



Users Guide

October 20, 2025

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1. Introduction

TiViMate is one of the best, if not the best, IPTV players available. Very user friendly and has the ability to customize it just the way you want. You can set it up so it resembles the cable or satellite guide you're familiar to. With the right provider, you may find this is the only app you need for all your TV including live TV and Video on Demand (movies, and TV series). TiViMate was developed to be used on android streaming devices, Fire TV devices are a modified android and works very well. TiViMate was not designed to be used on touch screens such as phones and tablets, although, some people have successfully installed and used it on touch screen devices by pairing a Bluetooth remote to it. There are players designed for touch screen and work much better on that type of device.

Note: TiViMate is only a player, just like a DVD player, you must insert a DVD to get it to play, in TiViMate; you must enter a playlist (provider) to get it to play.

The best source for installing TiViMate with the latest version is through the official website, www.tivimate.com.

If you're using an older device or smart TV you may want to install an older version of TiViMate, if you do this, make sure you turn the auto update off.

You can get older versions through Downloader with these short codes:

Latest Version Official: 272483

TiViMate 5.1.6 Official 6911785

TiViMate 5.0.4 Official: 893586

TiViMate 4.7.0 Official: 366972

TiViMate 4.6.1 Official: 278077

TiViMate 4.5.1 Official: 127188

TiViMate 4.5.0 Official: 705787

TiViMate 4.4.0 Official: 721551
TiViMate 4.3.0 Official: 522324
TiViMate 4.2.0 Official: 191081
TiViMate 4.1.0 Official: 13352
TiViMate 4.0.0 Official: 19237
TiViMate 3.9.0 Official: 34745
TiViMate 3.8.0 Official: 41201
TiViMate Companion: 40213 (for android devices only)

Note: If you are using a Fire TV device, go into the device settings, then to applications and turn the auto offload off, also go to My Fire TV/About/Storage/Auto Offload and make sure it's turned off there too. This is something Amazon added that will remove apps not being used to free up storage space, if it removes your TiViMate app you may have to reinstall it and start all over unless you got lucky and ran a backup before you lost it.

Other options to turn off on an Amazon device; Go to Settings/Preferences/Privacy Settings/then turn off Manage Sharing from Apps, Device Usage Data, Collect App Usage Data, and Interface-based Ads.

2. Free vs Premium

The free version will only allow for one playlist and no VOD (movies and TV series), and all the customizing functions are locked. Upgrading to the premium version unlocks all functions and allows you to load multiple playlists, including the VOD.

You can use your premium subscription on up to five different devices. The devices do not have to be on the same network or the same type device. You can either use one device to set everything up then move all your settings to the other devices or you can run all five with complete different playlists and customizations.

These are some of the benefits of TiViMate Premium:

Support for multiple playlists

Favorite's management

Catch-up option

Customizable EPG update intervals

Customizable panel transparency and timeout

Manual channel sorting

Turning on the most recently viewed channel on app launch

Auto frame rate (AFR)

Scheduled recording

Reminder to automatically play channels

Parental control function

Advanced remote control option

Ability to change the appearance

Ability to change fonts, background color, and selection color

Data backup

Data restoration

Much more!

How to get TiViMate Premium will be covered later, after you've gotten it installed and your first playlist loaded.

3. Playlists

Playlists are the providers of the service, since TiViMate refers to them as playlists, that's what they will be called here. The quality of TiViMate is very dependent on the quality of the playlist; almost every problem you will run into will be because of the provider, your internet, or your equipment and not TiViMate.

Types of Playlists

There are three different types of playlists that can be used with TiViMate.

1. m3u; which is one single URL line usually ending in m3u or m3u8 but can sometimes be a bit.ly short code or similar.
2. Xtream Code; which uses a URL, user name, and password, many times the URL will end with a port number such as :80.
3. Stalker Portal Code; which uses a URL and a MAC address, many times the URL will end with /c.

The type of playlist has nothing to do with quality that is just the way you access the playlist.

Converting an m3u to an Xtream Code

You can convert an m3u playlist to an Xtream Code playlist if the m3u includes your user name and password.

Example: `http://abc1.pw:80/get.php?username=blah2024&password=blahblah&type=m3u_plus`.

As an Xtream Code would be:

Server address: `http://abc1.pw:80`

User Name: `blah2024`

Password: `blahblah`

Nothing else is needed. If the m3u includes the words token or play, it is an invalid m3u and will not work.

Note: Don't waste a lot of time on a playlist, there are thousands of them available. If it buffers or the EPG isn't working, there are some things you can do to try to get them working, but after a couple tries and it still doesn't work, just delete it and move on with another one.

Here are some free playlist you can try to help you get started. Enter these as m3u playlists. Some have an EPG and some don't and will require you to add an EPG. As with all free publically shared playlist, you may experience buffering or some channels not working.

IPTV-Org Playlist and EPGs (website): <https://github.com/iptv-org/iptv>

All Channels - <https://iptv-org.github.io/iptv/index.m3u>

English Speaking Channels - <https://iptv-org.github.io/iptv/languages/eng.m3u>

United States - <https://iptv-org.github.io/iptv/countries/us.m3u>

United Kingdom - <https://iptv-org.github.io/iptv/countries/uk.m3u>

Europe - <https://iptv-org.github.io/iptv/regions/eur.m3u>

North America - <https://iptv-org.github.io/iptv/regions/noram.m3u>

Latin America - <https://iptv-org.github.io/iptv/regions/latam.m3u>

Index to GitHub m3us and EPGs (this is a website, not a playlist) <https://github.com/iptv-org/iptv>

Another IPTV-Org Source: (no EPGs)

United States - <http://github.com/iptv-org/iptv/raw/master/streams/us.m3u>

Canada - <http://github.com/iptv-org/iptv/raw/master/streams/ca.m3u>

United Kingdom - <http://github.com/iptv-org/iptv/raw/master/streams/uk.m3u>

Index to these sources (website) <https://github.com/iptv-org/iptv/tree/master/streams>

To use these, start with: <http://github.com/iptv-org/iptv/raw/master/streams/> and add the m3u from the list to the end of it.

APSATTV Playlists (website): <https://apsattv.com/streams.html>

Cineverse - <https://www.apsattv.com/cineverse.m3u>

Distro - <https://www.apsattv.com/distro.m3u>

Fire TV - <https://www.apsattv.com/firetv.m3u>

Klowd TV - <https://www.apsattv.com/klowd.m3u>

LG Channels - <https://www.apsattv.com/lg.m3u>

LocalNow - <https://www.apsattv.com/localnow.m3u>

Redbox - <https://www.apsattv.com/redbox.m3u>

Tablo - <https://www.apsattv.com/tablo.m3u>

Vizio TV - <https://www.apsattv.com/vizio.m3u>

Xiaomi - <https://www.apsattv.com/xiaomi.m3u>

Tiny URL Playlists

Plex - <https://tinyurl.com/multiservice21?region=all&service=Plex>

Roku - <https://tinyurl.com/multiservice21?region=all&service=Roku>

Samsung TV - <https://tinyurl.com/multiservice21?region=all&service=SamsungTVPlus>

Pluto - <https://tinyurl.com/multiservice21?region=all&service=PlutoTV>

PBS - <https://tinyurl.com/multiservice21?region=all&service=PBS>

PBS Kids - <https://tinyurl.com/multiservice21?region=all&service=PBSKids>

Stirr - <https://tinyurl.com/multiservice21?region=all&service=Stirr>

Tubi - <https://tinyurl.com/multiservice21?region=all&service=Tubi>

Pluto - <https://nocords.xyz/pluto/playlist.m3u>

Stirr - <https://nocords.xyz/stirr/playlist.m3u>

Having a remote app on your phone is very helpful when adding playlists or EPGs as you can use it to copy/paste items and have a keyboard which makes typing much easier than with your device remote. Nvidia and Amazon both offer a very good remote app, the Google TV app works on most android devices.



Fire TV



SHIELD TV

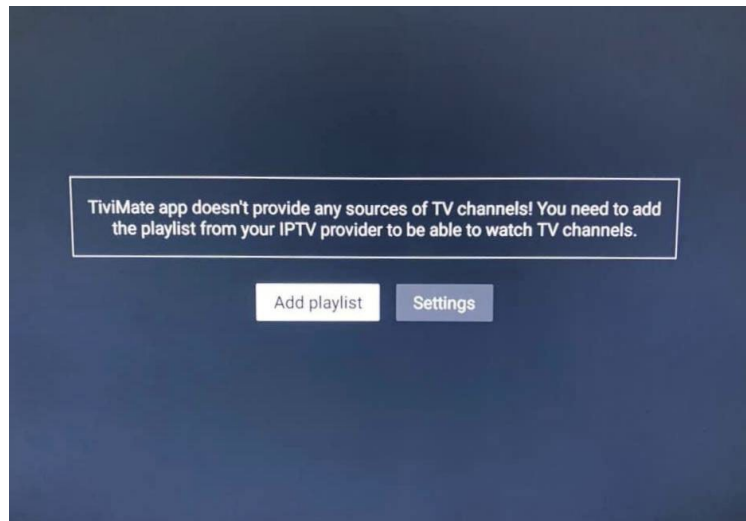


Google TV

To use the keyboard on the phone app, both your device and your phone must be on the same network. Open the phone app and connect it to your device. Once they are connected and your device has the onscreen keyboard displayed, you can then use the keyboard on the phone app.

4. Setup Guide

Open the TiViMate app

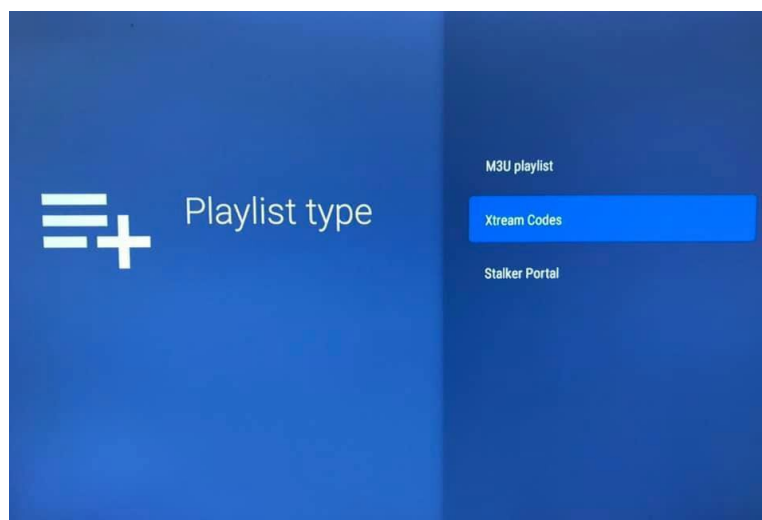


Choose Add Playlist

If using the M3U playlist, click on it and enter your URL, then click next.

If using Xtream Codes, enter your Server Address (URL), click next, enter your user name, click next, enter your password, click next, then scroll to the right and click on next.

If using Stalker Portal, click Enter URL, then hit Next twice. Enter the provided MAC address, replace the one that was auto generated as it won't work. Then hit Next twice.



Click Next, you will then see Playlist is processed message with Channel count and your Playlist name. Click Done.

Note: When adding a playlist, if you immediately get an error message, this means the URL is incorrect or blocked. Check the spelling and make sure it's correct or try using a VPN. If it processes for a few seconds then fails, the log in credentials are probably incorrect. Check what you typed in and try again or contact your provider. Using a remote app on your phone to copy/paste playlists or EPGs will eliminate typing errors.

The TV Guide will import and you are able to start viewing!

Fri, Sep 15, 12:57 PM		12:30 PM	01:00 PM	01:30 PM	02:00 PM
1	CA: APTN	Polar Bear Town	Wild Archaeology	Secret History	Friday Night Th...
		Polar Bear Town 12:00 - 01:00 PM — 3 min Summer arrives early in Churchill, Manitoba, and so do the polar bears, creating new challenges for the Season 2 premiere.			
2	TV CA: A&E	Interrogation Raw	The First 48		The First 48
3	TV CA: A&E	Interrogation Raw	The First 48		The First 48
4	TV CA: ABC SPARK	Melissa & Joey	Reign		Reign
5	TV CA: AMC	48 Hrs.	Another 48 Hrs.		
6	TV CA: Animal Planet	Lone Star Law	Pets & Pickers		Pets & Pickers
7	TV CA: BNN Bloomberg HD	Bloomberg Markets			The Close
8	TV CA: Bravo	Below Deck	Below Deck		Below Deck
9	TV CA: CBC NEWS NETWORK	CBC News Network with Hannah Thibedeau			
10	TV CA: CBC Calgary HD	Our Calgary	CBC News Network		Grand Designs

Note: The EPG does not load immediately, give it a few minutes. If after about 10-15 minutes, if all channels are showing “No Information” then go to Settings/Playlists, click on your playlist then go to EPG Sources and check to make sure you have an EPG assigned to the playlist. If not, you will need to assign one. You can find external EPG sources in Section 16.

This is as far as you can go with the free version, if you find you like it, give the premium a try, it's about \$11 USD yearly or \$34 USD lifetime and can be used on 5 devices.

You can find some modded versions of the premium that claim to work but you will probably not be satisfied; there are other free apps that work just fine if you don't want to purchase the premium. OTT Navigator is a good one if you only want a free player.

TiViMate Premium set up and customized:

		While You Were Dating 01:25 - 03:06 PM — 75 min bit.ly UNL M - USA Hallmark Original Movie. A divorced couple meet online and end up going on a blind date together.			
Thu, Feb 29, 1:52 PM		01:30 PM	02:00 PM	02:30 PM	03:00 PM
Hallmark Drama	Little House on th...	The Waltons	The Waltons		
Hallmark Movies & Myst.	Psych	Martha's Vineyard Mysteries			
Hallmark Movies & M...	While You Were Dating	Once Upon a Winter's Da			
Heroes & Icons	MacGyver	MacGyver	MacGyver		
HGTV	Celebrity IOU: Ros...	Bargain Block: Minimalist and Dollhouse C...	Bargain Block: The Rustic Coz		

Note: When scrolling through the channel guide, long press the back button to return to the current program.

Once you have the premium, you can add other playlists by following the same steps you did to add the first one.

If your provider makes any changes, you don't have to delete the playlist and reinstall it, you can simply edit the playlist and this will preserve all the customizations you've made. To edit your playlist, go to Settings/Playlists and click on the playlist you want to edit. For an m3u playlist, click on Playlist URL, edit it, Stalker Portal, go to Stalker Portal Parameters, edit your URL and/or MAC address, for Xstream Codes, go to Xstream Codes Parameters and edit the URL, user name, and/or password. Once you've made your changes, back out, scroll to the bottom and hit Update Playlist.

5. How to Purchase TiViMate Premium

Warning: There are several websites and social media sites claiming to be the official TiViMate, they aren't.

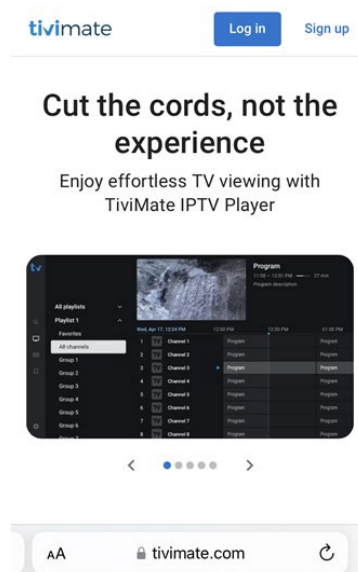
The only official website is <https://tivimate.com>

The only official social media page is on Reddit,
<https://www.reddit.com/r/TiviMate/s/Ene6avjCh4>

Avoid purchasing TiViMate anywhere else other than the official website, the Google Play Store, or with the Companion app.

For full functionality you will have to purchase the premium version. If you're running android TV and it's linked to your Google account, it's very easy, you just go into the Settings/About then purchase the premium. If you're running other than android TV such as the Amazon streaming devices, use tivimate.com with any web browser or from an android device you can use the Companion app.

Note: When trying to purchase the premium subscription and there's no option to make the purchase, use a VPN set to a different country and try again.



At the top of the page you have the option to log in (for an existing account) or sign up to set up an account. Enter your email and choose a password. You'll now be logged in.

To make a purchase, click on the three lines in the upper left, then click on subscription, it will show that you don't have a premium account, click on Continue and it will take you to a page to enter your payment option. Once you purchase the premium, open TiViMate on your device and log in with the email and password you used to set up your account. Make sure you keep your email (user name) and password somewhere that you can find it later. You will probably use TiViMate for years and may have a need to log into your account later, many times users say they didn't remember their log in and have had a very hard time getting back into their account.

Note: You get a 7 day free trial when you purchase the premium, try it for a few days, if you don't like it, cancel before the end of the 7 days and you won't be charged. Also, you can only get the yearly through your Google account or the companion app, the website only allows for the lifetime.

6. Managing Your TiViMate Account

You can access your account at www.tivimate.com, just log into your account and it will work just like the companion app.

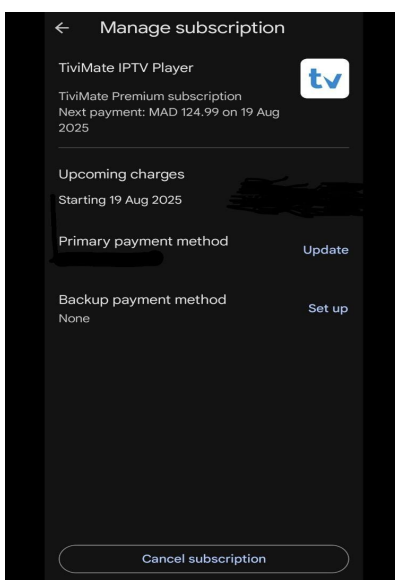
The Companion app and/or tivimate.com are used to manage your premium subscription. You can name your devices to make it easier to identify them on your account. Once you name it, the name will show up on your TiViMate in Settings under About.

You can remove/delete devices and you can also retrieve your password if you forget it. Put in your email address to your account (this can be found in the TiViMate settings under About), then click on Forgot Password, an email will be sent to the address you used so you can reset your password.

