

QUICK START GUIDE

Welcome to BBTELStream TV!

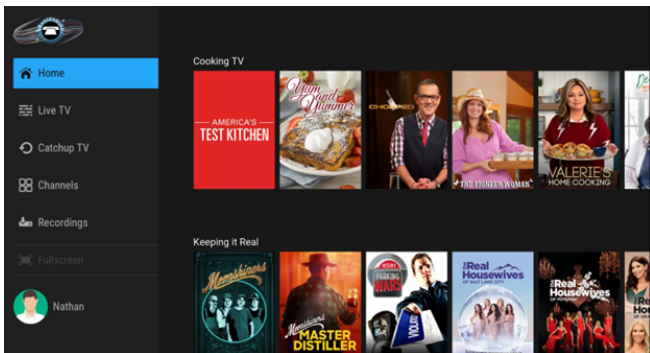
BBTELStream TV enables you to view live TV, recordings, movies and shows on your streaming devices.

GETTING STARTED

Log in using your account information.

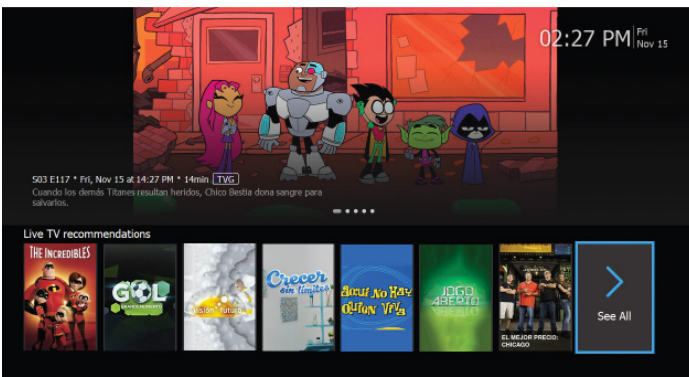
Home screen

The BBTELStream TV home screen displays the Content Area and the Navigation Panel.



BBTELStream TV Home screen Content Area

The Content Area of the BBTELStream TV home screen displays “stripes” of categories with information and posters of the available programs, movies or series (if there is nothing available in a category, a stripe will not be displayed).



You can access the BBTELStream TV home screen from anywhere/anytime by pressing the HOME key on the remote. The Navigation Panel will be displayed in the left-hand side of the screen, and the home screen will be automatically selected.

STRIPES CATEGORIES

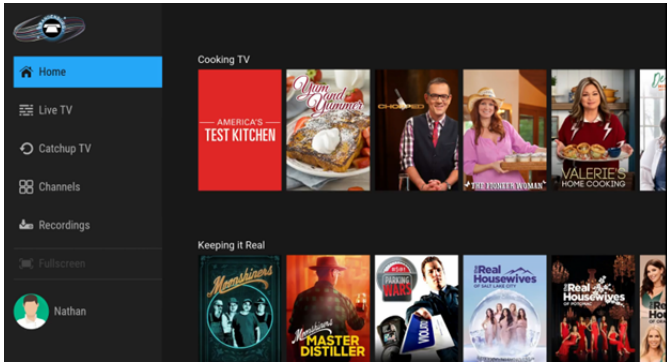
STRIPE TITLE	DESCRIPTION
Live TV	Opens the TV grid.
Catch-Up TV	It returns a list of programs recently recorded as a Catch-Up TV playback for a single channel. The content is displayed from current time back through all recorded shows on that channel: the first poster is of the currently playing program on that channel, the second poster is of the most recently recorded pro-gram, the third poster is of recorded program before, and so on. Programs which have been expired or programs for which you are not entitled to, are subject to parental control restrictions and they are not displayed.
Recordings	View and manage your recorded programs.
Continue Watching	Browse and continue watching on-demand movies and shows that you have begun watching but have not completed.
Favorites	Browse your favorite live programs, on-demand movies and series, and channel lists.
Settings	Set your preferences for the language of the application, parental control, accessibility, create sub-accounts, and manage your user profiles.
Apps	Access external applications such as Netflix, YouTube, etc. Upon launching the application, the current playback is stopped.

Home screen Navigation Panel

The BBTELStream TV Navigation Panel is a quick and easy way to access many of the BBTELStream TV features.

To display the BBTELStream TV Navigation Panel, press the HOME key on your remote control (the Content Area and its stripes become inactive when the Navigation Panel is displayed.)

