



USER GUIDE

BroadStreamTV

For Amazon Fire TV & Android TV devices



Inside you'll find:

- ✓ Quick setup & registration
- ✓ Live TV basics & Channel Guide
- ✓ RePlay TV & Recordings (Cloud DVR)
- ✓ Search, Favorites, Autotune & Parental Controls
- ✓ Platform specifics for Android TV/Fire TV, Roku, and Apple products

Need help? We answer the phone.

847-886-0303

CustomerService@MultiGig.com · MultiGig.com

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A tip before you start

You don't need to read this whole booklet. Set up once with the **One-Page Quick Start** on page 5, then keep the book by your TV and look things up as you need them.

Welcome to BroadStreamTV

You now have access to a simple and powerful TV experience with live channels, a smart guide, cloud recordings, and RePlay TV. This booklet gives you clear steps to get started and a deeper reference for everyday use.

BroadStreamTV runs on most Android devices, Amazon Firesticks, and Apple iOS. Features are consistent, and buttons or gestures differ slightly. **This guide pertains only to Android TV and Amazon Fire TV devices.**

Android TV

Amazon Fire TV

Apple iOS

Keep your sign-in details handy

During setup you'll be asked to register your device. Your **Subscriber Name** and **Subscriber Password** are in your welcome email. Write them here so they're always easy to find:

MY SUBSCRIBER NAME

MY SUBSCRIBER PASSWORD

MY DEVICE NAME

MY WI-FI PASSWORD

What You'll Need For Setup

Included in your setup:

1



Streaming
Device

2



Remote
Control

3



USB power
cable & wall
adapter

4



2 × AAA
batteries (for
remote)

5



HDMI extender

GOOD TO KNOW

Depending on your community, your streaming device is either an **Amazon Fire TV Stick** or an **Android TV set-top box**. This guide covers both. Everything above comes in your setup kit; you don't need to buy anything.

Rather have a person walk you through it?

Call us and we'll stay on the line with you, step by step.

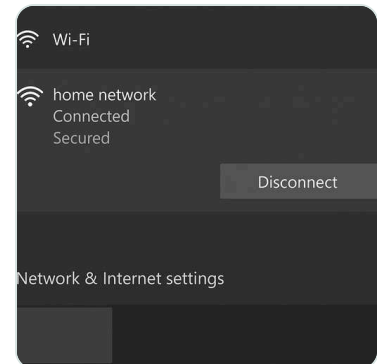
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One-Page Quick Start

1

Connect to the internet

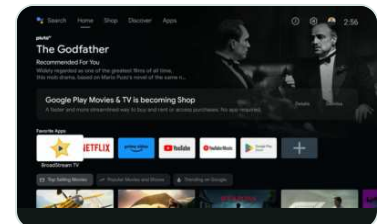
Ensure your device is on your MultiGig WiFi or wired Ethernet.



2

Open the BroadStreamTV app

Look for the **BroadStreamTV** icon on the homescreen of your device. If you do not see it, install it from the app store, then open it.



3

Register this device

Enter your **Subscriber Name**, **Subscriber Password**, and choose a **Device Name**.



4

Start watching

Press **OK** or tap a channel. Explore the Guide and Search.



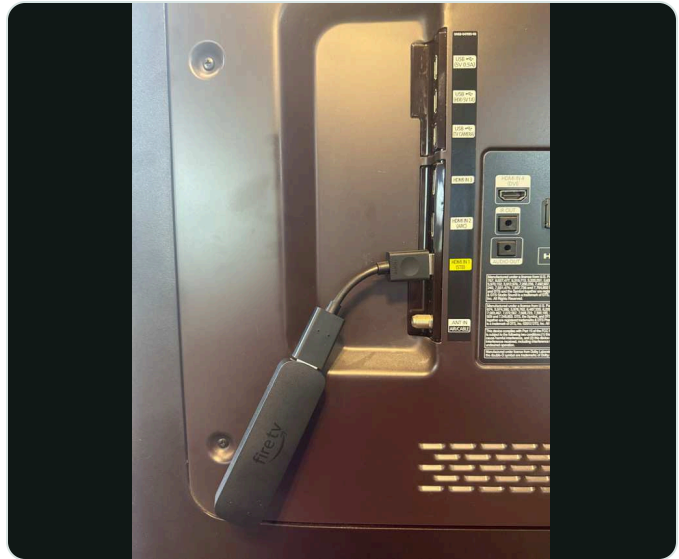
Need help fast?

Call MultiGig Support at **847-886-0303**, email CustomerService@MultiGig.com, or scan the QR code on the back cover with your phone's camera.

Installation and Setup (Fire TV)

Before you start

- Turn on the TV you want to use.
- Find an open **HDMI port** on the back or side of the TV. The photo shows what it looks like.
- Have your home **Wi-Fi password** and an **Amazon account** email & password handy. *(No Amazon account? The Stick lets you create one on the spot for free.)*



An **HDMI port** on the back of a TV

Amazon Firestick Setup: Step by Step

- 1 Plug in the Stick**
 Insert the Fire TV Stick into the chosen HDMI port.
Tight squeeze? Use the short HDMI extender so the Stick hangs freely and gets better Wi-Fi.



