

Basic Firestick Instructions

How to setup your new fire TV stick on your tv!

1. **Plug the Fire TV Stick into your TV's HDMI** port and then power it on by plugging the included power adapter into a wall outlet.
2. **Put batteries in** your Fire TV Stick's remote.
3. **Follow the on-screen instructions** to set up your Fire TV Stick. You'll be asked to connect your Fire TV Stick to Wi-Fi.
4. The stick will update itself for a time when it is done you will be asked to create or sign in to your Amazon account:
5. On your phone open your Amazon shopping app. In the search type PRIME PIN. Click/select the PRIME VIDEO logo at the top. Below Account & Settings you will see Your Account Invoices Player and restrictions, Slide to the left and find DEVICES. Hit REGISTER NEW DEVICE. Now put in the code on the TV into your phone.
6. Always SKIP if it asks you to restore from an old account.
7. Always answer NO THANKS or SKIP on the next few screens for parental controls/check out these streaming services/ETC.
8. Now you will set your firestick to work with YOUR TV.
9. Follow the on screen instructions.

CONGRATULATIONS!! Your new firestick is ready to use.

How to RESTART your fire TV stick or Fire TV!

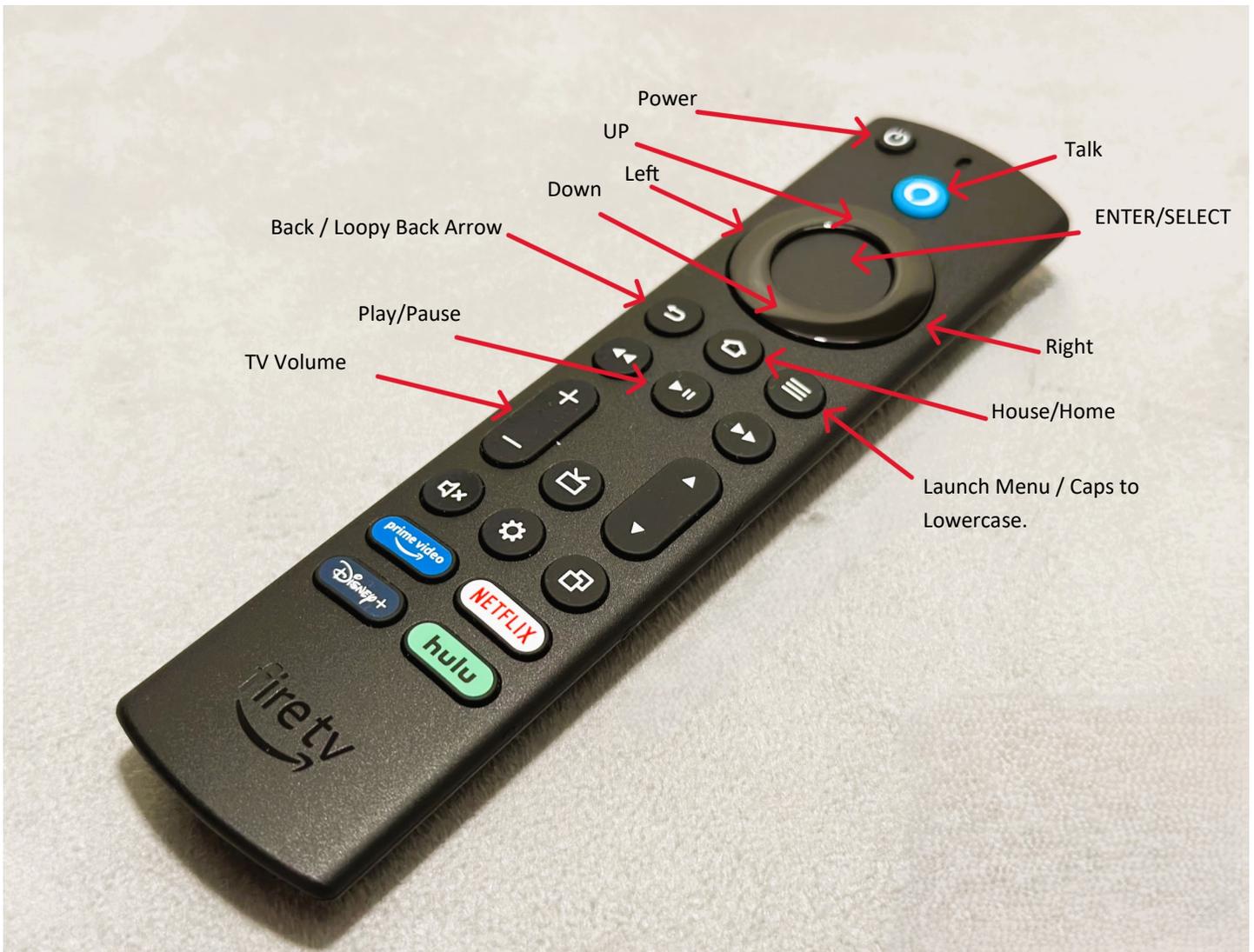
1. **Turn On your firestick**
2. Hit the HOUSE BUTTON on your remote
3. Goto the settings ICON on your fire tv menu.
4. Goto My Fire TV or Device & Software
5. Click on Restart (be careful NOT to RESET your firestick)



