



Over 20,000

Channels including local in all areas!

IPTV User Instructions

& Help Guide

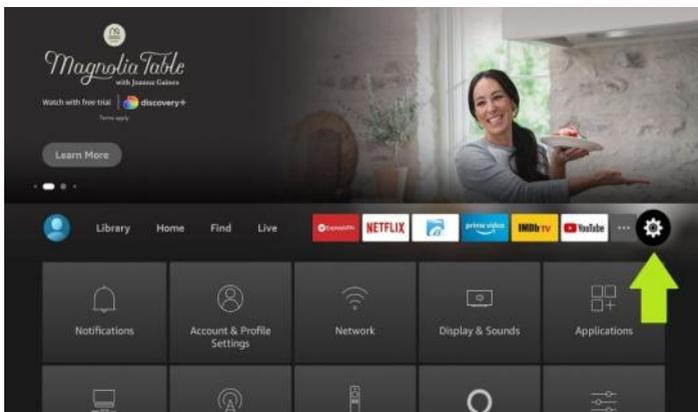
Go to designerdc.com for more instructional videos
and information and Our New Ultimate Streaming
Store.

Storage Issues:

1. Please do not record on tivimate as it takes Up storage.
2. Please read half of sheet about photos and off-loader and how to Turn those off.

Getting Started: Firestick

1. Connect Firestick to HDMI port on Smart TV and connect to power.
2. You will need an Amazon account to activate the Firestick profile.
If you don't have one, they are free to set up.
3. Connect to the internet via wi-fi. You will go to the Gear icon on the screen and select the network and choose your internet and type password.
4. Configure remote to work your tv: To power on/ off and to work Volume Go to the Gear icon



{ Ultimate Streaming by Designer Computers

5. Then go to Equipment control

6. Select Manage Equipment



Click TV



you will see the message showing TV that was set up for and can take 5 to 10 min to update. Click button to change TV.

You will get a message that it detected your TV and you will click yes button. And then follow steps on screen to power off and it should turn back on. Your remote will now be ready to power on/off TV but will also work the volume.

Now let's start enjoying your service from *Ultimate Streaming*.

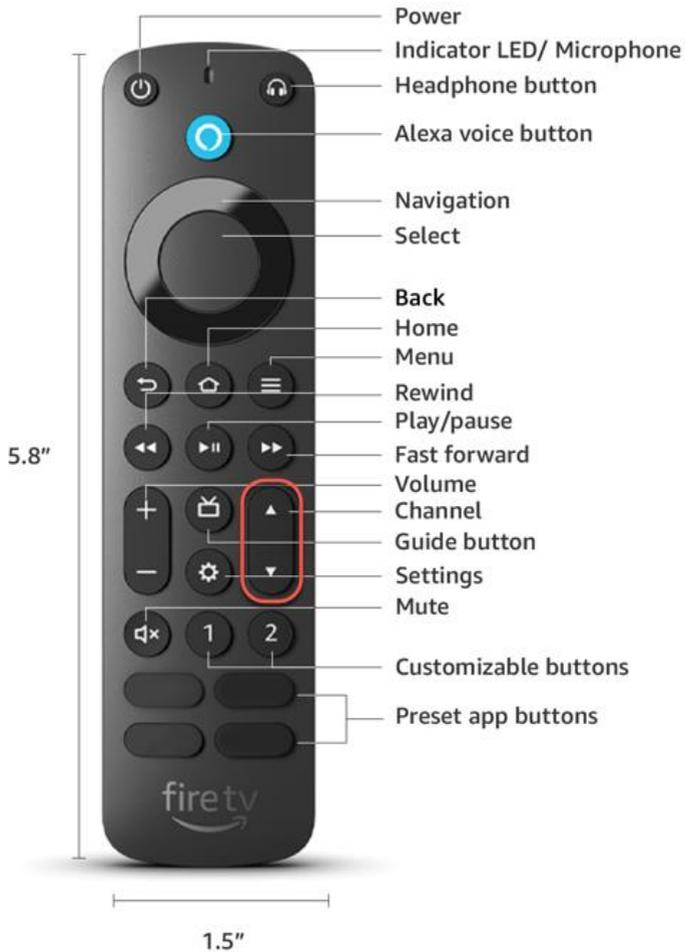
Here's an overview of the remotes that would come with the service.

