ULTIMATE STREAMING
By Designer Computers

Live Tv

Over 20,000

Channels including local in all areas!

IPTV User Instructions

& Help Guide

Go to **designerdc.com** for more instructional videos and information or
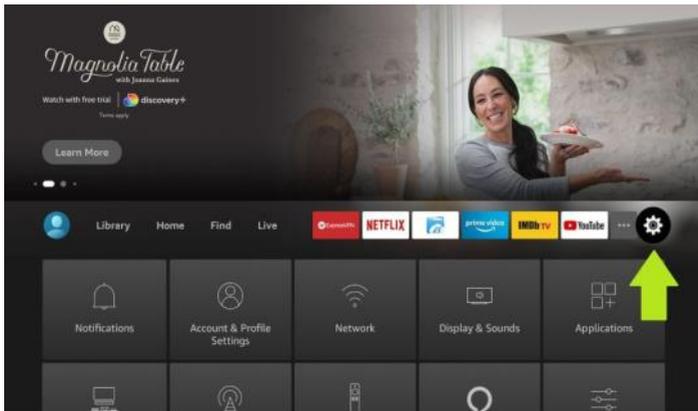
https://www.facebook.com/DesignerComputers/

Getting Started:

1. Connect Firestick to HDMI port on Smart TV and connect to power.

2. You will need an Amazon account to activate the Firestick profile. If you don't have one, they are free to set up.

3. Connect to the internet via wi-fi. You will go to the Gear icon on the screen and select the network and choose your internet and type password.

4. Configure remote to work your tv: To power on/ off and to work Volume

   Go to the Gear icon

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5. Then go to Equipment control

6. Select Manage Equipment

Click TV

you will see the message showing TV that was set up for and can take 5 to 10 min to update. Click button to change TV.

You will get a message that it detected your TV and you will click yes button. And then follow steps on screen to power off and it should turn back on. Your remote will now be ready to power on/off TV but will also work the volume.

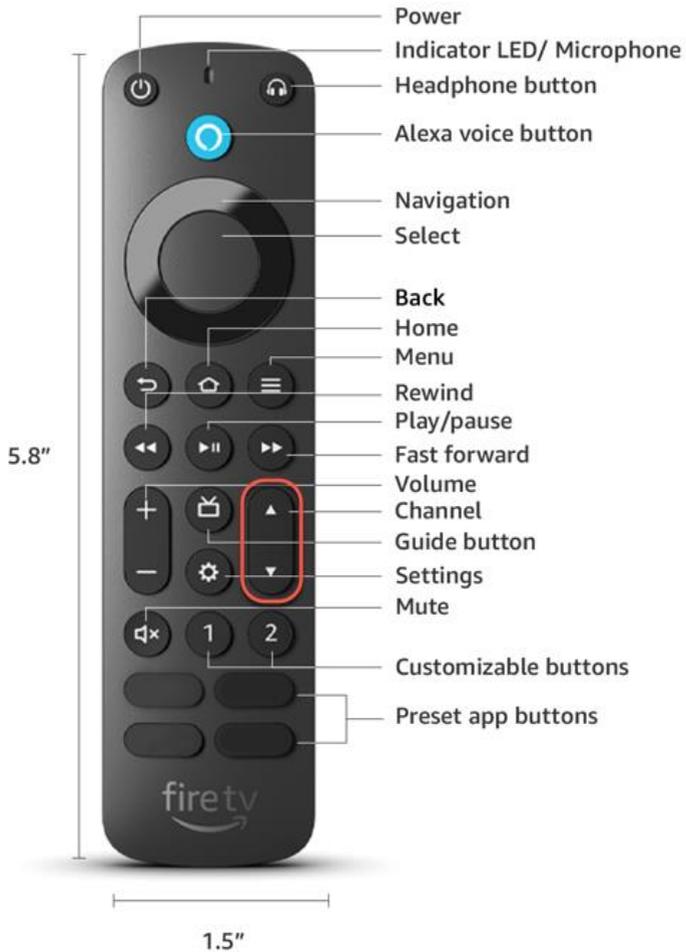Now let's start enjoying your service from *Ultimate Streaming.*

Here's an overview of the remotes that would come with the service.

