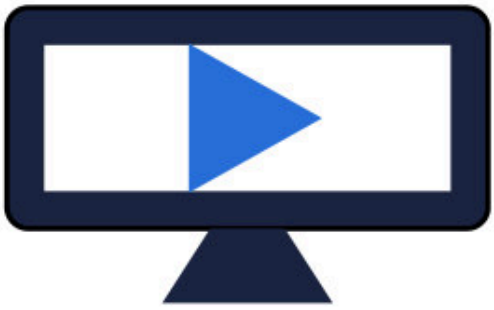
THE PROOF SERIES

Stream Proof

A Senior's Simple Guide to Smart TVs and Streaming



FOR SENIORS

PROUDLY CANADIAN

John Marshall



PROUDLY CANADIAN

FREE SAMPLE CHAPTER

By John Marshall

www.buyproof.ca

BEFORE THE FIRST PROGRAMME

Your streaming map

When something goes wrong, identify the part before changing anything.

Television
The screen, speakers, inputs, picture, and basic sound.

Streaming device
A smart-TV system, Roku, Fire TV, Google TV, Chromecast, or Apple TV.

Home internet
The modem, router, Wi-Fi name, and connection to the outside world.

App or service
Netflix, YouTube, Prime Video, Disney+, Crave, CBC Gem, or another provider.

Account
The sign-in, profile, plan, billing source, and purchase controls.

Programme
The exact film, episode, live event, rental, or purchased title.

! **Calm Rule:** If a button, message, fee, or request does not make sense, stop. Home is safe. So is turning the TV off while you check.

CHAPTER 1 - START HERE

Streaming is television delivered through the internet

Instead of arriving through an antenna or cable channel, a streamed programme travels through your internet connection when you choose it.

TV › App › Internet video

1. Turn on the television and look for a Home screen with app tiles.
2. Open one app, such as Netflix or YouTube.
3. Choose a programme and press Play. The app requests the video; your internet connection delivers it.
4. Press Home when you want to leave the app.

! **Good To Know:** Streaming does use internet data. If your plan has a monthly data limit, ask your provider how much remains.

TALE

A SMALL SMILE

Evelyn called every app a channel. Nothing broke. Once she learned that the little squares were apps, the Home screen stopped looking like a crossword puzzle.

CHAPTER 1 - START HERE

Five pieces make the whole system

Most streaming confusion comes from mixing up the television, streaming device, internet, app, and account. They are separate pieces.

Television › **Wi-Fi** › **Service account**

1. Find the television: it supplies the screen and speakers.
2. Notice whether a stick or small box is plugged into an HDMI socket.
3. Identify the home Wi-Fi name.
4. Name the app and account used for the programme.

! **Good To Know:** When asking for help, say which piece is misbehaving: 'Netflix opens, but the picture keeps pausing' is much more useful than 'the TV is broken.'

TALE

A SMALL SMILE

Harold replaced remote batteries three times before noticing the router had no lights. The remote was innocent and, for once, looked pleased about it.

CHAPTER 1 - START HERE

What you need before you begin

A short setup list prevents the television from asking a question while the needed answer is in another room.

Network name › Remote › Account email

1. Write down your Wi-Fi network name. It may be printed on the router.

2. Have the Wi-Fi password nearby, but keep it private.

3. Place the service sign-in email nearby; do not write the password on the television.

4. Put fresh batteries in the remote and keep a phone or tablet available.

! **Good To Know:** A Wi-Fi password is not the same as a Netflix, Amazon, Google, or Apple password.

TALE

A SMALL SMILE

Mina kept one card labelled 'TV setup' in a drawer. It listed device names and support numbers, not passwords. Setup nights became much shorter.

CHAPTER 1 - START HERE

The television and the service are different

A smart TV is the machine. Netflix, YouTube, Prime Video, and other services are apps that run on it or on a connected device.

One TV › **Many apps** › **Different accounts**

1. Press Home and look at the row of app tiles.
2. Highlight an app without opening it.
3. Press OK to open it, then press Home to leave it.
4. Repeat with a second app to prove that the television stays the same while the service changes.

