



## User Guide for Amazon Fire



Unlock limitless entertainment with Ntec Stream TV!  
Includes setup, watching TV, recording functions,  
adding a new device , best practices,  
and trouble shooting tips.

# Lets Get Started

## Add the Ntec Stream TV app to your Amazon Fire

- Press the Home button and navigate Left to the search magnifying glass. Type in or use Voice Search to enter Ntec Stream TV.
- Select and click the Get button to download the App. Once the installation is completed, you will be prompted for a Login and Passphrase (Contact Ntec if you need these) After entering the Login and Passphrase press Save and then you are ready to stream!

## Navigate ● Watch ● Channel Surf

### Navigate the Ntec Stream TV App Content and Lists

Pressing left, right, up or down on the remote circle will highlight specific items. Pressing in the center of the remote circle will open a highlighted item. To return to the Home screen, press the Home button. Press the Back button to move back to the previous screen. (See exhibit 1 for visual)

### Watching Ntec Stream TV

From Home Screen, use the remote to highlight the Ntec Stream TV icon and press the center of the remote. This action will open your on-screen program guide. To watch a channel, press up or down on the remote ring to any program highlighted in Blue and press the Play/Pause button.

### Channel Surfing

While watching TV, press the top of the remote circle to view the next higher numbered channel. Press the bottom of the remote circle to view the next lower numbered channel.

## Exhibit 1:

The screenshot shows a TV program guide for 'The People's Court' on KDLT. The program is scheduled for 12:00 PM to 1:00 PM on Nov 12. The description reads: 'A court case involves two parties undergoing an intense dispute with one another regarding a shopping cart issue, so Judge Marilyn Milian attempt...'. The guide also shows other programs on the same channel and time slots, including 'Days of Our Lives', 'Family Feud', 'Maury', 'The Bold and the Beautiful', 'The Talk', 'GMA3: Strahan, Sara & Keke', 'General Hospital', 'Rachael Ray', 'BizKid\$', 'Tamron Hall', 'KELOLAND Living', and 'Inside Edition'.

Channel	Program	Time	Status
606 KDLT	Days of Our Lives	12:00 PM	New
608	Splash and Bubbles	12:30 PM	
609 KTTW FOX 7	The People's Court	1:00 PM	
611 Kelo	The Bold and the Beautiful	1:30 PM	New
613 KSFY abc	GMA3: Strahan, Sara & Keke	2:00 PM	New

## Enter Channel Number Feature

- From the Program Guide, press and hold the center of your remote ring to open a screen that allows you to enter a specific channel number and then select Next to move to that channel number in the Program Guide. (See Exhibit 2 for visual)

## Exhibit 2:

The screenshot shows the 'Enter Channel Number' feature. A numeric keypad is displayed over a blurred background of a TV program guide. The keypad has buttons for numbers 1 through 0, a 'Delete' button, a 'Clear' button, a 'Previous' button, and a 'Next' button. The number '1' is highlighted in yellow. The background shows program listings for 'The People's Court' and other shows.

# On Screen Guide Management

From Home Screen, highlight the Ntec Stream TV icon and press the center of the remote. This will open your on-screen Program Guide. Press Up, Down, Left or Right to scroll through your channel lineup. Pressing the center of your remote on a highlighted program will open a program screen with detailed information about the program. This screen will also display Watch, Record, and Search options. Choose your preferred option and press the middle of the remote. (Exhibit 3 with Visual)

## Tab Bar

From the Program Guide, press the Back button on your remote to open Tab Bar. The Tab Bar allows you to scroll Left or Right to access the Guide, Recording, and Search options will be covered in subsequent pages of this guide

## Recordings

### Adding New Devices to your Services

Before you add a new device to this service, go to Settings in your Tab Bar from an activated device, scroll down and highlight Add Device. Press the center on your remote to generate a Login and Passphrase for the new device. Follow the directions at the beginning of this guide for adding this service to your new Amazon device, and use the displayed Login and Passphrase when you are prompted to activate this service

### Recording Programs From the Guide

Select an upcoming program, press the center of your remote, highlight the record button and press the center of your remote to make a recording of this program. See the Recording Your Programs section of this guide for Recording instructions. (See Exhibit #4)

## Exhibit 3:

### The Kelly Clarkson Show

Today, November 12, 3:00 – 4:00 PM New TV-G

Musician Jason Derulo; comic Nicole Byer; Kelly lets a woman borrow her chair from "The Voice" to find a blind date; Kelly interviews a couple who were involved in a viral proposal; Kelly covers Post Malone's song...

