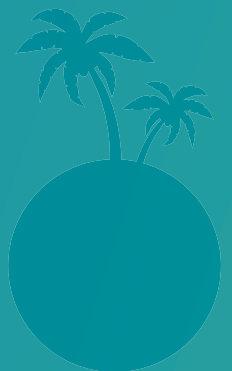




Blue Stream Fiber WELCOME BOOKLET

The tools to take your
experience to the next level

bluestreamfiber.com/welcome



Welcome to the Blue Stream Fiber family!

We can't wait for you to enjoy your newly installed services. To assist you, we've put together this WELCOME booklet, carefully designed to help you become acquainted with the state-of-the-art features and capabilities of your new services.

As you explore your services today and well into the future, we encourage you to look in this booklet as a quick way to get answers to all your questions and to become a pro in no time.

You'll find QR codes throughout this booklet. These will link to helpful How-To videos so you can either follow the steps in the guide or watch a step-by-step video. This particular QR code directs you to an installation video that walks you through everything you need to know about your new services—perfect if you prefer watching over reading. To scan, simply open the camera on your cell phone and hover over the code



Happy learning!

INSTALLATION VIDEO



Keep the information below handy as you'll need it to get the most out of your services.

Blue Stream Fiber Customer Credentials:

Account Number: _____

Dedicated Phone Number: _____

Bill Pay Portal

Bill Pay Username: _____

Bill Pay Password: _____

Plume Home or Blue Stream Smart Home

Username: _____

Password: _____

Internet - WiFi Network

WiFi Network Username: _____

WiFi Network Password: _____

TV - WTVE and Blue Stream Fiber TV App

Username: _____

Password: _____

Security Pin _____

(will need for future when calling into customer service)

Table of Contents

- Top Tips and Tricks 4**
- TV Service 6**
- TV Channel Lineup 28**
- WTVE and Blue Stream Fiber TV App 29**
- Internet Service 38**
- Phone Service 40**
- Seasonal Service 42**
- Frequently Asked Questions 44**
- Upgrade Options 49**

Top Tips & Tricks

We can't wait for you to enjoy your newly installed services. To assist you, we've put together some quick tips and tricks to ensure you get the most out of your services and know where to find support if needed.

Billing

Q: What can I expect from my first bill?

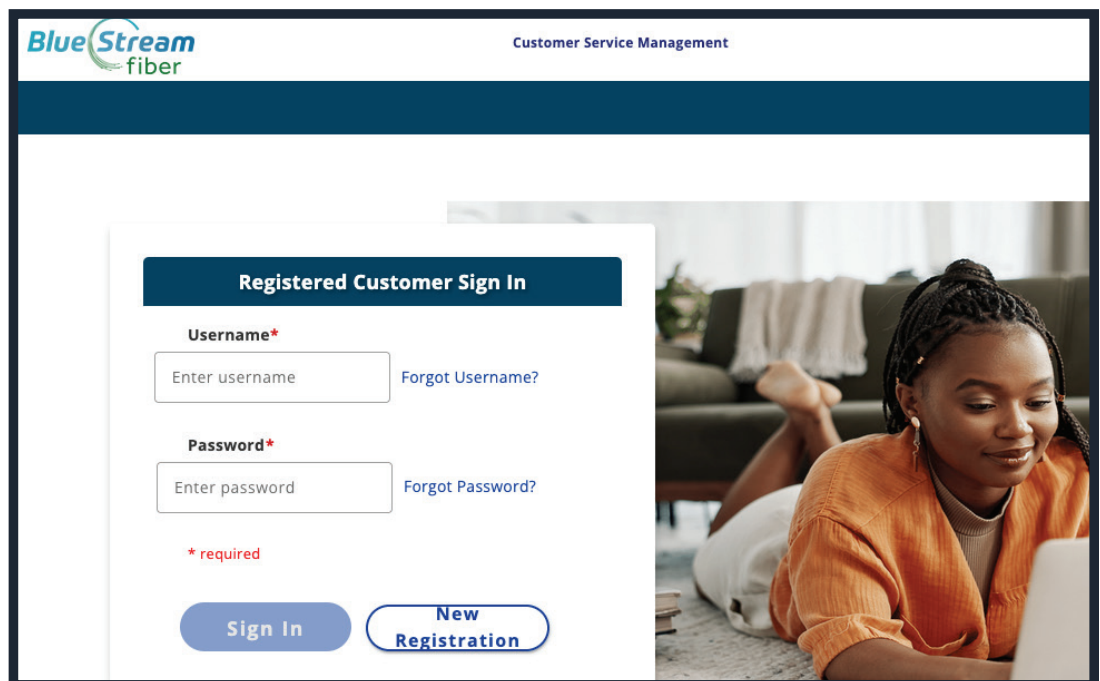
A: Your first bill will cover the cost of your first month of service and any installation fees. Please note that due to us following a standard bill-in-advance schedule, you will receive a second bill soon for your following month's services. This is normal. You'll then fall into a regular monthly cadence for future bills.

Q: What is the easiest way to pay my bill?

A: The easiest way to pay your bill is by setting up electronic billing so you can access your bill online at any time. Doing this will also save you the paper bill fee. In addition you can also set up autopay so that your bill is paid automatically each month.

Q: How can I sign up for e-billing or autopay?

A: Signing up for e-billing and autopay is easy! To do so, you'll need your account number. This can be found in the Welcome email you received when you signed up for service from noreply@mybluestream.com. For a step by step on setting this up, please visit bluestreamfiber.com/billing.



TV Service

Q: What should I do if I'm having trouble with my TV Service?

A: If you're having trouble with your TV service, the first step in troubleshooting is to reboot your set-top box. This will often solve many common issues. To reboot your set-top box, unplug the round power cord from the back of the box, wait 30 seconds, and then plug the power cord back in. Wait for the box to fully reboot before trying to use it again. **Please do not call the call center before performing the reboot as a reboot will need to be completed prior to receiving support.**

Q: Will rebooting my set-top box delete my recordings?

A: Rebooting your set-top box will not delete your recordings.

Q: What should I do if my remote control isn't working?

A: If your remote control isn't working, the first thing you should do is check the batteries. If they are low or dead, replacing them may solve the problem. The frequency of battery replacement depends on how often you use your remote control. If you use it frequently, you may need to replace the batteries a couple of times a year. If you use it less frequently, the batteries may last up to a year or more.

Q: Can I use my Blue Stream Fiber TV remote on any TV within my home?

A: No, you can only use your Blue Stream Fiber TV remote with the television and set-top box it was originally installed on. In fact your remote should have a sticker on it that matches the sticker on the set-top box it was paired with.



Internet Service

Q: What should I do if I'm having trouble with my internet connection?

A: If you're having trouble with your internet connection, the first step in troubleshooting is to reboot your modem. This can often solve many common issues with the connection. To reboot your modem, unplug the power cord from the back of the modem or unplug it from the wall, wait 30 seconds, and then plug the power cord back in. Wait for the modem to fully reboot before trying to use the internet again. This can take a few minutes. **Please do not call the call center before performing the reboot as a reboot will need to be completed prior to receiving support.**

Q: Can I move my WiFi pods around my home to improve connectivity?

A: Please do not move your WiFi pods, as this can cause connectivity issues. The placement of the pods is optimized by our technicians during installation for optimal signal strength and coverage.

TiVo Experience Quick Guide

Turning On Your TV.....	7
Getting to Know Your Voice Remote	8-9
Getting to Know Your On-Screen Icons.....	10
Watching Live TV and Exploring Your On-Screen Guide	11
Starting to Watch TV.....	12
Getting to Know the Home Screen Menu.....	14
Fast Forwarding, Rewinding, Pause, Skip Ahead/Back	16
Searching and Finding Shows and Movies.....	17
Start Over & Catch UP	18-19
Setting Recordings (Single and Series/OnePass)	20
Where to Find My Recordings - My Shows.....	23
Managing Your Recordings and OnePass Options.....	24
Blue Stream Fiber On Demand.....	25
Finding, Downloading & Using Streaming Apps	26
Troubleshooting Your Set-Top Box.....	27
Turning on Closed Captioning	28

To learn about additional elements, such as, Accessing Apps and Games, Setting Parental Controls, or Other Settings and System Information, please simply **scan the QR code** with your phone's camera.



Turning on your TV

Let's get started.

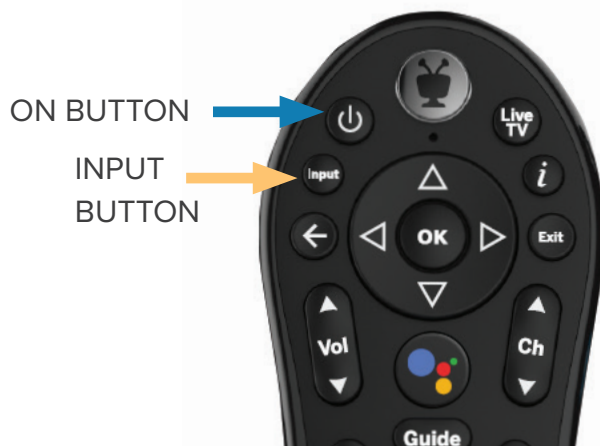
The very first step in watching TV is of course, turning it on! To turn on your TV remote, simply press the **ON** button, as shown, here!

Your remote should have been paired to your set-top box and TV during your installation, and you should now be able to use your voice-remote to turn on and off as well as to control the volume! In the coming pages you will learn more about all of the other buttons on your remote and the incredible features they are connected to!

HELPFUL TIP

If the screen is black, says “no signal” or “no input”, no need to panic. It may be because you hit the Input button on the remote.

Pressing the Input button on your remote, right under the power button, will change your input source and can cause you to get a blank screen or a “no signal” message. Simply make sure your input source is set to the correct HDMI input. To change your input source, press the Input button on the top left of your remote (under the Power button) and then pause to see if the TV picture has come back. Repeat as needed until your picture comes back or you have exhausted all input source options.



If your remote is not responding and your TV volume or power buttons don't work, your remote may need to be re-paired. Watch a video below with step-by-step on how to re-pair.

TO RE-PAIR, Press the **TIVO** button at the top of your remote to get to the TiVo menu.

Then you will want to select the settings menu on the screen which will look like three horizontal lines.



Getting to know your voice remote

As you get comfortable with your world-class voice remote, take note of these three buttons which you will use often.



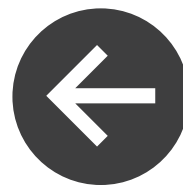
Live TV

Anytime you just want to go back to watching TV, use the **LIVE TV** button.



TiVo Button

Press the **TIVO** button anytime to get the Home Screen. While in the Home Screen, you can find all of your important viewing options.



Back Button

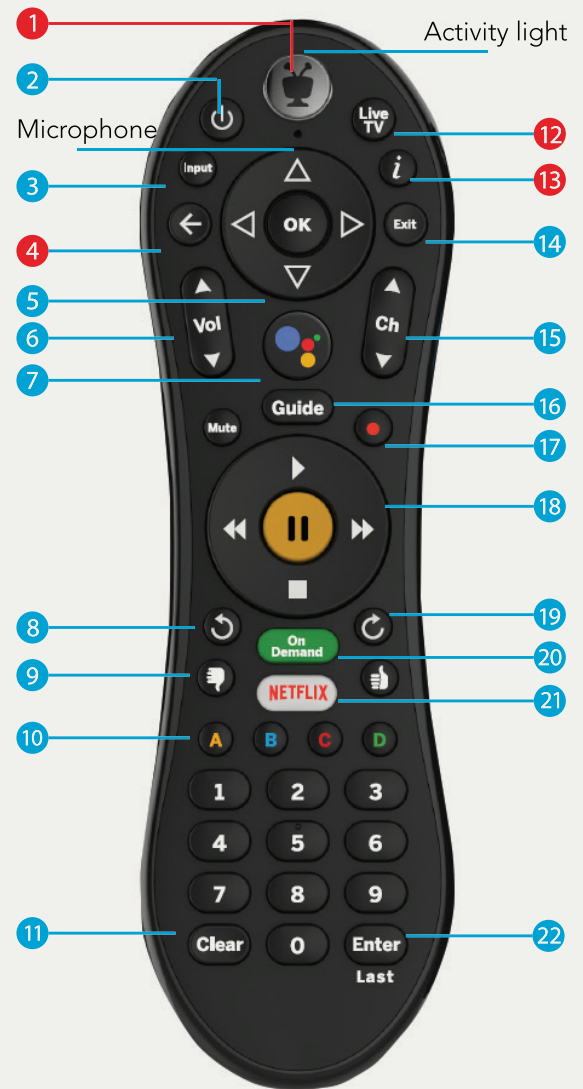
If you find that you have landed on an unfamiliar screen and want to go back to the last screen viewed, press the **BACK** button. This will bring you to the last screen viewed.