Firestick Remote 3rd Gen



Firestick Remote

4k and 4k max



User instructions:

We have installed the 3 icons below. The first icon is the Tivimate icon, second iptv Smarters and third is Cinema HD. You can move these these applications to your pin favorites on the firestick menu:



1. Open your Fire TV home screen.
2. Press and hold the 'Home' button until the menu appears.
3. Select the 'Apps' button. This will take you to the 'Your Apps & Channels Menu'.

Then scroll down to my apps and click on it. Highlight the app icon that you would like to move to first place (don't select it), Click the button with the lines on it (hamburger key) button on your remote, then select move to the front. Continue for the other apps as well. Cinema HD. The main menu will only hold 6 at the top and is customizable per Firestick.

** Alternatively, you can scroll over to the right on the main screen and click on the icon that has 3 boxes and plus sign.*

Once you have configured the icons on the home screen you can now begin to watch tv from the TV app. Within that app you will have access to local channels, sports, cooking, dvi, movies, etc. You have the ability to set up favorites as well with the added service from the Tivimate App called Tivimate Companion which we highly recommend.

TIVIMATE PREMIUM APPLICATION

**** must be signed up via Andriod ****

The cost is 33.99 for lifetime subscription and you can have up to 5 firesticks for the subscription.

Designer does have the ability to sign you up for Tivimate premium for 49.00 fee.

Pick the one-time payment of \$49.00 this is lifetime and is good for up to 5 firesticks. ** as of 5/18/2024*

What does the Tivimate companion app do for you:

1. You get Tivimate premium.
2. You will not have to update the EPG channel list manually. This shows you what is on each channel.
3. You can create favorite channels.
4. You will be able to search for programs and channels

Once you have signed / via the application or purchased through ultimate streaming up , you will log into it via the TV application.

****Sometimes **smarters will auto boot** when firestick starts up . Go to gear icon in upper right, then general settings, then uncheck mark auto start on boot.**

Getting Started: Google TV

Physical Setup and Connection

Connect the streaming device: Plug one end of the included HDMI cable into the Onn streaming box and the other end into an available HDMI port on your TV. Note which HDMI port you use (e.g., HDMI 1, HDMI 2).

Connect to power: Connect the power adapter to the streaming device, then plug it into a wall outlet. A white or red LED light will indicate the device is powered on.

Turn on your TV and select the input: Power on your TV and use your TV's remote control to change the input or source to the corresponding HDMI port you used in Step 1.



Connect to Wi-Fi via the Settings Menu

From the Google TV home screen, navigate to the Settings icon (gear symbol) in the top-right corner using your remote.

Select Network & Internet.

Ensure that Wi-Fi is toggled on at the top of the screen.

Select your Wi-Fi network name from the list of available networks. If you don't see your network, select See all or Add new network to enter the details manually.

Use the on-screen keyboard to enter your network's password (security key). The password is case-sensitive, so use the up-arrow button on the on-screen keyboard to switch between uppercase and lowercase letters.

Select NEXT or FINISH to connect. A notification will appear in the corner once you are successfully connected.



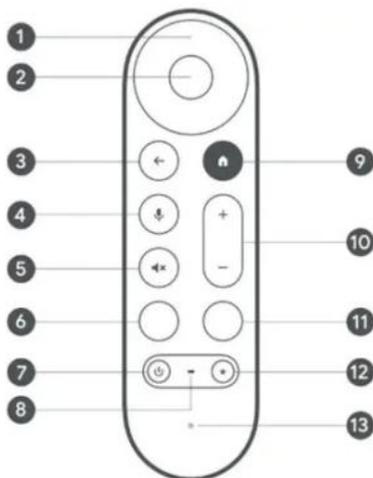
ONN DEVICE REMOTES



Upgraded Remote

With find my remote.



GOOGLE TV STREAMER REMOTE

1. Navigation
2. Выбирать
3. Back
4. Google Assistant
5. Dumb
6. Youtoub
7. TV power
8. Microphone
9. House
10. Volume
11. Netflix
12. Custom button
13. The light is constantly on when the microphone is on.



TIVIMATE PREMIUM SETTINGS

Once you have a premium account. You need to setup the account in Tivimate

Press the back arrow button on firestick remote 3 times.