If you have already used your 5 devices and need to add another one, you can either go into the Companion app or TiViMate.com and remove one or just log in with the one you want to add. A list of the devices on your account will appear, you can name the device you are adding then pick from the list of the ones on your account that you want to replace, the one you pick will be removed from your account.

7. Changing from Yearly to Lifetime

If you purchased a yearly subscription (which can only be purchased through a Google account) but now want to change it to a lifetime subscription, you must first cancel your subscription before it renews at <https://play.google.com/store/account/subscriptions>, wait for it to expire, then purchase the lifetime. You may have to wait a day or two for the subscription status to update before you can make another purchase.



Note: When your subscription expires, it will revert back to the free version. Everything you've done will still be there but you will only be able to use one playlist and all the options will be locked. Once you make your lifetime purchase, log back into your TiViMate and it will go back exactly the same as it was before it expired. You should run a back-up before it expires just in case something happens.

8. Purchasing Multiple Premium Accounts

The developer put in a lot of work to develop and continue to support TiViMate so he is protecting his work by limiting each premium account to 5 devices. This is to prevent someone from making one purchase then giving it out to others to use, such as resellers that would buy it once then let hundreds of their customers use it, or someone shares their account to other users. This is no different than the way the providers limit how many devices per account their service can be used.

Many people have found they need a second (or more) premium account(s) because they have more than 5 devices, share their account with others, or want to gift someone an account. There are many reasons to want additional accounts.

If you purchase through Google, each purchase will have to be made with a separate Google account. If purchasing through tivismate.com (the easiest way), you just need a separate email to sign up with then make another purchase.

9. Recommended Initial Settings

Now you have the premium TiViMate, it's time to start doing some customization.

Settings/Playlists:

Go to each playlist, click on Manage groups, and disable the groups you don't want. It may make it quicker and easier to hide all groups then scroll through and just enable the groups you want.

Go to Logos priority, set it to Prefer logos from EPG, what this does is changes the logo to what EPG you assign to the playlist or channel, it's very helpful if you are missing a logo.

You can also rename your playlist here if you want.

Settings/EPG

Go to Settings/EPG, click on Past days to keep EPG, set it to 1 unless you use catch-up. This saves past EPG information and takes up a lot of space.

Store Program Descriptions; on

Update intervals; 16 hours is good, but 24 is recommended as most EPG providers update every 24 hours

Update on app start; off

Update on playlist change; on

Settings/Appearance/TV Guide

Preview; on

Channel Names Editor; on - This is where you can add prefixes and suffixes to be removed from the channel names to clean them up; this is explained in Section 20.

Show Channel Numbers; off - The channel numbers don't match the channels and are different in each playlist/group, confusing and unnecessary unless you only use one playlist, it is much easier to just reorder the channels so they are easy to find. If you want them numbered, it's best to edit the channel names with the numbers you want.

Use Back Button to Return to Current Programs - Make sure this is turned on.

Settings/Player/Menu

This is where you enable/disable the buttons on the quick menu and sort them in the order you prefer.

From here you can reorder the buttons to move the Exit button to the front. This makes it easy to close TiViMate by long pressing then short pressing the select button.

A couple interesting settings

Settings/General, turn on the Auto Start App On Boot, Auto Start App On Wake Up from Sleep, and Turn On Last Channel On App Start. What this will do is start TiViMate whenever you boot your device or when turning on your TV and go to the last channel you were watching without going to the home screen first. This is a good setting if TiViMate is your primary app or if you're setting up a device for someone who's not very tech savvy.

Switch to Picture-in-Picture Mode On Press Home. While watching a program, pressing the home button will put the program into PiP while you scroll through your home page. To return to

your program, click on the TiViMate icon. For this to work properly you will need to allow TiViMate to display over other apps, this is explained in Section 28.

All other settings are personal preference.

Properly closing TiViMate is important, you can hit the home button and TiViMate goes away, but it was not properly shut down.

Pressing the back button several times until it closes works, if this is the method you choose, its best to go to Settings/General and toggle on the option to Confirm Exit by Second Press Back, you will then get a popup saying Press Again to Exit and this will assure it's properly closed. Another option is to edit the bottom menu, see Section 48. Put the Exit button as the first button. This way you can long press the select (brings up the bottom menu, the Exit button will be highlighted), then short press to exit.

You can also go into Settings/Remote and program a button to exit but this will disable the buttons function for what it was originally intended for.

The long way of doing this is to go into your device settings then to the app management and force close TiViMate but this is time consuming and not practical.

Remember to always run a backup when doing customizations in case anything happens and you lose it, you can always go back to where you were by using your backup to restore to where you were.

Note: We all use different devices, different sound systems, different TVs, and different playlists and live in different parts of the world so what works great for one person, may not work well for you. When changing the settings on your TiViMate, it's best to make only a few changes at a time. Changes in things such as playback settings, audio, or video settings can drastically change the way your app works. If you make a lot of changes and it goes to crap on you, it will be difficult to determine which change is the one that messed everything up. It's recommended to just change one thing at a time, give it a couple days, if everything is working fine, then make another change.

10. Backup/Restore

Whenever you make changes to your TiViMate, it is very highly recommended to run a backup in case you ever lose your settings. You can use your backup file to restore back to where you were, and yes, it does happen. Numerous times when someone went into their device settings to clear the cache they inadvertently cleared the data which cleared everything they did, accidentally uninstalled TiViMate, or made some changes that messed up the way they had it setup. Having a backup file is cheap insurance.

It is recommended to run the maintenance steps from Section 25 before running a backup; this will remove a lot of the stored data that's not needed and make your backup file smaller.

Go to Settings/General, scroll to the bottom and you'll see Backup Data and Restore Data. To back up your data, click on Backup Data, you will now have the option to choose what folder to save the backup to. If you have external storage, such as a flash drive, that will show as an option too. There are several ways you can share your backup to other devices so they will have all the same settings, this is explained in Section 39.

To restore your settings, just click on Restore Settings then find your backup file and click on it. If your TiViMate fails to backup or restore, use the system picker to allow TiViMate to use the folder you are trying to save to or restore from.

Backup files can only be used on the same version of TiViMate or newer, using a backup file from a newer version to an older one will not work. Backup files can be used to restore any device, network, device type, or TiViMate account does not have to be the same.

If you have ran a backup and your TiViMate won't read it, use a file management app to go to your storage folders. If you can't find it through the file management, check your settings for "Show Hidden Files" and turn it on. Go back and search again. When you find the backup file, you do not have to go back to TiViMate, long press the select button, go to open, when it asks what app to open the file with, choose TiViMate and the restore process will begin.

Android TV 10-14

Users with devices running Android TV 10-14 may not be able to access the backup file from TiViMate, choosing the system picker will give you a message "you don't have an app for this". You will need to use a file management app such as Xplore to set up a folder. Go to the internal storage and to the folder Android and the sub-folder Media. When you click on it you may get a popup asking if you want to access the folder, add a new folder named ar.tvplayer.tv and move the backup file to this folder. Go back to TiViMate and run your backup by choosing that folder; you can now backup and restore from that folder.

Note: Backup files can take up a lot of your free storage space, if you have a file management app installed, such as Xplore, you can use it to find your backup files and delete the old ones you no longer need.

11. Favorites

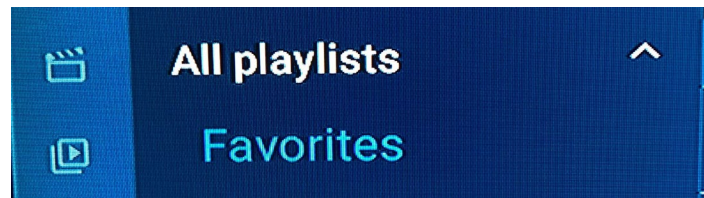
You can choose your favorite channels from any playlist and it will be added to your favorites group under the playlist and also under All Playlists. This makes it very easy to find the channels you watch most.

There are two ways to add a channel to your favorites. When on the channel guide, long press the select button, a menu will pop up on the right, scroll down and click on Add to Favorites. Or, when watching a channel, long press the select button and a menu will pop up on the bottom, just scroll over to Add to Favorites and click on it. You can also add channels to your favorites from the search.

If adding or removing multiple channels to your favorites, long press on a channel, go to the menu and scroll down to Manage Favorites, you will be able to select multiple channels to add or remove. This only works for the group you are in and in the favorites under All Channels. If you want to edit other groups, you'll have to do each one separately.

You can then go to your favorites and make sure the EPG works and has a logo, if they don't, change the EPG source for that channel until it works. To do this, from the TV guide, go to the channel that doesn't have an EPG or logo, long press the select button then go to Assign EPG from the menu on the right, this is covered in Section 16. It's best to only be concerned with the channels saved as favorites rather than going to each playlist and try to get all the EPGs and logos working. You can go into favorites and reorder the channels so they are easier to find. An

example would be; entertainment, children's, sports, news, and movies so when you are searching for a channel it's easy to find. You can also separate channels by creating custom groups and set each group up with the channels you want. Instructions on creating custom groups are in Section 15.



12. Groups Settings

You may want to change some of your group settings or add custom groups.

Enable/Disable Groups

Go to Settings/Playlists, click on a playlist then scroll down to Manage Groups. Here you can decide what groups you want showing and what groups you want hidden. You will have to do it for each set of groups, TV, Movies, and Shows. For the live TV, this can also be done from the TV guide. Just select the playlist and long press the select button, when the menu on the right appears, scroll to the bottom to Manage Groups.

Another thing to consider while your here, you have the option of Show Newly Added Groups. What this does is display any new groups the provider may add at a later date, they are generally other countries so you'll have to go back to the Settings and hide them if you don't want them. But, you may be surprised, groups such as "Olympics", when the Olympics are playing, may get added and you wouldn't know if this option is turned off. If this is a kids streaming device, it would be best to have this off in case the provider adds something you don't want your kids to access.

Note: If you are hiding groups to prevent access to those channels, go to your channel guide, long press the select button on any playlist, go to the menu and turn off Show Channels from Hidden Groups.

Group Options

From the TV guide, scroll left, and click on a playlist group then long press the select. From the menu on the right you will see several options to customize your group.

Group Name; edit or change the name of the group.

Restore Group Name; return to the original group name.

Channels Sorting; choose how you want the channels sorted in the group, by order in playlist, by name, by date added, by watch time, or manual. If you choose manual, you must then click on Reorder Channels, then you can drag and drop where you want them.

Show Favorites Only; if you toggle this on, the group will only show the channels you selected as a favorite.

Use External Player; choose if you want to use an external player for that group. You must have an external player such as VLC or MX Player installed on your device. You will have the choice of yes, no, or VOD only. This only sets the external player for the group, to set this globally (all playlists and groups), go to Settings/Playback/Use External Player and set it there.

EPG Time Offset; change this in increments of 1 hour up or down until your EPG matches the right time. This only changes the group, to change it globally (the EPG source), go to Settings/EPG/EPG Sources, click on the EPG you want to change and scroll down to Time Offset. When daylight savings time changes, it may take a couple days for your provider to update the EPG, if you changed the offset, you will have to change it again when the provider updates.

Block Group; you will have to use your Parental Controls PIN to block or unblock the group. To unblock the group, just go back and select Unblock Group and enter your PIN.

Hide Group; this is where to can hide the Group from being shown. To unhide it, scroll to Manage Groups and enable it.

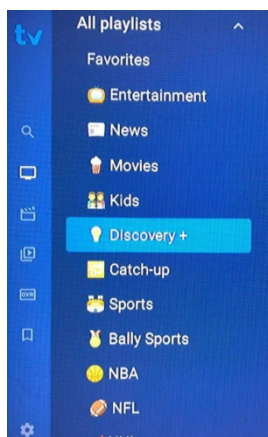
Delete Group; this is only for groups that you have created, be careful of this one, if you delete the group there's no getting it back, you'll have to re-create the group and set it up again.

Manage Groups; what groups will be shown on the playlist, this is the same as if you did it from the playlist settings. This can also be done in the main settings, go to Settings/Playlists, click on the playlist, then scroll down to Manage Groups to disable/enable the groups.

Creating Custom Groups

You can add custom groups to any playlist; they can be added under All playlists rather than an individual playlist, that is your choice. If you create a group under All Playlists, you can move or copy channels from any playlist and put them in that group. If you create a custom group under a playlist, you can only move or copy channels from that playlist to your custom group. Full instructions on creating custom groups are covered in the Section 15. After your custom group is set up, you can manage it the same way as any other group.

If you are using a remote app on your phone with a keyboard, you can add emoji's to further customize your groups.



Remember to always run a backup after doing customizations.

13. Using the Search Function

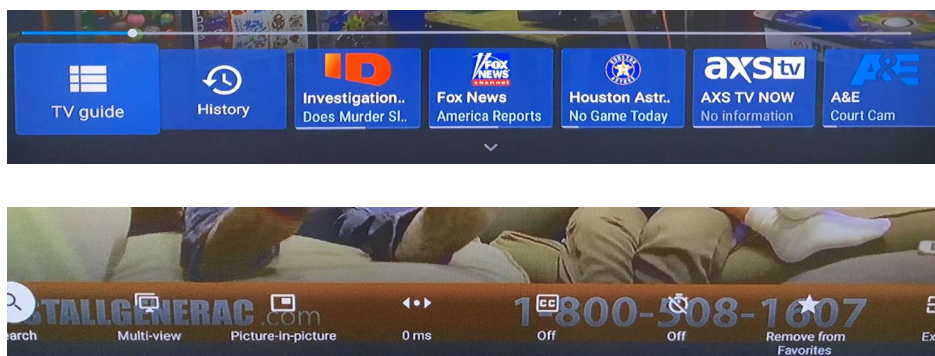
There are three ways to get to the Search. 1. While on a channel, long press the select button and it will be in the menu across the bottom (unless you edited this). 2. Press the back button to bring up the guide, then press left three times and it will be at the top of the menu on the far left. 3. While in the guide, long press the select button and it will be at the top of the menu on the right. Type in what you want to search for. To use voice command, the search must be showing the keyboard, then press your voice command button.

To search just your VOD only (movies and shows), go to the VOD section, choose movies or shows, choose a playlist, scroll to the right and there is a search option in the upper right corner. This will search all of the enabled playlists that have movies and shows.

If you cannot get your search function to work, try changing your search criteria, it must match what you are searching for or it won't find it. If the search still does not work, you may have your network DNS set on static. Take it off of static, reboot your device, and try again. For instructions on how to change this, see Section 49.

14. Quick Menu

To access the quick menu (bottom menu), press the select button while watching a TV program. Quick press shows last channels watched, this makes it easier to go back to a channel you use often. This will also have a button for the TV Guide and a History button but can be edited. Long press (or scroll down once after a short press) to access the menu, there are several menu options available including multi-screen, audio sync, closed captions, and the main settings. The bottom menu can be edited to show the options you prefer. To edit the bottom menu go to Section 47.



15. Creating Custom Groups

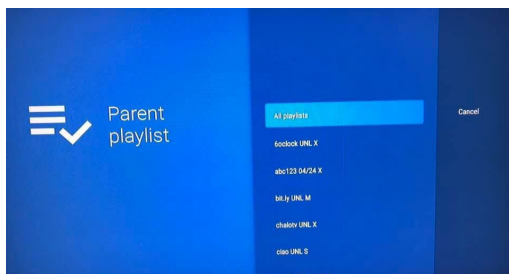
This is a step by step guide on creating a custom group. You can create as many custom groups as you want and add channels you want for that group.

1. When on the channel guide, long press the select button to open the menu on the right, go to the menu and scroll down to Create Group.

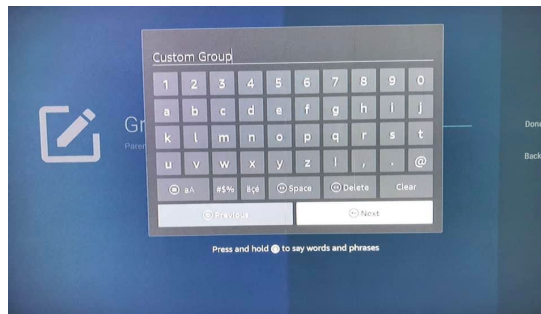


2. Click on Create Group and you will see all your playlists that are activated. Click on the playlist you want to add your custom group to. This example is All Playlists.

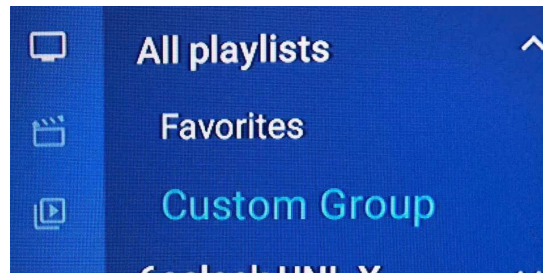
Note: If “All Playlists” is not showing at the top of the list of playlists to choose from, go to Settings/Appearance/Groups and make sure All Playlists is enabled.



3. Once you chose where you want your custom group at, you will be prompted to give it a name. Once you give it a name, click next, and then click Done.



4. Now you can go to your list of playlists and see the group you just created.

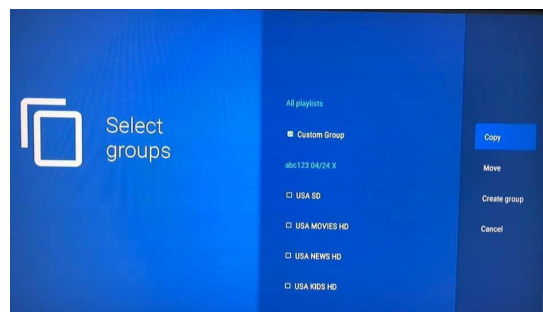


5. Choose a playlist you want to get channels from to add to your custom group, scroll over to the channel guide, and long press the select button to bring up the menu on the right, scroll down to Copy Channels and click on it. Now you will be able to select the channels you want to add to your custom group.

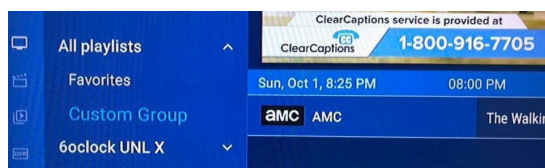
Click on the channels you want and a check mark will show to the right of the channel name.



6. Press the right side of the selection button (as you would if you were going to scroll to the right) and it will ask you what group you want to copy or move the channel to, it's best to copy the channel rather than move it, choose the Custom group you just created.



