



**COMPORIUM  
STREAM TV.  
USER GUIDE.**



# WELCOME TO COMPORIUM STREAM TV

Comporium Stream TV is the new, full-featured video service delivered to your TV, laptop, and mobile devices, exclusively from Comporium.

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## COMPORIUM STREAM TV OVERVIEW

This guide is focused primarily on the use of “smart” boxes that connect to a TV set such as the Apple TV, Android TV, and Amazon Fire TV. Devices like smart phones, tablets, and web browsers may behave differently.

### **Before acting on any of the instructions in this manual:**

- 1 Have an active and installed Comporium Internet service subscription.
- 2 Subscribe to Comporium Stream TV service through a Customer Service Representative or online at [shop.comporium.com](http://shop.comporium.com).
- 3 Set up your password through the Comporium Stream TV activation email.
- 4 Have each device you plan to use with Comporium Stream TV activated on their appropriate accounts (iTunes, Google, Amazon, etc.).
- 5 Have all devices you intend to use connected to a television.

**If you experience any problems or need to ask a question, please call a Customer Service Representative at 888-403-2667.**

# STREAM TV REQUIREMENTS

Comporium Stream TV requires you to have one or more supported streaming devices in your home to use the service. Please refer to the Supported Devices section on page 30 for a list of recommended devices.

When away from home, use your Comporium Stream TV username and password from any Internet connection to schedule or watch recorded content from your Comporium Stream TV app. You can also access full episodes, movies, and more online with your Comporium Stream TV subscription through the included channel streaming apps, such as WatchHGTV and Hallmark Channel. For more network streaming access, visit [www.watchtveverywhere.com](http://www.watchtveverywhere.com)

## YOUR WIRELESS SIGNAL

Comporium Stream TV is an IP-based video platform that enables high-quality video streaming inside your home. Therefore, the wireless signal strength in your home is very important to the quality of your experience with Comporium Stream TV.

If you schedule installation with one of our technicians, the installer will test your wireless signal and place your wireless router in the best possible location to ensure good quality service.

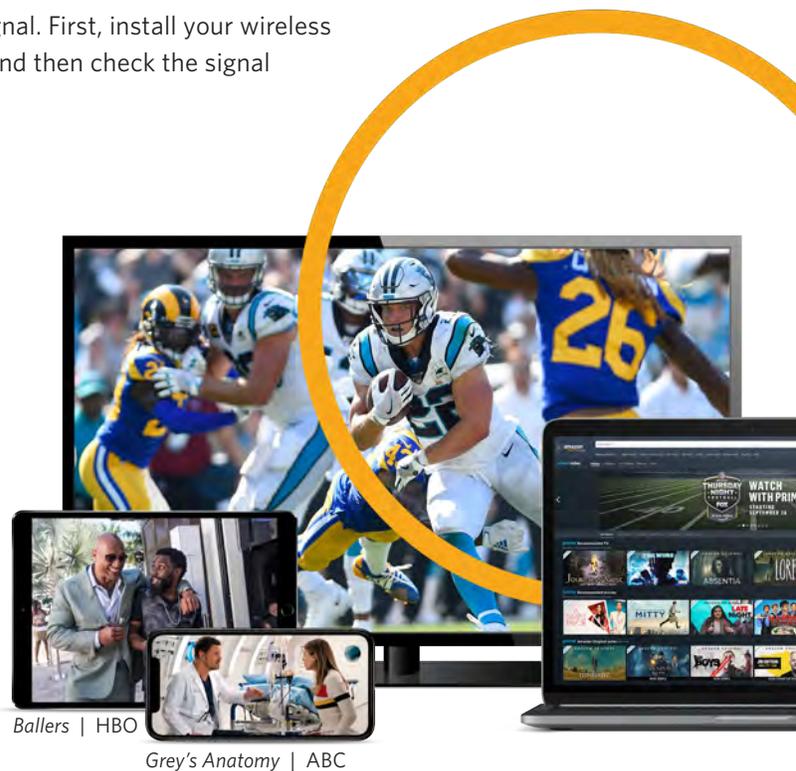
*Please do not move your wireless router once it is installed.*

If you installed your own router, you can check your wireless signal. First, install your wireless router in the vicinity of the TV/device you are planning to use, and then check the signal strength with a speed test app on your smartphone.

Then connect your streaming device and check the signal strength again on the device itself.

Some of the recommended Comporium Stream TV devices do not have an Ethernet port.