Once you are at settings, go to unlock premium and login with the email and password you used to create the premium account. Once you unlocked the app, you can adjust some settings

1. Under EPG settings

Past days to keep you can change to 3 days

Enable store program descriptions

Update interval hours to 16, 24.

(This automatically updates the Tv Guide so u do not have to.)

Update on app start

Update on playlist change

Adjusting the settings above keeps you from having to update your EPG (TV guide) manually.

TIVIMATE CONTROLS

Navigation

Navigating this app is a breeze when using your streaming device's remote. If using a Firestick, the following options are available:

- **Select Button:** Opens Channel
- **Back Button:** Shows Groups/Return to Guide
- **Left Button:** Scrolls to Previous Program
- **Right Button:** Scrolls to Next Program
- **Up Button:** Scrolls Up through Channels
- **Down Button:** Scrolls Down through Channels
- **Rewind Button:** Scrolls Channels Up without changing the channel
- **Fast Forward:** Scrolls Channels Down without changing the channel

After playing a Channel, clicking the select button will generate various options:

Audio Sync

For those who have audio issues when the channel you are watching and audio don't match up, we can adjust this with the audio sync by clicking the select button on your remote within a channel and adjusting the offset up or down until it matches the video.

Overall, the possibilities within the TiviMate app are endless. Because of its easy navigation and fast streaming abilities, it is sure to be a favorite among all IPTV users.

Remote Settings

Because there are so many things you can do with the TiviMate interface, it may get confusing which buttons you should use to access all of the various features provided.

Pictured below is a simple remote guide that shows you what all of the buttons on your firestick will do when you are within the TiviMate interface.





These are the default setting using the Amazon remote, other remotes will vary. You can go into settings/remote control and change the button functions to what you want.

1. Select - Plays Channel (Record on a future show)
 2. Outer Ring
 - a. Up - Moves channel selection up (hold for scroll) if on channel 1 goes to last channel. b. Down - Moves channel selection down (hold for scroll) if on last channel goes to first. c. Left - Goes backward in time (w/ Catch up ONLY) or to current time if it was advanced. d. Right - Advances time.
 3. Back Button - Shows Groups (Right outer ring to full guide without group selection)
 4. RW/FF - Page Up/Down in the guide.
- Live TV (Watching a channel):
1. Select - Previous 10 channels (up to pause or record current show "far right dot", down for options)
 2. Outer Ring
 - a. Up - Goes up one to next channel (Channel #1 to Channel #2)
 - b. Down - Goes down one to previous channel (Channel #2 to Channel #1)
 - c. Left - Shows side guide (No preview) (Use back button or select to stay on channel) d. Right - Goes to previous channel.
 3. Back Button - Goes to guide
 4. RW/FF - Info box up/down one channel (select to change)
 5. Menu - Options Menu

TIVIMATE ERROR CODE 404

TiviMate error code 404 – Fixed!

Here are different workarounds to clear error code 404 on TiviMate. Follow the step-by-step guides to ensure you get everything right.

1. Check your connection

A stable internet connection is crucial for TiviMate to function correctly. Even a slight downtime can trigger the error code 404.

This happens because **network glitches** prevent the app from accessing the content servers. Before trying other solutions, it's vital to verify your internet connection.

Here's how:

1. Go to [Speedtest.net](https://www.speedtest.net) on your device.
2. Click the Go button to perform a speed test.

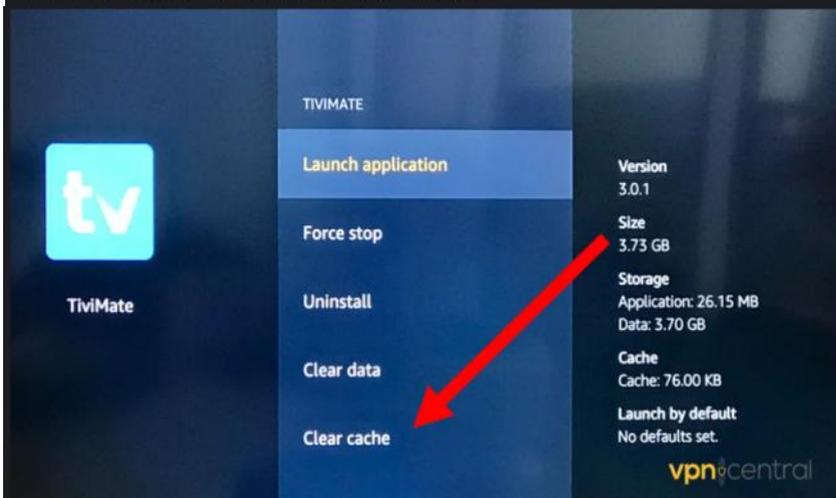
If speeds are lower, consider **rebooting your router or switching providers**. Also, double-check to ensure you haven't exceeded your fair usage bandwidth allocation.