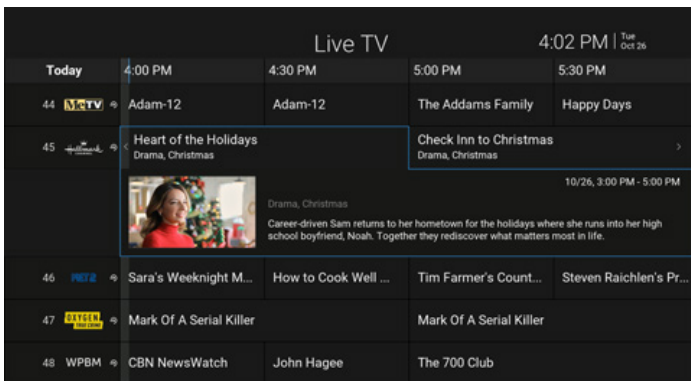
Use the navigation feature on your remote control to choose a menu option.



Close the BBTELStream TV Navigation Panel by pressing the BACK button or the HOME remote control key (or by pressing MENU on some remote controls).

BBTELStream TV Electronic Programming Guide

Use the BBTELStream TV Electronic Programming Guide (EPG) to find and watch TV programs and to view



The BBTELStream TV EPG

You can access the EPG by:

- Selecting the Live TV Recommendations stripe heading.
- Selecting the TV option from the Navigation Panel.

WATCH A PROGRAM

To watch a program from the BBTELStream TV EPG:

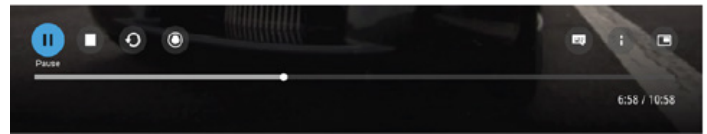
1. In the EPG, use the navigation feature on your remote to highlight a program.
2. Press OK/SELECT. The program starts playing.

PLAYBACK CONTROLS

- Pause/resume the currently playing video using the on-screen PAUSE /PLAY button (or by pressing

the PAUSE /PLAY key on some remote controls).

- Stop the currently playing video on-screen using the STOP button (or by pressing the STOP or the BACK key on some remote controls).



VIEWING A PROGRAM'S DETAILS

The BBTELStream TV Details screen displays a program's Title, Description, Genre and more. To view a program's Details screen:

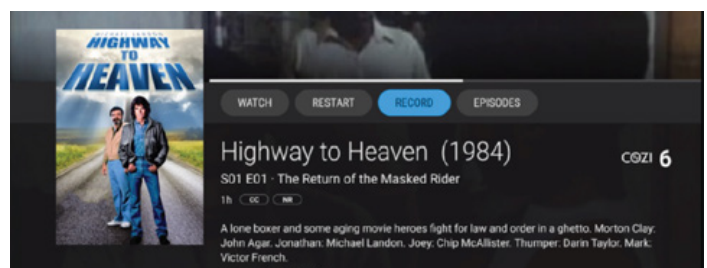


1. In the EPG screen, use the remote to navigate to and highlight a program.
2. Press the OK/SELECT key on your remote (or by pressing the INFO key on some remote controls).

Tip: Click the buttons in the Action Bar (at the top of the description panel) to perform those actions.

RECORDING A PROGRAM

You can easily record a program you are currently watching or schedule a recording for a future program. (Note: For various reasons, some programming may not be available for recording.)



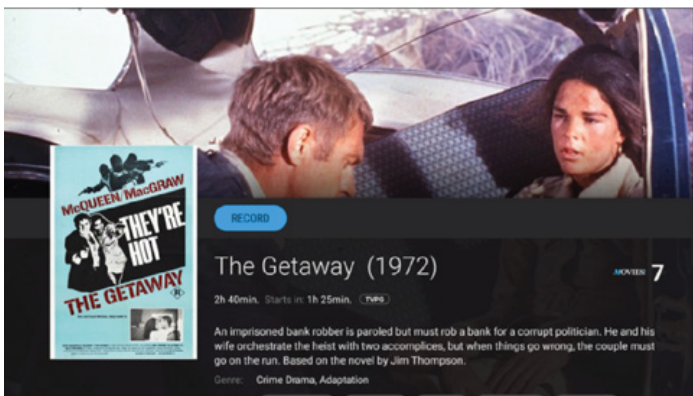
RECORD WHAT'S CURRENTLY SHOWING

To record a currently playing Live TV program, select the on-screen RECORD button (or press the RECORD key on some remotes) to start recording.

