

Highland TV App (*HTC TV*) Information

The Highland TV App (*HTC TV*) enables you to watch Live TV and Cloud DVR recordings, as well as schedule and manage your TV experience on your streaming devices, including the Amazon Fire Stick, Roku, Google Chromecast, Android/Apple Smart Phones, Tablets and more. It eliminates the need for traditional set top boxes in your home – allowing for a full in-home streaming experience.

FAQs regarding the HTC TV App

1. How do I set up the HTC TV App?



Getting Started

Download the “*HTC TV*” app from your applicable streaming device. You will be prompted to enter your username and password on the next screen.

Your username and password will be provided by the Highland Customer Service Team when you sign up.

Once complete, you are ready for TV streaming!

2. What devices support Highland TV?

You can use the Highland TV App on:

- iOS Mobile Devices and Tablets (iPhone, iPad) — [Apple Store](#)
- Roku Devices [Roku Store](#)
- Amazon Fire TV Devices (Firestick, Fire TV Cube, etc.) [Amazon Store](#)
- Android Mobile (Samsung Galaxy, Pixel4, etc.) [Google Play Store](#)
- Android TV (Nvidia Shield TV, TiVo Stream, etc.) [Google Play Store](#)
- Smart TV (Running Android TV, Roku TV, Fire TV)
- Google Chromecast [Google Play Store](#)
- Approved Highland Set Top Boxes / Android Boxes (Available Upon Request)

We continue to work on adding different device types to support the Highland TV App. As more devices become supported, this list will be updated.

3. How many streams can I watch at one time?

With the HTC TV App, you can watch up to **3** streams simultaneously at no additional charge. If you would like to watch more at one time, contact your Highland office today for information to purchase an upgrade!

4. How many hours of Cloud DVR can I record and how long are my recordings saved?

HTC TV provides **50 hours** of full home DVR and recordings are available for up to 120 days. If you need more hours, contact Highland Telephone for additional storage to enhance your TV experience.

5. Where can I watch HTC TV?

You must be connected to a Highland broadband connection to watch the HTC TV App. If you would like stream outside of our area, please sign up for [Watch TV Everywhere](#), (Restrictions may apply).

6. What broadband speed do you recommend with HTC TV?

We recommend having a minimum of our 300/300 Mbps broadband speed for the required bandwidth for streaming on your device. However, the higher your download and upload speed, the less likely you are to experience buffering while streaming.

7. How do I stop streams from buffering?

Buffering most commonly happens when you do not have enough broadband speed to download the amount of data needed to play a video, causing a stream to pause and buffer in order to prevent lag.

What causes buffering?

- * Slow internet speeds
- * Weak or degraded Wi-Fi signal due to signal interference
- * Other users on your internet network using up all of your bandwidth

How to minimize buffering while streaming:

- * We recommend having a minimum of our 300/300 Mbps broadband speed for the required bandwidth for streaming on your device. However, the higher your download and upload speed, the less likely you are to experience buffering while streaming.
- * If possible, hardwire your devices where available.
- * Pause the video for a moment to allow data to build.
- * Limit the number of active devices in your home, close any background downloads and apps.

If you are still having problems with the HTC TV app, we offer 24/7 Technical Support and are happy to assist you – contact information available [here](#).

8. I need help troubleshooting the HTC TV app, what steps can I take?

Below you will find some of the most common troubleshooting solutions to solve problems with streaming. This guide will demonstrate troubleshooting on an Amazon Fire TV Stick, but these processes can be done on almost any streaming capable device.

Clear cache and force stop the app

Cache is data that the app temporarily stores on your device while it is operating. When an app stops working correctly, one of the most common causes is a corrupted cache. Here is how to clear the cache data from the app.

- Press the Home button to return to the Amazon Fire TV home menu.
- Navigate to the Settings menu.
- Select the Applications menu.
- Select Manage Installed Applications.

- Select the “HTC TV” app
- Select Clear cache.
- Select Force stop
- Launch the “HTC TV” app

Check for updates on your device

- Press the Home button to return to the Amazon Fire TV home menu.
- Navigate to the Settings menu.
- Select My Fire TV.
- Select About
- Select Check for System Update
- Update device if available
- Launch the “HTC TV” app

Uninstall and reinstall the app

If the previous two steps have not resolved your problem, one final thing you can try is deleting all data for the app altogether and downloading it again.

- Press the Home button to return to the Amazon Fire TV home menu.
- Navigate to the Settings menu.
- Select the Applications menu.
- Select Manage Installed Applications.
- Select the “HTC TV” app
- Select Uninstall

Press the Home button to return to the Amazon Fire TV home menu.

- Navigate to Search menu
- Search for “HTC TV”
- Download and launch the “HTC TV” app

STB/Android (Highland Box) Troubleshooting Steps

- Verify that your set-top box is powered on. A Blue light should be lit on the front of your box when it is powered on (Red light indicates power is off or in sleep mode). If not, you can turn it on with your remote control. Simply press the **POWER** button on your STB remote.
- Check power to equipment – Verify the electrical outlet has power and the correct power cord is securely plugged in to TV, set-top box, etc.
- Check cables and connectors – Make sure all cords and cables from set-top box to TV are securely plugged in.
- Reboot the set-top box – Unplug the black power cord from the back of the set-top box for 10 seconds and then plug it back in. When you see a picture on your TV screen, the reboot is complete.
- Verify TV is on the correct input. Simply press the source/input button on the TV remote until you see a picture.