2. Clear cache

Clearing the cache in TiviMate can resolve error 404 by **refreshing broken links**. This process can fix other hidden issues causing the app to fail.

Follow these steps:

1. Go to the Settings menu on your device.
2. Find and select TiviMate under the list of apps.



3. Choose the option to Clear the cache.
4. Confirm the action when prompted.
5. Restart the TiviMate app.

You may need to provide your TiviMate details before accessing the service. Sadly, this option clears any customizations configured earlier on the app.

3. Update the app

TiviMate app installed from the official website, you can check for updates within the app itself. Go to Settings > About > Check for updates. If an update is available, follow the on-screen instructions to install it.

Still **not working?**

4. Get a VPN

A can help bypass network TiviMate's error code 404 by improving connectivity. It can also do this using the most efficient route to reach content servers.

I recommend **Private Internet Access (PIA)** for the job. It offers 64,000+ virtual locations to boost speeds and consistency.

Furthermore, the service offers **256-bit encryption** to maximize privacy. It can also help you evade bandwidth caps enforced by your provider.

This is how it works:

1. Subscribe to any **Private Internet Access (PIA)** plan.
2. Download and install the application.

3. Run the app and connect it to the United States. Most content servers are available in this region.

4. Choose any movie or channel to start watching.

PIA allows unlimited simultaneous connections. This comes in handy for large households and users with multiple devices.



Private Internet Access (PIA)

Avoid error 404 and other connectivity issues on TiviMate, thanks to Private Internet Access (PIA).

Check price

Visit website 

<https://www.privateinternetaccess.com/buy-vpn-online>

Make sure u cleared the cache of tivimate....then without going back into tivimate unplug firestick...leave unplugged.....then shut down modem....if you have a separate router then shut that off too.....everything is off....turn modem back on if you have router turn that back on wait 10 mins plug firestick back in.

Last Step....Unplug the power from the firestick and your modem and your router. Leave unplugged for 5 mins then plugin modem , router and then firestick.



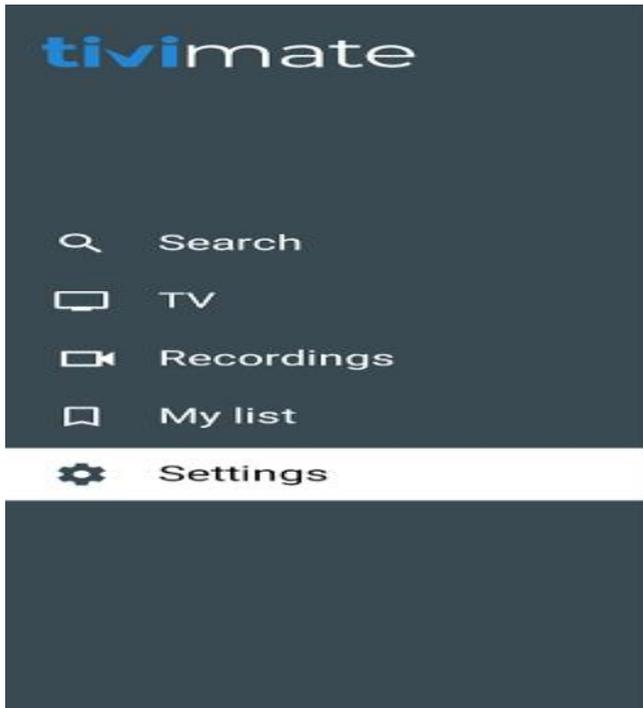
We have a Facebook pages that you can subscribe to with tips and tricks. We generally post every other day with tips, tricks, savings, promotions and giveaways. Our Facebook address: <https://www.facebook.com/groups/ultstream>

We will also post on outages.