HELPFUL TIP

Be sure to make note of which buttons you are pressing. The Input Button is very close to the Power Button and Back Button. To avoid inadvertently changing inputs on your TV, be sure to verify you are pressing the correct button.

Remote Control Reference

- 1 The TIVO BUTTON takes you to the Home screen.
- 2 POWER button turns the TV on or off.
- 3 INPUT selects the input for your TV.
- 4 BACK goes back to the previous screen.
- 5 Use the ARROW BUTTONS to navigate the TiVo menus. When watching video, press OK to bring up TrickPlay controls, UP to see the mini guide and DOWN to see the full Info banner, Continue Watching panel, and Favorite Channels panel.
- 6 VOLUME controls the volume on your TV.
- 7 Press and release the Google Assistant button to talk to Google.
- 8 REPLAY repeats the last eight seconds of the show. In the Guide, REPLAY jumps 24 hours back.
- 9 Use the THUMBS UP and THUMBS DOWN confirm certain commands, as instructed on screen.
- 10 Future enhancements will include the use of the A, B, C, and D buttons. A opens the categories list in What to Watch. B changes the sort order of My Shows. C jumps to the next filter in My Shows. D removes a tile from the Continue Watching panel.
- 11 CLEAR dismisses items appearing over live TV and deletes titles from My Shows and the To Do List.
- 12 LIVE TV takes you to live TV.
- 13 "i" shows the Info banner while watching a show. Press and hold for accessibility options.
- 14 Use EXIT to go to full-screen video from any TiVo menu screen. While watching live TV or Start Over/Catch Up shows, EXIT goes back to the previous channel watched.
- 15 Use CHANNEL UP/DOWN to change the channel or move quickly through the Guide.
- 16 GUIDE takes you to the on-screen Guide.
- 17 Press RECORD to record the show you're watching, or to set up a recording for a show selected in the guide. (Cloud DVR required.)
- 18 Use the TrickPlay buttons (REWIND, FAST-FORWARD, STOP, PAUSE, and PLAY) to control video.
- 19 ADVANCE jumps forward 30-seconds. In the Guide, ADVANCE jumps forward 24 hours.
- 20 ON DEMAND jumps to the On Demand catalog.
- 21 The NETFLIX button launches the Netflix app.
- 22 ENTER/LAST displays the Continue Watching panel.



Getting to know your on-screen icons

These icons will appear time and time again, as you explore different functions, including recording shows, deleting recordings, among other functions. Make sure you're comfortable with them so you can identify them on different screens and throughout different features!



Show is available from Restart or Catch Up



Get more information (e.g., go to Episode screen).



Delete this episode.



Show will be recorded as an individual recording (not part of a OnePass™ search).



Show will be recorded as part of a OnePass search.



Streaming video.



Recorded show.



Recording may be deleted to make room for other recordings you have requested, or because it can only be kept a certain number of days.



Partial recording (recording was interrupted).



Show is currently being recorded.



This show or channel cannot be recorded.

Live TV

To watch TV, select Watch TV from the Menu Bar. If live TV is not already playing when you turn on your TV, simply press the Live TV button or select Watch TV from the Home Screen. As a reminder, nearly every time you turn your TV on, you will start at the Home Screen.

On-Screen Guide

There are two easy ways to see your on-screen guide

- You can press the **GUIDE** button on your set-top box remote control
- Use Voice Control with your remote. To use Voice Control, press and hold the **GOOGLE ASSISTANT/VOICE** button and say, "Guide."

HELPFUL TIP

Once a show or movie is highlighted in the Guide, you can press and hold the OK button down to see all the ways to watch it, including streaming services like Hulu or Netflix.



SportsCenter
ESPN's flagship program provides a thorough presentation of sports and analysis. The Emmy-winning show revolutionized the sport by deftly mixing information with (CC, HD) News, Sports Non-Event
Mon 4/26 12:00pm - 1:00pm

	Mon 4/26	12:30pm	1:00pm
ater	32 HD ESPN	SportsCenter	SportsCenter
ake	33 HD ESPN 2	First Take NEW	
ent	34 HD WE	Law & Order: Crimi	Law & Order:
tics	35 HD CNN	Inside Politic NEW	CNN Newsroo
ort	36 HD CNBC	Fast Money NEW	The Exchange
ered	37 HD 5 News	Outnumbered NEW	America Rep
lins	38 HD Bally SPORTS	Lunch With the Marlins	
golf	39 HD GOLF	PGA Tour Golf NEW	

Starting to watch TV

To help you get comfortable with your new video platform, we are going to walk through your Home Screen, the Menu, On-Screen Icons Guide and Mini Guide.

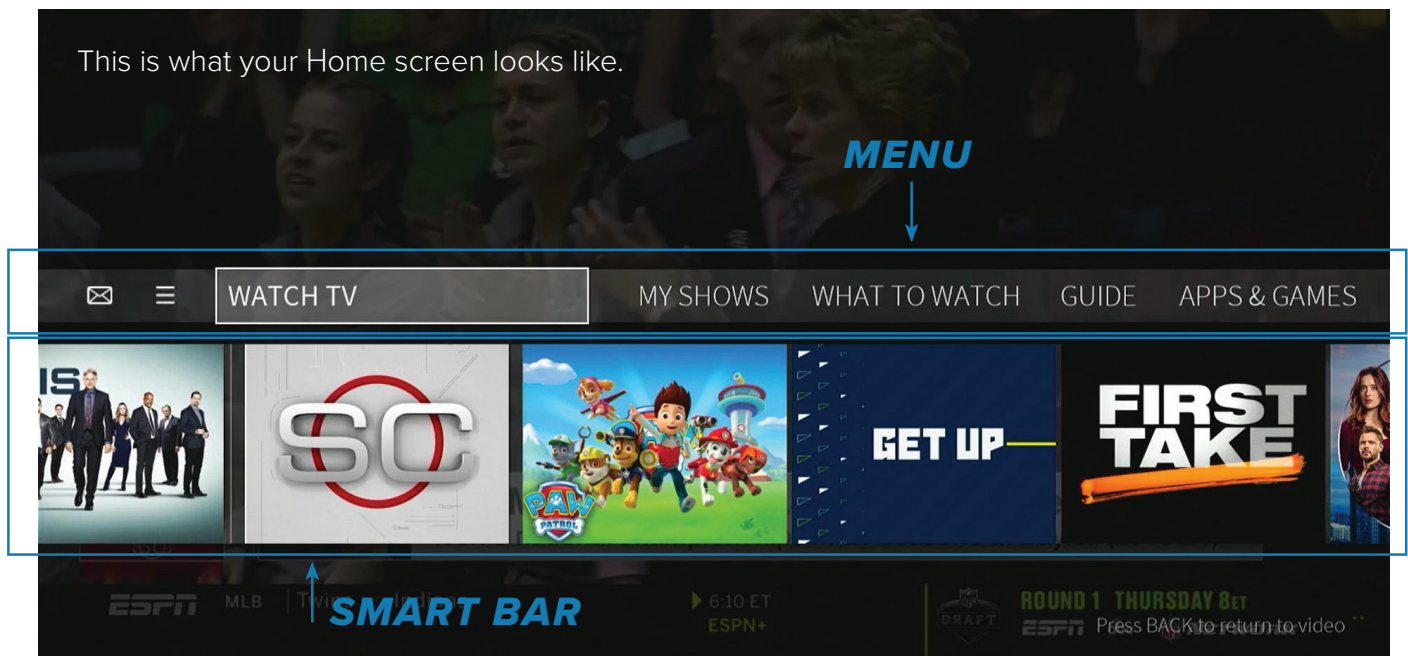
Home Screen

The Home screen is the starting point for just about everything you may do on your set-top box. In fact, most times when you turn on the TV, you will start on the Home screen. From the Home screen, you can easily do things like watch live TV, go to the Guide, find your favorite streaming apps like Netflix or Hulu, and watch Video OnDemand. You can even get personalized recommendations of shows and movies you might like.



HELPFUL TIP

To get to the Home Screen from anywhere, just press the **TIVO** button on your remote.



Watch TV, My Shows and What to Watch

The Home screen menu showcases your most commonly used functions. You can quickly access your recordings and saved shows, go directly to watch live TV, and get recommendations on what is available to watch right now. You can even access streaming apps like Netflix and Prime Video. You will learn more about these features in the coming pages.

WatchTV

WatchTV starts playing live TV from the channel you were last watching.

My Shows

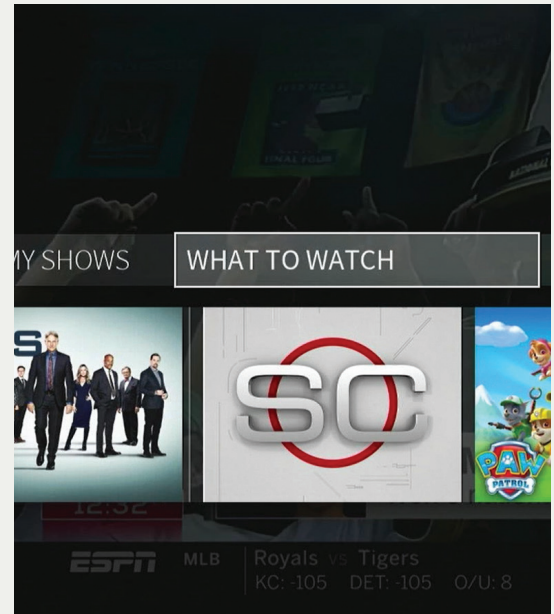
My Shows brings you to all of your recordings. It also takes you to any OnePass you have set up (A OnePass is a handy playlist of all recordings, streaming videos and On Demand shows).

What to Watch

Here you can easily browse shows that are available to watch now. Shows may be available on live TV, streaming apps like Vudu or Netflix, and Video On Demand. To find these options, look at the Menu bar. You can scroll left or right by pushing the left and right arrows in the middle of your remote (see remote on the right).

HELPFUL TIP

You will love the OnePass feature. Have a favorite TV show? If you set a OnePass, it will record all upcoming episodes and will also show you where you can catch up on past episodes on streaming services like Netflix & Hulu as well as On Demand.



Home Screen Menu

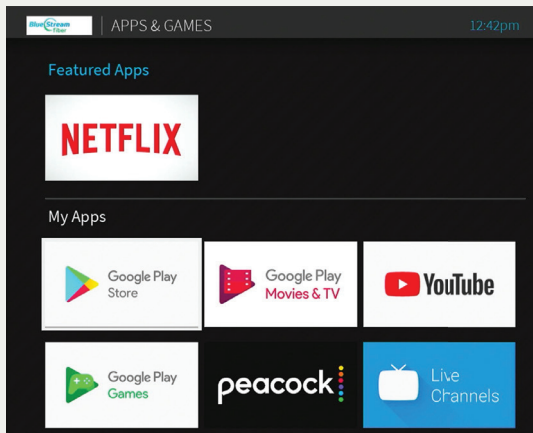
GUIDE



Guide

Select this to bring up your on-screen guide. Your guide shows what is on now as well as 14 days of upcoming programming. In order to access your on-screen guide, simply press the GUIDE button on your remote!

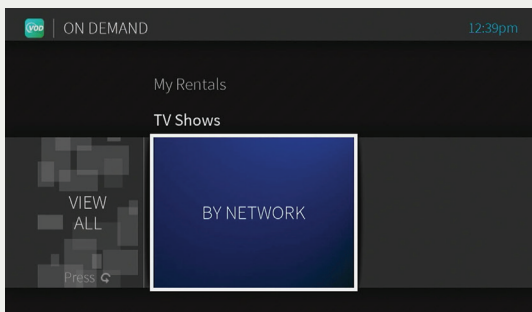
APPS & GAMES



Apps & Games

Your Blue Stream Fiber TV service allows you to download and access a variety of apps. These apps can be popular streaming apps like Netflix, Hulu and HBO Max or even other types of apps like games, music and lifestyle services like Spotify and Martha Stewart TV. This is where you will find those apps once installed. On page 26 you will find out how to install these apps.

