SETUP FOR AMAZON FIRESTICKS

CITYWEST STREAM TV

Step 1:

- Unbox your new **Fire TV** Stick then plug it into your TV's HDMI port and plug the power adapter into an outlet.
  Note: Make sure your TV is set to the correct HDMI input.

- Use the USB cable to connect the power adapter and your Fire TV Stick, then put batteries in your Fire TV remote.
 *Note: Instructions for your Fire TV Remote can be found at the back of this guide.*

Step 2:

- Once the Fire TV Stick is plugged in, the Fire TV logo will appear on the screen, followed by "Searching for your remote."
  If your remote doesn't pair automatically, hold the home button ⊙ until "Press ⏯ to start" appears on the screen.

Step 3:

- Follow the on-screen instructions to choose your language and Wi-Fi network options. You should be given 3 different methods to connect to your Wi-Fi network. Choose the best one for you and then follow the prompts for your selection.
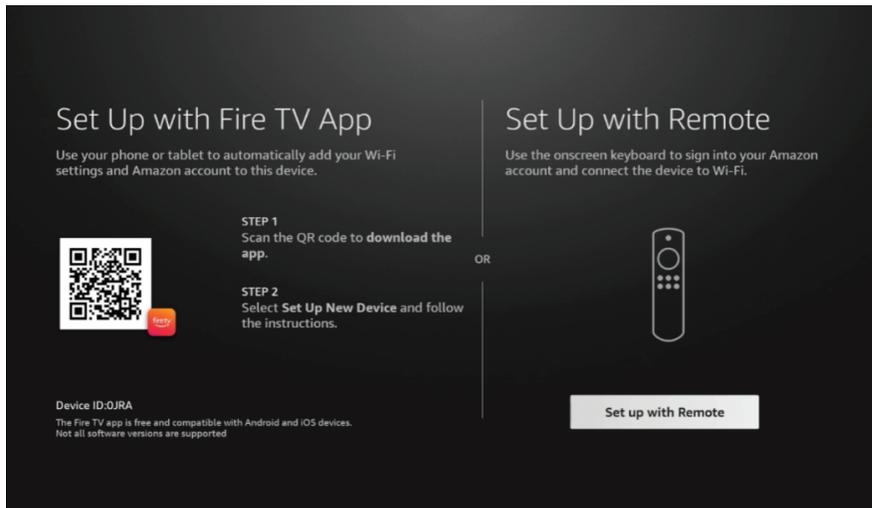
Step 4:

- While connecting to your Wi-Fi network, you may notice multiple connection options. Choose your network and continue by entering your password.
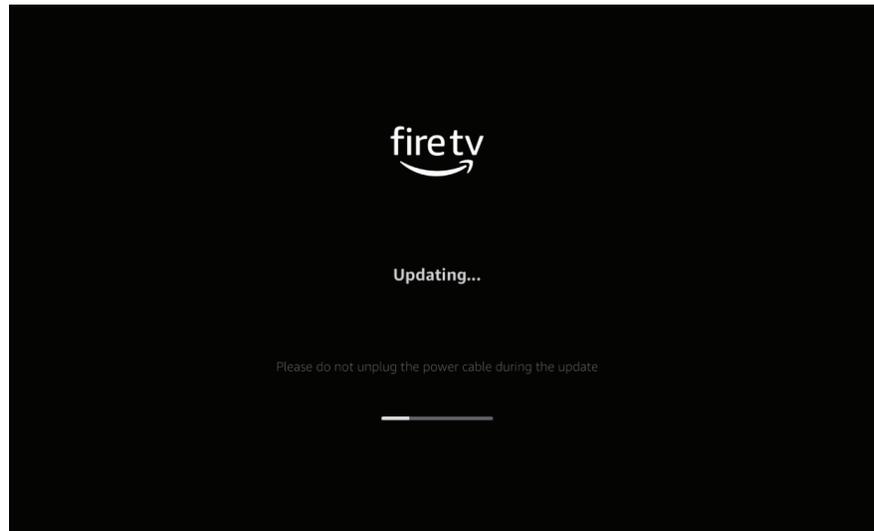 *Note: If you're having issues with your Wi-Fi network or password, contact CityWest customer service at 1-800-442-8664.*
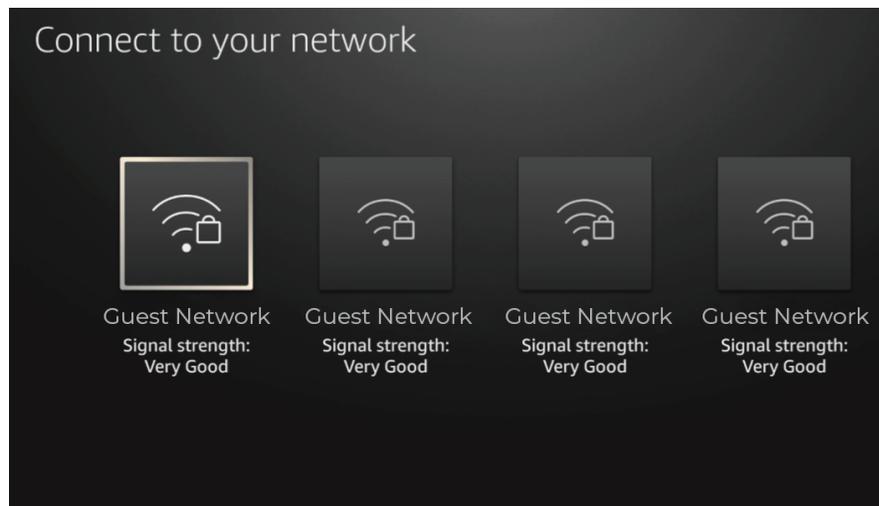
Step 5:

- Once connected, Fire TV displays "Checking for Updates**"** and "Updating".
  ***Note:** This step may take several minutes to complete.*

Step 6:

- After the Fire TV has updated, you will be asked to sign in with your Amazon Account or to create a new account. You can now login if you have an existing Amazon Account. If you do not have an account, please create one by selecting "*New to Amazon? Create an Account*", then proceed to the next step once your Amazon account is ready to go.
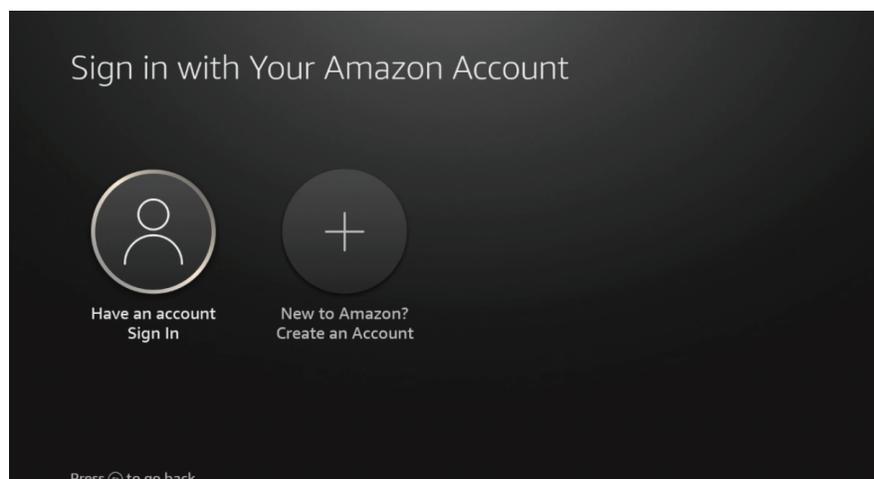
Step 7:

- You will be given 3 different sign in options:
    1) **Sign In Online** – Using a mobile device or computer, log in to your Amazon account at **www.amazon.com/code** | When prompted, enter the activation code to register your device.
    2) **Sign In with QR Code** – Using your mobile device camera app or QR code reader, scan the QR code and then sign into your Amazon account.
    Note: The activation code will automatically be entered with this option.
    3) **Press ☰ to sign in using your remote** – This option will allow you to use your remote control to manually sign in with your username and password.

