





**INITIAL SET UP:**

Plug the power cord of your box into a wall outlet. Plug the HDMI cord into an open HDMI port on the back of your television.

- It is highly recommended that you connect an ethernet (Cat 6) 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 Freedom TV  or the Salvation TV App  and enter your Username and Password(s) for your service if not already entered.

SERVICE:	Freedom TV	Salvation TV
USERNAME:		
PASSWORD		

- In the Salvation app there will be an additional entry for “ANY NAME” which means what it says, you can put anything in this field, but must enter something. 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](http://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.

If you prefer you can mail a check indicating your Username and how long you would like to extend your account to our address:

**Streamers Technologies LTD.**

**Po Box 35498**

**Canton Ohio, 44735**



## 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 sections, the app will default to your Favorites in each.
- In the **Salvation** App a drop-down list will appear where you can select "Add to Favorites" which will add them to that category and a small red heart will appear.

### 2. Recording Live Tv

To record live shows on either App, change the setting for Player selection 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 a small solid circle with another circle around it 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 **Salvation TV** 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 either 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.



**Here are some other comparisons between our two primary apps:**

<b>Freedom TV</b>	<b>Salvation TV</b>
VLC Player is set as the default for Movies & Series, & Built-In for Live TV	VLC Player must be added in Settings > External Players, then Player Selection
Cannot pause live TV & cannot record one channel while watching another	Can pause Live TV & can record one channel while watching another
Must change Live TV to VLC Player to be able to record	Must change Live TV to VLC Player to be able to record
Can search all channels, shows, and movies from any screen	Need to click into “All” category to search all channels, shows, and movies
Important notifications from staff are scrolled across the bottom of the screen when tuned to a program	Important notifications from staff are only available by clicking on Bell icon on home screen

**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 that same settings area, check the Player settings. 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 or Series selections. Occasionally, you may also find a particular movie or show that will play better with the Exo Player. Normally we do not suggest changing this unless you are having an issue playing something in MOVIES or SERIES. If you decide to try another player, remember to switch it back to the default setting when you’re done.

## 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.

Both Apps recommend this process as weekly routine maintenance. This almost always clears the issues, but involves having to re-enter your username and passwords as well as having to reset any favorites you may have chosen.

## OTHER FREE APPS FOR VOD

If you cannot find the show or movie you are searching for in the main Apps on demand section, search on the other free apps on your device's home page including **Bee TV, Cinema HD, Flixoid, Tea TV, etc.** Click the menu section in the upper left with the three vertical lines to choose between movies and TV shows. You can also use the magnifying glass to enter the name of a show or movie to search for. Once you press PLAY on a movie or episode of a show you will get a list of streams available to choose from. It is recommended that you do not choose those that are higher up on the list as they are usually organized by size of the file. Especially if you are on Wi-Fi or a slower internet connection, the larger files will likely be too great in size for your internet speed. If you are having issues with finding quality streams on these free apps, there are services which you will see if you go into the settings for each of them. The only service we have tried is Real-Debrid, which works on all of the apps highlighted above. You can get it directly from their website at [www.real-debrid.com](http://www.real-debrid.com).

- Sign up for an account
- Go to Premium Offers
- Select number of months to order
- Make Payment (approximately \$3 per month) billed in Euros
- Using the newly acquired user name & password, enter it in settings in each app
- You will now notice different colored streams with the reference (DEB)
- Generally, this will give you more quantity and quality of streams from each service

## 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 TV's 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 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.
- Generally, you should not expect to be able to play 4K or 3D movies unless you have extremely high internet speed. It is likely that those files will contain more data than your speed will be able to process. 3D movies require a 3D television.
- From time to time the different IPTV services perform routine maintenance which may cause brief outages, or they may change what programming is available. These changes are out of our control.



- 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