

Stream TV User Guide

FOR FIRE STICKS



Stream from your computer
at streamtv.gardonville.net

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



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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*

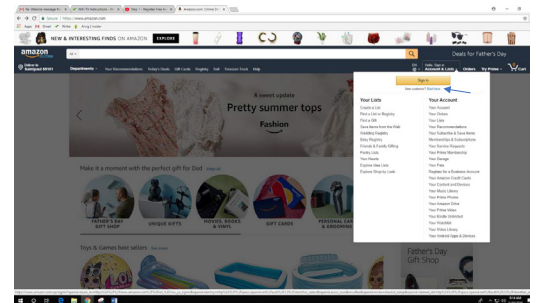
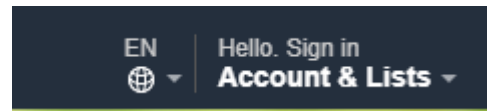
*Amazon Password
Fire Stick Only*

Parental Controls Pin Number

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



amazon

Create account

Your name

Email

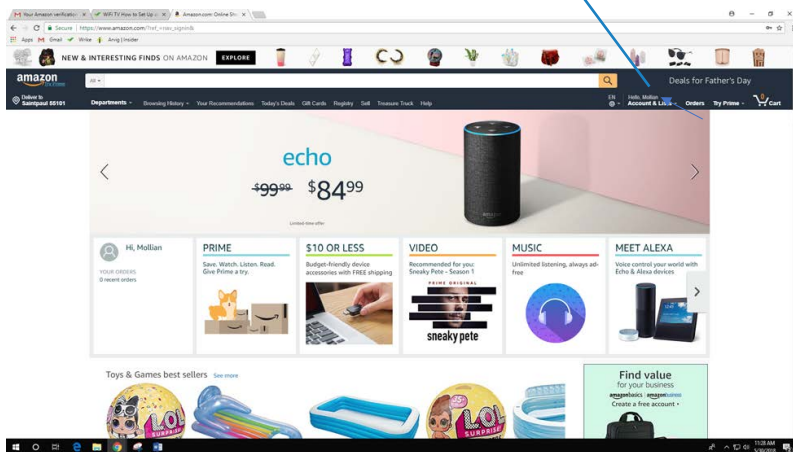
Password

Passwords must be at least 6 characters.

Re-enter password

By creating an account, you agree to Amazon's [Conditions of Use and Privacy Notice](#).

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.



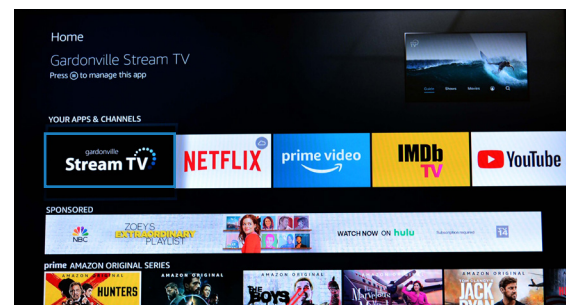
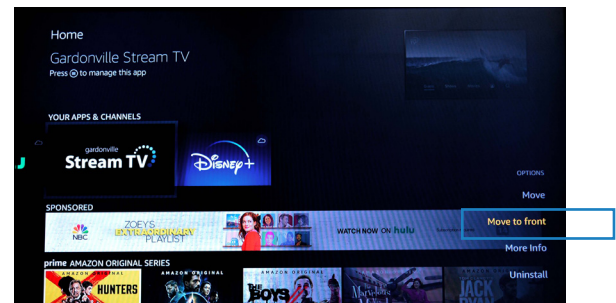
You will then need to log in to the Gardonville Stream TV app using your username (*email address*) and password. *See page 1.*

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.



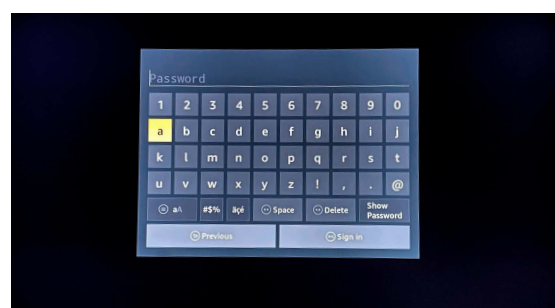
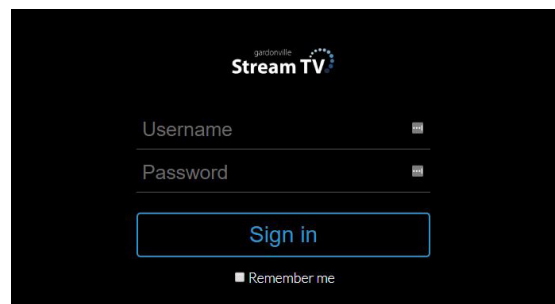
Stream TV App: Sign In/Sign Out

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.

