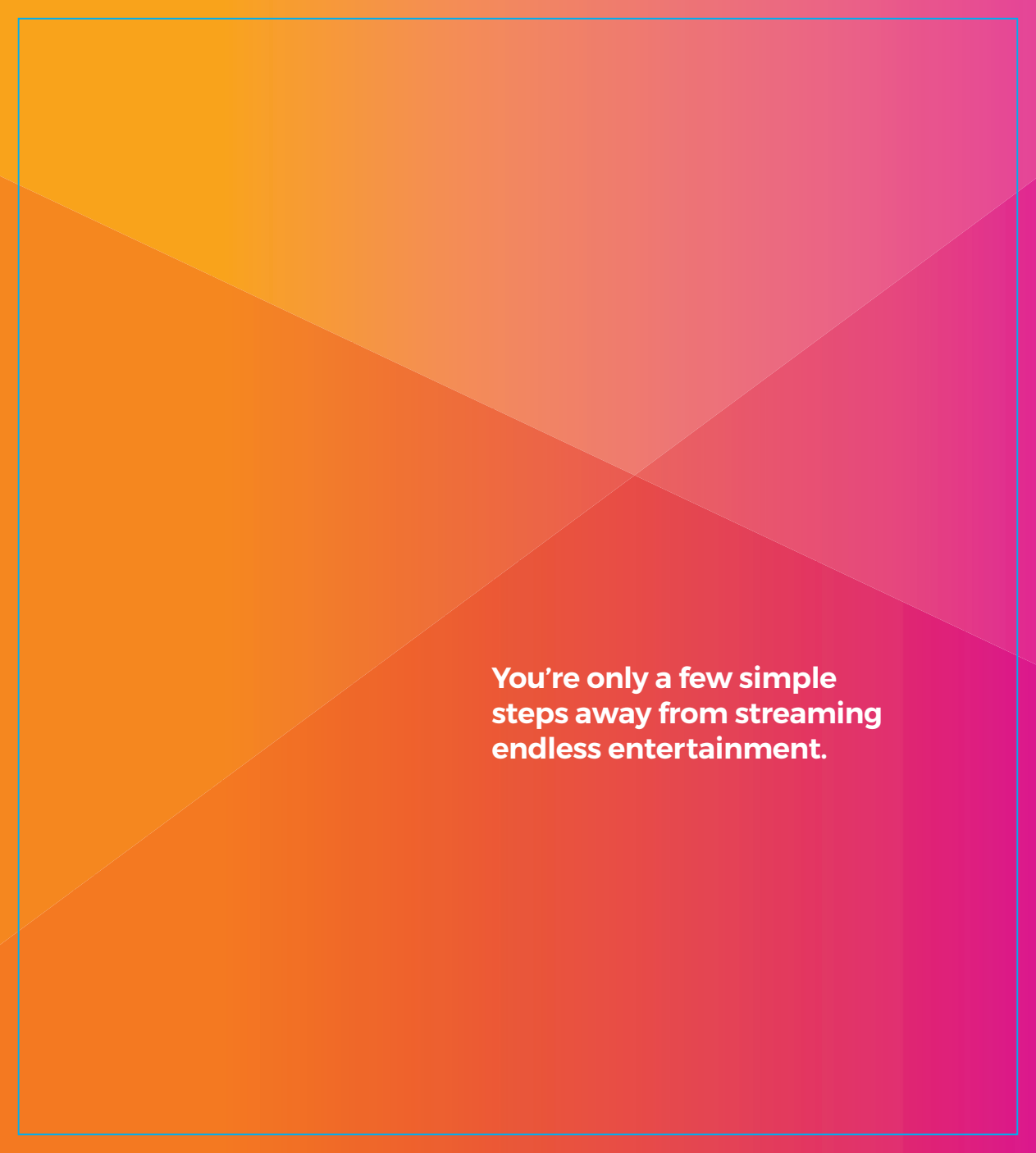


maxTV
— STREAM

Set-up Guide



SaskTel 

The background consists of several overlapping, semi-transparent geometric shapes in shades of orange and pink. A large orange triangle points downwards from the top left, while a large pink triangle points upwards from the bottom right. These two triangles overlap in the center, creating a lighter, more complex shape. The overall effect is a modern, minimalist design with a warm color palette.

**You're only a few simple
steps away from streaming
endless entertainment.**

What you need to get started.*

- TV with HDMI port
- SaskTel Internet connection

Connect via an Ethernet cable (recommended) or connect to your Wi-Fi (you'll need your network name and password).