[Watch](#)

[Record](#)

[Search](#)

Also On **KSFY abc**

The Ellen DeGeneres Sh..

ABC World News Tonig..

Wheel of Fortune

## Exhibit 4:

The Real TV-PG

3:00 PM Guide Recordings Search Settings

Robin Givens of "Ambition"; Donald Faison of "Emergence."

Nov 12, 3:32 PM 3:30 PM 4:00 PM 4:30 PM 5:00 PM

606		Hot Bench Life and Times of a... <span>New</span>	Judge Judy Unlawful Bulldog... <span>New</span>	Judge Judy Homeless Helping... <span>New</span>	KDLT News at 5pm
608		Xavier Riddle and The Secret Museum...	Odd Squad Olympia's Day; Otis's Day	Cyberchase Creech's Creature Quandary	Arthur Speak Up Francine; Waiti
609		The Real	25 Words or Less <span>New</span>	25 Words or Less	TMZ <span>New</span>
611		The Dr. Oz Show True Crime Exclusiv... <span>New</span>	Dr. Phil Prescription Drugs, Drinking and DWI's, My Daughter'... <span>New</span>		KELOLAND News at Five
613		The Kelly Clarkson Show <span>New</span>	The Ellen DeGeneres Show <span>New</span>		KSFY News @ 5:00

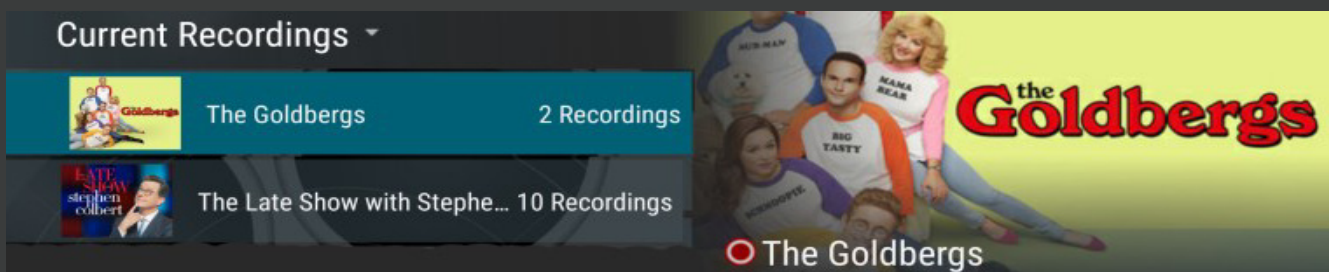
# Recordings

## Recording Your Programs - Making a Recording

When you select Record, a screen will display that gives you the option for setting a Recording Series rule for this program. You can record only new episodes (Series- New Only), record all episodes of this program (Series - All), or a One-Time recording of this program. To further manage this recording, go to the Tab Bar and select the Recording option.

(See Previous page's Exhibit #4)

