)
- Paramount+ with Showtime
- Gemini device notes:
 - Easy self-install with included instructions
 - Voice remote requires a Gmail account for voice features
 - For support or upgrades, call DIRECTV: 866-258-8766

Need Help?

- Ting Internet Support: 1(844)-846-4994 tinginternet.com/lagunawoodsvillage
- DirecTV Support: 1(866)-258-8766 (Mon-Fri 7 a.m.-11 p.m. CST; Sat 8 a.m.-9 p.m.; Sun 9 a.m.-7 p.m.)

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Moving Out

Before moving out, please notify Laguna Woods Village. They will update Ting on your behalf.

Leave Behind (Do Not Remove or Unplug)

- These devices are linked to your unit and must stay in place:
 - Ting ONT modem
 - Eero 7 router

Take with You

- Take these devices with you when you move:
 - DirecTV Gemini streaming devices
 - DirecTV voice remotes
- At your new home, call DIRECTV (866-258-8766) to set up your new account and reconnect your devices.

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Leave in home



Leave in home



Take with you