ON DEMAND



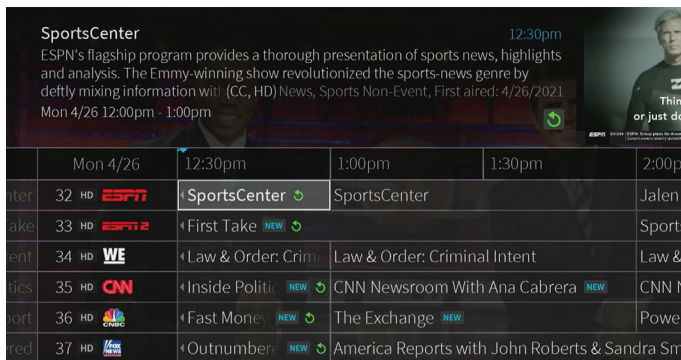
On Demand

In the mood for a movie or want to see what new shows are available on your favorite channel? Go here to be taken to Blue Stream Fiber On Demand.



Search

The best way to search for content is with your Voice Remote. However, if you would like to do a manual text search, it can be done by going here and using the keypad.

On-Screen Guide




Press **RIGHT** and **LEFT** arrows to move to the next or previous show.

Press **ADVANCE**  to jump 24 hours ahead, or **REPLAY**  to jump 24 hours back.

Press **OK** on a show in progress, and the channel changes to that show.

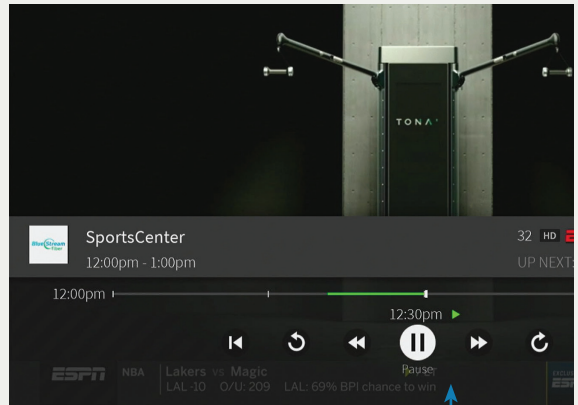
Press **OK** on an upcoming show and you'll see all recording and bookmarking options.

To get out of the guide and go back to watching TV, press the **LIVE TV** button  in the upper right-hand corner of your set-top box remote.

HELPFUL TIP

To browse the Guide quicker, you can use the Channel Up/Down Buttons to advance a page at a time instead of just one channel at a time.

Fast Forwarding, Rewinding and Pause



PAUSE MODE

When watching Live TV, you can **REWIND**, **FAST FORWARD** and **PAUSE**. When you select one of these options, a Status Bar will appear.

- This bar represents a one-hour period of time.
- The green segment shows the portion of the hour that is available for you to Rewind back or Fast Forward to.


The thick white line shows your current point in time. While Rewinding, Fast Forwarding or Pausing, you will see those icons on the bottom of your screen. The one highlighted with the white circle around it shows the function you are currently performing. For example, the picture below shows the TV is in Pause mode.

While in Fast Forward and Rewind mode, you will need to press the **PLAY** button to resume watching TV.

Fast forward, rewind, skip ahead/back

There are different speeds you can Rewind or Fast Forward. You can also easily skip ahead or back with the press of a button.

Press **REWIND** or **FAST FORWARD** up to three times for the speeds. Press **PLAY** to start watching again.

Press the **REPLAY** button  to easily jump back 8 seconds. Press this multiple times to go back in 8-second increments. This is great for when you're watching sports!

Press **ADVANCE** button  to jump forward 30 seconds. You can also press this button multiple times.

Press **STOP** to pause the rewinding, fast forward, replay, or advance features and jump back to live.

HELPFUL TIP

NOTE: To use Voice with Fast Forward or Rewind, you must provide a time like "30 seconds" or "Two minutes." To use Voice Control, press and hold the **GOOGLE ASSISTANT/VOICE BUTTON** and say, "Fast Forward one minute." or "Pause."

REWIND,
FAST FORWARD,
PLAY, REPLAY,
ADVANCE
BUTTONS



Searching and finding shows and movies

Voice Search

Using the Voice Search feature on your set-top box remote is the easiest and quickest way to find what you want to watch. You can search by show title, episode title, actor, director and more.

Your Blue Stream Fiber TV service will search across shows and movies that are coming up on live TV, that are available on popular streaming apps like Netflix®, Hulu® and Prime Video®. It also searches across what's available on Blue Stream Fiber On Demand at the same time.

1. Press and release the **GOOGLE ASSISTANT BUTTON**.
2. When you see the four colored dots at the bottom of your TV screen, begin to speak.
3. Be sure to speak naturally into the remote.
4. Say a title, actor, sports team or keyword.

Speak to Search, Browse and Find

Search by title or keyword:

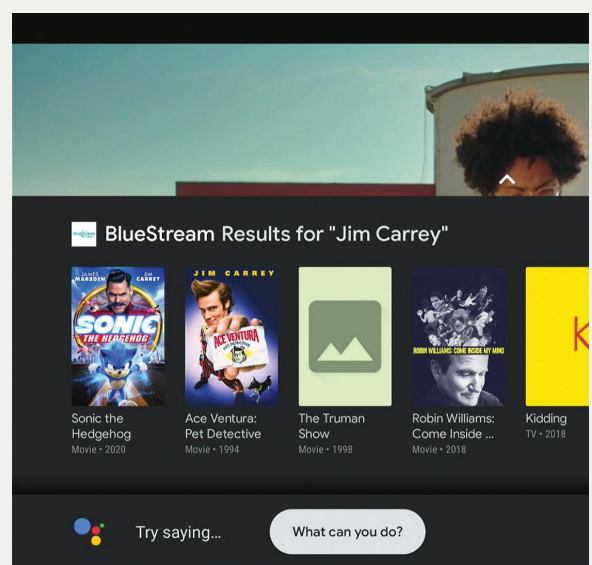
“Cooking shows” or “The Today Show.”

Search by actor:

“Jennifer Aniston” or “George Clooney.”

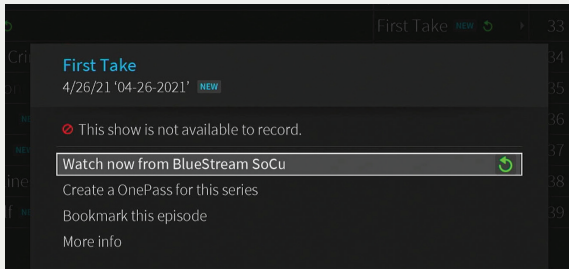
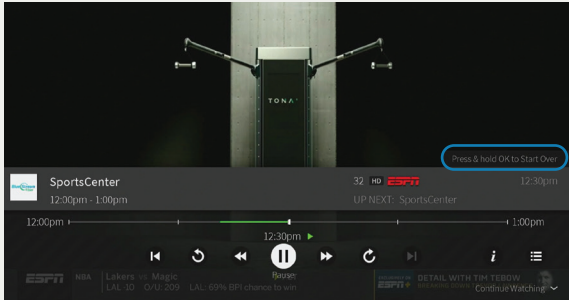
Browse:

“Find romantic movies,” or “Show me sports movies.”




Start Over

If you are watching a live TV show when it is already in progress, it may be available to start over from the beginning. There are two ways to tell if a show is available for Start Over.



1. When you tune to the channel, there will be a rectangle box in the lower right-hand corner of your screen that says “Press & hold OK to Start Over.” To engage Start Over, press and hold **OK** until the show or movie begins playing from the beginning.
2. When in the On-screen guide, the green icon will be next to the name of the TV show or movie. To engage Start Over, press and hold **OK** until a pop-up box appears at the base of your screen. Select **Watch now from Blue Stream SoCu**.

 Shows and movies that can be started from the beginning will show this green icon next to them.

HELPFUL TIP


We’ve all stumbled upon a TV show or movie that is already in progress and wish we could see it from the beginning. Start Over gives you the ability to watch what you want when you want.

Catch Up

If you have missed an episode of one of your favorite shows and want to catch up, you can do so easily with the Catch Up option.


There are many shows that are available to watch in the Catch Up section of your Blue Stream Fiber TV service.


To see what's available:
















1. Go to the On-Screen guide by pressing the **GUIDE** button on your set-top box remote or press and hold the **GOOGLE ASSISTANT** button and say, "Guide."
2. Once in the Guide, press the **LEFT ARROW** button.
3. You will see what shows are available to watch on each channel. For example, in the picture below, First Take is available to watch on ESPN®.
4. While in this screen, any show with the  icon can be watched.

First Take NEW 12:32pm

'04-26-2021' - Stephen A. Smith and Max Kellerman debate the hottest topics in sports, with host Molly Qerim Rose. A rotation of sportswriters and athletes also weigh in with their opinio (CC, HD) Talk Show, Sports Non-Event, First aired: 4/26/2021
 Mon 4/26 10:00am - 12:00pm

 This show is not available to record.



10:30am	11:00am	11:30am	12:00pm	Mon 4/26
◀ First Take NEW 			SportsCenter 	32 HD 
◀ Get Up! NEW 			First Take NEW 	33 HD 
◀ Law & Order: Crimin	Law & Order: Criminal Intent		Law & Order: Crimi ▶	34 HD 
◀ CNN Newsroom 	At This Hour With Kate Bolduan NEW 		Inside Politic NEW 	35 HD 
◀ Squawk on th NEW 	TechCheck NEW 		Fast Money NEW 	36 HD 

HELPFUL TIP

Want to see what's available for Catch Up on other channels? Press the Channel Up/Down buttons.

Setting a single and series recording (OnePass)

You can set a recording for single episodes or movie or set a series recording. Regardless of the option you choose, you can do this from the On-Screen Guide, Live TV, or after performing a search.

From the On-Screen Guide:

- While in the Guide, select the show or movie you want and press the red **RECORD** button on your set-top box remote.
- A pop-up box will appear on your screen that will give you several recording and watching options. Record just this episode will be defaulted.

Record Single Episode

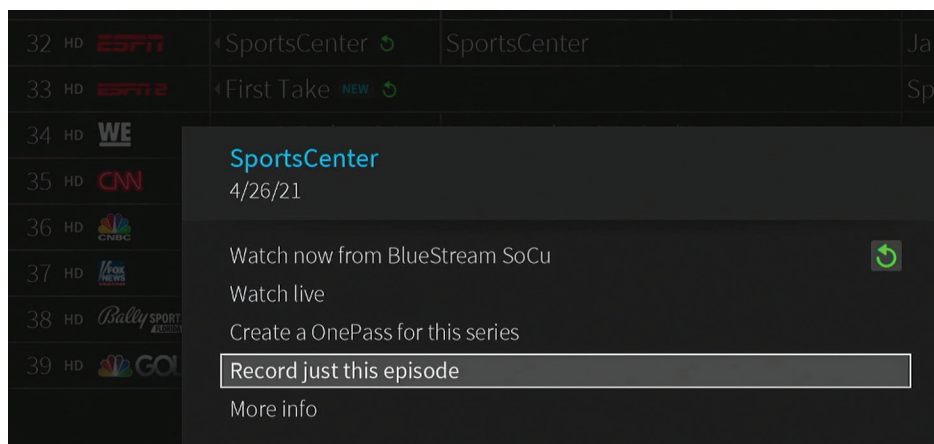
- To record just that episode, press **OK**. Another pop-up box will appear. Here, you can choose your recording options. Most of the time it will not be necessary for you to change the options. Review what is on the screen and simply press OK. Your one-time recording will be scheduled.

Record a Series:

- To set a series recording, select the show you want to record and press the red **RECORD** button. A pop-up box will appear. Select **CREATE A ONEPASS** for this series. (OnePass is the name for series recordings). Review the options and press **RECORD**.

HELPFUL TIP

Creating a OnePass is even more than just a series recording. It will also gather all available episodes of a series from live TV, On Demand, and certain Streaming Apps like Netflix.



Recording options

Whether you are opting to record just one episode or movie or set a series recording (OnePass), you'll have options to select from if you want to tailor your experience.

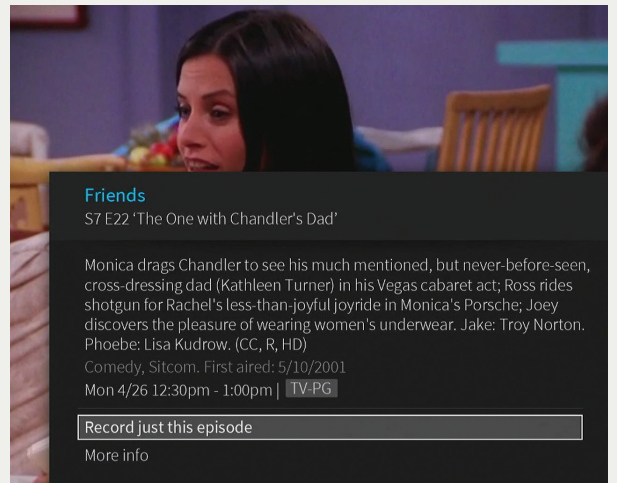
To modify the start and stop time:

- Use the **DOWN ARROW** button to highlight what you want to change (Start recording or Stop recording).
- Once there, use the **RIGHT ARROW** to increase the time and the **LEFT ARROW** button to decrease the time in one-minute increments.

