

TV & Internet Handbook



Welcome to your new home here at Palma Sola Bay Club, a luxury condominium complex on Florida’s culture coast. This handbook will help you understand the TV and internet services that are included in the Association’s bulk contract, which is covered in monthly dues.

We hope you will enjoy your TV and internet experience with Blue Stream Fiber service.

Contents

HELP! How to Get Help.....	2
Moving Out / Moving In (Disconnecting / Reconnecting Service).....	2
What’s Included in the Bulk Contract (Included in Dues).....	3
Optional Services (Paid Directly by Resident).....	3
How It Works.....	4
Reference Information.....	4
TV Channel Line-Up (as of June, 2023).....	5
Community TV Channel (PSBC-TV).....	6
HomePass App.....	6
Acronyms & Buzzwords.....	7
WTVE (Watch TV Everywhere) Blue Stream App.....	7
TiVo Community.....	9
Tips & Tricks.....	10
TV.....	10
WTVE App.....	12
Internet.....	12

This handbook was produced and is maintained by the PSBC Technology and Security Committee. Please provide feedback or suggestions to improve this handbook to: ArtStadlin@gmail.com

Document Version 8 (6/1/2024)

HELP! How to Get Help

Should you need to call Blue Stream Fiber (BSF) for assistance, please use this line dedicated to Palma Sola Bay Club residents: **941-280-1566**

Most problems or questions can be resolved over the phone. Blue Stream also offers an extensive “Support Hub” on their web site with tutorials, videos, FAQ’s, and documents:

<https://www.bluestreamfiber.com/learning-resource-hub/>

If you have a technical problem that requires the visit of a BSF technician, in-home service should be same-day within 4-hours if your call comes in before 2:00 p.m. Monday-Saturday.

Top-level IVR when calling. Once prompts start, you may immediately key any prompt:

- For New Accounts, **press 2**
- For Appointment related questions, **press 3**
- For Billing related questions, **press 4**
- For Tech Support, **press 5**
- For Customer Service, **press 6**

Moving Out / Moving In (Disconnecting / Reconnecting Service)

When a resident moves out, they need to call BSF and request the disconnect. The work order is placed, and the BSF technician picks up the equipment and the account will close. All equipment is returned, including the TiVo boxes, remotes, and ONT (Optical Network Terminal) box.

When the new resident moves in, they will call BSF and establish the new account with their information and schedule an appointment for a home visit. BSF will install the new internet and TV equipment that is assigned to the new resident’s information. User training is included in the installation visit.

There is an installation charge, which Blue Stream will bill directly to the resident. Installation is free if it is the very first time service is installed in a new condo.

Are you a part-time resident? You do not need to suspend your services when you leave for the Summer. Please note that BSF will charge you a \$75 disconnect/reconnect fee if you do.

What's Included in the Bulk Contract (Included in Dues)

The bulk contract includes high-definition TV and high-speed internet services, as follows:

TV

- 2 TiVo set-top-boxes with speech-recognition remote controls (“Voice Remote”)
- Over 150 channels of HD TV, including a Sports Package and music channels
- Google Assistant to find desired programs or channels
- Digital Video Recorder (DVR) capability in the cloud with multi-channel simultaneous recording and up to 100-hours of cloud storage
- “Watch TV Everywhere” using BSF app to watch BSF TV and DVR recordings on various internet devices such as TiVo Stream 4K, Amazon Fire Stick, Google Chromecast, Android TV, Apple 4k TV, smartphones, and tablets. (Note: BSF app for Roku not available.)

Internet

- 500 Mb/s download, and 500 Mb/s upload
- WiFi 6 Mesh network
- Speed increased by 100 Mb/s every two years
- “HomePass by Plume” application to self-manage home data network

PSBC’s bulk contract with BSF officially started on 12/1/2022. Service was officially underway and generally available June 6, 2023. Bulk billing started August 1, 2023. The contract period is 8-years, starting 12/31/23. ending 8/1/2031.