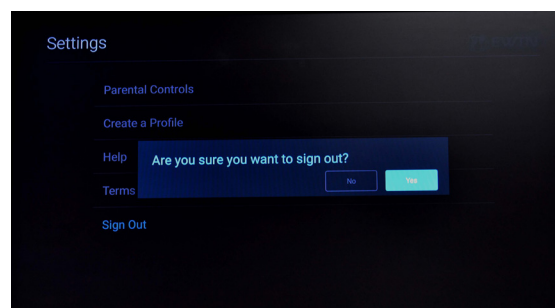
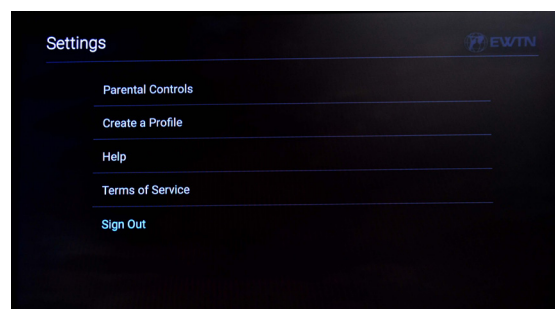
To access capital letters and symbols, select those keys on the keyboard. Some of the popular keys have remote control shortcuts—see the image on the keys.

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.



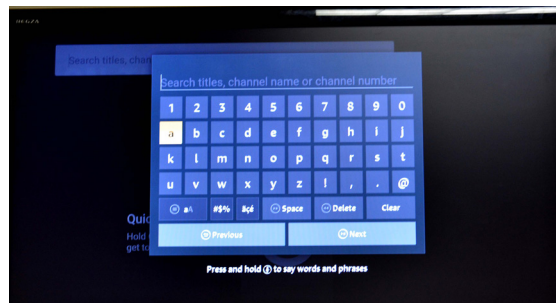
Menu Navigation Tips

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.)*

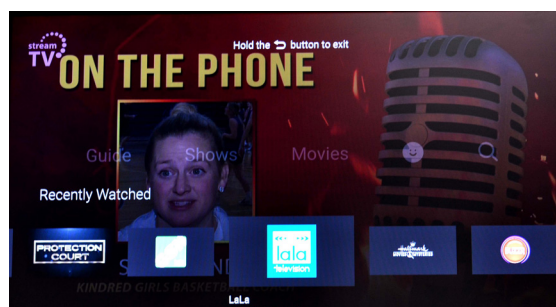
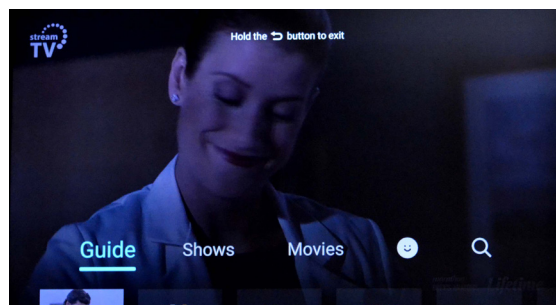


Menu Button

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.

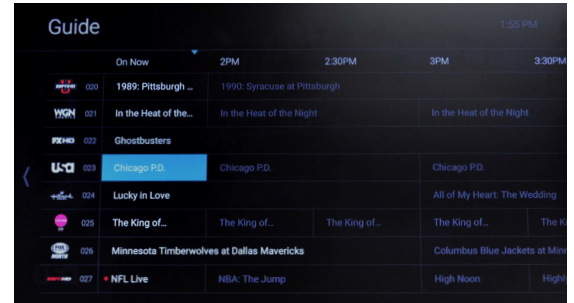
1. On live TV, press the **Menu** button to access the TV menus.
2. Press left or right on the remote's **Navigation** button to highlight items in the horizontal menu that appears at the bottom of the screen. Or press down to view and choose Recently Watched channels and programs.
3. Press **Select** 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.)