### Exhibit 5:

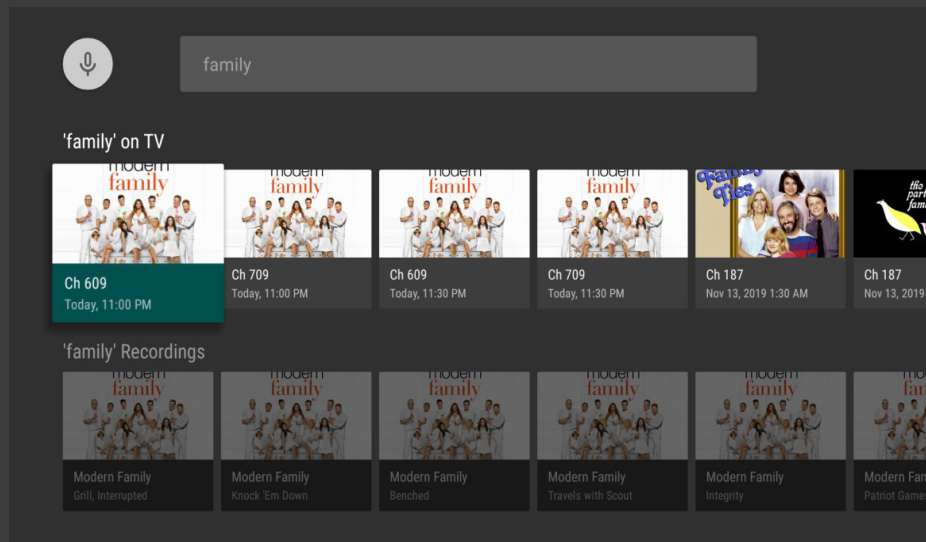


## Watching Your Recordings

Recordings can be reviewed from the Recordings or Search screen options. Select screen options. Select Recordings from the Tab Bar to open the Recordings screen. You will see a list of your Current Recordings. Scroll through the list, highlight the program you want to watch, and press the Play/Pause button. If there are multiple recordings, scroll and highlight one and press the Play/Pause button.

From any of your Search options, you can see a list of recordings for a specific program by highlighting and pressing on the Search button. This screen will display a list of current or future scheduled broadcasts of this program in the top row. Scroll down to the second row to highlight the list of recorded programs. If the highlighted program has been completely recorded, press the Play/Pause button on your remote to play the recording.

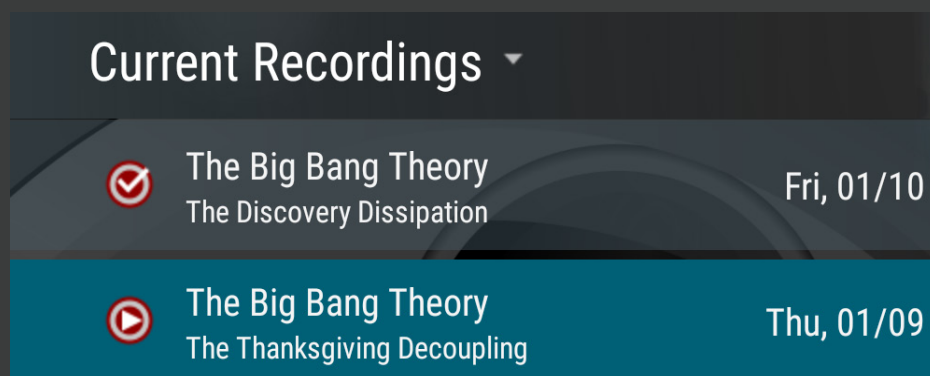
## Exhibit 6:



## Managing Your Recordings - Current Recordings

To watch or delete current recordings, go to the Tab Bar and select the Recordings option. This screen will display the list of your recorded programs. Scroll up or down and press on the highlighted program that you want to manage. Scroll up or down to highlight a program and press the Play/Pause button to watch the program. The Checked Red circle to the left of the program indicates that it has not been watched while programs with a Red Play Button have been partially watched. Press Play/Pause on a partially watched program to view the program where you left off. From this list, you can either watch or delete your recorded programs by highlighting the Watch or Delete option. If you choose to Delete a program, you will receive a prompt asking to confirm your deletion.