The Stick, plugged into the HDMI port

Installation and Setup (Fire TV)

2

Give it power

- Connect the small end of the USB cable to the Stick.
- Plug the other end into the included wall adapter.
- Plug the adapter into a wall outlet.



Power adapter in the wall outlet

⚠ IMPORTANT

Do **NOT** use the TV's USB port for power. It can't provide steady power and causes random restarts. Always use the wall outlet.

3

Insert batteries & auto-pair the remote

- Slide off the remote's back cover and pop in the two AAA batteries (**positive + end first**).
- Point the remote at the TV. Within 10 seconds the on-screen message should say **"Remote connected."**
- **If it doesn't pair automatically:** hold the **Home** button for 10 seconds to force pairing.



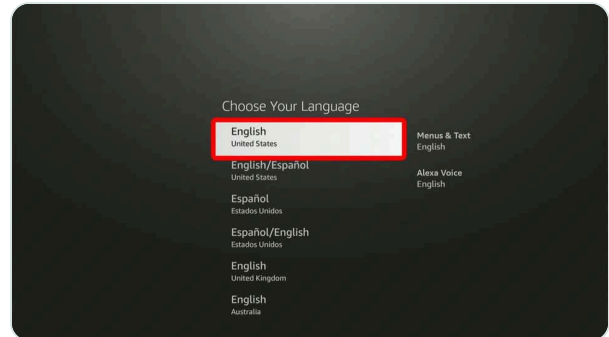
Batteries go in the back of the remote

Installation and Setup (Fire TV)

4

Select your language

Use the navigation ring to highlight your language, then press the center button to select it.

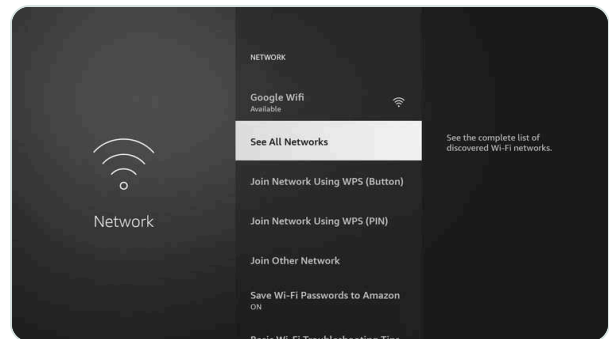


Choose Your Language screen

5

Connect to Wi-Fi

- The Stick scans for networks. Choose yours and enter the Wi-Fi password.
- A ✓ check mark confirms success. *(If it can't connect, see the Quick Fixes on page 29.)*

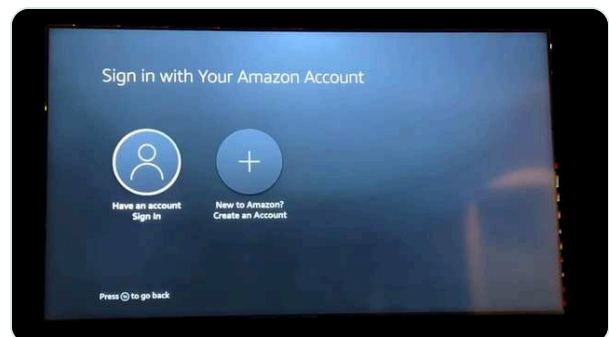


Network screen: pick your home Wi-Fi

6

Sign in to Amazon

- Enter your Amazon email & password.
- **No account?** Choose **Create New** and follow the on-screen prompts. It's free and only takes a minute.



Sign in with Your Amazon Account screen

Installation and Setup (Fire TV)

7

Let it update

- The Stick checks for software updates and installs them automatically.
- **Do not unplug the power** during this step.
- Updates keep the interface smooth and add new BroadStreamTV features.

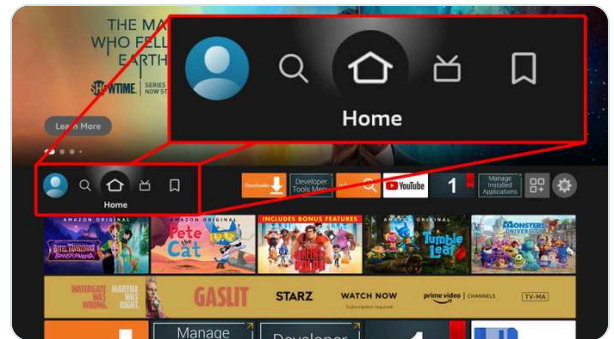


Installing the latest software screen

8

Download & launch BroadStreamTV

- The installer usually installs it, but if needed: **Home** → **Find** → **Appstore** → **Search** “BroadStream” → **Install**.
- Open the app and sign in with the credentials provided in your **welcome email**, and you’re watching live TV!



Home → Find on the Fire TV menu

THAT’S IT!

Your Fire TV Stick is ready. If the Stick is ever factory-reset, repeat these same steps.

Installation and Setup (Android TV)

1

Plug in the Android TV set-top box

- Plug your Android TV-enabled set-top box into the chosen HDMI port.
- **Tight squeeze?** Use the short HDMI extender so it sits freely and gets better Wi-Fi.



The box connects to the TV's HDMI port

2

Give it power

- Connect the power cable into the circular hole in the set-top box.
- Plug the power cord into an electrical outlet.

