

StreamTV Troubleshooting Guide

General Troubleshooting

The general troubleshooting section contains steps for the customer to take in an effort to solve their issues before calling STV customer service.

StreamTV Device Will not Play Content

Network Troubleshooting

1. Ensure all network devices (Cable Modem, Wi-Fi router, Mesh router, etc.) are plugged in and powered on
2. If all network devices are plugged in and powered on, reset network devices by unplugging them, wait for 12 seconds, and plugging them back in and powering on sequentially
 - a. For cable modem and Wi-Fi router, plug in cable modem first, then Wi-Fi router
 - b. For cable modem and Mesh Wi-Fi router system, plug in cable modem first, then Mesh router
 - c. For combination modem/router, unplug device, wait for 12 seconds, plug the device back in, and power on

Network Speed Test

1. With network devices powered on, conduct a speed test to ensure that your network speeds are adequate to run your StreamTV device
 - a. Use your ISP's (Cox, Windstream, Xfinity, etc.) network speed test by googling their speed test
 - i. Ex. Google "Cox speed test" to find the speed test for Cox Communications
 - b. If you cannot find your ISP's speed test, the Ookla speed test is available for use at <https://www.speedtest.net/s>

Note: Your network download speeds should be higher than 100Mbps. Speeds lower than can prevent your device from operating at optimal levels.

My Network Is Operational but My Device Is Still Not Working

Follow these steps to verify your StreamTV device is connected to your home network. **NOTE: If you can do so, connecting your STV device to your network via ethernet cable is a much more reliable option than using a Wi-Fi connection. An ethernet connection will be much more stable and reduce the number of potential problems that could arise with your STV device.**

Ensure The Device Is Connected To Your Home Network

1. From the device Home screen, go to the **Settings** tab and click **OK** on the remote
2. Arrow down to **Network** and click **OK**

3. Verify your home network in the upper right corner and the status shows **Connected**
 - a. This connection can be to via ethernet or Wi-Fi
4. If connected via Ethernet cable, please turn off the Wi-Fi option at the top of the Network screen
5. Perform a speed test on your device using the instructions below and a speed test on your network using the instructions in the Network Speed Test section

Device Speed Test

1. From the device Home screen, go to the **Extras** tab and press **OK**
2. Arrow down to Speed Test and click **OK**

NOTE: The results of the device speed test will be different from the network speed test. It is not evaluating the speed of your network. It is assessing the connection to your home router and the connection to the StreamTV servers. Ideally, you want the results to be Excellent/Excellent, but if you are not getting those results, it is not necessarily a bad thing.
3. If you are receiving Poor/Poor device speed test results, try resetting your network using step 2 of the Network Troubleshooting section

Remote Control Issues

If your remote control is not responding to your actions, it will need to be reprogrammed. Before attempting these steps, always be sure to have fresh batteries in the remote.

Reprogramming The StreamTV Remote Control

1. Ensure that the USB dongle is plugged into your StreamTV device if one is required to operate your remote (StreamTV III remote does not require a USB dongle. Reprogramming instructions can be found on the back of the remote control)
2. With the remote control about one inch away and facing your StreamTV device, press and hold the red **TV** button and the **OK** button at the same time
3. Hold these buttons simultaneously for about six (6) seconds until the LED light on the remote flashes red and green
4. The LED will turn green if the connection is successful
5. If the LED turns red, repeat steps 2 and 3
6. If these steps are still unsuccessful, move the USB dongle to the next USB port, then repeat steps 2 and 3

If needed, here is a video demonstrating how to properly resync your remote:

<https://vimeo.com/343545426>

If these suggestions do not help, you may need to replace the remote. If out of warranty, please go to <https://streamTVpro.com/products> to purchase a replacement. If you feel it is still under warranty, please contact customer service.

My Device Has No Sound

If your StreamTV device is not playing any sound, try the following steps.

1. Make sure that the TV volume is NOT set to 0 or mute
2. Press the volume buttons on the remote to adjust the level of sound (still not working?)

3. Move the HDMI cord to a different port (still not working?)
4. Replace the HDMI cord with a new one (still not working?)
5. Connect the StreamTV device to a different TV to see if the sound works

If the issue still has not been resolved, please contact customer service at 650-200-3242 or send us a message at <https://streamTVpro.com/contact>.

Links In Favorites Tab Will not Work

Links in the Favorites tab occasionally stop working for several reasons. STV has remedied this issue by having multiple links for each channel. To fix a broken link in the Favorites tab:

1. Navigate to the **Favorites** tab
2. Press the **UP** or **DOWN** arrow to highlight the broken link
3. Press and hold the **OK** button to bring up the option menu
4. At the pop-up window, select **REMOVE FROM FAVORITES** and press **OK**
5. Navigate to the Live TV tab and find the content that you would like to view
6. Highlight the content and press/hold down the **OK** button to bring up another pop-up window
7. Select **ADD TO FAVORITES** to add the new link to your favorites tab
8. Enjoy the content on your new favorites link

NOTE: This does not only apply to links in your favorites. If a link that you frequently watch stops working or disappears, please search for a new link for that content. StreamTV provides multiple links for our content to provide the redundancy necessary for you to experience as little inconvenience as possible. When one stops working, simply select a new one and pick up where you left off.

