



STREAM IT

USER GUIDE



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NDTC Stream It TV service is an app-based video platform that works through the internet. Therefore, the internet speed you subscribe to, along with the wireless signal strength in your home, are very important to the quality of your experience with NDTC Stream It TV.

Stream It TV requires you to have one or more supported streaming devices in your home to use the service. Please refer to recommended devices section on page 6.

Access full episodes, movies and more online with your NDTC Stream It TV subscription through the included streaming apps “watchTVeverywhere” such as WatchESPN, WatchHGTV, and the Hallmark Channel.

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Getting Started

1 Sign up for NDC Stream It TV Service

If you are already an NDC internet customer, call 662.1100 to subscribe to the NDC Stream It TV package of your choice. If you are not currently an NDC customer, call to subscribe to our broadband internet service and select the NDC Stream It TV package of your choice.

2 Open the NDC Stream It TV activation link from your email account

Once you sign up for Stream It TV, you will receive an email from Stream It TV with the subject of "Reset Your NDC Stream It TV Password."

3 Verify you have an approved Stream It TV Device (page 6)

Have your wireless internet username and password on hand to connect your device to Wi-Fi.

4 Download the NDC Stream It TV App

Set up an Amazon, Apple ID, or Google Play account based on which device you are using (if you don't have one already). On your streaming or mobile device and once you are in the App Store, search for "NDC Stream It TV" and select "download or get." After the app is installed, you'll be able to see it on your device.

- For Android and Android TV devices, go to the Google Play Store.
- For Apple iOS and Apple TV devices, go to the Apple App Store.
- For Amazon Fire TV devices, go to the Amazon App Store.
- For computers and laptops, visit: streamit.gondtc.com

5 Help

Find help installing your selected device at gondtc.com/resources.

6 Sign in

Your username is the email address you provided when signing up for your NDC Stream It TV service. Your password is what you entered in the Stream It TV activation email.

7 Create a profile

Enter a name and choose an avatar (an icon or figure representing you). You can set up profiles for up to five users (see more information about setting up and editing profiles on page 9).

STREAM IT TV IMPORTANT INFO

(keep this in a secure location)

E-Mail

Username:

Password:

Wi-Fi

Username:

Password:

Device

Username:

Password:

Stream It TV

Username:

Password:

Supported Devices



Mobile Phones

iPhone
Android: Google, Samsung

Tablets

iPad
Android



Streaming Sticks

Amazon Fire TV

Streaming STBs

Amazon Fire TV
Fire TV Cube
Apple TV
Android TV
NDTC Stream It TV STB



Smart TV

Amazon Fire TV Edition
Android Smart TV

TV Smart Soundbar

Amazon Fire TV
JBL Link Bar

Web

Google Chrome
Microsoft Edge
Apple Safari
Mozilla Firefox

Remote Controls

Below are a few popular streaming products and details of some of the most popular remotes.

If you prefer using a standard remote control, a monthly subscription to a current NDTC Stream It TV box comes with that option.

Apple TV



Amazon Fire TV 4K



Android TV



Watching NDC Stream It TV

Main Menu



The Main Menu on an NDC STB is indicated by the three horizontal lines ☰ on the remote.

Guide



From the Main Menu, browse live, move forward or backward in time to see what's on, upcoming or to view a previously played program by using the directional controls. Channels with the replay option allow access to up to 72 hours of already-played programming (see Replay on page 14), depending on the availability and permissions from each content provider. To navigate in guide:

- Apple TV: Swipe right/left/up/down.
- Android TV & Amazon Fire: Press right/left/up/down directional controls.
- For computers and laptops: Mouse or use up and down arrows, click to select a live program or record a future program if the option is available.

Shows

Browse live and upcoming shows by category.

Movies

View movie recordings and browse live and upcoming movies by category.

Profiles/Settings/Recordings

Manage settings such as DVR Recordings, Parental Controls, User Profiles, Sign Out, and other information here.

- From the Main Menu, navigate and select Profiles/Settings/Recordings

Search

Explore live, upcoming, recorded, and replay content across the entire app. The search feature is accessed from the Main Menu.

- Search for title, channel name, or channel number in the search bar.
- Navigate the cursor to each letter and press Select on the remote.
- Stream It TV will start recommending search results after a few letters are selected. Navigate to the results and press Select on the remote to access the desired content.

Stream It TV will search for the request and deliver results across all your subscribed channels.

NOTE: Certain devices like Apple TV 4th Generation or the Amazon Fire Stick 2nd Generation may allow for voice search capability through the manufacturer's remote.

Watching NDTC Stream It TV

Profiles

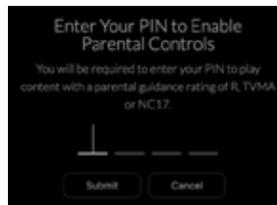
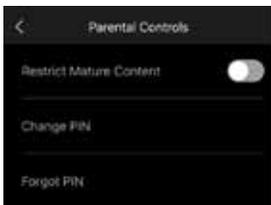
Create up to five different profiles for various members of the household. Stream It TV will capture the individualized watch history for each profile and offer personalized recommendations based on content viewed. Stream It TV profiles work similarly to Netflix® profiles, where upon opening the Stream It TV app, you can choose which profile to watch. To set up profiles for up to five users, from the Main Menu, navigate to Profiles/Settings/Recordings, press Select, swipe up and select the settings wheel. (See more information about setting up and editing profiles on page 9.)



Parental Controls

To restrict available content by ratings on Stream It TV, activate Parental Controls. Parental Controls constrain full view access to content rated R, TVMA, and NC17 unless a Personal Identification Number (PIN) is entered. Full access to the content resumes after entering the correct PIN.

