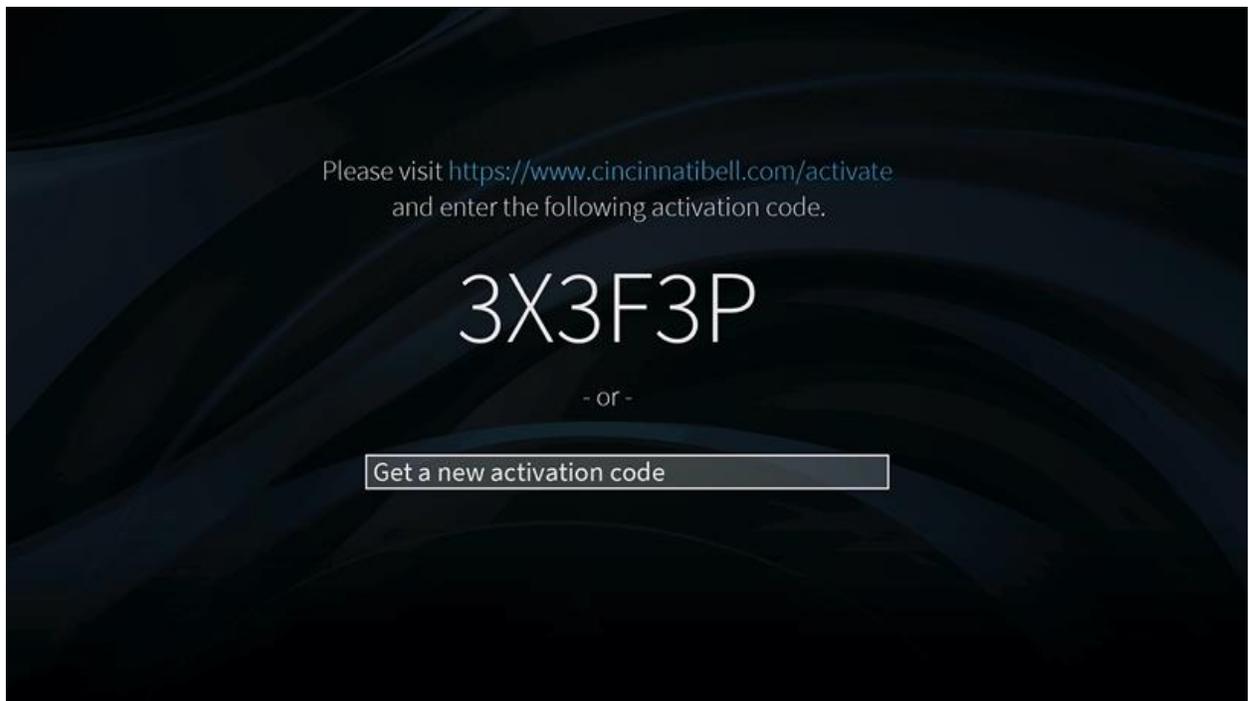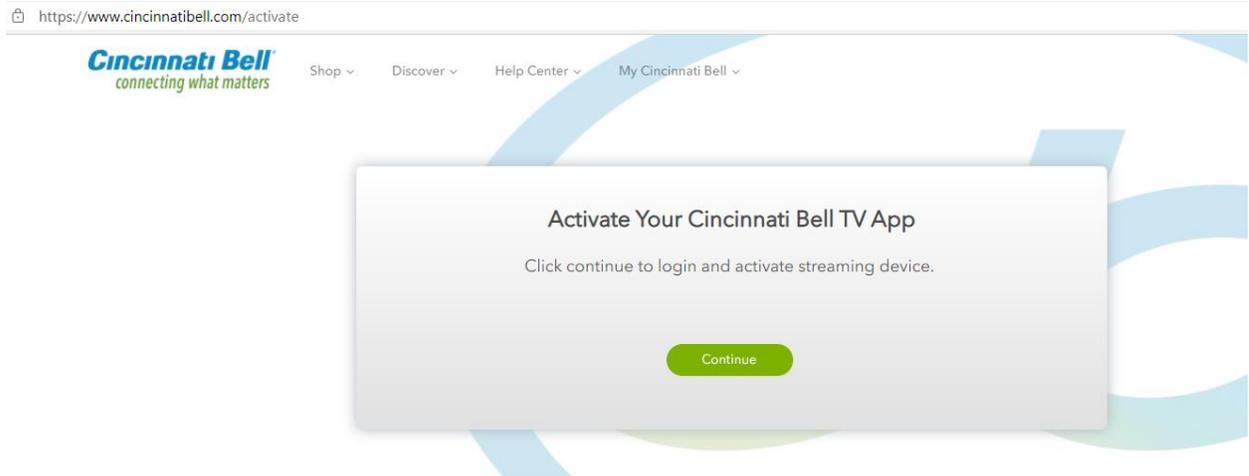## *How do I log into the app on my streaming device?*