If you do not have a Facebook account, don't worry, our Facebook account is integrated into our website so you can still view the content. The website address is designerdc.com/facebook

SEARCH CHANNELS IN TIVIMATE:

If you hit the back arrow you will see the different channel groups. If you hit back again you can search for different channels. You can type in Pittsburgh and see all the local channels. You can always hit the Menu on firestick remote once on channel to add to favorites or record (The 3 lines on firestick remote) (*Must have Premium account*).



HOW TO MANUALLY UPDATE EPG (TV GRID IN TIVIMATE)

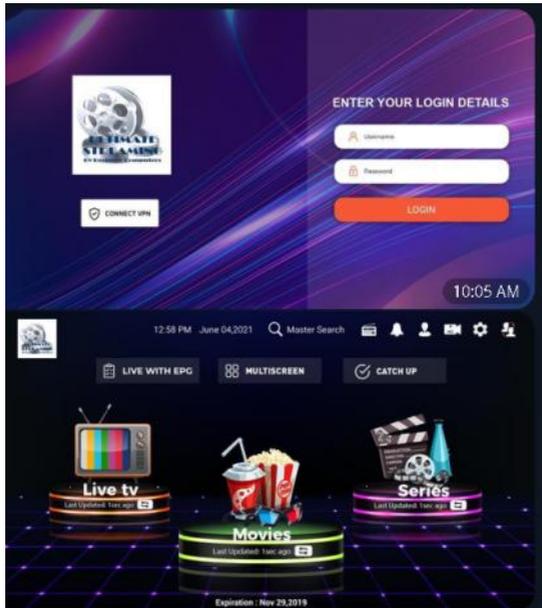
1. Hit the back arrow on remote 3 times
2. Go to settings
3. Go to EPG
4. Click on update EPG

*** you will have to do this every 24 to 48 hours if you do not sign up for a Tivimate premium account



Once you are on EPG click on it and the scroll down to update EPG.

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IPTV ULTIMATE STREAMING APP

2nd icon is our app and you are more than welcome to use it. Click on the app and select live tv, movies, series or with EPG. **Sometimes our app will auto boot when firestick starts up . Go to gear icon in upper right, then general settings, then uncheck mark auto start on boot.**



Favorites

Saving your favorite channels, movies, and series into one place where they are easy to find is

an option that comes in real handy as they will then be saved to your Favorites category's.

1. Saving favorites on Live TV.

a. From the channel guide, when you click on a channel to watch it, you will get the option to

Play, Save to Favorites, or Close.

b. From the Live TV category, long press the select button and you'll get the options to Add to

Favorites, Start recording, or use your external player.

2. Saving favorites on Movies and Series.

a. When on the list of movies/series, select a movie, long press the select button and a heart

icon will appear in the movie/series thumbnail.

b. After selecting a movie/series and on the information page, there's a heart icon up near the

right, click on it and it will turn red.

Search

The search feature is a great way to easily find whatever you may be looking for. You can

search by simply typing in keywords such as actors name, movie, program name, channel, etc.

The global search is at the top of the Home Page, this will search through all the Live Channels,

User instructions continued:

Movies, Series, and Programs and will return what is found in each category on your playlist.

In the Live TV, Movies, and Series sections, each have a search in the upper right (magnifying glass). This will search the category you are currently in.

Cinema HD



How to Watch Movies on Cinema HD?

On the homepage itself, you will find the latest updates in the Cinema HD app. You can play any movie or show directly from here.

You can tap on the movie and choose any streaming link you want to play.

But, if you want to search for any particular movie, use the search bar.

Moreover, Open the genre by tapping on the dropdown button given on the extreme top left.



Firestick FAQ'S:

If your Firestick becomes slow or out of space:
navigate to **Settings > My Fire TV > About > Storage**

*****Then you can uninstall applications no longer needed/used.

There are only 3 Applications that we have installed.
They are the following:

Cinema HD

Tivimate

IPTV Ultimate Streaming

**** ***DO NOT uninstall*** these apps or the programs or they will not work !!!! By adding additional apps like Netflix or Hulu, for example, they will take up space. And less space can cause the features to not work properly and may even cause the updates to Firestick to not work properly.

