



## **HELPFUL TIPS & TRICKS:**

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

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

### **2.) Login to Personalize a Custom Onn Box:**

Customized boxes are logged into a generic User Account during setup.  
Log into the box using your Google account to personalize apps like YouTube.  
Go to the Onn Box Settings and navigate to *Accounts & Sign-in, Add an account*.

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

Press the settings icon on your remote control. Go to, *Remotes & Accessories, set up remote buttons, add device*. Search for the Brand of your TV and/or Soundbar and set up the remote for your device.

### **4.) View Your Expiration Date, Username, and Password:**

In the Top-Tier App, go to Settings.

Top-Tier Settings can be accessed inside the app by pressing the *Back Arrow Button* on the remote control until you get to the main TOPTIERTV menu.

Settings can also be accessed by doing a Long-press (press and hold) of the middle select button on the remote control and navigating over to Settings.

In settings go to *Playlist/ Tier 1, Xstream Code parameters* to see login credentials and expiration date.

### **5.) 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.

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

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

## 7.) Recommended Top-Tier TV App Settings Changes:

- » **Change the App Buffer Size:** Go to Top-Tier TV Settings:  
*Playback > Buffer Size:* change the buffering size to Large (or Very Large with faster internet speeds).
- » **Double Click Back to Exit App:** To prevent the app from accidentally exiting when pressing the back button, go to **General**, and enable “*Confirm Exit by Second Press Back*”.
- » **Auto Update the EPG (TV Guide):** Go to **EPG** and change “*Update Interval, Hours*” from (24) to (2). Changing this setting will automatically update the TV guide every 2 hours.
  - 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 channels and the servers they are connected to:  
Go to **Playlists**, *Tier 1*, and change the “*Update interval, hours*” from (24) to (2).
  - Enable “*Update on app start*” to update playlist when TV app is started.
- » **Parental Controls:** Go to *Parental Controls*, enable and set a 4-digit pin #.  
to lock channels/categories.

## 8.) Adding Channels to Your Favorites:

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 in 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.

## 9.) Reorder Channels within Categories:

Doing this will allow you to reorder the way channels are listed in 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 any category in the EPG, 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 and click to set.

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

Press back arrow to exit.

## 10.) 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.

#### 11.) Tips for Watching Sports & Pay Per View:

Admins generally request that customers watch games/events within the specific **Sport Categories** to prevent server overloads, as the servers are specifically tuned to these categories during game-times to manage the load.

Games and events are shown *Live* in Sport Categories; often beginning at the start-time.  
If an event has not yet started (or is over) then no content will load when the channel is selected.

Games are often also 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*).

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

Do a long-press of the middle select button and select *Multiview* in the menu (may be limited by the number of service connections)

#### 13.) 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.

#### 14.) Manually Rearrange the Pre-set Order of the Category List:

Go to Settings:

*Playlists, Tier 1, Manage Groups, TV, Group Sorting, Manual, Reorder Groups.*

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

#### 15.) Hide and Restore Any Category (aka Group):

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

Hide/Restore Category Groups: Go to the Top Tier Settings: *Playlists, Tier 1, Manage Groups, TV*

► **Lock Adult Group:** By setting up the *Parental Controls*, you can select to lock this group.

#### 16.) Managing Playlists:

1) **Manually Update your Playlist:** Go to Top-Tier Settings, Playlists, Update all playlists

2) **Load a New Playlist:** Top-Tier Settings, Playlists, Add Playlist, Select Playlist

3) **Enable, Disable, or Delete Playlist:** Top-Tier Settings, Playlists, Select Playlist, Select Option

#### 17.) 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.

• **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 a 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*

## 18.) Updating Your Onn Remote:

If you get a notification to update the remote control, simply press the settings icon on the remote and update the remote via the menu that pops up.

## 19.) Download Top Tier TV App on Other Devices:

To download the Top-Tier TV Software to your Android phone, tablet, or other device, go to:

- <http://aftv.news/657865>
- Or use the **Downloader by AFTVNews** app short-code: Entering **657865** in the search bar.

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

**iPhone Users** can watch with their phone using the **Smarter 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).

# **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!

**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!**



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