

The Complete User Guide

Everything TiviGlass does, where to find it, and how to drive it with a TV remote.

Set up

Sign in, add your IPTV provider, build a household of viewer profiles.

Watch

Live TV, the guide, movies, shows, sport, catch-up and multi-view.

Record

One-off recordings, timers, Series Links and network storage.

Organise

Favourites, custom groups, filters, renames, hidden channels.

Personalise

Themes, layout, logos, remote button mapping and menu order.

Look after it

Account and plans, cloud sync, backups, updates and diagnostics.

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5. Movies & Shows · browsing, watchlist, filters, Stremio sources, tidying up

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How to read the badges. **FREE** works on every install. **ESSENTIALS** is unlocked by the £25 tier *and* by Premium. **PREMIUM** needs an active Premium term, Lifetime, or an admin grant. Where a Premium setting is switched on but your plan no longer covers it, TiviGlass quietly falls back to the free behaviour rather than pretending the feature is active.

TiviGlass works with a remote, gamepad or touchscreen. With a remote or controller, arrow keys move focus, **OK** selects and **Back** closes; holding **OK** opens extra actions. On a phone or tablet, tap the closed left rail or swipe it right to open the labelled navigation panel; swipe the panel left, tap outside it or use **Back** to close it. Swipe lists and guide filters to scroll, and long-press a channel, poster, profile or app tile for the same extra actions. The touch navigation panel has no Exit button because Android's Home and Back gestures already provide that action. Short phone screens use compact headings and visually smaller controls while retaining safe tap areas, keep a large live guide preview, and scroll long dialogs so their final action can always be reached; tablets keep the roomier layout. The handheld app uses the full screen; swipe inward from a screen edge whenever you need Android's status or navigation controls. Hybrid devices can switch between touch and directional controls at any time.

Getting started

TiviGlass keeps three things separate: your **TiviGlass account** (identity, plan and cloud features), your **TV sources** (the TV services, M3U playlists and addons you actually watch), and your **profiles** (the people in the house). You can use the app with just a TV source — the account is what carries your plan and syncs between TVs.

1

Choose how to sign in

FREE

Path: First launch → sign-in screen

HOW

1. Choose **Sign in**, then **Use phone** — **recommended**. Scan the QR code or enter the short code and the TV connects itself.
2. Choose **Use remote** only when you want to type your email and password on this TV.
3. **Create account** opens the phone flow for a brand-new account.
4. **Continue as guest** skips the account entirely.

GOOD TO KNOW

This is your TiviGlass account, **not** your IPTV provider login — that comes next. The phone route is far quicker than typing a password with a remote. If you started as a guest and sign in later, TiviGlass asks whether to keep the profiles you already made or start fresh.

Path: Settings → TV sources → Add TV source

HOW

1. **Choose** — pick **Type it on my phone instead**, or the connection type your service supplied (see the table below).
2. **Enter** — fill in only the required details. A friendly name, backup addresses, guide URL and unusual device headers are under **Optional details**. Anything missing or malformed is flagged under the box it belongs to, not in one message at the bottom.
3. **Test** — select **Run test**. TiviGlass checks the details against your provider and tells you what it found. **Nothing is saved at this point**, so a wrong password or a mistyped address costs you a retype and nothing else.
4. **Review** — check the summary. Your password and any debrid key are shown masked, never in full. Select **Add and import** to go ahead.
5. **Import** — the stages are listed as they happen, with real counts. As soon as your channels are in, **Start watching** appears and the TV guide keeps loading behind you. You can also leave the screen entirely; the import carries on.

GOOD TO KNOW

Nothing is created until you confirm.

Choosing a type, filling in the boxes and running the test all leave your TV exactly as it was, so you can back out at any point — and if you do, TiviGlass asks before clearing what you typed. Everything you have entered also survives a failed test or a failed import, so fixing one field never means retyping the other six.

A TV service is not your TiviGlass

account. The account is your sign-in and your plan; a TV service is the provider whose channels you are adding. TiviGlass does not supply or sell channels.

If the test cannot get through, it says which part failed — the address was never reached, or it was reached and your login was refused — because those need different fixes. Where your provider only accepts a particular User-Agent, the test finds a working one and tells you it has set it for you; where you have entered backup addresses and the first one is down, it says which one answered.

You can add as many playlists as you like — multiple playlists are free. Each TV uses one current source at a time, and every TV chooses independently. **To change which one you are watching, you do not need Settings:** open the sidebar and press the **TV service** line in the panel header. It lists everything this profile can use, says whether each one is on your account or only on this device, and switching keeps you exactly where you were in the app. The line is only pressable when you have more than one service to choose between. Separate TVs can play at once as long as they are within your TiviGlass account's device allowance and each provider allows the required connections. Your credentials are encrypted on the device, never stored in plain text.

On a new install TiviGlass then walks you through the last two steps by itself: loading your channels, and fetching the TV guide. Both start on their own — you only press anything if one doesn't finish.

If the guide step won't complete, choose **Skip for now — start watching**. Some providers offer no programme data at all, and others are simply busy when you first connect; neither stops your channels working. TiviGlass keeps trying quietly in the background, and you can fetch the guide any time from Settings → EPG.

PROVIDER TYPE	WHAT YOU NEED	NOTES
Xtream Codes	Server URL, username, password	The most common IPTV format. Brings Live TV, movies, shows, guide data and catch-up. Given more than one URL? See the note below.
M3U playlist	A URL, a local .m3u/.m3u8 file, or pasted text	Optional XMLTV guide URL. Plain, gzip-compressed and ZIP-wrapped playlist files are accepted, even when a provider omits the expected filename or compression header. Mixed lists are sorted automatically into Live, Movies and Shows. If the list supplies Catch Up rules, guide time shifts, relative stream/guide links or per-item User-Agent/Referer headers (including VLC, Kodi adaptive and #EXTHTTP forms), TiviGlass applies them automatically across Live, Movies and Shows. Kodi-style User-Agent/Referer options attached to the playlist URL itself are also understood. A link copied without <code>http://</code> is accepted too. Channel groups come from the list's own <code>group-title</code> or <code>#EXTGRP</code> tags — a list with neither simply shows everything under All channels , and you can build your own with Custom Groups . If what you point TiviGlass at is not a channel list at all — a saved web page, a provider error page, an XMLTV guide file or an .m3u8 stream link — it says so and stops, whether it came from a URL, a file or pasted text. Nothing is imported and an existing line-up is left exactly as it was. A file or pasted list has no address to re-check, so it stays on this TV and you update it by picking the file again under Edit — that keeps your favourites and history. Give it a URL instead and you can re-pull it any time with Update on the playlist's row (how-to 2c).
Stalker / Ministra portal	Portal URL and MAC address	Device ID, serial number and set-top-box profile are optional — fill them in only if your portal is strict.
Stremio addons PREMIUM	Addon URL(s), optional debrid API key	Aggregated movie, show and compatible TV/channel catalogues. Set-up in full: how-to 27b–27d.

TV service blocking your connection? Open **Optional details** in the add or edit screen and use the User-Agent auto-detect option — TiviGlass tries a series of user agents and tells you which one works.

2a

Given several server URLs? Enter them all

FREE

Path: Settings → TV sources → Add TV source → Xstream Codes → Optional details

HOW

1. Put the address you were given first in **Server**.
2. Select **Add backup URL** and type the next address into the line that appears.
3. Repeat for each spare address you were given — up to five. Use **Remove** to delete a line you no longer want.
4. Fill in your username and password as normal and continue through **Test** and **Review**. If the address you typed first is down, the test uses a backup and tells you which one answered.

GOOD TO KNOW

Many providers issue two or more addresses for the same account. They are usually the **same service reached by a different name** — a spare in case the first address stops working, not a faster one to choose between. So there is nothing to test or compare: enter them all and let TiviGlass handle it.

You can also manage these from your account portal on a phone or computer, under the playlist's **Backup server URLs**, and they sync to every TV signed in to your account.

Once they are saved, TiviGlass tries each address in turn whenever the one in use stops working, and keeps the one that works as its first choice from then on. It does this **when you load or refresh channels** (it retries straight away and tells you), during **overnight background updates** (silently — look under Settings → Help & diagnostics → **Recent activity** if you want to see it), and while you are first **adding the playlist**, so an address that is already unreachable will not stop you getting set up.

One thing to expect: if the address dies **while you are watching**, that channel still stops and you will see the usual playback error — but the app has already moved to your backup behind the scenes, so simply picking the channel again, or any other channel, plays normally.

Your username and password stay the same either way. TiviGlass only switches when the **address itself** is the problem — a wrong password, an expired subscription, or "too many connections" all stay put, because a second address cannot fix any of those.

Add no backup lines at all if you were only given one address — nothing changes.

2b

Type it on your phone instead

FREE

Path: Settings → TV sources → Add TV source → Type it on my phone instead

HOW

1. Select **Type it on my phone instead**, the first choice on the screen. It is also offered on the details screen itself, so you can switch to your phone after starting on the remote.
2. Scan the QR code with your phone, or type the web address shown into your phone's browser.
3. Choose your TV-source type on the phone, fill in the details and select **Send to TV**.
4. The form on the TV fills itself in and stops there. Check it, then continue through **Test** and **Review** as usual.

GOOD TO KNOW

Your phone must be on the **same Wi-Fi network** as the TV — a guest network usually cannot reach it. Nothing is sent over the internet: the page is served by your TV itself. The page closes as soon as you send it, and always within 10 minutes. Sending only fills in the boxes — the phone cannot skip the test or the confirmation, so nothing is saved until you press **Add and import** on the TV. The review screen also says the values came from your phone, so you know to check them.

Path: Settings → TV sources → the source card → Manage → Update now

HOW

1. Open **Playlists**. The active provider is first and clearly marked; each card shows whether its connection is online and the subscription expiry date reported by that provider.
2. Choose **Manage** on the provider you want, then **Update now**. TiviGlass re-pulls that provider's channels, movies, shows and TV guide, telling you which stage it's on.
3. When it finishes you get a single message with the new channel count — or a plain-English reason if something didn't come back.

GOOD TO KNOW

Xstream providers normally report a dated expiry or explicitly say that the line has no expiry. Other source types may show **Expiry not provided** because their protocol has no reliable expiry field; **Expiry unavailable** means TiviGlass could not read the Xstream account response. The app checks again after a manual update, so a renewal can appear without re-adding the playlist.

Use this when **one** provider has changed its line-up and you don't want to wait for every other playlist to be re-checked too — a large provider can take several minutes on its own. **Update all** at the top of the page still does the lot.

Automatic playlist updates uses your chosen interval for the same data, but refreshes the time-sensitive TV guide first. The guide can update while you are watching; only the heavier channel, movie and show catalogue work waits for playback to finish or for more memory. If a provider cuts a guide download short, TiviGlass retries that guide separately without repeating the large catalogue update. Android schedules background work approximately, so the start time can be a little later than the selected interval. The timer also waits while the device is offline.

If a playlist's channel and guide downloads **both** fail several times in a row — a provider that has gone dark, or a box that runs out of memory part-way through — TiviGlass pauses the automatic channel, movie and show update for **that playlist only**, and says so under **Recent activity**. It keeps updating that playlist's TV guide throughout, leaves every other playlist alone, and tries the catalogue again by itself a few hours later. Nothing is deleted, and pressing **Update** on the playlist starts it again immediately.

Updating a playlist does **not** switch to it. Whatever you were watching keeps playing and your active playlist stays active, so you can refresh a spare line-up in the background.

Your own changes are kept: favourites, watch history, renamed channels, hidden channels, custom groups and your channel order all survive an update — it only replaces what the provider sends.

If you switch to or remove a playlist while an update is running, that update is cancelled first and any data it already saved is kept. Your selection then continues automatically.

One exception: an M3U list you imported from a **file or pasted text** has no address to re-check, so Update will say so and point you at **Edit connection** to pick the file again.

3

Set up the household

FREE

Path: Settings → Account & Premium → Switch profile

HOW

1. Move right to **Add profile**.
2. Give each viewer a name, avatar and colour, and mark children as Child profiles.
3. Set a **household PIN** (4–8 digits) when prompted — it protects profile changes.
4. Hold **OK** on a profile to edit it, set access rules or remove it.

GOOD TO KNOW

Up to 8 profiles per household. Each one keeps its own favourites, watch history, watchlist, reminders and personal display settings. A deleted profile stays recoverable for 30 days under **Recently deleted**.

Path: Press **Left** from any screen to open the sidebar

HOW

1. The sidebar lists every section: Home, Search, Live TV, Sports Hub, Multi-view, Catch Up, Movies, Shows, Kids, Apps, Reminders, Recordings and Settings.
2. Move up and down, press **OK** to open a section.
3. Press **Back** at the top level to reopen the sidebar; press it twice quickly to leave the app.

GOOD TO KNOW

Sections you don't have — or that a profile isn't allowed to use — simply don't appear. You can reorder, rename and hide sidebar entries later (see how-to 50). By default, opening Live TV, Movies or Shows slides this same panel horizontally to that section's groups; the TiviGlass heading, account details, clock and divider stay fixed. **Back** returns it to the main menu, so no second sidebar is added.

