



## Stream It TV FAQs

### How does NDTC Stream It TV work?

NDTC Stream It TV is a full-featured streaming TV app that you download and install on your favorite streaming media devices, including Apple TV, Amazon Fire TV, and Android. You can access your subscription through the NDTC Stream It TV app that runs on your streaming device.

### Does NDTC Stream It TV have my local channels?

Yes. We carry most major national broadcast channels in all the areas we serve.

### How many Streams and hours of DVR recording do I get?

NDTC Stream It TV pricing includes 2 Streams and 50 hours of Cloud DVR storage. Additional Streams are available for \$3.95/month per each additional stream (max 6 streams). Additional Cloud DVR storage is available for \$3.95/month per 50-hour increment (max 300 hours). We recommend getting one stream for each member of your household. Service requires Managed Wi-Fi for \$3.95/month and a minimum of 100/100 Mbps internet plan. Faster connections may be needed if multiple streams will play at once within the same home.

### How many devices can I watch at the same time?

The number of devices you can watch is the same as the number of streams available on your account. NDTC Stream It TV includes 2 streams. You may purchase up to 4 additional streams, for a total of 6 streams. You can have 6 different devices on your account. If you need to log out of a device to utilize your stream on another device, navigate to the settings icon and log out.

### Which devices can I use to watch NDTC Stream It TV?

Visit our devices page for a list of supported devices.

### What features are included?

NDTC Stream It TV is packed with free features you're going to love! Your subscription includes free HD, Replay TV, and Restart TV, as well as the ability to pause and rewind live TV on many selected channels!

### What is Restart TV?

Restart TV is a great option, available with select programs and channels, that lets you start the program you are on from the beginning, even if it's half over! It is available with most channels. When you see a program you want to start over, select it and press play. Depending upon the device you are using, it will either have an option to immediately select Restart or, after the program begins, a prompt will ask if you'd like to start from the beginning.

### What is Replay TV?

Replay TV is an amazing feature that allows us to offer up to 72 hours of previously aired programming, and is available with most TV networks. Did you miss the big game yesterday? No problem! Just go backwards in the guide and watch it. Want to watch a movie that aired three days ago? That's a breeze, too! In your guide, to view recently aired programs, bring up the guide and then press left. A tab will appear. Select the Replay button. You can then view available content and watch it, or record upcoming content.

### Do NDTC Stream It TV customers still have access to use watchTVeverywhere?

Yes! WatchTVeverywhere works the same as it does for digital TV customers today. The process for creating and using an account is the same. If you already have a watchTVeverywhere account, your login information will remain the same. For new watchTVeverywhere subscribers, request instructions.

## Can I watch TV outside?

Absolutely! As long as your device is connected to your home wi-fi connection, you can watch it anywhere around your house! NDTC also offers premium wi-fi to expand your wi-fi range to the back of your yard, your garage, wherever you want it!

## **SIGNING UP FOR NDTC Stream It TV**

### Can I get NDTC Stream It TV?

NDTC Stream It TV is an awesome service available exclusively to NDTC fiber internet customers with 100/100 Mbps or faster internet.

### How do I sign up for NDTC Stream It TV?

It's easy to sign up for NDTC Stream It TV. Simply call NDTC to sign up at 662.1100 or visit the NDTC office in Devils Lake.

### Can I get assistance with installation?

NDTC Stream It TV is super easy to self-install, as it's an app you just add to your favorite streaming device. Installation assistance is also available for \$99. For support, you can call NDTC at 662.1100.

### Will NDTC and/or their technicians have streaming devices customers can buy?

NDTC does not sell streaming devices. You can order your preferred device online or buy one in many retail locations. The KAON set top box is available to rent from NDTC for \$4.95/month.

## **NDTC Stream It TV SUPPORT**

### How do I surf the channels while watching a program?

Press up or down on your directional keys on your remote to change channels one at a time.

### Can you fast-forward programs in restart or replay mode?

The fast-forward feature is available when watching DVR recordings, while pausing or rewinding live TV, and while watching Restart TV or Replay TV.

### How do I record a program?

Select the program you would like to record in the guide. The menu will give you several options, including Play and Record. Navigate to Record and select it. If it is a series, you can select to record only this episode or all episodes. You may also then go back into the scheduled recording and edit the series to start or end later.

### How do I access DVR recordings?

Bring up the menu with your device remote (instructions vary by device). Navigate to the fourth button from the left and select it. You will see your Recorded shows and Scheduled shows. You can also view how many hours of content are recorded and how many remain. 50 hours are included free.

### How do I access settings?

Press the remote button to bring up the guide. Navigate to the 4th icon from the left and select. Navigate to the icon on the top right and select. From settings, you can set up parental controls, manage user profiles, and sign out of the app.

### Are parental controls available?

Yes, you can access parental controls in the settings. To enable parental controls, set up a PIN. When the NDTC Stream It TV app is on, the PIN must be entered each time mature content (TV-MA, R, or NC-17) is played.

What if I get an error that all streams are being used?

Simply go to one of the streaming devices that you have recently watched Stream It TV on, go to setting, and log out of the Stream It TV app. This will stop that stream.

How do I get my username and password?

Call NDTC at 662.1100 or visit our office to sign up and receive your username and password.

What if I forgot my username/password?

Call NDTC at 662.1100 for assistance.

## **STREAM IT TV DEVICES**

What does the NDTC Stream It TV app look like?

The NDTC Stream It TV app features a white background with an NDTC Stream It TV Logo.



How can I use my smartphone as a remote?

You can utilize your smartphone or tablet as your device remote. To do so, go to the app store of your device. Download the remote control app for your device. App names are Amazon Fire TV Remote, Apple TV Remote, and Android TV. Follow the individual instructions for the app.

Can I watch Stream It TV and access recordings from a web browser?

Yes! Visit [streamit.gondtc.com](http://streamit.gondtc.com). Then log in with your username and password.

*Managed Wi-Fi and a minimum of 50/50 Mbps NDTC fiber internet subscription required. Subscription includes 50 hours of DVR storage and 2 streams. Additional streams/DVR storage available. Supported devices include Amazon Fire TV Stick, Apple TV, and Android, and do not include Chromecast or Hulu. No devices are included with a subscription. Not all channels available in HD, Restart, or Replay. Additional taxes and retransmission fees apply.*

*NDTC Stream It TV is compliant with FCC-required accessibility features for consumers who are blind or visually impaired using the accessibility functions in the retail devices on which the Stream It TV app runs (Amazon Fire TV, Android TV, and Apple TV). For assistance in enabling accessibility functionality, please contact our office.*