- The Parental Controls setting is either enabled or disabled, and is accessed through the Profile Settings in the Main Menu.
- At first access, the user will be asked to create a 4-digit PIN. This PIN will be used to restrict access to the Parental Controls and mature content.
- Your PIN can be changed or reset from this menu.



Recently Watched

A Recently Watched list is accessed from the Main Menu, and listed at the bottom. This is equivalent to the LAST button on a standard remote. This feature shows a history of the last 15 channels and programs watched.

- Access Recently Watched from the Main Menu:
 - o On an NDTC Stream It TV box remote, the “Last” key lists recently watched programs.
 - o Apple TV: Swipe down on the touch pad.
 - o Amazon Fire & Android: Press the Down directional button.



Watching NDC Stream It TV

Cloud DVR – Recordings

NDC Stream It TV includes two streams and 50 hours of DVR storage to record series, movies, and programs to play later. Recordings require DVR capacity, and if not deleted once they are viewed, your DVR storage capacity may need to be increased.

There are no limits to the number of programs that can be recorded simultaneously, only the number of hours allowed with your package. DVR storage is shared across all profiles. Once a show is recorded, it is accessible by everyone on the account, at home or on the go.

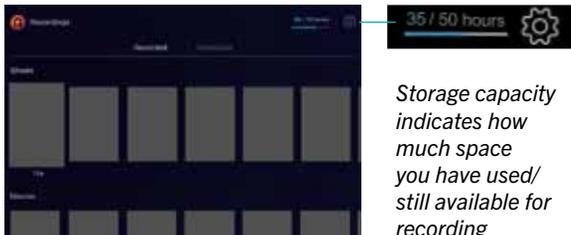
TO SCHEDULE RECORDINGS

- From a live program: Press the Select or OK button, or swipe, depending on your remote. This will bring up a screen overlay with several options. Navigate to the Record option and select it.
- From the Guide or when Browsing: Select the program you wish to record when browsing the Guide, Search, Shows & Movies. This will bring up the detailed information about that program, including some options. Select Record to start the recording. Choose which Episodes you wish to record.

TO MANAGE RECORDINGS

Access Settings from the Main Menu to view, edit, and delete your recorded programs and series. Recordings may be available from any internet connection depending on the program and network.

*The Recordings menu tabs show either **Recorded** or **Scheduled** programs.*



Storage capacity indicates how much space you have used/ still available for recording

Pause Live TV

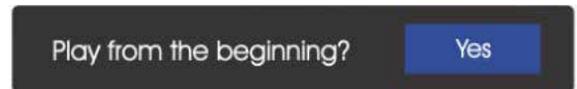
Once a channel begins to play, you can pause live content with your remote for up to 60 minutes. After 60 minutes of pause time, the channel will automatically play whatever is currently live.

Standby

After four hours of consistent viewing on the same channel with no remote-control activity, Stream It TV will ask you to press any button on the remote to continue broadcasting content. If you do not press a button on the remote after inactivity, the screen will revert to the home screen of the device.

Restart a program while in progress

When changing to a live program that has already started, a small pop-up may appear near the bottom of the screen that reads,



Selecting “yes” will go back to the starting time of the program.

PLEASE NOTE: The Restart pop-up message only appears for around five seconds. If you miss the pop-up, press the Select button on your Amazon remote or swipe down for the Apple remote while watching Live TV. This will bring up Restart, Record, and other options. Navigate to Restart using the remote and press “OK” to restart the program. You can also press Select or Rewind and navigate backwards.

- If there is not a pop-up or an option to Restart from the program options, then that content is restricted for Restart and/or Restart TV by the channel provider.

Watching NDTc Stream It TV



Replay

Replay TV allows access to up to 72 hours of already-played programming, depending on the availability and permissions from each content provider.*

To access Replay TV, select the Guide from the main menu, then navigate left/backwards in time past the “On Now” column.

Programs are arranged in reverse chronological order from right to left. The most recently aired program will be the first image seen. Navigate to the left for older channel content.

TO NAVIGATE TO DIFFERENT CHANNELS WITHIN REPLAY SCREEN:

- Apple TV: Swipe up/down on the touch pad.
- Android TV & Amazon Fire: Press up/down/left/right on the Ring to see all content available from the other channels.

**NOTE: Each network, series, and channel has different rules as to what can be viewed and how. If a channel or program is not offered in the Replay TV section, then either the program is beyond the Replay TV window for that channel, the network itself does not allow Replay TV, or the content provider has restricted Replay TV content. Some networks only allow for 24 hours of Replay TV content, and some have restricted certain shows.*



Closed Captioning

Closed Captioning (CC) provides a text overlay for all programming that provides this service.

TO ACTIVATE CC

- Apple TV/Amazon Fire TV: Navigate down on the remote while watching live TV. This brings up the media player controls on an overlay at the top of the screen. Navigate to the CC option in the overlay screen. Click CC to toggle it on or off.
- Android TV & Amazon Fire TV (and Stick): Click the Select button while watching live TV. This brings up the media player controls on an overlay screen at the bottom. Navigate to the Audio/Subtitles option and press the Select button to toggle it on or off.
- Laptop or Computer: Move mouse to activate playbar, select the menu icon .



watchTVEverywhere

watchTVEverywhere is free with your Stream It TV subscription.

watchTVEverywhere provides instant access to streaming TV shows, series, and movies available through an internet-connected PC, laptop, iPad, iPhone, Android, or other Wi-Fi device.

Have your NDTc account number ready and click here to learn how to register: gondtc.com/docs/WATCHTVEverywhereRegistrationGuide.pdf

FOR ADDITIONAL QUESTIONS OR ASSISTANCE WITH NDTc Stream It TV,

Call 701.662.1100 or visit: gondtc.com/streamittv



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