Step 8:

- Once log-in is completed, Fire TV shows a "Welcome" note, which then asks for confirmation that the Fire TV Stick will be registered to your Amazon account. You can continue or change your Amazon account.
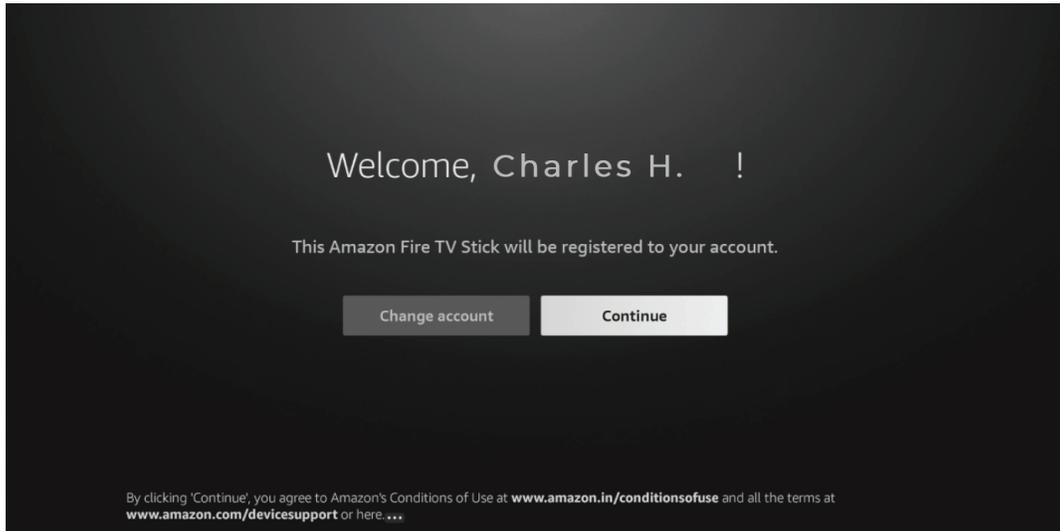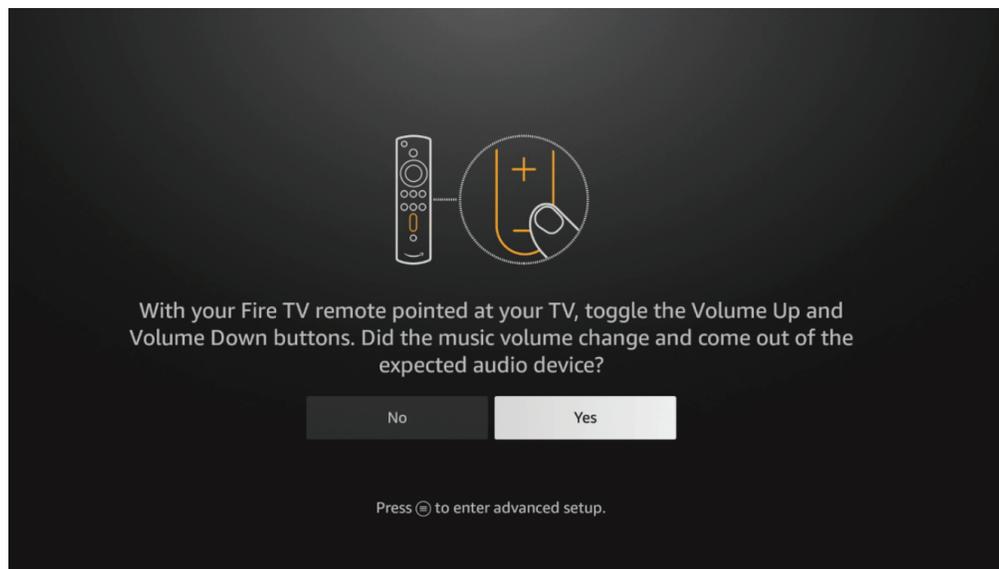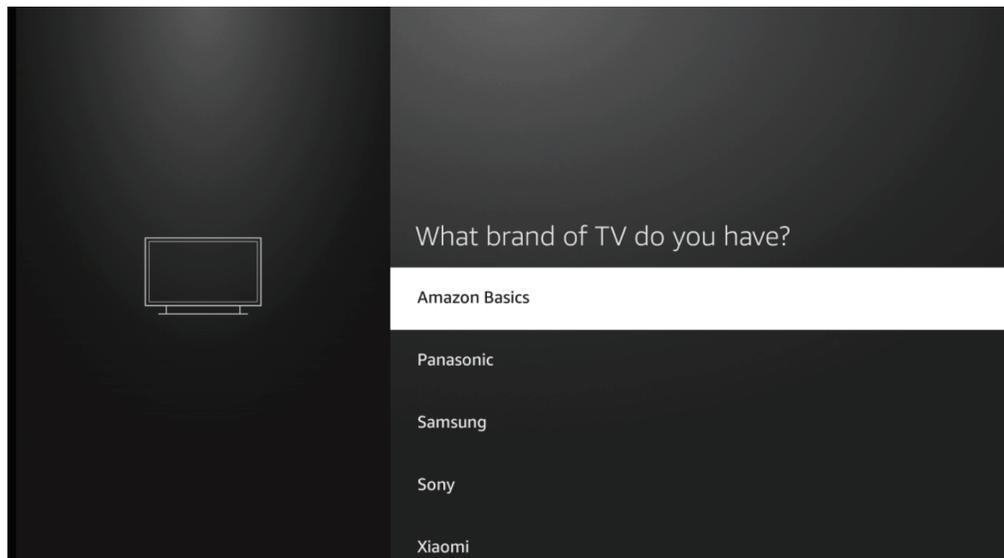