Optional Services (Paid Directly by Resident)

These services are not included in the Association bulk contract and may be purchased ala carte from BSF:

TV

- Premium channels (Cinemax, Showtime, etc)
- Additional TV boxes and remote controls
- Additional DVR recording hours

Internet

- Higher speeds (up to 10 Gb/s)

Telephone

- “Landline” telephone service (VoIP)

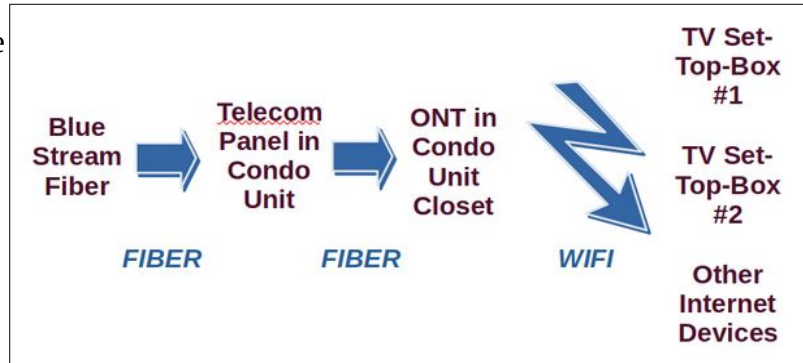
Other

- Security features
- Protection plan

Please contact BSF for details and current pricing of optional services.

How It Works

With Blue Stream Fiber, everything in the condo is connected via WiFi, including the TV set-top-boxes. No need to confine the location of your TV sets to walls with coaxial cable outlets. The hub of your system is an Optical Network Terminal (ONT) box, which will be placed in a closet or other inconspicuous location where the fiber cable enters the condo unit. The ONT is connected to “pods” (also called “plumes”) that provide the WiFi-6 coverage to connect all your internet devices and the TVs.



The TV, internet, and phone services are transmitted over fiber cables between our PSBC campus and Blue Stream’s “head end” on Florida’s east coast.

As of 6/1/24, if there is a cut in that fiber cable, a wireless fail-over service will keep PSBC’s internet and phones in operation until the fiber cut is repaired. In the future, Blue Stream will install a redundant fiber cable path to further enhance service reliability.

Reference Information

TV

- Quick Guide: <https://www.bluestreamfiber.com/wp-content/uploads/2021/10/BLUE-STREAM-TIVO-QUICK-GUIDE-final.pdf>

BSF App (“Watch TV Everywhere” / WTVE)

- About the app: <https://www.bluestreamfiber.com/home-products/tv/tivo-ip/bsf-tv-app/>
- Get login credentials: <https://www.bluestreamfiber.com/wp-content/uploads/2021/10/WTVE-Information-Sheet.pdf>
- Recommended hardware, TiVo Stream 4K: <https://myprojects.substack.com/p/tivo-stream-4k>

Internet

- Speed test: <http://bluestreamfiber.speedtestcustom.com>
- Self-Managed WiFi: <https://www.bluestreamfiber.com/home-products/internet/managed-wifi/plume-managed-wifi/>

Telephone

- Features: <https://www.bluestreamfiber.com/support/resources/residential/phone/>

Blue Stream Support Hub

- Extensive library of tutorials, videos, and docs: <https://www.bluestreamfiber.com/learning-resource-hub/>

TV Channel Line-Up (as of June, 2023)

Channels shown in **BLUE** are included with the PSBC bulk contract with BSF:

- Stream Extra Channels
- Digital Core
- Digital Music Channels
- Sports Plus

Channels shown in **BLACK** are available for purchase directly from BSF:

- Digital Plus
- International Premiums
- Premiums
- Blue Latino

Stream Extra Channels

70's Cinema	1188	Filmrise Family	1113
80's Rewind	1189	Filmrise Food	1114
90's Throwback	1190	Filmrise Free Movies	1115
Adventure Sports		Filmrise True Crime	1148
Network	1120	Food52	1104
All Reality by WE TV	1235	Foodies	1267
Amantes del romance	1268	Forensic Files	1220
Ameba	1106	FOX Sports	1236
American Classics	1134	Funny or Die	1129
America's Test Kitchen	1229	Glamour	1133
Anime All Day	1249	GO	1132
Antiques Roadshow UK	1210	Hallmark Movies	
Atmosphere	1135	& More	1170
batteryPOP	1122	HSN	1177
Bein Sports Xtra	1146	Investiga	1263
BET Her	1209	It's Showtime	
BET Pluto TV	1208	at the Apollo	1174
Black Cinema	1191	Journy	1105
Black Ink Crew	1234	Just for Laughs & Gags	1175
BNC Go	1149	Kabillion	1136
bon appetit	1131	Kartoon	1107
British TV	1211	Kevin Hart LOL	1246
BUZZR	1216	Latido	1140
CBS Sports HQ	1237	Law and Crime	1139
CBSN 2	1183	Little Baby Bum	1255
CBSN Los Angeles	1185	Live Music Replay	1269
CBSN New York	1184	Loop Music Videos	1179
Cheddar News	1141	Love & Hip Hop	1233
Cine Terror	1259	Lucha Libre AAA	1242
CMT Equal Play	1281	Maverick Black Cinema	1171
CNN	1181	Mi obsesión favorita	1266
Cold Case Files	1221	Midsomer Murders	1226
Comedy Central		Mixible	1230
Animation	1247	MLB	1239
Comedy Central		MLS	1240
en Español	1265	Mobcrush	1142
Complex	1109	Moovimex	1147
Conde Nast Traveler	1101	Motovision TV	1178
COPS	1218	MrBean and friends	1128
Crímenes imperfectos	1262	MTV Biggest Pop	1272
CSI	1224	MTV Block Party	1270
Dabl	1227	MTV Pluto TV	1231
Deal or No Deal	1217	MTV Spankin' New	1271
Doctor Who Classic	1212	Music Baebie	1118
Dora TV	1254	Narcos	1225
Dust	1172	Narcos en Español	1261
Electric Now	1173	Naruto	1251
FailArmy	1100	Naturevision	1110
Faith TV	1214	NBC News Now	1182
Filmrise Classic TV	1112	Newsmax	1145

The YES National Channel does not include live games or enclosures (replays) of the New York Yankees or Brooklyn Nets due to league restrictions. Yankees and Nets live games and enclosures are only available to customers inside the YES Network service area, New York State and Connecticut and in parts of New Jersey and Pennsylvania. During a live or replay telecast, YES National customers will receive alternate entertainment programming.

Stream Extra Channels

newsy	1137	Slightly Off By IFC	1248
NFL Channel	1238	Spike jextremo!	1264
Nick Jr. Pluto TV	1253	Sportswire	1124
Nick Jr. en Español	1257	Star Trek	1206
Nick en Español	1256	Stories by AMC	1207
One Piece	1250	Tastemade	1151
Paramount Movie		The Asylum	1116
Channel	1204	The New Detectives	1222
People are Awesome	1103	the pet collective	1102
PGA Tour	1130	The Barker Era	1215
Pluto TV Action	1193	The Price Is Right	
Pluto TV Cars	1213	The Walking Dead en	
Pluto TV Comedy	1198	español	1258
Pluto TV Crime Drama	1223	This Old House	1228
Pluto TV Drama	1200	TMZ	1119
Pluto TV Fantastic	1196	TODAY All Day	1187
Pluto TV Horror	1194	Tosh.0	1243
Pluto TV Love Stories	1202	TV Land Sitcoms	1244
Pluto TV Romance	1201	USA Today	1123
Pluto TV Sci-Fi	1197	Vevo 2K	1280
Pluto TV Spotlight	1203	Vevo '70s	1277
Pluto TV Suspense	1199	Vevo '80s	1278
Pluto TV Terror	1195	Vevo '90s	1279
Pluto TV True Crime	1219	Vevo Country	1282
Pluto TV Westerns	1192	Vevo Pop	1276
Pongalo Novelclub	1144	Vevo R&B	1274
Power Nation	1111	Vevo Reggaeton & Trap	1275
Puddle Jumper	1108	VH1 Hip Hop Family	1232
QVC	1176	Voyager Documentaries	1143
Reel Truth	1127	Wild 'N Out	1245
Revy	1150	Wired	1138
Séptimo arte	1260	World Poker Tour	1241
Showtime Selects	1205	Yo! MTV	1273
Sky News	1186	Yu-Gi-Oh	1252



Visit BlueStreamFiber.com/palma-sola-bay-club
or call 941-280-1566
for more information.