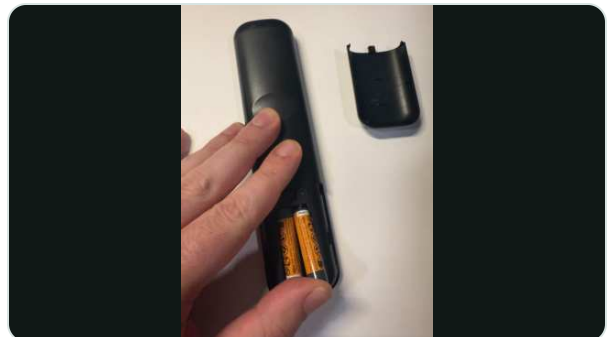


The set-top box, connected and placed by the TV

3

Insert batteries & auto-pair the remote

- Remove the back cover of the remote and insert two AAA batteries.
- The remote should pair automatically within a few seconds.
- **If it doesn't:** hold the “Home” button for 10 seconds to manually pair.



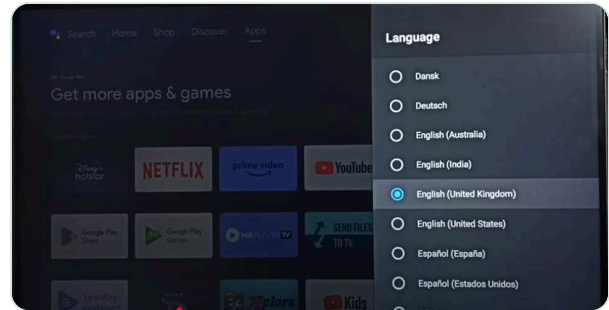
Two AAA batteries go in the remote

Installation and Setup (Android TV)

4

Select or tap your language

Use the navigation ring to highlight your preferred language, then press **Select**.

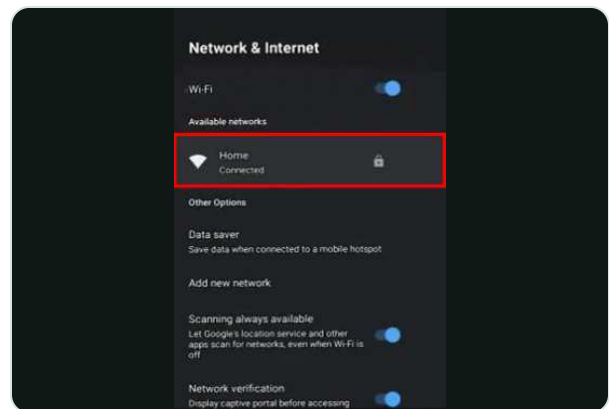


Language screen

5

Connect to Wi-Fi

- The set-top box will automatically scan for Wi-Fi networks.
- Select your network, enter your Wi-Fi password, and confirm with **Select**.
- A ✓ check mark indicates a successful connection.

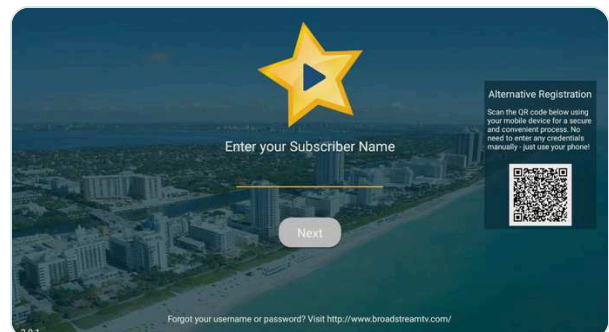


Network & Internet: your network shows “Connected”

6

Sign in to BroadStreamTV

- Open the BroadStream app and sign in with your BroadStream credentials.
- If you don't see the app, go to: **Home** → **Find** → **Appstore** → **Search “BroadStream”** → **Install**.



Enter your Subscriber Name to register

7

Let it update

Allow the set-top box to check for and install software updates. **Do not unplug the device** during this step. Updates ensure smooth performance and access to the newest BroadStreamTV features.

Remote at a Glance (Android TV)