However, an Ethernet adapter is available at many department stores and online. This adapter connects to the device (TV, tablet, etc.) using a Micro USB port, or something similar, and provides an input for a wired Ethernet connection. Check the manufacturer's support materials and product offerings for more information.





## GETTING STARTED

### 1 DOWNLOAD THE COMPORIUM STREAM TV APP

On a "Smart Box" or mobile device, you can download the Comporium Stream TV app from your devices' App Store.

**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**

go to [streamtv.comporium.com](http://streamtv.comporium.com)

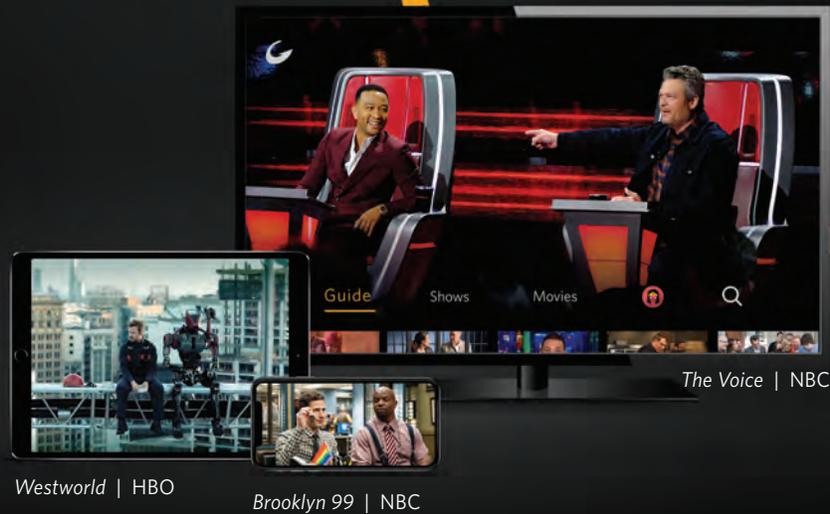
Once you are in the App Store, search for "Comporium Stream TV" and select "download." Once the app is installed, you'll be able to see it on your device.

### 2 SIGN IN TO THE APP WITH YOUR USERNAME AND PASSWORD

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

### 3 LIVE TV

Watch and enjoy.



## LIVE TV

### CHANGE THE CHANNEL

Channel surfers will appreciate that Comporium Stream TV allows for moving up or down to the closest station.

**Apple TV:** Swipe right/left.

### Android TV & Amazon Fire TV (and Stick):

Press up/down directional controls.

### 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 eight hours of consistent viewing on the same channel with no remote control activity, Comporium Stream 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 this period of inactivity, the Stream TV app will close and revert to the home screen of the device.

## MAIN MENU

### TO ACCESS THE MAIN MENU

**Apple TV:** Press the **Menu** button on the remote control to view the Main Menu while watching live content.

### Android TV & Amazon Fire TV (and Stick):

Press the **Menu** button. On the Fire Stick, this is the round button with three lines on the far right.

### THE MAIN MENU HAS FIVE IMMEDIATE OPTIONS:

- 1. Guide:** The traditional channel listing allows for browsing both forward and backward in time to see what's on and upcoming. Replay TV is accessed in the Guide as well.
- 2. Shows:** Browse live, upcoming, and recently aired (but still accessible) shows by categories such as "What's on Now," "Action," "Drama," etc.
- 3. Movies:** Browse live, upcoming, and recently aired (but still accessible) movies using the same category search as above.
- 4. Profile Settings:** Manage settings such as DVR Recordings, Parental Controls, User Profiles, and other information here.
- 5. Search:** Explore live, upcoming, recorded, and restart content across the entire app by show, movie, actor, channel, etc.

# RECENTLY WATCHED

Your **Recently Watched** list is located below the Main Menu. This feature is a chronological history of the last 15 channels and programs watched. In many cases, if the item is a live channel, you will see a picture-in-picture preview of that channel. Navigate to the desired icon using the remote and click **Select** on the remote for a quick and easy return to the show you were on before.

## TO ACCESS RECENTLY WATCHED FROM THE MAIN MENU

### Apple TV:

Swipe down on the touch pad.

### Android TV & Amazon Fire TV (and Stick):

Press the Down directional button again.

# GUIDE

The guide is reminiscent of traditional television in that it is a channel-based way to browse live and upcoming content as well as filter content by movies, sports, kids, or subscribed channels.

## TO NAVIGATE THE GUIDE

### Apple TV:

Swipe left/right to navigate backward or forward in time. Swipe up/down to navigate through the channel numbers.

### Android TV & Amazon Fire TV (and Stick):

Press right/left to navigate backward or forward in time.  
Press up/down to navigate through the channel numbers.