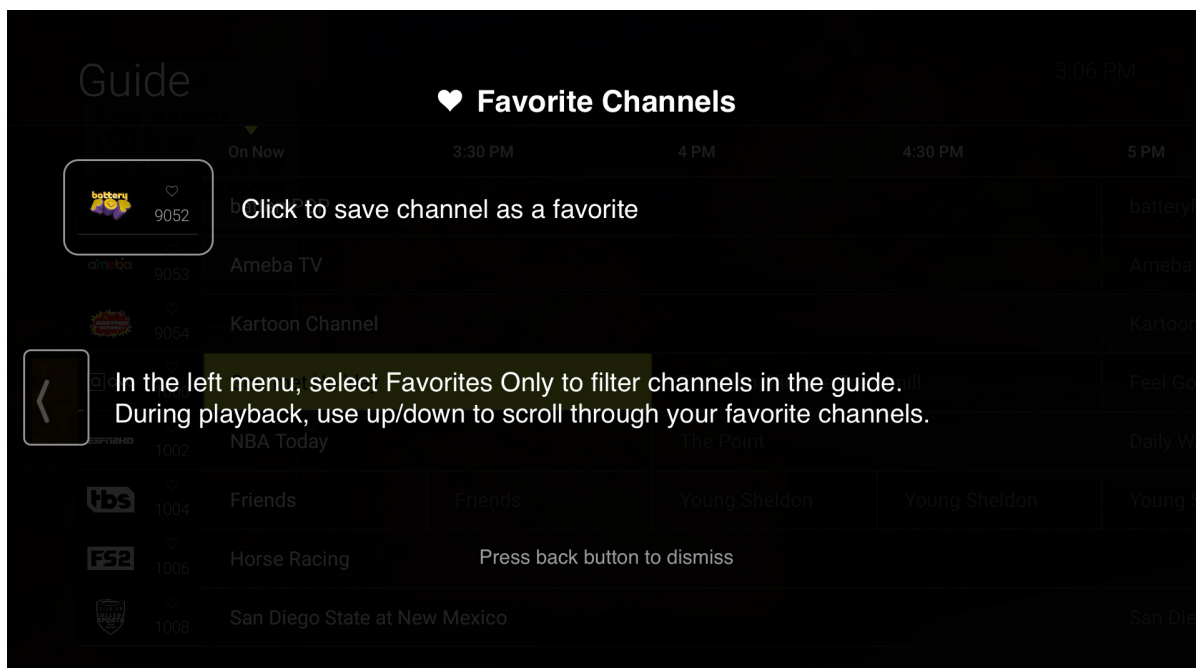


1. On live TV, press the **Menu** button to access the TV menus.
2. Press left or right on the remote's **Navigation** button to highlight Guide and press **Select**.
3. The current program is highlighted in blue. Press left, right, up and down on the remote's **Navigation** button to move around the 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.

