



HOW TO Stream **TV**⁺

gtt⁺
do more

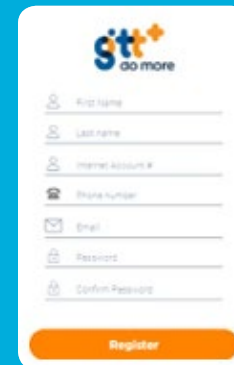
GUYANA'S #1 NETWORK

REGISTRATION

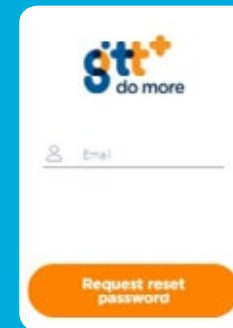
▶ Follow these simple instructions to get going with your **FREE Stream TV**

1. Go to <https://gttstreamtv.com>
2. Click “Register Now” and follow the instructions - make sure to include your landline number, DSL or Blaze account number and valid email address to register
3. Check your email for a special message to confirm your email address, click “Validate Account”
4. Login and enjoy FREE Stream TV

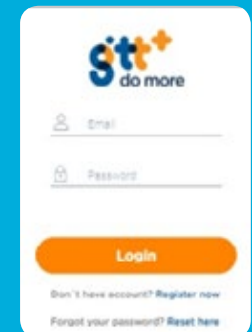
EVERY USER
WILL BE REQUIRED
TO REGISTER FOR
THE **STREAM TV** SERVICE.



Kindly complete the following fields to gain access to the StreamTV Application.



Click Reset Here if you forget your password.



Click Register Now to Sign Up

1. What is Stream TV?

StreamTV is free video product featuring live, TV channels including the highest rated prime time content from the US Networks as well as live news. All of the live streams can be recorded for later viewing.

2. How will you access these video channels?

You will be able to access these channels on supported browsers (Point 14) of GTT Fixed Internet ready service. Smartphones, tablets, PC's, laptops, are common devices used to access the web application but must be connected to the GTT Fixed Internet Service (DSL, Blaze). This service will NOT be accessible on the Mobile Data Service.

3. To watch channels on TV, do I need any additional device or will I need to go through any special setting or configuration process to gain access?

You will need access the service will via your browser (see point 14 below).

4. How many channels will be available on Stream TV?

Up to twenty channels will be offered.

5. Will customers with any GTT Broadband plan be eligible for Stream TV?

Stream TV is for:

- All Blaze Plans
- For all Bronze*, Silver and Gold DSL Customers

- Limited Time Offer

** Customers on the 256Kbps plan will not be able to access Stream TV

ACCESSIBILITY		
User groups		Enhanced
DSL	Bronze	YES (Promotional Offer Only)
DSL	Silver	YES
DSL	Gold	YES
BLAZE	Ignite	YES
BLAZE	Flaming	YES
BLAZE	Inferno	YES



6. What are the channels available for StreamTV?

Channels offered are as follows:

Television	
ABC	TVG 28 - Local
CBS	HJTV - Local
NBC	HGPTV - Local
FOX	TBN
CW	QVC
PBS	Three Angels
One America News	EWTN
Newsmax	Word
AWE	Daystar
Sankhya	

7. How do you determine which channels a customer can access?

All Bronze*, Silver and Gold DSL Customers will enjoy all of the channels being offered.

• Limited Time Offer

8. What would I have to do if I want to have access?

The list of channels available to the customer is fixed- if you are a bronze customer, you can upgrade to our Silver or Gold Plan (to experience a better quality of service).

9. How will you access these video channels?

No, barring other factors affecting the speed of your DSL service, Stream TV has **Adaptive Bit Rate** technology which facilitates the **dynamic adjustment based on the speed of the connection.**

10. Is there a limit to how many customers can use Stream TV at once (simultaneously)?

Yes, users are limited to two (2) simultaneous streams per fixed line account - Video streams will slow all other internet traffic in the home.

11. Is there an additional monthly charge for this product?

No. Your monthly charge is for your Internet plan. This is a Value Added Service.

