

Stream TV User Guide

FOR FIRE STICKS & SET TOP BOXES



Stream from your computer
at streamtv.gardonville.net

www.gctel.com/support | (320) 524-2211 | 24x7 Help Desk (320) 834-5155

gardonville
cooperative telephone association

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Getting Started

Account Set Up

To get started, please call our office at (320) 524-2211 to have our team create a Stream TV account for you. You will be required to provide us with an email address.

Once we've created your account, you will receive an email from streamtv@gardonville.net. Open the email and follow the instructions to complete your account set up. Please note the link within the email expires within 24 hours.



Username and Passwords

Use this space below to help keep track of your Stream TV usernames and passwords! To reset your password, go to: Streamtv.gardonville.net and click "Forgot password?" link

Stream TV Username (email address)

Password

Network Name (SSID)

Password

*Amazon Username (email address)
Fire Stick Only*

*Amazon Password
Fire Stick Only*

Parental Controls Pin Number

Identify Your Remote



Fire Stick Remote
Continue to Page 4

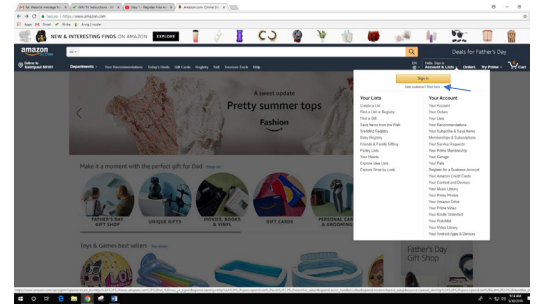
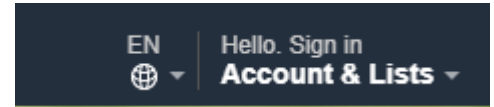


Set Top Box Remote
Continue to Page 9

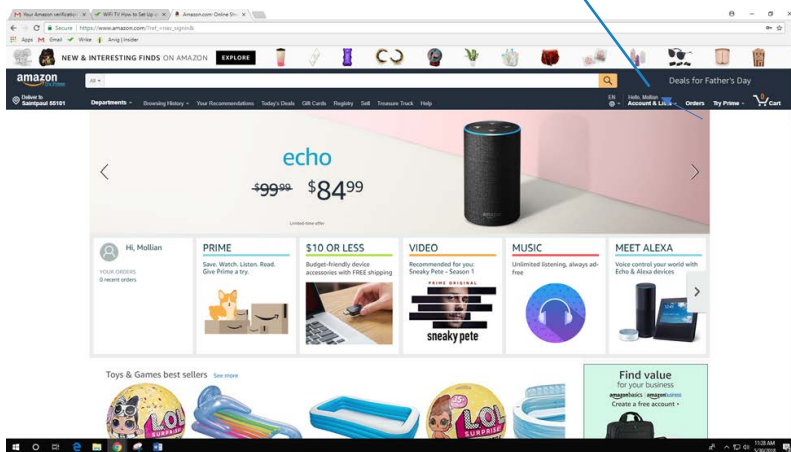
Create a Free Amazon Account

(FOR FIRE STICK ONLY)

1. Go to amazon.com
2. Put the cursor on the **Account & Lists** tab
3. Under the Sign in button, click **Start here**
4. Create an account



5. Click **Create your Amazon Account**
6. Once you have created your Amazon account, you should see Hello, (insert your name here) directly above the Accounts & Lists tab.



How to set up an Amazon account without entering credit card info:

1. Go to Amazon.com and click create account.
2. Enter in your account information.
3. Go to your email to get the verification code to enter into Amazon.
4. Click on Your Account.
5. Select Your Addresses.
6. Click Add Addresses.
7. Enter your address information.
8. On the address screen scroll down
9. and select 1-click settings.
10. Click on Make Default. It will open a payment pop up, you can click the "X" in the upper right corner. You can now set up the firestick and download free apps without entering credit card info.

Fire Stick Remote



Fire Stick Functionality

1. Turn on your TV using your Fire TV Stick remote control. You can also use this remote to adjust volume. *(If your Fire TV Stick remote doesn't have power and volume buttons, use your TV's remote control to operate these functions.)*
2. On the Fire TV Stick Home menu, press the **Navigation** button on the Fire Stick's remote control to highlight the Stream TV app, press **Select**. *(If your streaming device is not plugged in to HDMI port 1 on your TV, you will need to tune your TV to the correct input using the input or source button on your TV's remote control.)*
3. Choose the correct profile (if applicable), press **Select**.
4. Programming resumes on the last channel viewed.



To conserve bandwidth when not in use, press the **Home** button on the remote control to return to the Fire TV Stick Home menu.

Downloading the Stream TV App

Download the Gardonville Stream TV app from the app store of your device.

If you're using a Fire TV Stick, look for the the magnifying glass icon (🔍) near the top left corner of the screen. Using the **Navigation** button, press over until you get to the 🔍 icon. Using the **Navigation** button, press down to begin typing in 'Gardonville Stream TV'. Next, press down using the **Navigation** button, to highlight 'Gardonville Stream TV'. Press the **Select** button.



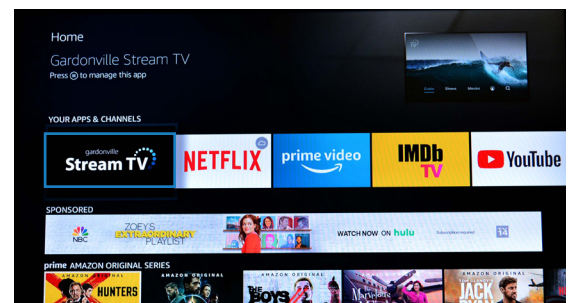
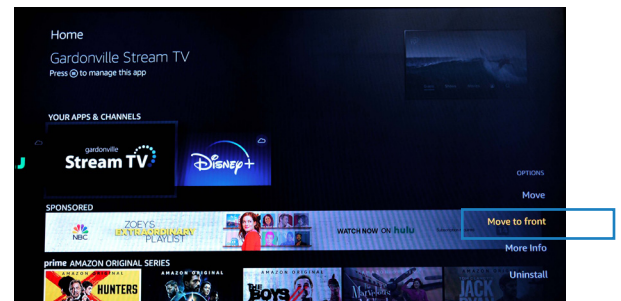
You will then need to log in to the Gardonville Stream TV app using your username (*email address*) and password. *See page 1.*

If you need assistance, please call (320) 524-2211.

Pin the Stream TV App

To keep the Stream TV App front and center, pin it to the front of your app list.

1. On the Fire TV Stick Home menu, press the **Navigation** button down to highlight the first app in the "Your Apps and Channels" section. The selected app will look larger than the others.
2. Once there, press right on the **Navigation** button to scroll to the right until you reach the Stream TV app. Press the **Select** button.
3. Press the **Menu** button.
4. Using the **Navigation** button, press down to highlight 'Move to front' and press the **Select** button.
5. The Gardonville Stream TV app will now move to the front of all other apps.



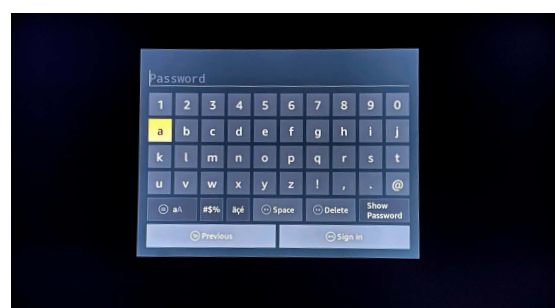
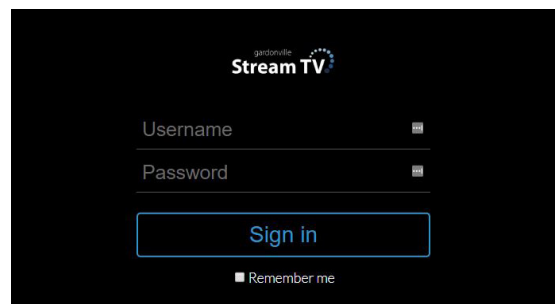
Stream TV App: Sign In/Sign Out

When accessing the app the first time, or to sign in after signing out, please enter your username and password. *The username is the full email address you signed up with. If you've signed on previously, the email address may be auto-filled.*

1. On the sign-in screen, press **Select** to access the on-screen keyboard.
2. Press left, right, up and down on the **Navigation** button to highlight letters, numbers and symbols on the on-screen keyboard and press the **Select** button to enter the character.

