

## IPTV Help

### **a. Fast Refresh**

### **b. Audio Not Synched / Freezing**

### **c. Service Issues– steps you can take**

#### **a.**

##### **Fast Refresh**

- If there is an issue loading the tv/portal - loading bar stuck / black screen, do this first

1. Hold OK / menu button - pulls up menu in top right
2. Go down to Profile - select the profile and it will refresh

#### **b.**

##### **Audio not synced / freezing**

**Changing media player** - some channels work better on certain media players

1. Hold OK/Select - pulls up menu in top right
2. Go down to media player - select / ok
3. Move up or down to select a different media player
  - Auto usually is the best one to switch to
  - however some channels may work better on Exo or Internal

##### ***note: needs to be on ljk for videoclub***

- if it is not on ljk when going to watch a movie in the videoclub, you will get server not found error

**C.**

**If the service is having Issues**

1. Exit app and run a speed test on the box to see what it is getting. Over 15mbps shouldn't have issues running the live TV

- app - FAST - OR can go to web browser - google - speed test - run

If possible, connect the box with an Ethernet cable directly to the router

2. Check to see if it is the channel or the service:

try running a channel that always works well – such as CNN

-if it is during our business hours, note the channel, call in and we will see if the same issue is here

3. Certain channels work better on certain Media Players - CTV Kitchener works better on internal/auto

- changing the media player solves a lot of issues with specific channels not working well – audio off , buffering

**4. Updating the App / other apps:**

- Can use this as a reference: <http://www.primeiptv.ca/prime-wizard-help/>

-Go to Kodi

-Go to Prime Wizard – it will be a shortcut on the menu, or you will have to go into programs to find it

-Enter pin = 5783

-Go to APK installer

-Click on STB Emulator – Download – Install

-Click on others, to download and install other apps