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BROADSTAR



TIPS & TRICKS GUIDE

TELEVISION ★ INTERNET



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IPTV Tips:

Q: Does the Amazon Fire Stick have a last channel button?

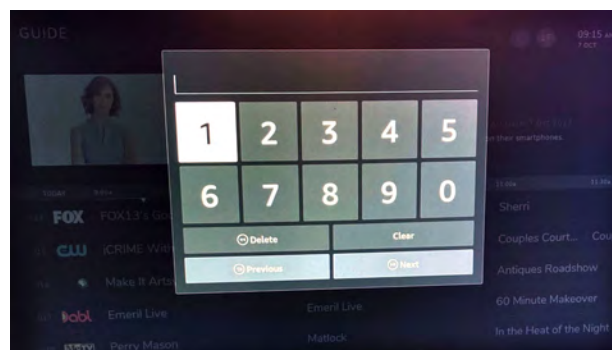
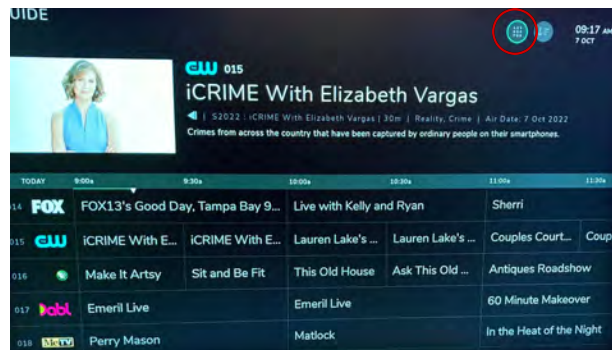
The “Recent” button gives you a way to get back to something you were previously watching on your Fire TV Edition television, without needing to press too many buttons or go back to the Home screen.

A: Hit the left side of the circle once (9:00 position). This will show you a list of last channels watched and you can select channels previously viewed.



**Q: How do I change channels by channel number
(In BroadStar App only):**

1. Go to the BroadStar App
2. Select the Menu/Guide button
3. You should see an option at the top right screen to Select and Hold “OK” Button (press and hold for more options).
4. On the Right side of the screen an Options window will appear with two options:
 - a. Channel Entry (key pad icon on the left side)
 - b. Filter (downward arrow icon on the right side)
5. Select Channel Entry
6. Enter the channel number that you want to watch
7. Select next



Q: How do I turn on Closed Captioning?:

A:

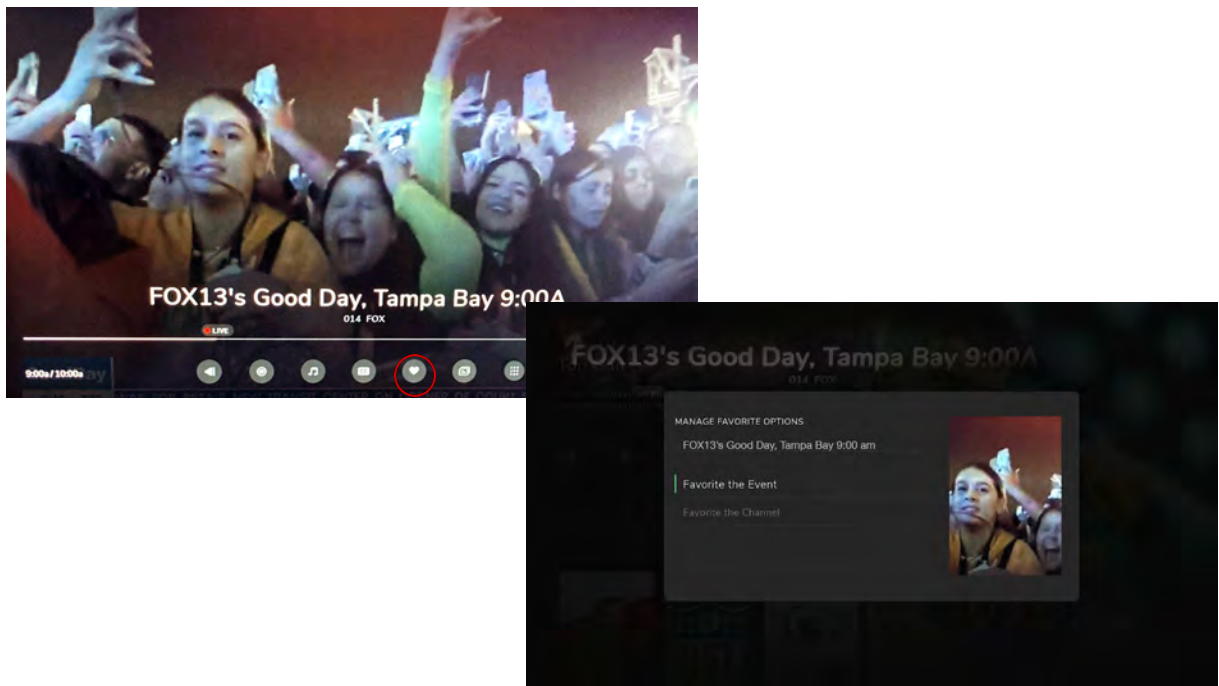
1. If you are watching a program:
 - a. Hit the **“Select”** button and toggle down to the bottom of the screen to the **“CC”** button.
2. Select **“CC”**
3. Subtitles page scroll down to **“Unknown”**, then press **“Select”**.