7. Now go back to the channel guide, scroll over to the playlists and you will see your channels are now in your Custom Group.



Once you have placed the channels you want into your custom group and you decide you want to remove the channel, from the TV guide, select the channel you want to move back, long press the select and scroll down on the menu on the right to Copy Channels. Then go back, click on it so it has a check mark, hit the right side of your navigation ring, then scroll down to the group it came from, click it and hit Move. If you're unsure where the channel was originally, after you choose the channel and go to move it back, the only playlists showing will be where the channel currently is and where it came from.

Note: If you make a custom group in a playlist, you can only add channels from the same playlist. If you want to add channels from different playlists into your custom group, you have to create your custom group under "All Playlists".

Remember to always run a backup after doing customizations.

16. EPGs

Most playlists will come with an EPG and will install when you add the playlist to your TiViMate. EPGs can sometimes be a struggle to get working properly. Many providers don't actually have their own EPG, they link an EPG service to theirs and in many cases you can use a different source and have a better EPG.

Adding an external EPG source helps to give you options. Go to Settings/EPG/EPG Sources, scroll to the bottom and hit Add Source and add some of these (one at a time). You don't need to set any of your EPG sources as default and it may be best to not have a default EPG unless you have one that works very well on all playlists.

All Sources

<https://raw.githubusercontent.com/acidjesuz/EPGTalk/master/guide.xml>

https://epgshare01.online/epgshare01/epg_ripper_ALL_SOURCES1.xml.gz

US

https://epgshare01.online/epgshare01/epg_ripper_US2.xml.gz

<https://www.open-epg.com/files/unitedstates3.xml.gz>

https://github.com/acidjesuz/EPGTalk/raw/master/US_guide.xml.gz

https://github.com/acidjesuz/EPGTalk/raw/master/US_local_guide.xml.gz

Canada

https://epgshare01.online/epgshare01/epg_ripper_CA1.xml.gz

<https://www.open-epg.com/files/canada3.xml.gz>

UK

https://epgshare01.online/epgshare01/epg_ripper_UK1.xml.gz

<https://www.open-epg.com/files/unitedkingdom4.xml.gz>

https://github.com/acidjesuz/EPGTalk/raw/master/UK_guide.xml.gz

Open-EPG EPGs by country (website):

<https://open-epg.com> - Go to the website, at the top of the page click on Countries, scroll through the list, you can click on the EPG to view a list of the channels included.

EPG Share EPGs by country (website):

<https://epgshare01.online> – Here you will find a list of EPGs to choose from.

Acid Jesuz (GitHub list of EPGs)

<https://github.com/acidjesuz/EPGTalk>

EPG.PW

<http://epg.pw/xmltv?lang=en> - Index of epg.pw EPGs

IPTV-EPG

<https://iptv-epg.org> - Index of EPGs

EPG Hub

<http://epghub.xyz> - a scrapper that combines multiple EPGs into one, indexed by countries

Globe Tvapp EPG

<https://github.com/globetvapp/epg> - Browse by country

Miscellaneous:

Pluto - <https://nocords.xyz/pluto/epg.xml>

Stirr - <https://nocords.xyz/stirr/epg.xml>

Samsung Plus - <https://github.com/matthuisman/i.mjh.nz/raw/master/SamsungTVPlus/all.xml.gz>

Roku - <https://github.com/matthuisman/i.mjh.nz/raw/master/Roku/all.xml.gz>

Plex - <https://github.com/matthuisman/i.mjh.nz/raw/master/Plex/all.xml.gz>

PBS - <https://i.mjh.nz/PBS/all.xml.gz>

Now you'll have a couple more sources to choose from.

In many cases, you can use an EPG from one playlist that works well and assign it to a playlist with a non-working or poorly working EPG to get a good EPG.

Go to Settings/Playlists, click on the playlist you want to edit the sources. Scroll down to EPG Sources, click it, then you can manage the sources your playlist will use. Scroll through your sources and assign the ones you want. Then go to the top and change the source priority, put the one that works the best (or the one your checking to see if it works better) at the top of the priorities. If you have one that's not working, disable it from the playlist or move it to the bottom of the priorities,

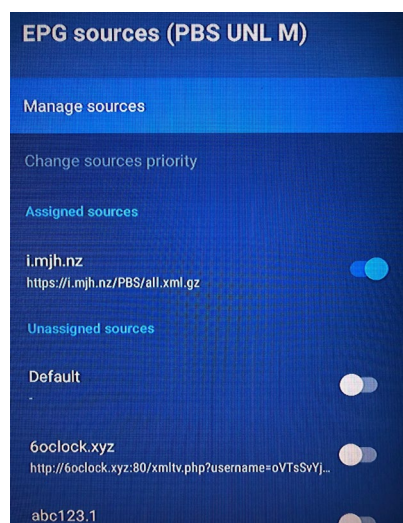
Back out to Settings, click on EPG and then scroll to the bottom and hit Update EPG.

This may take some trial and error, but you should eventually find an EPG source that works well. Don't expect every channel to have an EPG, some don't have one, such as 24/7 channels, and there's nothing you can do.

What the provider names a channel and what the EPG source names it may differ such as having a prefix or suffix or not spelled exactly the same. In this case, TiViMate may not be able to match the two and put the EPG with the channels. If you have a channel not showing the EPG, long press the select button, go to the menu on the right and scroll down to Assign EPG. It may not show a match so you will have to use the search and type in the channel name, choose the binoculars icon to do a deeper search. If you have more than one EPG assigned to the playlist, you'll probably have a few choices, just try them and find the one that works best. Go to Settings/EPG, scroll to the bottom and see if you have an EPG that failed to update. This is common for several reasons, the EPG provider could just be down for maintenance or updates or your connection failed for some reason. If you have one that continues to fail, it may need to be removed. Many times when an EPG fails, it will stop updating so any EPGs that haven't already updated, won't update.

Depending on how many playlists and EPGs you have enabled, you may experience some brief buffering or the remote not being responsive while everything is updating. This because of the amount of resources TiViMate is using while updating.

When you go to Settings/EPG/EPG Sources, the sources that are assigned to a playlist will have a blue circle with a checkmark. Sources not assigned to a playlist will have a grey circle with an exclamation mark.



Note: Assigning additional EPGs not only help to fill in missing EPGs, you can also use this to fill in missing or wrong logos if you set the logos priority to EPG. Some providers there is nothing at all you can do to get the EPG to work, after a few attempts and assigning other EPGs, if it still doesn't work, consider deleting it and find another playlist to install.

Paid EPG Services:

<https://store.epg-4iptv.com/> - about \$4 a month.

<https://iptvboss.pro> - about \$20 a year and you can edit your playlist.

<https://m3u4u.com>

<https://open-epg.com> - also has Crazy EPG where you can build your own EPG, both free and paid.

<https://epg.best> - paid EPG

<http://xmltv.host> - paid EPG

<https://iptveditor.com> - m3u and EPG editor

Some users prefer using an m3u editor to edit their playlists. Although just about everything that can be done with an external editor can be done within TiViMate, there is a distinct advantage to using an editor. You can have a main device for your TiViMate to do all of your editing, then run a backup and use it to restore your other devices so they will all be the same. However, if you did any customizations, saved favorites, made a personal list of things to watch later, and have a watch history that differs on each device, restoring these devices from a backup will wipe all of that out and they will have whatever the original device has. With an editor, you can edit and customize one playlist then add it to each of your devices and all the other device customizations and saved data will remain. The biggest advantage between the two, any customization/edits done in TiViMate will only work in TiViMate, using an editor allows you to use your edited playlist in almost any player app.

Extending Days EPG Information is Displayed in the Guide

It's not uncommon at all for an EPG source to only offer a 48 hour look ahead. If your EPG is an Xtream code, you can add **&next_days=7** (this can be 3, 5, or whatever you prefer), if the EPG provider offers more than 48 hours, it could display more days for you. This does not work for every Xtream EPG but does for many, if you add this extension and the EPG fails to update, go back and remove the extension.

Example: http://abc1.pw:80/xmltv.php?username=blah2024&password=blahblah&next_days=7

17. EPG Time Offset

You may find your EPG is showing programs with the wrong start time, this can be corrected.

If it's only one channel, from the channel guide, long press the select button on that channel, when the menu pops up on the right, scroll down to Channel Options, click it, then scroll down to EPG Time Offset, adjust it up or down an hour or whatever is needed to get the guide in sync with what is actually playing.

If it's your entire guide, go to Settings/EPG/EPG Sources, select the EPG you want to adjust the time for, scroll down to Time Offset, select it, then change the offset up or down by how many hours you need to make it match.

Note: If your area has Daylight Savings Time changes, your EPG could be an hour off for a few days until the provider updates his end. If you change the off-set, you will have to change it back once the provider updates the EPG.

18. Sorting Channels Within a Group

To sort your channels you can do it as auto sort or you can sort manually.

To auto sort, go to Settings/Appearance/TV Guide and chose Channels Sorting. You will find some options on how to sort the channels, just chose the one you want.

To manually sort, when on the channel guide, long press select on any channel, a menu will pop up in the right, scroll down to Reorder Channels, then you can move the channels to any order you prefer.

Some users will edit the channel names to add a prefix number and sort by name so they will be in order and easy to find, this can be very tedious and time consuming but it works.

19. Playlist Sorting

Many people have multiple playlists installed and prefer them to be in a different order, such as, the ones used the most being at the top of the list making it easier to switch to the playlist they want without having to scroll through all the playlists to find it.

To sort your playlist order, go to Settings/Playlists, scroll down to Playlist Sorting, you will have two options, By Name or Manual. If you chose Manual, then click on Reorder Playlists. Now you can put them into any order you prefer.

All Playlists

At the top of your lists of playlists is All Playlists which includes the channels from all of the playlists you have activated, you can edit what and how channels are displayed here. While on All Playlists, long press the select button a menu will appear on the right.

Playlist Selection; choose what playlists you want shown from the ones you have enabled. This will not affect the custom groups that you may have created below All Playlists but it will remove any that you have in Favorites that were included in any Playlists you just deselected. There's also an option to show channels from hidden groups so the channels will continue to show.

Channel Category; choose from All Channels or Favorites only.

Channel Sorting; choose how you want the channels sorted. By Order in Playlists will group the channels by playlist. By Name will Group the channels by their name so all the same channels will be grouped together. Manual will let you sort them any way you want.

There are a few other options you may want to try so you can see how you like it.

You can also go a channel, long press the select, then scroll down to Manage Visibility, this will allow you to choose the ones you want visible in the list rather than hiding them one at a time.

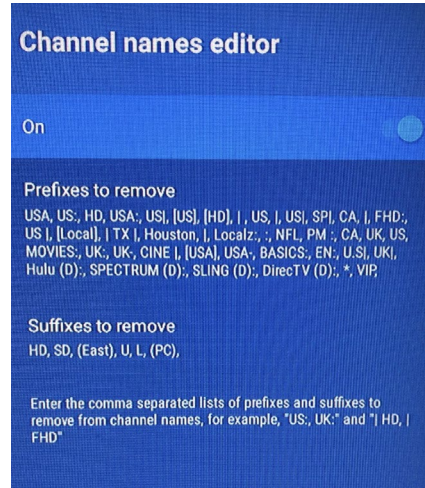
The other options are the same as if you were editing any other group.

Note: The more playlists you have active, the longer it takes to update TiViMate. If you have multiple playlists installed, you should only activate the ones you use the most, you can always go back and turn playlists on and off at any time.

20. Removing Prefixes and Suffixes

Many times you will see playlists with a US, UK, CA or similar in front of every channel or something after every channel and don't have a need or a want for this. These can be removed and make your channel guide look much cleaner.

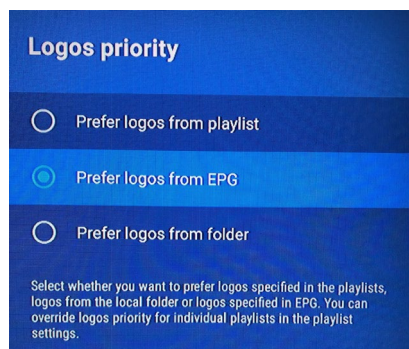
To remove prefixes and suffixes from the channels in your channel guide; go to Settings/Appearance/TV Guide, then click on Channel Names Editor, turn it on then add the prefixes or suffixes you want removed, you will like the appearance of your channel guide a lot more.



21. Channel Logos

You have three choices on where you get your logos, playlist, EPG, or from a folder where you have logos stored. It's really what works best for you. You set this up through your playlist by going to Settings/Playlists, click on the playlist and go to Logos Priority; this sets the priority for that playlist. To set it globally (all playlists) go to Settings/Appearance/Logos and chose your priority.

If a channel is missing a logo or has a wrong logo and you have it set to get the logos from the EPG, you can assign a different EPG to that channel and usually get a logo. To do this, from the TV guide, long press the select button on the channel you want to edit, then go to the menu on the right and scroll to Assign EPG, select another EPG and wait for it to update, you may get a logo. This is also why having multiple EPGs assigned to a playlist will help; you'll have more EPG options.



Another option is Prefer Logos from Folder. This can be very time consuming and require a lot of work. First you need to set up a logos folder, preferably on external storage as the logos can take up substantial storage space. Then you have to load the logo files in the folder, you can get most of the logos here: <https://github.com/Kev506/tv>, <https://cdn.iptvboss.pro/logos/> or <https://iptvboss.xyz/logos/>.

Once you have your folder set and gathered your logos, you have to set your playlist to use the folder. This is a two-step process, first, go to Settings/Appearance/Logos, select Logos Folder then set the path to the folder. You may also want to select Inexact Matching for Logos Files; this can help TiViMate match the logos to the channels. Now back out and change the priority back where you had it. Second, go to Settings/Playlists, select the playlist you want to use, then select Logos and go to Prefer Logos from Folder.

Now go to Settings/Appearance/Logos and select Clear Logos Cache, wait for the logos to reload. Go to the playlist you set to use the folder, you may see some logos missing, this can happen for two reasons, either you don't have a logo in the folder for the channel, or TiViMate could not match the logo to the channel. First one is easy, just add a logo file to your folder; second one may take some trial and error as you will need to rename the file to match the providers channel name.

22. TV Guide Appearance

You can change the appearance of your TV guide as in font size, background color, selection color, and much more.

Go to Settings/Appearance and scroll through the options.

TV Guide

TV Guide; this is where you set your channel sorting but you don't have the option to manual sort from here.

Preview; turn this on if you want a preview to show on the guide.

Channel Names Editor, you probably already have this turned on. (See section 20)

Then there are several options to check on or off, you may just want to experiment to see what you like best.

Player

This is how you want the Channels list to look and what/how everything is displayed.

The History/Recent Channels and Menus are for the channels list which is covered below.

The clock will display a clock on your screen if you toggle it on, you can choose how it's displayed.

Groups

Choose how you want your groups displayed.

Logos

Choose the default for your logos.

Language

Set the system language to be used.

Font Size and Color Theme

Set the font size and colors of your TV guide.

You can also do some customization by going to a group and long pressing the select button. You will see the options in the menu that pops up on the right.

Group Name; change or edit the group name.

Channels Sorting; select how you want the channels sorted, including manually sorting them.

Show Favorites Only; choose to have only your favorites displayed.

Use External Player; set the group to allow for an external player. You'll have to have an alternate player already installed on your device.

EPG Time Offset; offset the EPG up or down to match the right time.

Block Group, Hide Group, and Manage Groups; block a group (you'll need a passcode), hide a group, and manage groups. This is the same as Manage Groups in your playlist options.

Player Settings under Appearance

There is a second TV guide, referred as the Channels List.

The channels list is accessed by hitting the select button then left on the directional ring when on live TV; it cannot be accessed from the VOD. This displays the information of channels from the current playlist/group you are in. To change the playlist or group to be shown, scroll left. You cannot access the far left menu from here.

Channels List; you can edit how the channels guide is displayed. These are all just on/off options, just try them to see which options you like best.

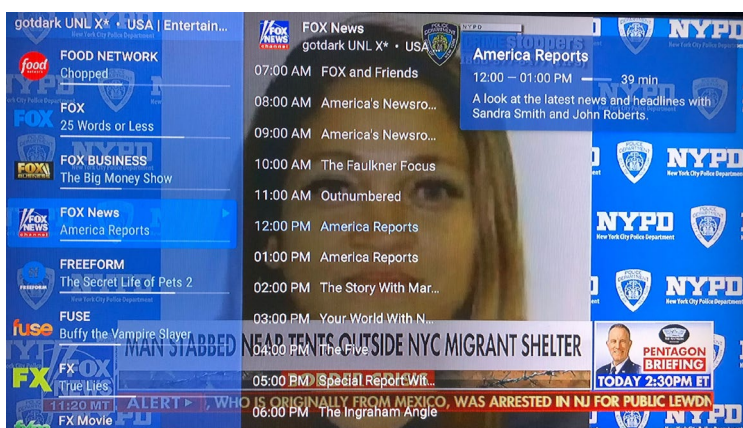
Info Panel; edit how you want the info panel displayed, these are all just on/off options.

History/Recent Channels; this is where you edit the channels list from your bottom menu. You can turn off the TV Guide and History buttons, set how many days to keep the history, the delay before adding the channel to the history, and how many channels you want shown in the history.

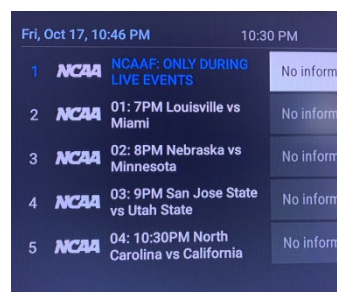
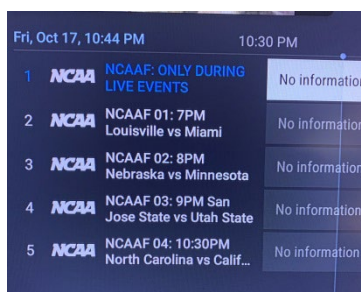
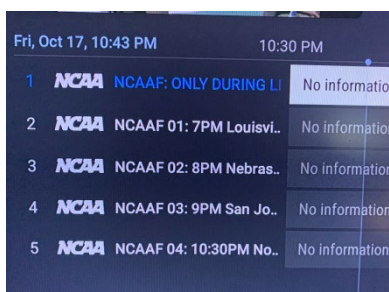
Menu; this is where you set what options appear in the bottom menu, you can also reorder them on how they appear.