To modify how long to keep the recording:

- Use the **DOWN ARROW** button to highlight **KEEP UNTIL** and then press **OK**.
- Once there, use the **RIGHT ARROW** to see and select from your options.

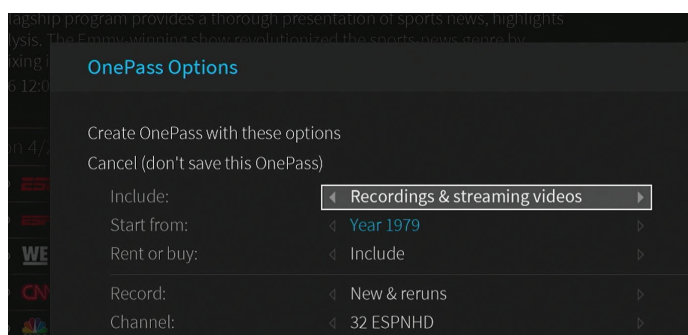
Once you have chosen your settings, press the **OK** button. This will take you to Record this episode with these options. Press **OK** again.



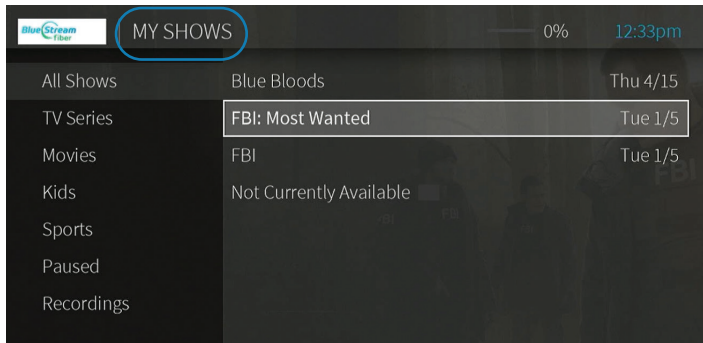
Series recording (OnePass) options

When setting a series recording (OnePass), you will have options to select from so that you can have access to the most content possible. You'll be able to decide if you want to record just one season or all, how many recordings you want to keep, if you want to include episodes available on streaming services like Netflix or Hulu, and set your preferences for HD.

- **INCLUDE:** Choose to include recordings, streaming videos (from sources like Netflix), or both.
- **START FROM:** Want to watch from the beginning? Choose Season 1. Just need to catch up? Choose a different season. Only want new episodes? Choose New episodes only.
- **RENT OR BUY:** Decide whether to include episodes that need to be purchased before viewing.
- **RECORD:** Skip reruns or watch them all? Choose New only to avoid reruns, or New & Repeats to get every episode.
- **CHANNEL:** Choose the channel on which to record if it is available on more than one channel.
- **VIDEO QUALITY:** We recommend always selecting Prefer HD.
- **KEEP AT MOST:** Choose the maximum number of recordings to be saved.
- **KEEP UNTIL:** Space Needed is the default setting. You can choose **As Long as Possible**, and your set-top box won't delete episodes until there is space needed.
- **START RECORDING:** Start recording up to 10 minutes before it begins.
- **STOP RECORDING:** For shows or events that consistently or may run over, use this option to schedule an extended stop time.



Where to find your recordings



My Shows

Now that you have recorded a variety of shows, you may ask yourself – where do I find them?

My Shows contains all your recordings! If you scheduled a series recording (OnePass), **My Shows** will also contain episodes from Blue Stream Fiber On Demand or from certain streaming services like Netflix and Prime Video.



To get to **My Shows**, press the **TIVO** button and select **My Shows**.

In the main area of **My Shows**, you'll find all your recordings and series recordings (OnePass selections). Use the **UP** and **DOWN** buttons to scroll through the list.

- When you have chosen what you want to watch use the **OK** button.
- To go back to your list of recordings and OnePass selections, use the **BACK** button.

HELPFUL TIP

You can narrow down your search while in the My Shows screen by using the filters on the left-hand side. Filter your selections by TV Series, Movies, Sports and more. While in the main area of My Shows, just use the Left Arrow Button to get to the filters.

Managing your recordings and OnePass options

Want to make changes to a scheduled recording or series recording? You can easily do this with your To Do List Feature.

Press the **TIVO BUTTON** on your set-top remote. Use the **LEFT ARROW** button to move over to the Menu icon and then press **OK**. Under **SETTINGS**, use the **DOWN** Arrow button to select **TO DO LIST** and press **OK**.

Once in the To Do List:

- Select the series recording (OnePass) you want to modify.
- Use the **LEFT ARROW** button to move the menu of options on the left side of your screen.
- Use the **DOWN ARROW** button to select OnePass Options and press **OK**.

To change how you want to record the series:

- Use the **RIGHT ARROW** button to select Modify OnePass and press **OK**.
- Use the **DOWN AND UP ARROW** keys to select what you want to change and press **OK**. You will now be moved to “Use these OnePass options.” Press **OK** again.

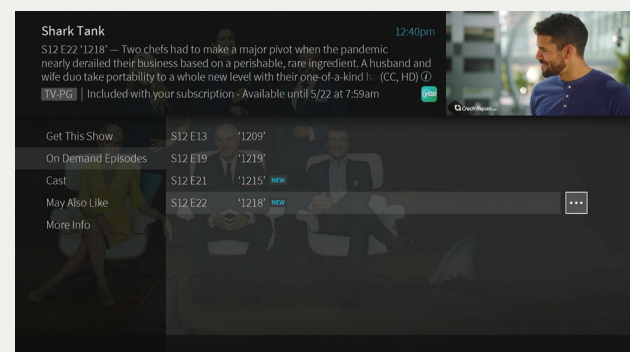
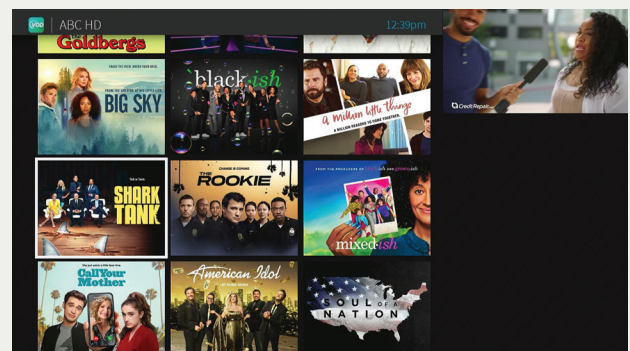
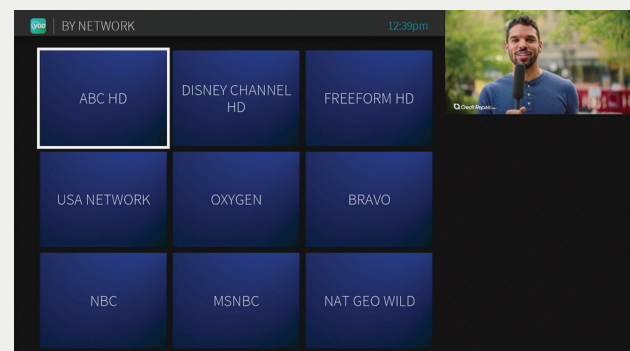
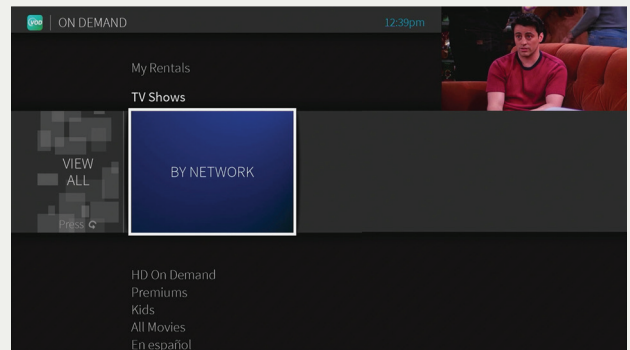
Browsing the Blue Stream Fiber On Demand menu

Your set-top box has access to thousands of the latest hit shows and movies – most of them free!

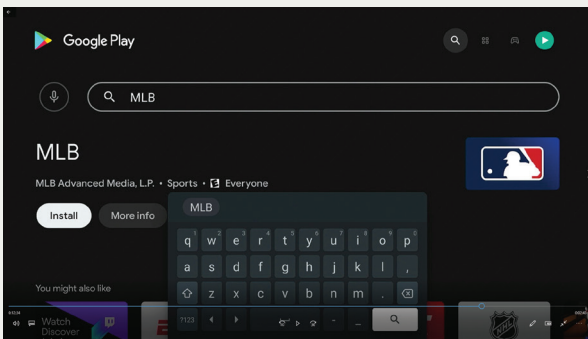
Watching a Video

To select an On Demand video:

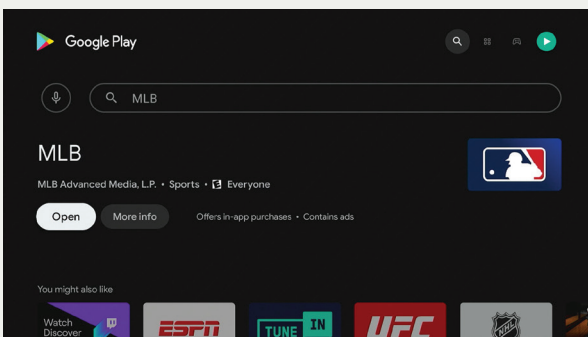
1. On the main Blue Stream Fiber On Demand page, you'll see a list of categories (like Kids, Movies, and New Releases) to choose from. Highlight the category you wish to browse and press **OK**.
2. If you are offered sub-categories, choose a sub-category and press **OK**.
3. A list of available videos is displayed. You'll see the videos price, and when you highlight the video, you'll see a brief description in the right column.
4. Once you've located a video you want, highlight it and press **OK**. This will bring you to a screen that gives you more details on the video and, in many cases, allows you to watch a free preview.
5. If the video is free, the information screen will have an option to play it. Select **PLAY** to start the video.
6. If the video must be rented to view it, the information screen will have an option to rent and watch now (the price will be listed). Select **RENT** and watch now to order the video.



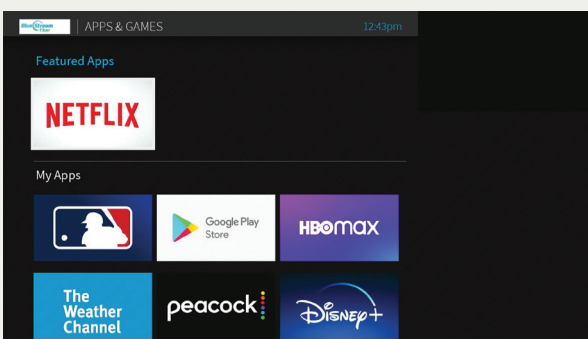
PRE-INSTALL



POST-INSTALL



USING YOUR DOWNLOADED APPS



INSTALLING AND
ACCESSING APPS



Finding streaming apps to use with your Blue Stream Fiber TV service

If you have subscriptions to streaming services like Netflix, Hulu, Max and Prime Video, you can download those apps onto your Blue Stream Fiber set-top box. This means you can directly access those apps right on your TV without having to change inputs.

Get Started

The easiest way to find an app is to use your voice. Press and release the **GOOGLE ASSISTANT** button. When the four colored circles come up on the bottom of your screen, say the name of the app you want. Say, “Netflix app” or “Pandora App” or “MLB app.” Once you find what you want, you can install the app by pressing **OK**. Note, in order to access the app store, you will need a Gmail account.

Using Your Downloaded Apps

Once you have installed apps on your set-top box, you can use them at any time. If you want to see all the apps that you have installed:

- Press the **TIVO BUTTON** to get to the Home Screen.
- Use the **RIGHT ARROW** to select APPS & GAMES and press **OK**.
- A full list of your installed apps will be listed under My Apps.
- Use the **ARROW** button to highlight which one you want to use and then press **OK**.

HELPFUL TIP

After you have downloaded the app, you can also use your voice to go directly to the app when you want to use it. Simply say, “Open MLB App.”

Resetting your Blue Stream Fiber Set-Top Box

Resetting your set-top box can help you resolve issues like freezing, slow performance, or connectivity problems. We encourage you to reboot your set-top box as a first step in troubleshooting any issues.

Before proceeding with the reset, determine the problem you are facing with your set-top box, such as picture quality, audio, or other features not working properly.