## Exhibit 7:

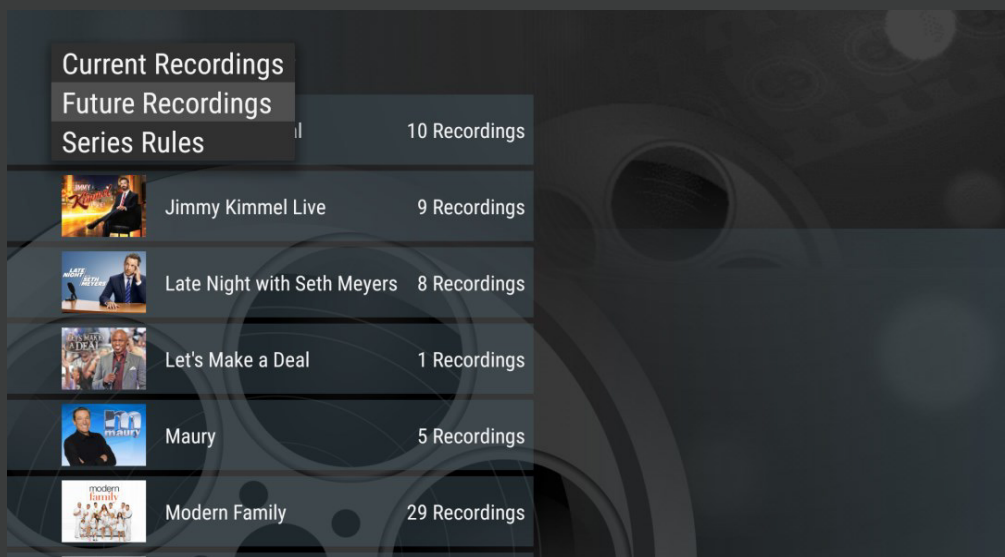


# Recordings

## Future Recordings

Use the Future Recordings feature to manage settings for your future recordings. From the Recordings screen, press the center of your remote control twice, and from the dropdown, choose Future Recording to see a list of programs you have scheduled for recording. Scroll through the list, highlight, and press the center of your remote to open a Future Recording that you want to manage. To assure that you don't miss the beginning or ending of a program, highlight, Edit and press the center of your remote to open a Recording Options screen. Highlight and press the center of your remote to edit the Start and the center of your remote to adjust the time when you want your recording to start or end. Once you have finished, highlight Save and press the center of your remote. To delete a Future Recording, highlight Delete and press the center of your remote, to receive a prompt asking to confirm your deletion.

## Exhibit 8:

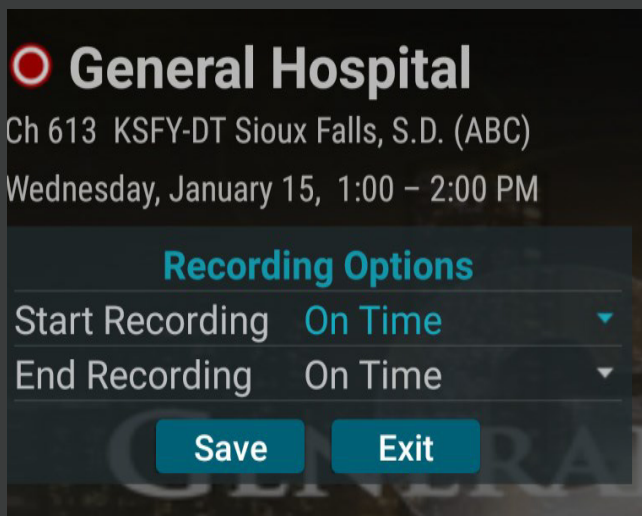


The screenshot shows a menu with a dropdown for 'Current Recordings', 'Future Recordings', and 'Series Rules'. Below the dropdown is a list of programs with their respective recording counts. The background features a large, faint image of a remote control.

Program	Recordings
Jimmy Kimmel Live	9 Recordings
Late Night with Seth Meyers	8 Recordings
Let's Make a Deal	1 Recordings
Maury	5 Recordings
Modern Family	29 Recordings



