



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.) Change the Device Name of your Onn Box:

This is helpful if you have multiple devices in your home/network, or if you'd like to personalize the box to display a certain name in your TV's inputs.

Simply go into the Onn Box Settings: > **System** > *About* > *Device Name*.

5.) Updating Your Onn Box Remote Control:

The Onn Remote Control requires an update from time to time.

Whenever you get a notification on screen to "update your remote", simply press the settings icon on the remote control then scroll down on the Dashboard to select "**update the remote**" in the menu.

6.) View Your EXPIRATION DATE, Username, & Password:

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

Our automated system disconnects service on the expiration date if your package is not renewed beforehand. It's recommended that payment be made at least **24-48 hours** before your expiration date to avoid any interruption of services.

To see your Username, Password, & Expiration Date inside of the Top-Tier App:

1) Access the **Settings**.

The Top-Tier TV app 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 Menu that says: **TOPTIER TV** at the top.

Settings are displayed at the bottom.

2) In the settings menu: Go to **Playlists** > (Click into Your current Playlist) > then select **Xtream Code parameters**.

3) Scroll down to see your login credentials and your Expiration Date.

7.) Making Payments & Renewing Your Monthly Service:

Payment can be made:

- A. Directly to your rep via **Cashapp** or **Venmo**
- B. 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: We always recommend messaging your rep and making them aware your payment has been made. *

** Payment notifications can be delayed by various vendors, therefore we recommend contacting your rep to inform them that your payment has been made so that services are not interrupted before notifications come through.*

8.) Important Top-Tier TV App Setting Changes:

Note: When setting up your own device, change these important settings in the app for the Best Experience:

Change the App Buffer Size:

► *Changing the buffer size will help to reduce in-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:

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

9.) **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.

10.) **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 Channel Menu appears on the right side. Scroll down to **Manage Favorites** and add multiple channels at once to your favorites.

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, or a little before 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 your local home-market commentators.

- Another great back-up source for major events: *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.) **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 write down your Pin Number!)

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.

16.) **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 Catch-Up:

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**.

17.) **Reorder Channels within Categories:**

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

Example: Move your favorite local channels (ABC, CBS, FOX, NBC) to the very top of the category 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 Channel 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.

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

This setting allows you to change the order in which main category groupings are displayed.

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.

19.) **Managing Your TV App Playlists:**

1. **Manually Update Your Playlist:**

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

2. **Load a New Playlist:**

Top-Tier Settings > *Playlists* > *Add Playlist* > (**Select Playlist to add**) > Enter Log in > Next

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

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

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

- ❖ **WARNING:** *Filling the device storage can cause a device to run slow or cause connection issues. The box also needs free space to download and update EPG and Playlist Files.*

You can record content within the Top-Tier TV app, but it is limited by the amount of built-in internal storage your device has. (**Recommended only with the Onn 4K Pro model***)

** Best when used with an added external hard drive.*

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 another 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 Your Playlist Type*), enter your log in information, and click next. Your Playlist will then process and load.

➤ **iPhones:** Watch content 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.) **Visit the Top-Tier TV Website:**

Visit our website at: **toptiertv.com**.

The website can be used as 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!

****REFERRAL BONUS: RECEIVE A FREE MONTH OF SERVICE FOR EVERY NEW CUSTOMER / CONNECTION REFERRAL!**

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!

TROUBLESHOOTING GUIDE:

(**** Please Note: All individual feeds come from the same *Source*.**
Therefore, when the source is down, all member feeds will be down simultaneously.)

1.) If You're Experiencing a Problem Connecting:

1. Channel Buffering/ Unable to Connect:

Channel Buffering and connection issues can be caused by errors within your local network, or due to an error from the main source.

It's also important to note that some channels may be set to "On Demand", which means the channel does not load until accessed by a customer. Momentary buffering is normal for these channels while it connects to the server and loads content.

To help diagnose the issue, please try the following steps:

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

A. If Your Subscription Includes Multiple Connections:

Turn on another Device (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 your local network or the device itself.

C. Another way to help diagnose your issue is to contact a friend who also has Top-Tier TV:

If you're *both* experiencing the same issue (*common channel not loading or buffering at the same time*) then the problem is likely with the source and should be reported.