1. Get ready to reboot your Blue Stream Fiber Set-Top Box.
2. Locate the circular power cord at the back of your set-top box and unplug it.
3. Allow the set-top box to remain unplugged for 10 seconds to ensure a complete power cycle.
4. After the 10-second wait, plug the power cord back into the set-top box securely.
5. Once the power is restored, you will see a series of loading screens in this order: Blue Stream Fiber, Android, and TiVo.
6. When the loading process is finished, you'll receive a prompt on your screen to press the "OK" button to return to live TV. This indicates that the reboot process is complete.
7. In many cases, the reset will resolve common issues like freezing, slow performance, or connectivity problems. Verify if the problem has been resolved by checking the functioning of your set-top box.
8. If the issues persist despite the reset, you may need to contact Blue Stream Fiber technical support for further assistance.



OK
BUTTON



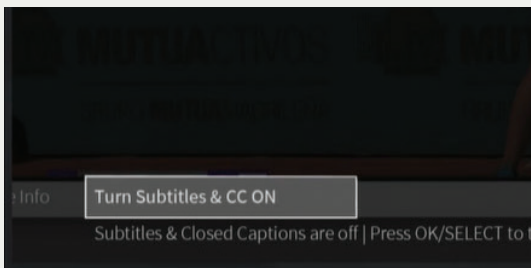
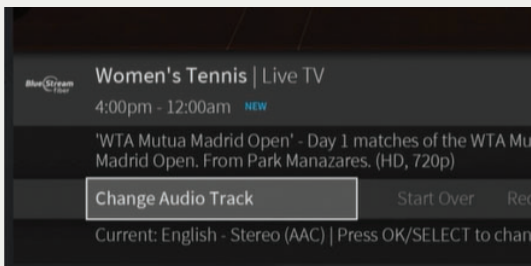


How to Turn on Closed Captioning

Closed captioning can make your tv viewing experience more accessible and enjoyable, especially if you're hard of hearing or just prefer to read along with the audio.. For a step-by-step on how to set up, please see below!



1. Ensure your TV and TiVo device are turned on and connected.
2. Grab your TiVo remote control.
3. Press the “info” button (italicized “i” symbol) on the remote.
4. The info menu will pop up on the bottom of your screen.
5. Use the directional buttons on your remote to scroll right until you see “Turn Subtitles and CC on.”
6. Press the OK button (located in the middle of the directional arrow buttons) on your remote.
7. Wait a few seconds for the subtitles and closed captions to appear on the screen!



For an up to date channel lineup for your service area, please scan here:





The Blue Stream Fiber TV App Quick Guide

As a Blue Stream Fiber customer, you can enjoy access to the Blue Stream Fiber TV service on Android, Apple or Fire TV devices. The following will walk you through downloading the Blue Stream Fiber TV App on your Fire TV stick and Apple TV device along with understanding the most common features.

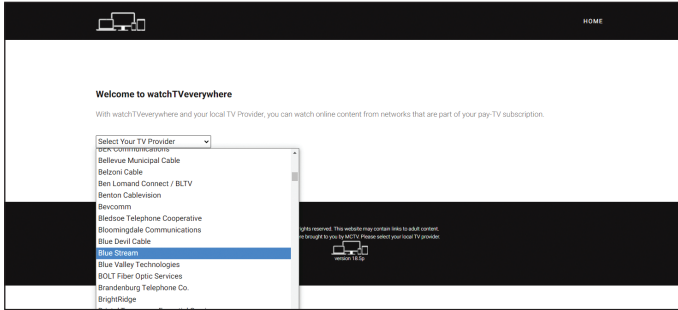
Take your TV service on the go or use a compatible streaming device in a spare room or bedroom. The Blue Stream Fiber TV app offers an incredible entertainment experience with the ability to watch live TV and On Demand plus set, manage and watch recordings.

Want to watch TV anywhere?

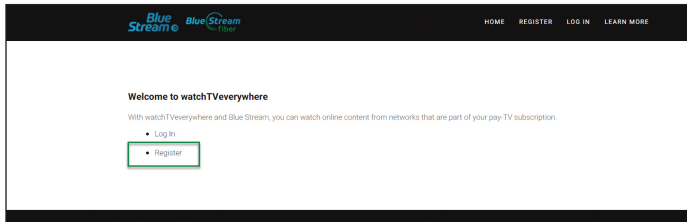
Simply register for WTVE at WTVE.net and enjoy all of your favorite shows on the go. WTVE serves as an authenticator service that allows you access to all of the channels included within your Blue Stream Fiber service.

You will be presented with a list of networks that are available to you. Click on the network you want to watch. If the network you selected has an app available for your device, you will be directed to the app store to either open or download the app. Otherwise, you will be taken to the network's website. Open a network app - Hallmark Channel, for example - directly on your device. Log in and start watching. For instructions on how to set up your WTVE account, see the following instruction page.

1. Go to **www.WTVE.net** and select “Blue Stream” from the drop-down menu and then click on “Submit”.



2. Click on “Register.” You will need your account number and the last name as it appears on your invoice.



3. Make sure to fill out every text box and click “I’m Not a Robot”. Then click on “Submit”.

Registration

You may have up to 4 users registered on each TV service account. The first user registered must be the named account holder, age 18 or older and will be considered the Primary User. Access to programming is generally limited to the USA and its Territories.

Subscriber Validation

Account Number:

Last Name on Statement:

New User Information

First Name:


Last Name:

Email:

Confirm Email:

Password:

Confirm Password:

I'm not a robot 

To help ensure delivery of your activation email, please add registration@watchtveverywhere.com to your address book or Safe Senders list for the email address you register.

* Password must contain at least 8 characters, including UPPER/lowercase and numbers.

4. Confirm the email address you provided is correct.

5. Check the inbox for the email address you provided. You will find an email message with your **watchTVEverywhere** activation link. Click on the link to complete the registration process.

6. You are done and can begin to enjoy **watchTVEverywhere**.

It is important that you keep your username and password confidential. Use of your credentials by others will result in loss of **watchTVEverywhere** privileges.

For FAQs about WTVE and all of its features, visit www.wtve.net/learnmore.php



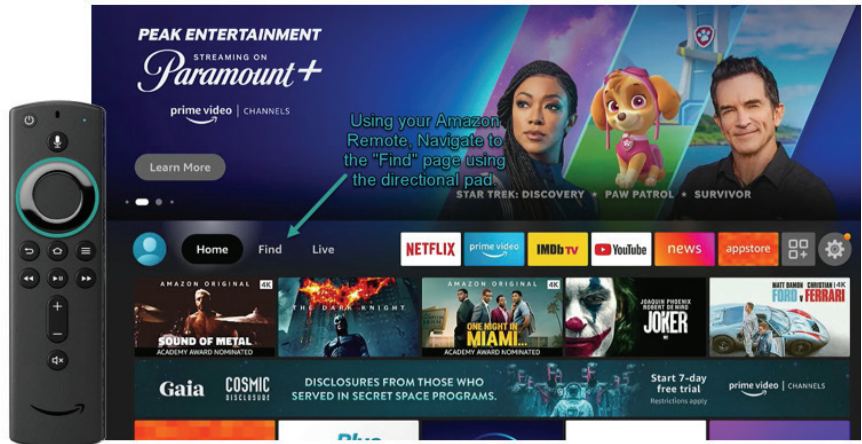
Now you are ready to download the Blue Stream Fiber TV App.

Start by installing the Blue Stream Fiber TV App

Download the Blue Stream Fiber TV App for Fire TV Stick

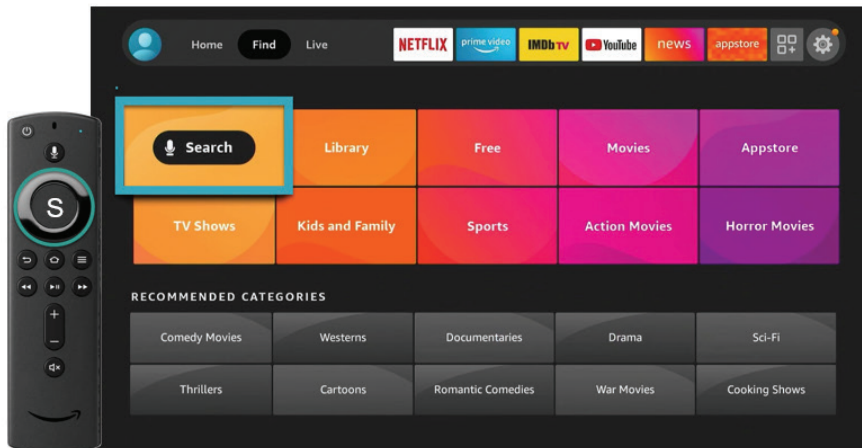
STEP ONE

Using the highlighted Directional Pad on the Fire TV remote, navigate and select the “Find” option on the Home screen.



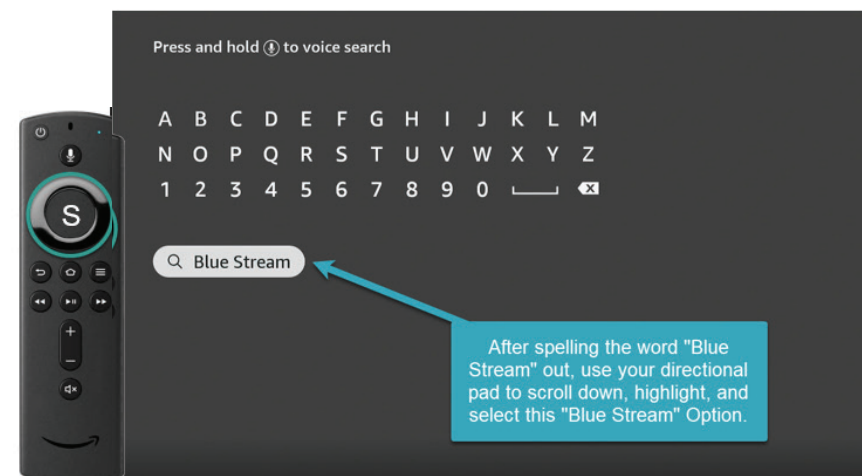
STEP TWO

Once on the “Find” Menu, Navigate to the “Search” button by pushing the Select button on the Direction Pad (where you see the white “S” on the remote pictured).




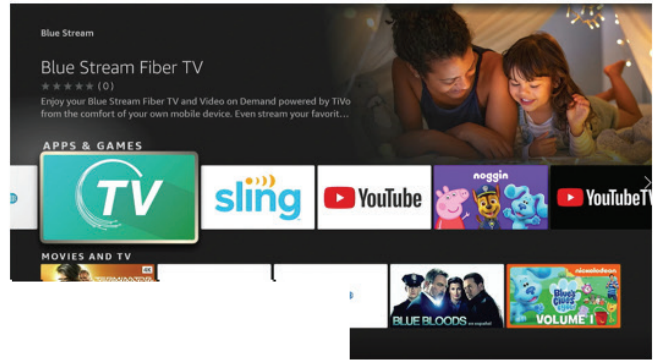
STEP THREE

Once you have entered into the Search screen, you will need to spell out Blue Stream Fiber by using the keypad. Complete your search by selecting the Blue Stream Fiber option.




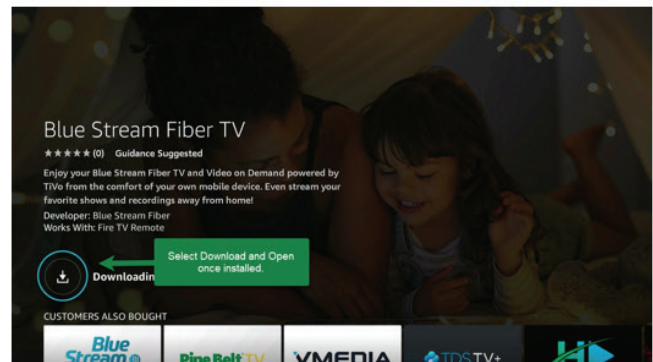
STEP FOUR

You will be sent to a page with multiple applications to choose from. You will see two Blue Stream Fiber apps to choose from. Select the one with the  icon. This is the app you will use to stream your TV service.



STEP FIVE

Highlight the download option.  Once it is installed, you can open the app. Please note, the download and installation can take up to 2 minutes to complete.



Download the Blue Stream Fiber TV App for Apple TV

STEP ONE

On your Apple TV Home Page, search for the Apple App Store.