Back always undoes exactly one step, in the order you took them: an open film or series page first, then the groups panel, then the sidebar itself. Closing the sidebar is treated as a cancel, so it never counts toward leaving the app — only **Back** from a section with nothing open does that, and it tells you ("Press Back again to exit") before the second press. Remotes that repeat a held button, and some HDMI-CEC setups that send a burst of presses, cannot skip a step: presses that arrive within a fifth of a second of the last one are ignored, so one press means one step even on a remote that stutters.

When you open a film or series from **Home**, **Search** or the **Sports Hub**, **Back** returns you to that screen — with your search text and position intact — rather than dropping you into the Movies or Shows list. Jumping to the **TV guide** from a Search result works the same way: it is a visit, so one **Back** puts you back in your results rather than opening the sidebar. If a section disappears while you are using it (a profile change, a hidden section, or a plan change), TiviGlass moves you to the closest section still on your sidebar and says so, instead of silently jumping to the top. Switching TV service closes an open film or series page, because that item belongs to the service you switched away from; TiviGlass tells you that too.

Learn the remote

TiviGlass is built for a physical remote. This table is also available on the TV itself — open the player menu and choose **Remote controls**.

5

The buttons that matter

FREE

Path: While watching → Menu → Remote controls

HOW

- 1. Press **OK** while watching to reveal the on-screen controls, and again to hide them.
- 2. Hold **OK** on a channel, poster or tile for its action menu.
- 3. Use **Back** to step out one layer at a time.

GOOD TO KNOW

Every one of these can be reassigned — see how-to 51. Number and colour keys are especially worth mapping if your remote has them.

BUTTON	WHAT IT DOES WHILE WATCHING
OK	Show or hide the on-screen controls
Play / Pause	Pause and resume
Channel + / -	Next / previous channel (live TV)
Up / Down	Next / previous channel (live TV)
Left / Right	Skip back / forward 10 seconds (movies and shows)
0-9	Type a channel number to jump straight to it
L	Jump back to the last channel you were on
Rewind / Forward	Rewind and fast-forward; on live TV, rewind where catch-up is available
Previous / Next	Previous / next episode (shows)
Menu	Open More — audio, subtitles, quality, display and help
A	Change the picture shape (aspect ratio)
Q	Choose video quality
S	Show playback details — codec, frame rate, buffer
P	Save a screenshot
Hold OK (guide or live video)	Open programme actions, including saving a matching movie or show
Back	Hide the controls, then leave the player

The Home screen

Home is a set of rails that fill themselves from what you watch. Empty rails hide automatically, so a fresh install looks sparse and gets richer over a week of use.

6

What the rails show

FREE

Path: Sidebar → Home

HOW

1. The hero at the top shows what's on now or the thing you're most likely to resume.
2. Move down through the rails; move left and right within one.
3. Rails are clustered under **Live TV**, **On Demand** and **For you** headings.

GOOD TO KNOW

Available rails: Continue watching, Recommended live now, Recently watched channels, Favourite channels, Recently added channels, New channel groups, Upcoming reminders, Recordings, Trending now, Recently added, Recommended for you, Favourite movies, Favourite shows, Live sport now and Kids corner.

On capable devices, staying on a live channel card for about a second plays that channel behind the headline. **This preview is always silent** — moving around the rails never starts sound, so it will not interrupt anything else you are listening to. Press **OK** to watch it properly, with sound. Moving on before the preview starts cancels it, so sweeping along a rail does not tune anything.

7

Customise Home

FREE

Path: Settings → Menu & sections → Home dashboard

HOW

1. Open **Customise Home rails**.
2. Turn individual rails off, or move them up and down into the order you want.
3. Leave the screen — Home rebuilds immediately.

GOOD TO KNOW

The order and visibility are per profile, so a child's Home can be a completely different shape from yours. A rail you've enabled still hides itself while it has nothing to show.

CHAPTER 3

Live TV and the guide

The **Live TV** section is a full programme grid with a live preview. It's where most day-to-day watching starts, and where nearly every channel customisation lives.

Path: Sidebar → Live TV

HOW

1. Up and down move between channels; left and right move through the schedule.
2. Keep pressing **right** to look further ahead, and **left** to come back. Left stops at the current time — it will not take you into the past.
3. However far ahead you have browsed, the **Now** button at the top of the guide brings the schedule straight back to what is on at this moment and starts following the clock again. In the sidebar layout it sits under **Tools**.
4. Browse **All channels**, **Favourites**, **All Playlists**, **Recently Added**, your provider's categories and custom groups from the left library sidebar — they are all in one list, so Favourites is one press away. Choose **Horizontal pills** under Settings → Appearance & theme instead and the same choices return to the filter and group rows above the guide.
5. Press **OK** on a channel to preview it, and again for full screen.

GOOD TO KNOW

The current-time line is off by default. Turn **Show current time line** on under Settings → TV guide to draw a vertical line in the current theme's accent colour from the time labels down through the programmes at the current time, so every channel can be compared at a glance. Whenever the visible hours no longer contain the present, a marker appears next to the date telling you which way it is: ◀ **Now** when you are looking ahead, **Now** ▶ when you have scrolled back into what has already aired. The **Now** button in the row above returns the guide to the current time from either direction, and the guide then follows the clock again by itself. If you would rather do it from a button, assign any spare key to **Jump to now** under Settings → Remote & buttons (how-to 51) — useful when you are deep in the channel list rather than up on the buttons. Leaving Live TV and coming back also returns you to now. An accent play arrow beside a channel name marks the channel currently playing, even while you scroll elsewhere. The information panel follows the programme you focus and keeps a short synopsis visible once the full details arrive. Choose its ⓘ **Info** action, or press a remote's Info button, to open the complete scrollable synopsis and programme metadata. A red record icon marks a programme scheduled to record, and a chain icon marks programmes covered by a Series Link. To look at what has *already* aired, use **Rewind** instead — that is the catch-up direction. The preview keeps playing while you keep browsing. For a TiviMate-style flow, turn on **Preview focused channels while browsing** under Settings → Channels & guide → Guide playback; rapid scrolling is allowed to settle before the preview changes. **Open focused preview fullscreen after** can then promote that channel after 5, 10 or 15 idle seconds. Both controls are available in the free

version. If you'd rather skip the preview step entirely, turn on **Open channel fullscreen on first Select** in the same group.

To open Live TV on **Favourites**, **All Playlists**, **Recently added** or one of your own custom folders instead of All channels, choose **Live TV opens to** under Settings → Menu & sections → Default screens. Custom-folder choices are labelled **Custom folder · Name**, and the stable folder identity means renaming one does not lose the choice. **Anything you pick here other than All channels also makes TiviGlass open straight into Live TV, on that screen, after a cold start** — so choosing **Favourites** is how you get the app to start on your favourites. **Turn on last channel on app start** remains the higher-priority option: switch that off under Settings → This device if you want to see your chosen screen instead of immediately resuming playback.

Recently Added uses the catalogue dates supplied by your TV source. If an older saved catalogue has no dates yet, the empty screen offers **Refresh channels**. A source that supplies no date metadata cannot build that list.

Change channel while watching

FREE

Path: Full-screen live TV

HOW

1. **Channel +/-** or **Up/Down** move to the next or previous channel.
2. Type a **number** to jump straight to that channel.
3. Press **OK** then **Down** to open the recently-watched strip and pick from it.
4. **L** returns to the previous channel.

GOOD TO KNOW

If you like to surf quickly, set **Delay before switching** (Settings → Streaming & reliability). With a delay, the on-screen selection moves instantly but only the channel you settle on is actually tuned — much faster, and much kinder to your provider.

GOOD TO KNOW

Every channel change brings up a short **channel banner** — the channel name and logo with what's on now and next — so you always know where you have landed. It clears itself after a few seconds and does not take over the remote: **Up/Down** keep moving through channels while it is showing, so you can keep surfing. Press **OK** to turn the banner into the full playback controls (how long those stay up is Settings → Streaming & reliability → **OSD auto-hide timeout**).

Path: TV Guide → hold **OK** on a channel or programme

HOW

1. Hold **OK** to open the grouped actions for that row. You can also hold OK on the video while watching live TV.
2. Choose from **Watch**, **Record**, **Organise** or **Fix**; each tile says what it will change before you press it.
3. Choose **Save movie or show**, select the matching catalogue title, then add it to Favourites or Watchlist.
4. If your remote has a **Menu** button, a single press of it opens the same menu.

GOOD TO KNOW

The programme and channel stay visible at the top while you choose. **Close** is always pinned at the bottom, and the first focused choice is never a delete or reset action. This single menu covers favourites, watchlist, recording, reminders, multi-view, groups, **renaming the channel**, channel numbers, guide matching and per-channel corrections.

The menu shows what this programme is already set to do. Once you have set a reminder the same tile becomes **Cancel reminder**; once a recording is scheduled it becomes **Cancel recording**; a linked series offers **Remove series link**. Removing something always asks once before it happens, and you never have to leave the guide to undo what you just set. The full lists stay where they always were — Recordings, Reminders and Settings → Recordings → Series Links.

Actions your TV service or your box cannot do are simply not shown. **Watch from start** and **Watch this programme** appear only when your provider actually carries catch-up for that channel and the programme is still inside the days it keeps; **Add to Multi-view** appears only on a box that can decode more than one channel at once. An action your *plan* does not include is shown greyed with the plan it needs, because that is the one limit you can lift.

A guide programme has no on-demand ID of its own, so TiviGlass asks you to confirm a matching title from your provider's Movies or Shows catalogue. If the provider does not carry it there, nothing is saved and the app tells you.

IF HOLDING OK DOES NOTHING

Some remotes report a held button as lots of very fast presses instead of one long one.

TiviGlass detects this and adapts, but on a third-party remote the first hold may register as a normal press — back out and hold again and it will work from then on.

Your TV's own remote is the common case. When you control the box with the TV remote rather than the one it came with, the buttons travel over the HDMI cable, which has no way to say “still holding” and repeats the press instead. TiviGlass recognises that immediately, with no first-hold cost, so holding OK opens this menu and holding **Back** counts as one Back rather than several. If you want two Backs there, leave a short beat between them.

If your remote still won't hold, assign any spare button to **Options for the focused item** under Settings → Remote & buttons (how-to 51); one press of it opens this menu.

ACTION	WHAT IT DOES
Favourite / Unfavourite	Adds or removes the channel from your Favourites chip and Home rail.
Add to groups	Puts the channel into one or more of your custom groups.
Record live	Starts recording what's on right now.
Record programme / Record at airtime	Saves this programme, or schedules it to be captured when it airs.
Series link	Records every episode of this programme automatically.
Set reminder / Cancel reminder	Notifies you shortly before it starts, or drops a reminder you already set. Offered only for a programme that has not started yet.
Cancel recording	Drops the timer for an airing you have already scheduled. Replaces Record at airtime once one is set.
Remove series link	Stops new episodes recording. Recordings you already have are kept.
Watch from start	Restarts a programme already in progress, where the provider allows it.
Watch this programme	Plays a programme that has already finished, out of your provider's catch-up archive.
Add to Multi-view / Remove from Multi-view	Puts the channel in the mosaic, or takes it back out. Shown only on a box that can run Multi-view.
Edit channel number	Gives the channel your own number, or restores the provider's.
Set EPG channel	Manually links the channel to the right guide data when auto-matching gets it wrong.
Channel corrections	Override the logo URL, shift the guide time, or set a local timeshift for this one channel.
Move within group	Drag the channel into the position you want inside the current group.

Organising channels

11

Custom groups

PREMIUM

Path: TV Guide → Custom Groups (also in Movies and Shows)

HOW

1. Create a named group.
2. Choose **Open** beside it to pick members, or hold **OK** on a channel and choose **Add to groups**.
3. Select the group's chip to filter the guide to just those channels.
4. Choose **Options** beside a group for clearly separated Open, Rename, Order and Remove choices.

GOOD TO KNOW

Holding **OK** on a group opens three short tabs: **Group** for its name, position and lock; **Channels** for members and visibility; and **Cleanup** for duplicates and provider-name clutter. Bulk Hide and Reset always ask before changing everything.

A group can hold channels from **several playlists at once** — open any playlist and add to the same group, and rows from elsewhere carry a source badge and play using their own provider's details. Groups exist separately for Live, Movies and Shows. Deleting a playlist thins the groups it fed rather than removing them. Groups you already made keep working even if your plan lapses — only creating new ones needs Premium.

Copy or move channels between groups FREE

Path: TV Guide → hold **OK** on a channel → Select channels

HOW

1. Hold **OK** on any channel and choose **Select channels**. The channel you were on is ticked to start you off.
2. Press **OK** on any other channel to tick or untick it. The bar above the list shows how many you have.
3. From any channel, press **right** once to reach **Choose destination**, then press **OK**. You can also select that button directly in the bar.
4. Pick where they should go — one of **your groups**, or one of your **provider groups** — then choose **Copy** or **Move**. **New group** creates one on the spot.

GOOD TO KNOW

You can send channels straight into a group your provider already gave you: to merge “UK Regionals” into “UK Entertainment”, select them and pick UK Entertainment as the destination — no need to invent a group you already have. **Copy** leaves the channels where they are as well as adding them.

Move also takes them out of the group you are standing in — they stay in Favourites, Search and All channels. To undo a move, select the channels in their new home and move them back to the original group. The group you are currently viewing is not offered as a destination. Custom groups are Premium, but copying and moving between your provider’s groups is free. Switch playlists and keep selecting: one custom group can be filled from all of them (provider groups belong to a single playlist, so channels from another one are skipped). **Back** leaves selection mode without changing anything.