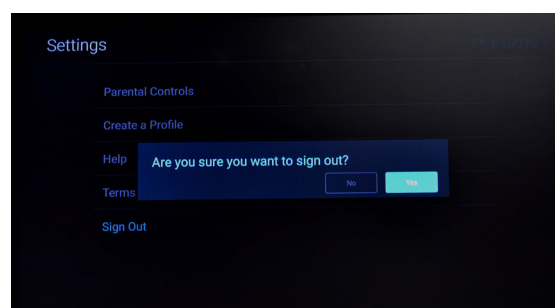
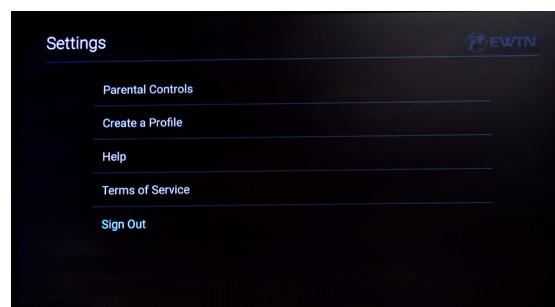
To access capital letters and symbols, select those keys on the keyboard. Some of the popular keys have remote control shortcuts—see the image on the keys.

3. When done, press left, right, up and down on the **Navigation** button to highlight the Next key and press **Select**.
4. Repeat steps 2 and 3 to enter your password.



To sign out of the Stream TV App:

1. On live TV, press the **Menu** button to access the TV menus.
2. Press left or right on the remote's **Navigation** button to highlight Profile (smiley face 😊) and press **Select**.
3. Press up on the **Navigation** button to highlight the Settings menu icon (cog wheel ⚙️) in the upper right corner of the screen and press **Select**.
4. Press down on the **Navigation** button to highlight Sign Out and press **Select**.
5. A popup window will appear asking, "Are you sure you want to sign out?" Press **Select** to choose Yes.



Set Top Box at a Glance

Top View



- 1 Power Button:**
Used to power the Kaon STB On or Off.

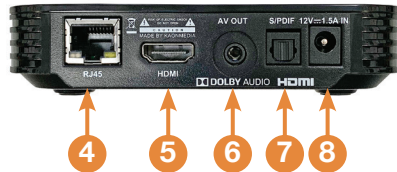
Front View



- 2 Status Indicator LED:**
Indicates power status of STB (Red = Off, Green = On).
- 3 Infrared (IR) Sensor:**
Used to communicate with the KURV Remote Control.

Set Top Box at a Glance

Rear View



- 4 RJ45:**
10/100 Ethernet port used to connect to a home router.
- 5 HDMI:**
Digital A/V output, used to connect to a TV via HDMI cable.
- 6 AV Out:**
SD Analog A/V output, used to connect to older-style TVs that do not support HDMI connections. Ask your installer for an RCA composite breakout cable if one was not included.
- 7 S/PDIF:**
Optical Audio output, used to connect to external Sound bar or Surround Sound system. An optical cable with TOSLINK connectors is required (not included).
- 8 12V/1.5A In:**
DC Power port, used to connect via the power adapter.

Side View



- 9 USB:**
This port has an output power capability of 5V DC @ 1 amp.

Set Top Box (STB) Remote

Hot Keys

- 1 MENU:**
Displays the Main Menu.
- 2 LAST:**
Displays the last 15 items that have been watched.
- 3 HOME:**
Displays the main Android TV menu including access to Apps.
- 4 GUIDE:**
Displays the Electronic Program Guide (EPG).
- 5 SHOWS:**
Displays the shows that are presently available for viewing On Demand (VOD).
- 6 MOVIES:**
Displays the movies that are presently available for viewing On Demand (VOD).

Backlighting

The remote control is a motion detecting device and will backlight when the remote is picked up or moved.

Backlighting will remain on for 30 seconds.



Remote Control Battery Installation

The remote requires two AA batteries.

1. Hold the remote with keys facing the floor. Battery cover is the entire back of the remote.
2. Using the ridges, slide the back cover towards the bottom of the remote.
3. Remove the cover and insert batteries in the direction shown.



STB Remote Functionality



Button Functionality



KURV 2.0 Voice
Remote Control Shown

- 1 TV POWER:**
Powers on or off TV if remote is programmed with a TV infrared code.
- 2 TV INPUT:**
Changes video input on TV if remote is programmed with a TV infrared code.
- 3 POWER:**
Switches STB power on or into standby or off mode. Will also control TV power and audio system after remote has been programmed with a TV/Audio Infrared code.
- 4 PAGE (Up or Down):**
In the GUIDE or MENU screens, scrolls one page up or down.
- 5 MENU:**
Launches the MAIN MENU within the App with Live Video or last viewed On-Demand program.
- 6 LIVE TV:**
Tunes to the last content viewed in the App.
- 7 MUTE:**
Mutes the audio on your audio device(s) (TV, Audio System, or STB).
- 8 VOLUME (Up or Down):**
Increases or decreases volume levels on your audio device(s).
- 9 CHANNEL (Up or Down):**
Selects the previous and next available channels. (Hold for rapid advance.) Within MENU or GUIDE acts the same as Page Up/Page Down.

STB Remote Functionality

- 10 GOOGLE HOME:**
Launches AndroidTV main menu including access to Apps.
- 11 LAST:**
Displays the last 15 items that have been watched.
- 12 BACK / EXIT:**
Returns to previous menu or state within current App. From live video, this key opens the Main Menu.
- 13 GUIDE:**
Launches the Channel GUIDE (EPG) within the App.
- 14 ARROWS:**
Moves to highlight items in respective direction.
- 15 OK / SELECT:**
Short Press - Confirms a selection. When watching video in the App, info on the current video playing appears, including the time shift bar.
Long Press - Invokes the App search menu. This is the same function as the magnifying glass in the Main Menu.
- 16 SHOWS:**
Launches the SHOWS play list in the App.
- 17 MOVIES:**
Launches the MOVIES play list in the App.
- 18 SEARCH / VOICE:**
 Launches text-based Google Assistant search.
  Launches voice-based Google Assistant search.
- 19 RECORD:**
Begin recording selected content in the App.
- 20 REWIND:**
Fast rewinds VOD, or live TV.
- 21 FAST FORWARD:**
Fast forwards VOD, or live TV.
- 22 PAUSE / PLAY:**
Play or Pause toggle of VOD, or live TV.
- 23 0-9:**
Enters channel numbers in the GUIDE or full screen video.
- 24 SET:**
Setup the remote to control the TV, and to program an audio device with Infrared (IR) commands.

Pairing your Set Top Box with Your TV

The tech who is doing your install will make sure your TV is paired with your Set Top Box. The only time you will need this is if you get a new TV, or if you move your TV.

You can switch what the device the remote is controlling volume on:

Hold set until the LED goes green, then press volume down; this will switch the remote to control STB volume.

Hold set until the LED goes green, then press volume up; this will switch the remote to control TV volume.

TV Codes for Remote Pairing - Top 10 US TV Brands

For a full list of TV brands, please visit our website: www.gctel.com/support

TV / Remote Programming

Prior to programming remote control to control volume on TV/Power Bar, ensure that volume on those devices is fully turned up. This will yield the widest audio dynamic range when remote is used to control volume on those devices.



By default, the remote controls the Volume on TV, and Power on the STB. To program the remote to the TV, such that remote Master Power key presses adjust Power and Volume on the TV by Infrared commands directly follow the instructions below:

- Press and hold the **Set** key until the remote LED turns green.
- Enter the 5-digit code as shown in **Appendix A**.
- Successful programming is indicated by two green blinks of the LED.
- Unsuccessful programming is indicated by two red blinks of the LED.