Lineup effective: November 2022. Channels subject to change.



Channels in blue are included as part of your package.
Channels with an asterisk (*) are only available in SD.

Digital Core

ABC-WFTS	9	Dabl - WTOG	97
ABC-WWSB	8	Discovery Channel	28
NBC-WFLA	10	Disney Channel	63
CBS-WTSP	12	El	55
PBS-WEDU	3	Escape TV-WVEA	190
FOX-WTVT	4	ESPN	32
A&E	44	ESPN2	33
ACC Network	84	Estrella TV-WMOR	191
AMC	59	EWTN	73
Animal Planet	62	Florida Channel	
Bally Sports Florida	38	WEDU	175
Bally Sports Sun	31	Food Network	74
BET	42	FOX Business Network	153
Bounce TV-WVEA	166	FOX News	37
Bravo	65	Freeform	49
Buzzr-WTVT	188	FS1	99
Cartoon/Adult Swim	61	FX	45
Circle -WWSB	176	FXM	67
CMT	75	FXX	81
CNBC	36	Galavision	94
CNN	35	GetTV-WVEA	173
Comedy Central	53	Golf Channel	39
Court TV Mystery		Grit TV-WFTS	174
WFLA	192	Hallmark Channel	70
Court TV-WFTS	155	Hallmark Drama	71
Cozi TV-WTTA	133	Hallmark Movies &	
CSPAN	18	Mysteries	80
CTN-WCLF	16	Heroes & Icons-WTVT	163
CW-WTOG	6	HGTV	47

Digital Core

History	58	Quest - WTSP	186
HLN	72	QVC	95
HSN	96	SEC Alternate	83
IND-WMOR	11	SEC Network	82
Investigation Discovery	79	Start TV -WTOG	193
ION-WXPX	14	Syfy	48
Jewelry TV	21	TBS	27
Laff TV-WFTS	182	TCM	60
Lifetime	51	Telemundo-WTSP	22
LMN	108	Tennis Channel	144
MeTV-WMOR	141	The Weather Channel	24
MNT-WTTA	13	TLC	57
Motor Trend	181	TNT	30
Movies!-WTVT	187	Travel Channel	56
MSNBC	50	True Crime Network	
MTV	40	WTSP	183
MTV2	77	TruTV	52
National Geographic	78	TUDN	136
Nickelodeon	29	TV Land	54
OWN	66	Twist -WTSP	154
Oxygen	146	Univision-WVEA	19
Paramount Network	43	USA	46
PBS Create-WEDU	177	VH1	41
PBS Kids-WEDU	178	WE TV	34
PBS World-WEDU	194	WGNA	17

Digital Music Channels

Adult Alternative	528	Jukebox Oldies	535
Alt Country/Americana	544	Kids Stuff	537
Bluegrass	534	Latino Tropica	539
Broadway	502	Latino Urbana	538
Chamber Music	548	Maximum Party	508
Classic Masters	517	No Fences	504
Classic R&B Soul	525	Nothin but '90s	522
Classic Rock	509	Pop Adult	506
Country Classics	526	Popular Classical	507
Dance Clubbin'	546	Retro Latino	540
Easy Listening	527	Rock	521
Eclectic Electronic	549	Rock Alternative	505
Everything 80's	523	Rock Classics	529
Flashback 70's	524	Rock En Espanol	542
Folk Roots	518	Romance Latino	543
Gospel	515	Smooth Jazz	531
Groove Disco and Funk	519	Soul Storm	511
Heavy Metal	516	Swinging Standards	545
Hip Hop	512	The Blues	514
Hit List	503	The Chill Lounge	501
Holiday Hits	533	The Light	520
Hot Country	530	The Spa	532
Jammin'	536	Today's Latin Pop	541
Jazz Masters	547	Urban Beats	510
Jazz Now	513	Y2k	550