Clock; turn on/off the clock appearing on the screen, the position, size, and transparency.

There are a couple other options you may want to try.



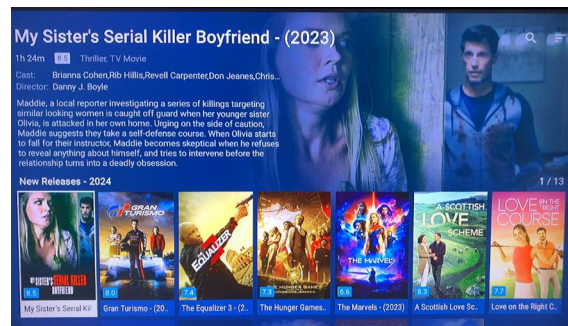
If the channel name is too big to fit and you have to wait for it to scroll through to see everything, usually for sporting events when the provider has the teams in the channel name, this can be fixed to appear better. First, go to Settings/Appearance/TV Guide, scroll down and toggle on Two-line channel names. You can add more room for the channel name by going to Settings/TV Guide/Channel names editor, turn it on then add the channel name prefix to be removed (in this example it is NCAA), (instructions for this are in Section 20). You can go even further by setting it to a smaller font but this will probably not be necessary.



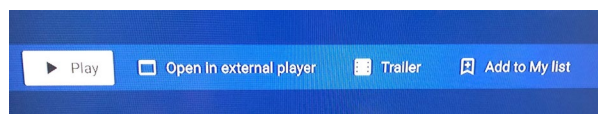
23. Video on Demand (VOD)

Video on demand for movies and TV series is a great option and gives you so much more to watch. VOD is only available with the premium version and must be included by your provider. If your provider does have VOD but you still can't access it, go to Settings/Playlists/Parameters (either Stalker or Xstream Code) scroll down and make sure you have Include VOD turned on, if not, turn it on then update the playlist. M3U playlists don't have this option.

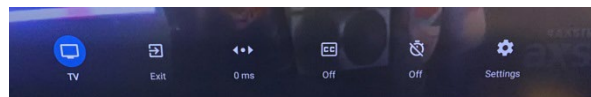
To access VOD, from your channel guide, scroll to the far left and you will see the Movies and Shows, select the one you want, then scroll back to the right and you will see the list of providers/groups for your VOD, select one of them and your choices will appear to the right. Most providers will have thumbnails of the movies/TV shows, some don't, if there are no thumbnails, this is a provider issue and not anything you can do.



When you choose a movie or TV show, you will get a menu to choose what you want to do, Play, Open in External Player (sometimes helps if it doesn't play or doesn't play well), Add to List (save it to your list so it's easier to find later), and Trailer (opens in YouTube). If TiViMate finds the trailer, it will begin to play, if it can't, you will have to run a search for it. After the trailer [lays, it will not return to TiViMate, you will have to press the back button about three times to get back to TiViMate.



When in the VOD groups, there is a search and menu option in the upper right corner. The search will allow you to search for a movie or series without having to scroll through the entire group, the menu will allow you to sort the group selection by order in playlist, name, rating, or date added.



Press the select button, then down on the directional ring to get to these settings. The options are: return to live TV, exit TiViMate, audio offset (to match the audio with the video), closed caption (if available), timer, and to open the main menu.

There's not much customization you can do with your VOD group, however, you can go into Settings/Playlists, choose your playlist, go to Manage Groups. Here you can disable/Enable the groups, select it to show any new groups that get added, and you can sort the groups in the order you want them to show.

24. Audio and Video Settings

Everyone has different setups, some play everything through their TV, some use sound bars, some use receivers with a complete sound system. We also use many different streaming devices. What works for you, may not work for someone else, the same goes with what works on one device may not work on another. You will just have to try changing some settings in TiViMate and your streaming device. Not everyone will achieve the same results with the same settings. It could also be something as simple as having to replace your HDMI cord.

Go to Settings/Playback, here you have several options to choose from.
Audio Decoder/Video Decoder; if you're having issues, try changing to software/hardware.

Auto Framerate; you can try turning it on and see if it helps you. If you are experiencing a black screen for a few seconds when changing channels, you may want to have this off.

Select Surround Audio Track By Default; start by having this on.

Audio Pass-through; toggle between on/off.

This is also where you would turn on external players. This only allows for an external player, you must have alternate players installed on your device; then when you try to play something, you'll get a pop up asking what player you want to use.

If none of this helps, you'll need to go to your device settings and change your Audio/Video settings on that.

25. Maintenance

Preventative maintenance on your TiViMate is similar to preventative maintenance on your car, you can choose not to do it and everything will be fine, but doing it will help assure the app continues to run smoothly. Depending on how many playlists and EPGs you have installed, the more TiViMate will store information which takes up space on your storage. If you have a lot loaded, you may want to do this monthly to free up storage. If you don't have many loaded, then once every two to three months will be fine.

Go to Settings/Appearance/Logos then scroll down to Clear Logos Cache and click on it. Then go to Settings/EPG, scroll to the bottom and click on Clear EPG, then click on Update EPG.

Go into your device settings, then to manage applications, go to TiViMate and clear the cache. **DO NOT CLEAR THE DATA**, you will lose everything you've done and will have to start all over unless you have a backup file saved.

After doing these, your TiViMate app size on your device will be smaller and will save you some storage space.

Sometimes after deleting a playlist, the EPG will still be there, if you have deleted any playlists, go to Settings/EPG/EPG Sources and make sure there are no unused EPGs remaining, these will have a gray circle with an exclamation mark.

If you run backups of your TiViMate, which is very highly recommended, and store the backups on your device, use a file management app and check the folder you save your backups to. You only need to keep your latest backup, if you have multiple backups, you'll want to delete the older backup files because they are using a lot of your free storage space and you don't need them.

This would be a good time to run a backup and also unplug your router/modem and streaming device, let them sit for about 5 minutes then plug them back in and let them reboot.

26. Buffering

There are many things that can cause buffering and there's no magic solution that fixes everyone's problems. TiViMate is not the issue.

First you need to know what it's doing to better determine if it's on your end or the providers end.

If it's on your end

You normally will experience all channels in all playlists buffer.

Most common solution is to reboot everything, router, modem, and streaming device. Unplug everything and let sit at least 5 minutes, then plug it all back in and let it start back up.

How full is your storage? Most streamers recommend at least 1 GB, but as long as you're close, you'll be fine. If not, go into your device settings and clear the cache and force stop all apps, running the TiViMate maintenance may help. If that doesn't work, you may need to uninstall apps you don't use much or upgrade to a device with more internal storage.

How many devices are using your Wi-Fi at the same time? You may have it overloaded and exceeding your limits. Are your streaming devices still streaming? Just turning off your TV does not necessarily stop them; they may still be using your internet and bandwidth. Open them and go to your device settings, and force stop all apps.

You need to check your Wi-Fi and the speed. Do you have a strong reliable Wi-Fi and getting at least 25-30mbps on your device? If not, maybe plugging it in direct with an Ethernet cable might help.

How old is your equipment, if it's over 5 years old, you probably need to upgrade it.

Some things you can try if you suspect it's on your end.

If you're using a VPN, turn it off, if you're not, try using one. You may also try changing VPN locations or change servers.

If you're using Wi-Fi, try an Ethernet connection if possible (Ethernet is always the most reliable and is best even if the speeds are less than Wi-Fi).

Go to Settings/Playback/Buffer Size and adjust it up or down to see if that helps.

Go to your device settings, then to manage applications, clear the cache and force stop TiViMate.

Note: MPEG-TS offers higher quality video and audio than HLS but it requires greater bandwidth and storage space than the HLS. Additionally, since MPEG-TS files are larger than HLS files, they take longer to download or buffer before playback.

If some playlists buffer but not others, or only a few channels buffer, you probably need to find another playlist because this provider just isn't working for you.

Even when you may have more than one playlist and you're experiencing the same issue on the other playlist(s), it doesn't necessarily rule out the provider because your other playlist may be from the same provider but has a different URL. Go to viewdns.info and type in one of your playlists URL without the `http://` into the Reverse IP Lookup, it will show the sub-panels associated with that playlists. Check to see if your other playlists URL are included. This is not a perfect way to check, but it's worth checking.

[illegible]

27. Catch-up

Catch-up is used to go back to something previously aired and watch it. This is something that some providers offer, if you have it, there will be a clock icon on the channel guide behind the channel name. Simply click on the channel, press left on your select button and hold it down, it will scroll back in time so you can find older programs.

First you will have to go to Settings/Playlists, click on your playlist and scroll down to Catch-up to turn it on. There are 3 “type” options, you may need to test these to see what works best for you or just set it to auto and let TiViMate find the type for you. There’s also a duration in days option, just realize, the more days you choose, the bigger your TiViMate file will be thus taking up storage on your device. Start by just setting it to 1 day. Most providers will only have 24-48 hour catch-up, if you want to know how far back you can go, increase the number of days, update your playlist, and then update your EPG. Go to a catch-up channel and scroll back to a past program and see if it plays, there’s really no need to save the EPG past the days the catch-up will play.

Also go to Settings/Appearance/TV Guide, scroll down and make sure you have Show Catch-up Icon in Channels List turned on.



Note: Your playlist may show the clock (indicating the channel has catch-up), but it still may not work. This is usually a provider issue and not TiViMate. You can try changing the Catch-up type or switch between MPEG-TS and HLS as this may get the catch-up working for you.

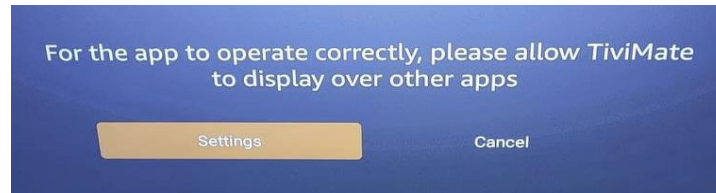
28. Pause/Rewind/Fast Forward Live TV

Some users like to use the pause/rewind/fast forward functions when watching TV, it does not work with live TV and you will need to change to a catch-up channel if you wish to use this option. The channels that do not have catch-up; you will need to find a provider that has an actual working catch-up for that channel. To get to the pause/RW/FW functions, press the select button then press up on the directional ring. If the RW and FF buttons are lit up, they should work. To set how far forward or back is skipped when using the FF or RW, go to Settings/Playback and go to Skip Steps and set the durations you want to it skip to.

For live TV, it needs to record what is being played while it is paused; this is done through Time Shift which currently TiViMate does not have. You can pause and restart, but only for a brief amount of time, this is a false positive that pause is working. What it’s doing is using the buffer cache to play but as soon as the buffer size limit is reached, it will stop playing and jump to live. If it was truly pausing, then the FF and the RW buttons would work.

29. Reminders

You can set reminders for upcoming shows you want to watch. Go to your channel guide, search for the program you want to be reminded of, short press the select button and a menu will appear in the middle with a few options, or long press the select button, a menu will pop up on the right, select Remind. To set the options for Remind, go to Settings/Other, click on Reminders, you will have a few options on how you want your reminders to work.



When setting up a reminder or recording for the first time, you may get a pop-up telling you to set TiViMate to display over other apps. If you long press the select button, you will see the Reminders option is missing.

First, try clicking on settings and see if it takes you to the settings to allow TiViMate to display over other apps. If not, use the following:

Android Devices

Go to Settings/Apps/Special App Access/Display Over Other Apps, scroll down to TiViMate and enable it.

Fire TV Devices

For the Fire TV devices, using an android device such as a phone or tablet (also can be done on a computer if you can install Remote ADB Shell, won't work with iOS), Install Remote ADB Shell from the Play Store.

First, go to your device Settings/Applications/Manage Installed Apps. Open the Files app, clear data, clear cache, and force stop so you are starting if fresh of anything that may already be there, **this is very important.**

Go to your Firestick settings to Settings/My Fire TV/About/Network and get the device IP address.

Open Remote ADB Shell on the tablet (or phone) and enter your Fire TV IP on the first line, it will look something like 10.0.0.42, then put 5555 on the second line (should already be there), hit Connect. You may need to go to your device and allow it to connect.

When the screen refreshes, enter the following:

`"appops set ar.tvplayer.tv SYSTEM_ALERT_WINDOW allow"` no quotation marks.

Then click enter.

If you didn't get a failure message, then it was successful. You're done. Open TiViMate and the Remind should now be working, the Reminders option will now be displaying when long pressing the select button and in Settings/Other.

30. Recording

Recording can be very hit or miss; this is probably because of your provider and/or internet. If the program buffers, skips, or does not play well, the recording will be stopped. You also need to have sufficient space to store the recordings usually done by adding external storage. Your TiViMate must be able to read and write to your external storage.

If your device does not have a USB port to add a flash drive, you will need to get an OTG cable or adapter that will allow you to add one. If you're using a Fire TV device running operating system 6 or older, you may have difficulty getting it to read an external drive.

This is an OTG adapter recommended for a Firestick: AuviPal 2-in-1 Powered Micro USB...

https://www.amazon.com/dp/B07TX8FY6W?ref=ppx_pop_mob_ap_share

This is an OTG cable: 3 Pack OTG Cable Replacement for...

https://www.amazon.com/dp/B08DQVKGZ5?ref=ppx_pop_mob_ap_share

Many people will recommend that you format your external storage to FAT32. FAT32 will limit file sizes to 4gb which may limit your recordings. For one hour of recording, it takes approximately 2gb for SD, 4gb for HD, and 6gb for UHD so keep this in mind.

Note: If your TiViMate cannot read the folder (usually when trying to use external storage), use the system picker and allow TiViMate to access/use the folder. **System picker will not work on Android operating system 10 - 14 or Fire OS8, this is an android issue, not TiViMate.**

On Firestick 4k Max devices, you will need to either use the Remote ADB Shell app or a keyboard and USB hub. Otherwise you will need to set up an SMB to record or upgrade to a Cube if you seriously want the ability to record. Instructions on how to add USB storage to Android 10-14 are below.

If you are unable to navigate the system picker:

These are instructions for both, the Fire TV devices, the Android TV devices, as well as SMB, follow the correct instructions for your device.

Fire TV OS 8

There are two ways to use the system picker, with the Remote ADB Shell app and an ADB command or a USB hub and USB keyboard.

Remote ADB Shell app

Using an android device such as a phone or tablet (also can be done on a computer if you can install Remote ADB Shell, won't work with iOS),

Install Remote ADB Shell from the Play Store.

First, go to your device Settings/Applications/Manage Installed Apps. Open the Files app, clear data, clear cache, and force stop so you are starting fresh of anything that may already be there, **this is very important.**

Go to your Firestick to Settings/My Fire TV/About/Network and get the device IP address.

Open TiViMate, go to Settings/Other/Recording/Recordings Folder, click on it. Hit Select Folder, then choose your USB drive, scroll to the right and open System Picker.

Open Remote ADB Shell on the tablet or phone and enter your Fire TV IP on the first line, it will look something like 10.0.0.42, then put 5555 on the second line (should already be there), then hit Connect. You may need to go to your device and allow it to connect.

When the screen refreshes, enter the following:

"input keyevent 61 && input keyevent 66 && input keyevent 61 && input keyevent 62 dpad" no quotation marks.

Choose the folder you want then click on it, hit the select button again to allow TiViMate to use the folder, **do not scroll down**, if the button turns dark blue, you will not be able to select it. You will get a pop up asking to allow TiViMate access to the folder, select Allow. When you go back you will see the folder is now set to what you chose.

USB Hub and Keyboard

Connecting a USB keyboard to your device will allow you to be able to navigate the system picker using the tab button directional arrows on the keyboard.

This is the one used for this example: <https://a.co/d/bEDGLEf>, for external storage, this is what is being used: <https://a.co/d/ccic73f>. If your device only has one USB port then you will need a USB hub, this is the one used for this example: <https://a.co/d/6N5VRzG>, a splitter will not work.

Once you have everything you need, plug the USB keyboard and your external storage into your USB hub then to the OTG cable to your Firestick 4k Max.



The flash drive must be set as external memory. Go to the device Settings/My Fire TV/USB Drive and assure it is set to external storage (if it says Format to Internal Storage then it's already formatted to external). Using a file management app, go to your external storage and make a folder for Recordings. If you plan to store your backups to this drive, make one for Backups.

Before starting, go to your device Settings/Applications/Manage Installed Apps. Open the Files app, clear data, clear cache, and force stop so you are starting if fresh of anything that may already be there, **this is very important**.

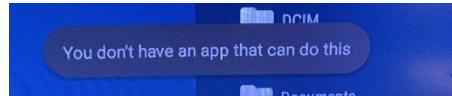
Open TiViMate and go to Settings/Other/Recording/Recordings Folder. Hit Select Folder then choose System Picker. Once in System Picker, press tab on the keyboard to go the hamburger icon (settings) in the upper left corner, then hit the space bar to open it. When the settings menu opens you should see your internal storage and your flash drive storage, either use the tab button or the directional arrows to choose the flash drive then hit enter. You may not see the cursor change to the flash drive but after you hit enter it will open the system picker to the flash drive folders, you may need to hit backspace to see all the folders.

Now use the directional arrows to choose your Recordings folder and hit enter. You will get a popup asking you to allow, select allow.

You should now have the recordings path set to your flash drive, after exiting the system picker you will see where the recording path is set, just make sure it is set to your flash drive.

After you have it set up and working, you can remove the USB hub and just use the OTG cable, that way you won't need a hub for each device.