! **Good To Know:** If one app fails but another plays normally, the television and Wi-Fi probably work. Focus on the failing app.

TALE

A SMALL SMILE

Rose said, 'Netflix is broken.' YouTube played perfectly. That tiny test saved her from restarting everything in the house, including a very surprised microwave.

CHAPTER 1 - START HERE

Find the correct input

Input tells the television which connected source to show. A streaming stick may be on HDMI 1, HDMI 2, or another labelled socket.

Input button › **HDMI list** › **Streaming screen**

1. Find the Input or Source button on the TV remote.
2. Press it once and wait for the input list.
3. Move to the HDMI label used by the streaming device.
4. Press OK and allow several seconds for the picture to appear.

! **Good To Know:** If the screen says No Signal, the input may be wrong or the connected device may have no power. Do not factory-reset anything.

TALE

A SMALL SMILE

Arthur landed on HDMI 3 and saw a blue screen. HDMI 1 held the Fire TV. The fix was two arrow presses, not a new television.

CHAPTER 1 - START HERE

Read the remote from top to bottom

Remotes differ, but the useful buttons usually fall into groups: power, navigation, playback, sound, and shortcuts.

Power › **Arrows + OK** › **Play and sound**

1. Locate Power near the top.
2. Find the arrow ring and centre OK button.
3. Find Home and Back.
4. Find Play/Pause, Volume, and Mute.

> **Good To Know:** Place a small raised sticker beside Home if touch helps you orient the remote. Do not cover a microphone hole or button label.

TALE

A SMALL SMILE

Nora stopped trying to memorize twenty-seven buttons. She circled seven on a photocopy. The other twenty were allowed to enjoy their retirement.

CHAPTER 1 - START HERE

Arrows move; OK chooses

The highlighted tile is your position on the screen. Arrow buttons move the highlight; OK opens or confirms the highlighted choice.

Highlight › Arrow › OK

1. Press Home so you start from a known screen.
2. Tap Right once and watch the highlight move.
3. Tap Down once and notice the new row.
4. Press OK only when the intended tile is highlighted.

! **Good To Know:** If the screen moves too far, use one short press at a time. Holding an arrow can race through a menu.

TALE

A SMALL SMILE

George pressed Right as if he were ringing a doorbell. The highlight behaved. Holding it down had been the real troublemaker.

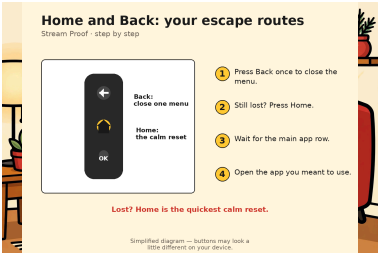
CHAPTER 1 - START HERE

Home and Back are your escape routes

Home returns to the device's main screen. Back usually returns one screen. They are safer than guessing through unfamiliar menus.

Unfamiliar screen › **Back** › **Home**

1. Press Back once to close the current menu.
2. If you are still lost, press Home.
3. Wait for the main app row to appear.
4. Open the app you intended to use.



> **!** **Good To Know:** Repeatedly pressing Back may eventually exit an app, but Home is the quickest calm reset when menus feel tangled.

TALE

A SMALL SMILE

A popup asked Lillian three questions at once. She pressed Home, made tea, and returned. The television did not take it personally.

CHAPTER 1 - START HERE

Play, pause, rewind, and fast-forward

Playback controls affect the programme, not the whole television. Their symbols are similar across most services.

Rewind › Play/Pause › Fast-forward

1. Press Play/Pause once to stop the picture temporarily.
2. Press it again to continue.
3. Tap Rewind or Fast-forward, then watch the time bar.
4. Press Play when you reach the right spot.

! **Good To Know:** Some remotes use the centre OK button to pause and display controls. The screen will show what each direction does.

TALE

A SMALL SMILE

Sam overshot the missed sentence by twelve minutes. One short rewind tap, followed by Play, proved gentler than holding the button like a game-show buzzer.

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