Step 9:

- Next you will be asked "Who's watching Fire TV?" The main profile will be your Amazon account information, and you will now be able to add other profiles.

Step 10:

- Follow the basic on-screen questions to finish set up.
- You can now verify your Fire TV audio settings. Fire TV will test the audio by playing default audio to ensure sound is functioning properly. You can use the volume up and down buttons on your Fire TV remote to make sure it responds correctly.

What brand of TV do you have?

Amazon Basics

Panasonic

Samsung

Sony

Xiaomi

With your Fire TV remote pointed at your TV, toggle the Volume Up and Volume Down buttons. Did the music volume change and come out of the expected audio device?

No   Yes

Press ⊜ to enter advanced setup.

Step 11:

- Fire TV will provide you with additional options that can be customized by each user. These include the following:
  - Parental controls
  - Manage and monitor data consumption option (Alert data usage)
  - Fire TV run through for various menus

Note: You will be offered promotional material by Amazon, this is optional.
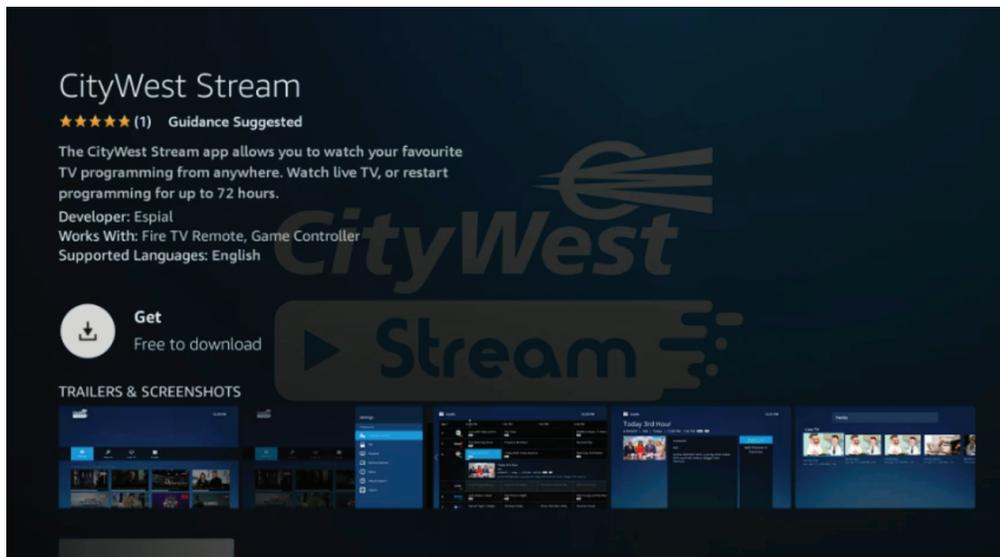
Step 12:

- Once you've set up the Fire TV, you will be at the "Home" screen which can be reached anytime by clicking the ⊙ button on your remote. You'll need to search or scroll to find the "Appstore".
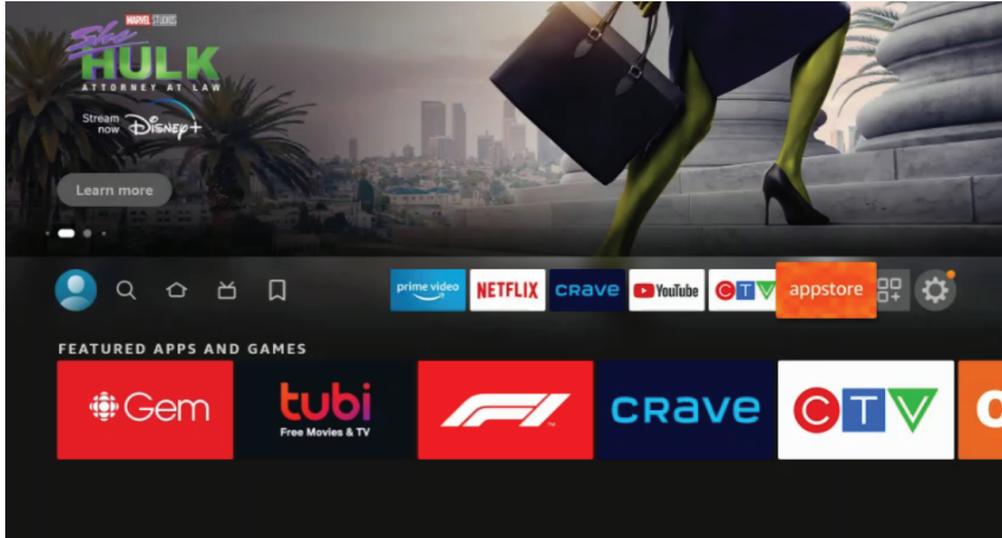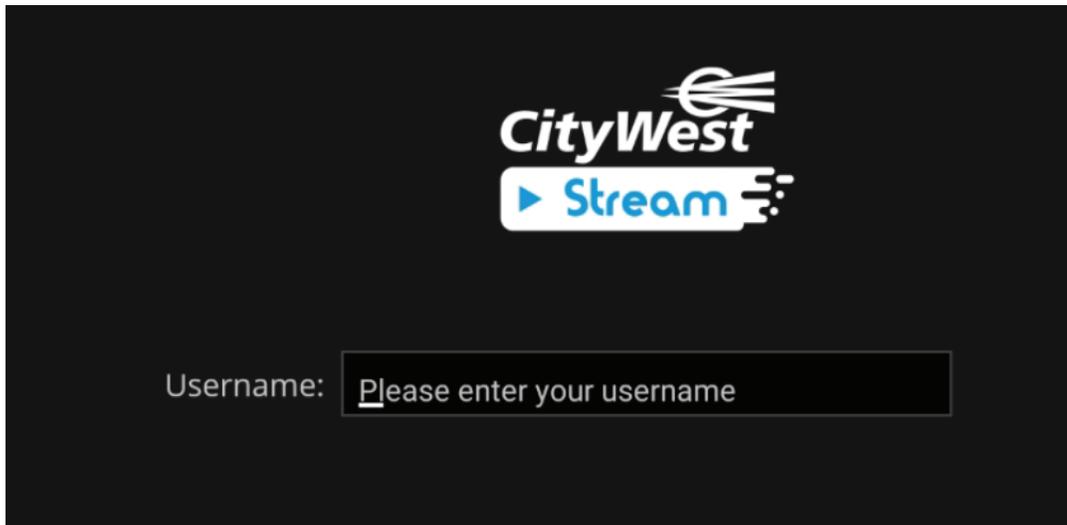

Step 13:

- After you've located the "Appstore," search for the CityWest Stream app then download it onto your Fire TV by clicking "Get." The app will be free to download.

  Note: You can now use your voice button ◉ on the Fire TV remote to search for the CityWest tream app. This is optional.

Step 14:

- After you have downloaded the CityWest Stream app, you will need your TV Everywhere information to complete the "Username" and "Password" fields.
- If you do not have a TV Everywhere account, please see Step 15.

Step 15:

- To set up your TV Everywhere account, please follow the set up instructions on the next page.

TV Everywhere

Sign Up Instructions for **CityWest TV Everywhere**

STEP 1 Visit **wtve.ca**

STEP 2 Select your provider (CityWest) then click on "Register" and fill out your information. You will need to know your account number and the last name on your statement.

CityWest will then automatically authenticate your details with our system and register you for the service. This process may take up to 24 hours.

STEP 3 You will receive your confirmation email with the activation link to log into **wtve.ca**

For Desktop Viewing:
Log into wtve.ca, click on the network link from your WatchTVEverywhere account and start watching your favourite TV shows!