SCHEDULE A FUTURE RECORDING

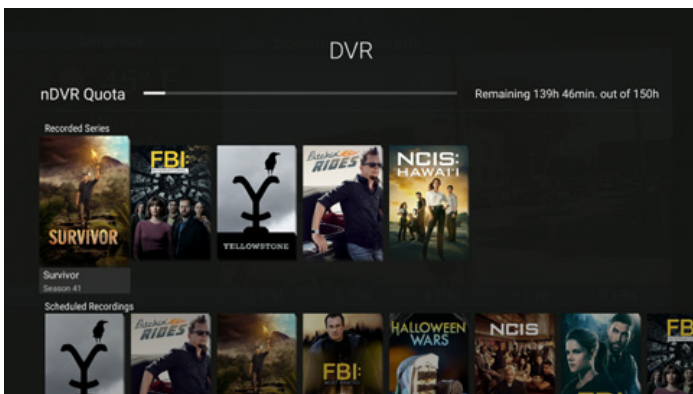
To schedule the recording of a future program:

1. Using the remote control, navigate to and select a program.
2. Select the RECORD option to schedule a recording.



BROWSE RECORDINGS

The BBTELStream TV Recordings stripe on the home page shows on-going and completed programs recorded on the nDVR.



The BBTELStream TV Browsing (as seen from Amazon Firestick)

PLAY A RECORDING

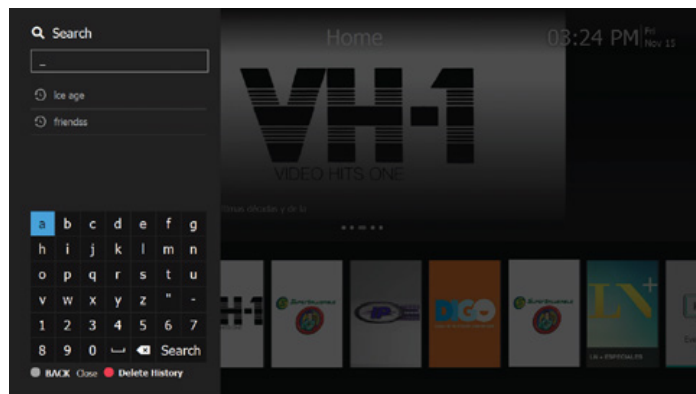
To play a recording:

1. In the Recordings stripe, select a recording to watch and press OK. The Details screen of the recording is displayed.
2. In the Details screen for the recording, select the PLAY button in the Action Bar (the topmost hori-

zontal bar) and press OK to play the recording.

SEARCHING

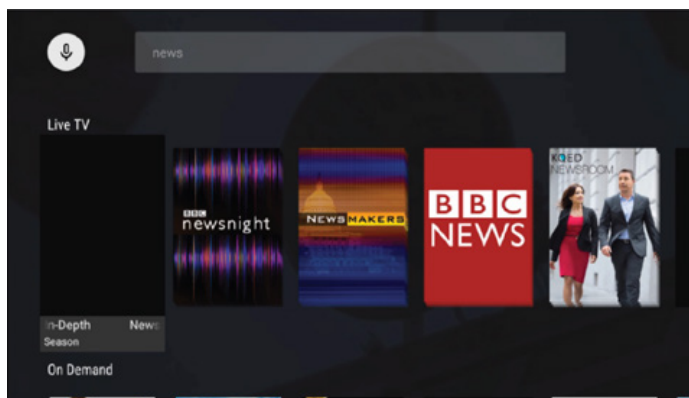
You can search through all available movies, series and live TV programs by accessing the Search option.



The BBTELStream TV Search screen

To search for programs:

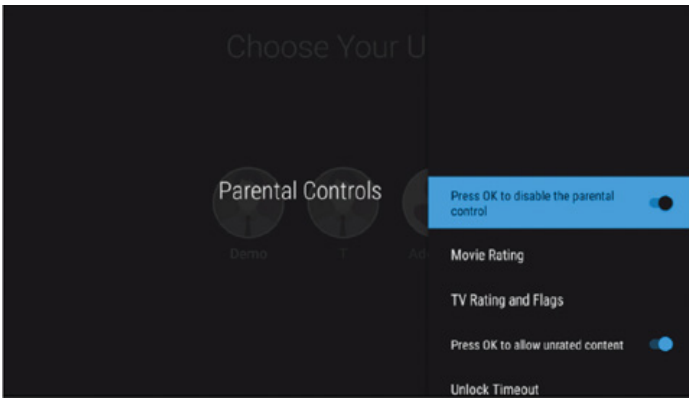
1. Navigate to the home screen Navigation Panel and choose the "Search" option.
1. Enter the search text, using the on-screen keyboard, and press OK.



