



INITIAL SET UP:

Plug the power cord of your box into a wall outlet. Insert the HDMI cord into an available HDMI port on your TV.

- It is highly recommended that you connect an ethernet (Cat 6 or higher) cable from your router to the back of the unit. If not possible due to the distance, go into the settings from the device's main home page and choose the Network & Internet settings. This should show your available networks. Choose the one you wish to connect to by Wi-Fi and enter your password. You should get a message that says "Connected Successfully" once entered.
- Next, go into either the Streamers or Freedom TV  app and choose your playlist, then enter your Username and Password for your playlist/service if not already entered.
- SERVICE: _____ USERNAME: _____ PASSWORD: _____
- The Streamers app is our newest and preferred app especially if you are using Salvation TV or Playmate/Extreme. Each of those two playlists has its own tivimate-based app, but since only one tivimate app can be installed per device, you can use the Streamers app to access any or all of our playlists.
- In most cases this should just be a one-time entry, but it is a good idea to keep this login info for future reference. We will most easily identify your account by the Username.
- **BILLING:**

To pay for your monthly service subscription, visit our website www.streamersusa.com , then choose the logo, and number of months of service you wish to purchase. Usually either one, three, or six.

Add to your cart and enter the requested username info, then check out with either PayPal or as a PayPal guest with a credit card.

Preferred payment methods are Cash App or Zelle. When sending by these methods, please enter your **Username ONLY** in the notes and **DO NOT** reference TV service



CASH APP



ZELLE



If you prefer you can mail a check indicating your Username and how long you would like to extend your account to our Ohio address in May-October or our Florida address in November-April.

Streamers Technologies LTD.

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EASY TO USE FEATURES:

1. Favorites Sections

To add items to your Favorites section in either app, highlight the channel, movie, or series you wish to add and hold or long press the OK button.

- In the **Freedom TV** app, a small yellow star will appear, when changing between Live TV, Movies, or Series sections, the app will default to your selected Favorites in each.
- In the **Streamers** app a drop-down list will appear where you can select "Add to Favorites" which will automatically add them to that category.

2. Recording Live TV

To record live shows on the Freedom TV app, change the setting for "Player" on Live TV from the EXO or Built-In Player to the VLC Player.

- In the **Freedom TV** app, go to the Live TV channel you wish to record and click the left mouse button again when in full screen mode. Icons will appear in the bottom right including one for CC (Closed Captioning). The one that looks like an old floppy disc is the record button. When you press it, you will see a red button in the upper right of the screen indicating that you are now recording. You cannot change the channel without losing everything you recorded on the

first channel. You may also notice that sometimes the picture quality is pixelated while watching live, but the recorded copy will come out with much higher quality.

- In the **Streamers** app you will get a drop-down box that says start recording. Once you select that option it will take you to another screen where you will select the duration you wish to record for. You will be able to change channels and continue the recording on the one you started with.
- To view what has been recorded, go back to the main screen for Freedom app and press the button in the upper right that looks like a video recorder and says REC on it. The video you just recorded will be available there to Play or Delete. The Streamers app will have a heading called Recordings which will show anything you have recorded until you choose to delete it.
- Keep in mind that recordings take up memory space so you should not keep a lot of them on internal storage on your device or it will bog down but you can save more if you are using an external memory device.

TROUBLESHOOTING:

Internet Speed

If you are experiencing buffering, lips out of sync with dialogue, or volume issues check and make sure it is not just one channel, but all of them. If all channels are having issues, check your internet speed. Faster speed will generally provide better results.

From the main home screen, go to Apps then Speed Test and click the “GO” button in the center of the screen. Ideally you will have a minimum of 30-50 Mbps Download Speed.

If your download speed is less than this, you can improve your speed by connecting an ethernet cord directly from your router to your box. Another option is to purchase a mesh router system which includes satellite routers that can be placed near your televisions and connect directly with an ethernet cord. We recommend the Eero system from Amazon, or the Orbi system by Netgear. There are numerous other brands available. Ensure the brand you choose has ethernet ports on the satellite units.