Firestick Remote 3rd Gen

Firestick Remote

4k and 4k max

Power

Indicator LED/ Microphone

Headphone button

Alexa voice button

Navigation

Select

Back

Home

Menu

Rewind

Play/pause

Fast forward

Volume

Channel

Guide button

Settings

Mute

Customizable buttons

Preset app buttons

5.8"

1.5"

User instructions:

We have installed the 4 icons below. The first icon is the Tivimate icon, second iptv Smarters and third is Cinema HD, fourth is Fast Task Killer. You can move these Four applications to your pin favorites on the firestick menu:

1.Open your Fire TV home screen.

2. Press and hold the 'Home' button until the menu appears.

3. Select the 'Apps' button. This will take you to the 'Your Apps & Channels Menu'.

Then scroll down to my apps and click on it. Highlight the app icon that you would like to move to first place (don't select it), Click the button with the lines on it (hamburger key) button on your remote, then select move to the front. Continue for the other apps as well. Cinema HD. The main menu will only hold 6 at the top and is customizable per Firestick.

Alternatively, you can scroll over to the right on the main screen and click on the icon that has 3 boxes and plus sign.

Once you have configured the icons on the home screen you can now begin to watch tv from the TV app. Within that app you will have access to local channels, sports, cooking, dyi, movies, etc. You have the ability to set up favorites as well with the added service from the Tivimate App called Tivimate Companion which we highly recommend.

TIVIMATE COMPANION APPLICATION

** must be signed up via Andriod **

The cost is 29.99 for lifetime subscription and you can have up to 5 firesticks for the subscription.

Designer does have the ability to sign you up for Tivimate premium for an additional $10.00 fee.

Pick the one-time payment of $29.99 this is lifetime and is good for up to 5 firesticks. *as of 8/24/2023*

What does the Tivimate companion app do for you:

1. You get Tivimate premium.

2. You will not have to update the EPG channel list manually. This shows you what is on each channel.

3. You can create favorite channels.

4. You will be able to search for programs and channels

Once you have signed up via the application, you will log into it via the TV application.

Sometimes smarters will auto boot when firestick starts up . Go to gear icon in upper right, then general settings, then uncheck mark auto start on boot.

TIVIMATE PREMIUM SETTINGS

Once you have a premium account. You need to setup the account in Tivimate

Press the back arrow button on firestick remote 3 times.

Once you are at settings, go to unlock premium and login with the email and password you used to create the premium account. Once you unlocked the app, you can adjust some settings

1. **Under general settings**

> You can enable auto start app on boot
>
> Auto start app on wake up from sleep mode
>
> Turn on last channel on app start

2. Under EPG settings

> Past days to keep you can change to 3 days
>
> Enable store program descriptions
>
> Update interval hours to 16, 24.

(This automatically updates the Tv Guide so u do not have to.)
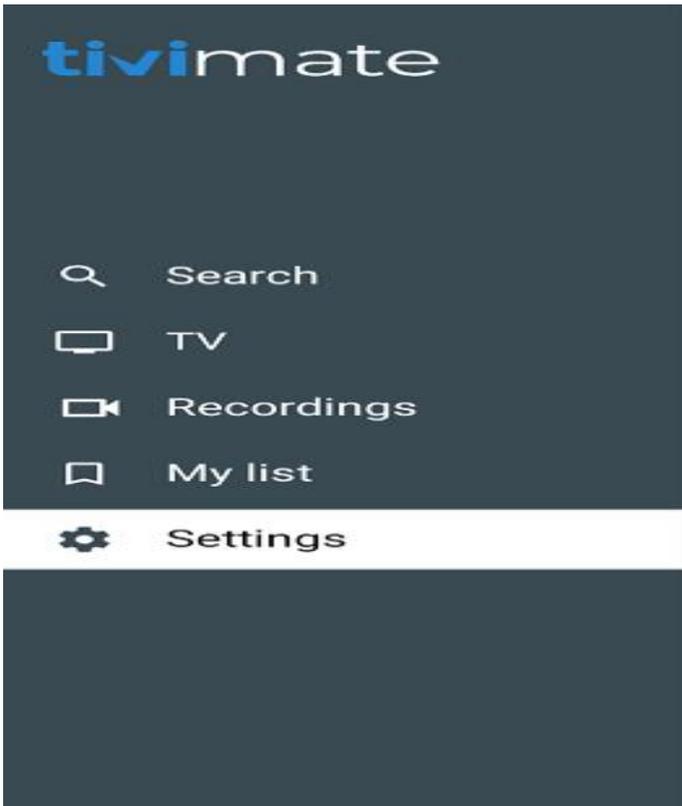
> Update on app start
>
> Update on playlist change