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

2.) 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 network devices from the power source for two minutes, reconnect, and wait for the network device to reboot, fully power up, and re-establish network connection before attempting to reconnect your TV app.

B. Restart Your Streaming Media Device.

Unplug your device for at least a minute, plug in and allow it to power-up and reconnect to your network.

❖ Oftentimes, performing these steps will clear a local network connection issue.

C. Bottlenecking of Your Wi-Fi May Be Caused by the Following:

- ▶ 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. Contact rep for more details/questions.*

▶ Note: For the Best Experience Possible:

- ✓ Internet carrier equipment is often refurbished and has built-in, restrictive network and security controls.
- ✓ Internet Service Providers often charge a monthly fee, added on to your bill, to lease and use their equipment.
- ✓ Replacing the ISP's modem & router for a reputable brand such as **NETGEAR**, can greatly improve your connection and service reliability, while also saving money from monthly fees!
- ✓ **NETGEAR** sells 2-in-1 router and modem combo devices allowing you to have full control over your network.
- ✓ Therefore, it is **Highly Recommended** to purchase and use your own equipment for the best overall experience possible!

3.) My EPG Won't Update & Says NO INFORMATION for Every Channel:

This is most likely caused by your Onn Box not having enough internal storage space to download the EPG file.

This can happen when you've recorded content within the Top-Tier app or loaded too many external apps to your box and filled the available free space.

To Check the Available Free Space: Go to the Onn box Main Settings:
System > Storage > Internal Shared Storage > Scroll down to "Available".

4.) My Power Went Out & Now My Onn Box Won't Connect to Internet:

Some users report after a power outage, their Onn Box will not connect to the internet once the power is restored.

Fix: Unplug your Onn box from the power outlet for 2 to 3 minutes, then plug back in, and power back up. Go into the Onn Box Settings > **Network & Internet** > Reconnect to your network.

5.) 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 easily fixed by re-doing a setting and restarting your box:

- 1.) Click the settings icon on your Onn remote control (*gear icon*)
 - 2.) Once the menu appears, select "All Settings" (already highlighted at top of menu) to go into the Onn box Main Settings menu.
 - 3.) Scroll down and select **Apps** (*click right, scroll down*) > **Special App Access** (*click right again*) > **Display Over Other Apps**:
 - Scroll down and toggle the TopTierTV app *OFF*, and then back *ON*.
 - 4.) Now push back (*back arrow*) on the remote three times to get back to the Main Settings menu.
 - 5.) Scroll down and select **System**
 - 6.) Scroll down and select **restart**, restart the box.
- ✓ ***After the box restarts on re-connects to the internet, the Top-Tier TV App should now open normally when selected.***

6.) Reporting a Problem / Issue:

- ▶▶ 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.
- ▶▶ Please report any service issues to your local rep or via our website **CONTACT** page > **Report An Issue** tab.

We pride ourselves on resolving any issue quickly, but your patience is always greatly appreciated! Please allow at least 24 hours for errors to be addressed once reported.