Watch across every playlist FREE

Path: TV Guide / Movies / Shows / Search → All Playlists

HOW

1. Select the **All Playlists** chip.
2. Browse the merged list — rows from other playlists carry a source badge.
3. Play anything; it connects using its own provider’s details.
4. To stop choosing it every time, set **Live TV opens to**, **Movies opens to** and **Shows opens to** to **All Playlists** under Settings → Menu & sections → Default screens. Search remembers its own choice as soon as you make it.

GOOD TO KNOW

Your active playlist does **not** change when you play something from another one, so your guide, favourites and resume points stay where they were. Playlists a profile isn’t allowed to see never appear in the merged view.

Path: Settings → Channels & groups

HOW

1. **Manage channels** — pick a TV group, then press **OK** on a channel to show or hide it, or **hold OK** on it to rename it. The same rename is on **Rename channel** in the channel menu (hold **OK** on the channel in the guide), so you can do it without leaving what you are watching.
2. **Manage TV groups** hides whole categories.
3. **Manage group filters** **PREMIUM** builds keyword rules — e.g. keep only channels whose name starts with a region prefix.
4. **Remove duplicate channels** clears out repeated entries.

GOOD TO KNOW

All of these are overlays on top of your provider's data. Refreshing the catalogue never wipes them, and clearing an override always brings the original name, logo or number straight back.

Renaming is free. Typing a name yourself is included on every plan; on a paid plan the same dialog first offers **tidied-up suggestions** built from the provider's own name, so you can clear a country prefix or a quality tag in one press instead of retyping the line. **Restore original** is always there, and a rename follows the channel everywhere — the guide, search, favourites, your groups and the player.

Path: Settings → TV guide

HOW

1. **Guide text size** offers Small, Normal, Large and Extra large, and changes the size of the channel names, programme titles and times in the guide only. The rest of the app keeps the size set by **Interface density** under Settings → Appearance.
2. **Guide row height** offers Compact, Normal, Relaxed and Tall, and decides how many channels fit on screen at once. Compact fits the most; Tall gives each row more room. The two work together: whatever height you pick, a row is always made tall enough for the text size you chose, so the guide never clips a channel name.
3. **Mini-player size** offers Small, Medium, Large and Extra large. Medium is the default; Extra large matches the original full-height preview. Smaller choices shrink the whole programme band so more channel rows remain visible. The band keeps only the title, live time, a short synopsis and progress; press **Info** for episode details, ratings and credits.
4. **EPG sources** — add XMLTV URLs and order them; the one nearest the top wins where two sources overlap. Plain XML/XMLTV, gzip and ZIP guides are accepted. A copied link may omit `http://`, include an HTTP Basic login, or carry Kodi-style User-Agent/Referer options. TiviGlass also tidies up what a copy-and-paste tends to add: surrounding quotation marks or angle brackets, invisible characters some phones and mail apps slip in, a trailing comma, and a mistyped `htp://` or `https://`. What it will not do is guess at a different kind of address: a guide has to be an `http` or `https` link to an XMLTV file, so a streaming address such as `rtsp://` is refused rather than quietly turned into something else. A guide URL you set on your account at `tiviglass.com` is checked the same way there, so you find out on the spot instead of the TV silently skipping it.
5. After changing a source, open **Playlists** and choose **Update** on that provider. The guide

GOOD TO KNOW

If the guide looks too small or too crowded, these are the two controls for it.

They are free, they are per profile, and they only affect the guide — so you can enlarge the guide without enlarging every other screen. To make the whole app bigger instead, use **Interface density** under Settings → Appearance; the two combine, so it is worth changing one at a time.

A guide source that came from your provider is shown but can't be deleted — it disappears with the playlist. Sources you add yourself, including their order and On/Off state, travel with cloud sync and Cloud Backup; the feed address is encrypted in the cloud copy. Provider-supplied sources are rediscovered when that playlist updates. **EPG coverage** tells you how many of your channels currently have programme data, which is the quickest way to spot a bad source.

Opening the TV guide pulls the schedule in by itself the first time each session if there isn't one yet. Routine manual and timed updates live under **Playlists**, so there is only one update process to remember.

Background updates run on any connection, including a 4G router or phone hotspot. If data use matters, lengthen the **Update interval** or turn **Automatic playlist updates** off under Playlists.

Programme times come from your guide source, not from TiviGlass, and the app shows them in your TV's own time zone. If everything is out by a whole number of hours, the source is stamping its times against a different zone — that is what **Guide time offset** is for. Check your TV's date, time and time zone first, then set the offset to the difference you can see. If it is one or two channels rather than the whole

refreshes with its channels, movies and shows.

6. **Guide retention** controls how many past and future days are kept.
7. **Guide time offset** — inside **EPG sources**, shifts every programme time for this playlist in 30-minute steps, up to 12 hours either way. Use it when the whole guide is consistently ahead of or behind the real broadcast time, and note the direction: a guide running *behind* what is actually on needs a **plus** offset. It applies to every channel whichever guide source filled it in. Applying an offset re-downloads the guide, so give it a moment to finish.
8. If only *some* channels are wrong, leave the offset alone and use **Channel corrections** in the channel menu (hold **OK** on the channel) to correct just that channel. Type the minutes, or use the **-60m / -30m / +30m / +60m** buttons if you would rather not type on the remote; the line underneath spells out which way the programmes will move. This one applies straight away — no re-download — and it follows that channel everywhere: the guide, the player's now/next, Catch-Up, search results, and any reminder or recording you set from them.
9. **Wrap around channel list** is on by default: pressing down past the last channel continues from the first, and up past the first lands on the last. Turn it off to stop at the ends.

guide, use **Channel corrections** on those channels instead. Whichever you use, the direction is the same: the guide running *behind* the real broadcast needs a **plus** correction to move it forward.

The player

The same player handles live TV, movies, shows, catch-up and recordings. Press **OK** to bring up the controls; they fade away again on their own.

Path: While watching → OK

HOW

1. On live TV the panel stays concise: channel and programme title, airtime and progress, what is next, the channel strip and essential controls.
2. Choose ⓘ **Programme information** to open the full, scrollable synopsis and any episode, category, year, rating or cast details supplied by the guide. The picture line beneath the programme shows the exact resolution the channel is actually sending (for example **1920×1080**, not just HD), along with HDR, the video codec and the measured frame rate. The **Stats** overlay adds the deeper read-out: decoder, buffer level and connection speed.
3. On live TV a small arrow at the bottom centre means there is more below: press **Down** and the panel slides across to your recently watched channels. Arrow between them and press **OK** to switch; **Up** brings the controls back.
4. Move to the action row for the buttons this channel offers. It is deliberately short: play/pause, favourite, information, record and **More**. Rewind, fast-forward and ● **LIVE** join the row while you are behind the live edge and leave it again once you are back on it.
5. **More** holds everything that sets playback up rather than drives it: audio, subtitles, quality, **Switch source** when the same channel exists more than once in your playlist, **Display and sync** for this one channel, the **Sleep timer**, **Stream facts**, **Diagnostics** and **Remote controls**. On a movie or show it adds **Speed**.

GOOD TO KNOW

A physical **Info** button opens the same programme panel when programme details are available; otherwise it keeps showing the existing channel and picture information. The on-screen information action is hidden when the guide supplies nothing beyond a title and time.

On a touchscreen, tap the picture to show or hide controls. Double-tap the left or right side to seek a movie by 10 seconds or change live channel; drag horizontally to scrub a movie or swipe between live channels. Drag vertically on the left side for brightness or on the right side for volume. Gestures wait for a clear direction, so a diagonal or ordinary tap does not accidentally adjust playback.

The action row only ever shows what applies to the channel you are on, and moving left or right walks exactly the buttons you can see. If one disappears while it is highlighted — the guide stops supplying details, or a stream you had rewound catches back up to live — the highlight returns to play/pause rather than being left on nothing.

More lists only what this screen can actually do. Watching full screen from the guide is a slightly smaller set than the main player: there is no sleep timer or stream-facts overlay there, so those two are left out rather than shown greyed. Everything that does appear is named and ordered the same way on both, so nothing moves when you switch between them.

The recent-channel prompt only appears once you have some viewing history, so a brand-new install won't show it. How long the controls stay up is yours to set: Settings → Streaming & reliability → **OSD auto-hide timeout**. **Back** hides the controls first and only leaves the player on a second press.

16

Audio, subtitles and speed FREE

Path: While watching → Menu, or the **More** button on the controls

HOW

1. Choosing **Audio**, **Subtitles**, **Speed** or **Quality** from **More** opens this dialog on that tab.
2. Use the tabs instead of scrolling through one long list.
3. **Audio** lists every language the stream carries.
4. **Subtitles** switches tracks, turns them off, or opens subtitle tools.
5. **Speed** appears for movies and shows; **Quality** picks a stream variant.

GOOD TO KNOW

The tab you opened is focused immediately, while **Remote controls** and **Close** stay pinned below the choices. Set defaults once instead of choosing every time: Settings → Video & audio → **Default audio language**, and Subtitles & captions → **Subtitles on by default** and **Default subtitle language**.

17

Subtitles the stream doesn't carry FREE

Path: Menu → Subtitles → Search subtitles... / Load file...

HOW

1. **Search subtitles** looks online for a matching file and attaches the best hit.
2. **Load file** attaches a subtitle file from the device.
3. Turn on Settings → Subtitles & captions → **Search online automatically** to have it happen without asking.

GOOD TO KNOW

Subtitle search is free. You can link an **OpenSubtitles account** for better limits, and prefer hearing-impaired (SDH) results. If a subtitle drifts, nudge it with **Subtitle delay**.

Search subtitles is offered on movies and shows, because a live channel has no single film to look up. **Load file** is offered on movies, shows and live channels. Neither appears while you are watching Catch-Up or a recording: those have no separate identity to save a subtitle against, so a subtitle saved there would show up on the whole channel instead.

Picture quality and shape

FREE

Path: Q for quality, A for aspect ratio

HOW

1. **Q** lists the stream's quality variants.
2. **A** cycles through picture shapes when a channel is letterboxed or stretched.
3. For permanent defaults use Settings → Video & audio.
4. To change the shape for **one channel or one film only**, open the player menu → **This channel** (or **This movie** / **This episode**) and pick an aspect there.

GOOD TO KNOW

Automatic Data Saver is recommended for unstable connections. TiviGlass keeps full quality while the connection is healthy, then lowers adaptive-stream quality in steps when repeated stalls show the link cannot sustain it. **Always on** deliberately selects the lowest available variant.

Once a channel has its own picture shape, **A** changes *that* channel's shape rather than your global default — so the button always changes what you can see. Everything else keeps following the default until you say otherwise.

Pause and rewind live TV

ESSENTIALS

Path: Settings → Streaming & reliability → Advanced → Live timeshift buffer

HOW

1. Turn on the timeshift buffer and choose a size.
2. While watching live, **Pause** holds the picture and **Rewind** goes back through the buffer.
3. **Go to live** in the controls jumps back to the live edge.

GOOD TO KNOW

Rewinding into your provider's own archive is **free** — it's the on-device buffer that needs a paid plan. The buffer is marked experimental and uses storage while it runs, so leave it off if space is tight.

See what's really happening

FREE

Path: S for stats, P for a screenshot

HOW

1. **S** overlays the codec, resolution, measured frame rate, buffer level and connection speed.
2. **P** saves a still of what's on screen.

GOOD TO KNOW

The stats overlay is the first thing to check when a channel stutters — it separates "the stream is thin" (buffer emptying) from "this device can't decode it" (frame rate far below the stream's).

Path: Player controls → More → Switch source / Also showing on...

HOW

1. If the same channel exists more than once in your playlist, **More** → **Switch source** hops to another copy.
2. Turn on **Auto-switch source on failure** to have it happen automatically.
3. **Auto reconnect on stream errors** plus **Reconnect attempts** control how hard TiviGlass retries. An occasional live HTTP 403 is retried once with a clean stream session before TiviGlass asks you to intervene.

GOOD TO KNOW

All three live in Settings → Streaming & reliability. Together with **Merge duplicate channels** they turn a provider's five copies of one channel into one entry with four fallbacks.

Movies and Shows

Both sections work the same way: filters run across the top, groups use either the horizontal pill row or the optional left sidebar, and holding **OK** on any poster opens its actions.

Path: Sidebar → Movies (or Shows)

HOW

1. Pick **Favourites**, **Watchlist** or **History**, or browse **All movies** / **All shows**, provider categories, **Custom Groups** and **All Playlists** — all from the left library sidebar. Choose **Horizontal pills** under Settings → Appearance & theme to put them back in the filter and group rows above the posters instead.
2. Press **OK** on a poster for its detail page.
3. Keep scrolling — more pages load as you reach the end.

GOOD TO KNOW

Set **Movie & show poster size** under Settings → Appearance & theme to Small, Medium or Large. It applies consistently to All, Favourites and Watchlist, so smaller covers fit more titles on screen and larger covers are easier to see.

The detail page shows the synopsis, cast, rating and, where the provider supplies one, a **Trailer** button that opens YouTube or your browser.