Slow speeds may also indicate that you are not getting enough speed from your supplier. Contact your internet service provider to ensure you don't have an outdated modem or router. If you are connecting via Wi-Fi, try moving your modem or router closer to your television.

Updating The TV Apps

Once you have ruled out speed as the root cause of your issues, the next step is to make sure your TV app is updated properly.

From the Freedom TV main page (where you see the squares in the middle with LIVE TV and TV GUIDE, MOVIES and SERIES) look in the upper right corner of the screen for an icon that says “Update” and press. You



can also achieve this by going into the settings on that same page and clicking the icon there that says “Update Contents” then clicking Update All. This often happens automatically when you shut off the box and turn it back on, but if it is not happening automatically, sometimes you may need to do it manually to get things back in sync.

In the same settings area, check the “Player” setting. The default setting should have the Live TV set to the Exo Player, and the MOVIES and SERIES both set to the VLC Player. If these are set incorrectly this is often an issue for playing VOD/MOVIES or SERIES selections. You may find some movies or shows will play better with the Exo Player.

Rebooting Your System

The best solution to most issues is to reboot your system. This fixes most issues and is the first thing you should try. Unplug your box and modem or router and leave them unplugged for five minutes. They will reset when plugged back in fixing most issues.

If you have tried all of these solutions and are still experiencing issues then reset the app as follows: from the unit’s main home page go into settings, then apps, and choose the App you are using. Click on Clear Cache and OK, then Clear Data, and OK. You can then return to the app and re-enter your username and password and it should look like it did the first time you ever used it. Issues should now be resolved, and you can begin resetting your Favorites as you go.

The Freedom App recommends this process as weekly routine maintenance. This process typically resolves the issues, although it requires re-entering your username and password and resetting any previously selected favorites.

TIPS AND HINTS

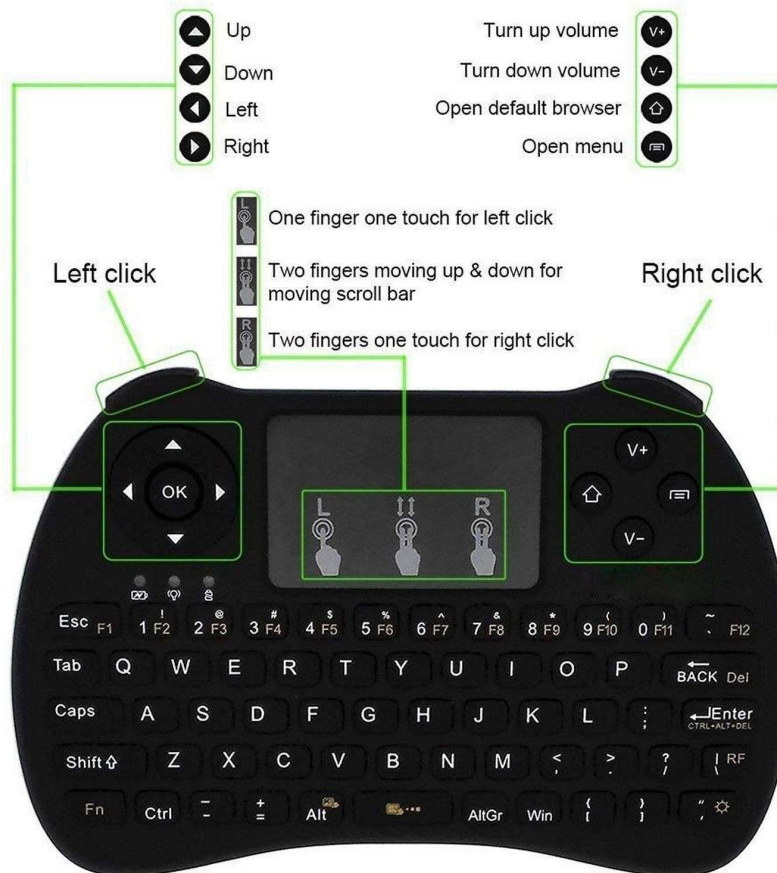
- If the edges of apps are not fitting correctly on the screen, go to the home page then settings and choose Device Preferences, then Display and lower the screen percentage until it fits correctly. Most TVs are fine at about 90 - 95%.
- Make sure to remove the USB dongle from the battery compartment in the back of the keyboard remote and plug it into USB in the box to make it operate with the unit.
- If the keyboard remote is not connecting to the box correctly and there is a blinking light, remove the dongle from the box and then push it back into the same or a different USB port on the box while the light is blinking and it should connect to the dongle and start operating properly again.
- If you are having trouble fully charging the keyboard remote, the most likely cause is that the battery has become loose in the back compartment which can happen even with the back panel securely fastened.