How to Test your internet speed for fire TV stick or Fire TV!

1. **Turn On your firestick**
2. Hit the HOUSE BUTTON on your remote
3. Goto the settings ICON on your fire tv menu.
4. Goto NETWORK and select it
5. Click the PLAY/PAUSE button on your remote
6. Hit "Run Speed Test" at the bottom right of your screen and CONFIRM.

Firestick Remote Instructions / Remote Basics



TV Power - If setup properly this will turn on your TV, Sound Bar, Receiver, or any other device you set to it.

Talk - This is the way you will talk to your TV for Searches, Alexa, and more.

Enter - This is your Select button. Also to get to menus inside Tivimate hold this button down

Back/Loopy Back Arrow - This button is used when watching a movie, show, or live tv and you want to exit out to get to the menu. If you are watching a show (on demand such as Netflix, Hulu, etc.) or a movie use this button to mark your place.

House/Home - This will bring you back to the main page on your firestick. Use this when you don't know where you are or you think your firestick is locked up or frozen.

Menu / Caps to Lowercase - This is mainly used when you are looking for a menu. This is also used when using keyboard to change from lowercase / to capital letters.

Play / Pause - PLEASE do not pause TV, Shows, or Movies in tivimate as it will store unnecessary data on your firestick and cause sluggishness. However use this to test internet speed.

Firestick Remote Instructions / Tivimate Basics

Mic button

Use for talking to Tivimate to find: Channels, shows, movies, sport events, and more.

Back / Loopy Back Arrow:

When you are watching any show, movie, TV program use this button to exit to Menu or in the case of movies or shows this will mark where you left off.

If your in the menu, HOLDING this button down will return you to active show.

Enter/ Select:

This is to enter channels, movies, and shows with a basic tap.

When you Long press this within Tivimate it will always pop up a menu.

Home / House button

When you want to exit Tivimate, Lost, or doesn't seem like your firestick is responding.

Basic Firestick instructions / Tivimate



THE ONLY APPS YOU NEED FOR:

- ◆ LIVE TV
- ◆ MOVIES
- ◆ SHOWS (NETFLIXS, HULU, DISNEY+, HBO/MAX, AMAZON, DISCOVERY+, AND MORE!!)



TIVIMATE BASICS AND MORE:

Default Remote Settings

These are the default setting using the Amazon remote, other remotes will vary.

1. Select-Plays Channel (Record on a future show)
 2. Outer Ring
 - a. Up-Moves channel selection up (hold for scroll) if on channel 1 goes to last channel.
 - b. Down-Moves channel selection down (hold for scroll) if on last channel goes to first.
 - c. Left-Goes backward in time (w/ Catch up ONLY) or to current time if it was advanced.
 - d. Right-Advances time.
 3. Back Button-Shows Groups (Right outer ring to full guide without group selection)
 4. RW/FF-Page Up/Down in the guide. Live TV (Watching a channel):
 1. Select-Previous 10 channels (up to pause or record current show “far right dot”, down for options).
 2. Outer Ring
 - a. Up-Goes up one to next channel (Channel #1 to Channel #2)
 - b. Down-Goes down one to previous channel (Cannel #2 to Channel #1)
 - c. Left-Shows side guide (No preview) (Use back button or select to stay on channel)
 - d. Right-Goes to previous channel.
 3. Back Button-Goes to guide
 4. RW/FF-Info box up/down one channel (select to change)
 5. Menu-Options Menu

