SOUTHWEST BROADBAND

Connecting you locally and around the world

Southwest Stream Tips

- For an optimal viewing experience, we recommend a wired ethernet connection or Southwest Broadband's Whole Home Managed Wi-Fi.
- When you first load a channel, it will start at a lower quality and adapt between 6 to 10 seconds to the highest quality supported by your connection. Standard Definition will require 3-5 Mbps per video stream. High Definition will require 5-8 Mbps per video stream.

SW STREAM™
Setup Guide

The Best Way to Experience TV

SOUTHWEST STREAM - SUPPORTED DEVICES	
ROKU Ultra	Web Browser
ROKU Ultra LT	Android
ROKU 4	iOS

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Business Hours:
Monday–Friday 8:00 am to 5:00 pm

Onsite Technical Support:
Monday–Friday 8:00 am to 4:30 pm

After Hours Technical Support is always available during non-business hours.

support@southwestbroadband.com

Toll Free: 877.655.7627

Bergen 507.832.7000
Bingham Lake 507.832.7000
Brewster 507.842.7000
Heron Lake 507.793.7000
Jackson 507.849.7000
Lakefield 507.662.7000
Okabena 507.853.7000
Round Lake 507.945.0010
Wilder 507.832.7000

110 S Hwy 86, P.O. Box 1006, Lakefield, MN 56150
 FB.com/SouthwestBroadband southwestbroadband.com

Roku Installation

1. From the Roku home screen, use the arrow buttons on your Roku remote to navigate down the menu options on the left until the **Streaming Channels** option is highlighted and press "**OK**".

2. Navigate down the menu options again until the **Search Channels** option is highlighted and press "**OK**".

3. Enter in the channel name "**sw stream**" into the search bar.

4. Once the "**sw stream**" channel name is entered into the search bar, the channel name will appear on the right. Navigate over to the right until "**sw stream**" is highlighted and press "**OK**".

5. The **Add Channel** option will now be highlighted, Press "**OK**" to complete the process.

6. Open the SW Stream channel and register your account using the following information:
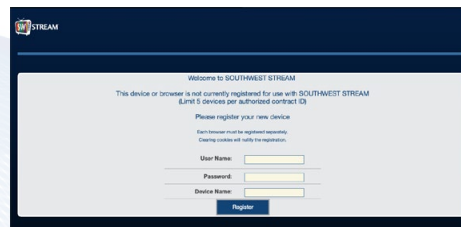
    Username – [Example]
    Password – [88889999]
    Device Name – [Living Room Roku]
    Device name can be any name you wish to identify your device.

iOS Installation

1. Open the app store. Search for "**swstream**" and INSTALL the app.

2. When finished installing, OPEN the app.

3. Register your account using the following information:

    Username - [Example]
    Password - [88889999]
    Device Name - [LivingRoomTV, DadsPhone]

    This can be any name you wish to identify your device.

4. You can access the program grid, channel list, DVR and preferences from within the app simply by swiping Right, Left, Up, or Down from the middle of the screen.

WEB BROWSER Installation

1. Open your favorite HTML5 capable web browser and navigate to **stream.southwestbroadband.com**.

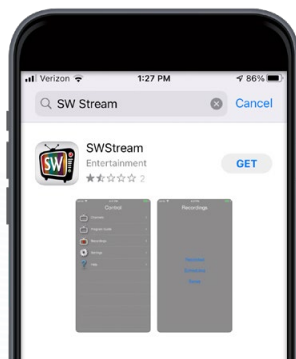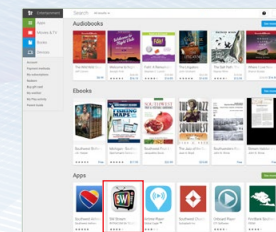2. Register your account using the following information:

    Username - [Example]
    Password - [88889999]
    Device Name - [HTPC, MomsLaptop]

    This can be any name you wish to identify your device.

1. Open the play store. Search for "**swstream**" and INSTALL the app.

2. When finished installing, OPEN the app.
    NOTE: If you are unable to find the app through these first two steps, follow the alternative app instructions to the right on a PC.

3. Register your account using the following:

    Username - [Example]
    Password - [88889999]
    Device Name - [LivingRoomTV, DadsPhone]

    This can be any name you wish to identify your device.

4. You can access the program grid, channel list, DVR and preferences from within the app simply by swiping Right, Left, Up, or Down from the middle of the screen, or using the directional pad on your Android TV device.

ANDROID™ Installation

Alternative App installation through PC (computer)

1. From a PC (computer), navigate to **https://play.google.com**, login to your account. Search "**swstream**", and INSTALL the app.

2. Choose which device you want to add the app to, and INSTALL. When finished installing, OPEN the app. Continue following steps 3 and 4 to the left to finish process.