TV Maker / Brand	Code Number										
SAMSUNG	10305	10265	10001	10012	10051	10092	10011	10118	10124	10132	10145
	10176	10221	10306	10542	10315	10439	10479	10408	10543		
LG (GOLDSTAR)	10011	10093	10103	10113	10118	10132	10346	10315	10439		
SONY	10043	10075	10117	10130	10067	10170	10238	10247	10309	10409	10452
VIZIO	10011	10315	10351	10530							
PANASONIC	10076	10010	10038	10057	10005	10148	10150	10169	10308	10359	10485
SHARP	10260	10020	10025	10028	10033	10034	10132	10151	10235	10236	10361
	10375	10436	10011								
TOSHIBA	10021	10013	10035	10041	10052	10063	10092	10142	10146	10178	10179
	10393	10303	10464	10419	10517						
DYNEX	10091	10347	10366								
TCL	10256	10371	10267								
SKYWORTH	10522										


TV Code Auto-Search Method


If you cannot find your TV code, use this method to find control programming:

- Press and hold the **Set** key for 3 seconds, until the LED turns green.
- On the remote Press **9 9 1**.
- Press the **CH**  sequentially until the TV turns off.
- Press the **OK / SELECT**  key to enter this control into the remote.
- Successful programming is indicated by two green blinks of the LED.

Remote Behavior




If the remote has been programmed to the TV as described on the previous page, the Remote's TV power button () will control the TV power only.

This will not affect the powered state of the STB. The "all devices" power button () will control the TV power as well as the STB power states if remote has been fully programmed with TV and Audio system.

The "all devices" power button () may be used in two ways while system is fully powered on:

Short Press: Will turn off TV and put the STB into a standby mode.

Long Press: User will be prompted if they want STB to be powered down (non-standby) mode. If OK is selected, the TV and STB will all be powered down. The STB will be fully powered down and not be in standby mode.

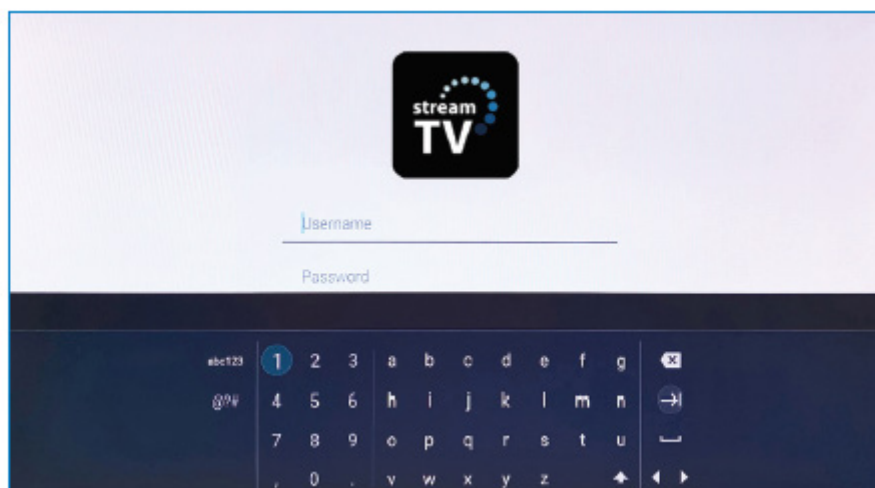
NOTE: To prevent the STB and the "all devices" power button () user input reactions from becoming unsynchronized (i.e. the "all devices" power button () turns the TV Off while turning the STB On, or vice versa) it is recommended to use only Short Presses of the "all devices" power button ().

If a Long Press of the "all devices" power button is used to Power Off the TV, it **MUST** be followed by a Long press to turn the TV back On. If a Long Press to turn the TV Off is followed by a Short Press to turn TV On, the TV and STB may become unsynchronized with the respect to being On or Off at the same time.

If the TV and STB become unsynchronized with respect to power button presses, power cycle (i.e. Remove power) to the STB, while the TV is On. This will re-synchronize the TV and STB power.

Turning Your TV On and Off with a Set Top Box Remote

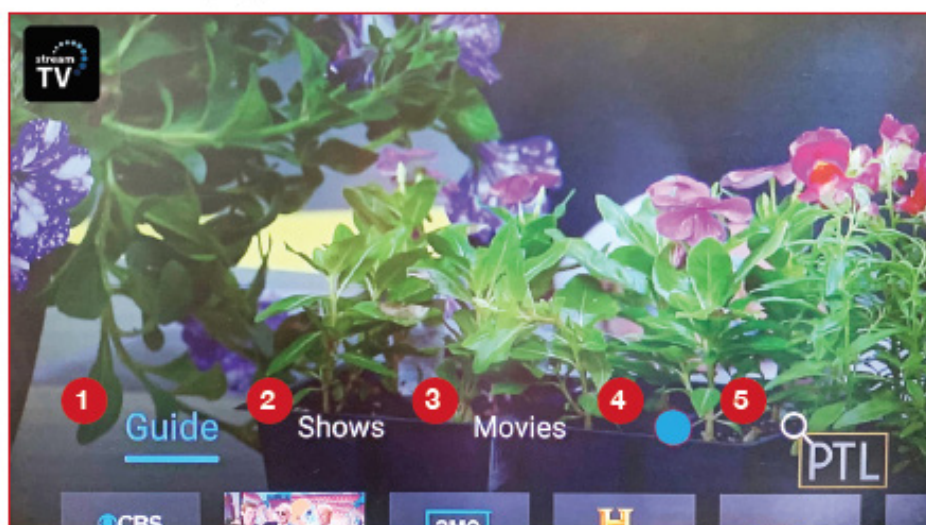
1. The TV and / or STB may be powered on using the power button on either your TV remote, or the KURV remote. If the KURV remote has been paired to control TV, STB, and audio sound bars, press the main power button to turn everything on at once.
2. To view live TV using the Gardonville pre-installed app, you must be signed in using your login credentials (see page 1)



Guide Display with the Set Top Box

To navigate, click on the menu button to show the menu components.

We will go through the menu options (Guide, Shows, Movies, User Profile & Search) in more detail on additional pages.



Changing the Volume on a Set Top Box

You can switch what the device the remote is controlling volume on:

Hold set until the LED goes green, then press volume down; this will switch the remote to control STB volume.

Hold set until the LED goes green, then press volume up; this will switch the remote to control TV volume.



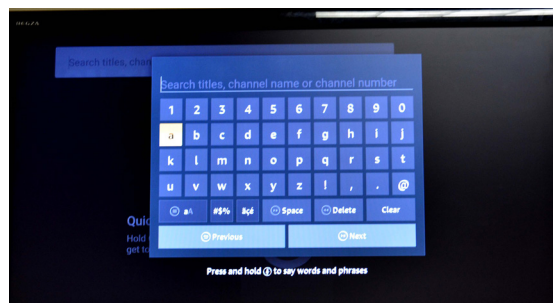
Menu Navigation Tips

Changing the Channel

To move up or down one channel on live TV, press up or down on the remote's Navigation button.

To input a specific channel number, on live TV press and hold the **Select** button for about two seconds, then let up.

A search box with a keyboard appears; press the **Navigation** button to highlight numbers on the onscreen keyboard and press the **Select** button to enter the character. Choose the Next key when done. *(Some of the popular keys have remote control shortcuts—see the image on the keys.)*

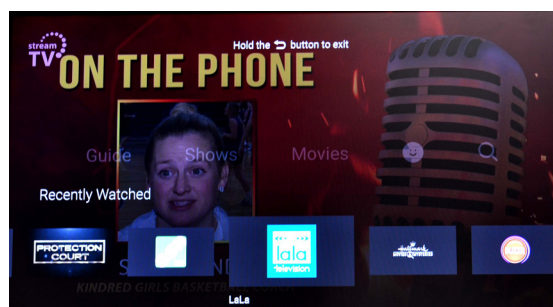
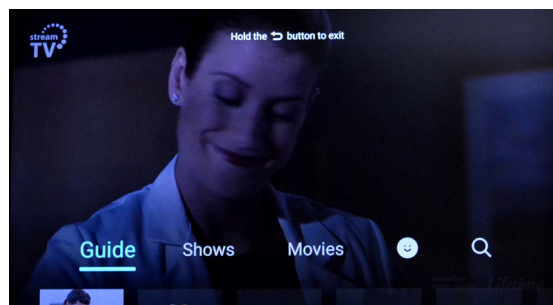


Menu Button

The Menu button gives you access to all the features of your Gardonville Stream TV service, including searching, recording, parental controls and more.

Before accessing your on-screen menus, it's helpful to know how to choose, select and exit from the menu screens.