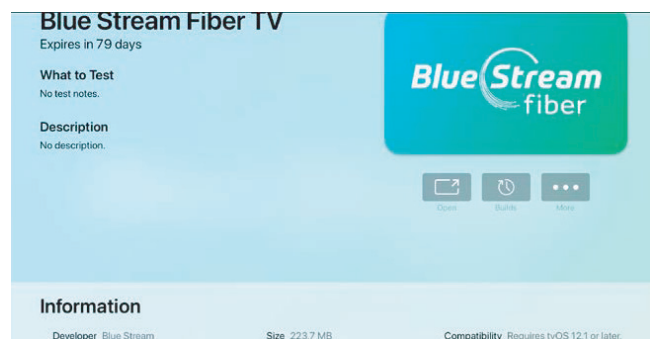
The icon should look like this:



STEP TWO

Once you are in the Apple App Store, search for “Blue Stream Fiber TV” on the search bar at the top of your screen (should have a magnifying glass where you can click.)

Navigate to the Blue Stream Fiber TV App and choose the “Download” option.



LOGGING INTO THE BLUE STREAM FIBER TV APP USING YOUR FIRE TV STICK OR APPLE TV

After you have downloaded the Blue Stream Fiber TV App, go ahead and open it. When you open the app for the first time, you will receive an authentication request like this.

STEP ONE

Visit www.bluestreamfiber.com/activate on a computer or a mobile device to proceed with Authentication. Once you land on that page, it will require you to enter your credentials. Please use the WTVE credentials you previously registered for.

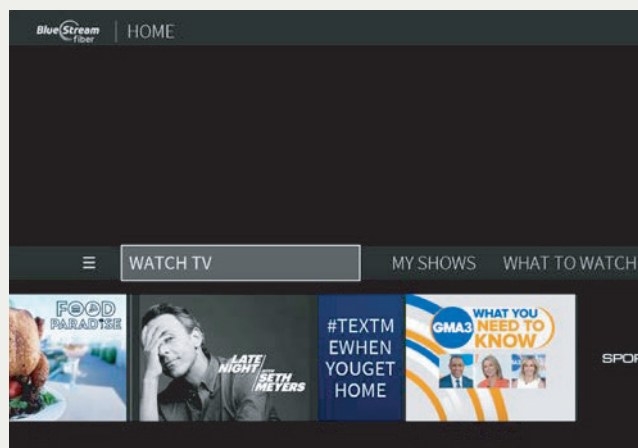
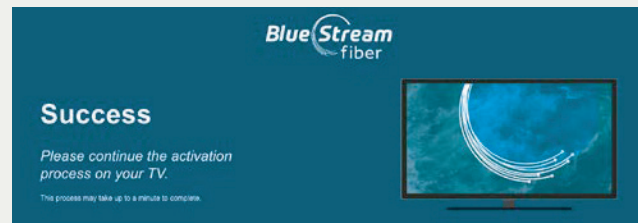
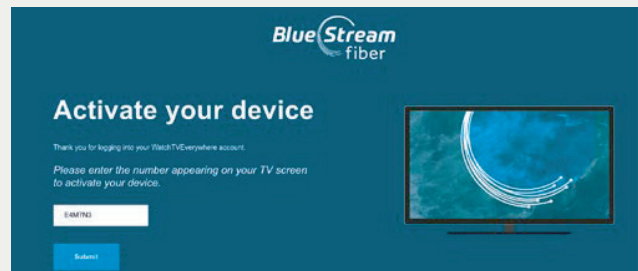
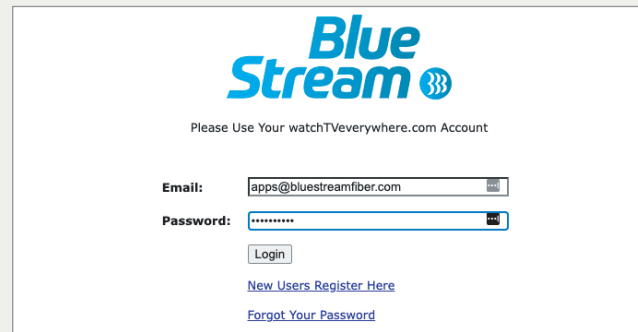
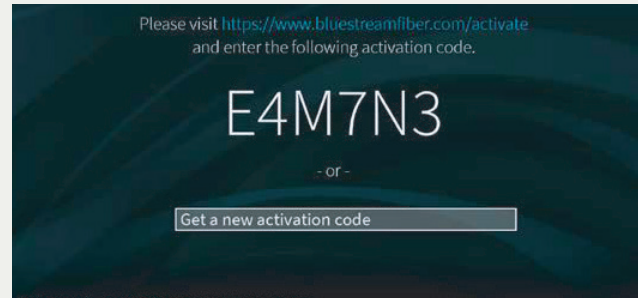
STEP TWO

Enter the code that is displayed on your TV screen and click submit. If entered correctly, you will see a “Success” message and a prompt to continue the activation process on your TV screen.

STEP THREE

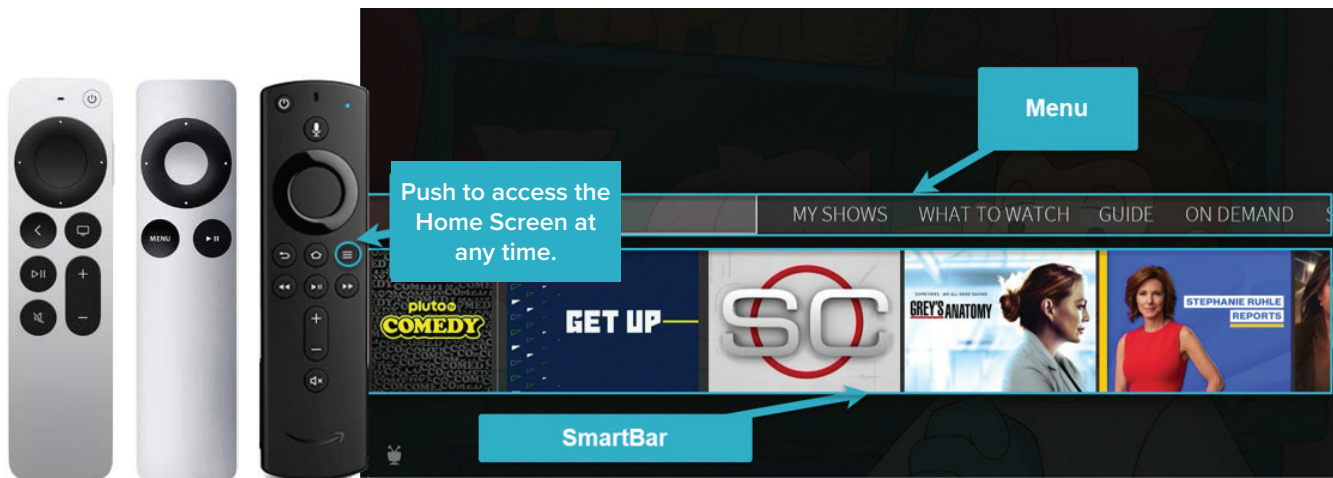
Once you have successfully entered the code on bluestreamfiber.com/activate, your TV screen will begin to load the TiVo main menu. Once you see this Menu, you will have successfully downloaded and registered for the BSFTV app on your device.

Now you are ready to enjoy!






Exploring all the features of the Blue Stream Fiber TV App using Fire TV stick or Apple TV

As a Blue Stream Fiber customer, you have access to world-class TV service. Using the Blue Stream Fiber TV app on your Fire Stick or Apple TV device provides a similar experience to watching TV on your set-top box. Watch live TV, use your Interactive Guide, set, manage and watch recordings, and more! See below for how to navigate through these features.



Getting to Know the Home Screen & On-Screen Guide

The Home screen is the starting point for just about everything you do on the Blue Stream Fiber TV App. Home screen can be accessed at any time by pressing the  the Fire Stick or the  menu button (first gen.) or the  back button (second gen.) on your Apple TV remote.

From the Home screen, you can easily access popular destinations in the TiVo experience, get personalized recommendations (from the SmartBar) and begin watching live TV. Remember all functions start from the Home screen and can be accessed at any time.

- **WatchTV** starts playing live TV on the TV channel you were last watching.
- **My Shows** brings you to a list of your streaming videos and recordings, ready to watch instantly.
- **What to Watch** lets you browse shows available to stream or watch live.
- **Guide** opens the on-screen program guide.
- **On Demand** takes you to the On Demand menu where you can search and find both free and paid content.
- **Search** allows you to use a keyboard to search by title, actor name, or keyword.

Getting to know your on-screen icons

These icons will appear time and time again, as you explore different functions, including recording shows, deleting recordings, among other functions. Make sure you're comfortable with them so you can identify them on different screens and throughout different features!



Show is available from Restart or Catch Up



Get more information (e.g., go to Episode screen).



Delete this episode.



Show will be recorded as an individual recording (not part of a OnePass™ search).



Show will be recorded as part of a OnePass search.



Streaming video.



Recorded show.



Recording may be deleted to make room for other recordings you have requested, or because it can only be kept a certain number of days.



Partial recording (recording was interrupted).






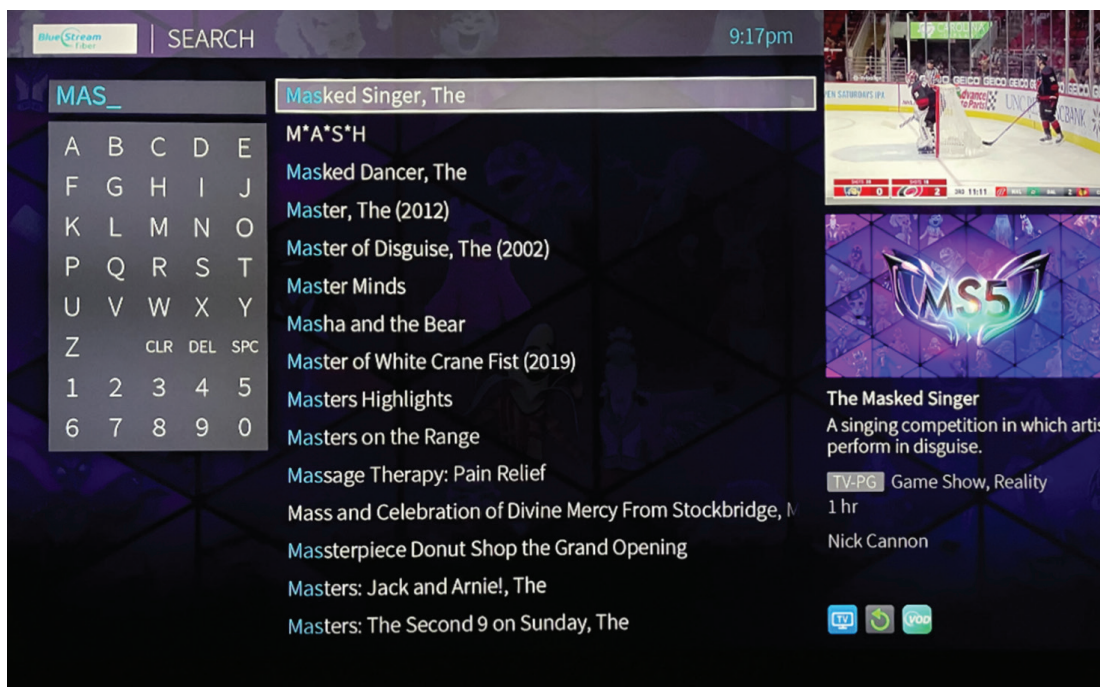
Show is currently being recorded.



This show or channel cannot be recorded.

Using the search menu

1. Press the  button on your Fire TV Stick remote, or select the  menu button (first gen.) or  back button (second gen.) on the Apple TV remote to get to the Home screen, select **SEARCH**, found on the Menu Bar.
2. Use the letter grid to spell out the TV show, movie or actor you're looking for. Use the **ARROW BUTTONS** to move around. You will need to press **OK** to select each letter you want. As you select letters, a list of possible matches, sorted by popularity, appears on the right. For example, if you enter the letters HOW, you might see matches for the TV show "How I Met Your Mother," the movie "How To Lose A Guy In Ten Days," and the director, Ron Howard. Results are sorted by popularity, with better matches higher on the list.
3. Keep selecting letters until you see what you're searching for. If you make a mistake, you can press **REWIND** to erase one letter at a time. Insert a space by pressing **FAST FORWARD**.
4. Use the **RIGHT ARROW** to highlight the show or person name.
5. Press **OK** to view details, set up a recording (**ONEPASS**), or bookmark the show.