When a live program is highlighted, press the **Select** button once for a brief show description. If the show is currently airing, a live sample will display to the right for a sneak peek. Inside the Quick View you can also set recordings, as well as go to the full show or movie details page.

If you navigate to the far left of the guide screen past "On Now," a pop-up overlay will appear for Restart TV (see page 16). Press the **Select** button on your remote to explore the **Restart TV** content by channel.





The Simpsons  
FOX



Avengers: Infinity War | Marvel Studios

## SHOWS

The **Shows** section is organized in a picture tile display for easy viewing. Episodes and series are organized into horizontally scrolling rows according to show type or genre. These include:

**Recordings:** This is another place to view content recorded by profile on the account. Recordings are displayed in reverse chronological order with the most recently recorded on the left and older content on the right.

**On Now rows:** Quickly see what is live for categories like Sports, News, Kids, etc.

**TV Genre rows:** Browse through series and episodes by type including Action, Drama, Reality, etc.

Navigate this area with the up/down and left/right on the remote.

Once a show is selected, press the **Select** button on the remote to see more options regarding the desired content. Browse individual episodes by season, select an episode to play, view more details like actors or air dates, or set a recording if the show has yet to air.

## MOVIES

The **Movies** section is also organized in a picture tile display for easy viewing. Content is organized into horizontally scrolling rows according to show type or genre. Typically, these include:

**Recordings:** This is another place to view content recorded by profile on the account. Recordings are displayed in reverse chronological order with the most recently recorded on the left and older content on the right.

**Movie Genre rows:** Browse through movies by type including Action, Drama, Comedy, or Sci-Fi.

Navigate this area with the up/down and left/right function on the remote.

Select "browse all" to see all available content. This list will display all available movies, including restart titles, recorded, and upcoming.

Once a movie is selected, press the **Select** button on the remote to see more options regarding the desired content. If the movie has not yet aired, you can set it to record from this screen.



## REMOTE CONTROLS

Swipe down on Apple or press the **Select** button for Android remotes when watching Live TV to open controls, open controls to play/pause, seek, and more. This is also how to enable closed captions and other accessibility settings.

### CHANGE CHANNELS UP OR DOWN FROM LIVE TV VIEW

**Apple TV:** Swipe right/left.

#### **Android TV & Amazon Fire TV (and Stick):**

Press up/down directional controls. Go to the Guide to scroll more quickly.

### TO ACCESS MAIN MENU

**Apple TV:** Press the **Menu** button on the remote to go to the Main Menu while watching live TV.

**Android TV & Amazon Fire TV (and Stick):** Press the up or down direction button.

**Amazon Fire TV**



**Android TV**



**Apple TV**



**NOTE:** Your remote control may be different from those pictured above. These are the three most popular recommendations for customers using set-top box devices.

# RESTART TV

Comporium Stream TV also offers the ability to restart a program already 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, "Restart this program from the beginning?" Select **"Yes."**

Click the **Select** button on the remote to be taken to the beginning start time of the program.

The **Restart** pop-up message only appears for around five seconds. If you miss the pop-up, press the **Select** button on your Android remote (or swipe down for Apple remotes) 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.

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.

**\*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 Restart TV section then either the program is beyond the Restart TV window for that channel, the network itself does not allow Restart TV, or the content provider has restricted Restart TV content. Some networks only allow for 24 hours of Restart TV content, and some have restricted certain shows.

# REPLAY TV

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

To access Replay TV, pull up the Guide (page 11) then navigate left or backwards in time past the "On Now" column.

A pop-up panel will appear which gives you the option to "Watch Recently Aired Programs."

Click **Replay** on the pop-up with the **Select** button on the Android remote or depress Touch Pad on the Apple remote and the screen will transition to the Replay TV section.

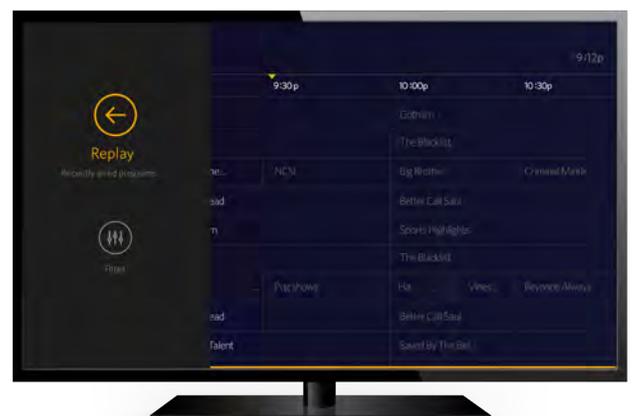
Programs are arranged in reverse chronological order from right to left. The most recently aired program will be the first image seen.

