

BASIC (\$60.95/mo)**ULTIMATE** including BASIC (\$115.95/mo)

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- 5 KDLT (NBC)
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- 219 KSFL Sioux Falls, SD (IND)
- 220 KSFY (Outlaw)
- 221 KSFY (True Crime Network)
- 223 KSFY (startTV)
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- 225 KDLT (The 365)
- 226 Retro - KAUN - Sioux Falls

ADD-ON CHANNELS

Requires Ultimate Package

SPORTS & INFO (\$8.95/mo)

- 23 ESPNNews
- 24 ESPN
- 25 ACC Network
- 26 SEC Network
- 27 Big Ten Network
- 28 BTN Overflow
- 29 BTN Overflow 2
- 30 Midco Sports Net
- 31 Midco Sports Net 2
- 35 Fox Sports 2
- 38 NFL Network
- 39 The Golf Channel
- 40 CBS Sports Network
- 41 The Cowboy Channel
- 42 Outdoor Channel
- 43 Sportsman Channel
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505 NFL REDZONE
*Season Subscription (\$75/yr)**NFL RedZone season -
requires purchase of the NFL Network.***VARIETY TIER (\$8.95/mo)**

- 63 Turner Classic Movies
- 64 FX Movie Channel
- 73 NickToons
- 74 Boomerang
- 75 Disney XD
- 76 Teen Nick
- 77 Disney Junior
- 78 Nick Jr
- 80 Discovery Family Channel
- 87 BBC America
- 90 Magnolia Network
- 91 Cooking Channel
- 94 Lifetime Real Women
- 105 GAC Family
- 113 MTV2
- 114 CMT Music
- 115 MTV Classic
- 116 Nick Music
- 134 Crime & Investigation
- 137 Science
- 138 Discovery Life
- 139 National Geographic Wild
- 140 Destination America
- 151 FYI
- 153 Vice TV
- 154 Military History
- 155 American Hereos
- 156 RFD TV
- 157 GSN

PREMIUM CHANNELS**STARZ (\$8.95/mo)**

- 340 STARZ
- 342 STARZ Cinema
- 344 STARZ Kids & Family
- 348 STARZ Edge
- 352 STARZ ENCORE
- 354 STARZ ENCORE Black
- 356 STARZ ENCORE Suspense
- 360 STARZ ENCORE Action
- 364 STARZ ENCORE Westerns

CINEMAX (\$14.95/mo)

- 420 MAX
- 424 5-Star MAX
- 426 Outer MAX
- 428 Action MAX
- 430 Thriller MAX
- 432 Movie MAX
- 434 Cinemax

HBO (\$19.95/mo)

- 400 HBO
- 402 HBO2
- 404 HBO Signature
- 406 HBO Family
- 408 HBO Comedy
- 410 HBO Zone
- 412 HBO Latino

TROUBLESHOOTING

1. **My TV screen is snowy or black.** Confirm that electrical power is connected to both the TV and the STB (Set Top Box), and verify the TV is turned on. Your TV may be set to the wrong INPUT.

If your TV is connected to the STB using an Input such as HDMI-1 or AV1 press the **TV** (1) button then the **INPUT** (2) button on the TV remote and select the correct Input from the list that appears on the TV screen. For some TVs, you may need to use the TV's original factory remote to get the TV set to the correct input.

Once you have your television set to the correct input, you are able to view programming, make sure to push the **STB** (3) button on the STB remote before changing the channel.

2. **My screen has a message that says "Press OK to watch TV".** Press the **STB** (3) button, then, locate the **OK** (4) button in the center of remote.

3. **I have no sound, or the sound is garbled.** Try changing channels, this will usually clear the issue.

4. **I have a picture but cannot change channels or bring up the guide.** Press the **STB** (3) button on the remote then try to change channels or use the guide. Try new batteries in the remote.

5. **One of my streams stopped working, but the other two are working normally.** Unplug the STB from the electrical outlet, wait 30 seconds and then reconnect. You will then see the STB re-boot progress on your television screen.

6. **Pause Live TV and/or the DVR occasionally do not work.** Unplug the STB from the electrical outlet, wait 30 seconds and then reconnect. You will then see the STB re-boot progress on your television screen.

7. **My system seems to be locked up and it is not responding to any of the buttons on the remote.**

Please note that our IPTV system operates using different technology compared to traditional cable systems. When using the remote, commands are transmitted to your STB, which acts like a computer and communicates with the network. Pressing multiple buttons simultaneously may overload the processor. If the system freezes, refrain from using the remote and allow it time to catch up. *If issues persist, consider rebooting the STB by unplugging it from the electrical outlet for 30 seconds before reconnecting, and you will observe the reboot progress on your TV screen.*

Set Top Box (STB) placement considerations:

The STB should be placed in an area that is well ventilated with no less than 2 inches of clearance space above the STB. Do not place anything in front of or on top of the STB's. The STB should be plugged directly into an electrical wall outlet or into a high quality power strip designed for audio/video applications.

If problems continue, please reach out to Swiftel support at 605-696-HELP (4357) for assistance.



*Remotes can vary,
button placement may differ.*



Always have your remote in hand by downloading the Swiftel MyTV app.

Swiftel
VOICE • VIDEO • DATA

RESIDENTIAL CHANNEL GUIDE



*All TV Packages include:
3 HD streams, Pause Live TV,
Restart, WatchTV, Cloud DVR functionality
and MyTV app.*

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605-692-6211
www.swiftel.net



Customer Support **605-696-HELP (4357)**

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