Choose **Movies opens to** and **Shows opens to** under Settings → Menu & sections → Default screens to start on All, Favourites, **All Playlists**, Watchlist, History or Recently added whenever you select that section. Picking **All Playlists** is how you keep one TV service for live channels and another for films and shows without switching service every time: the section opens on the merged library and stays there. Backing out of a title still returns to the list and position you came from.

You don't need to load the library yourself. Movies and Shows fill in on their own once a playlist becomes active, and refresh in the background on the same schedule as your channels and guide. The first load on a large provider can take a couple of minutes — the screen says *"Loading your movie library..."* while it works, and the posters appear as soon as it finishes. There is nothing to press and you can leave the screen; it carries on in the background.

The **Recently added** filter reads the real newest dated titles across the whole library, not just the first alphabetical page. If an older saved catalogue has no dates yet, use the refresh button offered on that empty screen. Sources that do not publish catalogue dates cannot populate the filter.

If the library itself ever comes up empty, there is a **Load movies** (or **Load shows**) button right on that screen, and **Refresh movies** / **Refresh shows** under Settings → Movies & shows. Some playlists carry no library at all — an M3U list or a live-only line — and TiviGlass will say so rather than leave you waiting.

23

Shows, seasons and episodes

FREE

Path: Shows → a series

HOW

1. Pick a season, then an episode.
2. Inside the player, **Previous** and **Next** move between episodes.
3. Mark episodes watched or unwatched from the episode list.

GOOD TO KNOW

Turn on **Auto-play next episode** (Playback → Reliability) to binge without touching the remote. **Resume saved position** in the same place decides whether TiviGlass asks, always resumes, or always starts over.

24

Favourites, watchlist and history

FREE

Path: Hold OK on any movie or show

HOW

1. The menu separates **Save**, **Remove** and **Arrange** so opposite actions are not mixed together.
2. **Favourite** pins it to the Favourites chip and Home rail.
3. **Watchlist** is your “get to it later” queue.
4. **Mark as watched / unwatched** corrects the progress state; **Add to groups** files it into a custom group.

GOOD TO KNOW

A safe Save choice receives focus first. Remove choices sit in their own final group, and Close stays pinned. All of this is per profile. Turn on **Global favourites** (Appearance → General) to see favourites from every playlist in one list rather than only the active one.

If a playlist disappears and comes back, your favourites come back with it. When a playlist is removed by something other than you — switched off in your account on the website, signed out of, or removed on another TV — your favourites, watchlist, history and reminders for it are kept aside rather than deleted. Add that playlist again, or switch it back on, and they reattach on their own. Only removing a playlist yourself, with **Remove provider** in Playlists, clears them for good.

25

Filters and categories PREMIUM

Path: Movies / Shows → Filters

HOW

1. Open **Filters** and use the short **Sort**, **Filters** and **Display** tabs.
2. Narrow by genre, tag or streaming platform, then choose the duplicate-title display you prefer.
3. Manage which categories exist at all in Settings → Movies & shows.
4. Hold **OK** on a category chip to open its separate Category and Titles options.

GOOD TO KNOW

Browsing the catalogue is always free — only the filter controls are Premium. Hiding or resetting a category asks for confirmation; a locked category asks for the parental PIN before it opens.

26

Trending PREMIUM

Path: Movies / Shows → Trending, and the Home “Trending now” rail

HOW

1. Select the **Trending** chip.
2. Pick a title; TiviGlass finds it in your own playlist and plays it from there.

GOOD TO KNOW

Trending is a view of what's popular right now, matched against your catalogue — if a title isn't in your playlist, TiviGlass says so rather than failing silently.

27

Tidy up messy titles PREMIUM

Path: Movies / Shows → category menu → auto-rename

HOW

1. Run the auto-rename on a category full of provider prefixes and tags.
2. Review the result — it reports how many titles it changed.
3. Restore the originals from the same menu if you don't like it.

GOOD TO KNOW

Renames are overlays, so a catalogue refresh never undoes them and restoring always brings the provider's original name back untouched.

Stremio sources. As well as an IPTV provider, TiviGlass can use **Stremio addons** — the same open HTTP(S) addon protocol Stremio uses. Android keeps apps' data separate, so TiviGlass cannot automatically read addons already installed in the separate Stremio app: explicitly choose an optional quick-add preset or supply the same addon manifest URLs yourself, along with your own debrid subscription if the addons you choose need one. Movie, series and custom on-demand catalogues appear under **Movies** or **Shows**; addons that publish TV/channel catalogues can also populate **Live TV**. Zero Live

TV channels is therefore normal for a movie/show-only Stremio source and is not treated as a failed connection: Live TV says so in plain words and offers a shortcut to Movies rather than asking you to check a connection that is working. A Stremio source still has no guide or Catch Up unless that information comes from a separate TV source.

27b

Add a Stremio source

PREMIUM

Path: Settings → TV sources → Add TV source → Stremio addons

HOW

1. Give it a **friendly name**.
2. For the standard Torrentio setup, select **Add Torrentio**. This is opt-in and adds its default manifest URL to the form. You can instead paste one or more **addon manifest URLs**, one URL per line. Do not split on commas: configured addon paths often contain commas themselves.
3. Choose a **debrid account** — None, Real-Debrid, Premiumize, AllDebrid, Debrid-Link, EasyDebrid, Offcloud, TorBox or Put.io — and enter its API key or OAuth token. Choosing a provider without entering its key is refused here rather than failing silently at playback.
4. Select **Continue**. The test checks every addon URL and names any that did not answer, then **Add and import** confirms.

GOOD TO KNOW

Cinemeta, the official movie and show catalogue, is installed for you. Torrentio is an optional community stream addon and is checked like any manually entered manifest before TiviGlass saves it. The default Torrentio preset contains no debrid credential; choose a debrid account in TiviGlass if its torrent results need resolving. Direct HTTP media plays in TiviGlass; YouTube and external-link results open the appropriate app or page. Per-stream headers and addon-provided subtitles are applied automatically. Your API key or OAuth token is encrypted on the device, like every other credential.

Path: Settings → TV sources → the Stremio card → Manage → Addons & debrid

HOW

1. Under **Quick add**, select **Add Torrentio** to install its default manifest, or use **Add by URL** for any addon.
2. Select an add-on row to turn it On or Off without removing it.
3. Choose **Options** for the grouped Status, Order and Remove choices; Move earlier/later sets the order used when finding streams.
4. Change the debrid provider or save a new API key or OAuth token from the top of the same dialog.

GOOD TO KNOW

Adding, removing, turning off or reordering an add-on rebuilds this source's catalogues on its own — a short update runs a couple of seconds after your last change, or straight away when you close the dialog, and a new add-on's films, series and any TV channels appear when it finishes. Removing an add-on now asks for confirmation. The Stremio provider card keeps addons, its name and the connected debrid account together under **Manage**; searching Settings for any supported debrid provider — including Real-Debrid, Premiumize, AllDebrid, Debrid-Link, EasyDebrid, Offcloud, TorBox and Put.io — jumps straight to Playlists. TiviGlass reads the addon's manifest as you add it, so a URL that isn't a real addon is refused straight away instead of quietly doing nothing. Addon links copied without a scheme default to secure HTTPS, and signed configuration parameters after ? are kept on manifest, catalogue, metadata, stream and subtitle requests. Search covers Stremio sources too — results open the normal detail page and play exactly like a browsed title.

Choose which source plays PREMIUM

Path: Movies / Shows → a title → Sources

HOW

1. Press **Play** to let TiviGlass pick the best source by itself.
2. Or select **Sources** — on a show, selecting an episode opens the same list — to see every stream your enabled addons returned.
3. Each row shows the addon it came from, the file size and the quality, best first.
4. Select the one you want.

GOOD TO KNOW

The title shows the number of sources returned, so you can tell at a glance how many choices were found. **CACHED** means it is already sitting on your debrid account and will start almost instantly. **NEEDS DEBRID** needs a configured debrid key; **OPENS APP** is a standard YouTube or external-link result. Once you pick a source for one episode, TiviGlass prefers the same release for the next one, so a binge stays consistent. If the list is empty, the addons you installed provide catalogues but no streams — add a stream addon in 27c.

Search and the Sports Hub

28

Search everything at once

FREE

Path: Sidebar → Search

HOW

1. Type at least two characters, or select **Speak to search** to use your voice.
2. Results are grouped into **Live channels**, **Movies**, **Shows** and **On the TV guide**.
3. Switch between **Current playlist** and **All Playlists**.
4. Narrow what is on screen with the second row of chips — **All**, **Live & guide**, **Movies** or **Shows**. Each chip carries the number of matches it holds, so you can see at a glance where the answer is. Choosing one filters instantly; it never runs the search again.
5. Hold **OK** (or press **MENU**) on any live channel, movie or show and choose **Add to groups**. Tick one or more groups and choose **Done**; there is no need to leave Search or use Favourites as an intermediate step.
6. On a live channel result the same menu offers **Open TV guide** if you would rather see where it sits in the schedule.

GOOD TO KNOW

Live, Movie and Show groups are kept separate, and each can contain matching items from different playlists, so the same quick action works in **All Playlists** without switching your active provider. The same menu also carries the relevant favourite and watchlist actions. Creating a new custom group requires Premium; any groups you already have remain editable. Guide results cover roughly the next two weeks, so searching a film name will find the broadcast as well as the on-demand copy. Recent searches are kept so repeat lookups are one press. **The Current playlist / All Playlists choice is remembered too**, on this device, so if you search across everything you only have to say so once — it is still there next time you open Search, and after a restart.

A guide result does everything the guide does. Open one and you get the same Watch and Record actions as holding OK on it in the TV guide — record it, schedule it, set a Series Link, set or cancel a reminder, add the channel to Multi-view, and watch a finished programme from catch-up where your provider carries it. A live channel result offers Record live and Multi-view the same way. Actions your provider or your box cannot do are not shown at all; actions your plan does not include are greyed with the plan they need.

Every result is organisable, whichever playlist it came from. Favourites, watchlist and groups work on a film or show found in another TV service exactly as they do on one from the service you are watching — the menu acts on the item's own provider, so nothing is switched behind your back.

Leaving a result and coming back keeps your place. Play a channel, open a film, open a show, or jump to the TV guide from a result, and **Back** brings you straight back to the same search: the same text, the same Current playlist / All Playlists choice, the same chip, any group you had expanded with **Show all**, the same position in the list, and the same result under the highlight. The keyboard is not reopened over the top of it. Only when there is nothing to come back to does the cursor start in the search box again.

An All Playlists search never finds less than a Current playlist one. It always includes the service you are watching, plus every other service the current profile may use. If one service cannot be reached, the results from the others still appear and a strip above them names the service that failed, with **Try again** — a single unreachable provider no longer empties the whole screen. And if nothing can be searched at all, TiviGlass says which it is rather than reporting no matches: no TV service has been added yet — with an **Add a TV service** button right there — or this profile is not allowed to browse any of them.

Path: Sidebar → Sports Hub**HOW**

1. Move through **Live now**, **Starting soon**, **Tomorrow's matches** and **Recently finished**.
2. The hero at the top follows whatever you have focused.
3. Filter by sport or by day.
4. Press **OK** to watch, or set a reminder for a fixture that hasn't started.

GOOD TO KNOW

Turn on spoiler-free mode to hide scores until you choose to see them. Fixtures are read out of your guide data, so how much detail appears depends on how good your EPG source is — and on a very large channel list the first visit takes a while to read through it all. Matches appear as they are found rather than all at once, and the heading says "Still searching your guide" until the sweep is done, so you can start watching before it finishes.

On capable devices the hero plays the match behind it. While the hub is showing its own pick it plays **with sound**; as soon as you focus a match card the hero follows your focus and goes **silent**, so arrowing along the rails never starts audio you did not ask for. It also waits for your focus to settle for about a second before changing channel, so moving quickly through a rail does not tune every match you pass. Press **OK** to watch a match properly.

Path: Sports Hub → Follow a team or league**HOW**

1. Type the team or competition name.
2. Add it to your follow list.
3. Matching fixtures are then recorded automatically as they appear in the guide.

GOOD TO KNOW

Following uses the same engine as Series Links, so recordings land in the normal Recordings section and obey your storage limits. Auto-recording needs a plan that includes recording.

Multi-view and Catch Up

31

Watch up to four channels **PREMIUM**

Path: Sidebar → Multi-view

HOW

1. Press **Up** from the tiles to reach the chips along the top, then open **Channels**. Press **OK** on a channel to put it in the mosaic, and **OK** again on a ticked one to take it out — the same list does both. Pressing **OK** on an empty tile opens it too.
2. Pick an arrangement from the **Layout** chip: Side by side, Stacked, Big top + two, Big left + two, 2 × 2 grid, or Big + three.
3. Focus a tile and turn **Sound on** for it — audio follows one tile at a time. **OK** on a playing tile opens that channel full screen.
4. Or start from **Live sport** to fill the mosaic with what's on now, and save any arrangement as a **preset**.

GOOD TO KNOW

The channel list holds exactly as many channels as your arrangement has tiles, so everything you tick is on screen. If it says it is full, untick one or pick a bigger arrangement from **Layout** first. How many tiles you get depends on your box, not your IPTV plan: multi-view runs a separate decoder per tile, so TiviGlass offers two, three or four according to what the hardware can sustain, and only the layouts that fit are listed. Weaker boxes are told up front that they can't manage it. TiviGlass checks measured memory as well as Android's low-memory label, so custom TV firmware cannot disqualify a high-memory box with a stale label. Your plan matters too — each tile is a separate connection. The warning is shown only when the measured limit is unknown or too small for the selected layout.

