



# **Top-Tier TV User Guide:**

## **1.) Connect Your Onn Box to Your Wi-Fi:**

Connect your Onn box to your Wi-Fi by going to the **Onn Box Settings**.

Press the settings button located on the upper right-hand side of your remote control (*Gear Icon* ⚙️). When pressed, a menu will appear on the right side of the screen. Select "*All Settings*" (already highlighted at the top of the page)

Navigate to **Network & Internet**. Select your network name and then enter in your login information to connect.

## **2.) Add Your Gmail Account to Log in & Personalize Your Onn Box / Use Custom Apps:**

Customized boxes are logged into a generic user account during setup. Log into your box using your Google (Gmail) Account to personalize apps like YouTube (save your likes & recommendations) or use apps that require special admin permission.

Go to the Onn Box Settings and navigate to **Accounts & Profiles** > *Add an account*.

## **3.) Programming the Onn Remote Control to Control Your TV & Devices:**

In the Onn Box settings, go to **Remotes & Accessories** > *Set up remote buttons* > *Add device*. Search for the brand of your TV and/or Soundbar and set up the Onn remote to control your device(s).

## **4.) View EXPIRATION DATE, Username, & Password:**

***Please be aware of your Service Expiration Date!***

The automated system will disconnect services on the expiration date if your package is not renewed beforehand. It's always recommended that payment be made before the expiration date to avoid any interruption of service

Inside of the **Top-Tier App**, go to Settings:

Top-Tier settings can be accessed by opening the TV app and pressing the *Back Arrow* ( ← ) button on the remote control until you get to the main TOPTIER TV menu. **Settings** are displayed at the bottom.

In the settings menu, go to **Playlists** > (Select into Your current Playlist) > then select *Xtream Code parameters*.

Scroll down to see your login credentials and your **expiration date**.

## 5.) Updating Your Onn Box Remote Control:

The Onn Remote Control requires updating from time to time. Whenever you get a notification to *update your remote*, simply press the settings icon on the remote control and scroll down to select “update the remote” via the menu that pops up.

## 6.) Important Top-Tier TV App Setting Changes:

**Note: If setting up your own Onn box, change these important settings in the app for the Best Experience:**

### **Change the App Buffer Size:**

▶ *Changing the buffer size will help to reduce app buffering.*

Go to Top-Tier TV Settings:

Select **Playback** > *Buffer Size*

Change the buffering size to Large (or Very Large with faster internet speeds).

### **Double Click Back to Exit App:**

▶ *Prevent app from accidentally exiting when pressing the back button:*

Select **General** > enable “*Confirm Exit by Second Press Back*”.

### **Auto Update the EPG (TV Guide):**

▶ *Changing this setting will automatically update the TV guide every 2 hours (instead of every 24 hours):*

Go to **EPG** and change “*Update Interval, Hours*” from (24) to (2).

*Also enable the following two settings:*

- Enable “*Update on App Start*” to update the EPG when the app is started.
- Enable “*Update on Playlist Change*”

### **Auto Update Playlist:**

▶ *The Playlist controls the channel selection and the connection to servers. Change this setting to automatically update the Playlist every 2 hours (instead of every 24 hours):*

Go to **Playlists** > (Click into your current Playlist), and change the “*Update interval, hours*” from (24) to (2).

*Also enable the following setting:*

- Enable “*Update on app start*” to update playlist when TV app is started.

## 7.) **Making Payments & Renewing Monthly Service:**

Payment can be made directly to your rep via Cashapp or Venmo, or via the Top-Tier TV website using debit /credit card, Apple Pay, Google Pay, or ACH transfer at <https://toptiertv.com/bill-pay>.

After payment is made, it's also always a good idea to message your rep to make them aware your payment has been made, so that your payment notification is not missed.

## 8.) **Going Back to Full-Screen Mode from the EPG (TV Guide) View:**

When viewing the **EPG** (*Electronic Programming Guide*) or "TV Guide" screen, hold down the Back Arrow button on the remote control to return to full screen mode.