Sports Plus

beIN Sports	160	Stadium College Sports - Pacific	122
Big Ten Network	116	Tennis Channel	144
CBS Sports Network	143	World Fishing Network	197
ESPN NEWS	118	Yes Network	162
ESPNU	117		
FOX Deportes	134		
FS2	119		
GOLTV	138		
MLB Network	158		
NFL Network	124		
NFL Redzone	200		
Sportsman Channel	198		
Stadium College Sports - Atlantic	120		
Stadium College Sports - Central	121		

Digital Plus

American Heroes Channel	104	Military History Channel*	164
BBC America	115	MLB Network	158
BBC Worldnews	114	MTV Classic*	131
beIN Sports	160	Nat Geo Wild	135
BET Soul*	128	NBC Universo	137
Big Ten Network	116	NFL Network	124
Boomerang*	103	Nick Jr.	125
CBS Sports Network	143	Nickmusic*	129
CMT Music*	130	Nicktoons	127
Cooking Channel	140	OVC2	168
Crime & Investigation	165	Science	102
CSPAN 2	170	Shop HQ	113
CSPAN 3	171	Stadium College Sports - Atlantic	120
Destination America	105	Stadium College Sports - Central	121
Discovery Family	101	Stadium College Sports - Pacific	122
Discovery Life	167	Sundance	180
Disney Junior	109	Teen Nick	126
Disney XD	106	Universal Kids	139
ESPN NEWS	118	Viceland	111
ESPNU	117	Yes Network	162
FanDuel Racing	161		
FanDuel TV	159		
FOX Deportes	134		
FS2	119		
FYI	112		
GOLTV	138		
GSN	142		
IFC	179		
JBS*	110		
JLTV*	107		
Magnolia	152		

International Premiums

RAI	457	TV5Monde	458
RTN	455		

Premiums

5StarMAX	216	SHO Extreme East	222
ActionMAX	212	SHO Familyzone East	225
Cinemax East	209	SHO Next East	224
Cinemax West	210	SHO Showcase East	221
Encore Action East	243	SHO West	219
Encore Black East	242	SHO Women East	226
Encore Classic East	240	SHO 'BET	223
Encore East	238	Starz Cinema East	235
Encore Family East	237	Starz Comedy East	244
Encore Suspense East	241	Starz East	232
Encore Westerns East	239	Starz Edge East	233
Flx East	230	Starz in Black East	236
HBO Comedy East	206	Starz Kids East	234
HBO East	201	The Movie Channel East	227
HBO Family East	205	The Movie Channel West	228
HBO Latino East	208	The Movie Channel Xtra East	229
HBO Signature East	204	ThrillerMAX East	213
HBO West	202		
HBO Zone East	207		
HBO2 East	203		
MaxLatino	215		
MoreMAX East	211		
MovieMAX	214		
OuterMAX	217		
SHO 2 East	220		
SHO East	218		

Blue Latino

beIN Sports Esp	421	NBC Universo	137
Canal 24 Horas*	418	Nuestra Tele*	413
Canal Sur*	412	Semillitas*	416
Caracol*	427	Tele N*	415
Cinelatino*	405	TUDN	426
CNN Espanol*	408	TV Chile*	414
Discovery en Espanol	404	TV Venezuela*	411
Disney XD en Espanol	409	Viendo Movies*	406
ESPN Deportes*	410		
EWTN Esp*	423		
FOX Deportes	134		
FOX Life*	424		
GOLTV Esp	420		
History En Espanol	401		
MTV Tres (Tr3s)*	402		
Nat Geo Mundo	425		

Community TV Channel (PSBC-TV)

The BSF system allows for the addition of a TV channel for PSBC to use to broadcast information to our residents. Implementation will come in a future project phase. When available, PSBC-TV will appear on TV **channel 901**.

HomePass App

For those who are technically inclined to want to manage their home internet network, this app allows you to do so. Installing and using this app is completely optional and may be ignored. Network changes may also be implemented remotely by a Blue Stream technician by calling support.