Android OS10-14



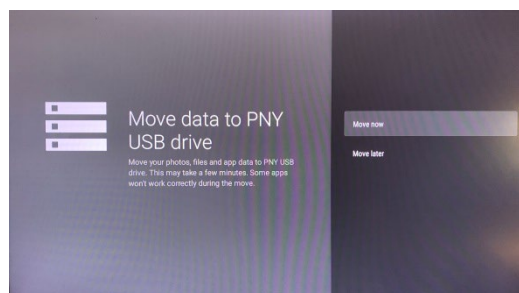
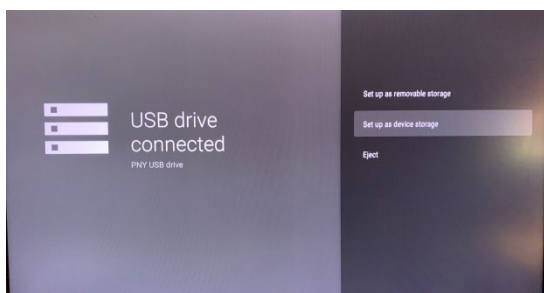
Devices running on Android OS10-14 the system picker will not work to allow permission to use folders, you will get a message "You don't have an app that can do this" when selecting the system picker. Your only choices for recording is to use an SMB shared folder or set up your USB storage as per the directions below.

Adding USB External Storage for Recording, Android TV OS12-14

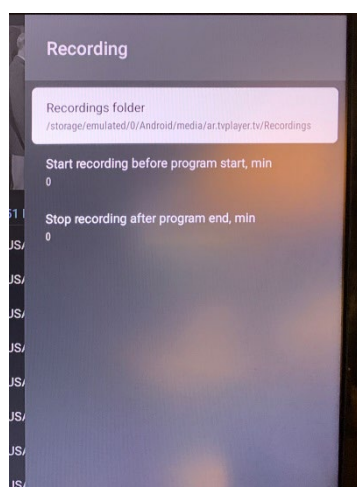
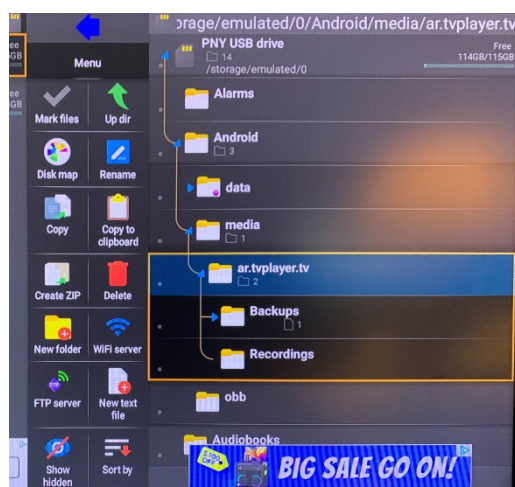
To add a working USB storage device for recording, you must set it up while setting up your device for the first time. If your device has already been set up, you will have to do a factory reset and start again. If you do not have a USB port on your device, you will need to add your USB storage with an OTG cable. If you already have TiViMate set up on the device, run a backup and move it off the device to a place you can access it later or it will be lost when you run the factory reset. You can't store it on the external storage you will be adding for recordings, this will be reformatted during setup.

Add the external storage in this order.

1. Plug in your desired USB storage before booting up the device (preferably a new unused flash drive), turn on the device and let it boot up to the setup screen. Run through the setup just as you normally would use the remote, not the QR code. During set up you may get a screen asking you if you want to format your USB device (if you don't, this can be done after setup is complete). Format the drive as internal; after it's formatted, click on migrate data. If you didn't get a screen asking to format the drive, go to the device settings, then to System/Storage and format it from there, make sure to also choose to move the data to this storage after it's formatted. This must be done before installing any apps.



2. Now install TiViMate from the Play Store and log into your premium account. If you have a backup file, use it now or add a playlist. Wait for the data to fully load and the EPG to finish updating. Best to just wait about 15 minutes for it to finish. You may get a popup saying to allow TiViMate to display over other apps, go to the settings and allow.
3. After TiViMate is fully finished updating, install Xplore from the Play Store. Open Xplore (You may get a popup asking to allow Xplore permission to access all files, go to settings and allow), go to the USB directory then to the Android folder and to Media. Create a folder named ar.tvplayer.tv, you can also create sub folders such as Recordings and Backups.



4. Open TiViMate and go to Settings/Other/Recording. Set the recording folder, choose your USB storage, scroll to the ar.tvplayer.tv folder you just created and select it (to Recordings if you made a sub folder). The recording path will now be the folder you just selected.

Go back to the guide, choose a show to record, you may get a popup asking to allow TiViMate permission to set alarms and reminders, it will take you to the page, toggle it on. If you had to set the alarms and reminders, go back and set your recording again, it should work for you now.

Note: Some users reported that it didn't work using this folder location but they created the folders under Download/Downloader and it worked fine.

SMB

Setting up SMB with a network shared folder has worked very well for many users but requires you to use a computer that is always on. If you have a Nvidia Shield Pro you can set that up as your SMB. Instructions on setting up SMB are in Section 40. SMB also allows you to record and

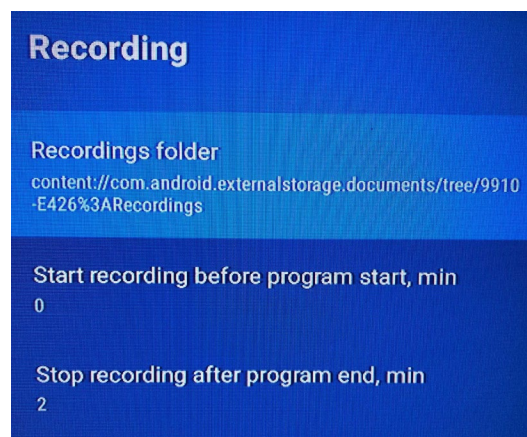
play back your recordings on any device sharing the network, make sure all devices have the recording path set to the same SMB shared folder.

To set up your recording options, go to Settings/Other/Recording, choose the folder you want to record to then you can add a time offset for when it begins or ends.

Several ways to record

1. Live recording - While watching a program - click your select button to bring up lower menu. Then scroll right to the 'Record' icon and click.
2. Live recording - While on the channel guide panel. Long press OK button to bring up right side menu. Then scroll to record and click.
3. Scheduling recordings - While on the channel guide panel, short press the Select button to bring up the Remind/Record menu or long press the select button to bring up the right side menu. To set the start and end times manually, scroll to 'Custom Recording' and click. You can scroll to any channel and record future programs by utilizing the directional buttons on the outer ring of your remote. If this is a program you wish to record repeatedly. Then make sure you click the 'Repeat' toggle. This sets it to record at the same time on the same day, if the program changes time or day you won't be recording what you wanted to record.

To cancel repeat recordings, from the guide, choose a program and long press the select, go to Custom Recording, at the bottom is a list of the scheduled recordings, choose the one you want to edit or cancel. Or, from the guide, go to the far left menu and choose recordings, scroll down to the scheduled recording you want to edit or cancel. From this menu, choose Repeat to edit the days of your scheduled recordings or choose Cancel to cancel the scheduled recordings.



If your recording does not work, these are some things to try.

Make sure TiViMate can read your external storage.

Make sure you have sufficient storage space.

Try a different brand and size of flash drive.

Try another provider.

If you have other streaming devices on the same network, go to each one and force stop all apps.

If you're using an Xstream code playlist, go to Settings/Playlists, click on the playlists, scroll to Xstream Codes Parameters, go to Output Format and change it to the other option. HLS may be better than MPEG-TS if you're having problems.

Try setting the recording to Custom and manually set the Start and End time.

WARNING: Do not set your recording folder to internal storage unless you know you have sufficient storage space, recordings take a lot of storage. It is highly recommended to always use external storage. Your device requires some free storage space to operate, if a recording uses all of the free storage; your device will stop operating and may freeze up. If this happens, a factory reset might be required to clear the storage and get the device running again. In some cases, the device may not factory reset and is unusable.

TiViMate does not have a way to turn off/disable the recording option. If you need to block it so recording can't be used (to prevent accidentally filling the device internal storage), use a file management app to create a dummy folder on your internal storage, name it anything such as Recording. Open TiViMate, go to Settings/Other/Recording/Recordings Folder and set the recording target to the dummy folder you just created. Now go back to your file management app and delete the folder from your internal storage, this will cause the recording to fail and not use any of your storage space.

31. Recording On One Device And Playing On Another

You may find that you have recorded something on one of your devices but would like to play the recording on another. This can be done if your recording is saved on an external drive such as a flash drive.

Simply unplug your external storage from the first device and move it to the other one. You can't use TiViMate to view the recording on another device as only the device it was originally recorded on is the only one that can "see" it, but you can still do it. Install the VLC player on your second device, open it, go to Video on the left menu, then go to the right and scroll to Browsing, go to your USB, click it, then scroll to the folder you have your recordings saved to. Find your recording and click on it.

If you've set up SMB with a recording folder and have all your devices connected, you can record on one device and watch on any other device that's sharing the network. Instructions on setting up SMB are in Section 40. If the recording you want to play isn't showing, try using the VLC player to play it.

32. Closed Caption

When watching a program, press the select button, a menu will appear at the bottom. Scroll over to CC and select it. Once you select CC, you will be given an option to select, if there are no options, CC is not available.

It is common though to have the CC option, but it doesn't work make sure the Show Closed Captions for All Channels if Available is turned on then go to the System settings for closed Captions and Display is turned on. If you can't get to the settings there, go to your device settings, then Device Preferences/Accessibility/Captions.

If the closed captions don't go away after turning them off, go to the CC settings, the System settings and turn off the Display.

To edit how CC is displayed.

On android, when you go to CC, Scroll down to System Setting for Closed Captions. To edit the On Fire TV devices, go to the device settings, then Accessibility/Closed Caption, here you can turn it on/off and set the way it is displayed.

If your closed caption is still not working.

Usually the live TV has CC and you won't have problems but, the VOD can be hit and miss and many times not have CC available. To add CC to your VOD, install a player from the App Store or Play Store, MX Player and VLC are recommended players, refer to Section 38.

Using Downloader, go to <https://www.opensubtitles.com> (more sources are listed below) its best to save this website in your favorites so you don't have to type it in every time you need to get a subtitle file. In the search bar there is a flag on the left, click on it to set/change the language you prefer. After setting the preferred language, type in the movie or TV show you are looking for and hit enter. Scroll down to choose either all subtitles or subtitles in this language, then scroll down again and pick a subtitle file to download, you may have to keep scrolling down and choosing other options for downloading until it finally downloads your file. When it says it downloaded, scroll to the left to Files and check to make sure the file downloaded and remember what it is, it may be a number and not the name of the program/movie.

Now go back your TiViMate and open your video, select to open with an external player and choose your player.

MX Player

Once the video starts playing, click the select button then scroll to the three dots in the upper right corner, go to Subtitle, then to Open. Click on the Folder Up, scroll through the folders, choose Download then Downloader, your file should be there, click on it and your subtitles should be working.

MX Player will download the file for you. Hit the select button then go to the three dots in the upper right corner. Then go to Subtitles and Online Subtitles the Search. Remove the displayed number and replace it with the movie/TV show title. Hit Search then choose the subtitle from the list. It will download as a number, if you are going to keep the subtitle file; you will want to rename it later so you don't forget what it is. If this does not work for you, use Downloader to get the file.

VLC

Once the video starts playing, click the select button and scroll to the bottom left corner and select that. Then select Subtitles and Select Subtitle File, Internal Memory, Download, Downloader and you should see the file. Click on it and your subtitles should be working.

In VLC the option to download subtitles does not work.

Other subtitle sources:

<https://www.addic7ed.com>

<https://tvsubs.net>

<https://www.tvsubtitles.net>

<https://4subscene.com>

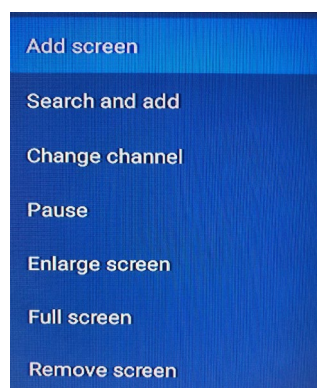
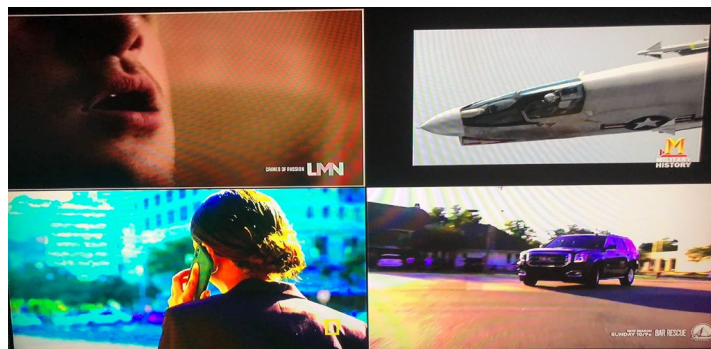
Note: This example is using the default download target. You can use a file management app to make another folder and move your file to it. MX Player will only use the internal storage; VLC

will let you choose a folder on external storage. If you are storing these files on internal storage, you will eventually need to move them to external storage or delete them so you don't fill up your storage space.

33. Multi-Screen or Picture in Picture

Multi-screen is for watching more than one channel at the same time. Only one channel will have audio but you can toggle back and forth to which channel is playing audio. The more channels you are displaying at the same time, the more resources are being used and the more bandwidth is needed. Normally with 2-3 screens you'll be fine, but as you add more you'll eventually start to get buffering and possibly not work at all.

Picture in Picture is not the same as multi-screen, it only shows what you are currently watching on a small screen on the bottom right when you return to your home page. You'll be able to scroll and click through your home page, but if you try to play something, the Picture in Picture will quit playing unless you have TiViMate set to display over other apps (see Section 29 on how to set Display TiViMate over Other Apps). PiP can be set in Settings/General and selecting Switch to Picture-in-Picture Mode on Press Home. You may need to go into your device settings to allow PiP to display. On FireTV devices, go to Settings/Applications/Manage Installed Apps, choose TiViMate then turn on Picture in Picture. On android devices, go to Settings/Apps/Special App Access/Picture in Picture, scroll down to TiViMate and toggle it on. To use either, when on a channel, press the select button to bring up the menu on the bottom, then go to either Picture in Picture or Multi-screen and select, then follow the on screen instructions. Picture in Picture is only good if you need to return to your Home Screen but want your program to continue playing.

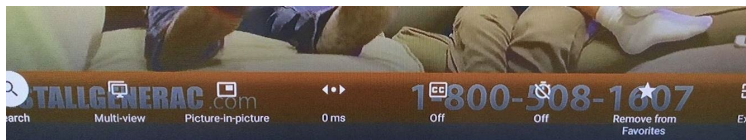


Note: You may need multiple connections from your provider to use multi-screen. You can also add screens from more than one provider.

Note: If your device is running Google TV (a version of Android TV), Picture in Picture is not supported. Some models of ONN currently run Google TV.

34. Audio Sync

You may experience a channel where the picture and the sound don't match up. To correct this, press the select button, scroll down to the menu across the bottom, click on Audio Sync and change the offset up or down a little at a time, go back to what you were watching and see if it helped, keep doing this until the audio/video is synced together.



Note: There is an option to apply your changes to all channels, do not select this unless you are experiencing the same problem on all channels.

35. User-Agent

This is what shows the provider what player you are using. It can be changed to "fool" the provider by not showing you are using TiViMate. This field can be left blank.

If you think the provider is blocking you, you can set up your user-agent as: IPTVSmarters or VLC and see if it works for you. To do this, there are two places to change it. First is Settings/General, scroll down to User Agent and make your changes. Second is Settings/Playlists, click on the playlist you want to change it on, scroll down to User Agent and make your changes.

36. UDP Proxy

UDP Proxies are very similar to VPNs as they will mask your location and can be used to get around geo blocked servers. However, they aren't as secure as a VPN because your data is not encrypted as with a VPN. Like VPNs, UDP Proxies are both free and paid. If you're looking for security, a VPN would be better, but if you just want to mask your location and circumvent geo blocking, a UDP Proxy will work.

If you're having trouble with your playlist, such as getting a 458 error, you may want to try a proxy and see if it works for you.

Here is a website you can find some UDP Proxies: <http://proxynova.com/proxy-server-list/>

37. Parental Controls

Parental controls are a great way to set up TiViMate for kids so they can only access the content you want them to access. It's also a great way to set up for someone that's technically challenged and would be overwhelmed if they had to learn how to use TiViMate and all its functions.

Set up the device remote to control the power and volume.

This will be in your device settings, not TiViMate, set it to power on/off the TV and turn the volume up and down.

After installing TiViMate, move the icon up to where it's first on the home screen.

Hide any groups you don't want them to have access to.

Go to Settings/Playlists, click on the playlist, go to Manage Groups and disable any groups you don't want them to have access to. You will need to do this with each group, TV, Movies, and Shows. While here, you should also turn off the Show Newly Added groups. The provider may occasionally add groups and could possibly add one that you prefer not to be shown.

If you want the device to play live TV only and no VOD, you can deactivate all of the movie and shows groups. If your playlist is a Stalker or Xstream playlist, you can go to the playlist, go to Parameters, and then uncheck the Include VOD.

Put the channels they will be watching in favorites or create a custom group.

The easiest way to do this is to add the channels to the favorites.

From the channel guide, select the channel you want to add then long press the select button, go to the menu on the right and select Manage Favorites and select all the channels you want in the favorites. You can create a custom group and add the channels to it, see Section 15, which is actually the better option.

After you've put the channels in the group you want, you will probably want to arrange them in an order that makes it easier to find. Select the group then long press the select button. From the menu on the right, go to Channels Sorting, here you can select how you want them sorted; By Order in Playlist, By Name, By Date Added, By Watch Time, or Manual. If you select Manual, then click on Reorder Channels to move them where you want them.

While on the channel guide, consider the look of it and the person that will be using it. Go to Settings/Appearance, scroll down to Font Size and Color Theme; change these if the TV guide may be hard for the user to see. Also go to Settings/TV Guide, make sure the Preview is turned on and check the other settings to see if there's anything else you want enabled or disabled.

Set TiViMate to Open On Boot-up and Wake.

Go to Settings/General and turn on Auto Start App on Boot, Auto Start App on Wake Up From Sleep Mode, and Turn On Last Channel On App Start. What this will do is open TiViMate and be on the channel they were watching when they turned off their TV, this way they won't have to go to the home screen and start TiViMate. You may need to set it up to allow TiViMate to display over other apps, instructions on how to do it is in Section 29.

Set Parental Controls

Setting the parental controls locks them out of the settings and will assure they don't accidentally change any setting that may affect how TiViMate is working.

