

amazon fire TV stick

Setup Guide



UNITED

Streaming TV 

www.unitedstreaming.tv

Please read the following instructions carefully before you begin.

Before you start, make sure you know your wireless network name (and password if the network is password-protected). If you're using a wired network, use an Ethernet cable to connect your Amazon Fire Stick.

An Amazon Account is needed in order to register your Firestick Device. Also, Amazon requires credit card information on file. Note the United App is Free to download and will not charge your credit/debit card.

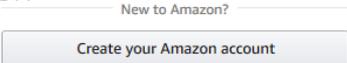
Create your Amazon Account

The following instructions will help you set up an Amazon account. If you already have an Amazon account, you may disregard and continue on with pages 4-7.

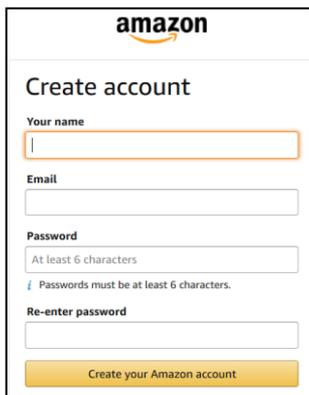
United Streaming TV App is Free to download but Credit Card Information may be required from Amazon.

Step 1. Visit Amazon's website by typing www.amazon.com in your Internet Browser

Step 2. Click on 

Step 3. Click on 

Step 4. Fill in required fields and click "Create your Amazon Account".



The screenshot shows the Amazon 'Create account' page. At the top is the Amazon logo. Below it is the heading 'Create account'. There are four input fields: 'Your name', 'Email', 'Password', and 'Re-enter password'. The 'Your name' field is highlighted with an orange border. Below the 'Password' field, there is a note: 'At least 6 characters' and 'Passwords must be at least 6 characters.' At the bottom of the form is a yellow button labeled 'Create your Amazon account'.

Step 5. A verification **OTP** code will be emailed to you from Amazon to verify your identity. Please retrieve the code and **Enter OTP** number in the space provided.

Step 6. Click on your now logged in account box



Step 7. Click on **1-Click Settings** in the *Ordering and Shopping Preferences* box.

Ordering and shopping preferences

- Your addresses
- Your Payments
- Your Amazon profile
- Archived orders
- Manage your lists
- Download order reports

1-Click settings

Step 8. Click on **+ Add a purchase preference**, Fill out all required information and click **Continue**

Step 9. Add a payment method, by adding your credit or debit card information. Then click "Add your card"

Add a Payment Method

A screenshot of the Amazon "Add a Payment Method" form. At the top, it says "Credit or Debit Cards" and "Amazon accepts all major credit and debit cards." Below this are logos for VISA, Mastercard, American Express, Discover, JCB, and UnionPay. A link "Add a card" is visible. The form asks for "Name on card", "Card number", and "Expiration date". The expiration date is set to "01" and "2018". There is an "Add your card" button.

Step 10. Verify proper billing address, then click "**use this address**" or "**add new address**".

Step 11. Click "**continue**".

You have now successfully created your Amazon Account!

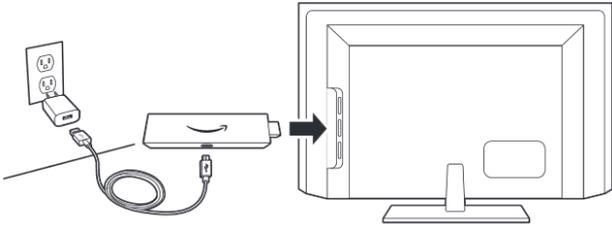
You may now continue to pages 4-7 for the following tutorials.

"Connect Amazon FireTV stick to your TV and WiFi pages 4-5"

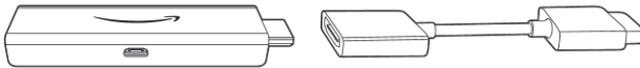
"Add UnitedTV app to your FireTV device pages 6-7"

Connect Amazon FireTV Stick to your TV and WiFi

Step 1. To connect power adapter, plug small end of USB power cord into FireTV Stick and Connect other end into the Power Adapter (pictured below). Connect to power outlet.



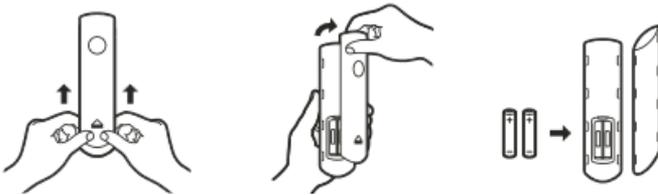
Step 2. Connect your FireTV Stick into available HDMI port on your TV. It is recommended to use the included HDMI Extender to improve Wi-Fi and remote performance. (pictured below)



Step 3. Turn on your TV and tune to correct HDMI Input by using the Input or Source button on your TV's remote control

* A loading screen will appear with the Fire TV Logo

Step 4. Insert included batteries into your FireTV remote by pushing up on the back cover of remote.