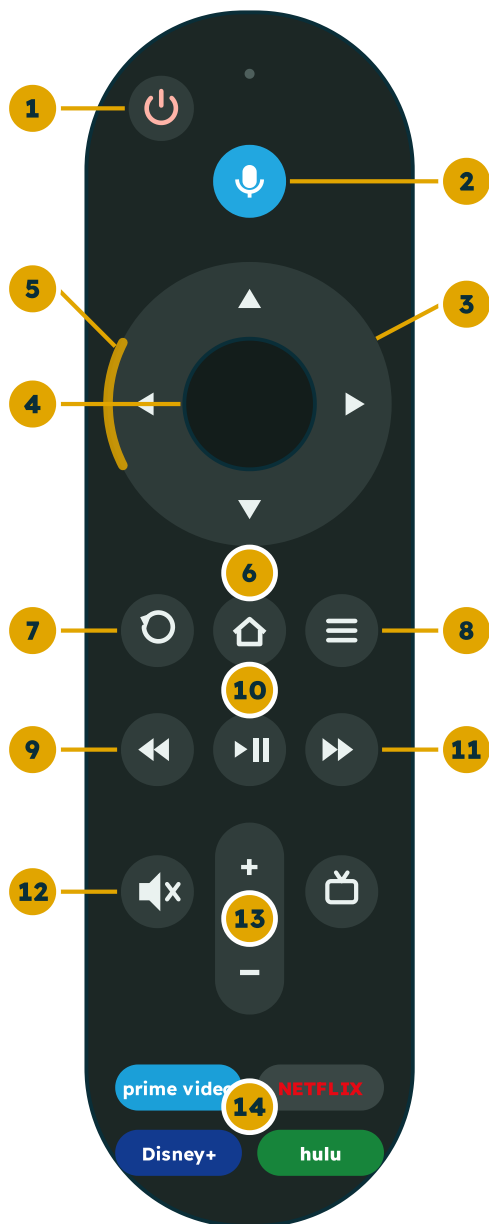


- 1 Power On/Off:** turns the TV on and off.
- 2 TV Settings:** opens the TV's settings.
- 3 TV Home:** takes you to the home screen.
- 4 Menu:** opens the on-screen menu.
- 5 Navigation arrows:** Navigate Up, Down, Left, and Right to move around the screen.
- 6 Select Button (OK):** chooses whatever is highlighted.
- 7 Back:** goes back one screen.
- 8 TV Source:** switches what input the TV is showing.
- 9 Google Assistant:** voice helper.
- 10 Volume Up / Volume Down:** louder or softer.
- 11 Channel Up / Channel Down:** next or previous channel.
- 12 Virtual Keyboard:** opens a typing keyboard on screen.
- 13 App Shortcuts:** jump straight to those apps.

PLEASE NOTE

Button placement may vary on Android TV remotes.

Remote at a Glance (Firestick)

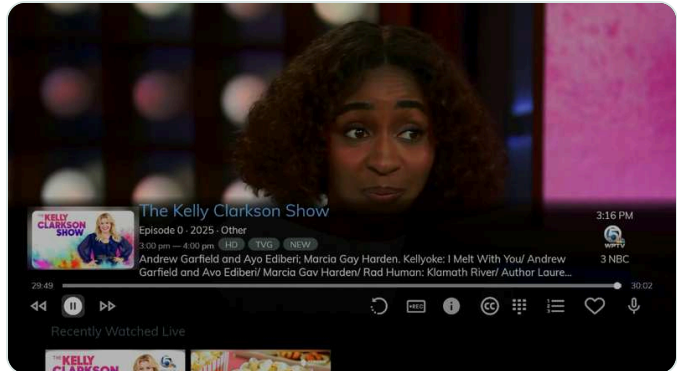


- 1 Power On/Off**
- 2 Voice Command:** hold it down and speak.
- 3 Navigation Ring:** press the ring's Up, Down, Left, or Right edge to move around.
- 4 Select Button:** the center disc; chooses what's highlighted.
- 5 Switch Back to Previous Channel:** the left side of the ring.
- 6 Home:** back to the main screen.
- 7 Back Button:** goes back one screen.
- 8 Menu**
- 9 Rewind**
- 10 Play / Pause**
- 11 Fast Forward**
- 12 Mute**
- 13 Volume:** up (+) and down (-).
- 14 App Shortcuts** (*subject to change*).

Live TV Basics

Change the channel

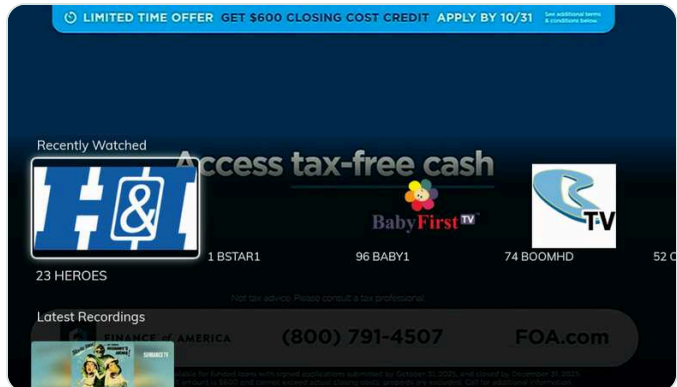
On Android TV, Amazon Firestick, or iPhone, use **Up** or **Down** in the navigation section of your remote to move one channel at a time, or press **Select**, then use the numeric keypad overlay.



Live TV with the channel overlay

Current channel info

Press **Select** (or tap if you're using an Apple device) to view the **program card** with title, time, and options like **View Channel**, **Play or Restart**, **Record**, **Autotune**, and **Closed Captions**.



Recently Watched row over live TV

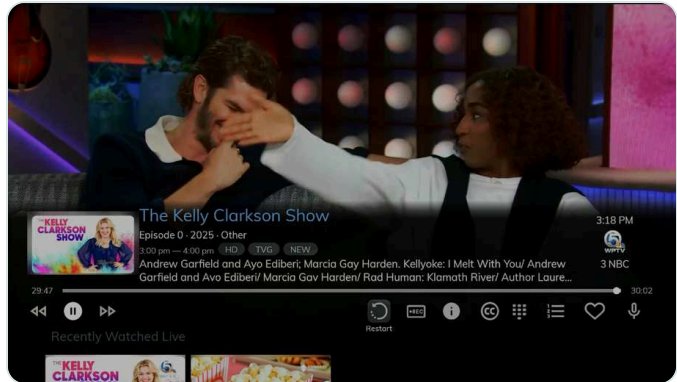
RECENTLY WATCHED

To access **Recently Watched**, hold down the **left navigation button** while the program card is open to quickly return to recently tuned channels.

