

TROUBLESHOOTING:

1) If You're Experiencing a Problem Connecting:

- » **Channel Buffering:** Sometimes, simply toggling a channel back and forth, will clear a buffering issue.
- » **Diagnosing Connection Issues** (Source Issue vs Device and/or Local Network Issue):
 - A. *If you have Multiple Connections:*
Turn another 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 issue is 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.

***Please Note: All individual feeds come from the same Source.
Therefore, when a 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 Modem and/or Router:** 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.**
- (Often, 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:

It is highly recommended to purchase and use your own equipment! Swapping out the ISP modem & router for a reputable brand such as **NETGEAR**, can greatly improve your connection and overall experience.

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

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

- 1) Click the settings icon on the Onn remote control and select All Settings to go into the Onn Box settings menu.
- 2) Select Apps > Special App Access > Display over other apps: Scroll down and toggle the TopTierTV app off and back on.
- 3) Push the Back arrow on the remote three times to get back to the main settings menu.
Select System
Scroll down and select restart

» ***After the Restart, the App should now open normally when selected***

4) Reporting a Problem:

As with any streaming media content, and with such a large channel and content library, 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.

If you have any questions or concerns, please feel free to contact us via our website CONTACT section or reach out to your Top-Tier rep to help you with the best experience possible.

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