Go to Settings/Parental Controls, the first thing it will ask you is for the PIN code, if you've never set this up, then you can use whatever you want, just make sure it's something that you won't forget and get yourself locked out. Once you enter a PIN number, it will take you to Parental

Controls. It would be best to turn off all five of the parental controls; Settings, Settings/Playlist, Settings/EPG, Channel Options, and Group Options.

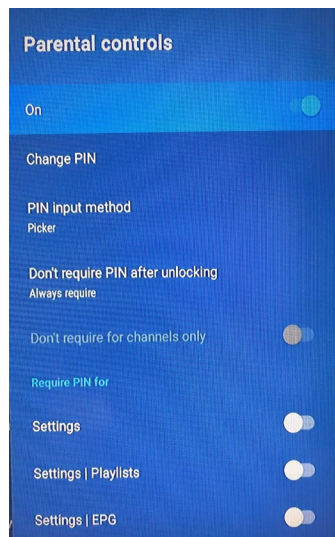
Note: If you forget your PIN number, there is no way to retrieve it, you'll have to uninstall the app, reinstall it, and start all over again.

Teaching the User to Use TiViMate

Start with the TV off. When the TV is turned on, the device will start up, it may go to the home screen first, but just wait and TiViMate will start playing.

To change to another channel, press up or down on the directional ring, press left on the directional ring to bring up a channel guide, or hit the back button to go to the full channel guide. If the VOD is enabled, hit the back button to bring up the channel guide and scroll left for the movies and shows.

Note: If you're using the parental controls to prevent access to settings and content, make sure you go back to Settings/Playlists, click on each playlist, go to Manage Groups and turn off the Show Newly Added Groups. If the provider updates his service and adds porn (or whatever) to his service, it could become available on that device. Also, select a playlist and long press the select button, go to the menu and turn off Show Channels from Hidden Groups to prevent access the channels that are hidden.



Remote Access to a Device Outside of Your Home

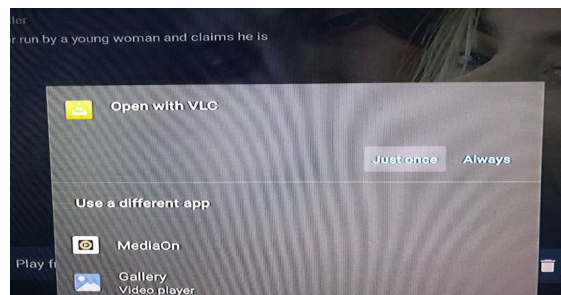
<https://rcloudsystems.com/live/remote-control-2/> is an application that can be used on a computer to remotely connect and control a device outside of your home. This is very handy to have especially if the person you are helping does not live near you. It takes some learning and setup, but is well worth the time spent. It is only \$3 for each device per year. The first one is free for a year.

38. Using An External Player

If you're having trouble getting your content to play, you can try using an external player. First, you must have another player or players installed on your device. A couple recommended ones are MX Player and VLC, both can be found in your devices app stores. Go to Settings/Playback/Use External Player then choose Yes or VOD Only. Now when you go to play something, you will get a pop up asking what player you want to use, choose one and it should play.

This can be very helpful with VOD, depending on the codec the movie/show the provider is using TiViMate may not be able to play it but an external player can. It may even get your CC working if it's not working with the built in player.

If you only want to use it once, select Just Once, if you want to always use the external player, chose Always then the popup won't show every time you change channels/programs.



Note: This does not help with buffering.

Note: If you choose "Always" then want to change it but don't have the option to change it, delete the player app you chose as always and reinstall it. This will clear the default to always use.

39. Sharing Your Backup File to Another Device

Sharing your backup file to another device will load the other device with all the same playlists, settings, and customizations from the original. It will not however share the TiViMate account information. The device that is using the backup file to restore must already be logged into a premium account.

There are several ways to share a backup file from one device to another using a flash drive (external storage), with a file manager and a cloud service such as Xplore or DropBox, Send Files to TV app, Downloader (if sending to someone else that is remote) and SMB.

The USB, file manager, or Downloader methods work well if the devices are not on the same network. The Send Files to TV and SMB methods require both devices to be connected to the same network at the same time and both be turned on. Setting up SMB is covered in Section 40.

Sharing your backup with a USB storage device

If using a flash drive. First you need to connect the flash drive to your device, if there's not a USB slot, as on a Firestick, you will need to add an OTG cable or adapter, these can be found on Amazon by searching "OTG cable", this will allow you to add your flash drive, make sure it's

formatted as external storage. Run a backup of your TiViMate Settings/General/Backup Data/USB, then pick where you want to save it to. Remove the flash drive and plug it into the device you want to restore your settings to. Open TiViMate, go to Settings/General/Restore Data/Select Local Backup/USB, search for the backup file and click on it.

If TiViMate cannot read the USB drive and your device is running Android TV 10-14, make a folder on your internal storage under Android/Media called ar.tvplayer.tv and save your backup to it. Then use a file management app to go to your USB and make the same folder under Android/Media called ar.tvplayer.tv and move your backup to this folder. TiViMate will be able to find and run your backup from here but it will not save a backup to this folder, it can only read it and cannot write to it.

Sharing your backup with a cloud storage

If using a file manager and a cloud service. For this example, use Xplore and Dropbox or similar.

Install Xplore on each of the devices, Set up a free account with Dropbox.

Open Xplore app, link your Dropbox account in Xplore. Do this with each device. Go to Settings/General/Backup Data, select local storage and the folder you want to save it to (TiViMate folder) run your backup. Open Xplore and move/copy your backup file to your Dropbox. Open Xplore on the device you want to run the restore on and move/copy the backup file from Dropbox to your local storage (TiViMate folder). Open TiViMate, go to Settings/General/Restore Data, select local storage, and go to the backup file in the folder where you saved it and click on it.

Using the Send Files to TV app

You must first install the Send Files to TV app on both devices. This is available in both, the Amazon and Google app stores.

Open Send Files to TV on the other TV and set to Receive.

Open Send Files to TV on the sending TV, select the file and hit send. Select the other TV.

On the other TV it will say received.

Open TiViMate and restore from Downloads.

Using Downloader to share your backup

You can use cloud storage and create a Downloader short code to use the code to share your backup to another device.

Install Dropbox on your phone or computer and set up a free account. Then install Xplore to your device. Open Xplore and link your Dropbox account to it. Run your backup then go to Xplore and move the file to your Dropbox. From your phone or computer, go to Dropbox, click on the file, click on Share, and then copy the link. Then on a web browser go to <https://go.aftvnews.com> to create a Downloader code. You can then open Downloader on any device, use this short code and download the backup file to the device. Open TiViMate, go to settings/general/restore then to select local file. The file will be in the download or Downloader folder, click on it then click on restore.

This is a great way to share your backup to devices outside of your home.

SMB

You can also share your backup with other devices in your network if you have SMB set up. How to set up SMB is covered in the next section.

Note: A backup file can be shared with any other device, does not have to be on the same network or the same account or even the same type of device. The version of TiViMate you want to use the backup file to restore to do need to be the same version the backup was made from.

40. Setting Up SMB

SMB is a shared network folder; it's real handy for recording and watching your recordings on any shared device. It's very helpful if you have a main device you set up then backup to restore your other devices, the backup file can be saved in your SMB folder then accessed by other devices on the network.

SMB on a Windows 10 Computer

1. Open your Windows PC select the a folder you want to set to be shared (you may want to make a specific folder first), right click on it, select "Give access to" -> Specific people, choose Everyone, Add, change permission type to Read/Write, press Share.
2. Go to Windows Settings -> Network & Internet -> Status -> Change Connection Properties-> Set Network Profile to Private (if not already)
3. Go to Windows Settings -> Network & Internet -> Status -> Sharing options ->All Networks-> Turn off password protected sharing
4. Open File Explorer and type "\\localhost" in address bar, your folder should show there.
5. Run cmd -> ipconfig find out your PC IP address in Network (for example: 192.168.0.16)
Go to TiViMate and setup LAN/SMB, put IP address in Server address, no other field needed. You should be able to select a Network folder now. If it fails to connect, unplug everything including your device and modem/router, restart your computer. Wait at least five minutes, plug your device and modem/router back in, let them fully boot back up, open TiViMate and try again.

SMB on Nvidia Shield

If you use an Nvidia Shield Pro, it can be set with SMB so all devices in your home can access the files. This really helps with backup/restore, you can back up any device and access the file with your other devices on the same network. Recording can be done on any device and used on the others, but, TiViMate will only see the recording on the device that created it. You will have to use a file explorer to go to the file, click on it, then choose an external player to play it. Another benefit is you will only need to have external storage on the Nvidia Shield to use with the other devices.

Setting up the Nvidia Shield for SMB.

On the Shield, go to Settings/Device Preferences/Storage, scroll down to Enable Transfer Files Over Local Network and click on it. Then you will get the server information, you can edit any of these but don't change the IP Address. Write down all this information, you will need it to set up the SMB on your other devices.

Setting up the Shield SMB on your other devices.

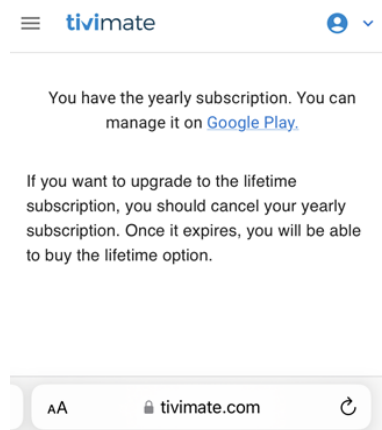
Go to your other device and open TiViMate, go to Settings/General, scroll down to Back up Data, click on it then go to Setup SMB (you may need to click on Internal Shared Storage first to get the SMB option to show). Server Address is the IP address of your Shield; the other fields are what you got from the Shield, after filling these in hit OK and your Shield should then show as an option under Internal Shared Storage.

Now when you go to make a backup, restore, or choose a recording folder, you can choose the Shield then choose the folder you want to use. It would be a good idea to install an external storage device on the Shield that is big enough that you can use it for all your devices. You can also use a file management app to go to the storage device and create the folders for recordings, backups, or whatever you would prefer.

41. Checking the Status of Your Account

Log into tivismate.com or your Google account (if purchased through Google) with the same email and password you used to purchase the premium at <https://play.google.com/store/account/subscriptions>. This will show you the status

This is what a yearly subscription would look like, a lifetime subscription will just say “You have the lifetime subscription”.



Note: Yearly subscriptions are only available through a Google account or the Companion app, if using TiViMate.com you can only purchase the lifetime.

42. Retrieving Your User Name or Password

If you don't remember your user name, go to Settings/About, your user name is the email you used to purchase TiViMate and will be noted under TiViMate Account.

If you don't remember your password you will have to use the TiViMate Companion app or go to www.TiViMate.com, put in your email (user name), then click on Forgot Password and you will be emailed a password reset.

Note: The reset will be sent to the email used to make the purchase, you cannot use a different email to get a password reset.

43. Updating the App

To update your app, there are two versions, one for android devices with Google Play Store and one for the Fire TV products, side loaded APK.

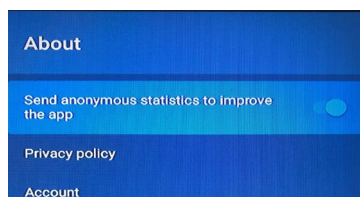
Note: It is highly recommended to always run a backup prior to updating in case you want to go back.

To check for updates and to update android devices, go to the Google Play Store, search for the TiViMate app and it will show you the current available version, to update yours to the latest version, update it from here if you have the auto update disabled. If the auto update is turned on, it will auto update when an update is uploaded to the Google Play Store. If you want to join the beta testing for future updates, join here: <https://play.google.com/apps/testing/ar.tvplayer.tv> To turn off auto update on android devices, go to the Google Play Store (<https://play.google.com>), go to your account settings; here you can turn the auto update on or off.

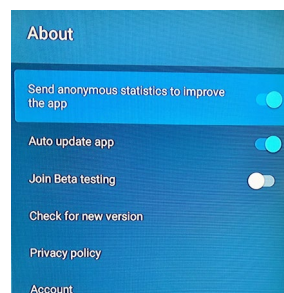
Another option for android devices is to go into the device settings, go to Apps, scroll down to Google Play Store, click on it and disable it. Reboot your device, open TiViMate, go to settings and scroll down to About. When you open it, you will get the same options as on an Amazon device, toggle off Auto Update. You will not be able to use the Play Store while disabled but you can still side load apps with Downloader. You will have to go back and enable the App Store for it to make it usable again but, when you enable it, TiViMate may auto update unless you turned it off in your account settings.

For the Fire TV products, go to Settings/About to see what version you are running and to check for any updates, if an update is available, update it from here. You can turn the auto update on or off. You also have the option to join beta testing.

Android



Fire TV



There are some users that turn off the auto update because too many times there's been an update and it came with bugs. Turning off the auto update allows you time to see if others are having issues before you update and have to deal with it until the bugs are corrected.

44. Using Apps Supplied by a Provider

Many providers will want you to use their apps, but they are usually a downgrade from TiViMate. Many of them are just a modified IPTVSmarters app or similar, some of them have one that was developed for them, and some will have a modified TiViMate app. Always tell them up front that you use TiViMate and if they don't support it, it's probably best to just to move on.

There are two instances where a provider will supply TiViMate with their service. One is a modded TiViMate and the other is the official version shared with other users.

If you still want to use that provider, and they have their own app with the URL embedded, you can extract the URL by using MX Player as an external player (see Section 38) then clicking on the three dots in the upper right corner, go to Tools, then Properties and the path will be shown, see Section 3 on how to use this. However, some providers will have the MX Player blocked from being used as an external player.

Some providers may have TiViMate as the app of preference. If it's a modded version, it will probably be an older one without many of the options available in the latest official version. Another thing to consider, if it's a modded version, has there been anything added that you don't want such as malware or Bitcoin mining? Their URL may be embedded into it and if it is, you will only be able to use their service and not have the ability to add other providers to it. As the developer updates TiViMate to add features or correct bugs, you will not be able to upgrade yours. If it's the official version and you're only getting one or two connections, then you are sharing the account with others, you don't actually own the account and the person that does can change the password at any time thus locking you out. If you are sharing the account, someone else on the account can add a sixth device and boot you off so you will continually have to log back in. If you are getting all five connections so you have the entire account, take in consideration that it was set up with someone else's email and they can still access the account and you can't change the password or retrieve a lost password as the password reset gets sent to the email used to set up the account, so make sure they give you this information then log into tivate.com, choose Forgot Password and reset the password.

If it's a modded version, you can extract the URL, but, your device will only allow one TiViMate app to be installed at one time so you'll have to run a backup of yours, uninstall it, install theirs, get the URL, then uninstall theirs, reinstall the official version, run a restore from your backup file, then add their playlist.

Being locked into a provider app is not recommended for several reasons. The only safe way to have an official TiViMate account is to purchase your own from the developer with the email and password you want to use.

45. Default Remote Settings

These are the default settings using the Amazon, Nvidia, and ONN remotes, other remotes may vary but should be very similar.

NOTE: The remote buttons can be customized to your preferences in Settings/Remote control.

Select Button

On TV Guide

Quick press – Select Channel

Long press – Settings

When on a future program

Quick press – Record/Remind Menu

Long press – Full menu

On Program

Quick press – Previous channels

Long press – Quick menu

Back Button

On TV Guide

Quick press – Groups/menu

Long press – Return to program

On Program

Quick press – Go to TV guide

Long press – Exit program/go to TV guide

Directional Ring

On TV Guide

Scroll up/down/left/right

Long press left to scroll to past programs

On Program

Left

Quick press – Channel list in preview mode

Press again – Groups

Long press left – Same as quick press/different vie

Right

Quick press – Previously watched channel/return

Long press – Program information/upper right

Up

Quick press – Channel up

Long press – Remove from history

Down

Quick press – Channel down

Long press – Search programs/channels

Rewind and Fast Forward Buttons

On TV Guide

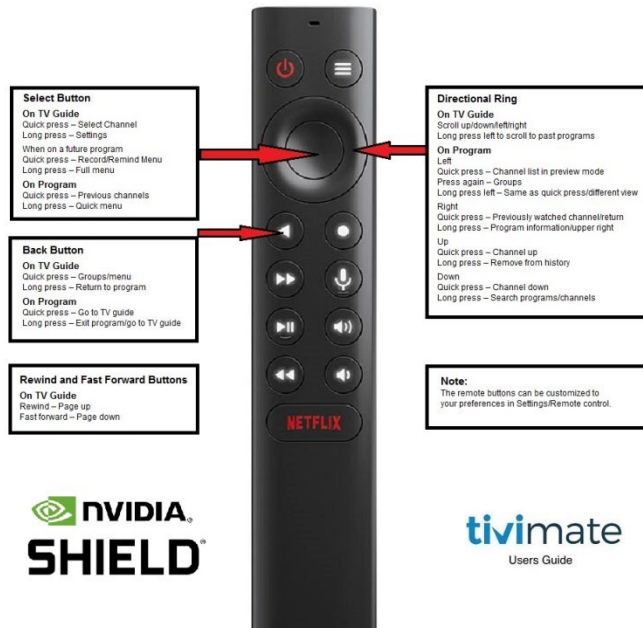
Rewind – Page up

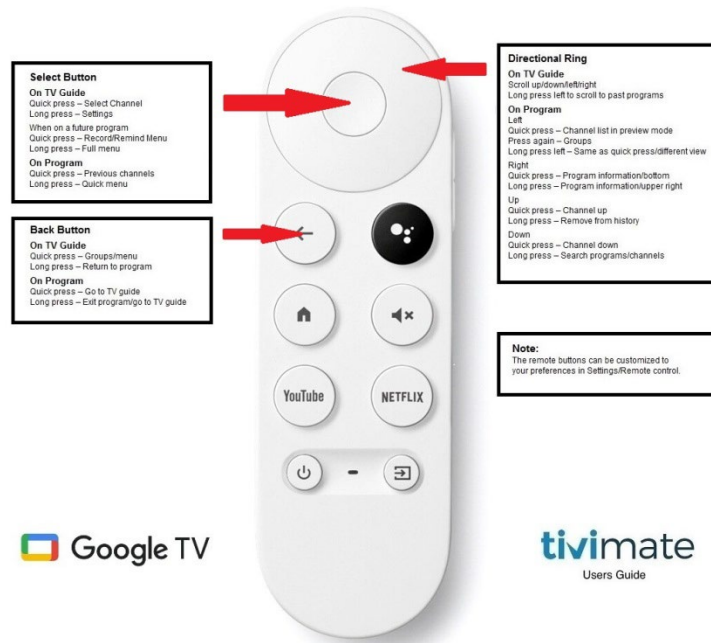
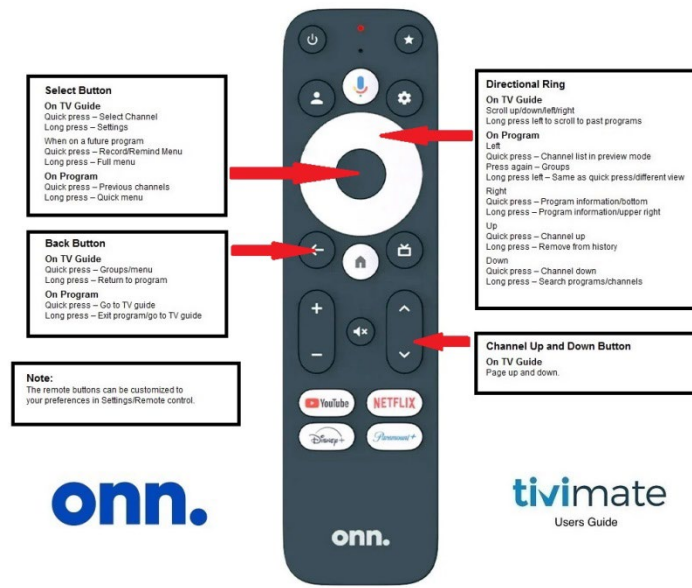
Fast forward – Page down

Channel Up and Down Button

On TV Guide

Page up and Down





Note: If your remote has a voice/microphone button, it will only work with TiViMate while on the search screen. If you are not on the search screen, your device will leave TiViMate and search other apps.