Path: Sidebar → Catch Up

HOW

1. Search or pick a channel from the **Channels with archive** list on the left.
2. Choose a day, then a programme.
3. Press **OK** to watch it, or schedule it as a recording.
4. If a day cannot load, choose **Try again** directly on the error screen.

GOOD TO KNOW

Only channels whose provider advertises an archive appear here, and each shows how many days back it goes. Catch Up is free — TiviGlass simply asks your provider for the past programme. How that request has to be worded differs between providers: some archives are addressed in the provider's own local time rather than UTC, and some are served only as a streaming manifest. TiviGlass reads both of those from your provider when it connects and adapts automatically, so there is nothing to configure. If a whole archive opened the wrong programme on an older version, open **Settings** → **Playlists** and choose **Update** on that provider once so the new details are picked up.

Recordings

TiviGlass records to the device, to attached storage, or straight onto a network share. Recording needs a paid plan (Essentials or Premium).

33

Record what's on now

ESSENTIALS

Path: Guide → hold **OK** → Record, or player → press **OK** → REC

HOW

1. In the Guide, hold **OK** on the channel and choose **Record live** (or **Record programme**). While watching full screen, press **OK**, move to **REC** and press **OK** again.
2. The Recordings section shows it live with its current size or percentage.
3. Open that channel's Record menu again and choose **Stop recording**, select **Stop** on its row in Recordings, or use **Stop & keep** on the recording notification. Everything captured so far stays in your library and can be watched.

GOOD TO KNOW

Recording continues in the background while you carry on watching something else — you don't need to stay on the channel. **If your provider cuts the stream short, the recording says so.** A capture that stops well before the programme was due to finish is marked **Partial** with the length it got — it still plays, and everything captured is kept, but it is never presented as a finished recording. The usual cause is your plan's connection limit being in use somewhere else: another TV, another app, or a second recording. If the recording is still within its scheduled window, TiviGlass picks it back up on its own. You do not have to leave TiviGlass open. A recording in progress keeps going in the background, and carries on if you go back to your TV's home screen or swipe TiviGlass out of recent apps. It stops early only if the TV force-stops TiviGlass or restarts, and even then everything captured up to that point is kept and plays. If the programme is still on air the next time you open TiviGlass, recording carries on into the same file.

Path: Sidebar → Recordings → New timer

HOW

1. Search for and deliberately pick the channel; TiviGlass never silently chooses the first one.
2. Pick the date and the start and end times. Five-minute steps carry across the hour, and a timer made near midnight starts tomorrow.
3. Set it to repeat daily or weekly if you want, then save — it appears under **Scheduled**.

GOOD TO KNOW

A timer does not need TiviGlass to be open — it wakes the app at the right moment and records on its own. If your TV has blocked exact alarms for TiviGlass, the Recordings screen says so at the top; allow **Alarms & reminders** for TiviGlass in your TV's app settings, or timers may not start while the app is closed. If the alarm and a restart recovery arrive together, they still create only one library recording. **Scheduled padding** (Settings → Recordings) starts every timer a few minutes early and ends it late, which covers broadcasters who never quite run to time.

Safe removal. Canceling a timer, stopping or deleting a recording, and removing a Series Link all ask for confirmation. **Cancel** receives focus first so an extra OK press cannot remove anything.

Path: Guide → hold OK on a programme → Series link

HOW

1. Set the Series Link from any episode of the programme.
2. New episodes are found in the guide and recorded automatically.
3. Review or remove rules in Settings → Recordings → **Series Links**.

GOOD TO KNOW

A Series Link matches on the programme, not on a time slot, so a schedule change doesn't break it. Saving or re-enabling one queues a scan straight away, and background scans cover every playlist, not only the one currently open. It obeys your storage cap and retention settings like any other recording. Android may defer an archive download until TiviGlass next opens, so set a timer as well for anything you absolutely must not miss.

Path: Settings → Recordings → Recording storage

HOW

1. A plugged-in USB stick or SD card appears in the list on its own — just select it. There is no folder to pick and nothing to set up.
2. **Choose folder...** opens your TV's own file picker and is only needed for a folder that isn't listed. Some TV boxes make that picker awkward to drive with a remote, so use the listed drive where you can.
3. For a NAS choose **Network share (SMB)** and enter host, share, folder and credentials, then select **Test**.
4. For a Plex library, add the Plex server URL, token and library section so Plex rescans when a recording finishes.

GOOD TO KNOW

SMB2 and SMB3 are supported; the old SMB1 is not. On Android/Fire TV devices whose security provider can't complete SMB3's signing setup, TiviGlass automatically retries that connection in SMB2.1 compatibility mode. Network recordings play straight inside TiviGlass — you don't need a file manager. Changing storage affects new recordings only; existing ones stay where they are, and any recording still in progress when you change it is stopped rather than moved. Unplugging a drive mid-recording ends that recording — whatever was captured stays on the drive.

Path: Settings → Recordings

HOW

1. **Storage cap** sets the maximum space recordings may use.
2. **Keep recordings for** deletes them automatically after a set age.
3. **Maximum simultaneous recordings** stops you overloading your provider connection.
4. **Clean up recordings now** applies the rules immediately.

GOOD TO KNOW

Most IPTV plans allow only one or two connections at a time. If recordings and live TV are fighting each other, lowering the simultaneous limit usually fixes it.

Reminders, Kids and Apps

38

Set a reminder

FREE

Path: Guide, Search or Sports Hub → hold **OK** → Set reminder

HOW

1. Set the reminder on any future programme — from the guide, from a guide result in Search, or while watching (hold **OK** on the video, then look under **Next**).
2. Shortly before it starts, a small countdown card slides into the corner over whatever you're watching. It doesn't black out the picture — carry on watching if you want.
3. Choose **Watch now** to switch straight away, **Not now** (or **Back**) to cancel, or ignore it — it tunes automatically at zero.
4. Change the countdown length in Settings → Menu & sections → **Reminder countdown** (10 seconds to 1 minute).
5. Review everything in Sidebar → Reminders.

GOOD TO KNOW

The countdown appears inside TiviGlass and needs no notification permission, so it works even with your TV's notifications switched off. Reminders are per profile and remember which playlist the channel came from — if that's a different playlist, TiviGlass switches to it for you. They survive a reboot.

A reminder is only offered for a programme that has not started yet — there is nothing for a "starting soon" card to warn you about once it is already on. Once one is set, the same place offers **Cancel reminder** instead. If Android has not granted TiviGlass exact alarms the action still works and says so: the reminder may arrive a few minutes late.

39

Make sure reminders actually arrive

FREE

Path: Settings → This device → Reminder delivery

HOW

1. Check the **Reminder delivery** status line.
2. It only ever reports a problem with reminders that arrive while TiviGlass is *closed* — the in-app countdown always works.
3. To fix those, allow TiviGlass notifications in your TV's Android settings, and grant it permission to show full-screen alerts if your TV asks.
4. Return to TiviGlass — the status updates straight away.

GOOD TO KNOW

There are three honest answers, not one: reminders are Ready; they work while TiviGlass is open but only raise a notification when it's closed (common on Android 14 and newer, which restricts full-screen alerts); or their timing may drift because your TV limits exact alarms. TiviGlass says which, rather than failing quietly.

40

The Kids section

FREE

Path: Sidebar → Kids

HOW

1. Open Kids for a simplified screen of children's channels, favourites and shows.
2. Everything is bigger, brighter and reachable with fewer presses.

GOOD TO KNOW

A profile marked as a Child opens straight into Kids and cannot leave it. What appears is drawn from the playlists and categories you allowed for that profile. Like the Sports Hub, Kids reads its shows out of your guide, so on a very large channel list they fill in over the first minute or so rather than appearing all at once.

41

Kids Mode, time limits and bedtime

FREE

Path: Settings → Parental & Kids → Kids Mode & screen time

HOW

1. Set a **daily time limit** and a **bedtime** window.
2. Select **Start Kids Mode now** to lock the TV into the Kids section.
3. To leave, choose **Grown-ups: exit** and enter the PIN.

GOOD TO KNOW

When the limit runs out or bedtime arrives, the TV shows a friendly message instead of just stopping. The allowance resets the next day.

42

Apps and web shortcuts

FREE

Path: Sidebar → Apps

HOW

1. **Your apps** lists what's installed on the TV; press **OK** to launch.
2. **Web shortcuts** open a site directly.
3. Focus a tile and follow the visible menu-dot hint: hold **OK** or press **Menu** to pin, hide, lock or uninstall it.
4. **Rescan** picks up newly installed apps.

GOOD TO KNOW

Hidden apps aren't gone — they stay under the **Hidden** group. A PIN-protected tile asks for the parental PIN before it opens, which is a neat way to keep a store or browser out of a child's reach.

Profiles and parental controls

Two related systems. **Profiles** decide whose data you're using and which sections and playlists are reachable. **Parental controls** put a PIN in front of specific channels and screens regardless of profile.

43

Switch profile FREE

Path: Settings → Account & Premium → Switch profile

HOW

1. Open the "Who's watching?" picker and select a tile.
2. Profiles with protection show a lock badge and ask for the PIN.

GOOD TO KNOW

With only one profile the picker is skipped at startup — this menu path is how you reach it. Switching swaps favourites, history, watchlist, reminders and personal display settings in one step.

44

Decide what a profile can reach FREE

Path: Switch profile → hold **OK** on a profile → Access

HOW

1. Choose which sidebar sections that profile may open.
2. Choose which playlists it may use.
3. For a child, narrow it further to specific **Live categories**.
4. Enter the household PIN and select **Save access**.

GOOD TO KNOW

Blocked playlists and categories don't just disappear from menus — they're excluded from search, from All Playlists and from reminders too, so nothing leaks in by a side door.

45

Turn on parental controls FREE

Path: Settings → Parental & Kids

HOW

1. Select **Enable parental controls** and set a PIN.
2. Use **Require PIN for** to choose which areas are gated — settings, playlists, the guide, specific channels.
3. Adjust **PIN behaviour** so it isn't asked repeatedly once you've unlocked.

GOOD TO KNOW

Parental controls are free on every install. **PIN input method** lets you swap between an on-screen keypad and direct number-key entry, whichever suits your remote.

45b

Change or remove the PIN FREE

Path: Settings → Parental & Kids → PIN → Change or clear PIN

HOW

1. Open **Change or clear PIN**. To set a different one, type the new PIN and press OK.
2. To stop using a PIN altogether, press **Clear**. Parental controls stay switched on but nothing is gated until you set a PIN again.

GOOD TO KNOW

The PIN is stored on the device it was set on and never travels with your account, so it does not appear on another TV and signing in cannot bring it back. Clearing the app's data removes it too. If you have forgotten it and cannot get into Settings to clear it, contact support and we can unlock the device for you.

46

Lock individual channels FREE

Path: Settings → Parental & Kids → Manage locked channels

HOW

1. Search for and tick the channels to lock.
2. Save. Locked channels ask for the PIN before they will play.

GOOD TO KNOW

Locking hides a channel from playback, not from the list, so channel numbering stays stable. Movie and show categories can be locked the same way from their category menu.

Make it yours

47

Colour theme PREMIUM

Path: Settings → Appearance & theme

HOW

1. Pick a theme from the swatches.
2. **Create custom theme** builds your own from a main colour and an accent.
3. **Duplicate current** is the easy way to start from a theme you nearly like.

GOOD TO KNOW

TiviGlass keeps a dark TV-friendly backdrop, with brighter panels and clear separation between the background, cards and raised controls. Changing the theme changes the shell and highlight hues without losing that contrast. The theme applies from the very first frame at startup, so there's no flash of the default colours. Without Premium the app stays on its standard theme.

48

Layout, logos and the clock FREE

Path: Settings → Appearance & theme

HOW

1. **Interface density** switches between compact and comfortable spacing, for the *whole* app. To change the TV guide on its own — bigger text, or more channels on screen — use **Guide text size** and **Guide row height** under Settings → TV guide (how-to 14).
2. **Movie & show poster size** chooses Small, Medium or Large covers for every library filter, including Favourites and Watchlist.
3. **Library navigation** chooses the original horizontal pills or a **Left sidebar** for Live TV, Movies and Shows.
4. **Channel logos** and **Channel logo size** control whether and how big logos appear.
5. **Overscan correction** pulls the picture in if your TV crops the edges.
6. **Time format** and **Date & time locale** set how times are written.

GOOD TO KNOW

Left sidebar is the default. It keeps each library's Views, Groups and Tools together in the existing panel, including Favourites, Watchlist, History, Recently added and filters where available; the old pill rows are removed from the content area. The TiviGlass heading, account details, clock and divider remain in place. Pick an item to return to the content; press **Back** in the library panel for the main app menu. Choose **Horizontal pills** here if you prefer the original layout.

49

Use your own channel logos FREE

Path: Settings → Appearance & theme

HOW

1. Put PNG, JPG or WebP files in a folder, named after the channel — for example **BBC One.png**.
2. Select that folder as the **Local logo folder**.
3. Set **Logo priority**: playlist first, TV guide first, or local folder first.
4. After adding files later, select **Refresh local logos**.