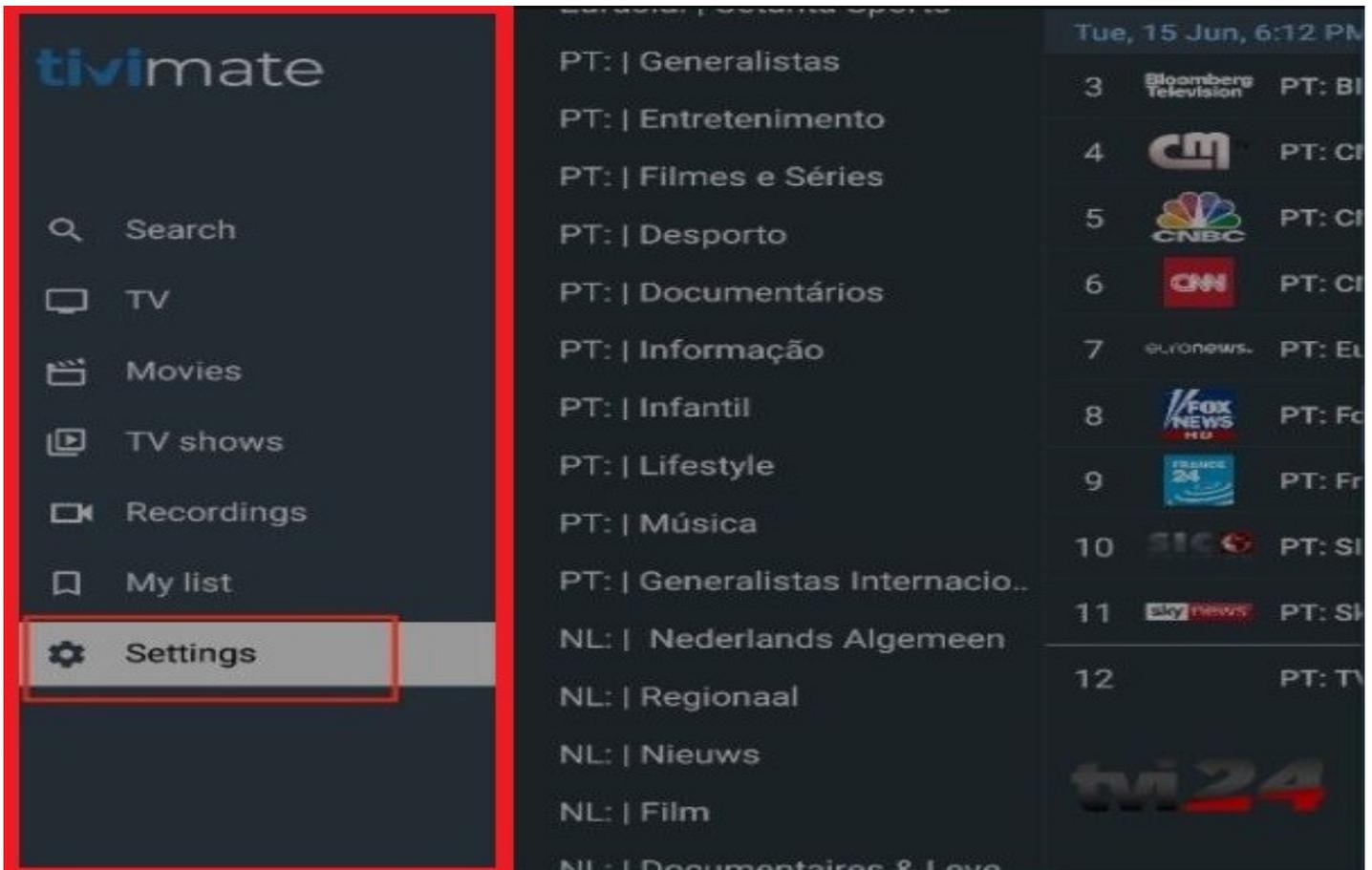
Saving Favorites

1. Goto desired channel
2. Hit the 3 lines on the remote or LONG press Enter button
3. Goto “Add to favorites”
4. Click it and the bottom center of the screen will say “added to favorites”

NOTE: You should only save specific channels to favorites (I.E. Hallmark, YES Network, Fox News, Local ABC, CBS, NBC, Etc.. Sport shows should never be saved to favorites.