12. How to record a program?

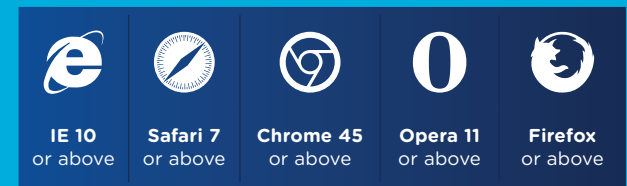
Click on the Record button to the top right of the required program and a notification stating "Record successful" will be displayed to the top right hand side of the screen. Recordings last for 30 days.

13. How to playback a recorded program?

Click on the Recorded TV tab to the top of the browser to view all recorded programs.

14. What browser versions are supported?

The following browsers and versions are supported by Stream TV.

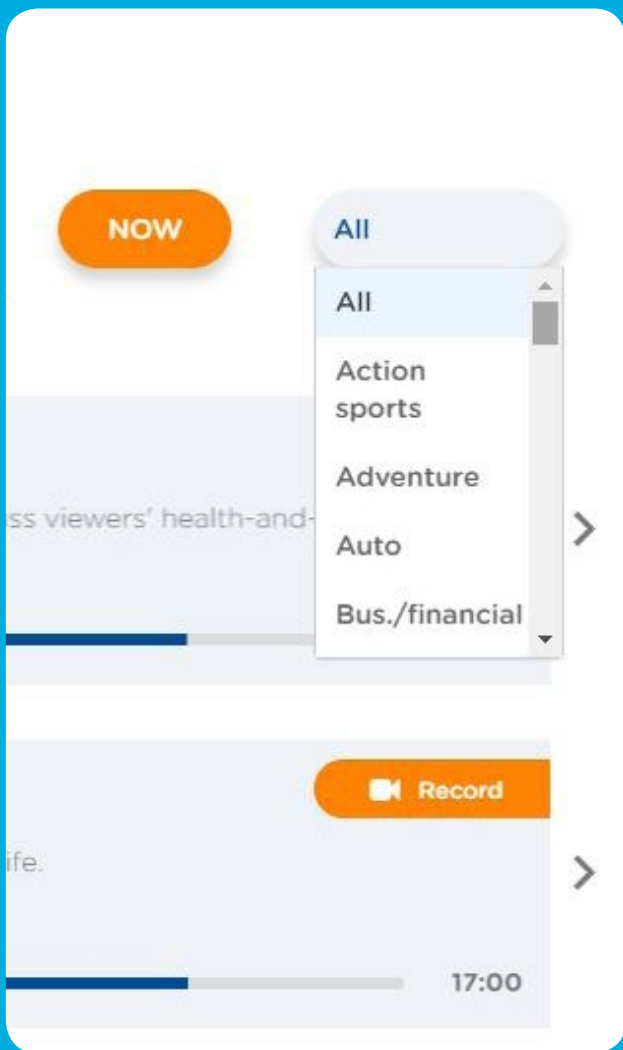


15. Where is a new video stream loaded?

When a new video is selected, the user should scroll to the top of the page.

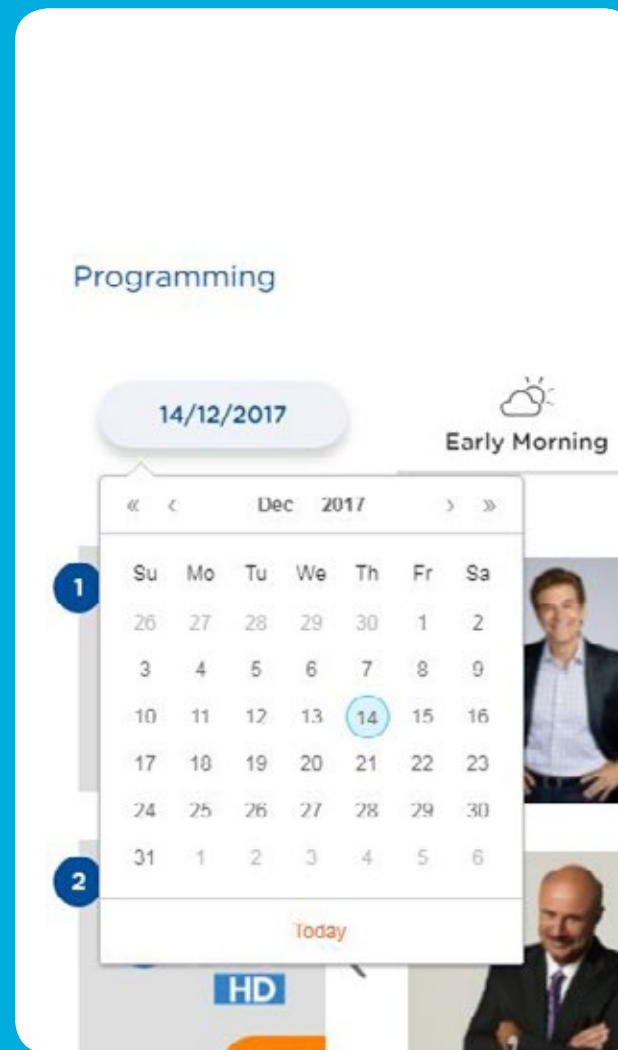
16. How to select a Category?