## TO NAVIGATE TO DIFFERENT CHANNELS WITHIN REPLAY SCREEN:

**Apple TV:** Swipe up/down on the touch pad.

**Android TV & Amazon Fire TV (and Stick):**

Press up/down on the Ring to see all content available from the selected channel.





## SEARCH

The **Search** feature is accessed through the Main Menu and is an extremely helpful way to quickly access the show, episode, movie, or channel you seek. You can search for actor/actress, title, director, or genre by navigating the provided cursor to each letter and pressing **Select** on the remote to add it to the search parameters.

Comporium Stream TV has an intuitive search program and 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.

Comporium Stream TV will search for the request and deliver results across all your subscribed channels including:

- Live TV
- Upcoming Live TV
- Restart TV
- DVR Recordings

### NAVIGATING TO A CHANNEL

While watching a Live Channel on the Stream TV App, hold down the center button in the circle to activate the search option. Then navigate to each letter to type out the desired channel or hold down the “Voice” icon on the remote and state the channel to find it.

**\*NOTE:** Certain recommended devices like Apple TV 4th Generation or the Amazon Fire Stick 2nd Generation may allow for voice search capability through the manufacturers’ remotes while in the Stream TV Search function.



## HD CONTENT

Comporium Stream TV offers HD content with your Comporium Stream TV service. If we receive the channel in HD, we broadcast it in HD. No extra channels or hassles.

## DVR RECORDINGS

### SET IT NOW, WATCH IT LATER.

A Digital Video Recorder, or DVR, is a simple way to watch your favorite shows when it is convenient for you.

There are no limits to the number of channels that can be recorded simultaneously. The only constraint is the number of hours allowed with your subscription tier. 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.

Access your recorded shows on nearly any Internet-connected device. Comporium Stream TV allows the user to record any TV program and watch it when convenient. It also allows the user to schedule recordings, play back shows, delete, and manage recordings all from Comporium Stream TV devices at home or on the go through the Comporium Stream TV app. The DVR allows for all the regular options like "end a recording later," "record only new episodes," or "choose channel preferences."

Real time storage capacity for the account is shown at the top right of the Manage Recordings Screen.

# DVR RECORDINGS

## 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 “Rec option” and press **Select** again on the remote.

**From the Guide or when Browsing:** Select the program to record while browsing anywhere within the Guide, Replay TV, Search or while browsing Shows & Movies. This will bring up the detailed information about that program including some options below. You should see a “Record” option - select this option to start the recording.

The next step provides a choice to “Record this program only,” or “Record future episodes.” The latter option may also provide a list of channels that the program will air on. Manage the series and other recordings under Settings.

## TO MANAGE RECORDINGS

Access the Settings from the Main Menu and select “Manage Recordings” to view, edit, and delete your recorded programs and series.

## RECORDED PROGRAMS

All the recorded programs that are ready to watch on your device will be displayed in this section from most recent to oldest. To play a show, go to a title and select “View Recordings” to see all the recordings of that particular program. Select a recording and then select **Play**.

Series Recordings, as well as any individually scheduled recordings you have set, can be found here. Press **Select** on any series to view a list of options.

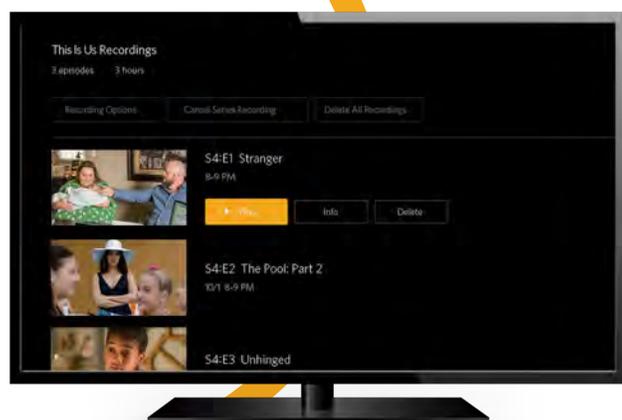
**View Recordings:** This is another way to view your recorded shows for this series. From here, you can play the show, view detailed info for each show, and delete. On this screen you will see an option to “Delete” on the top right.

**View Scheduled:** These are future episodes that are set to record. View detailed info for each show, extend a particular recording time, and cancel the series recording.