- **mySASKTEL** account

Visit **sasktel.com/mysasktel** to create an account or manage your username and password. Your **mySASKTEL** account is required to log into **maxTV Stream**. Please also link your account to your **mySASKTEL** account.

- Google account

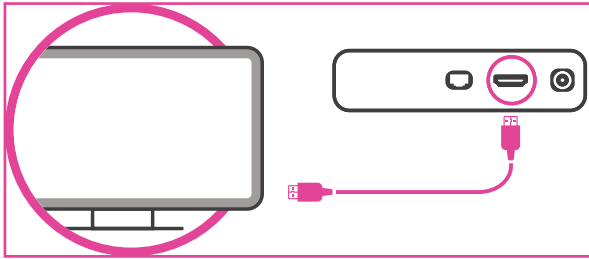
For the best experience, it's important to sign into your Google account to make sure **maxTV Stream** has the latest updates. Don't have a Google account?

Visit <https://accounts.google.com/signup>

* **maxTVStream** requires a subscription from SaskTel.

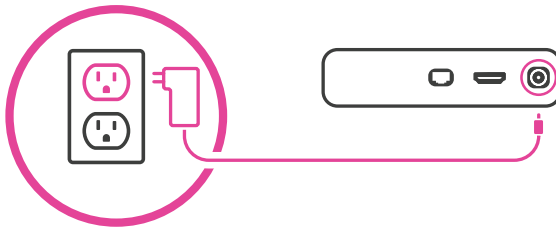
1

Connect your **maxTV Stream** media box to your TV using the HDMI cable included with your media box. If connecting to the internet via an Ethernet cable, you must connect the cable now (not shown in image).



2

Connect your **maxTV Stream** media box to a power source and turn on your TV. Your **maxTV Stream** media box will start up automatically.



3

Select the source or input button on your TV until you see the maxTV Stream service loading. Select **Connect** to begin pairing your remote with the media box. Make sure you put the batteries (included) in the **maxTV Stream** remote.



4

Follow the on-screen set-up instructions to complete the installation.

- Wi-Fi set-up or confirm Ethernet connection
- Google sign in
- Select apps that you want to install right away
- Pair TV with remote
- Log in to **maxTV Stream** with your **mySASKTEL** account

Want to stream your shows on the go? Download the SaskTel **maxTV** app on your phone or tablet. Learn more sasktel.com/maxtvapp

Before you start using the maxTV Stream service.

Are you using the HDMI cable?

Make sure you're using the HDMI 2.0 cable (HDCP 2.2 compliant), included with the box, so that your video is displayed properly.

Does your media box require a software update?


Your media box might require updates when you start it up for the first time. Please be patient if the box appears unresponsive; updates start automatically but may take up to 60 minutes to complete.

DO NOT unplug your media box power cord during any Android system update as doing so may permanently damage your media box.

Have you updated your **maxTV Stream** app?

- Go to Google Play Store on your media box.
- Search for **maxTV Stream** to download.
- As the media box is being updated, you may experience decreased video quality.
- Please be patient as the update is installed.

Have you checked the strength of your Wi-Fi signal?


Press  on your remote and find the **analiti** speed test application. If **analiti** was not installed when you first booted up your media box, it can be found by going to the Google Play Store.

If you're having problems with your Wi-Fi signal, please **visit sasktel.com/wifisupport**.

Note: For optimal performance, we always recommend hardwiring your media box to the gateway with an Ethernet cable.

If you're having a problem with the maxTV Stream app.


Have you cleared your app cache?

Press  on your remote and scroll to Settings at the top right of the screen. Locate Apps in the menu and find the **maxTV Stream** app. Select Clear Cache and press **OK**. If the problem persists, you can also clear data and force stop the app within this menu. You'll need to log back into the **maxTV Stream** app once this is done.

Do you have any notifications?

At the top of your screen you may have notifications alerting you of issues with your service such as required app updates, internet connection issues or low batteries in your remote.

Have you restarted your media box?

Press  on your remote control and scroll to Settings at the top of the screen. Locate Device Preferences and then select About. Scroll down to Reboot and press **OK**. Or you can restart your media box by unplugging the power cable for 30 seconds and reconnecting it.

Important information for maxTV Stream account changes and support.

Service Number:

Network Name (SSID):

Default Wi-Fi Password (Wireless Key):

Personalized Wi-Fi Password:

For more information or support,
visit sasktel.com/maxtvstreamsupport
or call 1.800.SASKTEL.