breezeline

Easy Install.
Reliable Connection.

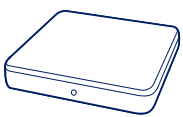
Breezeline Stream TV

Stream TV Support

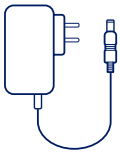
Visit support.breezeline.com (or scan the QR code using your smartphone or tablet) for information on how to install Stream TV, as well as answers to many of your questions about usage, remotes, FAQ's and other valuable details regarding your Breezeline Stream TV service!

WHAT'S INSIDE

The following instructions will take you through all the steps necessary to get your Breezeline Stream TV up and running.



Your Breezeline Stream TV box



Power Cord



Remote Control



Batteries (included)



HDMI Cable*



Coaxial Caps

Time to Complete:

15 Min

Required Steps:

- Connect your Breezeline Stream TV box.
- Follow the On-Screen Instructions.

***Note: If your TV does not have an HDMI port** you may have some other connection options to consider before attempting to install Stream TV. Please scan this QR code for information on using older televisions.

Remove any existing equipment

If replacing a Stream TV box like the one you have just received

1. Unplug your existing Stream TV box from the wall outlet or power strip.
2. Disconnect the HDMI cable from the back of the Stream TV box, but leave the other end attached to your TV.
3. Follow directions below for disposition.

If replacing other types of video equipment

1. Unplug your current video equipment from the wall outlet or power strip.
2. Disconnect the coaxial cable line from the back of the video box as well as from the coaxial wall or coaxial splitters.
3. Disconnect any cords or cabling between the existing video equipment and your TV.
4. Follow directions below for disposition.

Disposition of Breezeline equipment

NOT ALL BREEZELINE EQUIPMENT NEEDS TO BE RETURNED!

Visit **breezeline.com/returns** or scan this QR code with your smartphone and click **"Equipment Return"**. Depending on the make/model of the equipment, it may not need to be shipped back to Breezeline.

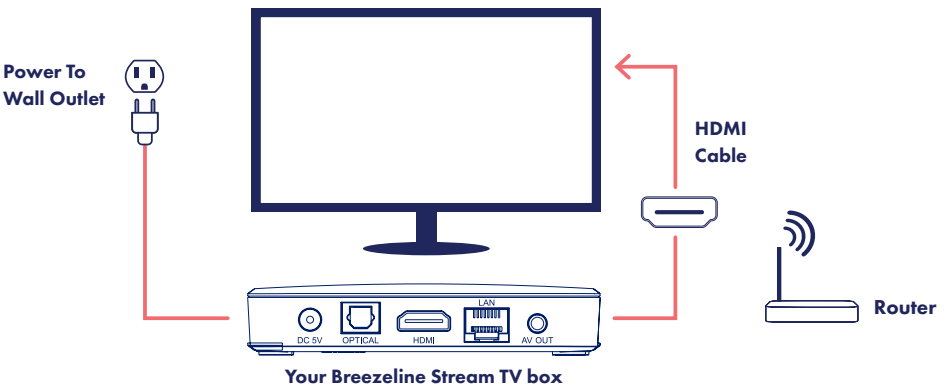
Connecting your Breezeline Stream TV box

- Connect one end of the HDMI cable to your Breezeline Stream TV box and the other to your TV.

Note: Be sure to remove any plastic covers from the equipment and cables provided.

- Attach the power cord to your Breezeline Stream TV box and plug it into the closest electrical outlet.

Note: Once you connect to your WiFi network, your Stream TV Box will automatically update software and reboot, and then you can continue the installation process.



Note: It is highly recommended that you attach a coaxial terminator cap (provided) to any outlet post in your home that does not have anything attached to it. This will help to eliminate wireless signal "noise" which could degrade your TV streaming performance.

Getting Started Once Connected

With your TV turned on, follow the on-screen instructions using your remote to navigate the setup process. Once you have connected to your WiFi network, your Stream TV box will automatically update its software and reboot. After that, you can continue with the installation process.

SETUP OPTIONS:

- **Quick Setup (Android phones only):** Follow on-screen prompts and use the Google app on your phone to sign in and complete setup.
- **Standard Setup:** No Google account required! Follow the on-screen prompts to complete the setup.