Firestick Help FAQ'S:

You may need to clear *cache* on the firestick to allow for apps to update correctly. Here are the steps needed to do so:

From the Home screen, select Settings > Applications > Manage All Installed Applications. Select the application you want to modify. You can now: **Clear cache** for the application

Note: Do not clear data, it won't delete the app; however, saved information such as game scores or account information will be lost or need to be re-entered by Ultimate Streaming.

Will require you to send firestick back for reprogramming. The cost will start at \$30.00. Address to send back is 145 Oak Road, Gibsonsia, PA 15044.

What causes buffering on Firestick: There are a number of factors that can cause the buffering issue. Here are some of the *most common reasons why buffering happens on Firestick*:

A. Slow internet connection: It is recommended that you have at least 10 Mbps for 1080p and 20 Mbps for 4K streaming. If your internet connection is slow, you will experience buffering issues.

Running low on RAM: It is not uncommon for Firestick to run out of RAM. There may be many unnecessary apps running in the background.



Firestick Help FAQ'S:

B. **Modem far from Firestick:** If your Firestick is placed too far from your Wi-Fi modem, your signal strength will be weak and will cause buffering issues.

Running low on RAM: It is not uncommon for Firestick to run out of RAM. There may be many unnecessary apps running in the background.

Running low on storage: Again, it is common among Firestick users. The device has only 8GB of space, a lot of which is already used up by the OS

Outdated Firestick OS: You may experience buffering issues on Firestick if it is running on an outdated OS.

If your Wi-Fi is having issues connecting, you can order an adaptor from Amazon to make it hard wired. Click link below to purchase. You will need an ethernet cable long enough to reach your Modem/Router (purchased separately).

C. **Smarters auto boot on start:** Go to gear icon in upper right, then general settings, then uncheck mark auto start on boot.

Firestick Help FAQ'S:

Some issues with the settings on Firestick can be answered by going to the settings icon on the main screen and clicking the Help icon. There are many tiles to click on to help with apps running slow, updating remote, moving Firestick and a myriad of other issues. You can you search Amazon for help with some of the issues as well.

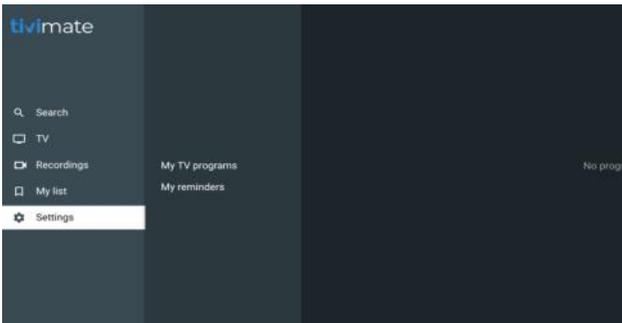
We have included some helpful hints in this guide to aid along the way.



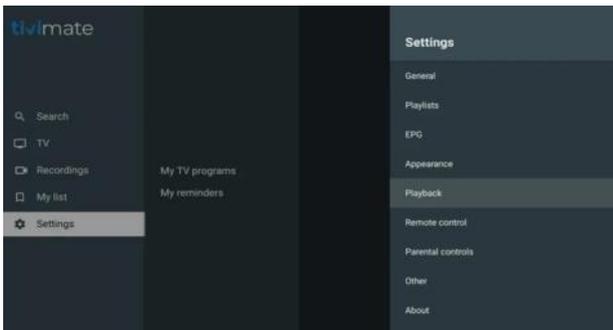
To fix Tivimate Buffering do the following:

Open up Tivimate on your device

Click on settings



From the settings menu click on Playback

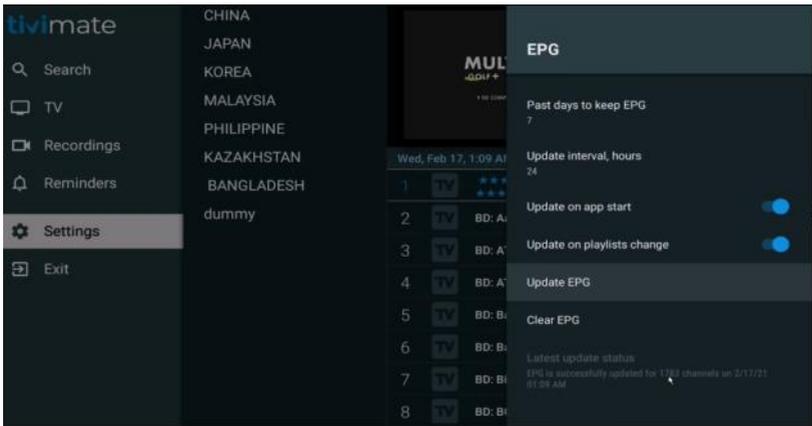


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Tivimate Buffering Issues Continued:

Also adjust EPG

Adjust past days to keep to 1



Changed settings on my Fire TV to significantly improve the performance.