“HomePass by Plume” is the name of the free mobile app that can be used to manage the home WiFi network. Some of its features include monitoring all devices connected to your WiFi, parental controls over internet content, create a guest network with a temporary password, run pure speed tests, and more. To install HomePass app on your mobile device, follow these instructions:

<https://www.plume.com/homepass/homepass-mobile-app/>

Acronyms & Buzzwords

- BSF – Blue Stream Fiber (the company providing TV/internet services)
- Catch-Up TV – Watch shows that already aired, by scrolling left in the Guide
- DVR – Digital Video Recorder (record your favorite shows for viewing later)
- FAQ – Frequently Asked Questions
- Gb/s, Mb/s – Giga-bit per second / Mega-bit per second (internet speed)
- Google Assistant – Push this button on the remote control to speak your request
- Guide – Push this button on the remote control to see all shows on all channels
- HomePass – A mobile app that allows self management of the WiFi network
- NAP – Network Access Point (the buried vaults where fiber connections are made)
- OnePass – Create a TV recording on the DVR by selecting OnePass
- ONT – Optical Network Terminal (a box that serves as the hub in each condo unit)
- OTN – Optical Transport Network (the large cabinet behind building #18)
- Plume – The brand name of the WiFi 6 access points, called pods
- Pod – Also called a Plume, this device provides the WiFi coverage in each condo
- PSBC – Palma Sola Bay Club (where we live)
- TiVo – The name of the platform used to control the TV and its viewing options
- TiVo Button – Large button at the top of the remote control to return to the home screen
- VoIP – Voice over Internet Protocol (sometimes called landline phone service)

WTVE (Watch TV Everywhere) Blue Stream App

Blue Stream has provided the following guidance regarding the watching of Blue Stream channels in out-of-area settings:

The Blue Stream Fiber TV App is a fantastic way to watch your TV channels and recordings when away from home. This app provides you with access to tons of channels and content to enjoy. That said, it is important to note that the accessibility of video programming when out of home is determined by the content providers. While some content is available to watch directly through the Blue Stream Fiber TV App when you are away from home, other content may have restrictions, and access is set by the individual programmers.

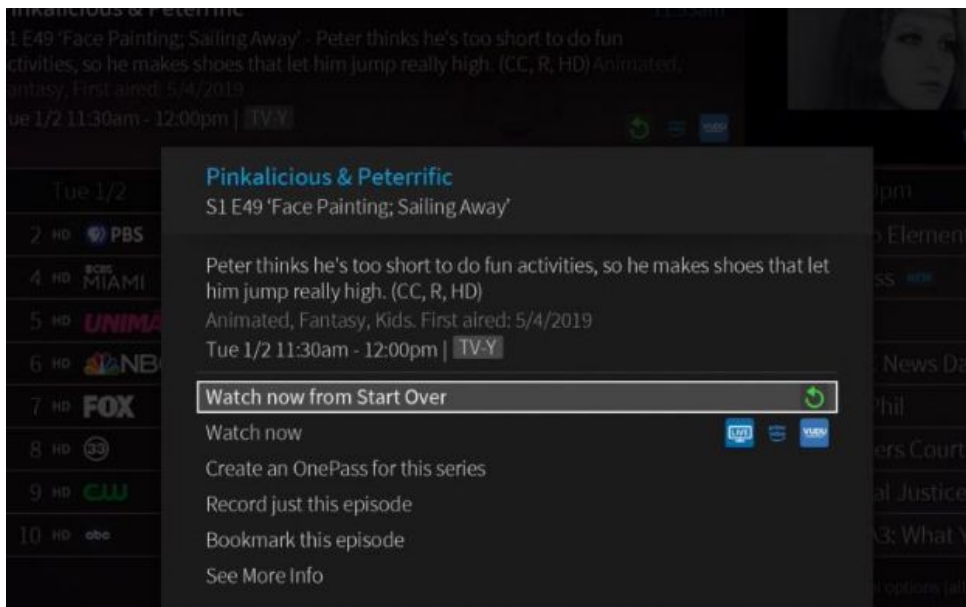
Below we're going to break down all of the different ways in which you can access content given their varying out of home viewing policies.

Here's a quick overview of what you can expect:

1. **Direct App Access:** Some content is available to watch out of home directly through the Blue Stream Fiber TV App. For these channels, once you select them on the guide, the content will begin playing normally as it would when you are watching TV on your home network.
2. **Recording on Home Network:** Certain content may not be available to watch out of home unless it has been previously recorded on your home network. Often this includes local channels exclusive to your community. A great way to be able to watch this content when

out of home is simply by utilizing the recording feature. Once your content is recorded on a device connected to your home network, you can access the recordings when out of home!