GOOD TO KNOW

Matching ignores case and punctuation, so “bbc one.png” works too. If a logo is missing or fails to load, TiviGlass falls through to the next source and finally to a coloured letter tile.

50

Rearrange the menu PREMIUM

Path: Settings → Menu & sections

HOW

1. Open **Customise navigation menu**.
2. Move sections up and down, hide the ones you never use, and rename any of them.
3. Change a section’s icon if you prefer a different shape.

GOOD TO KNOW

The menu layout travels with the profile, so switching viewers re-themes the sidebar in one step. Without Premium the sidebar uses the built-in order.

51

Remap remote buttons PREMIUM

Path: Settings → Remote & buttons

HOW

1. **Button behaviour** lists every remote button with what it currently does; select one to change it.
2. **Shortcut keys** assigns spare, colour and number keys to actions like Screenshot, Last channel, Jump to now in the guide, or Open recordings.
3. **Back button** chooses whether Back hides the controls first or exits immediately.
4. **Seeking keys** sets which keys skip forward and back.

GOOD TO KNOW

Bindings are per context — live TV, movies and shows, browsing and the guide can each behave differently. Per-device binding profiles mean a cheap box with a four-button remote can be set up separately from your main TV. One action is worth knowing about even if you never remap anything else: **Options for the focused item** opens the same menu as holding OK, so a remote that can’t hold reliably still reaches every channel action.

Path: Settings → Remote & buttons

HOW

1. Turn the **startup sound** on or off.
2. Turn **Interface sounds** on or off. This one switch covers the short beep that plays with on-screen messages *and* the click when you press OK in the player.
3. Set a **Sleep timer** to stop playback and turn off after a chosen period.
4. You can also set one without leaving what you are watching: **More** → **Sleep timer** on the player controls.

GOOD TO KNOW

If a beep accompanies on-screen messages and you would rather it did not, **Interface sounds** is the switch that stops it — no device setting is involved. The player click is different: it plays your device's own sound, so your device's Touch sounds setting has to be on as well. The sleep timer counts down on screen as it approaches, so it never cuts off a film without warning. Both places set the same timer, so one turns the other off.

Picture, sound and reliability

Three cards cover how content plays: **Video & audio**, **Subtitles & captions** and **Streaming & reliability**. Most people never need to leave the defaults; these are what to reach for when something specific is wrong, and the more technical ones sit under **Advanced** on each page.

53

Video

FREE

SOME ESSENTIALS

Path: Settings → Video & audio

HOW

1. **Video quality** caps resolution; **Aspect ratio** sets the default picture shape.
2. **Automatic Data Saver** preserves full quality on a healthy link and steps down only after repeated stalls. Always on forces the lowest available variant.
3. **Video decoder** chooses Hardware (recommended), Android software, or Bundled FFmpeg.
4. **Auto frame rate** matches your TV's refresh rate to the content; **Dolby Vision** and **Prefer HEVC / HDR10** tune HDR handling.
5. Everything here is the **default**. Any one channel, film, episode or recording can be given its own picture shape, audio delay, decoder or external player from the player menu → **This channel**.

GOOD TO KNOW

Change the decoder only if a channel won't play. Bundled FFmpeg can decode streams the hardware refuses, but it works the processor hard — and if only one channel needs it, set it on **that channel** from the player menu instead of here, so the rest of your channels keep the faster hardware decoder.

Per-item settings stay on this device: a decoder or an audio delay describes *this* box and *this* speaker setup, so copying them to your other TVs would cause the very problem they were set to fix. Each one shows **Default** until you change it, and **Reset this channel** puts it back.

A few formats depend on your equipment rather than on TiviGlass, and no setting changes them. **Dolby TrueHD** needs a receiver or soundbar that accepts it directly — unlike Dolby Digital and DTS, there is no way for TiviGlass to decode it in software, so on a TV's own speakers a TrueHD track cannot play and TiviGlass will say so rather than fall silent. **Dolby Vision** on a screen that does not support it plays the HDR10 layer of the same picture. **AV1** needs Android 10 or newer. **MPEG-2**, which older European standard-definition channels still use, plays on TV boxes but is missing from most phones and tablets.

Path: Settings → Video & audio

HOW

1. **Default audio language** picks your preferred dub automatically.
2. **Surround sound** sends multichannel audio to a receiver or soundbar. Turn it **off** if your TV or speaker is stereo only.
3. **Audio passthrough** chooses how Dolby and DTS soundtracks are sent: **Automatic** lets your TV or receiver decide, **Off** makes TiviGlass decode the sound itself, and **Force on** sends it untouched even if your equipment says it can't take it.
4. **Audio delay** fixes lip-sync. If it's only wrong on one channel, set it on that channel from the player menu → **This channel** rather than here.
5. **Volume leveling**, **Audio boost** and the **Audio equalizer** even out and shape the sound.

GOOD TO KNOW

Volume leveling is the answer to channels that are wildly different volumes. Leveling has to decode and process the audio. If **Surround sound** is Off, Stereo PCM is therefore the intended output; leave Surround sound On if you want leveling while keeping a multichannel track. If live channels play with a picture but no sound — while movies and shows are fine — turn **Surround sound** off. It means your TV or speaker is stereo only and can't play the Dolby track those channels carry. Bluetooth speakers are always stereo only.

Surround sound and Audio passthrough are not the same setting. Surround sound chooses *which* soundtrack to play; passthrough chooses *how* it's sent to your equipment. Setting passthrough to **Off** keeps surround — TiviGlass just decodes it itself instead of handing it over. Passthrough changes apply on the next channel or episode.

When **Live AI captions** are enabled, **Automatic** passthrough decodes live sound inside TiviGlass so the on-device caption engine can hear it. **Force on** remains a literal override and can prevent live captions from receiving audio; use Automatic or Off with captions.

Path: Settings → Subtitles & captions

HOW

1. **Subtitles on by default** and **Default subtitle language** set the behaviour for every stream.
2. **Closed captions (CC)** enables broadcast captions.
3. **Font size, colour, edge style, background box** and **bottom padding** control how they look.
4. **Subtitle delay** corrects timing drift.

GOOD TO KNOW

Choosing a **Default subtitle language** turns **Subtitles on by default** on for you — they are two settings but one intention, and a language on its own would never show you anything. Leave the language on **Stream default** to take whichever track the stream marks as its own default. Bottom padding lifts subtitles clear of a broadcaster's on-screen banner. Turning subtitles on and choosing a language is always free; the cosmetic styling is part of Premium.

A few European channels carry their subtitles as **DVB bitmap** images rather than text. TiviGlass cannot display those, so they are left out of the subtitle list instead of appearing as a track that does nothing when you pick it. **Search subtitles** is the way round it.

Path: Settings → Subtitles & captions

HOW

1. **Search online automatically** finds and attaches subtitle files without being asked.
2. Link an **OpenSubtitles account** and choose whether to prefer hearing-impaired subtitles.
3. **Transcribe live TV** generates captions on the device in real time.
4. Download the **language packs** you need for transcription.

GOOD TO KNOW

Subtitle search is free — finding a file that already exists is an accessibility feature. Only live transcription is Premium, and it isn't available on every device: it needs about 1.5 GB of memory, four processor cores, and 64-bit device software. Some older sticks — the first-generation Fire TV Stick 4K among them — have the memory and the cores but run 32-bit software, so transcription cannot run there. TiviGlass tells you which of these is the reason on the settings row itself rather than simply failing, and nothing else about your Premium plan is affected. Subtitle sites cap how many files you may download per day. If you reach that cap TiviGlass says so plainly, and the count resets after 24 hours; linking your own **OpenSubtitles account** gives you your own allowance instead of the shared one.

Path: Settings → Streaming & reliability

HOW

1. **Buffer size** sets how much video is held ahead of the picture. It does not slow how fast a channel starts, and devices with less memory offer fewer steps because they cannot hold the largest cushion.
2. **Delay before switching** makes fast channel surfing smooth.
3. **Auto reconnect**, **Reconnect attempts** and **Auto-switch source on failure** handle dropouts.
4. **Merge duplicate channels**, **Low-latency live**, **Keep screen awake**, **Resume saved position**, **Auto-play next episode** and the **external player** options finish the tab.

GOOD TO KNOW

The external-player choice stays saved if another app cannot accept a particular stream. TiviGlass tells you when it has fallen back to its own player; also check whether **Use external player for** is set to movies and shows only or to live TV as well. **Reset playback learning** undoes the automatic codec workarounds TiviGlass has applied for your device — use it if playback got worse after a system update, then let it relearn.

Account, plans and sync

58

Your TiviGlass account

FREE

Path: Settings → Account & Premium

HOW

1. The card at the top shows who you're signed in as and what your plan includes.
2. **Change email**, **Backup email** and **Refresh session** manage the account itself.
3. **Sign out** disconnects this TV.

GOOD TO KNOW

Signing out removes account-synced playlists from this TV so nothing leaks to the next person who signs in — they come back automatically next time you sign in.

58b

Forgotten your password

FREE

Path: tiviglass.com/account → **Forgot your password?**

HOW

1. Open **tiviglass.com/account** in a browser, type your email address and select **Forgot your password?**
2. We email you an **8-digit code**. Type it into the box that appears on the same page.
3. Choose your new password. You're signed in straight away.

GOOD TO KNOW

It's a code rather than a link on purpose: email providers automatically open links to check them for viruses, which used up one-time reset links before people could click them. A code can't be used up that way, and it still works if you ask for it on a computer and read the email on your phone. Your TVs stay signed in throughout — you only need this for the website. If you created your account on a TV and have never set a website password, use exactly the same steps.

Path: Settings → Account & Premium → Upgrade**HOW**

1. Select the upgrade option; the TV shows a QR code.
2. Scan it with your phone and complete the payment there.
3. The TV picks up the new entitlement by itself — no restart needed.

GOOD TO KNOW

Payment happens entirely on your phone; the TV never handles card details. If you're on a free trial or an admin grant, the wording tells you so plainly rather than pretending you've purchased.

PLAN	PRICE	WHAT IT UNLOCKS
Free	—	Live TV, the guide, movies and shows, Catch Up, unlimited playlists, profiles, parental controls, reminders, search, Kids, Apps and updates.
Essentials	£25 one-time	Adds Recording and Series Links, the Sports Hub, and Advanced playback.
Premium	£19.99 yearly £39.99 Lifetime (recommended)	Everything: the above plus cloud sync, Cloud Backup, portable backups, Multi-view, custom groups, filters, themes, Trending, menu and button customisation, external player, live AI captions and Stremio sources. The yearly plan auto-renews until cancelled; Lifetime is one payment.
Extra device slots	£10 per pack	Five more devices on the account. Stackable — buy as many packs as you need.

Prices shown in the app and Stripe checkout are the ones that count. TiviGlass reads the current plan list from your account rather than baking it into the app. The yearly Premium plan renews automatically until cancelled from your account or Stripe portal; access continues through the paid period. Supported international customers may see a local-currency checkout price. Lifetime, Essentials and device-slot packs are one-time payments.

Path: Settings → Account & Premium

HOW

1. The account card at the top shows your email, plan and whether it needs attention.
2. If it reads **Premium • via** someone's name, a TiviGlass partner set this TV up for you.
3. The main plan action, **Change email** and **Refresh plan** are on that same card, so you do not have to hunt through an Actions list.
4. If your access is time-limited, the TV starts reminding you a month before it ends, and names who to call.

GOOD TO KNOW

Your installer holds the email address your account was created with. That means they can reset the password and sign in to it, and see the IPTV provider logins saved on it. They can also **add, change or remove your playlists and your signed-in TVs** from their partner panel without signing in as you — that is how they fix a dead playlist or free up a device slot without a house call, and every change they make is recorded against them. That is how they set the account up and how they support it — but you should know it, and **you can take the account over at any time by changing its email address** from the account portal, which stops your installer making any further changes to it. Nothing on your TV is deleted when a plan ends; the account simply returns to the free features.

Path: Settings → Account & Premium

HOW

1. Scroll to the device list; the one you're on is marked **This device**.
2. Select **Remove** next to any TV you no longer use.
3. **Buy more device slots** raises the limit permanently.

GOOD TO KNOW

Your plan applies to every device on the account, so upgrading once covers the whole house up to your slot count. **Every account includes five devices**, and each £10 pack adds five more.

If you see "Device limit reached" when you open the app on a new TV, that is the slot count, not your plan — your purchase is intact and still covers this device. Slots are held by the TVs that registered first, so it is always the newest one that gets stopped. Remove a TV you no longer use from the list on that screen and the new one unlocks straight away; buying another pack does the same thing without giving anything up. **A removed TV that is still signed in can register itself again when it next opens TiviGlass.** Sign out on that TV before removing it if you want it to stay unlinked. A TV that hasn't been used for two months stops taking up a slot on its own.

Path: Settings → Sync & backup

HOW

1. There's nothing to switch on — cloud sync starts working as soon as you sign in with a plan that includes it.
2. It runs quietly in the background; **Sync now** forces a round trip.
3. If two TVs disagree, use **Upload this device** to make this one the master, or **Use cloud copy** to take the cloud version.
4. After using the cloud copy, open **Playlists** and select **Update** on each restored playlist, or **Update all**, to load its channels, guide, movies and shows from your TV provider.
5. **Earlier versions** puts your account back to how it was at an earlier point.
6. You can turn it off in the same panel if you'd rather it didn't run.