Live TV Basics (cont.)

Restart a program

- While you're watching a program, press the **Select** button (or tap the screen) to pull up the program card.
- Navigate to the right to highlight the **Restart** button (looks like a counterclockwise circular arrow ↶) and select it to begin the program over again.



Highlight **Restart** on the program card

Record live TV

- While you're watching a program, press the **Select** button (or tap the screen) to pull up options.
- Navigate to the right (or swipe left) to highlight the **Record** button (looks like a rectangle with "REC" inside) and select it to record live TV.



Highlight **Record** on the program card

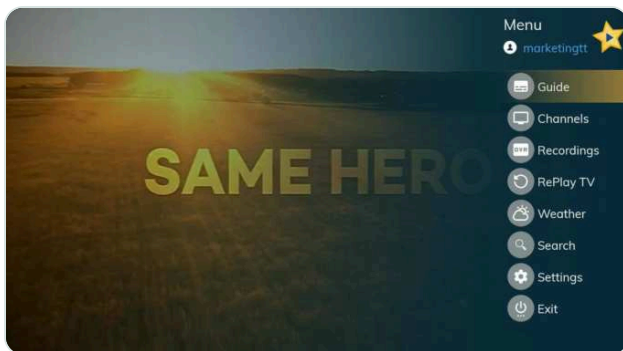
NOTE

To record a program that airs in the **past or future**, it must be selected from the **Guide**.

The BroadStreamTV Menu

How to open the menu

Android TV and Amazon Firestick: press the **Right Navigation** button to reveal the menu. **Back** closes it. **On an Apple mobile device:** swipe left to open the menu, tap any item to enter, and swipe right to close it.

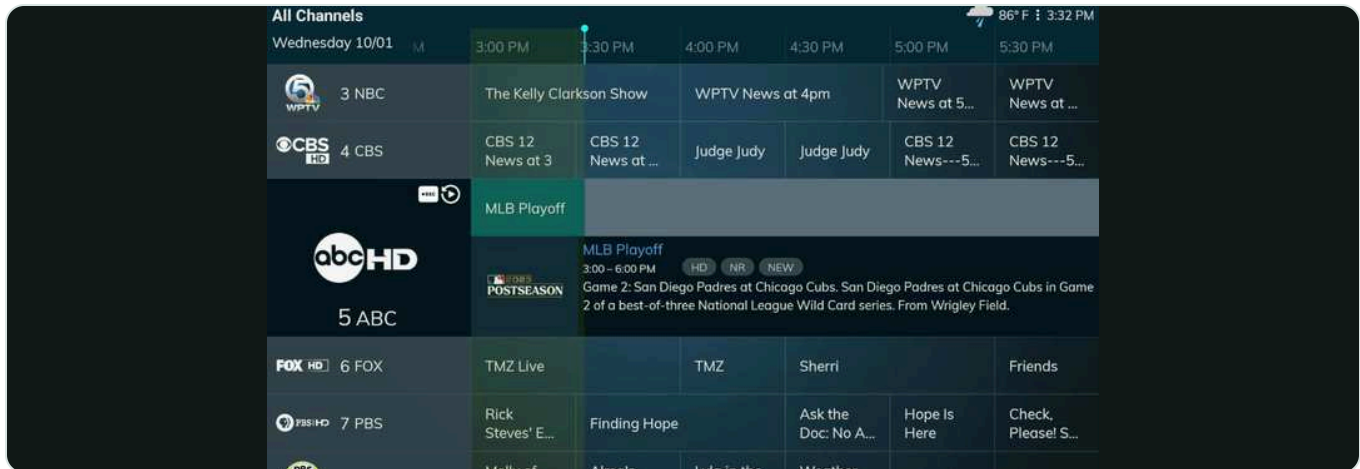


The **menu** appears on the right side of the screen

- 1 Guide:** see what's on: past, present, and future.
- 2 Recordings:** watch and manage your cloud DVR.
- 3 RePlay TV:** start shows from the beginning, for channels that support it.
- 4 Weather:** 6-to-10-day forecast, when enabled.
- 5 Search:** find programs by title, description, or people.
- 6 Settings:** Favorites, Autotune, Parental Controls, Account.
- 7 Exit:** log out of the app.

The Guide

While watching a program, press the **Right Navigate** button to pull up the menu, and press **Select** when “**Guide**” is highlighted.



The **Guide**: see what's on now and later

From the Guide you can:

- **View Channel:** tune to live TV.
- **Record:** movies, single episodes, or whole series.
- **Autotune:** set a reminder that tunes to a future program when the program starts.

APPLE DEVICES

To access program options from the Guide on an Apple device, tap the program to highlight it, then tap the icon shown here.



Tap the highlighted **icon** for options

The Guide (cont.)

