



RAINIER
connect
stream

QUICK START GUIDE



MANAGE MY ACCOUNT/ PAYMENTS

To create an account, visit RainierConnect.com and click **My Account** and **Login to Account/Pay Bill**. Follow the instructions for a new user to create your account. Use the space provided below to write down your credentials.

ACCOUNT #: _____

BILL PAY
USERNAME: _____

BILL PAY
PASSWORD: _____

**If you have any questions, please call
253.683.4100. We are available 24/7.**

BILLING

Your First Bill

Please expect your first bill to be higher than usual. It will include:

- Partial month charges from your install date until your first bill.
- A full month's charge for the next cycle period.
- All applicable taxes and fees.
- Any one-time charges.

After your first bill, your monthly charges will stay the same unless you make changes to your services.

You may view and pay your bill online anytime. Visit RainierConnect.com and click **My Account**.



GETTING STARTED

To get started with Stream TV, you will need:

- An active, installed Rainier Connect Internet service subscription.
- A Stream TV subscription through Rainier Connect.
- Your username is your email address on file.
Check for a Welcome from Rainier Connect email detailing how to set-up your password. Write this information down for future reference.

STREAM TV

USERNAME: _____

STREAM TV

PASSWORD: _____

- The device you plan to use with Stream TV activated on the appropriate accounts (iTunes, Google, Amazon, etc.)
- Each device/box you intend to use connected to a television.

INITIAL SETUP

Download and install the Stream TV App from your platform store (Apple App Store, Google Play Store, Amazon App Store, etc.)

- Sign into the Stream TV app with your username and password.
- Create a profile by entering a name and choosing an avatar. You can add up to 4 additional user profiles.
- Relax and enjoy your enhanced TV viewing experience!



WATCHING LIVE TV

Stream TV features a Guide that allows you to move up or down to the adjacent station.

For more details on watching Live TV using FireTV, AppleTV, laptop, mobile device, and more, go to RainierConnect.com.

TV

Video On Demand

Open the Stream TV app. You can select Movies or Shows for a list of current Video On Demand titles. On mobile, click the second icon from the left at the bottom of your screen. You can browse On Demand by Shows or Movies. Simply click the links at the top of the screen to navigate through the list of titles.

TV Everywhere

Watch TV everywhere is included with your Stream TV service. Get instant, full access to a wide array of TV channels, shows, series and movies available through an internet-connected desktop, laptop, tablet, mobile device, and other WiFi enabled devices.



DVR/RECORDINGS- 50 FREE HOURS

Real-time storage capacity for the account is shown at the top right of the Manage Recordings screen.

To schedule recordings from Live TV, press the Select, or the OK button (depending on your remote). Navigate to the Rec option and press **Select**.

Select the avatar icon to manage and view your recordings. Access the Settings from the Main Menu and select Manage Recordings to view, edit, or delete your recorded programs.

STREAM TV APP

Control your TV from your phone

Make the most of your smartphone. Access the program guide up to 10 days in advance, manage and schedule recordings for your cloud DVR, and use your mobile device as your remote control. You can see what's currently playing and recording on each TV and you can also manage your existing parental controls.



TROUBLESHOOTING

Having issues with your service? Try performing some of these actions to get back up and running.

Internet

SYMPTOM

No Internet Connectivity or WiFi / wireless

FIX

Plug device directly up to router or reboot device.

SYMPTOM

My internet is buffering while watching programs

FIX

Reboot your wireless router by unplugging the router for 10 seconds. Then plug the router back in and wait for the router to completely reboot. This should correct the issue. For the best viewing experience, forgo using your WiFi, and plug your device directly into your internet connection using an Ethernet cable.

TV/Video

SYMPTOM

Remote control not changing channels

FIX

Check the TV input to ensure you are viewing the input with the streaming device connected (ie. HDMI 1, HDMI 2, etc.)

SYMPTOM

TV shows blank screen

FIX

Unplug the device, then plug back in and let the system reload.

Still having issues?
Call technical support at 253.683.4100.





LIVE TV ON ALL OF
YOUR DEVICES!

**RAINIER**
connect
stream



If you have questions or need assistance with any of these steps, please contact our support team at 253.683.4100. They are available 24 hours a day, 7 days a week.

HELP & SUPPORT

Online

[RainierConnect.com/Stream TV](https://rainierconnect.com/stream)

Phone

24/7 Technical Support - 253.683.4100

Walk-in

2516 Holgate Street
Tacoma, WA 98402

Monday through Friday
8:00 AM – 5:00 PM