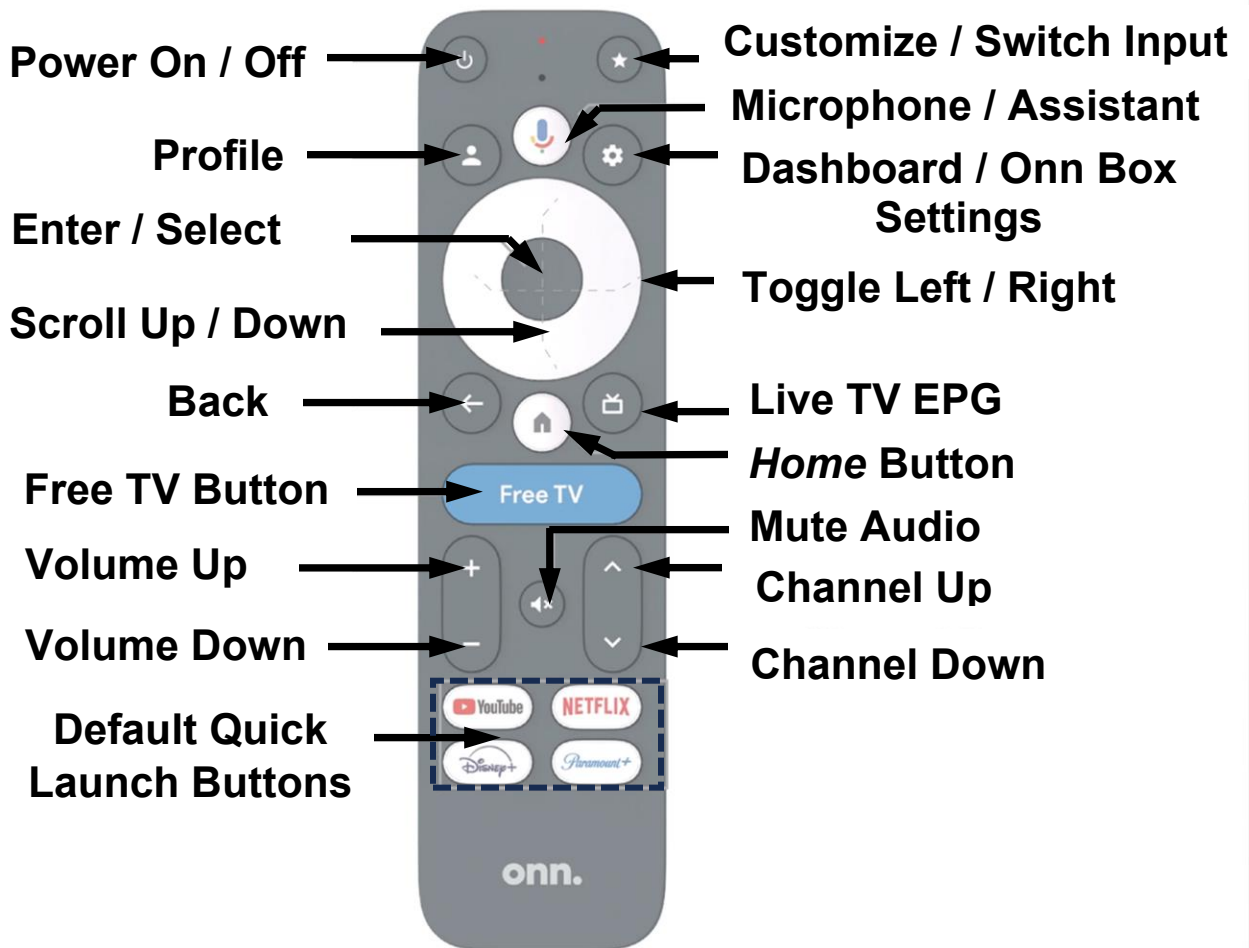
If you have any other questions or concerns, please feel free to contact us via our website **CONTACT US** section or reach out to your Top-Tier rep.

toptiertv.com

“Your #1 Choice for the Best Service at the Best Price!!”



ONN BOX BASIC REMOTE- **CONTROL FUNCTIONS:**



TOP-TIER TV IN-APP REMOTE FUNCTIONS:

SELECT BUTTON

Inside TV Guide:

- **Quick Press** – Select Channel
- **Long Press** – Channel Settings

When Looking Ahead in TV Guide:

- **Quick Press** – Record/Remind Menu
- **Long Press** – Channel Settings

When Viewing a Program:

- **Quick Press** – Channel History
- **Long Press** – Quick Menu

DIRECTIONAL RING

Inside TV Guide:

- Scroll Up / Down / Left / Right
- **Long Press LEFT** – View Past Programs (*Catch-Up Programming with compatible channels*)

When Viewing a Program:

- **Quick Press LEFT** – Channel List Preview Mode (*Catch-Up Programming with compatible channels*)
- **Press LEFT Again** – Go to Groups
- **Long Press LEFT** – Same as Quick Press (Different View)
- **Quick Press RIGHT** – Last Channel
- **Long Press RIGHT** – Program Information
- **Quick Press UP** – Channel Up
- **Long Press UP** – Remove History
- **Quick Press DOWN** – Channel Down
- **Long Press DOWN** - Search

BACK BUTTON

Inside TV Guide:

- **Quick Press** – Go to Groups / Menu
- **Long Press** – Return to Full Screen

When Viewing a Program:

- **Quick Press** – Go to EPG / TV Guide
- **Long Press** – Exit out of Program & and go to TV Guide Menu

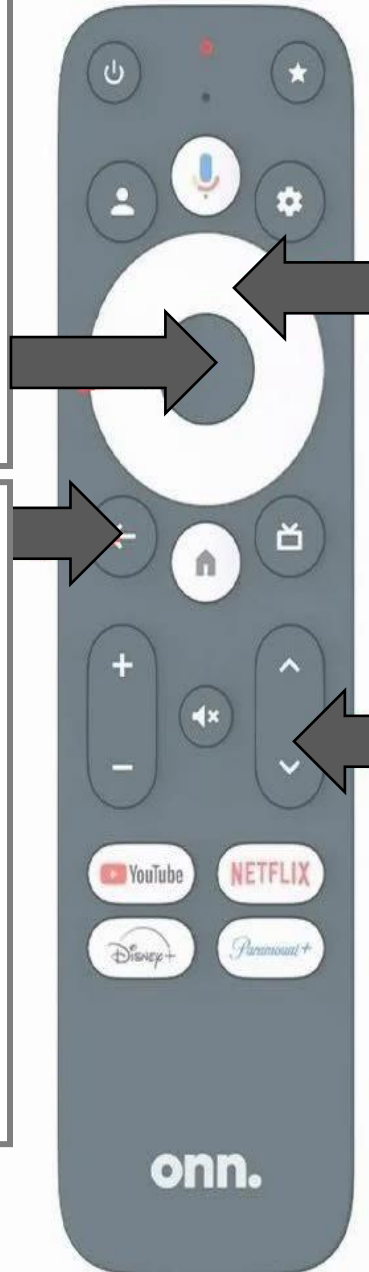
Channel Up / Down

Inside TV Guide:

- Page Up / Down

When Viewing a Program:

- Channel Up / Down Program Information



➤ **NOTE:**

Remote Control Buttons can be customized to your preference inside the TV app by going to:

Top-Tier Settings > **Remote Control**

* **Fire Stick Users:** Simply use the corresponding buttons on your remote control

TOP-TIER TV PACKAGES:

Standard Playlist:

Available in 1,3, or 5 Connections

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/month
- 3 Connection: \$30/month
- 5 Connection: \$40/month

Deluxe Playlist:

Available in 1, 2, 3, 4, or 5 Connections

14,000+ HDTV Channels

Additional 16,000+ multi-lingual International Channels*

(Available Upon Request)*

Local Channels

40,000+ Movies

7,500+ TV Shows

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

(**Change Your Package type anytime you renew your service!)

Bonus Apps Included on Our Custom Onn Box:

1. Custom Launcher:

Customized Onn Boxes come loaded with a custom Home Screen Launcher Application.

To change the background wallpaper:

Go to the settings (gear) icon at the top right-hand corner of the **Home Page** (Press the House Icon button on the center of the Remote Control to get to Home Page).

Select **Projectivy Launcher Settings** > Appearance > Wallpaper > Configure > Subreddit > (Select your desired wallpaper category)

2. SmartTube:

A YouTube App that mimics a YouTube Premium Subscription by bypassing ads and even some in-video sponsorships.

Log into your YouTube account to save your videos and get personalized content.

*** This app does need updated from time to time in the SmartTube app settings. If you find the app is lagging or showing errors, check for an update.**

Go to Settings > About > Check for updates

3. IPTV Smarters:

Backup Media Player App for streaming your Top-Tier TV Playlist.

This App has a more basic, list-style design, and shows your expiration date on the home screen.

4. Internet Speed Test:

Use this app to test your connected Internet Service's Wi-Fi connection speed.

5. Surfshark:

Paid VPN Service (**Note: May not be compatible with the Deluxe Playlist**).

To change the Auto-Connect setting:

Start the app > select **Settings** > VPN settings > Toggle on/off *Auto-connect*.

6. Downloader by AFTVnews App:

App used to download 3rd party apps on your device.

TV Apps Section: Paid-Subscription Apps accessible for customers who subscribe to these services.