See now, next, and upcoming programming

Two layouts are available: the **Classic** or **Enhanced (larger buttons)** grid.

HOW TO SWITCH

Pull up the menu using the **right navigation** button, then select **Settings** → **Advanced** → **Guide Type**.



Classic Guide: the traditional grid



Enhanced Guide: larger buttons, easier to read

Our tip for easier viewing

If you find the standard grid hard to read from the couch, try the **Enhanced** guide: same channels, bigger buttons and text.

- Select **Search** in the Menu.
- Enter a word or phrase. **Partial spelling works.**
- Results are grouped by type. Look for **All, Programs, Recordings, RePlay TV, VOD.**
- Use **voice search** on supported remotes.



- “Tune to *channel name*”
- “Open guide”
- “Record”
- “Restart program”
- “Closed captions on”

Voice tips are only functional on **Android TV** devices.

Record / Cloud DVR

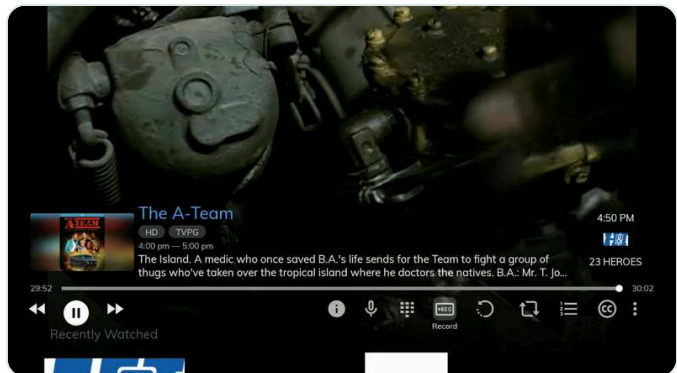
Record single episodes or entire series. You can set rules like **new only**, **number of episodes to keep**, and **start or stop offsets** where supported.

Set a recording from the Guide

- 1 Highlight a program.
- 2 Press and hold **OK** (or tap and hold) to open the info window.
- 3 Choose **Record**.
- 4 Pick **Record series** or **Record program**.
- 5 Adjust options. You can begin recording up to **30 minutes before** or **45 minutes after** it's scheduled to begin.
- 6 Select **Confirm**.



Choose **Record** from the program options



Set options, then **Confirm**

Record / Cloud DVR (cont.)

Set a recording from live TV

- While you're watching a program, press the **Select** button on your remote to pull up options.
- Navigate to the right to highlight the **Record** button (looks like a rectangle with "REC" inside) and select it to record live TV.
- Note:** to record a program that airs in the past or future, this must be selected from the Guide.

Manage recordings

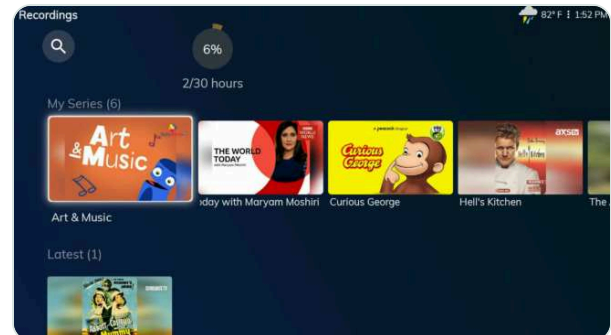
Open **Recordings** from the Menu to see:

- My Series:** all series you track.
- Latest:** recently recorded.
- Expiring soon:** recordings that will be removed soon.
- Single Recordings:** single episodes and movies each appear in their own categories.

Select or tap a title to: **Play** · **Delete** or **Delete Series** · **Modify** (change *Keep until* or offsets) · **Cancel Series** (stop future series recordings).

NOTE

Recordings will **automatically delete after six months**.



The **Recordings** screen, with your series and latest

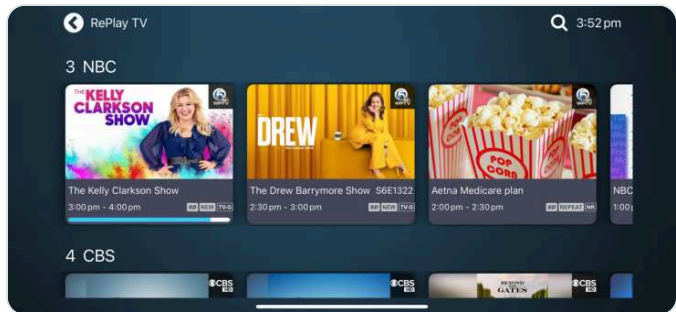


Select a title to **Play, Modify, or Delete**

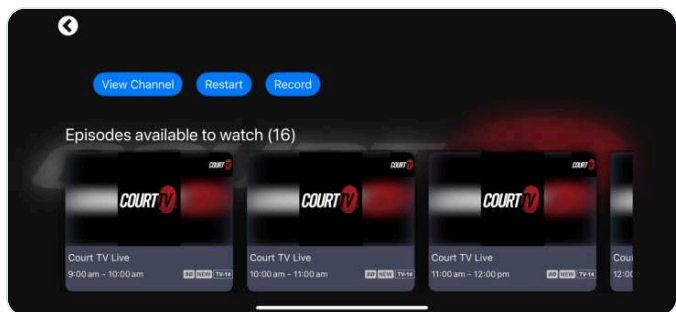
RePlay TV

Start live programs from the beginning and browse recent programs by channel.