To register an unmanaged streaming device (Apple TV, Fire Stick/Cube, Android TV – ROKU not available at this time), after downloading the Fioptics+ app from the respective app store, you will be prompted to enter a 6 digit code at www.cincinnatibell.com/activate.
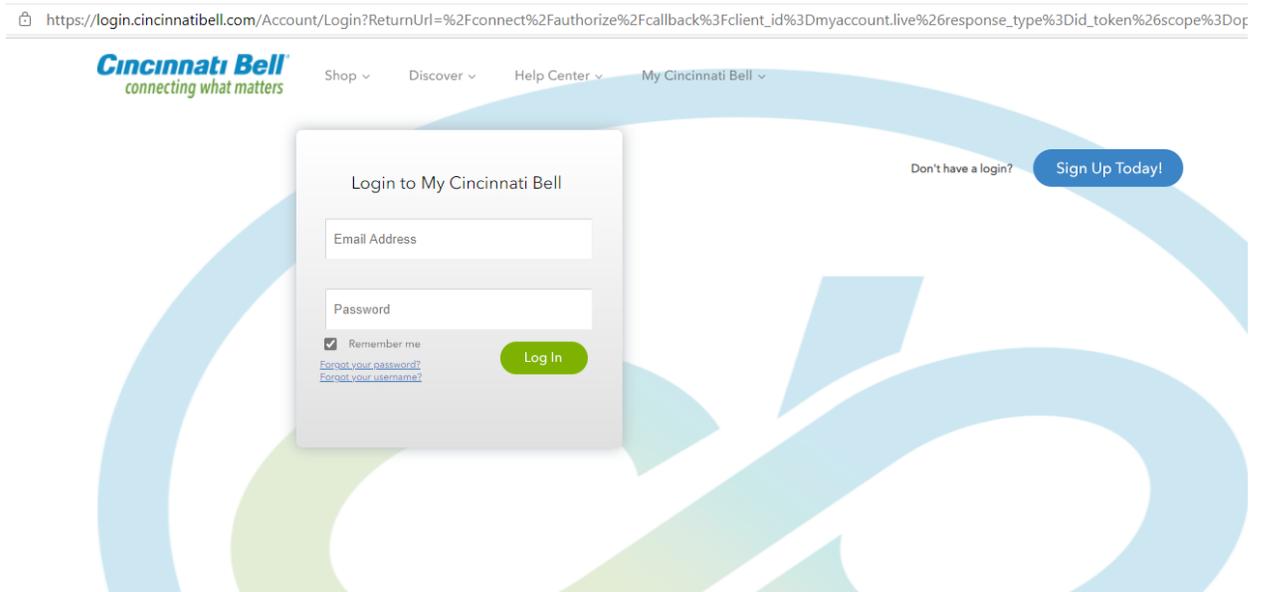
1. Download the Fioptics+ app from the app store for your device.
    o Current devices supported are the latest two OS versions of:
        ▪ AppleTV
        ▪ Fire TV
        ▪ Android TV
    o Note: not all devices running the above platforms and software versions are guaranteed to be compatible with the Fioptics+ app.
        ▪ ROKU is not supported at this time.
2. Launch the app to see this screen:

3. Log on to www.cincinnatibell.com/activate

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Activate Your Cincinnati Bell TV App

Click continue to login and activate streaming device.

Continue

4. Log into your MyCincinnatiBell account. If you have not yet set up your MyCincinnatiBell account, please do so at this time.

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Login to My Cincinnati Bell

Don't have a login?   Sign Up Today!

Email Address

Password

☑ Remember me

Forgot your password?
Forgot your username?

Log In

5. Enter the code displayed on your TV screen into the fields on this screen:

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Activate Your Device

To activate the device, please enter the validation code.

[ ] [ ] [ ] [ ] [ ] [ ]

Activate

Need Help?
Visit Help Center

6. Once your code is entered successfully, your device will launch the Fioptics+ app and you will have access to your video service.

Note: If you have just set up your MyCincinnatiBell account, it may take until the next business day for your credentials to activate your Fioptics+ app on your personal devices.