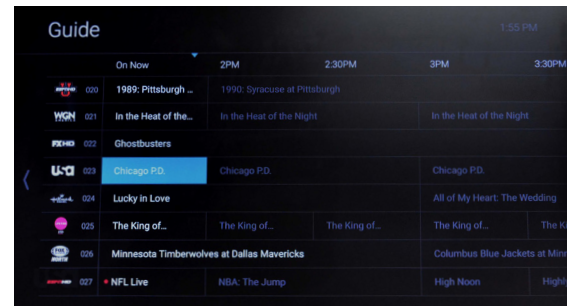
1. On live TV, press the **Menu** button to access the TV menus.
2. Press left or right on the remote's **Navigation** button to highlight items in the horizontal menu that appears at the bottom of the screen. Or press down to view and choose Recently Watched channels and programs.
3. Press **Select** to enter your desired menu.
4. Press **Back** to return to the last menu screen you viewed.
5. Press **Back** again to close the menu and return to live TV.



Guide

See what's currently playing and scheduled on TV using the interactive Guide. With 2 1/2 hours of program listings for 8 channels at a glance, the Guide is easy to use and navigate. Listings include content for one week in advance.

(Currently available on the TV platform only.)

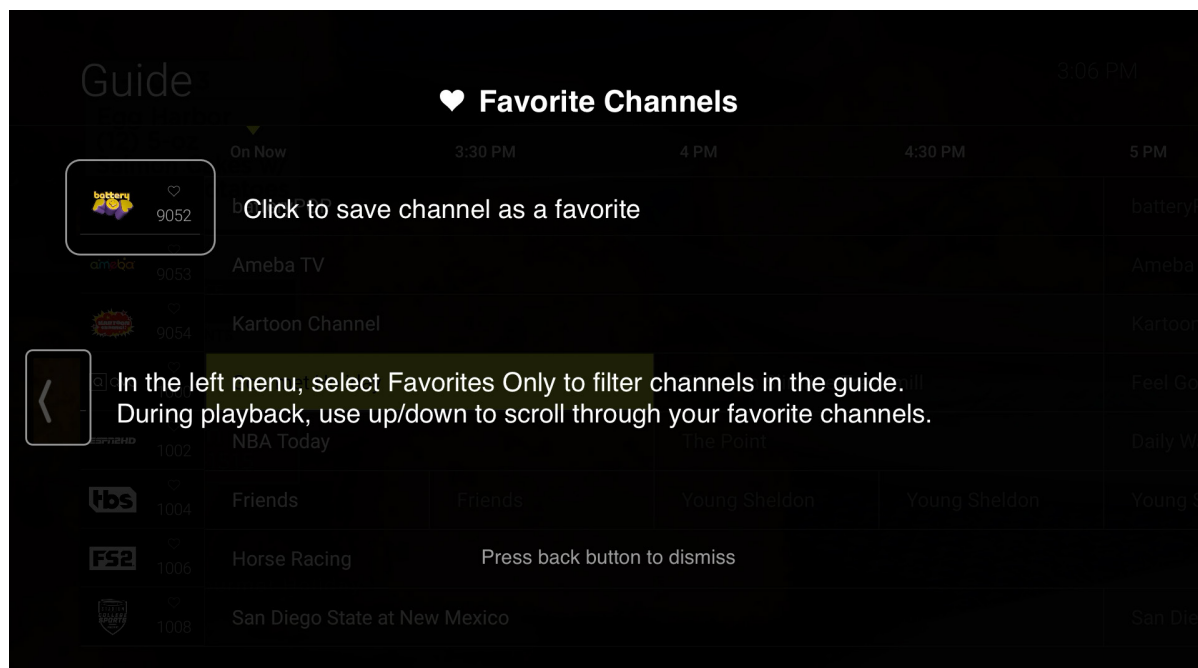


1. On live TV, press the **Menu** button to access the TV menus.
2. Press left or right on the remote's **Navigation** button to highlight Guide and press **Select**.
3. The current program is highlighted in blue. Press left, right, up and down on the remote's **Navigation** button to move around the listings grid.
4. Press **Select** for more information, viewing options and a preview of the highlighted program in the grid.
 - If the program is currently playing, press **Select** to Play, or press right on the **Navigation** button to Record or view Series Info.
 - If the program is airing in the future, press **Select** to Record, or press right on the **Navigation** button to view Series Info.

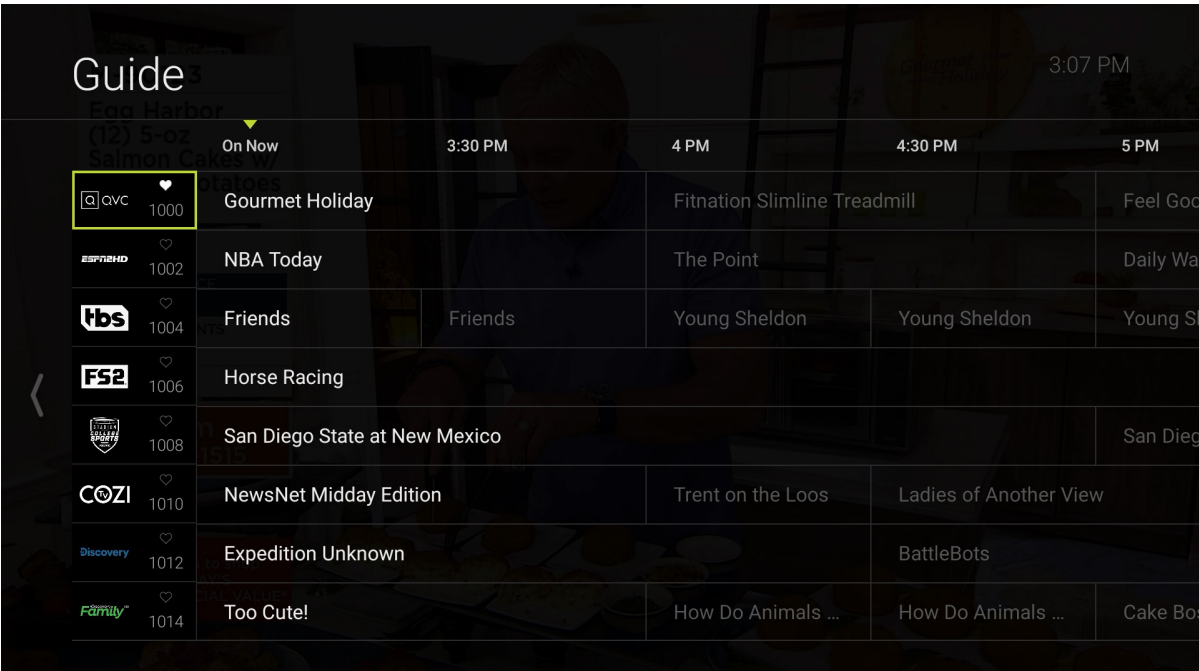
Favorite Channels

You can save your favorite channels to a separate guide. This is not available on the desktop version.

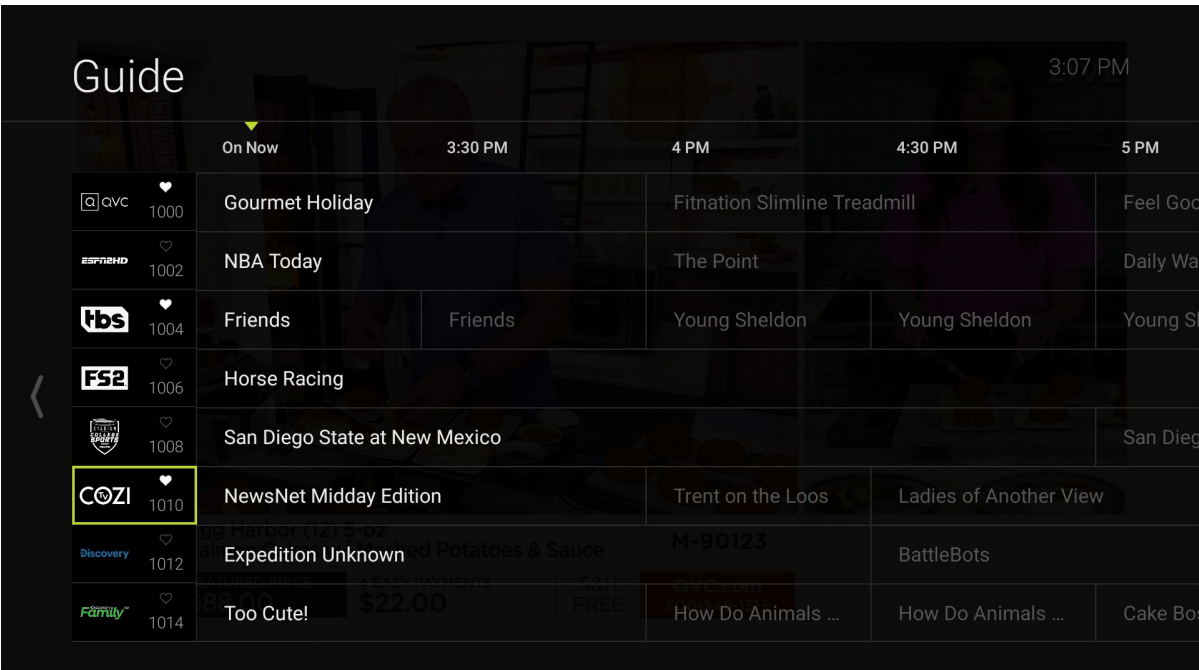
1. The first time you click on the **Guide** you will see the Favorite Channels information on the screen. This info page only shows the first time you go into the guide.