Adjusting the settings above keeps you from having to update your EPG (TV guide) manually.

SEARCH CHANNELS IN TIVIMATE:

If you hit the back arrow you will see the different channel groups. If you hit back again you can search for different channels. You can type in Pittsburgh and see all the local channels. You can always hit the Menu on firestick remote once on channel to add to favorites or record (The 3 lines on firestick remote) (*Must have Premium account*).

HOW TO MANUALLY UPDATE EPG
(TV GRID IN TIVIMATE)

1. Hit the back arrow on remote 3 times

2. Go to settings

3. Go to EPG

4. Click on update EPG

*** you will have to do this every 24 to 48 hours if
you do not signup for a Tivimate premium account

Once you are on EPG click on it and
the scroll down to update EPG.

IPTV SMARTERS

Third icon is a backup to the   Tivimate and you are more than welcome to use it. Click on the app and select live tv, movies, series or with EPG. **Sometimes smarters will auto boot when firestick starts up . Go to gear icon in upper right, then general settings, then uncheck mark   auto start on boot.**

User instructions continued:

Cinema HD

The fourth icon is where you can find tv programs that you missed or movies.

Fast Task Killer

Fast Task Killer is a great maintenance application that will allow you to "kill" all unwanted apps running in the background on your streaming device in seconds.

"Killing" these apps in the background will improve device performance and enhance your overall streaming experience!

Firestick FAQ'S:

If your Firestick becomes slow or out of space:

> navigate to Settings > My Fire TV > About > Storage

*****Then you can uninstall applications no longer needed/used.

There are only 4 Applications that we have installed. They are the following:

> Cinema HD
>
> Tivimate
>
> Smarters
>
> Fast Task Killer

**** *DO NOT uninstall* these apps or the programs or they will not work !!!! By adding additional apps like Netflix or Hulu, for example, they will take up space. And less space can cause the features to not work properly and may even cause the updates to Firestick to not work properly.

Firestick Help FAQ'S:

You may need to clear *cache* on the firestick to allow for apps to update correctly. Hereare the steps needed to do so:

From the Home screen, select Settings > Applications > Manage All Installed Applications. Select the application you want to modify. You can now: **Clear cache** for the application

Note: If you clear data, it won't delete the app; however, saved information such as game scores or account information may be lost or need to be re-entered.

What causes buffering on FireStick: There are a number of factors that can cause the buffering issue. Here are some of the *most common reasons why buffering happens on FireStick:*

A. Slow internet connection: It is recommended that you have at least 10 Mbps for 1080p and 20 Mbps for 4K streaming. If your internet connection is slow, you will experience buffering issues.

*Running low on RA*M: It is not uncommon for FireStick to run out of RAM. There may be many unnecessary apps running in the background.

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Firestick Help FAQ'S:

B. <u>Modem far from FireStick</u>: If your FireStick is placed too far from your Wi-Fi modem, your signal strength will be weak and will cause buffering issues.

> *Running low on RA*M: It is not uncommon for FireStick to run out of RAM. There may be many unnecessary apps running in the background.