3. Start Over and Catch Up Feature: Take advantage of the start-over and catch-up features to access specific content even when you're away from home. When searching through the guide, you'll notice some content has a green arrow next to the program title. This means the Start Over and Catch Up feature is available and you should be able to watch the content when in home or out of home. This is because the content is no longer live and therefore available via On Demand.



We understand that your viewing preferences may vary, and we want to provide you with as much flexibility as possible. Here is a full breakdown of all channels available and how to access them:

Out of Home Lineup

Stream Away from Home
Watch DVR Away from Home
SOCU Away from home

A&E
AMC
American Heroes Channel
Animal Planet
Azteca America
BBC America
BBC World News
beIN Sports (English)
beIN Sports (Spanish)
BET
BET Soul
Big Ten Network
Boomerang
Bravo
Canal 24 Horas
Canal Sur
Caracol TV Internacional Cartoon Network
Channel One Russia
Cine Latino (US)
CMT
CMT Music
CNBC
CNN
CNN en Español
Comedy Central
Crime and Investigation Network
CSPAN
CSPAN2
CSPAN3
CTN-WRXY & CTN-NPL
CW-ThisTV
Destination America
Discovery Family Channel
Discovery Life
Disney Junior
Disney XD
DIY
E!
El Rey
ESPN
ESPN Classic
ESPN Deportes
ESPN News
ESPN2
ESPNU
Estrella TV
EVTV
EWTN
EWTN Esp
Flix
Food Network
Fox Business Network
Fox Deportes
Fox Life

Fox News Channel
Freeform
Fusion
FX
FX Movie Channel
FXX
FYI
Galavision
Game Show Network
Go!TV
Hallmark Channel
Hallmark Drama
Hallmark Movies and Mysteries
HEROES & ICONS
History
HLN
Home & Garden Television
Home Shopping Network
IFC
Investigation Discovery
ION
ION Life
ION-WPXP & ION-PAL
Jewelry Television
Jewish Broadcasting Service
Jewish Life TV
Lifetime Movies
Lifetime Television
Military History Channel
MLB Network
Motor Trend
MSNBC
MTV
MTV Classic
MTV2
Nat Geo Mundo
NatGeo WLD
National Geographic Channel
NBC Sports Network
NBC Universo
NBC-TeleXitos-TeleXitos-MIA
NFL RedZone
Nick Jr.
Nick Jr.
Nick Music
Nickelodeon
Nicktoons
Nicktoons
Nuestra Tele
Olympic Channel
Outside Television
OWN
Oxygen
Paramount Network
Public/Education/Government Access

Qubo
QVC
QVC 2
Rai Italia
Russian Television Network
Science Channel
SEC Network
SEC Network HDTV
Semillitas
SHO Beyond
SHO Next
SHO Showcase
SHO Women
Shop HQ
Sundance TV
Syfy
TBN
TBS Superstation
TeenNick
Tele N
Telemundo Network
Tennis Channel
The Cooking Channel
The Discovery Channel
The Discovery Channel en Español
The Disney Channel
The Golf Channel
The History Channel en Español
The Learning Channel
The Movie Channel East
The Movie Channel West
The Movie Channel Xtra
The NFL Network
The Sportsman Channel HDTV
The Weather Channel
TNT
Tr3s
Travel Channel
truTV
TUDN
Turner Classic Movies
TV Chile (TVN Internacional)
TV Globo Internacional
TV Land
TV5MONDE
TVE Internacional
Fanduel TV
FanDuel Racing
TVV
Universal Kids
USA Network
VH1
VICE
ViendoMovies
WE TV

TiVo Community

Want to learn more about all things TiVo? Join the TiVo Community: <https://www.tivocommunity.com>

Tips & Tricks

TV.....