## Exhibit 9 & 10:



### Series Rules

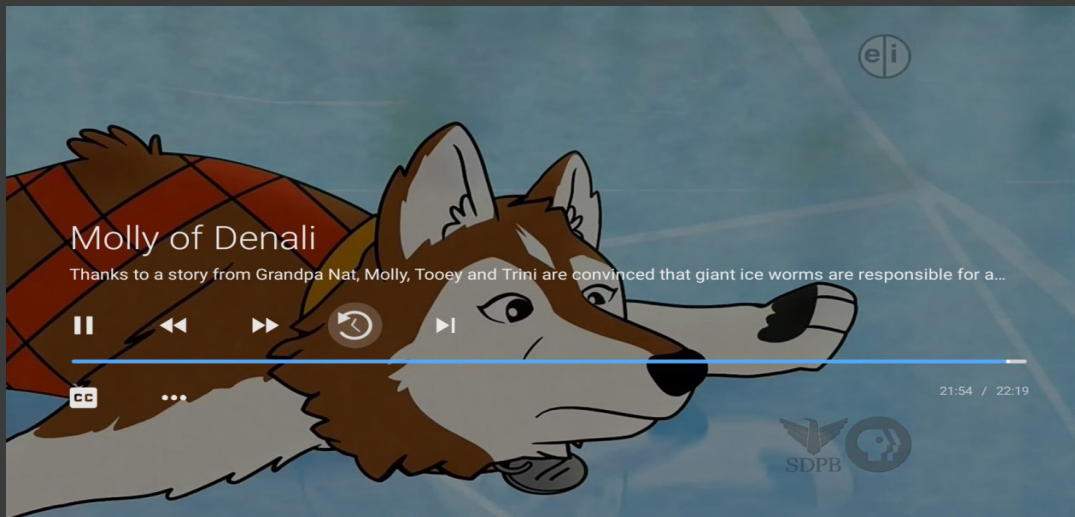
Use the Series Rules feature to manage the episodes of a series that you want to recorded automatically. From the Recordings screen, press the center of your remote control twice, and from the dropdown, choose Series Rules to see a list of series programs you have scheduled for recording. Scroll through the list and highlight a series that you want to manage. Highlight Edit and press the center of your remote to open a Recording Option screen. Scroll up or down and press the center of your remote to choose Recording Type, Keep At Most, Start Recording, or Only New Episodes. Keep at Most lets you choose a maximum number of episodes that you want to keep or this series, or you can choose to keep All Episodes.

The Start and Stop Recording times option works the same way as in Future Recordings. When finished, highlight Save and press the center of your remote control. You can also delete all of the Series Rules (Rules only, not the recordings) for a program by highlighting the Delete button and pressing the center of your remote.

# Restart TV

This popular feature lets you go back to the beginning of any currently airing or in progress recorded program that has the Restart Option. While watching live TV, press on the upper part of the remote ring to open a program Play bar. Press on the upper part of the remote ring a second time and scroll right to highlight the Restart button. Press the center of your remote to restart the program from the beginning.

## Exhibit 11 & 12:



Programs that have the Restart option display a Green Restart icon in the program description. There may be programs because of programming restrictions that don't allow for the Restart function

## Watching in-progress Recordings

If you would like to watch an in-progress recording from the beginning, for the best experience use the Restart feature.