- From the **Guide**, use the navigation buttons on your remote to highlight a **previously aired program** that you would like to watch, and press **Select** on your remote.
- Alternatively, you can go to **RePlay TV** from the menu, search or choose a channel row, then pick a program.
- While watching a RePlay program, you can **pause, rewind, or fast forward** within allowed limits.



RePlay TV: browse recent programs by channel



Episodes available to watch on a channel

NOTE

While watching RePlay TV, the program can only be changed through the **Guide** or the **Quick List**.

Favorites

Create and use channel lists so each person sees what they love.

Create a Favorites list

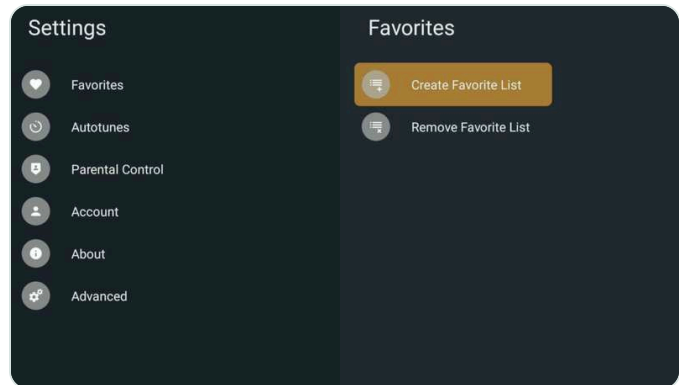
- Select or tap **Settings** → **Favorites**.
- Select or tap **Create Favorite List** and name it.

Add or remove channels

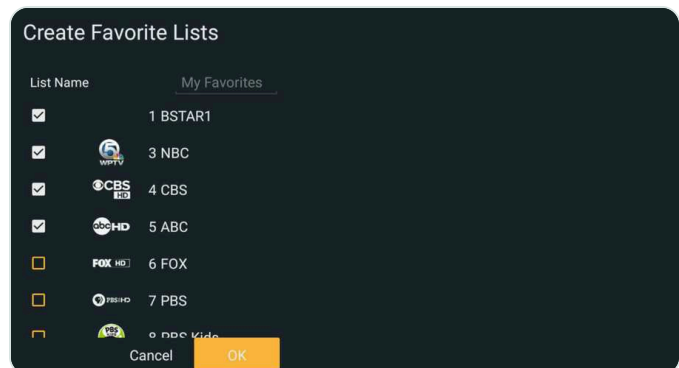
- Once the list has been created, select the **checkboxes** to choose the channels on your list.
- To remove, choose **Remove from Favorites** in the Favorites section of the menu.

Use Favorites

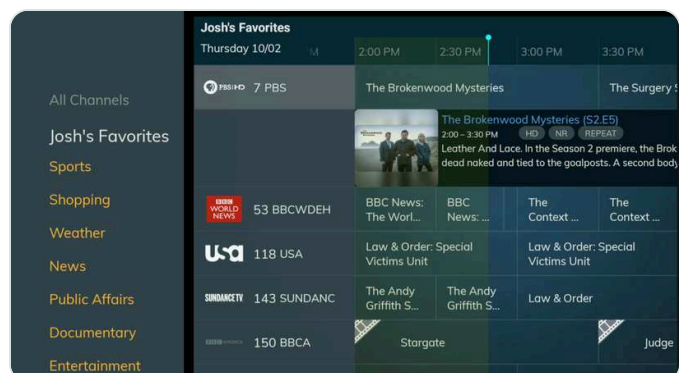
- In **Channels** or **Guide**, switch to a Favorites view by **holding down the Back button**.



Settings → **Favorites** → **Create Favorite List**



Check the boxes to **add channels** to your list



Your **Favorites view** in the Guide

Autotune

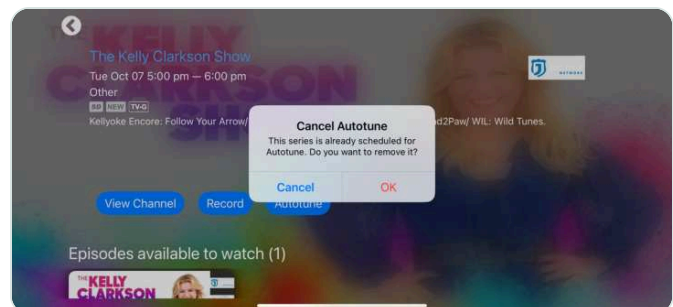
Autotune tunes to a future program at start time, like a friendly reminder that changes the channel for you. You can set it for a single episode or a series.

Set from the Guide

- 1 From the Guide, highlight a program that is **scheduled to air in the future** and choose **Autotune**.
- 2 Select or tap **Autotune Program** for this airing only, or **Series Autotune** to autotune whenever the series comes on.
- 3 Select or tap **Confirm**.