For Mobile:
Download the free Network Apps that you subscribe to, sign into the App on your mobile phone using your WatchTVEverywhere username and password and start watching.
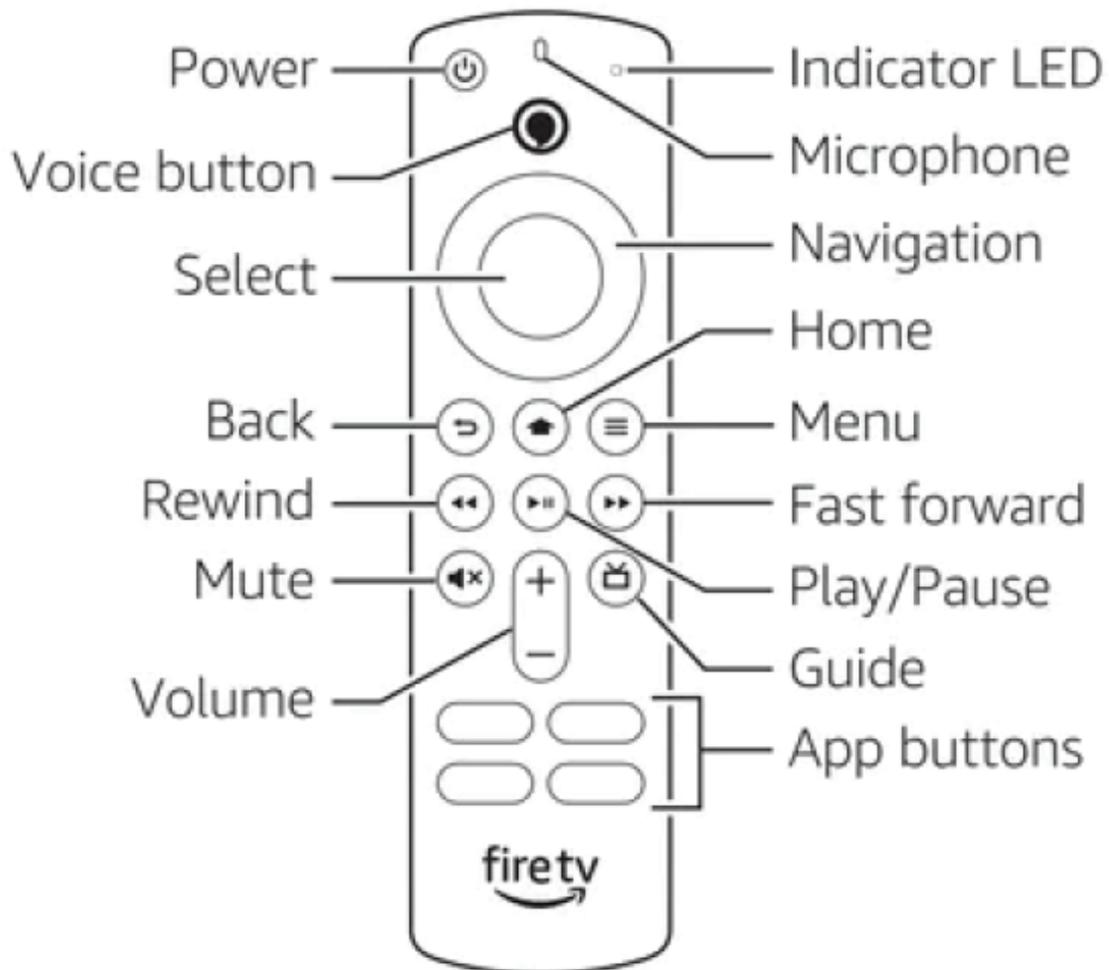
For CityWest Stream media player:
Download the Network App from the Google Play Store, open app and follow the on-screen instructions.

Download on the App Store

GET IT ON Google Play

Note: If you downloaded the Network App before signing up for TV Everywhere, you will need uninstall the App and reinstall the App and sign in, in order to get the authentication working properly.

How to use your Fire TV remote

Power ——— Indicator LED

Voice button ——— Microphone

Select ——— Navigation

——— Home

Back ——— Menu

Rewind ——— Fast forward

Mute ——— Play/Pause

——— Guide

Volume ——— App buttons

firetv

To learn more about Amazon FireStick

visit **www.citywest.ca/support/tv-support**

For assistance, call **1-800-442-8664**

or **citywest@cwct.ca**