1. Restart your Fire TV

I got to start off with the most obvious fix first, before suggesting you dive into settings and start changing things. Many of us leave our Fire TV devices plugged in and running 24/7, even when they're not being actively used. Over time, this can lead to issues such as software glitches. Doing the occasional restart helps clear temporary files, gives your Fire TV a fresh slate, and can be the easiest way to improve your device's performance.

Two easy methods:

Method A – Quick Restart (from Settings):

- 1 Go to Settings (gear icon on the far right of the top menu).**
- 2 Select My Fire TV.**
- 3 Select Restart.**
- 4 Confirm Restart.**

Method B – Unplug (hard reset):

- 1 Unplug the power cord from the Fire TV or from the wall.**
- 2 Wait 30 seconds.**
- 3 Plug it back in and turn it on.**

2. Update your Fire TV

Now that you've restarted your Fire TV or Fire TV Stick, let's do the next best thing: update it. Much like your phone, your Fire TV device relies on software updates for bug fixes, security patches, and performance optimizations. Skipping an update means you're likely running an older software version with unresolved issues -- possibly the very reason for your slow performance. So, let's go ahead and check for a system update.

1 Go to Settings → My Fire TV → About.

2 Highlight Check for Updates (or Install Update if one is already found).

3 Press the select button.

- **If an update is available, it will download and install automatically.**
- **The device will restart when finished.**

Tip: Enable Automatic Updates in the same menu if you want it to update overnight.

3. Clear apps not in use

Now that you've restarted and updated your Fire TV, it's time for a little spring cleaning. Over time, you'll accumulate streaming apps that you downloaded once, tried, and then forgot about or maybe just never had an urge to use again. Many of these take up storage and sometimes run background services. Removing unused apps frees up both storage and RAM -- and therefore can improve your Fire TV's performance.

1 Go to Settings → Applications → Manage Installed Applications.

2 Scroll through the list and select any app you no longer use.

3 Choose Uninstall → Uninstall again to confirm.

4 Repeat for all unused apps.

Free space will show at the top of the screen.

4. Clear cache

Next up in your spring-cleaning journey should be to clear cache. ZDNET has talked a lot about how doing this one simple step is an effective way to speed up everything from your phone to your TV -- and your Fire TV device is no different. Apps build up temporary files (aka cache) over time, and when left unchecked, cache can slow down both the individual app you're trying to use and system-wide performance of your Fire TV.

1 Go to Settings → Applications → Manage Installed Applications.

2 Select an app (start with heavy ones like Netflix, Prime Video, etc.).

3 Choose Clear cache (this only removes temporary files, not your data).

4 Repeat for every app you use regularly.

Optional: Also select Clear data only if the app is misbehaving (this logs you out and resets settings).

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5. Force stop background apps

You've now done a couple of things in the Manage Installed Applications area of Settings, but there's one more step to improve performance. Apps you've downloaded might be lingering in the background, hogging memory. By force stopping them when you don't need them, you can free up resources for your Fire TV.

1 Go to Settings → Applications → Manage Installed Applications.

2 Select an app that's not currently in use.

3 Choose Force Stop.

◦ **Do this for any app you're not actively watching.**

4 Repeat as needed.

Note: Prime Video and system apps can't always be force-stopped.

6. Disable data monitoring

Now we're really getting into settings you likely didn't know you could change. Your Fire TV uses data monitoring to track the amount of data your apps consume, but it also uses system resources to keep tabs on your bandwidth. By turning it off, you can free up both CPU and memory.

1 Go to Settings → Preferences → Data Monitoring.

2 Select Data Monitoring and toggle it OFF.

3 (Optional) On the same screen, turn off Set Data Alert and Set Video Quality.

This stops Fire TV from tracking bandwidth per app.