Click dropdown menu labelled “All” to filter by Category.



17. How to select the Guide?

Click dropdown menu labelled with the Date to filter by Date.



8. What do the icons represent?

 **Play/ Pause**



High Definition

Enables user to switch between different resolutions, ranging from 720p to 144p.



Closed caption/Subtitle

However this is not available for all channels. Closed Caption icon only appears if the CC content is available (i.e. Fox, Newsmax, Sankhya, Three Angels/3abn, and The Word).



Adjustable Volume



Adjustable Screen

Enables user to switch between full screen and normal screens.

TROUBLESHOOTING GUIDE

1. Issue: I am trying to access Stream TV using my mobile device and I am not getting through.

Verify that it is a mobile that is connected to a GTT Fixed Internet service.

2. Issue: Cannot view specific networks (video channels)

Please log out and log in again.

3. Issue: Quality of video is extremely poor/distorted

Advise customer to do a speed test, <http://gttgy.speedtestcustom.com/> and all other troubleshooting associated with 'slow' speed on our Broadband service.



IMPORTANT TERMS

- ABR (Adaptive Bit rate) is a technology capable of dynamic adjustment and successfully delivering a complete stream between a minimum requirement (low bitrate, SD Low res, e.g. Bronze Plan) and a maximum requirement (HD high res, e.g. Silver/Gold/Blaze Plan).

APPENDIX

VIEW INTERNET EXPLORER VERSION

1. Open your Internet Explorer browser. You should find the icon on the bottom left of your home screen.
2. Click the gear-wheel icon. You can find it to the top right of the browser window.
3. Click “About Internet Explorer.” It’s the option on the bottom of the drop-down menu. This will open a new window.
4. The complete version number of IE that you’re running can be found next to the word Version: under the big Internet Explorer logo.

UPGRADE INTERNET EXPLORER

IE10

5. Open your Internet Explorer browser. You should find the icon on the bottom left of your home screen.
6. Click the gear-wheel icon. You can find it to the top right of the browser window.
7. Click “About Internet Explorer.” It’s the option on the bottom of the drop-down menu. This will open a new window.
8. Click “Install new versions automatically.” This will automatically update any new versions of Internet Explorer as they are created.

IE9

1. Click the Start button. You can find it in the lower left corner of your screen. This will open Windows Update.
2. Type “Update” in the search box.
3. Click “Windows Update.” You’ll be able to click this option from the list of results.
4. Click “Check for updates.” You can find this option in the left pane. You will then receive a message telling you that important updates are available or that optional updates are available.
5. Click the message. This will let you view the updates that are available.
6. Select the Internet Explorer updates that you want.
7. Click “OK.”
8. Click “Install Updates.” If you’re prompted for your password or confirmation, type the password and provide confirmation.