Understanding Tivimate and your menu layout

There are 3 main parts to your menu and the easiest way to explain this is the farthest left menu we will call our CATEGORIES



SEARCH - This will be the most important thing to learn and we will cover this later in the manual.

TV - This is LIVE TV. It is what is happening NOW. You can't record or pause. This will have your local channels, all live Sports, Premium movie channels (HBO, Showtime, Cinemax, ETC.), Cable channels (Hallmark, HGTV, ION, Metv, Disney, Cartoon Network, ETC.), National news networks, TV across the world, and lots more.

Movies - This is your personal DVD Player. These are ok to pause BUT if you loop out it will mark your spot.

TV SHOWS or **SHOWS** (if your up to date) - This is your On-Demand/DVR area. This is where you will find all of your tv shows/Series. Netflix, Hulu, Apple+, Disney+, Paramount+, HGTV, DIY, NBC, Etc. You don't have to pause these shows, all you do is loop out and it will mark your spot.

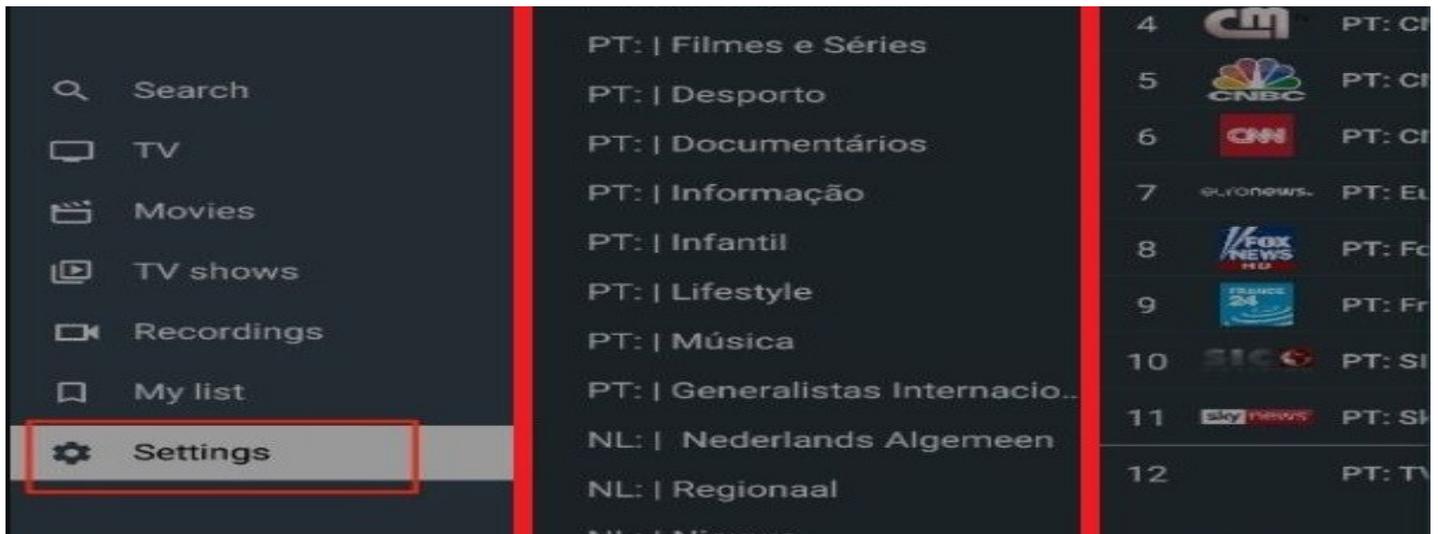
RECORDINGS - WE DON'T RECORD! EVER!

My List - This is where you would store your favorite movies and TV Shows/Shows.

Settings - IS ONLY TO BE USED WHEN DIRECTED BY YOUR INSTALLER or as you become more familiar with the workings of TIVIMATE. We are not responsible for alterations made in settings by you.

Understanding Tivimate and your menu layout

The Middle area of your menu is the GROUPS area



Groups - By clicking on:

TV: This middle column will list your sub categories such as Favorites, All Channels (Don't go in here), ABC Locals, News Networks, USA Entertainment, ESPN/ESPN+, ETC. We will cover these later in the manual.

Movies: This is also to narrow down and break into smaller groups. For instance if you are into documentaries, or war you have groups for them.

TV Shows/Shows: This is where your Netflix, Hulu, Paramount+, and ALL of your video on demand shows and series will be found. Remember if your show is on Netflix or another VOD it may not be owned by that services so you are better off searching the title.