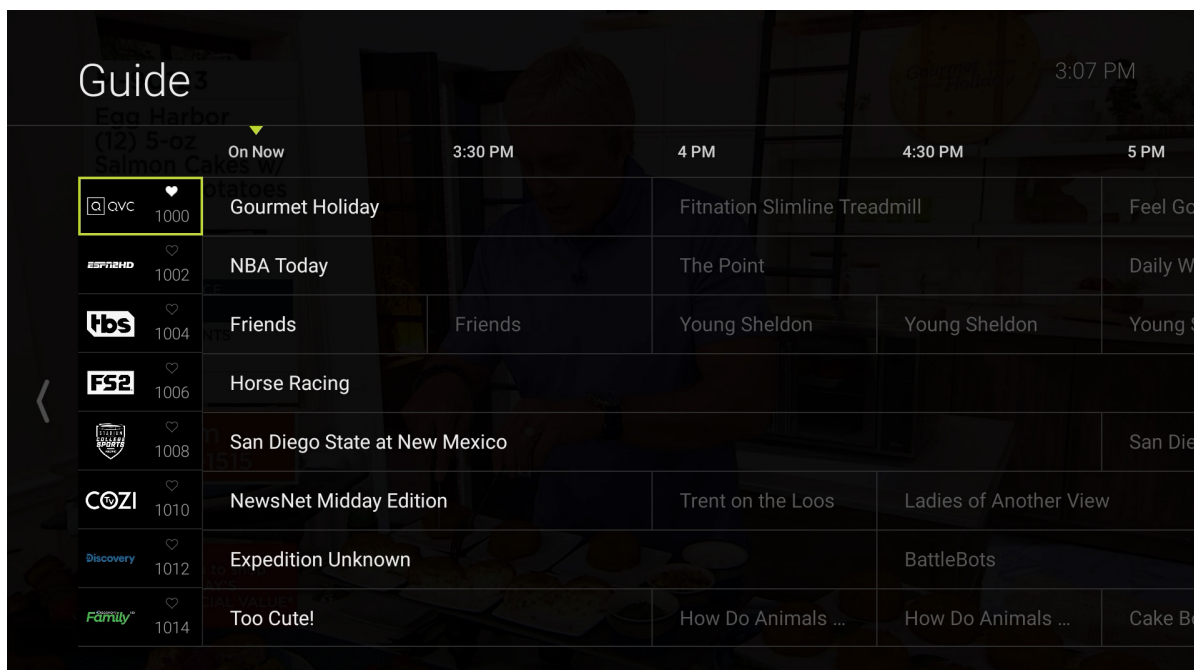
Favorite Channels

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

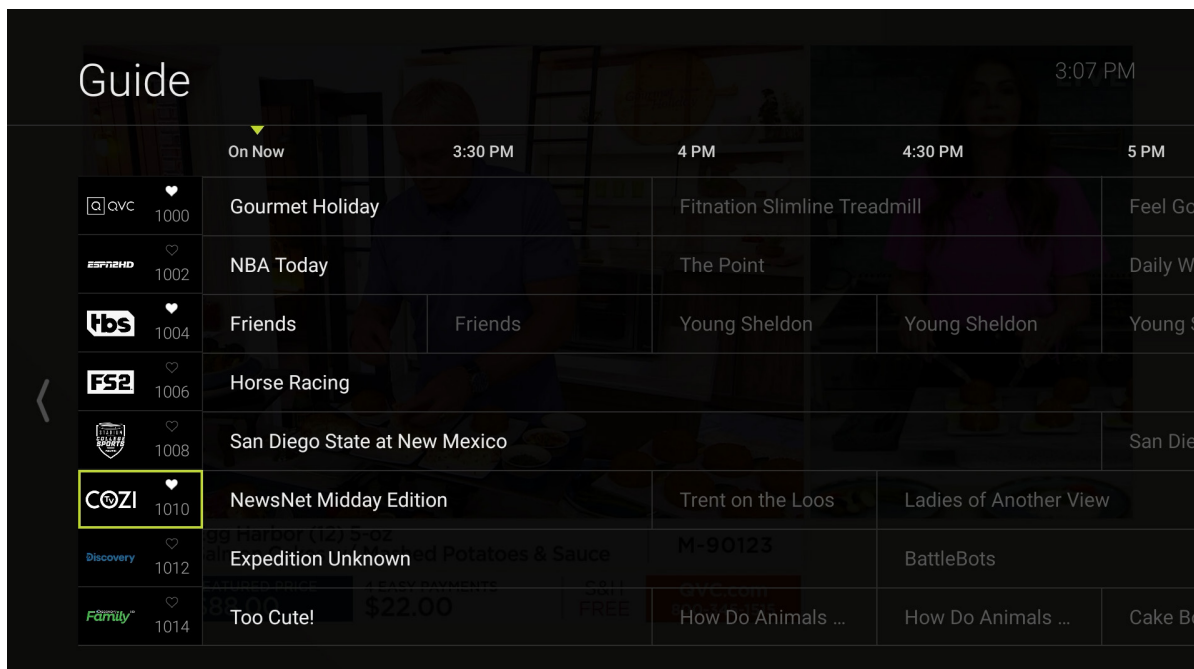
1. The first time you click on the **Guide** you will see the Favorite Channels information on the screen. This info page only shows the first time you go into the guide.



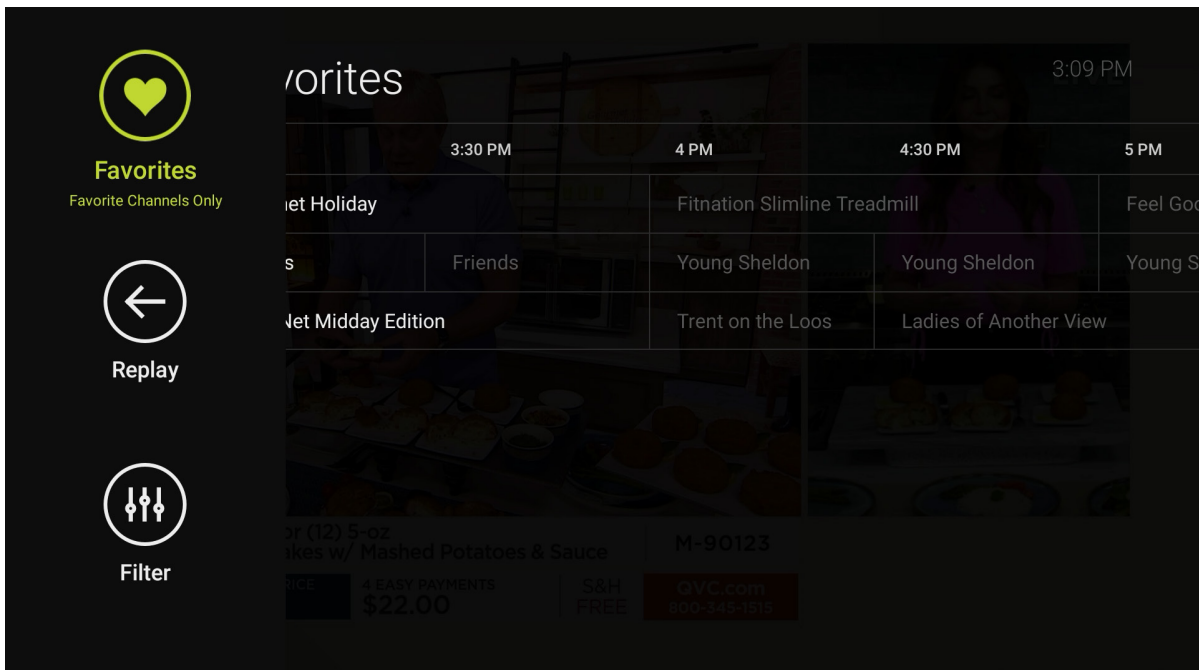
- Use the arrow key on the remote to move over to the channel to make a favorite - *in the below snippet channel 1000 is highlighted*. Selecting the channel will show solid heart denoting a favorite channel.