Q: How to create my favorites list:

A:

1. First select the program or channel that you want to add from the guide.
2. Then hit **“Select”**
3. *Arrow down then over to the favorites button (The Heart shaped icon)*
4. Then hit **“Select”**
5. You can either select the one time event (program) or you can select to favorite the channel.
6. Select the Guide then toggle over to the “Favorites” tab at the top of this page.
7. Scroll down to favorites



Q: Am I able to scroll through the Guide Channels fast?

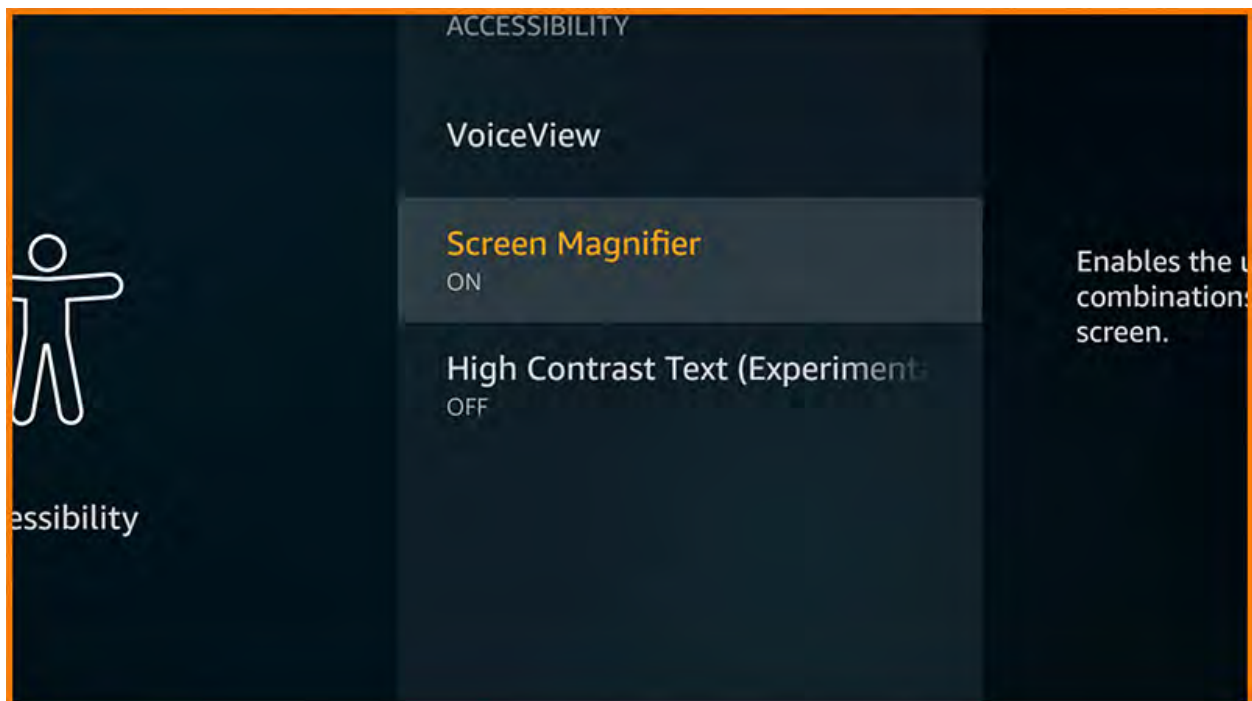
A: To scroll through the Guide Channel at a faster pace just press and hold the down button on the circle this will allow you to scroll through channels at a faster pace.



Q: How can I Use 'Magnifier' to enlarge pictures or words?