## 9.) **Adding Channels to Your Favorites Category:**

► *Adding your favorite channels makes them easy to find. There are two ways to add:*

1. When watching a channel in Full-Screen Mode, do a long-press on the middle select button of the remote. When the bottom menu appears, scroll to the right and click **Add to Favorites**.
2. When viewing the EPG Menu, click into a particular category, then long-press the middle select button until the menu appears on the right side.  
Scroll down to **Manage Favorites** and add multiple channels at once to your favorites.

## 10.) **Reorder Channels within Categories:**

Doing this will allow you to change the order of how channels are listed within categories.

An example: Would be to move your favorite local channels (ABC, CBS, FOX, NBC) to the very top of the list so you don't have to scroll down to find them.

When inside a category in the EPG mode, scroll to highlight the desired channel.

Long-press the middle select button until the right-side menu appears.

Scroll down and select "**Reorder Channels**"

You can now move the channel to the top of the list, click to set.

You can now scroll and highlight another channel to move it.

Press back arrow to exit.

## 11.) **Watching Using Multiple (Picture-in-Picture) Screens:**

Do a long-press of the middle select button and select *Multiview* in the menu, add screen.

(Note: Screens limited by your package's **number of connections** and/or internet bandwidth)

## 12.) **View or Clear Channel History:**

When in full-screen, do a **Short-press** (quick tap) of the middle select button.

You can scroll through your channel history, select a previous channel, or clear your history.

13.) **Tips for Watching Sports & Pay Per View:**

Admins generally advise customers to watch games/events within the specific **Sport Categories** to prevent server overload, as servers are specifically balanced to these categories for major events.

Games/events are shown LIVE in the specific sport categories (including ESPN+); often beginning at the scheduled start-time.

If an event has not yet started (or is already over) then no content will load when the channel is selected.

Sports Games are also often broadcast locally within their home markets as well. (e.g.: *FOX 8 Cleveland, Dallas FOX, ABC Pittsburg, Chicago NBC, CBS Detroit*) or nationally (e.g.: *TBS or TNT*). These channels can be used as “back-up” feeds or to hear home market announcers.

Another great back-up source for major events are the *TSN Channels* in the **CAN: Sports** category.

14.) **Searching for Movies or Shows within the Video on Demand (VOD):**

VOD categories are listed under the primary Top-Tier Menu as **Movies** and **Shows**.

When in a VOD section searching for available content, the search function will only search in the category that is highlighted in the left-side menu.

To search the full library please select and highlight the “**ALL**” category first, then scroll up to the magnify-glass search icon located at the very top right of the screen.

15.) **Manually Rearrange the Pre-set Order of the Group List:**

Go to Settings: *Playlists* > (Select the Playlist) > *Manage Groups* > *TV* > *Group Sorting* > *Manual* > *Reorder Groups*.

Click on a category to move it, click again to set it.

16.) **Block, Hide, or Restore Category Groups:**

♦ **Block/Lock Category Group:**

Set up the Parental Controls in the settings. Go to *Parental Controls* > Turn On, set up your 4-digit pin number and verify. (Please Remember or Note your Pin)

Go back to the Category list and highlight the category you'd like to lock. Hold the middle select button until menu appears and scroll down to **Block Group**.

♦

♦ **Hide Single Category Group:**

Highlight Category, long-press middle select button, scroll down to **Hide Group**

♦ **Hide and/or Restore Multiple Category Groups:**

Go to the Top-Tier TV Settings: *Playlists* > (Click into Playlist) > *Manage Groups* > *TV*, then toggle desired Group on or off.

17.) **Managing Your Playlists:**

1) **Manually Update Your Playlist:**

- a) Go to Top-Tier Settings > *Playlists* > *Update all playlists*
- b) Go to Top-Tier Settings > *Playlists* > (Select Playlist) > *Update playlist*

2) **Load a New Playlist:**

Top-Tier Settings > *Playlists* > *Add Playlist* > (Select Playlist)

3) **Enable, Disable, or Delete Playlist:**

Top-Tier Settings > *Playlists*, (Select the Playlist) > Select option you wish to do.

18.) **View All Top-Tier Remote Control App Controls:**

In the Top Tier App go to Settings > **Remote Control** > *TV Guide / Player*.

This will show you what all the remote buttons can do inside the app with long and short presses.