Mapping a Remote Button for TiViMate

Many remotes can have the buttons remapped for quick access to your favorite apps, including TiViMate.

Android Devices

Install Button Mapper from the Play Store. Open the app; click on Add Buttons then click on Add Buttons again and long press the button you want to add. You don't need to unlock the Pro feature.

From here, click on Customize, then the options will be enabled. Choose single tap, double tap, or long press (long press is best so you don't accidentally hit the button). Once you choose this, it will ask you what app you want to link to, just choose TiViMate. Now go back to the original menu and click on Troubleshooting. Turn on Alternate input method and Alternate button handling. You're now done, however, you have to leave Button Mapper running in the background, if you close it, your remapped buttons will quit working.

Some android devices (ie. Nvidia Shield), you can go to Settings/Remotes and Accessories/Customize Menu Button, choose one of the three options, then choose Open an App, scroll down and choose TiViMate.

Fire TV Devices

The preset buttons cannot be remapped so you will have to have a remote with programmable buttons such as the Pro remote or one similar to this; <https://a.co/d/g78EmpX> from Amazon for about one third the price.

Install App Opener from the App Store (costs \$1), open it, scroll to the app you want to map the button to (TiViMate) and click on it. You will get a message across the bottom telling you that TiViMate will launch when this app is opened. Now go back to the Home Page, hold down the button you want to map to TiViMate (1 or 2) for about 5 seconds and a menu will appear in the bottom right corner, scroll down to Your Apps, click it, then choose App Opener. The button you chose will now open TiViMate for you.

The downside is that you can only map one side loaded app to these buttons, the second button can only be mapped to an official app from the App Store. Many of you may be using a VPN with your TiViMate which may be a good app to map to your second button. Go to your Home Page, hold down the button you haven't mapped yet until the menu appears, then go to Your Apps and choose the app you want to open with that button.

Nvidia Shields go to Settings/Remotes and Accessories/Customize Menu Button and you can set one of the functions to open TiViMate. Choose one of the three options, then click on Open an App, scroll down and choose TiViMate.

ONN and Google Streamer devices with a favorite button (star button on the far upper right) can be programmed to open TiViMate. Go to Settings/Remotes and Accessories/Set Up Remote Buttons, scroll down to Customizable Button, select it, then go to Favorite App, pick the app you want to assign to your favorite button, then click on Create Shortcut.

46. Menu/Settings Options

Settings (Main Settings Menu - Gear)

General:

1. Auto start app on boot - Opens TiviMate when device boots up.
2. Auto start on wake up from sleep - Opens TiviMate when device wakes (or when you turn on your TV).
3. Turn on last channel on app start - Goes straight to the last thing you were watching, if it was live TV, it will go to what's currently playing.
4. Switch to picture-in-picture on press Home - Switches to picture-in-picture when you press the home button.
5. Confirm exit by second press back - Won't exit with one back button push with groups showing.
6. User-Agent - Sets the user-agent (IPTV player).
7. UDP proxy (address:port) - add the proxy address or port number as per your provider.
8. Backup data – Backs up your TiViMate settings.
 - a. Choose which folder to save the backup to.
 - b. System picker - choose the path/folder and allow permission.
 - c. Setup SMB used if you store your backup on a server.
9. Restore data – Restores the current device from your backup file.
 - a. Enter URL - if stored on a server.
 - b. Paste from clipboard - type in or a way to copy your link.
 - c. Select local backup - From wherever you stored in Step 8.

Playlists:

1. Clicking on one already created.
 - a. Enable Playlist - On or Off.
 - b. Playlist Name - Click to edit name (whatever name you choose)
 - c. EPG sources - assign the EPG sources and manage priority.
 - d. Logos Priority - Select logos from playlist, EPG, or from a folder.
 - e. Catch Up - Select the type, duration in days, and the start time offset.
 - f. User-agent - Set the user agent (IPTV player).
 - g. Xtream Codes parameters or Stalker Portal parameters (this is not shown for m3u codes) - Edit the log-in information of your playlist, also shows the expiration date, Xtream will show the max connections.
 - h. Manage groups - Select TV, movies, or TV shows.
Groups sorting - Choose how the groups are sorted.
Show all groups
Hide all groups
Show newly added groups - If the provider adds any groups, they will automatically show.
Groups - Toggle the groups on/off as preferred.
 - i. Update interval, hours - Set interval between updates.
 - j. Update on app start - Toggle on/off
 - k. Update playlist - Manually update the playlist.
 - l. Delete playlist
2. Playlist sorting

- a. By name.
- b. Manual - If manual is selected, click on reorder playlists, then move them in the order you prefer.
- 3. Add playlist
 - a. M3U playlist - Enter the URL.
 - b. Xtream code - Enter the server address, user name, and password.
 - c. Stalker portal - Enter the server address and MAC address.
- 4. Update all playlists - Manually update all the playlists.

EPG:

- 1. EPG sources -
 - Clicking on "an Existing Source"
 - a. Source name - Set the name of the source.*
 - b. EPG URL - Edit the URL of the EPG.*
 - c. Time offset hr/min
 - d. Default source - Toggle on/off.*
 - e. Delete source.*
 - * These options are not available for Stalker code EPGs
 - f. Add source - Add additional EPG sources
- 2. Past days to keep EPG - Select how many days to keep the EPG information.
- 3. Store program descriptions - Toggle on/off (best to keep on).
- 4. Update interval, hours - Set the interval hours to update the EPGs (24 is recommended).
- 5. Update on app start - Toggle on/off.
- 6. Update on playlist change - Toggle on/off.
- 7. Update EPG - Manually start updating.
- 8. Clear EPG - Clear all EPG data on the channel guide.
- 9. Latest update status - Shows when the EPGs were last updated and if any failed to update.

Appearance:

- 1. Logos
 - a. Logos priority - Set the logos priority to playlist, EPG, or a folder if you have logos saved in a folder.
 - b. Logos folder - Set the path to the folder you have your logos saved to.
 - c. Inexact matching for logo files - Set this if you don't expect an exact match.
 - d. Clear logos cache - Clear the logos cache, should be done periodically to clear free storage space.
- 2. Groups
 - a. Groups sorting - By order in playlist, by name, or manually.
 - b. Show "all playlists" categories - Toggle on/ off.
 - c. Show "favorites" categories - Toggle on/ off.
 - d. Show "all channels" categories - Toggle on/off
 - e. Highlight current group in color - Toggle on/off.
- 3. TV guide
 - a. Channels sorting - Sort by order in playlist, name, date added, or watch time.
 - Show favorite channels first - Toggle on/off
 - Group channels by playlist in "all channels" category- Toggle on/ off
 - Reset watch time

b. Preview

On/off - Toggle on/off.

Animated transition - Toggle on/off.

Autoplay channels - Toggle on/off.

Stay on TV guide when switching channels - Toggle on/off.

Full screen switching timeout, sec - Set how many seconds until switching to full screen.

c. Channel names editor

On/off - Toggle on/off.

Prefixes to remove - Enter all channel name prefixes to be removed.

Suffixes to remove - Enter all channel name suffixes to be removed.

Toggle the following on/off as preferred:

d. Show channel numbers.

e. Show channel names.

f. Two-line channel names.

g. Show catch-up icon in channel list.

h. Highlight current channel in color.

i. Two- line program titles.

j. Highlight current programs.

k. Highlight progress only.

l. Show current time indicator at full height.

m. Animated channels scrolling.

n. Stay on TV guide when switching channels in overlay mode.

4. Player

a. Channels list - Toggle on/off the options you prefer.

b. Info panel - Toggle on/off the options you prefer.

c. History/recent channels, this is where you edit the recent channels shown in the bottom menu.

Show "TV guide" button - Toggle on/off

Show "History" button - Toggle on/off

History day count - Days for the channels to remain in history.

Delay before adding to history, sec - Set how many seconds to be in a channel before it shows in your history.

Show current programs - Toggle on/off

Show past programs without catch-up - Toggle on/off.

Recent channels count - Set how many channels to show in your history.

Delay before adding to recent channels, sec - Set how many seconds a channel is viewed before being added to the recent channels.

Show channel names - Toggle on/off.

d. Menu, editing the bottom menu

Reorder buttons - Arrange the menu buttons to your preference.

Scroll through the list to add or remove the menu buttons you want by toggling then on/off.

e. Clock

On/off - Toggle on/off. If on; you can choose the position, size, and transparency.

f. Panels timeout, sec - set how many seconds until the panel times out.

g. Show black screen when switching channels - Toggle on/off.

5. Language - Chose the language you want displayed.

6. Font size - Set the size of the fonts.

7. Background color - Set the color of your background.
8. Selection color - Set the color your selection will show.
9. User interface transparency % - Set the transparency of the guide overlay.

Playback:

1. Buffer size - Sets the size of the duration of video that must be downloaded to start playback.
2. Audio decoder - Choose hardware or software.
3. Video decoder - Choose hardware or software.
4. Auto frame rate (AFR) a. Enable for TV. b. Enable for VOD, enabling either of these will give you the choice to select, switch screen refresh rate, switch screen resolution, and to delay before switching in seconds.
5. Select surround audio track by default- Toggle on/ off.
6. Audio passthrough - Toggle on/off.
7. Use external player- Select yes, no, or for VOD only.
8. Skip steps - Set how many minutes of skip (backward or forward) on the time bar and how many seconds for the rewind and fast forward buttons.

Remote control:

This is where you customize your remote buttons to function as you prefer.

1. TV guide - Button options while on the TV guide.
2. Player - Button option while watching a channel, movie, or TV show.
3. Seeking options - Toggle the options on/ off as you prefer.

Parental controls:

When opening, it will prompt you to enter a PIN, enter 0000.

1. On/Off - Toggle on/off.
2. Change PIN - Change what you want your PIN to be.
3. PIN input method - Choose picker (this is what you used to get here), or keyboard.
4. Don't require PIN after unlocking - Choose when the PIN will be required after initially unlocking parental controls.
5. Require PIN for - Toggle on/off on the options, settings, settings/playlists, settings/EPG, channel options, and group options.

Other:

1. Search
 - a. Prefer voice search - Toggle on/off.
 - b. Show search history -Toggle on/off.
 - c.. Show favorite channels first - Toggle on/off.
 - d. Show past programs without catch-up - Toggle on/off.
 - e. Stay on search screen when switching channels - Toggle on/off
2. Reminders
 - a. Remind before program starts - Set how many minutes for the reminder before the program starts.
 - b. Popup timeout, sec - Set how many seconds the popup reminder stays on the screen.
 - c. Default action - Set what action happens for the reminder, watch, watch later, or dismiss.
 - d. Wake up from sleep mode - Toggle on/ off.
3. Recording

- a. Recording folder - Set where to save your recordings.
 - b. Start recording before program start, min - Set how many minutes to start the recording before the program starts.
 - c. Stop recording after program end, min - Set how many minutes the recording will continue after the program ends.
4. VOD Autoplay next episode - Toggle on/ off.

About:

- 1. Send anonymous statistics to improve the app - Toggle on or off
 - 2. Privacy policy - This is the developers privacy policy.
- On Fire TV devices you'll also have:
- 3. Auto Update App
 - 4. Join Beta Testing
 - 5. Check for New Version

Everything else here is information about your app version, Google account used, your device name, and where to cancel your subscription.

47. Editing the Menus (Left, Right, and Bottom)

Bottom Menu (Options menu)

When on a program, you can press the select button and a menu appears at the bottom. When you open it, it shows previous channels watched, scroll down and it gives you settings options. You can set it to show the number of past channels watched and can also edit the settings options by turning off any settings options you don't use, such as Picture in Picture, and turn on the ones you do use. Turning on the Exit option and moving it to the front makes it very easy to close the app without having to go into the device settings and force close or continually having to hit the back button, from there you just long press then short press the select to close TiViMate. In older versions, Exit was an option in the left menu but is no longer there on newer versions.

For the previous channels watched menu, go to Settings/Appearance/Player/History-Recent Channels.

For the bottom menu, go to Settings/Appearance/Player/Menu and you will see the options. You can also change the order in which they appear.

Also under the player settings is:

Channels List; options for how you want the channels to appear in the guide.

Info Panel; options on what info you want shown on your guide, Card Style is preferred, there are other options you can chose too.

History/Recent Channels; options on how many channels show in the history, you can also turn off the TV Guide and History buttons. You can still access the TV Guide by pressing the select button while on a program then scrolling left.

Delay before adding to recent channels, sec.; this sets the time in seconds on how long you have to be on a channel before it appears in your history. This is good if you're channel surfing and don't stay on a channel long, this way they won't all show in your history.

Left menu

While on the channel guide, scroll left once. These are your playlists you have enabled. Scroll left again to get to Search, Movies, Shows, Recordings, and My List.

You cannot edit the far left menu but you can the middle menu (playlists and groups). Edit Playlists; to edit how a playlist appears, long press the select on a playlist, a menu will up on the right.

Channels Category; you can select if you want it to show all channels or just the ones you set as favorites.

Channel Sorting; select the way you want the channels sorted, including manually sorting them in the order you want.

Show Channels from Hidden Groups; check this if you want it to show channels from your hidden group, which you probably don't, that's why you have them hidden.

Use External Player; set your playlist to use an external player, you must have an alternate player installed on your device for this to work.

Manage Groups; sort the groups in the order you want and hide/unhide groups you want showing.

If you want to rename the playlist, you'll have to go to Settings/Playlists, click on the playlist you want to rename, and then go to Playlist Name.

Edit Groups; edit how your groups are displayed, long press the select on the group you want to edit and a menu will pop up in the right.

The first option is Group Name where you can rename the group.

The rest of the options are very similar to what is above for the playlist.

Right Menu

When on the channel guide, long press the select button and a menu will appear on the right. You cannot edit this menu.

48. VPNs and DNS

VPNs

While using a VPN with TiviMate isn't mandatory, it's generally recommended to enhance your privacy and security, especially when streaming content from potentially less reputable sources. A VPN encrypts your internet traffic, masking your IP address and location, which can help protect you from potential tracking and cyber threats. Additionally, a VPN can bypass geo-restrictions and help improve streaming performance by potentially avoiding ISP throttling.

There is not a one solution fits all when it comes to VPNs.

While a VPN could connect you to a server that is region or IP blocked, it can disconnect you from another. You will need to try different regions and/or different servers to see which one works best for you.

Some users report that a VPN slows down their connection while others say there's no difference. You will just have to try it yourself and check your speeds to know how it's performing for you. VPN providers offer different regions (countries) and multiple servers within each region; changing regions or servers can affect how the VPN is performing.

There are a lot of VPNs available; much like finding the right IPTV provider; you may need to trial some until you find the right one for you. Proton is available in both, the App Store and the Play Store and has some free servers you can use, this gives you the opportunity to try a VPN without having to make a purchase.

DNS

Changing the DNS server on a streaming device can improve internet speed and access to blocked content, potentially enhancing the overall streaming experience. This is because DNS translates website names into IP addresses, and a fast or well-optimized DNS server can deliver these translations more quickly.

Here's why you might choose to change your DNS:

Faster speeds: Some public DNS servers, like those offered by Google or Cloudflare, are known for their speed and efficiency in resolving domain names. This can lead to quicker website loading times and potentially smoother streaming, especially when dealing with content delivery networks (CDNs) that rely on DNS for geo-location.

Accessing blocked content: Changing your DNS can sometimes bypass geographical restrictions imposed by streaming services or other websites, allowing you to access content that might be blocked in your region.

Increased security: Some DNS providers offer features like ad blocking or filtering of malicious websites, providing an extra layer of security.

Optimizing for specific content: In some cases a specific DNS server might provide better performance for certain streaming services or applications.

If your ISP's DNS server is having problems, switching to a different DNS server might resolve connection issues.

Public DNS servers:

Also known as public recursive name servers or public DNS resolvers, are freely available DNS servers that anyone can use to resolve domain names into IP addresses. They are an alternative to the DNS servers provided by your Internet Service Provider (ISP) and offer benefits like faster resolution times and potentially increased privacy.

What they do: Public DNS servers translate domain names (like google.com) into the numerical IP addresses that computers use to communicate on the internet.

Why use them: They can be faster and more reliable than your ISP's DNS servers, and some offer security features or privacy enhancements.