Note: By signing into your Google (Gmail) account, you can access Google apps, music, and games and control smart home devices through your remote using Google Assistant.

ADDITIONAL TIPS:

- **Skip Apps You Don't Want:** During setup, click "Install all of the following apps" and remove any check marks.
- **Customize Each Stream TV Box:** Each Stream TV Box can have a different Google account and downloaded apps.
- **OnePass:** Gathers shows, games, and events in one place! You can set it up later from the remote's "Info" banner.
- **Casting Content:** Naming your box helps with Chromecast, which lets you cast photos, videos, and music from your smartphone directly to your TV.



Prefer a different remote?

If you prefer a remote that has more buttons to control your viewing experience, scan this QR code to request a one-time replacement for each Stream TV box in your home. You will not need to return your current remote, but please note that only one remote may be paired with each Stream TV box.

Note: Only one Stream TV remote can be used at a time with each Stream TV box. Multiple remotes can't be used for the same box and the same remote can't be used for multiple boxes.

Troubleshooting

TV Volume or TV Power On/Off doesn't work

If your Stream TV remote won't control the volume or on/off on your TV, then re-pair the Stream TV remote with your TV as follows:

1. **Go to the Remote Control Programming screen:**
   - Press the  button to go to the Home Screen.
   - Press the Left Arrow to get to the Menu.
   - Select Settings.
   - Select Remote Settings.
   - Select Remote Control Programming.
2. Choose "Set up TV" and choose your TV manufacturer from the list.
3. Follow the on-screen instructions to begin testing code #1. If code #1 works, you're done! Otherwise, try additional codes until you find one that works for you.

Note: If you notice odd behavior after programming the remote, go back, select "No, try next code," and try a different code.

Sound Bar issues

Be sure the cable from the audio device or sound bar is plugged into the TV and NOT the Stream TV box.

If your Stream TV remote won't change the volume on your sound bar, then follow the same instructions under Step 1 to Go to the Remote Control Programming screen and then choose "Change Audio Setup" and it will start scanning to find your audio device -OR- push the center Select/OK button 2-3 times and a manual set-up screen will appear.

No Live Video

If live video doesn't start playing, try unplugging the power cord from the Stream TV box, wait 60 seconds, and then plug the power cord back in.

Live Video is slow or choppy

1. **Check your WiFi signal strength to ensure the best experience with Stream TV:**
   - Press the  button to go to the Home Screen.
   - Press the Left Arrow to get to the Menu.
   - Select Device Settings.
   - Select Network and Internet.
2. Look for the name of your WiFi network and see if the RSSI value shown is between the range of -30 to -65.
3. If your RSSI is out of range, try rebooting your Internet modem and moving your WiFi Your Way™ extenders to improve your signal strength.

Remote Control doesn't work

1. Check your batteries
2. If the batteries are good, then pair the remote again by holding down the  button and the  button until the activity light on the end turns red.

Note: If you don't press the buttons exactly at the same time, the activity light may flash yellow or yellow/red instead. Try again after the light stops flashing.

Note: For Internet troubleshooting, visit **support.breezeline.com**

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Watch anytime, anywhere

Download the Breezeline Stream TV App

Get the Breezeline Stream TV app and watch content on the go from your mobile phone or tablet. In-home viewing is also supported on your own FireTV, AppleTV, or Google Chromecast device.

Breezeline Stream TV

Breezeline Stream TV App

Download on the App Store

available at amazon appstore

GET IT ON Google Play

A Stream TV box must be installed in your home before the Stream TV app will work on another device. Some video programming content is unavailable for viewing outside of your service address location. Available content varies by region.

ITEM-17280 / ATLMN00066
ITEM-17586 / ATLMN00058

Got Questions?

HERE'S HOW YOU CAN ALWAYS FIND ANSWERS:

Visit My Services to learn more about:

- Your Channel Lineup
- Paying your bill Online
- Troubleshooting your network
- View your channel lineup
- Managing your account through the "MyAccount" portal
- And much more!

To learn more, visit
support.breezeline.com
to check out additional Online resources.

Use the Help screens on your Breezeline Stream TV.
Go to: **Menu > Help > Tips & Troubleshooting**
For further troubleshooting assistance, contact customer service at **1.855.599.4703**.

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