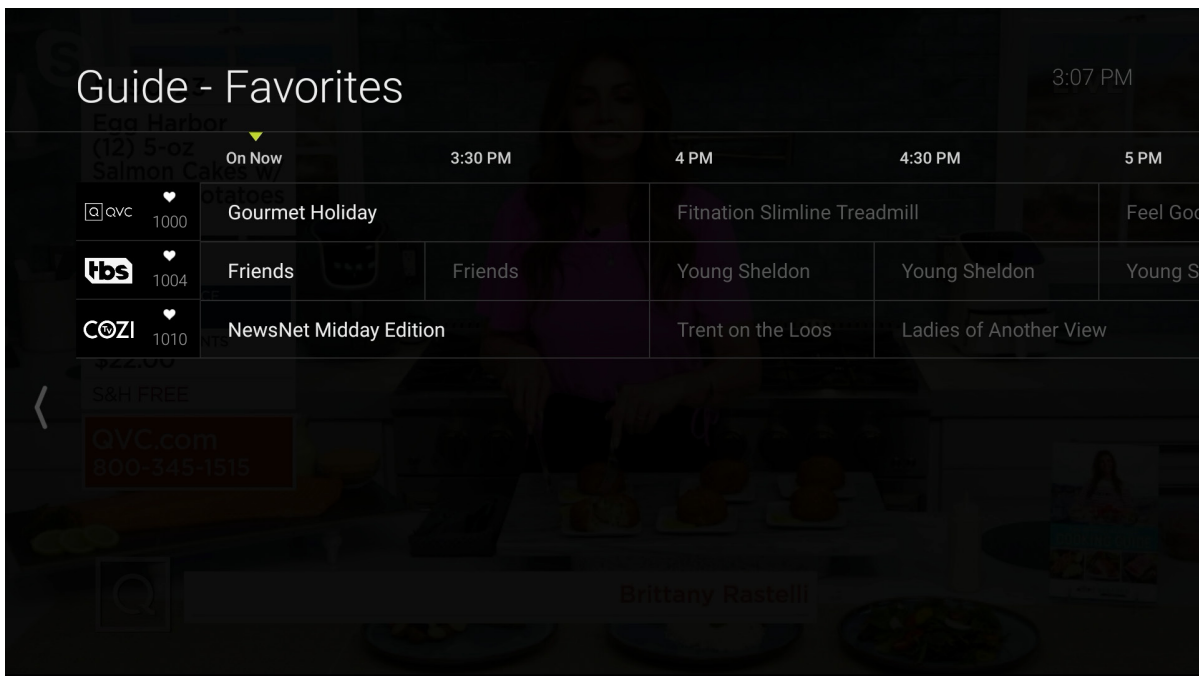
- Channels that are made favorites will show up with a solid heart in the full guide view as well.



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



- 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.

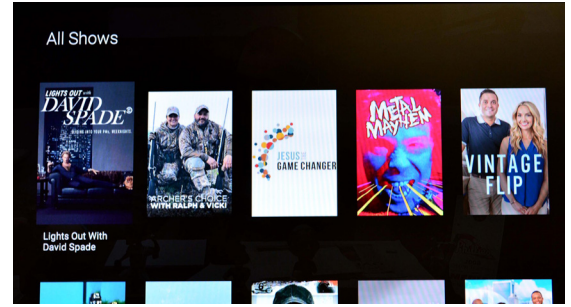


- To go back to the full guide view, click the back arrow and unselect the favorite channels only option.