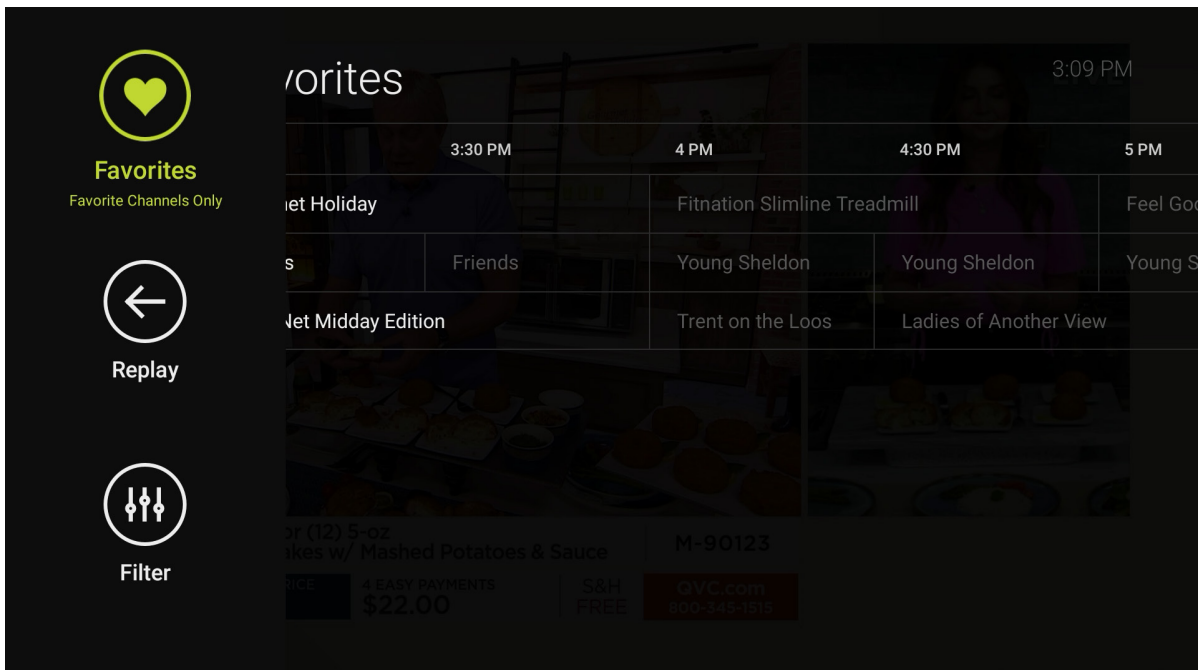
2. Use the arrow key on the remote to move over to the channel to make a favorite - *in the below snip channel 1000 is highlighted*. Selecting the channel will show solid heart denoting a favorite channel.



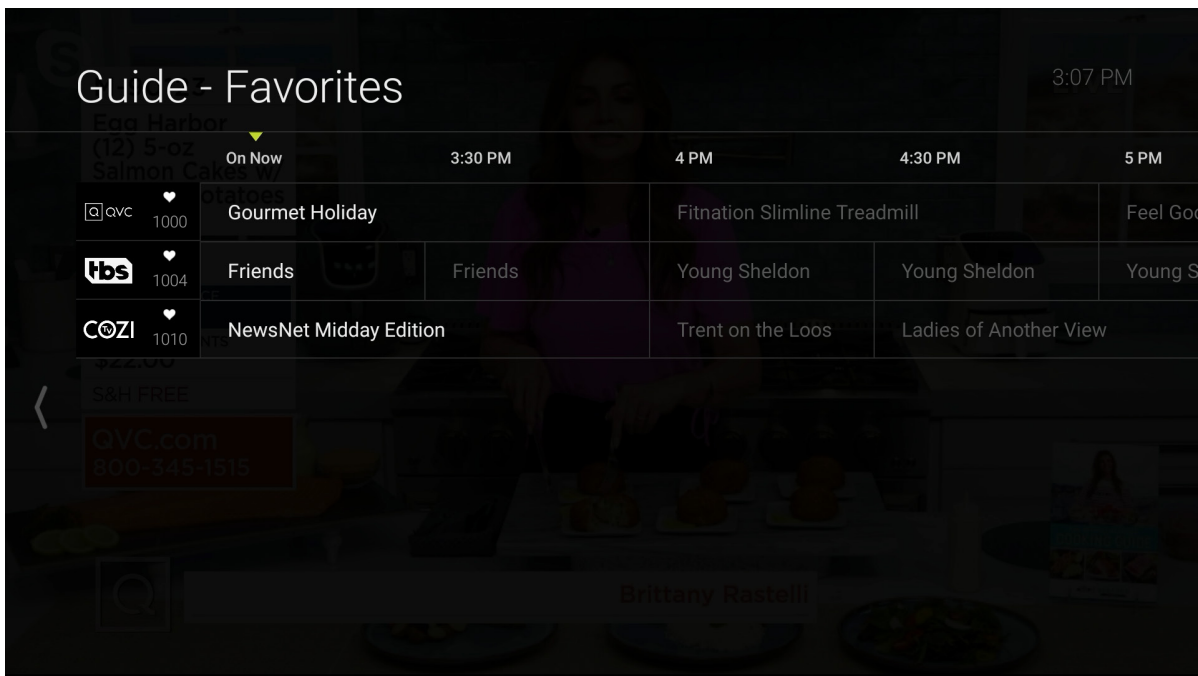
3. Channels that are made favorites will show up with a solid heart in the full guide view as well.



4. Click the back arrow on the remote to toggle between the full guide view and favorites guide view.



5. Once the favorites view is selected only those channels set as favorites will show up in the guide. This will save as the default view each time you go into the guide unless the feature is turned off.

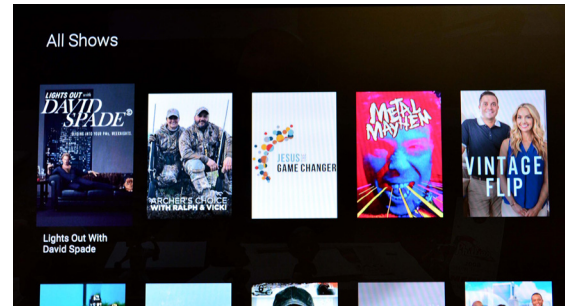


6. To go back to the full guide view, click the back arrow and unselect the favorite channels only option.

Shows

Channel surfing couldn't be simpler! View television programs as a curated tile-view sorted by genre—both live and upcoming.

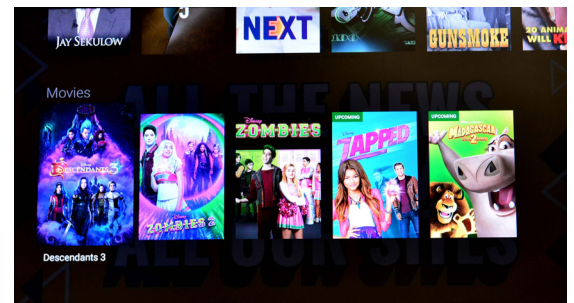
1. On live TV, press the **Menu** button to access the TV menus.
2. Press left or right on the remote's **Navigation** button to highlight Shows and press **Select**.
3. DVR recordings are shown first if available.
4. Press left, right, up and down on the **Navigation** button to move around the program choices. The selected program will look slightly larger than the others and show program information under it.
5. Currently playing programs are marked LIVE in the upper left corner of their image tile. Press **Select** for more information, viewing options and a live preview of the highlighted program in the grid.
6. If you select a program not currently playing, you will still be shown more information including the date and time it is scheduled to air. If there is a different episode of the same program currently playing, you have the option to Play Most Recent. You may also View All Episodes which will provide information for all scheduled episodes.