The BBTELStream TV Search screen

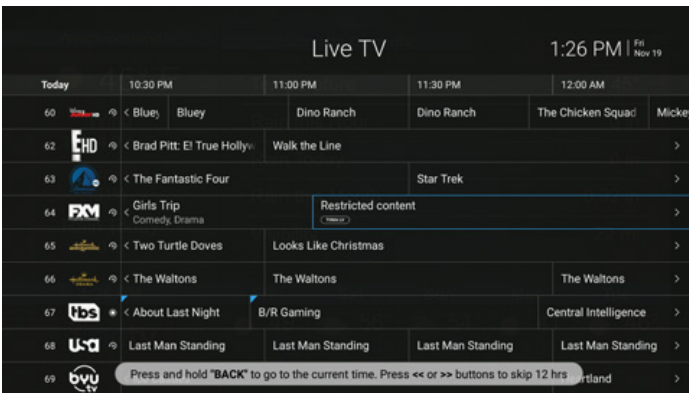
Parental Controls

BBTELStream TV Parental Controls allow you to restrict access to TV programs, on-demand movies and recordings considered inappropriate for viewing. When parental control is locked, the video will be unplayable and marked as restricted in the TV Grid, the quarter screen and the full screen.



The BBTELStream TV Search Screen

Tip: You can set parental restrictions for the user profiles under your main account through the Settings menu. Each user profile may be assigned a different combination of TV and movie ratings.



Parental Controls applied to programs (as seen from Amazon Firestick.)

To enable BBTELStream TV Parental Controls:

1. Press the MENU button on your remote to display the home screen Navigation Panel.
1. Choose the "Lock Restricted Content" option in the Navigation Panel and press OK on your remote (or press the blue key on some remotes).

Troubleshooting

General tips

- Restart your device.
- If you're on WI-FI, make sure you are connected to the correct network.
- Try using an Ethernet cable.

No video, out of sync, pixelation and other video-related issues

- Restart your device.

- Turn your TV off and back on.
- Check to make sure your video input cable is securely connected between your device and television.
- Check to make sure you are on the correct input.
- Try another input.

No audio, out of sync, garbled sounds and other audio-related issues

- Check the volume level and mute options on your television.
- Check to make sure your HDMI cable or audio cable is securely connected between your device and television.
- Try another input.

Still have issues?

Contact the help desk at 270-422-2121.

Amazon FireTV troubleshooting

Verify FireTV is running the latest software:

- Click Home.
- Click Settings.
- Click My FireTV.
- Click About.
- Check for Updates.

Check WiFi Signal:

- Click Home.
- Click Settings.
- Click Network.
- Click Play/Pause Button
- Click Signal Strength / Channel Quality

If poor signal, Move closer to WiFi router.

- Install Calix Mesh Extender.

Force Stop BBTELStream TV

Application:

- Click Home.
- Click Settings.
- Click Applications.
- Click Managed Installed Applications.
- Scroll to BBTELStream TV.
- Press Select.
- Click Force Stop.
- Launch App.

If necessary;

- Click Clear Cache.
- Click Clear Data.
- Click Uninstall / Reinstall BBTELStream TV Application.

Logout / Login the BBTELStream TV Application :

- Click BBTELStream TV Nav Menu.
- Click on Last Name.
- Click Log Out.

Log back in with BBTELStream provided username / password

Apple TV troubleshooting

Verify AppleTV is running the latest software:

- Click Home.
- Click Settings.
- Click System.
- Click Software Updates.
- Click Update Software.
- Click Download and Install.

Check WiFi Signal:

- Click Home.
- Click Settings.
- Click General.
- Click About
- Click Very Signal Strength.

Force Stop BBTELStream TV Application:

- Click Home.
- Double Click on TV Icon on Apple Remote
- Scroll Left/Right thru Open Apps
- Swipe Up to Kill Open App.

If necessary;

- Click Uninstall / Reinstall BBTELSream TV Application

- Logout / Login the BBTELStream TV Application:

- Click BBTELStream TV Nav Menu.
- Click on Last Name.
- Click Log Out.

Log back in with BBTELStream provided username / password

Roku troubleshooting

Verify Roku is running the latest software:

- Click Home.
- Click Settings.
- Click System Update.

Check WiFi Signal:

- Click Home.
- Click Settings.
- Click Network.
- Click About.
- Click Signal Strength / Internet Download Speed.

If poor signal, Move closer to WiFi router.

- Install Calix Mesh Extender.

Force Stop BBTELStream TV Application

- Click Home.
- Click Settings.
- Click System.
- Click System Restart.

If necessary;

- Uninstall / Reinstall BBTELStream TV Application.

Logout / Login the BBTELSream TV Application:

- Click BBTELStream TV Nav Menu.
- Click on Last Name.
- Click Log Out.

Log back in with BBTELSream provided username / password