Shows

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

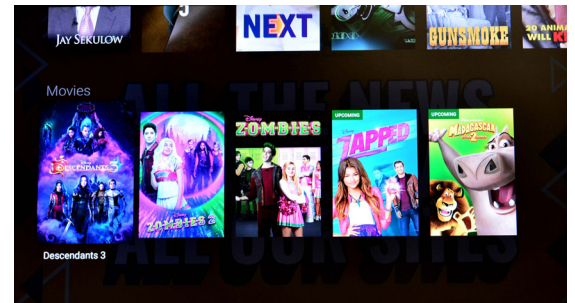
1. On live TV, press the **Menu** button to access the TV menus.
2. Press left or right on the remote's **Navigation** button to highlight Shows and press **Select**.
3. DVR recordings are shown first if available.
4. Press left, right, up and down on the **Navigation** button to move around the program 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.

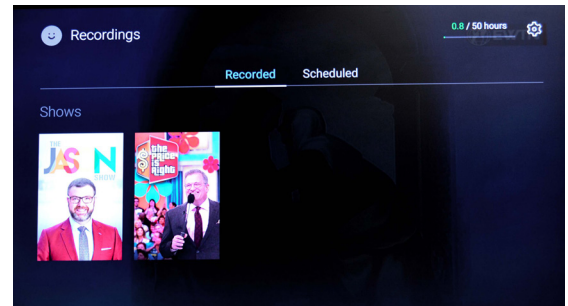
1. On live TV, press the **Menu** button to access the TV menus.
2. Press left or right on the remote's **Navigation** button to highlight Movies and press **Select**.
3. Press left, right, up and down on the **Navigation** button to move around the title choices. The selected movie will look slightly 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

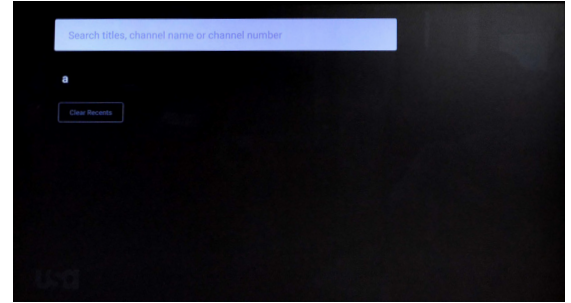
Search programming by titles, channel name or channel number. This feature also stores recent searches for quick use in the future.

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.

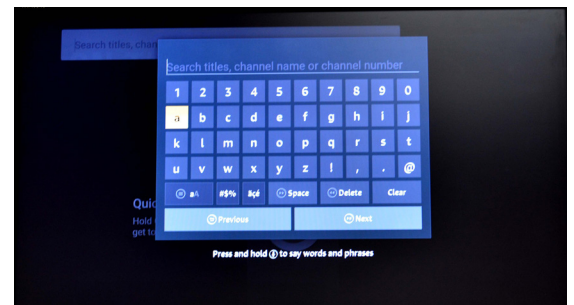
To access capital letters and symbols, select those keys on the keyboard. Some of the popular keys have remote control shortcuts—see the image on the keys.

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

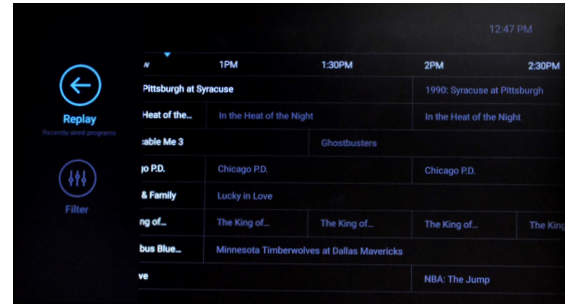


How To Use Features

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.

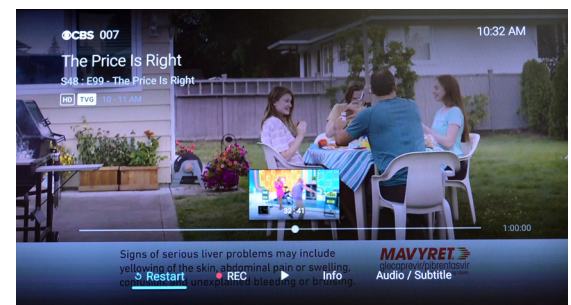
7. To return to live TV, press right on the remote's **Navigation** button repeatedly to access live programs, press **Select**.

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.