What to watch

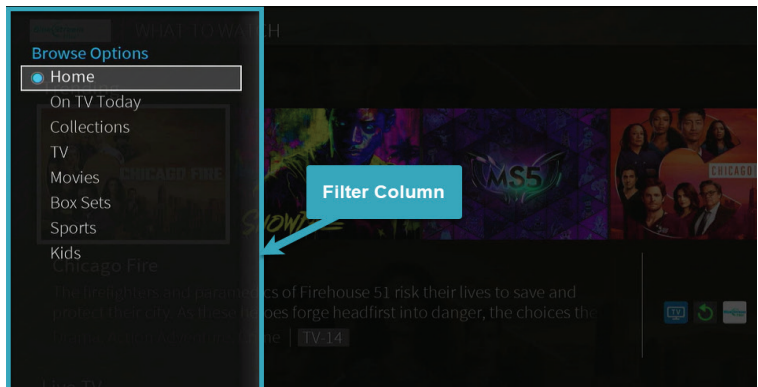
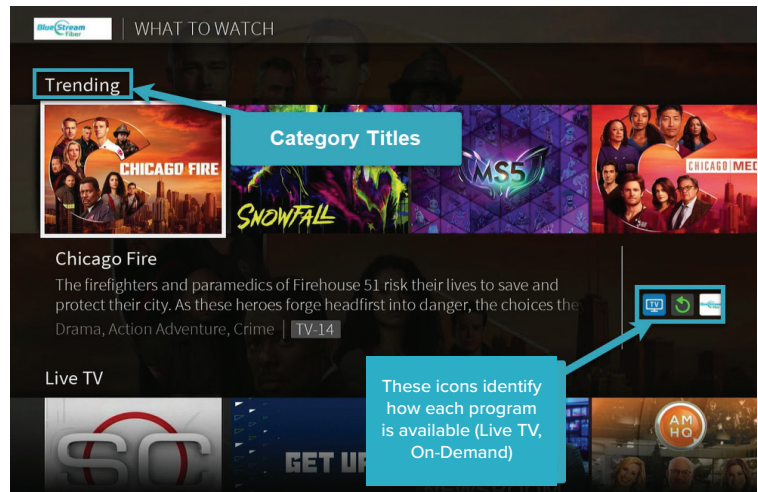
What to Watch lets you browse shows available to watch right now or save for later.

From the Home screen, select **WHAT TO WATCH** found on the menu bar.

Shows are categorized for easy browsing. Look for options like On TV Now, Movies on Later, Sports on Now. You'll even find curated collections, like Oscar Winners or Westerns.

Filter your What to Watch options and jump quickly between categories. Press LEFT on your remote control when you are at the beginning of a strip to open the Filters.

Enjoy your Blue Stream Fiber TV app!



Blue Stream Fiber Total Home WiFi

Our smart, Total Home WiFi solution brings you reliably fast internet speeds with dependable connectivity for all of your devices, all managed by our app. Through the App, you can monitor and manage the performance and connectivity of any device connected to your home network!

At Blue Stream Fiber we have two Total Home WiFi solutions. Select the appropriate app based on the equipment installed in your home to control your WiFi network! Our Total Home WiFi Apps get subscribers up and running in minutes and can monitor and manage the performance and connectivity of any device connected to your home network!

Plume Home Application

(If you have this equipment, steps are on this page.)

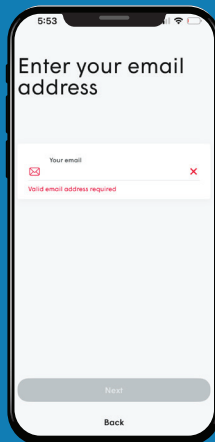


Blue Stream Smart Home Application



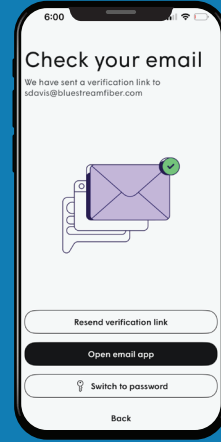
Step 1:

Download the Plume Home App using your App Store



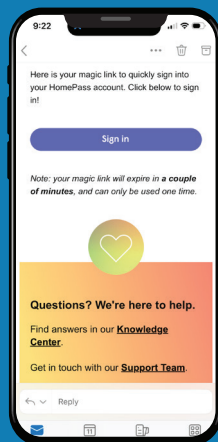
Step 2:

Your technician will create an account for you using their platform. After doing so, open the app, submit the email you shared with the tech, and hit next



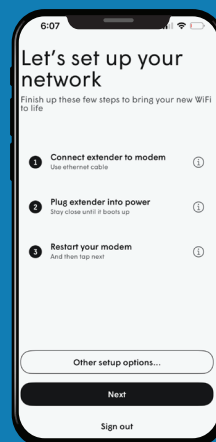
Step 3:

This will trigger a verification email. Select "open email app" to verify



Step 4:

Once you have verified, you will be able to sign into the Plume Home App!



Step 5:

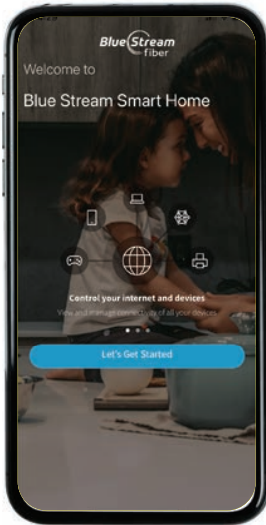
It'll prompt you to connect your network, which your technician will handle!

Setting up the Blue Stream Smart Home App allows you to manage your home network. See below for a few short steps to get you set up.



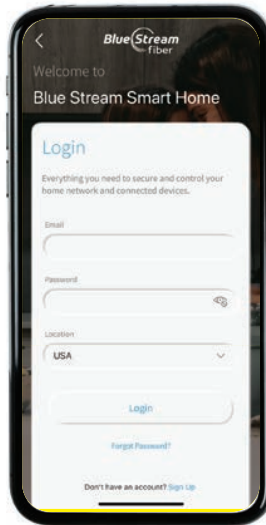
DOWNLOAD THE APP.

To get started you will want to download The App! You can search either Apple App Store or Google Play Store for Blue Stream Fiber Smart Home App.



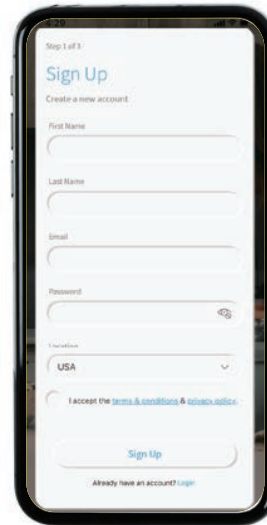
STEP 1

Once you have downloaded the app, click on the Blue Stream Smart Home App. It should look like this.



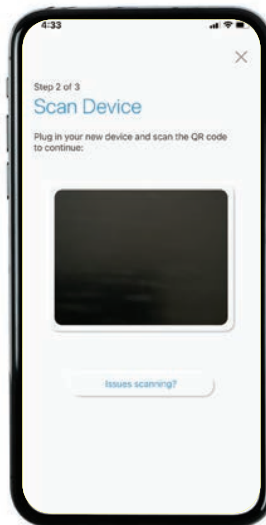
STEP 2

Select “Sign Up” towards the bottom of the screen.



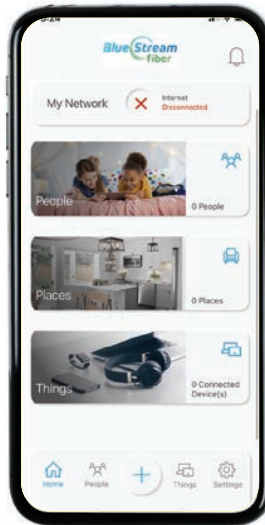
STEP 3

Enter Personal Information. The password you enter here will be used to access the app.



STEP 4

If your system is plugged in, select “Yes” to continue. Then, scan the QR code from the sticker included in the Calix ONT box or select “Issues Scanning?” to enter MAC address and serial number manually.



STEP 5

Click on My Network. Then, update the existing SSID and Password with the new SSID and Password and press done.

ENJOY ALL THE FEATURES OUR BLUE STREAM SMART HOME APP HAS TO OFFER!

Blue Stream Phone Service Quick Start Guide

Indiantown Customers, please see next page for our phone quick guide.

How to Access Voicemail

Accessing the Voicemail System for the First Time

1. From your home phone, dial your 10-digit phone number
2. Enter default passcode **4227**
3. When prompted, enter a new passcode
4. Re-enter the same new passcode at the prompt
5. If your new passcode is accepted, you will hear “your password has been changed successfully”
6. Press the # key
7. Once in the system, you will hear “Welcome to your Voice Messaging System. If you are not calling from your home phone, press the * key.”

Accessing Voicemail while at Home or Away

1. From any phone, dial your phone 10-digit number, or dial *62 from your home phone
2. Press * to access your voicemail, once your recording picks up.
3. Enter your passcode at the prompt.

Voicemail Main Menu

1. To listen to your messages, press 1
2. To change your mailbox busy greeting, press 2
3. To change your mailbox no answer greeting, press 3
4. To compose and send a new message, press 5
5. To delete all messages, press 7
7. To repeat this menu, press the # key

While Listening to the Messages Menu

1. To save this message, press the # key
2. To erase this message, press 7
3. To repeat this message, press 2
4. To go back to the previous message, press 4
5. To play the message envelope, press 5
6. To go to the next message, press 6
7. For additional options, press 9
8. To go back to the previous menu, press the # key

Note: To clear the message waiting indicator without erasing messages, dial *99.

Indiantown Customer Blue Stream Phone Service Quick Start Guide

How to Access Voicemail

Accessing the Voicemail System for the First Time

1. From your home phone, dial the Voicemail Access number 772-597-8642 or dial * 98
2. Follow the automated prompts to set up your greeting, name, and passcode (PIN)

Accessing Voicemail while at Home or Away

1. From your home phone, dial the Voicemail Access Number: 772-597-8642 or dial *98.
From another location, dial the Voicemail Access number, then dial your 10-digit phone number followed by #.
2. Enter your passcode (PIN) at the prompt.
3. Press 1 to play the first message. You will be given list of options to choose.
4. Press * to exit the system

Voicemail Main Menu

1. To listen to your messages, press 1
2. To send your message to another phone, press 2
3. To change your mailbox greeting, press 3
4. To change your mailbox settings, press 4
5. To access deleted messages, press 6
6. To change your voice mail PIN, press 4; then press 3; then 1 to enter new PIN.
7. To exit the voice mail system, press *

While Listening to the Messages Menu

1. To save this message, press 2
2. To erase this message, press 3
3. To repeat this message, press 1
4. To mark message as new, press #
5. To go back to the previous menu, press the * key

Seasonal Services

Tips for Leaving For The Season

If you're a seasonal customer and will go to a secondary home for a portion of the year, we have you covered! Blue Stream Fiber services are tailored to deliver top-notch entertainment whether you're at your primary or secondary residence. As you gear up to leave for the season, here are some handy tips to optimize your services and ensure a seamless experience.

- 1. Unplug your TV but keep your set-top box plugged in** before heading to your second home to avoid any confusion or issues upon your return. By leaving it connected, your devices can receive necessary maintenance or upgrades while you're away.
- 2. Maximize your services while you're at your other residence!** With Watch TV Everywhere and the Blue Stream Fiber TV App, you can access your favorite content wherever you are. However, please note that out-of-home access depends on the policies set by content providers. Some channels are directly accessible via the Blue Stream Fiber TV app, while others may have restrictions. For a complete channel lineup available, refer to our channel lineup guide on bluestreamfiber.com/seasonal. If any channels are missing, consider recording the content in your primary residence before leaving for the season.

Direct App Access:

Certain content can be watched out of home directly through the Blue Stream Fiber TV App. Simply log in and select the desired channels from the guide to start watching.

Start Over and Catch Up Feature:

Take advantage of the start-over and catch-up features to access specific content even when you're away from home. Look for the green arrow next to program titles in the guide, indicating availability for Start Over and Catch-Up features.

Recording on Home Network:

Some content may only be available outside of your primary residence if it has been previously recorded on your home network. Trying to access it on live TV in your secondary residence will result in you receiving a V404 error. To get ahead of this, utilize the recording feature to enjoy your favorite shows while you're away.

If you're renting out your primary home property, remember to contact Blue Stream Fiber for support on behalf of your guests to ensure account security.

For more information, visit bluestreamfiber.com/seasonal.

Re-Installing Your Equipment Upon Returning

Although not required or recommended, many customers unplug their Blue Stream Fiber equipment prior to leaving their primary residence for the season. If you did unplug your equipment and are coming back, no worries – simply follow this process to ensure a smooth reinstallation of your equipment. Keep in mind you will want to complete the steps in the order shown below

Step 1: Plug in your modem



Locate your modem and plug it into the power source where it was previously plugged in. Your modem should look similar to one of the below.