Illuminate the Buttons on the Remote Control

1. Move or shake the remote

Go To the Home Screen

1. Press the TiVo button to go to the Home Screen.

Go Back One Screen

1. Press the Left-Arrow button (two buttons to the left of the OK button). This button is also called the Back Button.

Quickly Dismiss the Info Screen Before It Times-Out

1. Press the Back button. Or, press the Info ("I") button twice.

Pause Live TV

1. Press the big yellow Pause button in the middle of the remote.

Go to Live TV

1. Press the Live TV button.

Pair TiVo Remote Control With Your TV

1. Watch this 2-minute video for detailed instructions: <https://youtu.be/i6nKBe2E888>

Control Bluetooth Headphones

1. Turn off Bluetooth headphones.
2. If Bluetooth headphones already paired with TV, use TV settings to un-pair.
3. Turn on TiVo and TV.
4. Press TiVo Button to get to TiVo Home Screen.
5. Scroll left and select Menu.
6. Select Device Settings.
7. Select Remotes & Accessories.
8. Select Add Accessory and immediately turn on Bluetooth Headphones.
9. The TiVo box will now search for the Bluetooth Headphones.
10. When the Bluetooth Headphones are found by TiVo, select them from the list.
11. Done! The TiVi remote will now control your Bluetooth Headphones.

Watch a Program-in-Progress from the Beginning

1. Select the program in progress to view it.
2. Push (and quickly release) the yellow letter "A" button to start from the beginning.

Turn on (or off) Closed Captions (Live TV)

1. Press on the blue letter "B" for 2 seconds and let go.

Turn on (or off) Screen Reader on TiVo

1. Press the yellow letter "A" button for 2-seconds and let go.

Adjust Closed Caption Font Size and Other Options

1. Press the big TiVo button (at the top of the remote).
2. Scroll left to Menu.
3. Select Accessibility.
4. Select Closed Caption Preferences.
5. Change the default values to your liking.

Bring up the Mini-Guide While Watching Live TV

1. Press the Up-Arrow button (next to the OK button)

See What's Coming Up on the Live TV Channel being Watched

1. Press the Left-Arrow button (next to the OK button).

Bring up the Smart Bar for the Live TV Channel being Watched

1. Press the Down-Arrow button (below the OK button).

Record the Program being Watched

1. Press the Record button (red dot button to the right of the Guide button).

Switch Back and Forth Between Two Channels

1. Press the Enter / Last button (bottom-right).

Set the Screen Saver

1. Press TiVo Button to get to TiVo Home Screen.
2. Scroll left and select Menu.
3. Select Device Settings.
4. Select Device Preferences.
5. Select Screen Saver.
6. Select desired options.

Set Sleep Timer to Turn TV Off

TiVo does not provide this feature. Some have found success with the Screen Saver function on TiVo, as follows:

1. Press TiVo Button to get to TiVo Home Screen.
2. Scroll left and select Menu.
3. Select Device Settings.
4. Select Device Preferences.

5. Select Screen Saver.
6. Select Screen Saver Backdrop.
7. Select "Turn Screen Off".
8. Push the Back Button (left arrow two buttons to the left of the OK button).
9. Select When To Start.
10. Select 1-hour (or 2-hours or 20-minutes).
11. TV screen will go dark after 1-hour of inactivity.

Set Favorite Channels

1. Push TiVo button
2. Menu > User Preferences > Favorite Channels
3. Mark each Favorite Channel with a checkmark
4. When done, push Live TV button

Change Guide to Show Only Favorite Channels

1. Push the Guide button.
2. Push the C button (short press; do not hold it down).
3. At the bottom, change "All" to "Favorites" using the right or left scroll buttons.
4. Push the OK button.

Reboot the TiVo Box

1. Pull out the small round power cable from the rear of the box.
2. Wait 30-seconds.
3. Plug the power cable back in.
4. If issue not resolved, contact Blue Stream Technical Support (941-280-1566).

WTVE App.....

Channels Blacked Out on WTVE App

1. Some channels may be blocked if carrying out-of-market sports.
2. Some channels may be blocked for regional copyright issues.
3. The live feed of some channels may appear to be blocked, but may be watched in near-real-time with Catch-Up TV.

Internet.....

Run a True Speed Test of Delivered Speed to the ONT

1. On your smart phone, go to the app store, and download "HomePass by Plume".
2. Open the app and login with your Blue Stream credentials.
3. Scroll down to Internet Speed.
4. Click Check Speed.