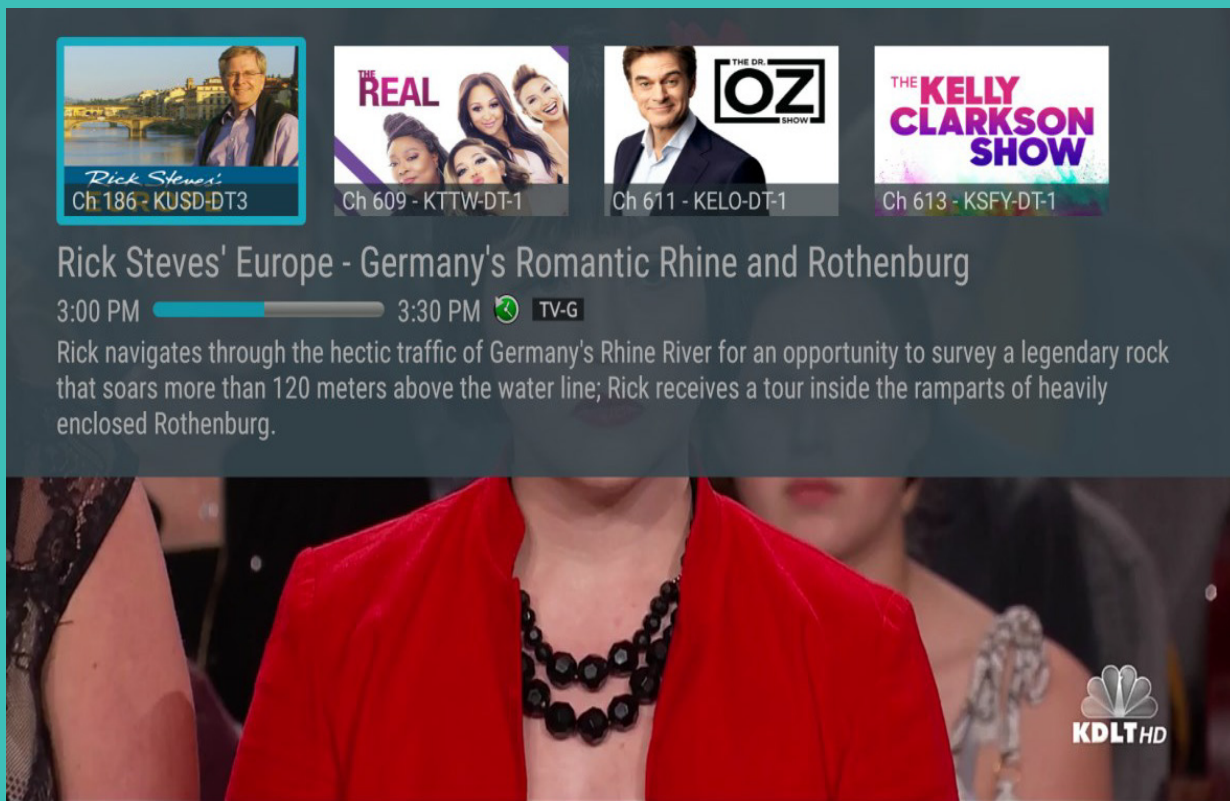
## Pause Live TV

While watching live TV, press on the Play/Pause button on your remote once to pause the program. After you have let the dog out, raided the refrigerator, or completed any other task, just press the Play/Pasuse button one more time to continue watching your program.

## Quick Guide

During a recorded or live program press the lower part of the remote control ring to pull down a menu list of your most recently watched channels. Scroll left or right to choose new channel and press the center of your remote to watch it.

## Exhibit 13:



The screenshot displays a TV guide interface with four channel thumbnails at the top: Rick Steves' Europe (Ch 186 - KUSD-DT3), THE REAL (Ch 609 - KTTW-DT-1), THE DR. OZ SHOW (Ch 611 - KELO-DT-1), and THE KELLY CLARKSON SHOW (Ch 613 - KSFY-DT-1). Below the thumbnails, the selected program is "Rick Steves' Europe - Germany's Romantic Rhine and Rothenburg", airing from 3:00 PM to 3:30 PM on TV-G. A description follows: "Rick navigates through the hectic traffic of Germany's Rhine River for an opportunity to survey a legendary rock that soars more than 120 meters above the water line; Rick receives a tour inside the ramparts of heavily enclosed Rothenburg." At the bottom of the screen, a partial view of a woman in a red jacket and black necklace is shown, with the KDLT HD logo in the bottom right corner.

# Adding More Devices

1. Open the Ntec Stream App.
2. Press the Options button
3. Navigate right and go to the Account, Navigate to the bottom of the screen and click “Add Device.”
4. Use the Login and Passphrase on the screen to login to a new device.



## Best Practices

We suggest (and support) only the following compatible devices:

Amazon Fire Stick Gen 2, Fire TV Gen 3, Stick 4K, Fire Cube Gen 2,  
Fire TV Stick 4K

Apple TV Gen 4 HD and newer, Gen 1 4K and newer

Roku Express 3900X, Premiere 3920X, Streaming Stick 3810X, Ultra 4640X, Roku  
4440X

Place your streaming devices where it can get proper ventilation. They can over-heat and cause pixelating, buffering, and other malfunctions.

Streaming boxes generally perform better than streaming sticks or other streaming devices as they usually have a better processor, more memory and better heat dissipation.

Make sure you have a solid Wi-fi Connection on a 5 Ghz signal and bandwidth (internet speed) to accomadate all of your connected devices.

# Troubleshooting

1. Try a different channel in the Stream TV app.
2. Try a different app on your streaming device.
3. Try a different streaming device (if you have one).
4. Disconnect your streaming device from your TV and from its power and then reconnect it. (You can also stop the app and reopen it, but you must clear the streaming device cache in the settings; simply going back to Home and opening the app again will not work.
5. Ensure you have a strong Wi-Fi signal and that you do not have too many other devices in your home competing for the Wi-Fi bandwidth.
6. Try your Internet/Wi-Fi from a different device in the home to ensure your Internet/Wi-Fi is working.
7. If your Internet and/or streaming TV is not working from other devices, contact Ntec. If your Internet and/or streaming TV is working from other devices, This is an issue with your streaming device. You should either contact the manufacturer or replace the device.

## Still Need Help?



Scan the QR Code for informational tutorial videos on Stream TV. (Coming Soon)

## Let's Connect!



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