Privacy and Security: Some public DNS servers offer privacy-focused features, while others prioritize security by blocking access to malicious websites or malware.

Examples:

Google Public DNS - Uses the IP addresses 8.8.8.8 and 8.8.4.4 for IPv4 and 2001:4860:4860::8888 and 2001:4860:4860::8844 for IPv6.

Cloudflare DNS - Offers fast and private DNS resolution, using the IP address 1.1.1.1.

Quad9 - A security-focused DNS server that blocks malicious domains.

Open DNS - Offers enhanced security and filtering features.

In essence, public DNS servers provide a global, publicly accessible DNS resolution service that can be used as an alternative to your ISP's DNS, potentially offering improved performance, security, and privacy.

List of Public DNS Servers:

Google - 8.8.8.8 or 8.8.4.4

Cloudflare - 1.1.1.1 or 1.0.0.1

Quad9 - 9.9.9.9 or 9.9.9.10

OpenDNS - 208.67.222.222 or 208.67.220.220

There are many more, this is only a short list of some of the most popular ones.

Private DNS Servers:

Private DNS servers are internal DNS servers within an organization's network, designed to resolve domain names for internal resources and enhance security by restricting access to external DNS servers. They offer greater control over DNS configurations, reduce the risk of external attacks, and can improve network performance. Public DNS servers, on the other hand, are available to the general public and are used for resolving domain names on the internet.

Here's a more detailed explanation:

Internal Resolution: Private DNS servers resolve domain names for devices and applications within the organization's network.

Security: By isolating DNS resolution within the network, private DNS reduces the risk of DNS poisoning and other attacks.

Control: Administrators have full control over DNS records, including internal domain names, hostnames, and IP addresses.

Performance: Internal DNS servers can provide faster and more reliable resolution for internal resources compared to relying on external public DNS.

Accessibility: Private DNS servers are typically not publicly accessible, ensuring that internal resources are not exposed to the internet.

Enhanced Security: By limiting access to DNS resolution, private DNS helps protect internal resources from unauthorized access and attacks.

Control and Customization: Organizations can tailor DNS records and configurations to meet their specific needs.

Internal Resource Management: Private DNS allows for easy management of internal domain names and resources.

Improved Performance: Internal DNS servers can provide faster and more reliable resolution compared to relying on public DNS.

Reduced Risk: By limiting external access to DNS records, private DNS reduces the risk of DNS hijacking and other vulnerabilities.

In summary, private DNS servers are a critical component of an organization's internal network, providing secure, controlled, and efficient DNS resolution for internal resources. They offer a more secure and customizable approach to DNS management compared to relying on public DNS servers.

Changing the DNS on an android device:

To change your DNS settings on an Android device, you'll typically need to switch your IP settings from DHCP to Static and then manually enter the DNS server addresses. You can also use a third-party app that changes your DNS settings.

Access Wi-Fi settings: Go to your device's Settings, then Wi-Fi.

Select your network: Long press on the network you want to modify, then select "Modify Network".

Change IP settings to Static: Find the IP settings option (often under "Advanced Options" or similar) and change it from DHCP to Static.

Enter DNS addresses: You'll be prompted to enter the desired DNS addresses. Typically, you'll have two fields, DNS 1 and DNS 2, where you'll enter the IP addresses of your chosen DNS servers.

Save and reconnect: Save the changes and then disconnect from the network and reconnect for the changes to take effect.

Android also supports Private DNS Mode, which allows you to use a private DNS hostname. To enable this, go to Settings/Network & Internet/Advanced/Private DNS and select "Private DNS provider hostname".

If you encounter issues, try restarting your device, checking your internet connection, or updating your operating system.

Changing the DNS on a Fire TV device:

To change the DNS on your Amazon Fire TV device, you'll need to navigate to the Wi-Fi settings, forget the network, then re-connect and enter the advanced settings to manually configure the DNS servers.

Navigate to Wi-Fi Settings: From the home screen, go to Settings/System/Wi-Fi.

Forget Wi-Fi Network: Select your Wi-Fi network, then choose "Forget" or the equivalent option (usually indicated by three dots or a similar icon).

Re-connect and Enter Advanced Settings: Select your Wi-Fi network again and enter your password. Then, click on "Advanced".

Manually Configure DNS:

IP Address: Enter the first three groups of numbers of your router's IP address, and change the last number to a valid address in your router's IP range (e.g., if your router is 192.168.1.1, use 192.168.1.70).

Default Gateway: Enter your router's IP address.

Network Prefix Length: Enter 24.

DNS 1 and DNS 2: Enter the DNS addresses you want to use (e.g., 1.1.1.1 and 1.0.0.1 for Cloudflare, or 8.8.8.8 and 8.8.4.4 for Google).

Connect: Click "Connect" to save your changes and connect to the Wi-Fi network with the new DNS settings.

Changing the DNS on your router:

To change the DNS settings on your router, you'll typically need to access the router's web interface, navigate to the "Internet" or "WAN" settings section, locate the DNS settings, and enter your preferred DNS server addresses. After making the changes, you'll need to save them and may need to reboot the router for the changes to take effect.

Access the router's web interface: Open a web browser and enter the router's IP address (usually 192.168.1.1 or 192.168.0.1) or the router's URL (e.g., tplinkwifi.net) in the address bar. Log in using the default username and password (usually "admin" or "root") or your custom credentials.

Navigate to DNS settings: The location of DNS settings varies depending on your router model, but it's usually found under "Advanced," "Network," or "Internet" settings. Look for sections related to "WAN," "Internet," or "Network".

Locate and modify DNS settings: Look for a field or section where you can enter DNS server addresses. You'll typically need to enter your preferred primary and secondary DNS server addresses. Common public DNS servers include Google's (8.8.8.8 and 8.8.4.4) and Cloudflare's (1.1.1.1 and 1.0.0.1).

Save and reboot: Save your changes by clicking "Apply," "Save," or a similar button. Restart your router for the changes to fully take effect.

49. Common Error Codes

HTTP Status Codes		
Level 200	Level 400	Level 500
200: OK 201: Created 202: Accepted 203: Non-Authoritative Information 204: No content	400: Bad Request 401: Unauthorized 403: Forbidden 404: Not Found 409: Conflict	500: Internal Server Error 501: Not Implemented 502: Bad Gateway 503: Service Unavailable 504: Gateway Timeout 599: Network Timeout

401- Access denied, usually permanent, the log-in credentials may have expired or no longer valid. Possibly down for maintenance temporarily, but if it persists, then it isn't a good playlist anymore. Try again later, toggle VPN on/off, change VPN region. You can check the server status at isitdownrightnow.com or us.host-tools.com.

403 - Access denied, usually temporary but could be permanent. Sometimes just changing channels or updating the playlist will correct this.

456 - Max connections exceeded, will need force stop TiViMate on any other devices you may have running or contact your provider.

458 - Region blocked, will need a VPN set to a different country to access.

504 - Usually temporary, the server may be overloaded and the request timed out, try again later.

DataSourceException - Usually temporary, can try changing channels and go back, update playlist, or just wait a while. Try playing with an external player.

IllegalStateException, usually temporary and usually not all channels, it's not on your end, it's a provider issue.

MediaCodecException - Usually temporary, it's on the providers end, try back later or try using an external player.

DecoderInitializationException, go to Settings/Playback, scroll down to Audio Decoder and Video Decoder, whatever you have it set as (Hardware/Software) change it, then reboot your device.

50. Frequently Asked Questions

Is TiViMate legal?

TiViMate is completely legal as it is only a player and does not provide any content.

The providers are what are legal or illegal. To be a legal provider, they must possess all the applicable licenses for the content they are providing.

Laws differ from country to country; you may want to check the laws in your country if you are concerned.

Can TiViMate be used on a tablet?

Tivimate was not developed to be used with touchscreen so it is not intended for tablets.

However, many users have installed it on android tablets and have been successful. It does not respond well to the touchscreen at all but, you can purchase a Firestick replacement remote on Amazon for under \$10, pair it to your tablet, it will work very well for you.

When I go to the channel guide and scrolling through to see what's on, how do I get back to where I was without having to scroll all the way back?

Long press the back button to return to the current program.

Why does my playlist not work on TiViMate but does on another app?

Sometimes the provider will block certain apps from playing their content. It can also be the codec used to play that playlist is not available on TiViMate but is on another app. You will find that some playlists work just the opposite, they will play fine on TiViMate but not good at all on another app.

Do I need a VPN?

That's actually a personal choice.

Some playlists are region blocked and using a VPN set to a different country will allow it to play. Some people feel more secure using a VPN so they can mask their identity/location.

Users have claimed a VPN slows down their internet and will cause buffering, some people have reported there is no affect at all. There could be a possibility that your internet provider is throttling your connection and a VPN could resolve this, if you are experiencing buffering, you could try a VPN and see if that helps.

One thing to note is that your VPN can work differently on different playlists. If you have a playlist that requires you to set a VPN, another playlist you have may quit working, if you do have a playlist that does quit working for no apparent reason, try toggling your VPN on or off.

Why does my TiViMate buffer at times and at other times it doesn't?

It's not TiViMate that buffers; it's the playlist or your internet provider.

Many times a seller can over sell his service and ends up getting too many people logged in at the same time and their server can't handle the load. This usually happens in the evenings during prime time or when something such as sporting events is being watched by a lot of people.

Your internet provider could also be having problems with too many users at the same time during peak hours and is throttling your connection, but this is very rare.

Why does my TiViMate not play video in 4k or 5.1 surround sound?

TiViMate can only play in the resolution and audio that comes from the provider. It also depends on your settings, both on TiViMate and your streaming device. Try changing some settings on both and see if it helps. All of your equipment must support 4k too including your streaming device, TV and HDMI cable.

I can't get TiViMate to install on my device, what am I doing wrong?

If using Downloader, make sure you enabled developer options and allowed Downloader permission to install unknown apps. Check to see if you already have a version of TiViMate installed, you can only have one. If you're using an older device, try installing an older version of TiViMate.

Why does my Closed Caption not work even after I selected the source?

You may be able to select a source for CC but it still won't work, this is common, not all providers have CC even if there's an option to choose it, try changing playlists. You can also use an external player such as VLC or MX Player and usually get it to work.

On my channel guide, most channels show what's on but some say "no information", how can I fix this?

Some channels don't have a channel guide and there's nothing you can do. If the EPG source is not naming the channels exactly the same way the playlist is, TiViMate may not be able to recognize this and match them up. You can manually assign an EPG to the channel and also add external EPGs to have a broader choice, this is explained in Section 16.

When I use multi-screen, it starts to buffer and sometimes doesn't work?

Every channel you select for multi-screen is using another connection, if the provider does not allow you to use more than one connection, it won't work.

The more channels you have on multi-screen, the more resources your device is using, your device may not be able to play more than one source at a time or your internet connection could be over loaded. Force stop all apps on your device and try again.

Is there an easier way to put in playlists and EPGs without having to manually type everything in?

Fire TV and Nvidia both have apps to install on your phone and use as a remote, they can be found in the App Store or Play Store. The Google TV app works on most android devices. All of them have the ability to use a keyboard or to copy and paste from your phone to the device, they are very handy to have and save a lot of time as well as help to prevent mistyping. Some people use a wireless/Bluetooth keyboard and find it's much easier to type with than using the remote.

How can I find when a playlist expires or the max number of connections?

Go to Settings/Playlists, click on the playlist and scroll down to Xstream Codes Parameters, click on it and scroll to the bottom.

For Stalker portals, do the same thing but go to Stalker Portal parameters, it will show you expiration but not the max number of connections.

M3U playlists don't have this.

When TiViMate starts, it opens, then goes to a black screen for a couple seconds, then starts to play, how can I fix this?

There are two things that can cause this, one, Go to Settings/Playback/Auto Frame Rate and change the setting, second, go to Settings/Appearance/Player and turn off Show Black Screen When Changing Channels.

I added a flash drive to use as external storage for recording but it will not save my recording to it, what is happening?

When you go to Settings/Other/Recording and are setting your recording path, use the system picker and allow it to access/use the folder on your flash drive, the system picker may not work on some devices, see Section 30.

Is hardwiring the device (Ethernet) better than Wi-Fi and will it stop the buffering?

Ethernet is always best, but sometimes impractical due to location of your device vs location of your modem. Many people have the misconception that speed cures all when usually you can get higher speeds through Wi-Fi than you can through Ethernet, but, Ethernet is the most reliable connection and many times can stop the buffering.

Are there any modded versions of TiViMate where I can get the premium content for free?

Yes there are but are all older versions and don't contain all of the premium content and don't work as well as the official app. If you're wanting free, you should use a different app.

Why can't my TiViMate play movies or TV series?

You must have a premium account to get VOD. You also must have a provider that includes VOD. If you have the option for movies and/or TV series but they won't play, try using an external player. Make sure you have VOD enabled by going to Settings/Playlists, click on your playlist, go to Stalker/Xstream Code Parameters, and make sure VOD is enabled. If it wasn't already turned on you will have to update your playlist after you turn it on.

I'm sharing an account with someone else but want to get my own, how do I do this?

Purchase your own account, then log out of the one you're using and log back in with yours. When you log out, TiViMate will revert back to the free version, only one playlist will be enabled and all the premium options will be locked. Once you log back in with your account, it will go back to the way you had it set up, you won't lose anything.

My TiViMate has kicked me out of the premium but my account is still current, why is this?

There have been reports of TiViMate logging out of premium on its own. Don't be alarmed, it's a very easy fix. Just go to settings/unlock premium, you won't have to log back in, a list of devices on your account will appear, click on the device name and you'll be logged back in with no loss to anything you've done. If you're unsure of your device name, go to settings, scroll to the bottom and hit about, the device name will be near the bottom.

I canceled my yearly and purchased the lifetime but my Google account shows it's canceled and doesn't show my lifetime purchase, how can I tell if my lifetime purchase is valid?

Your Google account will show canceled in the subscriptions because you canceled the yearly subscription. Your lifetime is a purchase, not a subscription so it will be under purchases, not subscriptions.

When I first open TiViMate and start watching something, I get buffering or skipping for the first few minutes then it quits, what causes this?

If you have it set up to update the playlists and/or EPG on app start up, TiViMate is updating. This can cause some buffering or skipping because of the amount of resources it's using to do the updates. This normally will quit in just a few minutes.

Sometimes I have channels disappear or channels or groups randomly added, what I'm I doing that cause this?

The provider has probably updated his service and may have removed some channels, added channels, or even added or removed entire groups. This is not because of something you did.

My TiViMate app disappeared from my device, how do I get it back?

If you are using a Fire TV device, the Auto Offload is probably doing it. Go to your device settings, then to applications, scroll down to Auto Offload and turn it off. You will have to reinstall TiViMate and set it all back up unless you ran a backup before losing it.

I did a backup but it's not showing up in TiViMate. It shows up in ES File explorer but I can't figure out how to restore from there, how can I get TiViMate to see it?

You may need to use the System Picker and allow TiViMate to use the folder where you have your backup stored. You can use your file explorer and move it to a local folder, you may also be able to just click on the file and open it with TiViMate.

On some devices, adding a folder to the Android folder named ar.tvplayer.tv may help your TiViMate find and read it; use a file manager like ES file Explorer or Xplore apps whatever you prefer to create a new folder under : Android > media > Create a folder called 'ar.tvplayer.tv'. Now Copy your back-up into this folder. TiviMate should then be able to read this folder.
'Android/media/ar.tvplayer.tv'

When I update my playlist it says failed to update and to check my internet connection but everything else is working, why won't my playlist update?

The playlist may have expired, the provider's server could be down, or the provider has changed the log in credentials. If it continues to fail after a day or two, either delete it or contact the provider.

What is the best playlist format, m3u, Xtream, or Stalker?

This is only how you log into the providers server, has nothing to do with content or quality. Xtream codes are the preferred playlist because they will show the expiration date and max number of connections. They also have the option to change the output format between MPEG-TS and HLS.

How many playlists can I put in TiViMate?

There isn't a limit, but the more you add, the more of your free storage will be used. Each playlist won't add much, but it will eventually add up. It can also slow down the updating of playlists and EPGs and possibly make navigating through the app a little sluggish. If you do have multiple playlists, it's best to only have about 4-5 enabled and the rest disabled. If you need any of the others, just enable them as needed. It would be a good idea to clear your logos cache and clear/update your EPG a little more often if you're running several playlists.

Why would I need more than one playlist?

You may get lucky and find that one very good provider that you can depend on, but, IPTV is inherently undependable for many reasons. It's always best to keep more than one playlist so you always have a backup.

When I go to settings/playlists and hit update all playlists, I get an error, what do I do to fix this?

You will have to go to Settings/Playlists, click on each one, one at a time, scroll to the bottom and manually update each playlist to find which one is erroring then delete it or disable it then try again.

Ever since I started using TiViMate, I'm using a lot more data than I used to, why is that?

If you are hitting your home button or turning the power off on your TV, TiViMate may still be running in the background. If you have multiple TVs, you could have it running on all of them even when the TV is turned off. How to properly exit TiViMate is in Section 9.

I've shared my account with someone but no longer want them to have access to it, how do I get them off my account?

Getting them off your TiViMate account is easy, just go to TiViMate.com, log into your account, and deleted their device from your account (it may take up to 24 hours for their device to be removed) then request a password reset.

The hard part is getting them off of any provider accounts you have them set up on. When you remove their device from your TiViMate account, all of your provider information is still on theirs. You will have to contact each provider and have the log in credentials changed.

Disclaimer

This guide was put together to assist users in setting up and customizing their TiViMate app, it is not an Official guide from the developer. Since we use different devices, different internet providers, different playlists, live in different regions of the world, and we have different skill/knowledge levels, there are a lot of variables that can affect each user. What works for one person may or may not work for another. Because of this, there is no guarantee everything in this guide will work for you. If you do find something that works better, please feel free to contact the author, it may be something that can be included that will help someone else.

About the Author

I have helped many get their TiViMate set up and customized, in doing so, I found I was continually repeating myself and answering the same questions over and over. So to help the process, I made a short setup guide that I could share to others to help them get started. Little did I expect it to be so well received. Since it was apparent that so many were actually using it, I continued to build on it to get where it's at today. I hope you find this guide helpful, feel free to share it with others.

John Michael

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