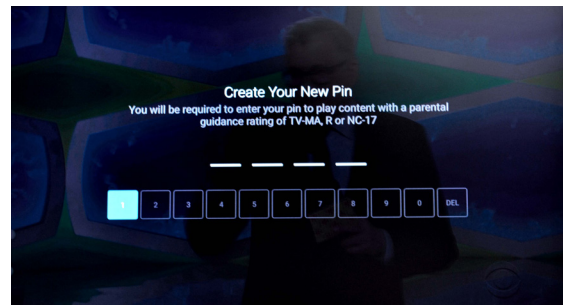


Closed captioning may not be available on all channels and programs.

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.

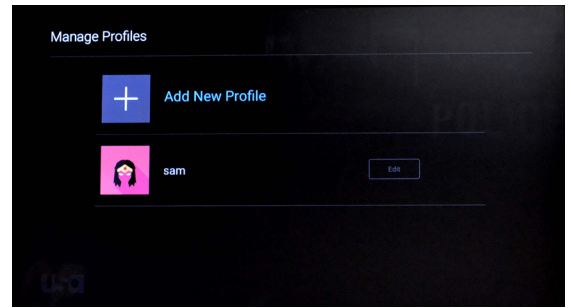


If set, content will be blocked across all profiles on the account.

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:

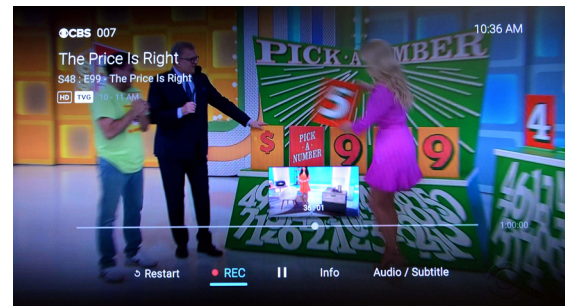
1. On live TV, press the **Menu** button to access the TV menus.
2. Press left or right on the remote's **Navigation** button to highlight Profile and press **Select**.
3. Press up on the **Navigation** button to highlight the Settings menu icon (cog wheel ) in the upper right corner of the screen and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

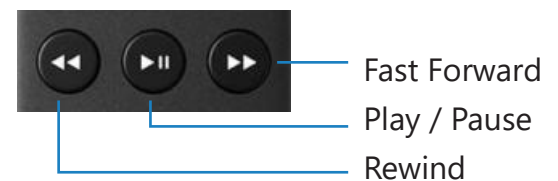
Controlling Live TV

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

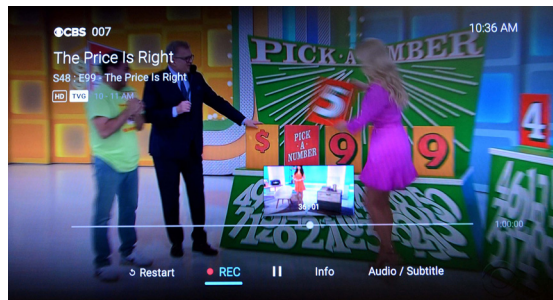
With Cloud DVR, you can watch and record multiple different TV programs at the same time. You can record programs in two ways:

- 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.

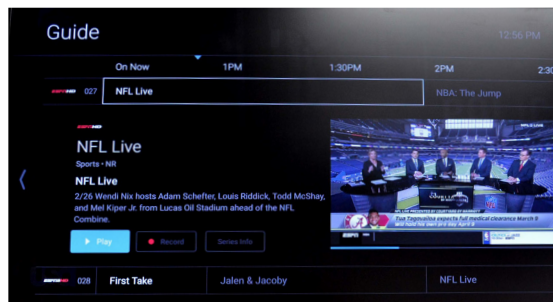
One-Touch Recording

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

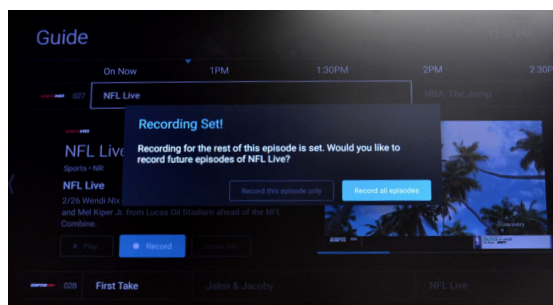
You can record multiple episodes of a program (series) in accordance with your preferences. To set up a Series Recording, begin by selecting the program from the listings grid or from a search results list:

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



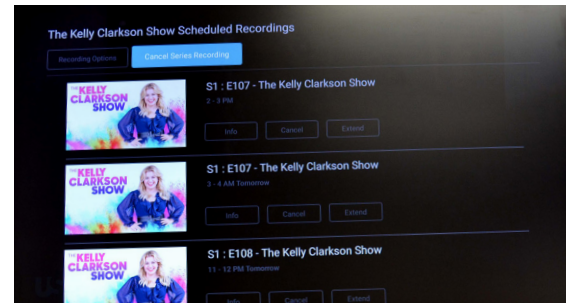
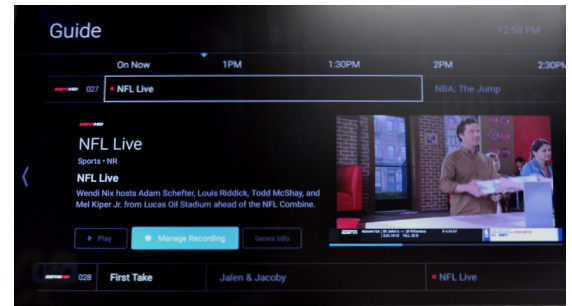
2. Record all episodes is highlighted, press **Select**.

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.

3. Press **Select** to enter.

4. 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

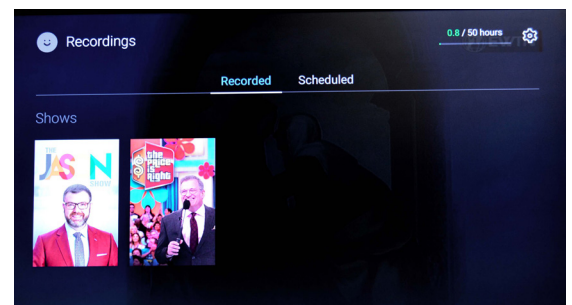


Your recordings appear in your Recordings list with the show title as its label. Multiple recordings of the same show have the same label and are listed beginning with the most recent recordings first.

Viewing Recorded Programs

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

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. 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.

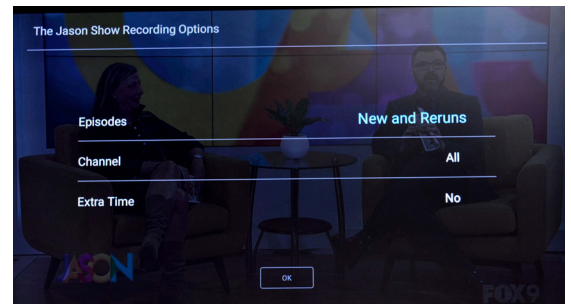


Cloud DVR recordings can be viewed outside the home on an individual show and/or network basis. This means that many recordings will be available outside your home, but some will not be available as per our content agreements

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.

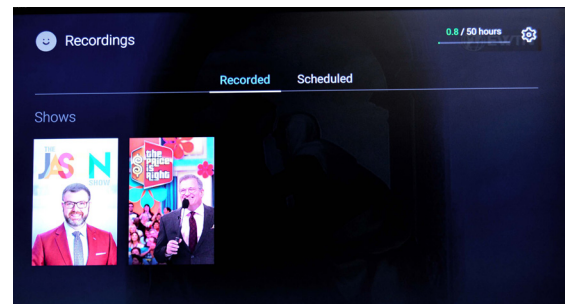
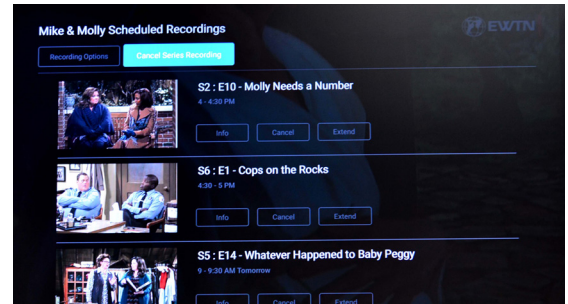
This list shows all upcoming episodes even if they don't fit the criteria you set up. Only the episodes that fit the criteria will record.

Deleting Recordings

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

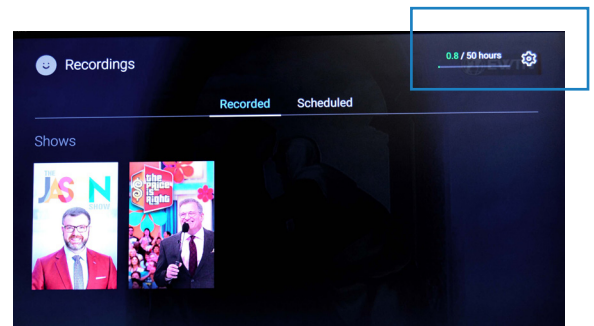
Older programs are erased automatically to make room for new recordings when Cloud DVR storage limit is reached. 50 hours of storage is included for free. Please call our office if you'd like to upgrade your plan!

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 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.



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