- The smaller remote that comes with the box requires two AAA batteries which are not included.
- You may have some issues trying to play 4K or 3D movies unless you have very high internet speed. It is likely that those files will contain more data than your slower speed will be able to process. 3D movies require a 3D television.
- From time to time the different playlists/services perform routine maintenance which may cause brief outages, or they may change what programming is available. These changes are out of our control.
- Clicking on the screen while playing in Full Screen mode while you are watching something will give you access to additional features such as CC – Closed Captioning, other languages (especially helpful if something is playing in a foreign language by default), Multi-Screen options (restricted to how many connections you have on your account).

STREAMERS APP – COMMON ERROR CODES & MEANINGS

- **401 Unauthorized** Meaning: Authentication failure — the server rejects your credentials (username, password, or token). Common causes: Wrong login details, expired/invalid subscription, or typos in M3U URL/credentials. Fixes: Double-check username/password/server URL; renew subscription with your provider; clear app cache; try without VPN.
- **403 Forbidden** Meaning: Access denied — server recognizes the request but blocks it (often due to app detection or restrictions). Common causes: Provider blacklists "Streamers" user-agent; VPN IP flagged; device limit reached; geo-restrictions. Fixes: Change User-Agent in Settings > General > User-Agent to something like "Wink/1.31.1" or "Mozilla/5.0"; disable VPN; reinstall app; contact provider to whitelist or reset connection.
- **404 Not Found** Meaning: Resource not found — server cannot locate the requested channel, playlist, or stream. Common causes: Dead/broken links in playlist; provider removed channels; incorrect M3U path. Fixes: Verify playlist URL with provider
- **451** (or similar geo/availability errors) Meaning: Service unavailable (often region-locked or expired). Common causes: Subscription expired; content geo-blocked in your location. Fixes: Check subscription status with provider; try VPN to different region; renew if expired.
- **456** Meaning: Connection/server refusal (often provider-side block or limit). Common causes: Too many devices connected; VPN interference; server maintenance; IP ban. Fixes: Disconnect other devices; turn off VPN; restart router; contact provider to reset session or check limits.
- **458** Meaning: Server refusing request (e.g., concurrent connection limit or temporary block). Common causes: Multiple devices using same credentials; catch-up conflicts; provider restrictions. Fixes: Change User-Agent (as above); close other sessions; disable VPN; wait and retry; provider reset.

- **502 Bad Gateway** Meaning: Server-side issue (provider's proxy/gateway failing). Common causes: Provider downtime or overload. Fixes: Wait and retry later; test other streams; check provider status/announcements.
- **ParserException / RecognizedInputFormatException / Passer Exception** (or similar parsing errors) Meaning: App cannot parse/process the playlist or stream data. Common causes: Corrupted/invalid M3U file; unsupported format; network glitch during load. Fixes: Clear cache/data (device Settings > Apps > Streamers > Storage); reload playlist; update Streamers.
- **General "An error occurred while processing the playlist"** Meaning: Broad failure loading playlist data. Common causes: Invalid URL/credentials; no internet; provider issues. Fixes: Check internet; re-enter details; refresh or re-add playlist; restart app/device.



Fn	0 F11	Maximize current page	Fn	Enter	[Task Manager] shortcut
Fn	~ F12	Open development tools	Fn	...	Adjust mouse sensitivity
Fn	Alt	Turn on/off touchpad	Fn	RF	*Used during factory reset process to pairing. See product description for more details
Win		[Start / Menu] bar			