VIEW SAFARI VERSION

1. Open Safari
2. Click on the Safari item on the top menu-bar (next to the Apple logo)
3. Click on the About Safari menu item
4. A small window should now show your current version of Safari
5. The number before the first dot (ie. 6.0.5) is the Major version number (likely the number you're after if a tech guy is asking)
6. The number(s) after the first dot (ie. 6.0.5) is the Minor version number and represents small security fixes or UI improvements
7. You can also view basic copyright information in the About Safari window

UPGRADE SAFARI

Using macOS

1. Open the Mac App Store. All software updates for macOS programs, including Safari, are handled through the App Store. This usually happens automatically, but you can check to see if there is a pending update available.
 - You can open the App Store from your Dock or by clicking the Apple menu and selecting "App Store."
2. Click the "Updates" tab. This will display all of the programs that have updates available. You'll see the Updates tab at the top of the window.
3. Click "Update" next to Safari or any system updates. If Safari has an update available, it will be listed here and you'll be able to start the update by clicking "Update." Oftentimes, Safari updates are included with system updates, which can also be installed from this screen.
4. Ensure that automatic updates are enabled. You can make sure that you're always running the latest version of Safari by checking that automatic updates are enabled:
 - Click the Apple menu and select "System Preferences."
 - Click the "App Store" option in the System Preferences menu.
 - Check the "Automatically check for updates" box.
5. Check the boxes to enable automatic app and system updates. This will keep Safari always up-to-date.
- If you are using OS X 10.8 (Mountain Lion) or earlier, see the next section.



Using OS X 10.8 and Earlier

1. Click the Apple menu and select “Software Update.” If you don’t see the Software Update option, follow the steps in the previous section to check for updates through the App Store.
2. Look for Safari in the list of available updates. If there is an update available for Safari, it will be listed here. All available updates should be selected automatically.
3. Click the “Install # Items” button. This will install all selected updates, including any available Safari updates.
4. Enter your administrator password. You’ll be prompted to enter the password in order to download and install the available updates.
5. Restart your computer if prompted. You may be asked to restart the computer after the updates have installed. This is necessary for certain updates to finish the installation process.

VIEW CHROME VERSION

6. Open Chrome
7. Click the Menu icon near the top right corner of the Chrome window (just below the X button that closes the window).
8. In older versions of Chrome, select About


Google Chrome in the menu. In newer versions of Chrome, select Help and about,

9. Then select About Google Chrome. you can view the Version number. Google Chrome will even let you know if your version is up to date.


UPGRADE CHROME

1. Look for the Menu (☰) button. This is located in the upper-right corner of the Chrome window. If the bars are green, orange, or red, then an update is available.
2. Click the Menu button. This will open a list of Chrome menu options.
3. Select About Google Chrome. This is located towards the bottom, between Settings and Help. A new tab will open in your Chrome window.
 - If you have a pending update that has been waiting for several days, you may see an “Update Google Chrome” option appear in this menu.
4. Wait for the update to install. Opening this page will automatically attempt to update Chrome. After the update is finished installing, click the Relaunch button to restart Chrome as the new version.

VIEW OPERA

1. Open Opera
2. Click the Opera Button  at the top-left of the app window
3. Click on the About Opera menu item
4. A new tab will open showing your current version of Opera installed on your PC or device

UPGRADE OPERA

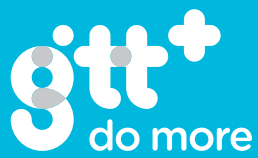
1. To update Opera web browser manually, click the Opera button  at the top of your web browser window, and click About Opera.
2. Opera will check to see if an update to your current version is available. Checking for updates... will display.
3. If an update is available, it will begin to download. You will see the download progress display as a percentage in the window.
4. After completion of the download and installation, a prompt to restart Opera may display. If needed, exit Opera, then relaunch it, or click the Relaunch Now button.
5. If the update to Opera was successful, and the installation is current, you will see Opera is up to date display as a result.

VIEW MOZILLA FIREFOX VERSION

1. Open Mozilla Firefox
2. At the top right of Mozilla Firefox click the Open menu icon.
3. Click the question mark icon at the bottom of the menu.
4. Then select About Firefox.

UPGRADE MOZILLA FIREFOX

1. Open your Mozilla Firefox browser. Click the Firefox button in the top-left corner.
2. Hover your mouse over the Options menu. If you don't see the Options menu, press the Alt key. Select Options.
3. Click the Update tab. This will open the configuration options for automatic updates. By default, "Automatically install updates" should be selected.
 - You can choose to have Firefox download the update but prompt you to install it, or never download updates automatically.
 - You can see all of the updates you have installed by clicking "Show Update History"
 - It is recommended that you allow updates to install automatically to make sure that your browser is as secure as possible.



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