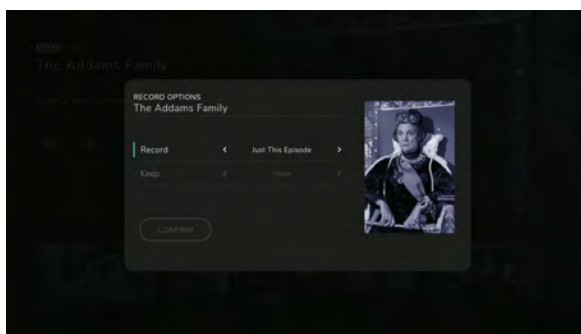
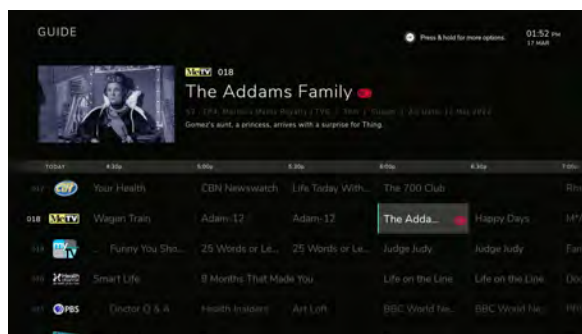
A:

1. Click on **Settings**
2. Go to **Accessibility**
3. Turn ON **Screen Magnifier**
4. A menu will appear that gives you instructions on how to Zoom-in and Zoom-out the contents.
5. Use the Menu + FF button and the Menu + Rewind Button on your Amazon remote control to zoom in and out.



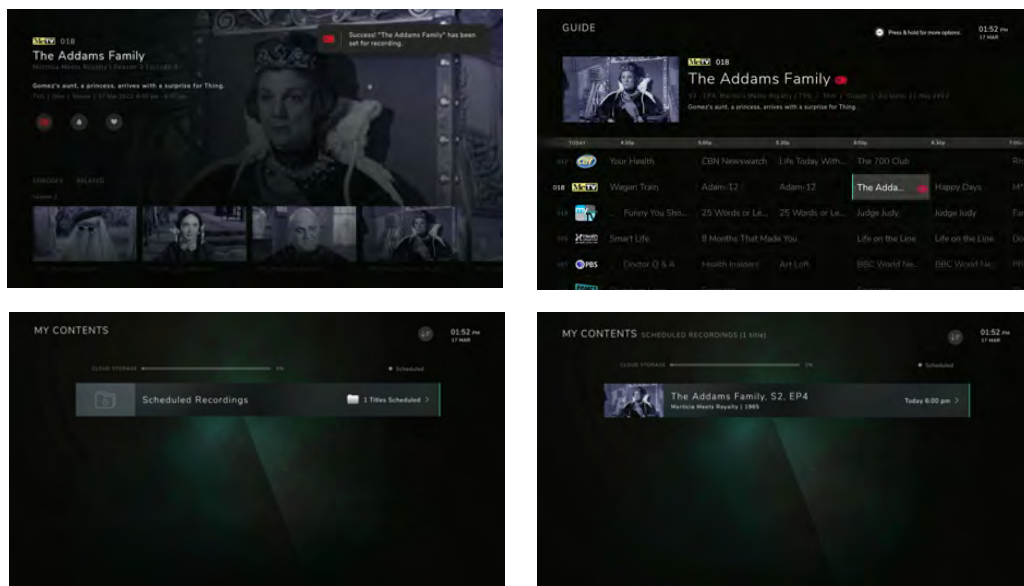
Q: How do I Record with Whole Home Cloud DVR?

1. Find the upcoming content you desire to record within your Interactive Channel Guide, and Press **“Select”** on that content.
2. Highlight the **“Record”** icon on the bottom Content Title Screen, and Press **“Select”** on your remote.
3. Use the **“Right”** and **“Left”** directional pad buttons to choose either to **“Record Just This Episode”** or **“Record Most Recent Episode”**.
4. Once you approve of your selection, use the **“Down”** button on your directional pad to Highlight and **Select “Confirm”**.



Q: How do I Find My Whole Home Cloud DVR Recordings?

1. Once you have selected **“Confirm”** to record programming, you will be returned to the Content Title Screen with a small note in the upper-right hand corner stating you were Successful.
2. Any scheduled recordings will also show **Red Dots** on them within your Interactive Channel Guide.
3. **To Access Your Recordings** - Press the **“Menu” Button** (3 Lines), and Use the Top Menu to navigate over to the **“Recorded”** tab, press select and **Press “Select”**.
4. Here you are able to view and manage all of your **Recorded** content and **Scheduled Recordings**.