19.) **Using the Catch-Up Feature (Standard Playlist Only):**

Whenever you see the icon that looks like a **Clock** next to a channel in the TV Guide menu, that channel has a feature called “**Catch-Up.**”

Catch-Up is like a Built-In DVR, allowing you to view past programming, pause, and/or rewind live TV.

**How to use:**

1. When watching a channel with Catch-Up in full-screen mode:  
Press the Left select button, and a menu will appear on the left side of the screen.  
You can then click to the right and scroll up/down to view available programming.  
Select a program to play.
2. When in the EPG, select a channel and hold down the left select button.  
The guide will scroll through the past programs in the guide.  
Click to play.

**Catch Up Controls:**

1. When watching a channel with Catch-Up enabled (or already watching a program in Catch-Up Mode):  
Do a short-press of the middle select button (to bring up channel history), immediately followed by a quick up-press to bring up the menu controls.
2. To return to Live TV from Catch-Up Mode, bring up the controls, scroll over *and select LIVE.*

## 20.) **Recording (Onn 4K Pro Model):**

You can record within the Top-Tier app, but this is limited by the amount of built-in internal memory your device has. Recommended for the Onn 4K Pro model (best with external hard drive).

❖ **Warning:** Filling the device storage can cause a device to run slow or cause connection issues.

### 1. **Recording From Live TV:**

#### ▶ **When In Fullscreen Mode:**

Short-press the Middle Select Button and bring up the menu that shows your channel history. Press “up” to show the full controls menu and then scroll over to the right to select *Record*. Select again to stop recording.

#### ▶ **When In EPG Mode:**

Scroll the EPG menu to highlight the program you wish to record and then do a long-press of the Middle Select Button. It will bring up the right-side menu with the *Record* option.

### 2. **Scheduling A Recording:**

- In EPG mode, do a long-press to bring up the right-side EPG menu.
- Scroll down to “Custom Recording”
- Select New Recording.
- Manually enter the Start date, Start time, Repeat option, and Schedule Recording.

### 3. **Accessing Your Recordings on the Onn Box:**

#### ▶ **When In Fullscreen:**

Long-press the Middle Select Button to bring up the bottom menu. Select “Recordings”.

#### ▶ **From Recordings Menu:**

Press the Back Arrow Button until you get back to the main TOPTIER TV Menu. Select *Recordings*

## 21.) **Download Top-Tier TV App on Other Devices:**

- **Android Devices:** To download the Top-Tier TV Software to your phone, tablet, or other device:
  - Go to <http://aftv.news/657865>
  - Or use the ***Downloader by AFTVNews App*** by entering: **657865** in the search bar.

The Downloader app will automatically re-direct, and then download the Top-Tier TV app. Once the TV app downloads, Select to Install the app.

After installation, open the Top-Tier app and allow any requested settings.

Click ***Add Playlist***, (Select Playlist Type), enter your log in information, and click next. Your Playlist will then process and load.

- **iPhone Users:** Watch on your phone using the **Smarter Player Lite** app available in the Apple store.

Once installed, open and select the **XTREME CODES** option.

- On the next screen:
  - Enter anything in the “any name” field.*
  - Enter your Username*
  - Enter your Password*
  - In the last box, enter the Playlist’s URL (Contact rep for URL information).*

❖ **NOTE: IF YOU GET AN ERROR MESSAGE WHEN LOADING YOUR PLAYLIST:**

Usernames and Passwords are case-sensitive and must be entered in exactly.

Double-check your login information for any errors.

22.) **Top-Tier TV Website:**

Visit our website at [toptiertv.com](http://toptiertv.com).

The website can be a great tool when referring your friends and family!

Our website has all the information and resources needed to learn about and join Top-Tier TV.

# **TROUBLESHOOTING:**

## **1) If You're Experiencing a Problem Connecting:**

▶ **Channel Buffering:** Sometimes, just simply toggling a channel back and forth and allowing it to re-load, will clear a buffering issue.

▶ **Diagnosing Connection Issues** (Source Issue vs Device and/or Local Network Issue):

### **A. If you have Multiple Connections:**

Turn on another TV/connection to the same channel.

If both channels have the exact same issue (such as buffering in unison), then it could be a source issue.

