



TOP TIER APP SETTINGS & HELPFUL TIPS:

1.) Connect & Personalize Your Onn Box:

Connect your Onn box to your Wi-Fi by pressing the Settings Icon at the top right-hand side of your remote control; then navigate to *Network & Internet* and enter your network information.

Customized boxes are logged into a generic User Account by default. If you'd like to log into the box using your own Google account to personalize apps like YouTube, go to the Onn Box Settings and navigate to *Accounts & Sign-in, Add an account*.

2.) Programming the Onn Remote Control to Control Your Devices:

Press the settings icon on your remote control. Go to, *Remotes & Accessories, Set up remote buttons, Add device*.

3.) View Your Username, Password, and Expiration Date:

In the Top Tier App, go to Settings, *Playlist/ Tier 1, Xstream Code parameters*.

4.) View the Top Tier App Remote Control Shortcuts:

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

5.) Adding Channels to the FAVORITES Category:

There are a couple of ways to do this:

First, if you're 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*.

The second option is when you're in the EPG (Electronic Programming Guide) menu, AKA the "TV Guide". Click into a particular category, then long-press the middle select button until the menu appears on the right side. Scroll to *Manage Favorites* and you can then add multiple channels to the favorites.

6.) Going Back to Full-Screen Mode from EPG View:

Hold down the Back Arrow button on the remote control to return to full screen mode.

7.) Using the CATCH-UP Feature:

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!

Uses: When viewing a channel that has Catch-Up in full-screen mode:

Press the Left select button; a menu will appear on the left side of the screen. Then click to the right and scroll up/down to view all available programming. Select a program to play.

When viewing a channel with Catch-Up enabled in the EPG mode: Hold down the left select button, and it will then scroll through past programs in the guide. Click to play.

Controls: When watching a channel with Catch-Up (*or viewing a program in Catch-Up Mode*), a short-press of the middle select button (brings up *History* menu), followed by a quick up-press, will bring up the control menu. To return to Live TV from Catch-Up, bring up the controls and scroll over to LIVE.

8.) Tips for Watching Sports & Pay Per View:

Sporting events are shown Live; often starting at the beginning of the game, i.e. "kick-off".
If an event has not yet started (or is over) then no content will load when the channel is selected.

Admins prefer customers to watch games/events within the specific *Sport Categories* to prevent server overloads, as the servers are specifically tuned to these categories during games to manage the loads.

But we also recommend being aware of which Live Cable Channel the event is simultaneously being broadcast on. That way, if an issue with the feed occurs, you can quickly switch over to the other channel without missing a beat.

Games are often shown locally within their home markets. (e.g.: FOX 8 Cleveland, Dallas FOX, Pittsburg FOX, Chicago NBC, CBS Detroit, etc.)

Tip 1: Good back-up channels for major sporting events can be found in the **CAN: SPORTS** section (The TSN Channels).

Tip 2: A back-up for PPV Events (*such as UFC*) can be found in the **UK: SPORTS** category (BT Sports Channels). Both channel sets will often broadcast Sport/PPV content simultaneously.

9.) Recommended General Settings Changes:

- **Double Click Back to Exit App:** To prevent the app from accidentally exiting when pressing the back button, enable "*Confirm exit by second press back*" in **General** settings.
- **Auto Update EPG (TV Guide):** In the **EPG** menu, change "*Update interval, hours*" from (24) to (2). Changing this setting will automatically update the TV guide every 2 hours.
Enabling "*Update on app start*" will also update the EPG when the app is started.
- **Auto Update Playlist:** In **Playlists, Tier 1:** change the "*Update interval, hours*" from (24) to (2). Enabling "*Update on app start*" will update your playlist when the TV app is started.
- **Parental Controls:** In Parental Controls, set a 4-digit pin # to lock channels/categories.

10.) 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.

11.) Download Top Tier TV App on Other Devices:

To download the Top Tier Software to your Android phone, tablet, or other device, use the *AFTVNews Downloader* app short-code: **657865**

Once App downloads & installs: Open app and allow any settings. Click add Playlist, Tier 1, enter your login information, and click next. Playlist will process.

iPhone Users can watch with their phone using the **Smarters Player Lite** app.

Once installed, select the Xtreme Codes option, enter any name you choose, enter your login credentials, and the URL (contact rep for URL information).