

Information Regarding your Whole Home Gateway Streaming Device



In this HOW TO, we'll be referring back to device names so please familiarize yourself with these:

- DCX3635 - Whole Home DVR or Gateway
- MS4000 - Streaming Device
- IP815/IP815W - Media Player

Before you start, perform the following steps:

1. In the Streaming Device packaging kit, you should have one MS4000, one ethernet cable(black) and one power adaptor.
2. The Streaming Device will need to be connected to your Gateway box so ensure that you have an available power outlet located close to where you'll install the device.

Connecting your Streaming Device:

1. Connect the supplied ethernet cable to the ethernet port on the Streaming Device and to the bottom ethernet port of the Gateway.
2. Connect the supplied power adaptor to both the MS4000 and an available power outlet.
3. After you power up the Streaming Device, you will notice that the left light on the front of the device will be solidly lit. (If not, go back to step 2 and make sure that the device has power)
4. The middle light will start to blink as power is applied and will go solid once the device is ready to use. (If the light doesn't light up, go back to step 1 and make sure that the ethernet cable is seated properly.)
5. Once both of these lights are solid, you're ready to move on to the next section.

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Connecting a mobile device:

1. Depending on your mobile device, you will need to go either to the Apple Store or Google Play Store and download/install the Follow Me TV™ Application from Arris. Currently, the application works on many Apple and Android devices.
2. After downloading the application turn on your TV and get ready to pair your device.
3. Ensure that your mobile device is connected to your Gateway's wireless network.
4. On your remote control press the MENU button.
5. Using the arrow buttons on the remote, scroll over to settings and find the Mobile App Option and press "OK".
6. On your mobile device open the Follow Me TV Application that you downloaded in step 1.
7. In the application on your mobile device swipe left or right and find Service Electric Broadband Cable and tap Continue. You will then be presented with a screen asking for a eight digit number.
8. On your remote control for the Gateway at the Mobile App window, click on "Add".
9. There will be an eight digit number displayed on the screen. You will enter this into the screen that was presented in step 7.
10. At this point, the mobile device will be paired and should start to load your guide, DVR recordings and any other content that you will be able to stream to your device.

Congratulations, you should now be ready to stream many of your recordings and channels to your newly configured mobile device.

Frequently Asked Questions

1. How many programs can I stream at once to my mobile devices?

In the home, the streaming device provided with your system allows for up to four streams to be streamed to mobile devices on the gateway's connected WiFi Network.

At this time, you must be connected to your gateway's WiFi network in order to stream.

2. What else can I do from the Follow Me TV™ Application?

Not only does the Follow Me TV application allow you to stream content, but it also allows you to schedule recordings remotely and acts as a remote control for the connected gateway and media players in your SEBC Gateway system.

3. My device is buffering when trying to watch channels?

Sometimes you may notice a video loading(buffering) screen when you're streaming TV on your mobile device. It's normal to see buffering occasionally, but if you see it on a regular basis, make sure that you're not out of range of the gateway's WiFi network. If you have another mobile device that's configured for the Follow Me TV™ application, try that device and observe whether or not the same issue occurs on this device.

4. I'm unable to stream certain channels. Why is that?

SEBC is able to stream many but not all channels in our channel lineup. This is due to programming contracts that SEBC abides to. Please know that as we work with our programming providers that we are striving to add as many channels as possible to our streaming lineup as possible.

5. I receive messages such as Unable to Stream to Android Phone/iPhone/Etc. Why is that?

Please see item #4.