Choose **Autotune** on a future program

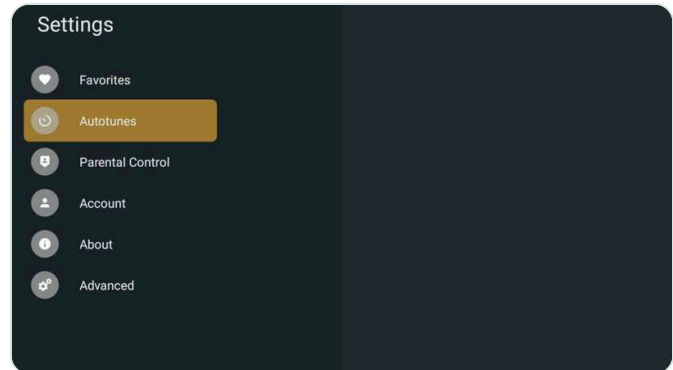


Pick **program or series**, then Confirm

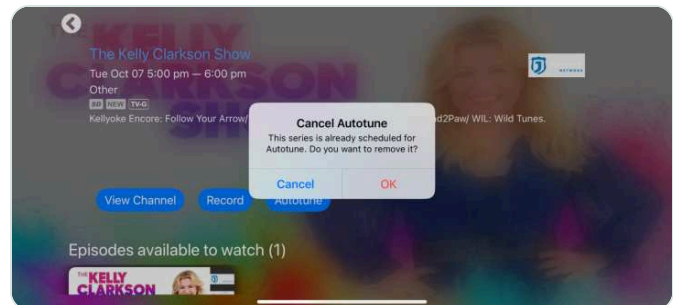
Autotune (cont.)

Cancel an Autotune

- 1 Open **Settings** → **Autotune Lists**.
- 2 Locate the scheduled autotune by selecting whether it is a **series** or a **program**.
- 3 Check the box next to the program, and select **OK**.
- 4 Alternatively, you can cancel autotune by selecting a **past or future airing** of the program in the Guide.



Settings → Autotunes



Confirm to **cancel the Autotune**

Closed Captions

Turn captions on

Press **Select** while watching live TV and navigate to the **CC** button in the overlay.

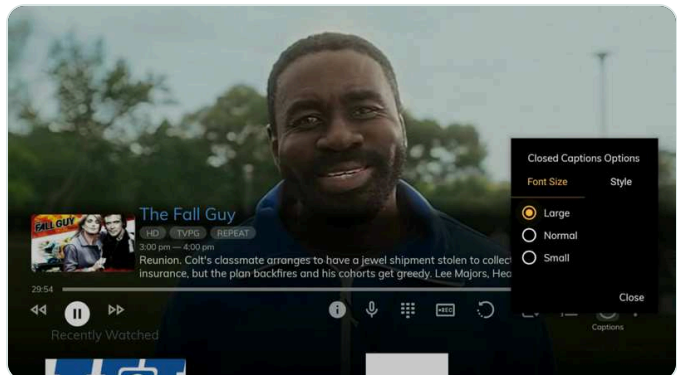
More caption options

To select additional closed-captioning options, **hold down the Select button** while the CC button is highlighted.

Choose **style and size** on supported devices, and choose between a **transparent background** for captions or a **black background** for readability.



The **CC button** in the program overlay



Closed Captions Options: font size and style

NOTE

Voice control is only available on **Android TV** devices.

Weather

The Weather feature is located in the menu. These features make your BroadStreamTV experience more connected to your household.

- 1 Access via **Menu** → **Weather**.
- 2 Choose your desired location.
- 3 View a **6-to-10-day forecast** with daily highs, lows, and condition icons.



Weather in the menu



Your **local forecast**, right on the TV

Quick Reference

Navigation

Menu	Press Menu or Right
Back	Press Back button
Info	Press Select (or tap) while watching
Voice (Android TV)	Hold Select or the mic button
Closed Captions	Press Select → CC (long-press for options)

DVR & RePlay

Record from Guide	Highlight → hold Select/OK → Record
Manage Recordings	Menu → Recordings (Series, Latest, Expiring, Single)
RePlay TV	Menu → RePlay TV , or pick a past program in the Guide

Live TV

Change channel	Up/Down navigation
Restart program	Select → RePlay TV icon
Record live	Select → Record (REC) icon
Guide	Menu → Guide (Classic or Enhanced view)
Guide options	View, Record, Autotune

Quick Reference (cont.)

Favorites & Autotune

Favorites	Menu → Settings → Favorites → Create List
Use Favorites	Hold Back in Guide/Channels
Autotune	From Guide → Autotune program/series
Cancel Autotune	Menu → Settings → Autotune Lists

Extras

Weather	Menu → Weather → 6 to 10 day forecast
Closed Captions	Toggle via CC button; style & size in options

Quick Fixes

Can't sign in	Check username, password, internet; restart the app
No video/audio	Verify HDMI/input, try another channel, reboot device & router
App frozen	Reboot the device, check for updates

Still stuck? Don't worry. Call us.

Real people, ready to help. No phone-tree runaround.

847-886-0303



We are here to help!



If you weren't able to find the answer you were looking for, we can still help! Reach your community's dedicated support team any of these ways:

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EMAIL US

CustomerService@MultiGig.com

VISIT US ONLINE

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Scan this QR code with your phone's camera to visit MultiGig.com and reach our support team.