> *Running low on storage*: Again, it is common among FireStick users. The device has only 8GB of space, a lot of which is al ready used up by the OS

> *Outdated Firestick OS*: You may experience buffering issues on FireStick if it is running on an outdated OS.

If your Wi-Fi is having issues connecting, you can order an adaptor from Amazon to make it hard wired. Click link below to purchase. You will need an ethernet cable long enough to reach your Modem/Router (purchased separately).

C. **Smarters auto boot on start:** Go to gear icon in upper right, then general settings, then uncheck mark auto start on boot.

Firestick Help FAQ'S:

Some issues with the settings on Firestick can be answered by going to the settings icon on the main screen and clicking the Help icon. There are many tiles to click on to help with apps running slow, updating remote, moving Firestick and a myriad of other issues. You can you search Amazon for help with some of the issues as well.

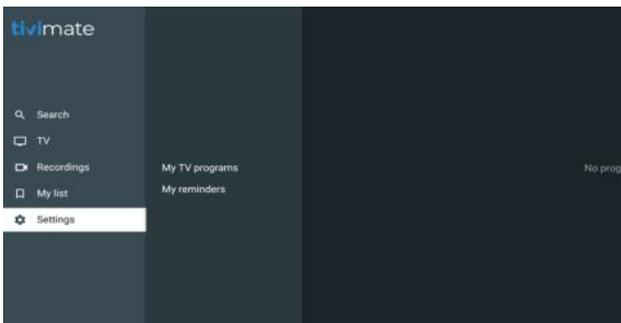We have included some helpful hints in this guide to aid along the way.

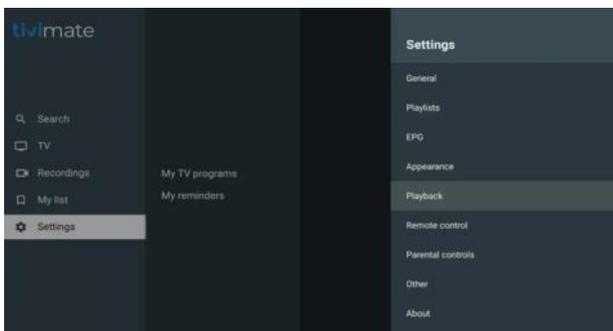# Tivimate Buffering Issues:

To fix Tivimate Buffering do the following:

Open up Tivimate on your device

Click on settings
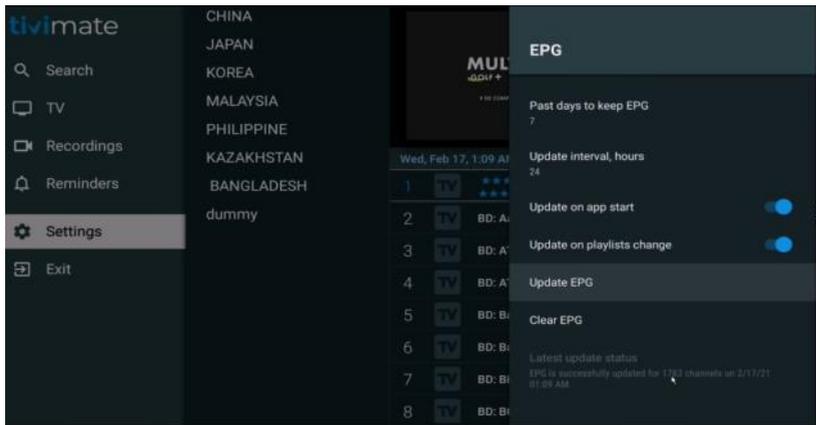

From the settings menu click on Playback

Tivimate Buffering Issues Continued:

Also adjust EPG

Adjust past days to keep to 1

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Visit for additional information:

http://www.designerdc.com/

IF you have questions, please feel free to email firestick@designerdc.com. Responses may take up to 24 hours.

******** *If you have tried all of these steps and you are still having issues that will require a visit to location, there will be a* **minimum fee of $ 50.00**. *This will be assessed at the time of visit and can vary based on length of time to resolve.*

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