Step 2: Wait for reconnection

Once the power is reconnected, it will go through a series of checks. This may take between 5-10 minutes (depending on your modem) before reconnecting to our network.

Step 3: Plug in your WiFi equipment/ pods if you have them



You'll want to make sure and complete this after your modem is connected. You will also want to plug these in where they previously were located as our technicians place them in an optimal location during your original installation. Once plugged in, it can take around 10 minutes for pods to optimize and update firmware.



Step 4: Plug in your set-top box and ensure it's connected to your TV.

Once all of your equipment is connected, you'll want to power on your TV using the remote control. If your TV does not power on, remember to check your batteries and TV Input.

For a step-by-step video on what to expect while rebooting your set-top box, scan this code.



HELPFUL TIP

We recommend calling 7 days prior to your return if you'd like assistance from a technician, to ensure one is available on your preferred day and time. Please be aware that if you do not have a Home Protection Plan, there will be associated charges for this service. We're here to make your return as smooth and enjoyable as possible, and we're eager to provide you with the outstanding service you deserve.

Frequently Asked Questions

Welcome to our comprehensive FAQ section, designed to address the any questions or concerns you may have regarding your telecom services. From understanding billing statements to troubleshooting common issues, we've got you covered. So, let's dive in and discover everything you need to know to make the most of your telecom experience.

Upgrade Services

Q: Can I add other services from Blue Stream Fiber?

A: Yes, you can add additional services at any time by calling our service center. Please be advised that charges will start the same day the services are activated. When you add on additional services, please note additional fees and taxes will apply. For more information, please visit bluestreamfiber.com/taxes-fees.

Q. I am a seasonal customer who lives in an HOA community. Do you have seasonal rates to put my optional services on hold at a reduced rate?

A: We do offer seasonal rates for services above your HOA included services.

Q: How long in advance do I need to call to place my upgraded services on a seasonal hold?

A: This can be done day of or it can be done in advance.

Billing

Q: What is the easiest way to pay my bill?

A: The easiest way to pay your bill is by setting up electronic billing so you can access your bill online at any time. Doing this will also save you the paper bill fee. In addition you can also set up autopay so that your bill is paid automatically each month you can do so too.

Q: How can I sign up for e-billing or autopay?

A: Signing up for e-billing and autopay is easy! If you've added upgraded services beyond what's included in your community agreement, we recommend setting up an Account Portal and enrolling in E-Bill and Auto Pay! Visit bluestreamfiber.com, click Account in the top right corner, and select Account Portal. For step-by-step guides on all things billing, please visit bluestreamfiber.com/billing.

TV Service

Q: What should I do if I'm having trouble with my TV Service?

A: If you're having trouble with your TV service, the first step in troubleshooting is to reboot your set-top box. This will often solve many common issues. To reboot your set-top box, unplug the round power cord from the back of the box, wait 30 seconds, and then plug the power cord back in. Wait for the box to fully reboot before trying to use it again. Please do not call the call center before performing the reboot as a reboot will need to be completed prior to receiving support.



Q: Will rebooting my set-top box delete my recordings?

A: Rebooting your set-top box will not delete your recordings.

Q: What should I do if my remote control isn't working?

A: If your remote control isn't working, the first thing you should do is check the batteries. If they are low or dead, replacing them may solve the problem. The frequency of battery replacement depends on how often you use your remote control. If you use it frequently, you may need to replace the batteries a couple times a year. If you use it less frequently, the batteries may last up to a year or more.



Q: What is the Blue Stream Fiber App and how do I access it?

A: The Blue Stream Fiber TV App is an app that allows you to watch your Blue Stream Fiber service on the go or via Apple TV or Fire TV Stick. Watch live TV, video on demand, or recordings from your mobile devices or via a streaming device like the Fire TV Stick anywhere in your home. The Blue Stream Fiber TV app is now available on the Android Play Store, Apple Store, and the Amazon App Store.

Q: What are Concurrent Streams?

A: Concurrent Streams give you the ability to stream on your set-top boxes along with up to 5 additional devices simultaneously such as phones, tablets, smart TVs, Fire TV Sticks, Apple TVs, using the Blue Stream Fiber TV App.

Q: Where can I find my recorded shows?

A: All of your recorded shows are found in My Shows.

Q: Can I record an entire series?

A: Yes! Just set up a OnePass. A OnePass gathers every available episode of a series (whether streaming, broadcast TV, or on demand), every game or match from a specific team, or every sporting event in a league and adds them right to My Shows to watch instantly.

Q: How many shows can I record at once?

A: As many as you like!

Q: How much storage space do I have for recordings?

A: This depends on your service plan.

Q: What happens when I run out of storage space?

A: If you set up a recording when your storage space is almost full, you'll receive a message on your TV. At that point, you can call in to upgrade to a plan with more DVR hours, or you can delete some of your recordings to free some space. When you reach your storage limit, your set-top box will begin deleting your oldest recordings to make space for new ones.

Q: Can I rewind live TV?

A: Yes.

Q: Can I pause a show in one room and resume watching in another?

A: Yes. Your set-top box will remember where you left off.

Q: How can I make sure my kids don't watch something they shouldn't?

A: Parental Controls help you make sure your family has access to only those shows you want them to watch. When you turn Parental Controls on, you'll set a PIN that will be required to watch shows exceeding the limits you set. From the Home screen, Menu > Settings > Parental Controls. See Parental Controls.

Q: I missed the beginning of my favorite live show. What should I do?

A: Try using the Start Over feature. On many shows, when you turn to a show that is currently airing, you'll see the Start Over/Catch Up icon and an on-screen tip telling you to press and hold OK/SELECT to start the show from the beginning.

Q: Do I need a Google account to use the Set-Top box?

A: No, but it is highly recommended. With a Google account, you'll be able to use Google Play, Google Music, Google Games, and Google Assistant right on your set-top box.

Q: Where can I find a channel lineup?



Internet Service

Q: What should I do if I'm having trouble with my internet connection?

A: If you're having trouble with your internet connection, the first step in troubleshooting is to reboot your modem. This can often solve many common issues with the connection. To reboot your modem, unplug the power cord from the back of the modem or unplug it from the wall, wait 30 seconds, and then plug the power cord back in. Wait for the modem to fully reboot before trying to use the internet again. This can take a few minutes. Please do not call the call center before performing the reboot as a reboot will need to be completed prior to receiving support.

Q: Can I move my WiFi pods around my home to improve connectivity?

A: Please do not move your WiFi pods, as this can cause connectivity issues. The placement of the pods is optimized by our technicians during installation for optimal signal strength and coverage.

Phone Service

Q: What do I get with Blue Stream Fiber Phone Services?

A: If you sign up for home phone service, you'll receive unlimited local and long distance calling to United States and Canada, Voicemail, Call Waiting, 3-Way Calling and 29 calling features. Blue Stream Fiber also has great international rates outside of the United States.

Q: Will I lose my phone number if I cancel my phone service rather than placing my phone service on a seasonal hold?

A: Yes. We suggest placing upgraded phone service on hold rather than canceling the service to avoid losing the phone number.

Miscellaneous

Q: Where can I find my account number?

A: You can find your account number in the welcome email you received from Blue Stream Fiber when you first signed up for service or on your bill.

Q: Where can I go if I need additional resources on my services?

A: Please visit bluestreamfiber.com/welcome

Device Protection & Support Options

Q: What is Asurion?

A: Asurion provides comprehensive tech care and protection solutions designed to help customers with the devices they rely on every day. From smart TVs and tablets to laptops, printers, and smart home gear, residents can get live help from real experts—when and where they need it.

Q: What is the difference between the Asurion Packages and Blue Stream Fiber’s Home Protection Plan?

A: The Blue Stream Fiber Home Protection Plan covers in-home support and accidental damage to Blue Stream Fiber equipment like modems, ONTs, and phone wiring in addition to in-home support for customer education related challenges. The Total Tech Care packages by Asurion offers support for eligible connected home and entertainment devices, offering everything from tech troubleshooting over the phone to device protection and installation help. Coverage varies by plan.

Q: How does filing a device protection claim work?

A: With an approved claim, you may be presented various options for a repair or replacement. One convenient option may be uBreakiFix by Asurion. With 600 repair shops across the nation, to have in-store technicians diagnose troubles with devices for those living within 20 miles of one. Alternatively, customers can mail-in devices to Asurion for repairs should a uBreakiFix repair store not be available within 20 miles of their residence. Should repairs not be possible, or cost more than the cost of the device, Asurion can offer product replacement, or a digital payment for the cost of the covered device. Specific details may vary by device and a service fee may apply per claim. File a claim 24/7 on asurion.com/claims/blue-stream-fiber.

Upgrade Options If Not Included in Package

TV

Additional TV Services

- TiVo+ TV *(Stand Alone, includes 1 box but no DVR hours or Video On Demand capability)*
- Limited TV *(40 channels including local stations)*
- Expanded TV *(Limited TV and more than 60 additional channels including ESPN)*
- Digital Plus TV *(Expanded TV and more than 50 additional channels including ESPN NEWS, BBC, and Disney Junior)*
- Sports Plus *(Includes 19 sports channels including NFL Network, Redzone, and GOLFTV)*

Premium Channels

- HBO *(8+ HBO channels with access to the Max app)*
- Showtime
- Cinemax
- Starz
- Starz Encore

International Channels

- RTN
- RAI
- TV5 Monde

TV Equipment & Add-Ons

- TiVo Android HD Set-Top Box
- 300 Cloud DVR Hours
- 500 Cloud DVR Hours

Concurrent Streams

- Ability to stream on your set-top boxes along with additional devices simultaneously such as phones, tablets, smart TVs, Fire TV Sticks, Apple TVs, using the Blue Stream Fiber TV App

INTERNET

Internet Service Upgrades

600 Mbps/600 Mbps
1 Gig/1 Gig

Multi-Gig Internet Services

(only available in select areas)

2 Gig/2 Gig
5 Gig/5 Gig
10 Gig/10 Gig

WiFi Services

Additional WiFi Pods

PHONE SERVICE

Unlimited Phone

A set-top box is required to view all TV services.

Device Protection & Support Options

Pick the coverage that fits your needs — whether it's just your Blue Stream Fiber services or your entire home entertainment tech setup.



Protect Your Blue Stream Fiber Services Home Protection Plan **\$10.95/me.**

- Accidental Fiber Damage
 - External wiring issue caused by animal damages
 - Blue Stream Fiber equipment including phone wiring, modem or ONT
 - Basic customer education on Blue Stream Fiber services
 - Assistance with seasonal return reconnection should it be needed

Coverage for Your Equipment Beyond Blue Stream Fiber Services

asurion

TOTAL TECH CARE POWERED BY ASURION

Support for your eligible connected home and entertainment devices 7 days a week, 7 AM — 11 PM EST.

Advanced Tech Care **\$9.99/month**

Get the help you need, when you need it — for your eligible non-Blue Stream Fiber devices. From syncing smart devices to troubleshooting printer issues, we've got you covered. Includes:

- Live support for eligible non-Blue Stream Fiber devices
- Support for software updates, file backups, new device setups, and more
- Expert tips to optimize your eligible connected home and entertainment devices

Advanced Tech Care + Entertainment Device Protection **\$14.99/month**

Get all the benefits of Advanced Tech Care — plus coverage for your eligible home entertainment devices, from TVs to gaming consoles. Enjoy added coverage, including:

- Coverage for mechanical and electrical breakdowns for eligible home entertainment devices including gaming consoles, TVs, tablets, etc.
- Accidental damage from handling (drops, spills, and cracked screen) coverage for select portable electronics*
- Easy claims process — no receipt needed

**Coverage for accidental damage from handling is available for portable gaming consoles, virtual reality headsets, headphones, and portable DVD/ Blu-ray players.*

Advanced Tech Care + Complete Device Protection **\$24.99/month**

Your all-in-one plan for total peace of mind. Covers all your eligible connected home technology — past, present, and future — under one solution. Includes everything in Advanced Tech Care + Entertainment Device Protection, plus:

- Worry-free coverage for eligible devices including smart home, wearables, computers, and more
- Coverage for eligible connected home technology
- Accidental damage from handling (in the event of drops, spills, and cracked screen) for eligible portable electronics*
- Two smart home device installations per year (\$99 service fee applies)

**Coverage for accidental damage from handling is available for laptops, tablets, portable gaming consoles, wearables, virtual reality headsets, headphones, and printer display screens.*



***For new customer education materials updated regularly,
please visit bluestreamfiber.com/welcome***