Step 5. Your remote should automatically pair with your FireTV Stick. If remote doesn't pair right away, press and hold the home button (🏠) for up to 10 Seconds to place into "Discovery Mode" to complete remote pairing process.

Step 6. Select Language

Step 7. Select your Wi-Fi network, enter Wi-Fi password and then select **Connect**.

(If you do not have a Wi-Fi router, one can be leased from United.)

Step 8. Follow the on screen instructions using the FireTV remote

- a. Sign in to the FireTV Stick by selecting **"have an Amazon Account"**
- b. Enter your Amazon Login ID _____ *Email Address*
- c. Select **Next**
- d. Enter your Amazon Password _____ *Password*
- e. Select **SIGN IN**
- f. Follow the rest of the setup questions to personalize your FireTV device.
- g. If asked to add Prime monthly services, select **"No Thanks"**.
This is a separate Amazon service that may charge your Credit card

- h. Select **"No Thanks"** when asked to add streaming services.
UnitedTV app will be added in later steps

CONGRATULATIONS!!!

Your Amazon FireTV device is now successfully connected to your TV and United Internet.

Spend a few minutes exploring the buttons on your Amazon FireTV Remote that control the in App Navigation.



You may now follow the **Add United Streaming TV App to your FireTV Device** tutorial on the following pages.

Setting Up your United Streaming TV Password

If you set up your United Streaming TV Password with a United Representative at the store, skip to option 1 or 2 to install UnitedTV app onto your Firestick. If setting your password remotely, perform the following steps 1 and 2.

Note: The Username is the Email address you supplied to United for account activation.

Step 1. Once you have signed up for United Streaming TV, you will receive an Email from United. If you have not received this email, check your spam folder.

Step 2. Open the email and click on **Create Password**, enter your username (email address) and create your new password for United Streaming TV App login.

For reference:

United Streaming TV Username Email Address
United Streaming TV Password Password

Adding UnitedTV App to your FireTV Device

Download the App to your Device following the Steps provided. Note there are two options for downloading the UnitedTV app listed on the next page under Step 1.

Add United Streaming TV App from your FireTV device by using Voice Command or Manual Search.

(Note: Billing Address and Credit card must be on your Amazon Account file to use 1-Click download preferences from the FireTV Device)

Step 1. From main Amazon menu, simply Press and Hold the Mic  button at the top of remote and say "**United Streaming TV**" into the remote.



Or, you may manually add the app by using the "**Find and Search**" feature from the Amazon menu bar. Next, type "**united**" in the search bar, then navigate down and select *United Streaming Tv*.

Step 2. Select the *United Streaming TV* App.

Step 3. Download the App by selecting "**Get**"

Step 4. Launch the United Streaming TV App, then login using your Email Address & Password credentials that you created with United or via the email that was sent.

Step 5. Press the Home Button  on Remote to exit the App and return to Amazon Main Menu

Step 6. To move UnitedTV app to the Amazon's easy access App bar, select  on the Amazon Menu bar pictured below.



Step 7. Highlight the UnitedTV app and press the 3 lined menu button on the remote . A side menu will appear, select "**Move to Front**". Now you will have easier access to Launching UnitedTV app which will appear like below.



Troubleshooting Tips:

Login Credentials

- Keep this booklet handy with your Username and Password, it may be needed if you must log back into UnitedTV app.

Forgot Password

- You can issue a password reset email to yourself by visiting the following link <https://stream.unitedstreaming.tv> then click on "Forgot password" at the bottom. A password reset email will be sent to the Username email used to access the UnitedTV app.
- You can email tvsupport@unitedtelcom.net one of our Agents will contact you.
- You may call a representative at 1-800-794-9999 for password assistance

Firestick or UnitedTV Guide menu is slow to respond or glitchy

- Replace Remote Batteries with 2 AAA's.
- Restart Firestick. Press and hold the "Select and Play/Pause" keys on the remote simultaneously for 5 seconds. Or go to "Settings, My Fire TV, Restart"

Blue Buffering wheel appearing regularly or Frequent Reconnecting Errors

- This indicates a poor Wi-Fi signal caused by distance or Wi-Fi interference. May also be caused from reaching your max Internet bandwidth. Contact United Helpdesk for Support

Firestick reporting "Network Error" when first turning on

- Verify that your Wi-Fi Network is working properly and internet traffic is passing, perform a power cycle by removing and reconnecting the power supply to the firestick. Go to Network settings to reconnect to your Wi-Fi network.

FireTV remote not Responding to New TV

- From Amazon main menu, go so settings icon, select "Equipment Control, Manage Equipment, TV, Change TV". Follow remaining on-screen instruction to pair FireTV remote with your TV.

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