**Recording Options:** This allows you to add/remove the channel listings from this series as well as add extra time to the end of the recording.

**Series Info:** This will bring up more detailed information for the series and an overview with some additional browsing options.

From the Settings section, you can also access all of your recordings to either quickly watch, change recording options, or delete if you’re running out of space. If you find that you are recording a lot of content, you can upgrade your DVR storage capacity by calling a Customer Service Representative at **888.403.2667**.



**\*NOTE:** Some networks may not allow out-of-home viewing of DVR recordings.



## WATCH TV EVERYWHERE

### WATCH WITH ANY (OR ALL) OF THESE DEVICES!

Watch TV Everywhere is FREE with your Comporium Stream TV service. Watch TV Everywhere provides instant access to streaming TV shows, series, and movies available through an Internet-connected PC, laptop, iPad, iPhone, Android, or other WiFi device.

### REGISTER FIRST

Before gaining full access, Comporium Stream TV customers must register and create a user account. You will need your Comporium Stream TV account number, which is on your billing statement. Visit [www.watchtveverywhere.com](http://www.watchtveverywhere.com) to activate your account.

### SHARE WITH FAMILY

Each member may register up to four additional users after the main account is created and verified. There is no limit to the number of devices used to access each account.

Additional channels will be added as they become available. We are actively working with other providers to secure additional channels to provide you with more entertainment options.

Each station determines what content they release. TV episodes are often available just days after they originally air and unlike Hulu Plus or Netflix®, there is no extra fee for viewing!

You must subscribe to the corresponding channel package in order to access content from each network. See [comporium.com/tv/stream](http://comporium.com/tv/stream) for Channel Package info.

# SETTINGS

The **Settings** menu is where to find Profiles, Manage Recordings, update Parental Controls, and other device-specific information.

Go to the **Main Menu** and navigate to the recordings tab. Once there, select the **Settings** icon in the top right of the screen.

## PROFILES

Create up to five different profiles for various members of the household. Comporium Stream TV will capture the individualized watch history for each profile and offer personalized recommendations based on content viewed.

Comporium Stream TV profiles work similarly to Netflix® profiles, whereupon opening the Comporium Stream TV app, you can choose which profile to watch and the experience is catered towards that particular person's tastes and behavior.

To set-up profiles, bring up the Main Menu and move over to the Settings icon and press **OK** or swipe with an Apple remote.

## PARENTAL CONTROLS

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

It is highly recommended to set up a PIN number. This PIN will need to be entered prior to viewing any mature content rated R, TVMA, or NC17.

The Parental Controls setting is either enabled or disabled and is accessed through the Profile Settings in the Main Menu. You can also change or reset your PIN from this menu.



Young Sheldon | CBS

## CLOSED CAPTIONING

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

### TO ACTIVATE CC

**Apple TV:** Swipe down in the touch surface area of 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 CC option and press the **Select** button to toggle it on or off.

**NOTE:** It is not required to create a profile if you do not wish to have a personalized experience with custom recommendations based on your viewing habits. Comporium Stream TV's viewing features will work with or without a profile.

**NOTE:** Content that is restricted by the Parental Controls settings will still be viewable through the Picture-in-Picture display. Parental Controls are predicated on the content being rated. On occasion, one may encounter some programming not rated by the content provider.

It is not required to create a profile if you do not wish to have a personalized experience with custom recommendations based on your viewing habits. Comporium Stream TV's viewing features will work with or without a profile.



## SUPPORTED DEVICES

### COMPORIUM STREAM TV RECOMMENDED DEVICES:

#### Amazon Fire TV

- Amazon Fire TV (3rd Gen) Pendant
- Amazon Fire 4k Cube
- Amazon Fire TV Stick (2nd Gen, 3rd Gen, 4k)

#### Apple TV

- Apple TV 4k (5th Gen)
- Apple TV (4th Gen)

#### Android TV

- Nvidia Shield TV

#### Mobile

- Android
- Smartphones / Tablets running Android 7.0 or higher

### IOS

- Apple devices running IOS 11 or higher

### Web Browsers

- Chrome (latest version)
- Firefox
- Safari

### Television

- Android TV (Philips Android Smart TV, Sharp Android Smart TV, Sony Android Smart TV 5.1 or higher)
- Amazon TV (Fire TV Edition Element & Westinghouse 5.2 or higher, Fire TV Edition Toshiba & Insignia 6.2 or higher)

# QUESTIONS?

Call us at 888-403-2667 or visit us  
online at [Comporium.StreamTV.com](http://Comporium.StreamTV.com)



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