GOOD TO KNOW

Sync carries settings, history, favourites and their order, reminders, playlists, custom EPG sources, watchlist, renames, groups and Series Link rules. A custom EPG source's encrypted URL, On/Off state and order all travel, so **Use cloud copy** brings the same source setup onto another TV. Deletions travel too, so removing a favourite or custom guide source on one TV removes it everywhere rather than reappearing. **A new TV takes on your account's cloud copy when it signs in**, so setting up a second TV is mostly just signing in.

It is also what carries the changes you make on the website. Hiding or renaming groups and channels under **Manage channels** in your account portal reaches your TVs on the next sync — within about fifteen minutes on its own, or straight away if you open **Playlists** → **Sync** on the TV. The Manage channels page shows when a TV on your account last synced, and warns you if none has for a day, so you can tell "not yet" from "not working".

The panel also tells you how it's doing: when the last sync happened, which TV wrote the copy that's in the cloud now, and a warning if this TV hasn't managed a sync in over a day.

Earlier versions is the undo. Every time your TVs sync, the previous state of your account is kept — the last ten of them — and this button lists them by when they were made and which TV made them. Pick one and your account goes back to how it was then, on every TV. The version you were on is kept too, so if you pick the wrong one you simply restore again. Restoring brings back anything that went missing; it does not delete things you have added since. If what you are missing is older than the list goes back, use Cloud Backup instead.

One exception: a playlist you imported from a **file or pasted text** stays on the TV you imported it on, because there is no address for another TV to fetch. Import the file again on the other TV, or use a URL playlist — those travel normally.

There is an upper limit, and you will be told if you reach it. Your channel order, hidden channels and renames are stored one entry per channel, so a very large line-up that has been heavily reordered or renamed can eventually outgrow what cloud sync holds. If that happens, **Recent activity** (Settings → Help & diagnostics) says so, and changes stop being uploaded until you make room — removing some renames or hidden channels, or resetting the order on one large category, is enough. Nothing on the TV itself is lost, and normal use does not come close: it takes many thousands of customised channels.

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Cloud Backup **PREMIUM**

Path: Settings → Sync & backup → Cloud Backup

HOW

1. Select **Back up now** for an immediate snapshot.
2. Set **Auto-backup** to run every few hours, or turn it off.
3. Restore from the same panel when setting up a new TV.

GOOD TO KNOW

Cloud sync keeps two TVs level with each other; Cloud Backup is a snapshot you can roll back to. They're different things and both are included with Premium. A restored backup brings back your playlists and customisations, but the listings themselves still come from your TV providers; open **Playlists** and select **Update** or **Update all** after restoring.

Portable backup file PREMIUM

Path: Settings → Sync & backup → Back up data

HOW

1. Choose a destination and accept the suggested **.tgbak** name.
2. Set a passphrase of at least eight characters and confirm it.
3. Copy the file to the new TV and use **Restore data** with the same passphrase.

GOOD TO KNOW

The file is encrypted — credentials and PINs are never readable inside it — and a forgotten passphrase cannot be recovered. It carries settings and library data, not the recorded video files themselves.

Keeping TiviGlass healthy

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Updates

FREE

Path: Settings → This device → Updates

HOW

1. Leave **Check for new versions automatically** on and TiviGlass offers updates as they appear.
2. Read the patch-note preview in **Update available**, or choose **View full release notes**. Long notes open in a wide reader; use **Page up** and **Page down** with the remote.
3. **Check for new version** looks immediately.
4. **Receive beta updates** opts into early builds. Beta testers still receive every normal release too, so you never fall behind by staying opted in.

GOOD TO KNOW

The check tells you what it compared: the build number you are on, and whether it looked at the stable channel alone or stable and beta together. Because beta and stable share one build counter, a stable release published after a beta is the newer build — so “you’re on the latest version” with beta updates switched on is a correct answer, not a sign the opt-in failed. **Settings** → **About** → **Release channel** confirms which build you are running. If the update service cannot be reached the screen says so rather than claiming you are up to date.

Updates install over the top — your playlists, profiles and recordings are untouched. On the first launch after an update, **What’s new** shows those full release notes once more; it does not appear when somebody installs TiviGlass for the first time. The first time an update is installed, the TV may ask permission to install apps from TiviGlass; that’s a one-off.

If an update stops before Android’s installer even opens — an older version says **APK signing certificate mismatch**, or a current one says the update can’t be installed automatically — download the current APK from **tiviglass.com** and open it once. When Android accepts it, it installs over the existing app without clearing its data; future in-app updates then use the corrected check. If Android’s own installer instead says the app is incompatible, stop and contact support rather than uninstalling, so your local data can be protected first.

Path: Settings → Help & diagnostics

HOW

1. **Run self diagnostics** does an end-to-end check of playlist, guide, on-demand, recording, account and sync.
2. It ranks what it finds and names a **likely root cause**.
3. **Fix what I can** applies the safe fixes automatically.
4. **Probe a channel** tests one specific stream in the background.
5. **Cancel** stops a run there and then. **Back** asks whether to **Keep running** or **Cancel run**, so a check that takes a while is never thrown away by the press you use to leave every other screen.

GOOD TO KNOW

Check everything now gives one quick summary of setup, provider and internet health. **Recent activity** shows what the app just tried. Device logs and the redacted **diagnostics export** are under **Technical details** so the normal help screen stays calm; the export never contains passwords or stream URLs.

A run keeps going if you leave it. Choose **Keep running** when you press Back and a small banner stays at the top of the screen with your **report ID** and how far it has got; come back to **Settings → Help & diagnostics → Self diagnostics** and you pick up exactly where you left off, or read the finished report. One exception: a run that includes a **playback** check cannot be left running, because it needs the video player you are about to go back to — there, Back simply cancels and keeps whatever finished. Whatever you choose, the checks that already ran are kept in **Previous runs**.

Every run has a **report ID** like **TGD-M3K8QF2-1**, shown on the results screen. **Copy report** puts a short plain-text summary on the clipboard for support: the ID, which checks ran and whether each passed, and nothing else — no channel names, no server addresses, no passwords.

You don't have to come here to find these. When a channel fails to play, the **Get help** button on the error takes you **straight to the right row** with it already highlighted — the health check if the channel never started, or self diagnostics if it started and then stopped. Press **Back** and you are returned to whatever you were watching or browsing before, not left in Settings. If the setting has moved or been renamed in a newer version, TiviGlass opens the page it is on and tells you it moved, rather than silently landing you somewhere blank.

Path: Anywhere in TiviGlass

HOW

1. A screen that is still working tells you **what it is preparing**, not just “Loading”. If it is unusually slow it says so, and the rest of TiviGlass keeps working while you wait.
2. If something fails, the message names **what failed, which part of the system it belongs to** (your TV service, your account, or storage on this box) and **whether anything was lost**.
3. Every failure offers a **first thing to try** — usually **Try again** — and, where it can, a second option such as **Run a check** or **Sign in again**.
4. If the profile screen cannot load, **Try again** re-reads it. You no longer have to close and reopen the app.

GOOD TO KNOW

Anything already on screen **stays there** when a refresh fails. If your channels, movies or guide are already loaded and an update cannot complete, TiviGlass keeps showing what it has and puts a small line at the top explaining why, rather than emptying the screen. An empty screen therefore means genuinely empty, not “the refresh went wrong”.

A message never blames your internet for something that happened on the box, or the other way round. If it says storage on this device, your broadband is not the problem.

Options that would not do anything on the screen you are looking at are simply not shown. The profile screen appears before the rest of the app exists, so it offers **Try again** and nothing else; the same failure on the Home screen also offers **Run a check**, because self diagnostics is reachable from there.

During first-time setup, a step that was tried and did not finish now says so under the card, so **Try again** is not the only clue that something went wrong.

Path: Settings → Storage & reset

HOW

1. The **Storage** card shows what TiviGlass and the device are using.
2. **Clear cache** removes temporary artwork and files.
3. **Apps you may not need** scans for installed apps you could remove.
4. **Clear database cache** rebuilds the on-device catalogue from your provider.

GOOD TO KNOW

Clearing the cache never touches favourites, custom names, groups or recordings — those are stored separately and rebuild on top of the fresh catalogue.

Anything on this page that clears or resets in bulk asks you to confirm first, and the confirmation now starts with an **Applies to** line saying how far the change reaches — **This TV service, This device** or **Your whole account**. Read that line rather than guessing from the title: “Restore all group names” affects only the TV service you are using, while “Remove device” affects your account on every TV. On anything irreversible the highlight starts on **Cancel**, so it always takes a deliberate move to go ahead.

TiviGlass also tidies up on its own. If you have several playlists and haven’t opened one for about a month, its downloaded movie list, show list and TV guide are released to free up space; the playlist itself, and everything you set up on it, stay exactly where they are. The next time you switch to that playlist it fetches them again, so the first load takes a little longer than usual. Anything you starred, added to your watchlist, put in a custom folder or renamed is kept, so it keeps showing up in your lists in the meantime. A playlist you imported from a file is never touched this way, because there would be nothing to download it back from.

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Get help from support FREE

Path: Settings → Help & diagnostics → Start support session

HOW

1. Select **Start support session**, choose the problem you want checked, then select **Start**.
2. The TV begins the matching diagnostic checks straight away and shows an 8-character code. Give that code to support within five minutes.
3. A banner shows when support connects; select **End session** to disconnect at any time.

GOOD TO KNOW

The first person to use the code is the only person who can claim that session. If TiviGlass restarts, it safely resumes an unfinished session and does not repeat a completed support action. Passwords, tokens and stream URLs are stripped before results leave the TV. Sessions end themselves after 20 minutes of inactivity and cannot last more than two hours.

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Start again FREE

Path: Settings → Storage & reset

HOW

1. Open **Start again** at the bottom of Storage & reset.
2. **Clear watch history** empties Continue watching and the recent rails.
3. **Reset settings to defaults** keeps your playlists and account but resets every preference.

GOOD TO KNOW

Take a backup first (how-to 63). If cloud sync is on, a reset device pulls its data back down as soon as you sign in again.

Settings map

Settings opens on a grid of cards, grouped into five bands. Pick a card and you're on its page — there are no tabs to hunt through, and **Back** always returns you to the grid. Each setting is one remote-control stop: press **OK** to switch an On/Off setting, or to open a short list with the current choice already selected. Some pages keep an **Advanced** section folded away; open it only if you're chasing a problem. Actions that remove data or sign an account out ask for confirmation and explain what will be kept before they continue. The search box and microphone at the top find a setting by name and jump straight to it, opening its Advanced section if that's where it lives. Cards also show useful at-a-glance status such as connected TV sources, guide coverage, library size, account and sync state.

CARD	GROUP	WHAT LIVES THERE
TV sources	Your service	A dashboard showing which TV source is active and reachable; switch, update, edit or remove one from its Manage sheet; add another source, update all, set the automatic update timer, sync across TVs, and manage Stremio addons and debrid.
Account & Premium	Your service	A plan dashboard with the next useful action, change email and refresh; device slots; profiles; and a separate Account safety section for sign-out.
Sync & backup	Your service	Cloud sync, Cloud Backup, playlist sync, and the portable backup file — every “where is my stuff kept” answer in one place.
Parental & Kids	Your service	Enable parental controls or open Kids Mode first; PIN rules and protected areas appear only after controls and a PIN are ready.
Channels & groups	What you watch	Manage the visible groups and channels first; restoring, bulk renaming and duplicate cleanup live under List cleanup & refresh .
TV guide	What you watch	EPG sources, matching and troubleshooting; retention and clearing downloaded guide data are under Advanced.
Movies & shows	What you watch	Category management, filters and the two refresh actions; restore and bulk category-name cleanup are folded under Category cleanup .
Recordings	What you watch	Turn recording on first; storage, retention, Series Links and scheduling options appear only when recording is enabled.
Video & audio	How it plays	Picture quality, aspect ratio, Data Saver, sound and language — with decoders, Dolby Vision and passthrough under Advanced. See chapter 16.
Subtitles & captions	How it plays	How subtitles look, and where they come from when a stream carries none — including online search and live transcription.
Streaming & reliability	How it plays	Buffer size, auto reconnect, resume and autoplay — with zapping delay, timeshift and the external player under Advanced.
Appearance & theme	Look & feel	Colour theme, interface density, movie/show poster size, horizontal-or-sidebar library navigation, channel logos, clock format and global favourites; logo priority and overscan under Advanced.
Menu & sections	Look & feel	Reorder the menu, choose the default screen for Live TV, Movies and Shows, use one of your custom Live TV folders as the cold-start screen, then switch sections on or off from a two-column dashboard; options that depend on Sports or Reminders appear only when those sections are on.
Remote & buttons	Look & feel	Button behaviour, shortcut keys, the Back button, seeking keys and sounds; the sleep timer is one Stop playback after choice rather than a row of separate buttons.
This device	Device & help	Setup checklist, start-up behaviour, privacy and crash reporting, and updates; user agent and HTTP proxy under Advanced.

CARD	GROUP	WHAT LIVES THERE
Help & diagnostics	Device & help	Two clear starting points — self diagnostics and recent activity — plus one quick health check and the Discord support hub; logs and export are under Technical details.
Storage & reset	Device & help	Free space, safe cache cleanup, data health and installed-app review; watch history and resetting preferences are together under Start again.
About	Device & help	Version and build number, release channel, device, licences and the Discord community.