Movies

Each month, we deliver movies either live, upcoming or on Replay. Browse available titles as a curated tile-view sorted by genre.

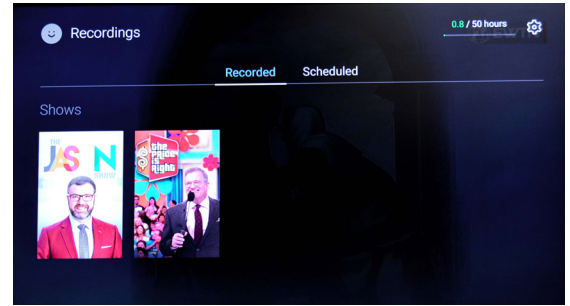
1. On live TV, press the **Menu** button to access the TV menus.
2. Press left or right on the remote's **Navigation** button to highlight Movies and press **Select**.
3. Press left, right, up and down on the **Navigation** button to move around the title choices. The selected movie will look slightly larger than the others and show its name under it.
4. Currently playing programs are marked LIVE in the upper left corner of their image tile. UPCOMING titles are scheduled to air, and the remaining titles are on Replay.
5. Press **Select** on any for more information, viewing options and a preview image.



Profiles

Quickly see and watch your recordings and scheduled recordings, and adjust settings for your profile.

1. On live TV, press the **Menu** button to access the TV menus.
2. Press left or right on the remote's **Navigation** button to highlight Shows and press **Select**.




The screen will open on Recordings and also displays how much time you have used of your available Cloud DVR in the upper right corner of the screen.

1. Press left, right, up and down on the **Navigation** button to move around the title choices. The selected program will look slightly larger than the others and show its name under it.
2. Press **Select** on any for more information, viewing options and a preview image.

To view scheduled recordings, use the **Navigation** button and highlight Scheduled.

1. Press left, right, up and down on the **Navigation** button to move around the title choices. The selected program will look slightly larger than the others and show its name under it.
2. Press **Select** on any for more information, viewing options and a preview image.

Press up on the **Navigation** button to highlight the Settings menu icon (cog wheel ) in the upper right corner of the screen. In this menu, you'll see:

- Change Profiles (when multiple profiles have been created, see page 12)
- Parental Controls
- Manage Profiles
- Help
- Terms of Service
- Sign Out

Press up and down on the **Navigation** button to highlight the various options, then press **Select** to choose one. Press **Back** to return to the last menu screen you viewed.

Search

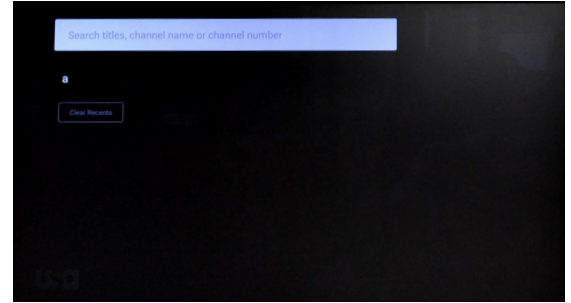
Search programming by titles, channel name or channel number. This feature also stores recent searches for quick use in the future.

1. On live TV, press the **Menu** button to access the TV menus.
2. Press left or right on the remote's **Navigation** button to highlight Shows and press **Select**.
3. Press left, right, up and down on the **Navigation** button to highlight letters, numbers and symbols on the on-screen keyboard and press the **Select** button to enter the character.

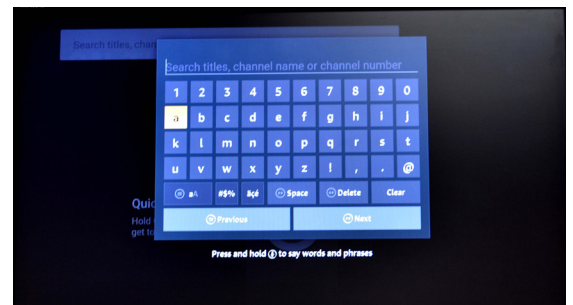
To access capital letters and symbols, select those keys on the keyboard. Some of the popular keys have remote control shortcuts—see the image on the keys.

4. A list of results appear in the background as you type. The more letters you enter, the more exact the results will be.
5. When done, press left, right, up and down on the **Navigation** button to select the Next key.
6. Press left, right, up and down on the **Navigation** button to move around the title choices. The selected program will look slightly larger than the others and show its name under it.

7. Press **Select** on any for more information, viewing options and a preview image.



Quick Search on Firestick

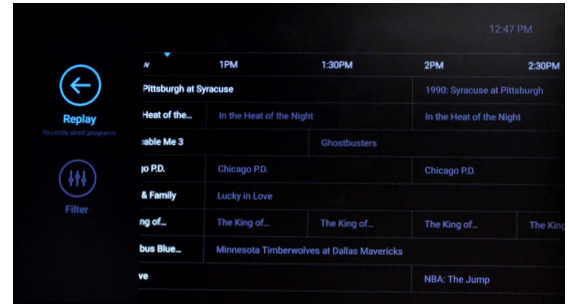


How To Use Features

Replay

Never miss another show. Watch up to the past 72 hours of shows, movies, and sports across most of our channel lineup.

1. On live TV, press the **Menu** button to access the TV menus.
2. Press left or right on the remote's **Navigation** button to highlight Guide and press **Select**.
3. The current program is highlighted in lime green. Press left on the remote's **Navigation** button to access the Replay sidebar menu. Press **Select** to access all available titles, or press down then **Select** to filter options by sports, news, movies or kids.
4. Browse available titles as a curated tile-view sorted by channel.
5. Press left, right, up and down on the **Navigation** button to move around the title choices. The selected program will look slightly larger than the others and show its name under it.
6. Press **Select** on any for more information, viewing options and a preview image.



Replay content cannot be recorded and includes commercials, but you can fast forward through them.

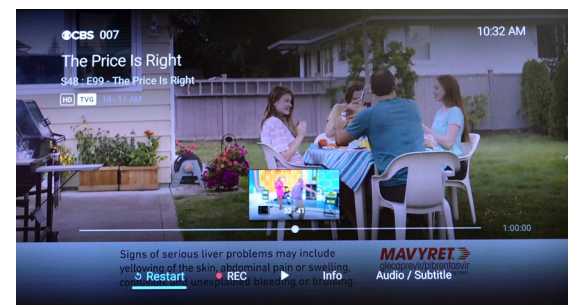
7. To return to live TV, press right on the remote's **Navigation** button repeatedly to access live programs, press **Select**.

Replay TV is enabled/disabled on an individual show and/or network basis. This means that not all shows or all networks allow this feature as part of our content agreements.

Restart

Missed the beginning of a program? Restart it!

1. On live TV, press the **Pause** button to access the program menu.
2. Press down on the remote's **Navigation** button to highlight Restart (if available) and press **Select**.



Restart is not available on all channels and programs.

To record, the program will begin recording from the point of live TV and stop at the program's scheduled end time.

Closed Captions

To display the audio portion of a TV program as text on the TV screen:

1. On live TV, press the **Pause** button to access the program menu.
2. Press down, then right on the remote's **Navigation** button to highlight Audio and press **Select**.
3. Press **Select** again to choose ON.
4. Press the **Back** button twice to go back to live TV.

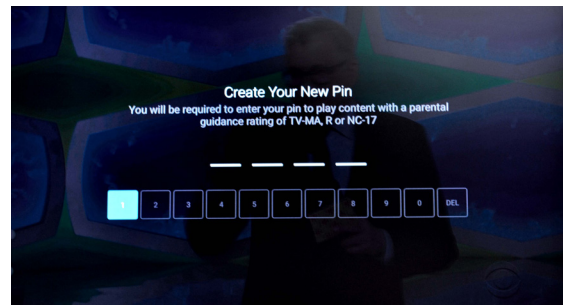
Closed captioning may not be available on all channels and programs.



Parental Controls

Each TV show and movie is assigned a maturity rating to help customers make informed choices for themselves and their children. You can use these maturity ratings to decide on a PIN parental control setting for your account.