7. Disable unnecessary tracking

After implementing the above step, you may be wondering what other types of data tracking or collection Amazon does in the background that puts strain on your Fire TV or Fire TV Stick. The answer is: a lot. Fortunately, you can disable most of this unnecessary surveillance to reduce background tasks and reclaim some speed.

1 Go to Settings → Preferences → Privacy Settings.

2 Turn OFF the following:

- **Device Usage Data**
- **Collect App Usage Data**
- **Interest-based Ads**

3 Go back and select Advertising ID → Reset Advertising ID (optional, for full reset).

8. Turn off notifications

Every time an app pushes a notification on your Fire TV -- like when it tells you new episodes are available for a series -- it uses a bit of processor time. It may not sound like much, but over the course of a movie, it adds up.

1 Go to Settings → Preferences → Notification Settings.

2 Select App Notifications.

3 For each app listed (e.g., Prime Video, Netflix), toggle OFF or select it and choose Block all.

You can also select “Do Not Interrupt” mode at the top to silence everything.

9. Stop autoplay on featured content

Ever notice your Fire TV auto playing trailers and ads on the home screen? You might enjoy them or you might find them annoying, but they're constantly decoding video in the background -- and disabling them gives your device a break.

1 Go to Settings → Preferences → Featured Content.

2 Turn OFF: ° Allow Video Autoplay, ° Allow Audio Autoplay

This stops trailers and ads from playing on the home screen.

QUICK SUMMARY CHEAT SHEET

1. Restart → Settings → My Fire TV → Restart
2. Update → Settings → My Fire TV → About → Check for Updates
3. Uninstall Apps → Settings → Applications → Manage Installed Apps → Uninstall
4. Clear Cache → Same menu → Select app → Clear cache
5. Force Stop → Same menu → Select app → Force Stop
6. Disable Data Monitoring → Settings → Preferences → Data Monitoring → OFF
7. Disable Tracking → Settings → Preferences → Privacy Settings → Turn OFF all
8. Turn Off Notifications → Settings → Preferences → Notification Settings → Block apps
9. Stop Autoplay → Settings → Preferences → Featured Content → Turn OFF autoplay

Bonus Tip: After doing all 9 steps, restart again (Step 1) to clear any lingering processes. Your Fire TV should now feel noticeably faster and more responsive.

Returns / Refunds

Overview

Our refund and returns policy lasts 10 days. If 10 days have passed since your purchase, we can't offer you a full refund or exchange.

To be eligible for a return, your item must include all accessories and in the same condition that you received it. It must also be in the original packaging.

There is a 35% percent restocking fee on all returns. **We Do Not Refund the Streams.**

Refunds

Once your return is received and inspected, we will send you an email to notify you that we have received your returned item. We will also notify you of the approval or rejection of your refund.

If you are approved, then your refund will be processed, and a credit will automatically be applied to your credit card or original method of payment, within a certain amount of days, may take up 3 to 5 business days to appear on your account.

Late or missing refunds

If you haven't received a refund yet, first check your bank account again.

Then contact your credit card company, it may take some time before your refund is officially posted.

Next contact your bank. There is often some processing time before a refund is posted.

If you've done all of this and you still have not received your refund yet, please contact us at support@designerdc.com.

Exchanges

We only replace items if they are defective or damaged. Within the first 10 days, if you need to exchange it for the same item, send us an email at support@designerc.com.

Shipping returns

To return your product, you should mail your product to: **145 Oak Rd, Gibsonia PA 15044.**

You will be responsible for paying for your own shipping costs for returning your item. Shipping costs are non-refundable. If you receive a refund, the cost of return shipping will be deducted from your refund. If you are returning more expensive items, you may consider using a trackable shipping service or purchasing shipping insurance. We don't guarantee that we will receive your returned item.

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Visit for additional information:

<http://www.designerdc.com/>

IF you have questions, please feel free to email

firestick@designerdc.com. Responses may take up to 24 hours.

****** If you have tried all of these steps and you are still having issues that will require a visit to location, there will be a **minimum fee of \$ 50.00**. This will be assessed at the time of visit and can vary based on length of time to resolve.*

Your Login Information

Amazon User name: _____

Password: _____

Tivimate premium email: _____

Password: _____



145 Oak Road, Gibsonia, PA 15044

Cell: 412-618-0063

Email: support@designerdc.com