### **B. If one connection is working fine, but the other is not:**

Then the problem is **NOT** a source issue and most likely within the device or local network

C. Another way to help diagnose an issue is to contact a friend who also has Top-Tier TV: If you're *both* experiencing the same issue (common channel not loading/buffering) then the problem is likely with the source and should be reported.

If you're having problems connecting to a channel/content, but your friend ***is not***, then the problem is within your local network and/or device.

***\*\* All individual feeds come from the same Source.***

***Therefore, when the Source is down, all member feeds will be down simultaneously.***

## **❖ If You Suspect there's an Issue within your Local Network, Try These Steps:**

### **a) Restart Your Router and/or Modem:**

***Note: This is the #1 step and main fix for common network issues!***

The connection between your router and your device may need to be reset & restarted. Unplug from the power source for a minute or two, reconnect, and wait for the network device to reboot and fully power up before attempting to reconnect to the network.

### **b) Restart your Streaming Media Device.**

***Oftentimes, performing these two steps will fix a local network connection issue.***

## **2) Bottlenecking of your Feed may be caused by a few Common Issues:**

- Content Blocks from the Internet Service Provider (ISP)\*
- The speed/reliability of your internet connection.
- The age of your connected device, modem, or router.
- The amount of available free space on your device.

***\* Due to the restrictive security software pre-programmed on Internet Service Provider (ISP) equipment (modems & routers), some subscribers may need to manually disable default security protocols.***

## **For the Best Experience:**

Swapping out the ISP's modem & router for a reputable brand such as **NETGEAR**, can greatly improve your connection, service reliability, and overall experience.

Internet carrier equipment is often refurbished and has built-in network controls.

It is **highly recommended** to purchase and use your own equipment for the very best connection!

### **3) Help! The Top-Tier App Won't Open When Selected (Onn Box):**

This Onn Box software glitch may occur from time to time and is fixed by re-doing a setting and restarting your box:

- 1) Click the settings icon on the Onn remote control (gear icon)
- 2) Once the menu appears, select "All Settings" (already highlighted at top) to go into the Onn Box settings menu.
- 3) Select **Apps > Special App Access > Display over other apps:**
  - Scroll down and toggle the TopTierTV app off, and then back on.
- 4) Push the Back Arrow on the remote three times to get back to the main settings menu.  
Select **System**  
Scroll down and select restart, restart box.

✓ ***After the box restarts on re-connects to the internet, the Top-Tier TV App should now open normally when selected***

### **4) Reporting a Problem:**

As with any streaming media content, errors may occur from time to time.

Top-Tier TV is a community-based service and reporting issues helps keep our service top notch. We pride ourselves on resolving issues quickly, but your patience is always greatly appreciated! Please allow at least 24 hours for errors to be addressed.

If you have any questions or concerns, please feel free to contact us via our website CONTACT US section or reach out to your Top-Tier rep..

We're always happy to help but can only do so when we're made aware of an issue!

### **Thank You for Joining the Top-Tier Community!**

**We think you'll agree that the Quality and Value of our service is UNMATCHED when compared to expensive cable or satellite subscriptions!**

**We welcome you and hope you not only enjoy our service but also feel free to recommend us to your family and friends, helping to grow our community, one member at a time!**

**[toptiertv.com](http://toptiertv.com)**



## **PACKAGE PRICING:**

### **Standard Playlist:**

**4,500+ HDTV Channels**

**Local Channels**

**Catch Up Feature**

**11,000+ Movies**

**3,000+ TV Shows**

**Adult Channels\***

*\* (Available Upon Request.  
Must be 18+)*

- 1 Connection : \$25/mo.
- 3 Connections: \$30/mo.
- 5 Connections: \$40/mo.

### **Deluxe Playlist:**

**14,000+ HDTV Channels**

**16,000+ multi-lingual International Channels**

***(Available Upon Request)***

**Local Channels**

**40,000+ Movies**

**7,000+ TV Shows**

- 1 Connection : \$30/mo.
- 2 Connections: \$35/mo.
- 3 Connections: \$45/mo.
- 4 Connections: \$55/mo.
- 5 Connections: \$60/mo.

*Change Your Package type anytime you renew your services!*