1. On live TV, press the **Menu** button to access the TV menus.
2. Press left or right on the remote's **Navigation** button to highlight Profile and press **Select**.
3. The screen will open on Recorded programs. Press up on the **Navigation** button to highlight the Settings menu icon (cog wheel ⚙️) in the upper right corner of the screen and press **Select**.
4. Press down on the **Navigation** button to highlight Parental Controls and press **Select**.
5. Press **Select** on Restrict Mature Content.
6. You will be prompted to Create Your New Pin to enable control on content with ratings of TV-MA, R or NC-17. Once enabled, when choosing blocked programming, the user must enter the correct PIN to view it.

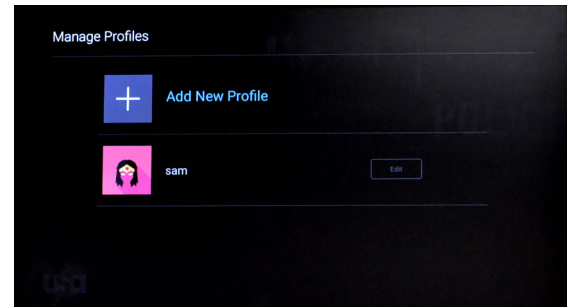


If set, content will be blocked across all profiles on the account.

Profiles

Profiles allow members of your household to have their own personalized experience, built around the TV shows and movies they enjoy. You can have up to five individual profiles within a single account.

1. On live TV, press the **Menu** button to access the TV menus.
2. Press left or right on the remote's **Navigation** button to highlight Guide and press **Select**.
3. Press up on the **Profile** button to highlight the Settings menu icon (cog wheel ⚙️) in the upper right corner of the screen and press **Select**.
4. Press down on the **Navigation** button to highlight Manage Profiles and press **Select**.
5. Press **Select** again to Add New Profile, or press down on the **Navigation** button to highlight Edit on another Profile and press **Select**.



Here, you may edit the name and image of each profile. When there is more than one profile on the account, you will be asked to choose one upon each launch of WiFi TV.

To change Profiles while watching TV:

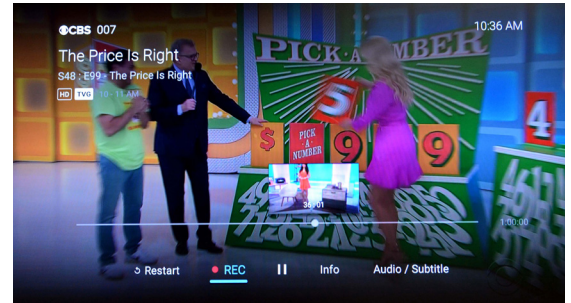
1. On live TV, press the **Menu** button to access the TV menus.
2. Press left or right on the remote's **Navigation** button to highlight Profile and press **Select**.
3. Press up on the **Navigation** button to highlight the Settings menu icon (cog wheel ⚙️) in the upper right corner of the screen and press **Select**.
4. Press **Select** to choose Change Profiles (Who's Watching).
5. Press left or right on the remote's **Navigation** button to highlight the appropriate Profile and press **Select**.

All profiles share the same Cloud DVR space.

Cloud DVR (Digital Video Recorder)

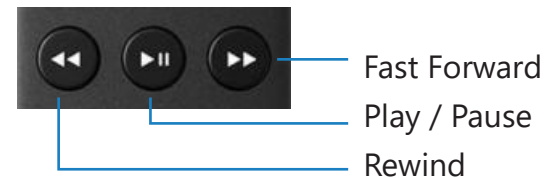
Controlling Live TV

With Cloud DVR, you can control live TV. When you tune to a channel, Cloud DVR automatically begins making a temporary recording of the program, which means you can pause, rewind and fast-forward through the recording. The live TV recording is not permanent unless you select REC in the program menu.



Playback Controls

You can control live TV and your video recordings using the video control buttons.



Play/Pause

You can pause live TV any time by pressing **Play/Pause** *twice* on your remote. A progress bar appears on screen showing you how much time has elapsed since the program started, and how much time is left. When you're watching live, your DVR remains paused for up to 3 hours. Pressing **Play/Pause** once more will resume the program.

Rewind

Press **Rewind** on your remote to rewind. A progress bar appears on screen showing how far back you can go in time. Each time you press **Rewind**, the program jumps back 12 seconds. Press and hold the button for quicker progress. Press **Play** to resume the program.

Fast Forward

You can activate **Fast Forward** for live TV if you have pressed **Pause** or **Rewind**. A progress bar appears on screen showing how far ahead you can go. Each time you press **Fast Forward**, the program jumps ahead 12 seconds. Press and hold the button for quicker progress or until you return to live action. Press **Play** to resume the program.

All profiles share the same Cloud DVR space.

Recording Programs

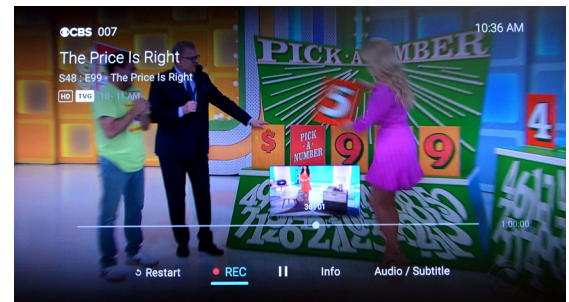
With Cloud DVR, you can watch and record multiple different TV programs at the same time. You can record programs in two ways:

- Choose REC in the program menu
- Choose Record from any program info screen in the Guide

You do not have the option to record a program when 5 minutes are remaining.

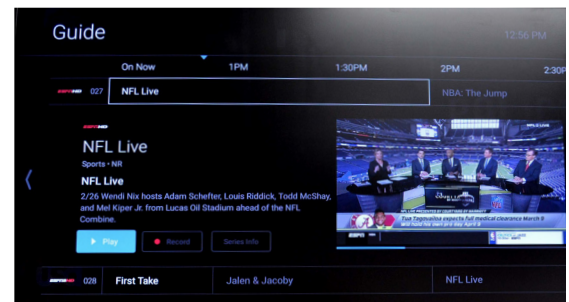
One-Touch Recording

On live TV, press the **Play/Pause** button to access the program menu. Press down and right on the **Navigation** button to highlight REC and press **Select**. The program will begin recording from this time and stop at the program's scheduled end time.



Recording From a Program Information Screen

From any program information screen, use the remote's **Navigation** button to highlight Record and press **Select** to schedule a recording. Follow the on-screen prompts for additional recording options. Recording of the program will stop when the program is over.



Recording a Series

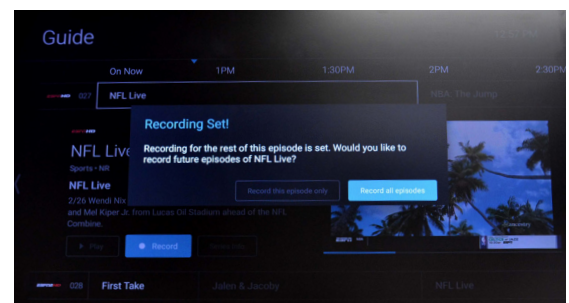
You can record multiple episodes of a program (series) in accordance with your preferences. To set up a Series Recording, begin by selecting the program from the listings grid or from a search results list:

1. From the program info screen, highlight Record and press **Select**.

A box pops up saying, "Recording Set! Would you like us to record future episodes of your program?"

You have two options:

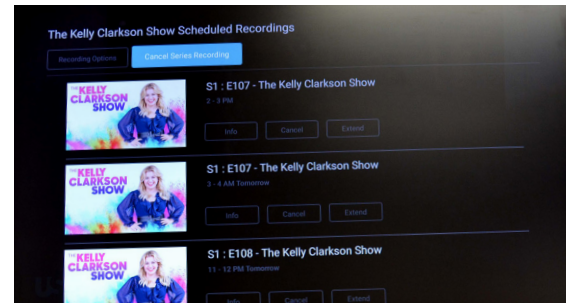
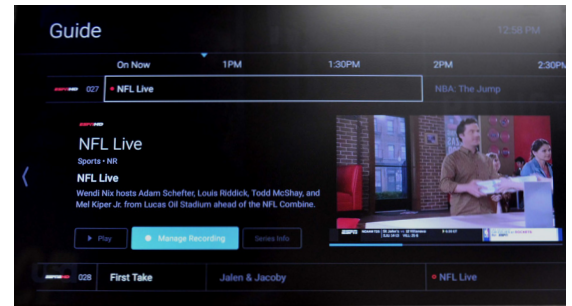
- Record this episode only
- Record all episodes



- Record all episodes is highlighted, press **Select**.