The right area of your menu is the channel, movie, or show list.



Using the Searching WITH-IN Tivimate:

There are many ways to search. Here are just a few and easiest.

From the category menu:

1. GOTO Search
 2. CLICK on Search
 3. **See the keyboard**
4. Press and hold the TOP BLUE ALEXA button and say what you are looking for.

From a live channel/TV area:

1. Hit the THREE LINE button on the remote
 2. Select the search
 3. **SEE THE KEYBOARD**
4. Press and hold the TOP BLUE ALEXA button and say what you are looking for.

If you see a Magnifying glass at the Top of the screen:

1. Goto the magnifying glass
 2. SELECT IT
 3. **SEE THE KEYBOARD! ALWAYS SEE THE KEYBOARD BEFORE SEARCHING**
4. Press and hold the TOP BLUE ALEXA button and say what you are looking for.

HINTS & TRICKS: Always select the search and see the keyboard before talking to the remote.

Less is more: if your looking for Grey's Anatomy. Remember that when you talk to the remote and you say Grey it will ALWAYS spell it Gray, so it won't return any results.

Things you can't search for with GOOD RESULTS, UConn Basketball, Yankee Baseball, etc. These typically aren't listed on the menu as such. Your best bet is to look on your phone, computer, or tablet and find out who is broadcasting the game you want and then search for the channel.

- ◆ IF you see other shows you didn't ask for you searched WRONG, LOOP BACK into Tivimate
- ◆ IF it asks you for MONEY or Sign up for FREE Trial, YOU SEARCHED WRONG. Loop back into Tivimate IF you don't see what you asked for, it may be spelled wrong or may have "no information" on the channel.

Fixing Problems WITH-IN Tivimate:

Different Languages or there is comentary.

- ◆ While the show is playing press the 3 lines on the remote
 - ◆ Goto the language on the bottom of the page
- ◆ Click on it and if there is an English option change the language

Adding close captions

- ◆ While the show is playing press the 3 lines on the remote
 - ◆ Goto the CC on the bottom of the page
 - ◆ Click on it
 - ◆ Select which on works

If words do not match the sound

- ◆ While the show is playing press the 3 lines on the remote
 - ◆ Goto the 0 ms on the bottom of the page
 - ◆ Click on it
- ◆ Adjust by clicking on the arrows to the left or right of the number

Using Multiview:

- ◆ While the live TV show is in large screen mode
 - ◆ Press the 3 lines on the remote
 - ◆ Move to Multiview (not picture in picture)
 - ◆ Click on it
 - ◆ Tap the center button to add a screen
 - ◆ Pick your channel
- ◆ To add another (no more than 3) tap the center button again and add a screen

REMEMBER that you only pay for 4 feeds on each contract. We are not responsible if your system goes out due to too many streams at one time. It will cost you the current cost to re-activate your TV service again. Using Multiview is using multiple feeds and it counts again usage.

Where to find LIVE TV in Tivimate:

From the CATEGORY MENU select TV (that is live TV)(Never pause or record these channels)

- ◆ You have 2 menus one is **COUCHGUY.CLUB** and **JPRI.ME**

COUCHGUY.CLUB

- ◆ You will find 24/7 shows. There are no commercial. This is random episodes of shows/ Movies, and more. Playing NON-STOP.

JPRI.ME (JPRIME)

- ◆ This is where you will find everything happening now. Live TV, Local, sports and more.

FAVORITES: this is your list of channels that you watch often and you should put your locals in here so that you always know where they are.

ALL Channels: Stay away from this as there is over 7000 channels.

ABC LOCALS: ABC affiliates **CBS LOCALS:** CBS affiliates **FOX LOCALS:** FOX affiliates **NBC LOCALS:** NBC affiliates

Regional Networks: Use this is you can't find your local affiliate in the LOCAL areas and most of the time there are backups of your locals in here.

MY CW/WGN/PBS: Same as above but covering MY CW, WGN, and PBS

Religion: all forms of religious channels

News Networks: National News networks (CNBC, CNN, FOX, NEWSMAX, ETC.) and the bottom 3 are weather channels

Kids Entertainment: Disney, Cartoon Network, Nick, and more

USA Entertainment: This was your cable box before our great service. You will find all your cable networks in here like Bravo, Hallmark, Freeform, ION, MEtv, USA network, Animal Planet, TBS, TNT, and a lot more. In here you will find ABC East/West, CBS East/West, FOX East/West, and NBC East/West, these are the strongest feeds in our service to watch non-local programming.