Moved in this release. A few things now live somewhere more obvious. Turning **Recording** on is on the **Recordings** card next to where recordings are saved. **Kids Mode & screen time** is on **Parental & Kids** beside the PIN that unlocks it. The switches that decide which sections appear in the menu are all on **Menu & sections**, next to the control that reorders them. **Cloud Backup** and the backup file are together on **Sync & backup**. If you can't find something, type it into the search box — that always knows where it went.

Troubleshooting

Work down the list — the fixes are ordered from most to least likely. If none of them help, run **Self diagnostics** (how-to 65) before contacting support; it usually names the cause outright.

PROBLEM

TRY THIS

TV sources disappear after account sign-in

Do **not** remove and re-add the sources. Older builds could leave locally added guest sources attached to the guest household while the new account profile looked in a different household; the channels often remained visible until restart even though Settings showed no sources. Current builds move the household and its source ownership together before completing sign-in, and repair an interrupted move on the next launch. Choose **Keep guest profiles** when asked. If the account was already affected and the sources do not return after updating and signing in once, contact support before clearing app data so the intact rows can be recovered safely.

Only one TV plays, or playback shows HTTP 458

Stop playback on the other TV, wait a moment, then retry. TiviGlass closes its live connection when it is sent to the background so it does not keep occupying a provider slot. If the TVs have separate provider logins, open Settings → TV sources on each TV and confirm the intended source is selected; using the same server address is fine when the usernames are different. HTTP 458 is a non-standard provider refusal and usually means the provider still considers that particular line in use. TiviGlass retries one clean handoff, then stops rather than hammering the line or switching to a backup address that shares the same account limit.

Adding a playlist says it is not a channel list

You have pointed TiviGlass at the wrong thing, and it stopped rather than importing it. The four common cases: a **web page** (a provider whose line has expired often serves its login or “account suspended” page with an otherwise normal response), a **guide file** (XMLTV guides are usually called something like `guide.xml` or `epg.xml.gz` and sit right next to the playlist — that one belongs in the **EPG URL** box, not the playlist box), a **JSON** response copied from a panel, or an **.m3u8 stream link**, which is a single channel’s video rather than a list of channels. Check the address or pick the other file. Your existing channels, favourites and history are untouched — a refused import never replaces what you already have.

No channels at all

Check the source is still connected in Settings → TV sources, then press **Update** on that source’s own row (how-to 2c) — if it comes back empty it will tell you why, such as a rejected login or an expired subscription. **Update All** does the same for every source. If the profile you’re using has source restrictions, check those too.

Channel won’t play

First, does it affect one channel or all of them? That single question splits two completely different faults, and getting it the wrong way round wastes the most time.

Just one channel: try **Switch source** in the player, then set the **Video decoder** to Bundled FFmpeg to see whether it’s a codec problem. TiviGlass retries a channel that won’t start several times before giving up, and tells you when it has stopped trying — if you see **This channel isn’t loading**, further waiting won’t help; press Back and open it again. Raising **Reconnect attempts** in Settings → Streaming & reliability makes it keep trying for longer.

Every channel: this is almost never your device, and changing decoder settings will not help. If the error says **your provider refused this line**, your subscription has expired, been disabled, or you have more devices watching at once than it allows — close the others, then speak to your provider. Note that your provider’s panel can still show the line as “active” while its servers refuse to send video, so “it says active” does not rule this out. Run **Self diagnostics** (how-to 65) to confirm: it reports the provider’s exact answer.

PROBLEM

TRY THIS

External player is selected but TiviGlass opens

Check Settings → Streaming & reliability → **Use external player for: Movies & shows only** deliberately keeps live TV and catch-up inside TiviGlass. If the scope already includes live TV, read the message shown by the player. It names an inactive Premium entitlement or says the selected app could not accept that stream; the selection is kept so another compatible stream can still open there.

Stuttering or buffering

Press **S** for the stats overlay. An emptying buffer means the connection; a low frame rate means the device. Set **Data Saver** to Automatic to protect adaptive streams after repeated stalls, and raise **Buffer size** for a deeper cushion — on films and shows this helps most, because on live TV nothing can be held further ahead than your provider sends it. Devices with less memory offer fewer **Buffer size** steps, and the largest step shown is the largest that device can actually hold. On live TV, **Try another source on failure** also rotates to an available duplicate feed when a stream stalls without returning an error. A single-rendition feed whose bitrate stays above the available connection cannot be made buffer-free by any player.

The guide group list is empty or only shows a few choices

Your channels are almost certainly fine. The Live TV sidebar and horizontal pills now show a recovery action whenever hidden-group overlays or group filters remove *any* provider groups, rather than waiting until the whole list is blank. Press **“Restore N hidden groups”** (or the pill **“N groups hidden · Restore”**) to bring hidden choices back. Press **“Show N filtered groups”** (or **“N groups filtered · Show all”**) to disable the active filters; if both apply, restore the hidden groups first and the filter action appears next. The same controls live in Settings → Channels & groups. If no recovery action appears and the row is empty, your playlist did not send groups: an **M3U** list carries them as group-title or #EXTGRP tags and some lists have neither, while an **Xtream** line means the provider returned no categories — try **Update all playlists**. Everything still appears under **All channels**, and you can build your own groups from **Custom Groups**.

The guide is too small, or too crowded

Go to Settings → TV guide. **Guide text size** makes the channel names, programme titles and times bigger or smaller; **Guide row height** decides how many channels fit on screen. Both are free, both affect the guide only, and they can be combined — large text with compact rows still works, because a row is always made tall enough for the text size you chose. If you want *everything* in the app bigger, that is **Interface density** under Settings → Appearance instead; changing both at once compounds them, so try one first.

No guide data

Opening the guide fetches it by itself the first time each session, so give it a moment before doing anything. If your playlist has nothing to download a guide from, it says so in a line above the channels: **No guide source for this playlist**. Otherwise go to Settings → TV guide, check **EPG coverage** and add or reorder **EPG sources**; then open Playlists and choose **Update** on that provider. For a single wrong channel, use **Set EPG channel** from its hold-OK menu.

Movies or Shows is empty

Give it a couple of minutes first — the library loads itself after you add or switch to a playlist, and the screen says *“Loading your movie library...”* while it does. On a large provider the first load genuinely takes that long. If it still says **No movies yet**, press **Load movies** (or **Load shows**) on that screen, or use **Refresh movies / Refresh shows** in Settings → Movies & shows. If it says **No movies in this playlist**, that playlist simply carries no library — M3U lists and live-only lines often don't — and your channels and guide are unaffected.

Some channels show no programme name

TiviGlass matches your channels to the guide by their provider guide ID first, and by name when that ID is missing or doesn't line up — so a channel your playlist calls “UK: Sky Sports Main Event HD” still finds a guide that calls it “Sky

PROBLEM	TRY THIS
	Sports Main Event". Run Update on that playlist after adding or reordering an EPG source so the matching runs again. If a channel is still blank, the guide feed itself may carry no schedule for it — that is the provider's data, not a setting. Where two guide channels have near-identical names TiviGlass deliberately leaves it alone rather than guessing; pick the right one with Set EPG channel .
Wrong or missing logos	Change Logo priority in Appearance, or supply your own with a local logo folder (how-to 49). A single channel can be fixed via Channel corrections .
Audio out of sync	Settings → Video & audio → Audio delay . If only some channels are affected, try turning Surround sound off.
No sound on live channels (movies and shows are fine)	Settings → Video & audio → Surround sound → Off , then restart the channel. Live channels often carry Dolby audio that a stereo-only TV or speaker — including any Bluetooth speaker — can't play, so the picture runs in silence. For the channel you're on right now, Fix sound in the player menu does the same thing immediately. TiviGlass also retries supported audio with its bundled software decoder before it ever gives up and keeps the picture playing without sound. Diagnostics reports route problems as Speaker / audio output .
A show freezes on the first frame with no sound	The picture stops after a frame or two and seeking just says playback is struggling — usually on films and box sets rather than live channels. Some TVs and receivers report that they accept Dolby audio and then don't actually play it, and because the picture is timed off the sound, the video stops too. Set Settings → Video & audio → Audio passthrough to Off and start the episode again. You keep surround sound — TiviGlass simply decodes it itself. TiviGlass also detects this on its own and switches over automatically, so it should only ever happen once; if you later connect different equipment, passthrough is tried again.
Reminders don't appear	The countdown shows inside the app, so first check Reminders is on in Settings → Menu & sections. Notifications only matter for reminders that arrive while TiviGlass is closed — see Reminder delivery (how-to 39).
Recording fails	Check free space and the Storage cap . For a network share, re-run Test on the SMB settings. Lower Maximum simultaneous recordings if your provider limits connections.
A recording is marked Partial	The recording was cut short, usually because the connection or the drive dropped out, or because the TV force-stopped or restarted TiviGlass part-way through. Everything captured up to that point is kept and plays normally; the label just tells you it isn't the whole programme. If the programme is still on air when you reopen TiviGlass, recording carries on into the same file. Simply leaving the app, or swiping it away, does not cut a recording short; if long recordings keep stopping part-way, exclude TiviGlass from battery optimisation in your TV's app settings.
A recording says Empty or Failed and won't play	Nothing usable arrived from the provider — the channel refused the recording rather than the recording failing to save, and the red line under the recording says which. By far the most common cause is your IPTV plan's connection limit: recording opens a second connection, so if you were watching at the time the provider simply refused it. Lower Maximum simultaneous recordings (how-to 37), or record when you're not watching. Otherwise try the channel in the player first: if it won't play live, it won't record either.
Selecting a recording does nothing	It has no video in it to play — select it and TiviGlass now tells you why. See the row above.

PROBLEM	TRY THIS
A scheduled timer never ran	Check the top of the Recordings screen: if it warns about exact alarms, allow Alarms & reminders for TiviGlass in your TV's app settings, or timers can't start themselves while the app is closed. If long recordings stop part-way through instead, exclude TiviGlass from battery optimisation in the same settings screen.
Edges cut off on screen	Settings → Appearance & theme → Overscan correction .
Holding Back closes the app, or holding OK opens nothing	Both are the same thing, and it is almost always the remote rather than the app. Check whether you are using your TV's own remote instead of the one the box came with. Those buttons reach the box over the HDMI cable, which cannot say "still holding" and sends the press again and again instead, so one long press used to arrive as several separate ones: Back walked back through the guide, the menu and finally out of the app, while OK never registered as a hold at all. Current builds recognise this and treat the repeats as one press, so you should not need to change anything. Two things to know: on that remote, two Back presses in quick succession count as one, so leave a short beat between them if you meant both; and the box's own remote was never affected, so it is a fair comparison if you want to check. If it still happens after updating, assign any spare button to Options for the focused item under Settings → Remote & buttons (how-to 51) and tell support which TV and box you are using.
Zapping feels sluggish	Settings → Streaming & reliability → Delay before switching , then surf freely — only the channel you land on is tuned.
A Stremio title has no sources	Open Addons on that source (how-to 27c) and confirm at least one stream addon is installed and switched On — Cinemeta supplies catalogues only. Rows marked NEEDS DEBRID need a supported debrid key or Put.io OAuth token saved on the source.
A Premium feature is off	Settings → Account & Premium: confirm the plan on the dashboard, then Refresh plan . Entitlement is cached for offline use, so a TV that has been off the network for a long time may need one online check.
Two TVs disagree	Cloud sync → Upload this device from the TV that's right, then Sync now on the other.
Favourites, groups or settings have gone missing	Cloud sync → Earlier versions , then pick a snapshot from before it happened. It applies to every TV on the account, and the state you are on now is kept so you can change your mind.
A TV never picks up changes from the others	Open Cloud sync on that TV and read the line under Status — it names the reason (signed out, plan expired, can't reach the server) rather than failing silently. Sync now retries immediately.
Groups you hid on the website still show on the TV	Open Playlists → Sync on the TV — that applies website changes immediately. If they still show, check Cloud sync is on there, since that is what carries them. The Manage channels page on the website tells you when a TV last synced.
App feels slow or odd after an update	Settings → Storage & reset → Clear database cache . As a last resort, open Advanced in Streaming & reliability and use Reset playback learning .

Your first fifteen minutes

A short setup pass that gets a new TiviGlass install to the point where it feels like yours.

- ☐ Sign in with your phone, or continue as a guest.
- ☐ Let the catalogue finish importing.
- ☐ Create a profile for each person in the house.
- ☐ Restrict what the children's profiles can reach.
- ☐ Hide the categories you will never open.
- ☐ Choose your default audio and subtitle languages.
- ☐ Set the interface density and check for overscan.
- ☐ Point recordings at the storage you want to use.
- ☐ Take a backup once everything is set up.
- ☐ Add your IPTV provider as a playlist.
- ☐ Add an EPG source if your provider didn't supply one.
- ☐ Set the household PIN.
- ☐ Favourite twenty or so channels you actually watch.
- ☐ Set **Delay before switching** if you like to surf.
- ☐ Turn on **Auto-play next episode** if you binge.
- ☐ Pick a colour theme.
- ☐ Sign in on your other TVs — cloud sync is already on and they take on this setup.
- ☐ Leave automatic updates on.

Your notes