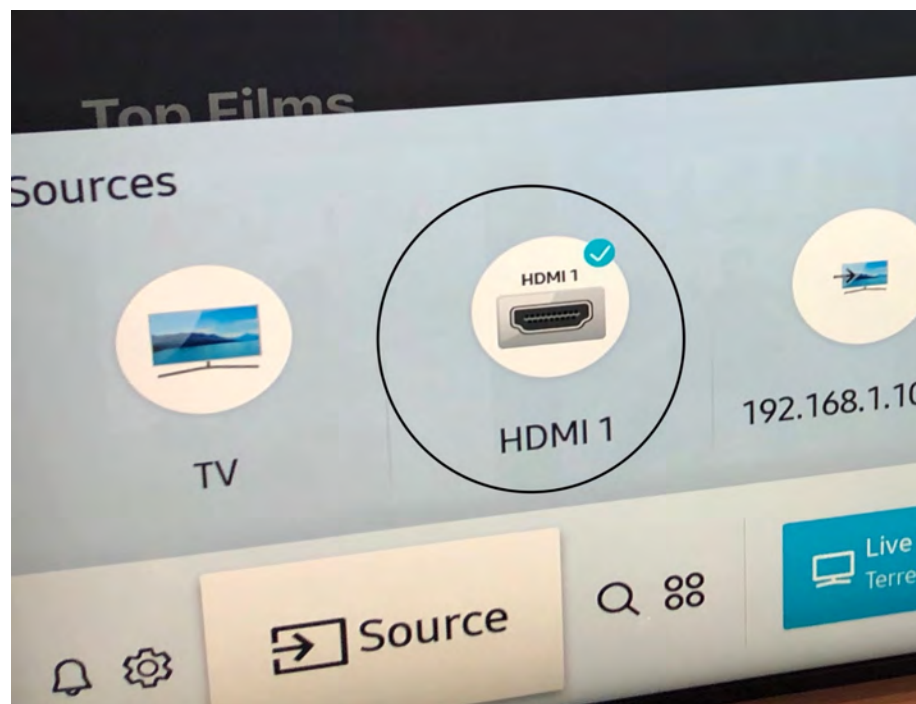
Q: How do I Change HDMI Ports using the Fire TV Remote?

1. You can use your Voice Remote to switch HDMI ports effortlessly. Press and Hold the **Microphone** button on your Fire TV Remote, and say “**GO to HDMI (#)**”.
2. Now release the Microphone button.

EXAMPLE: Press & Hold. Now say, “Go to HDMI 1”.

**** Then Release ****

(This will change the HDMI input to the input to HDMI 1.)



INTERNET TIPS:

How to maximize your WiFi signal at home

Did you know that your home network's wireless router can be affected by both the physical location as well as barrier objects next to it?

Just follow these simple tips and tricks to help maximize your WiFi signal:

1. Start by selecting a location for your router that is at least 6 feet above the ground floor, and away from windows. Avoid placing it behind your TV or onto any large objects that have metal parts, such as microwaves, refrigerators or other appliances. Make sure there is at least one foot of clear area around your device so that the signals can be the strongest possible.
2. Perform a simple reset every month, by unplugging the device for 10 seconds and then reconnecting it, as this can clear any digital clutter that may be slowing down your signals.
3. As technology advances and connection speeds increase, make sure your modem and router are of the latest generation, such as a DOCSIS-3 class, that can send and receive the highest speeds possible for your home. Learn more about this topic and many more, by visiting our website at BroadStar.com.

How fast is your connection speed?

Try this Quick, Simple and Easy way to measure your current BroadStar Internet Speed by going to [Fast.com](https://www.fast.com) and see how you score!

1. It's usually a faster speed when you're connected by an ethernet cable, but your WiFi speed is also good to gauge. Your WiFi router is very similar to an antenna, as it constantly transmits and receives signals to make your wireless Internet experience as fast and dependable day in and day out. Make sure yours is placed a good 5 feet above ground, and cleared from bulky metal objects.
2. When you first connect a device to your router, you are often asked to choose between two signals: **2.4GHz or 5GHz**

Always dedicate the higher speed signal (5GHz) to higher capacity-needing streams, such as: wireless streaming devices, gaming systems, desktop computers, laptops, and/or SmartTVs.

3. Try to place the devices mentioned above closest to your router, as 5GHz frequencies provide faster speeds, but at a shorter range than 2.4GHz. For always-connected devices, such as: Doorbell Cameras, Smart Thermostats, and Smart Lighting, it is recommended to connect to the 2.4Ghz signal.

Want to learn more?

Visit our website or call your BroadStar customer service team!

Business Class Internet Service

Seamless Video Conferencing. Extreme Gaming. 4K UHD & VR streaming.

Whether it's a “new normal” of working from home, or just your expected norms for your home-based business, you can always count on the superior Internet speed connections that are only found within the BroadStar Business Class Internet service. With blazing fast 3GB residential connections tethered to our high-capacity connection circuits, you can guarantee your uploads are quicker, downloads are faster, and multi-device signal sharing is optimized to its maximum capabilities.

So power up your livestreams and reduce downtime waiting for data transfers, because qualified households can now turn into blazing fast 3GB networking hubs or host the ultimate gaming experience!



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