Premium Movie Networks: HBO, Showtime, Cinemax, Stars, and MORE. Live

Urban Entertainment: Black TV all the time

Music Entertainment: Music Choice, Vevo, and more

Peacock: This is NBC. In here you will find mostly golf matches. When there is a football game on Peacock you will NOT watch it in here.

USA Ent & Sports Low Band: HIDE THIS GROUP. These are SD (Standard Definition) channels. We watch HD!

Sports & Outdoors: This is your Local sports networks (YES, NECN, Bar Stool, Marque, WWE, SNY, MSG, ETC.)

ESPN/ESPN+: We use ESPN HD. There are 130 + Channels

JPRI.ME (JPRIME) Cont.

- ◆ This is where you will find everything happening now. Live TV, Local, sports and more.

Fox/Bally & NBC Sports:

Big Ten Network: Big ten sports

VIP Entertainment: HIDE THIS GROUP

World of Entertainment: HIDE THIS GROUP

Wide World of Sports: This is a backup of Sports and outdoors, plus MORE

Live Events: PPV

PPV 1, PPV 2, PPV3, PPV4: ALL Pay-per-view

NFL Pass 1: Sunday Ticket (We watch NFL under Pass 2)

NFL Pass 2: WE WATCH ALL FOOTBALL GAME HERE

NCAA Football & NCAA Basketball: ALL NCAA GAMES!

NBA Pass: All NBA Games

WNBA: Girls Pro-Basketball

MLB Pass: All MLB Games

MiLB: Minor League

NHL: All NHL games

Things to NEVER do to your firestick unless directed by my staff:

NEVER erase/clear the Cashe

NEVER erase/clear Data

NEVER Reset the firestick

NEVER be afraid to contact Josh or your installer about questions.

When you are getting a lot of buffering:

Restart the Stick (follow directions)

Run a Speed test (Follow directions)

NOTE: Speeds at your firestick should be OVER 250 Minimum

Try a different TV in your house.

TEXT Josh or your installer with the channel/show/Movie PLEASE include Season and Episode or where you are finding your live station.

Other things to remember:

Kut the Kord is a streaming service. We don't own the content. We don't guarantee any or every channel, movie, or shows, we do our best to be as complete as we can. If you request a show, or movie, or channel, we will request it from our development team and do our best to accommodate your request. We don't have a time frame for completion of requests. If channels, movies, shows or other go out that is beyond our control. You can't compare our service to Netflix or other service as they pay to distribute and boost their signal so that their streams are less likely to buffer.

Kut the Kord is not an internet company. We do highly recommend fiber internet however it is NOT necessary for the functioning of our service. We will loan or sell you internet wifi extenders. These are not a long term loan, this should be figured out within 2 weeks of install.

Kut the Kord treats every customer the same. If you are having a problem PLEASE TEXT US details to 203-530-7373. WHEN IT IS HAPPENING. Not next day (unless it is after hours) for best results.

Included in your year purchase is:

- * Installation at a rate of \$40.00 per install
- * Technical support for the first year
- * Tivimate menu for up to 5 tv per \$36.15 purchase. Any installation over 5 can purchase additional menus at the same \$36.15 for 5 more.
- * For each yearly purchase you are granted no more than 4 streams on at 1 time.
- * You may install this on as many sticks as you wish but only 4 can be live/on at one time. More than 4 can and will result in a shut down and void of contract.
- * This is for one household and can't be shared with other households

Most problems can be fixed or trouble shot over the phone.

We have a NO Jerk policy. If you are disrespectful to our staff, you will void your contract and we reserve the right to remove your service without notice. If this happens you will NOT receive any money compensation/refund. You have the product for 1 year of the date of purchase. After that we reserve the right to terminate your contract for any reason. We do our best to provide the best customer service possible. We are NOT open 24 hours a day, please respect that we have families, and other obligations but we do our best to help every client at anytime.

For the 1st year of purchase, tech support is free. All we charge for is reinstalls/reprogramming. That includes, menu fixes, stick reprograms, remote losses or breakage, etc. At a rate of \$40.00 per install.

To keep up to date on new information, outages, and other information please join our text group:

NUMBER: 81010

Message @firestickc