This returns you to the program information screen, where you now have the option to Manage Recording. Choosing this option gives you access to advanced series setup features.

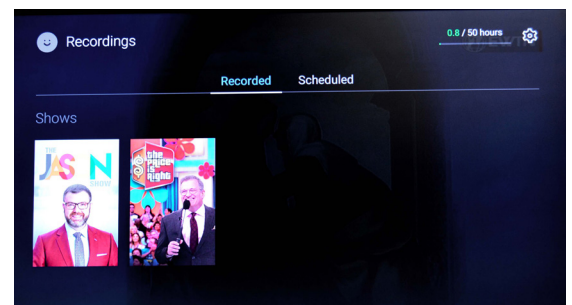
- Press **Select** to enter.
- The screen will open on your Recordings for this program. Press up on the Navigation button to access the settings above the first recording:
 - Recording Options - such as which types of episodes to record, which channel to record them on and recording extra time
 - Cancel Series Recording - will cancel all future recordings
 - Delete All Recordings - will delete all recordings from this series



Your recordings appear in your Recordings list with the show title as its label. Multiple recordings of the same show have the same label and are listed beginning with the most recent recordings first.

Viewing Recorded Programs

All of your recordings are stored together, and can be quickly and easily found in the Profile TV menu.



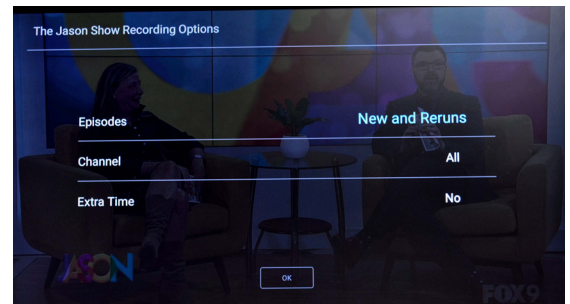
- On live TV, press the **Menu** button to access the TV menus.
- Press left or right on the remote's **Navigation** button to highlight Profile.
- Press **Select** to enter. Recorded programs are shown if available.
- Press down, then left and right on the **Navigation** button to move through the program choices. The selected program will look slightly larger than the others and show its name under it.
- Press **Select** on any for more information, viewing options and a preview image.
- Use the playback controls to play, pause, fast forward and rewind your program. To stop the program, you must play a different recording or go back to live TV.

Cloud DVR recordings can be viewed outside the home on an individual show and/or network basis. This means that many recordings will be available outside your home, but some will not be available as per our content agreements

Editing Series Recordings

To edit the criteria for recording a program series with your preferences:

1. On live TV, press the **Menu** button to access the TV menus.
2. Press left or right on the remote's **Navigation** button to highlight Profile and press **Select**.
3. The screen will open on your Recordings. Press right on the **Navigation** button to access Scheduled recordings.
4. Press down, then left and right on the **Navigation** button to choose the series you wish to edit. The selected program will look slightly larger than the others and show its name under it.
5. Press **Select** to view the episodes scheduled to record.
6. Press up on the **Navigation** button to access the settings above the first scheduled recording:
 - Recording Options - such as which types of episodes to record, which channel to record them on and recording extra time
 - Cancel Series Recording - will cancel all future recordings
7. Press **Select** on Recording Options. Here is where you'll specify if you want all episodes to record, or new episodes only.
 - Episodes - New and Reruns or New Only
 - Channel - Record episodes from which channels?
 - Extra Time - Choose how many extra minutes to record, up to 60
6. Once you have set up your choices, press down on the **Navigation** button to highlight OK and press **Select**.



Your current recordings (if any) and episodes scheduled to record are shown in your Scheduled Recordings list.

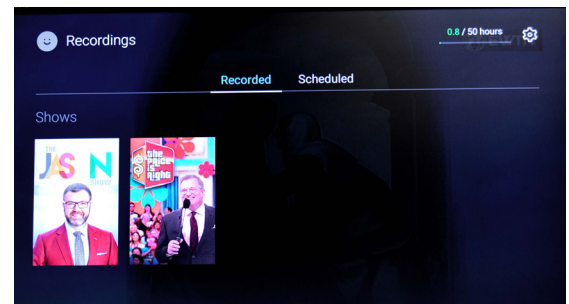
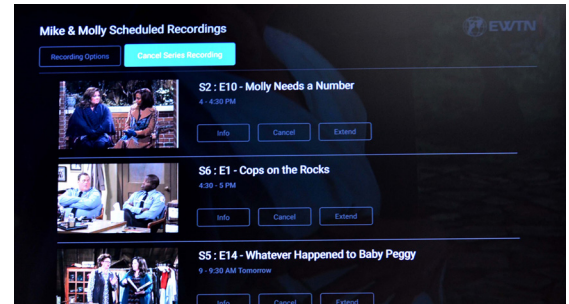
This list shows all upcoming episodes even if they don't fit the criteria you set up. Only the episodes that fit the criteria will record.

Deleting Recordings

A recorded program remains in your Recordings list until you decide to delete it, or until Cloud DVR space is needed.

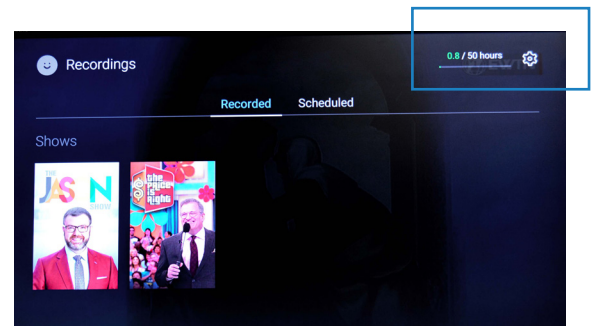
Older programs are erased automatically to make room for new recordings when Cloud DVR storage limit is reached. 50 hours of storage is included for free. Please call our office if you'd like to upgrade your plan!

1. On live TV, press the **Menu** button to access the TV menus.
2. Press left or right on the remote's **Navigation** button to highlight Profile.
3. Press **Select** to enter. Recorded programs are shown if available.
4. Press down, then left and right on the **Navigation** button to move through the program choices. The selected program will look slightly larger than the others and show its name under it.
5. Press **Select** on any for more information, viewing options and a preview image.
6. Press down on the **Navigation** button to the desired program, then press right to highlight Delete.
7. Press the **Select** button. A box pops up to confirm, "Delete Recording?" Press **Select** to choose Yes.
8. To delete all recordings, press up, then right on the **Navigation** button to highlight Delete All Recordings and press **Select**.



How much Cloud DVR space have I used?

Press Menu on the remote control, go to Profile and look in the upper right corner of the screen. Time used and total time subscribed to are shown in hours.



Troubleshooting Steps

- 1 Verify the internet is working.
- 2 Verify the TV is turned on and is set to the correct input.
- 3 Power cycle the Fire TV Stick / STB by unplugging it from the wall outlet and plugging it back in.
- 4 If you are still experiencing issues, please call our office at (320) 524-2211 or gctel.com/support

Frequently Asked Questions

Can I set Cloud DVR recordings from any TV in my home?

You can set recordings from any TV, or other supported devices, that are connected to Stream TV.

How many programs can I record at once?

The Cloud DVR will record as many programs as are scheduled at once, however, it will store only as many hours as you have available. Older programs are erased automatically to make room for new recordings when Cloud DVR storage limit is reached.

Can you record to Cloud DVR and watch another channel at the same time?

Yes, you can record multiple programs while watching live TV on other channels, or other recordings.

Why do some programs record an extra minute?

Due to processing delays, every recording will add a buffer so you don't miss any of your program.

Does this minute buffer affect my recording hours?

Yes, time used will include the extra minutes of buffer time.

Are you experiencing a slow or weak WiFi connection?

We recommend a hardwired internet connection for the best performance. See your device's operating instructions for details.

I lost the Stream TV app, how do I get back to watching TV?

For a STB, click on the "LIVE" TV button on the remote, and it will open the app back up.

Notes



**Stream from your computer
at streamtv.gardonville.net**