How To

Create A MyStreamTV Account and Link A Device to Your Account

1. Navigate to www.streamTVpro.com/mystreamTV
2. Click **REGISTER** and fill out the registration form
3. Once registered, log into your account using the username and password you created during the registration process
4. Click the yellow "**LINK A DEVICE**" button
5. Six boxes will appear (these boxes will be used to link your device to your account)
6. Power on your StreamTV device
7. Navigate to the **Settings** tab and click the **OK** button on your remote
8. Scroll down to "**LINK DEVICE**" and click **OK**
9. A six-digit code should appear
10. Enter the six-digit code into the boxes that appeared in your MyStreamTV account

NOTE: If you do not see the six-digit code inside the LINK DEVICE section, please contact customer service for assistance.

Select Your Desired Payment Date via Invoice Payment Option

The StreamTV automatic payment option does not currently allow customers to change their payment due date. If you wish to do so, that option is available through manual invoiced payments. If you choose this option, we will calculate the payments due and email you the invoice on the date that works best for you. NOTE: Manual payments may only be updated during business hours, excluding all federal holidays. Manual invoice payment steps are as follows:

1. Contact customer service to setup manual payments (you will need to cancel automatic payments if you are currently using that option)
2. Once we receive your information, the invoice will be sent to you
3. The invoice will be sent to you via PayPal and will come from Nav-Air Corporation
4. Please be sure to check your email inbox AND spam folders for the invoice email
5. Open the email and select “**View and Pay Invoice**”
6. Once the invoice has been paid, contact customer service during normal business hours and provide the MAC ID on the bottom of your StreamTV device
7. Our customer service technicians will turn your StreamTV services on within an hour of your call

For customers that do not have PayPal:

1. Select the option that allows you to pay with your debit/credit card and input your card information
2. Once the invoice has been paid, contact customer service during normal business hours and provide the MAC ID on the bottom of your StreamTV device
3. Our customer service technicians will turn your StreamTV services on within an hour of your call

Add Favorites

1. Highlight the content to be saved using your remote control
2. Press and hold the **OK** button for 2-3 seconds
3. At the pop-up window, scroll down to “**Add Favorites**” and press **OK**

Remove Favorites

1. Navigate to the **Favorites** tab and press the **OK** button
2. Highlight the content to be removed
3. Press and hold the **OK** button for 2-3 seconds
4. Scroll to “**Remove From Favorites**” and press **OK**

NOTE: Removing favorites may need to be done periodically if TV channels are added to the favorites listing. This is due to TV channel links being added and removed periodically. If this happens, simply remove the old link, and find a new link to add to your favorites.

Use the Search Tab (Keyboard Remote)

1. Navigate to the Search tab using your remote control
2. Click the **UP** arrow once to bring up the search bar
3. Using the back of the remote, type the name of the content that you are looking for
4. Searches can be done with the following criteria
 - a. TV show
 - b. Movie

- c. Channel
 - d. Name of actor
 - i. Typing the name of an actor will list all TV shows and movies in our database that they have appeared in
5. Once your search options appear on the screen, press the **UP** arrow to access them in the content selection section
6. Click the **OK** button to view the selected content
7. To exit the content selection section, press the **RIGHT** arrow on the remote control
 - a. This will bring you back to the original search bar where you can erase and search again
8. When you are done searching, press the **DOWN** arrow to go back the homepage of the STV device

Use the Search Tab (Non-Keyboard Remote)

1. Navigate to the **Search** tab using your remote control
2. Click the **UP** arrow once to bring up the search bar
3. Click the **OK** button to bring up the virtual search keyboard
4. Using the virtual keyboard, type the name of the content that you are looking for
5. Searches can be done with using the same criteria as the keyboard remotes (See Using the Search Tab (Keyboard Remote section))
6. Once you have typed the content you are looking for, select **DONE** on the virtual keyboard to go back to the original search bar
7. When your search options appear on the screen, press the **UP** arrow to access them in the content selection section
8. Click the **OK** button to view the selected content
9. To exit the content selection section, press the **RIGHT** arrow on the remote control
 - a. This will bring you back to the original search bar where you can erase and search again
10. When you are done searching, press the **DOWN** arrow to go back to the homepage of the STV device

Correct the Screen Zoom

1. Go to the Settings tab, then select **DISPLAY**
2. Select **SCREEN POSITION**
3. Select the desired zoom option
4. Click **OK** to choose the desired zoom option

Update Payment Information

1. Navigate to www.streamTVpro.com/mystreamTV and log into your account
2. Click "**Get Plus**" to update your new card information
3. Restart your device to make sure the latest changes have been accepted

NOTE: If you do not see the "Get Plus" option, please call customer service for assistance.

View the Adult Section

StreamTV does not currently have an adult section for customers to view. However, we can provide you with instructions on how to access adult material.

1. Power on your StreamTV device
2. Select **WEB** on your Keyboard Remote or **E** on the Air Remote to bring up a web browser
3. Type the web address of the content you would like to access
4. Press **Enter**

NOTE: The Air Mouse Arrow will be needed at times to navigate within the web browser.

Customer Service Information

Phone Number:

650-200-3242 (Please remember to leave a voicemail)

Hours of Operation:

Mon – Fri: 9am – 8:30pm EST

Saturday – Sunday: 12pm – 6pm EST

Email: <https://streamTVpro.com/contact>