



Fire TV Stick Quick Start Guide

For DIRECTV Customers

Get your Fire TV Stick connected, signed in, and ready to use with the DIRECTV app.

Before you begin, make sure you have the following:

- TV with an available HDMI port
- Available electrical outlet
- Blue Stream Fiber WiFi name and password
- Amazon account username and password for initial Fire TV Stick setup and general use
- DIRECTV username and password to log in to the DIRECTV app

1

Connect

2

Pair

3

WiFi

4

Amazon

5

DIRECTV

Set up your Fire TV Stick

The first three steps get your device connected and ready to use.

1 Connect your Fire TV Stick

1. Insert the Fire TV Stick into an available HDMI port on your TV.
2. Connect the USB power cable to the Fire TV Stick.
3. Plug the power adapter into a wall outlet.
4. Turn on your TV.
5. Select the correct HDMI input using your TV remote.

Helpful tip

Use the included HDMI extender if space is limited behind your TV.

2 Pair the Remote

1. Insert the batteries.
2. Wait for the remote to pair automatically.
3. If needed, press and hold the Home button for about 10 seconds.

3 Connect to WiFi

1. Select your Blue Stream Fiber WiFi network.
2. Enter your WiFi password.
3. Wait while your Fire TV Stick connects and installs any available updates.

Ready for the next step?

Once WiFi is connected, continue with your Amazon sign-in and the DIRECTV app.

Finish Setup for DIRECTV

Sign in to Amazon, then install and open the DIRECTV app.

4 Sign in to Amazon

1. Sign in using your Amazon username and password.

Don't have an Amazon account?

No problem! During setup, select Create Account and follow the on-screen instructions. You'll need an email address or mobile phone number to complete registration.

5 Install the DIRECTV app

- Select Find on the Fire TV home screen.
- Search for DIRECTV.
- Select Download.
- Open the app.
- Sign in using your DIRECTV username and password.

You're Ready to Stream!

Once the DIRECTV app is installed and you are signed in, you can start streaming.

The Fire TV Stick is Not a Blue Stream Fiber-Supported Device

For security, Blue Stream Fiber technicians will not create or sign in to your Amazon account or enter your DIRECTV username and password. Please keep your Amazon and DIRECTV usernames and passwords secure and do not share your login credentials.

For help with your Fire TV Stick, see the troubleshooting and support information on the next page.

Troubleshooting & Important Information

No Picture?

- Verify the TV is on the correct HDMI input.
- Make sure the Fire TV Stick is fully connected to your TV's HDMI port.
- Confirm the power adapter is plugged into a working wall outlet.
- Confirm the Fire TV Stick is connected to your Blue Stream Fiber Internet.
- For help with your Fire TV Stick, contact Amazon at **888-280-4331**.
- For issues with your TV, please contact your TV manufacturer directly.

Can't Connect to WiFi?

- Verify your WiFi network name and password.
- Restart the Fire TV Stick.
- Restart your Blue Stream Fiber modem and WiFi device(s).
- Use another device to verify Internet connectivity.
- If possible, move closer to your WiFi router.
- For help with your Fire TV Stick, contact Amazon at **888-280-4331**.
- If no device has connectivity, contact Blue Stream Fiber technical support at **844-416-1000**.

DIRECTV App Not Working?

- Restart the Fire TV Stick.
- Update the DIRECTV app.
- If the issue continues, contact DIRECTV Support at **1-800-DIRECTV**.

Need Help?

The sections below show who can help with each type of issue.



Blue Stream Fiber

For internet or WiFi issues, contact Blue Stream Fiber at your dedicated community phone number.



DIRECTV

For DIRECTV login, Gemini device, channel lineup, programming, or app support, contact DIRECTV.



Amazon

For Amazon account or Fire TV Stick and Fire TV App Store questions, contact Amazon online or at **888-280-4331**.

Account Information Security

Blue Stream Fiber technicians will not create or sign in to your Amazon account or enter your DIRECTV username and password. Do not share your login credentials.