

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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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 services** (the IPTV 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 service — 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. On a phone or tablet the same card offers **Open the sign-in page on this device**, so you sign in right there and the app connects on its own when you come back.
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 services › Your TV services › Add a TV service

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. **Content** — choose which of your provider's groups to bring in. Everything is on to begin with, and providers often offer hundreds of groups, so the step is built for picking a few out of a lot: there is a **search box**, a row of **section chips** (**UK**, **US**, **Sports** and so on, taken from your own provider's group names, each showing how many groups it covers), and bulk buttons that act on *what is on screen*. The quick way is: press a section chip, then **Only these** — that keeps the ones you are looking at and drops the rest in one press. Use the strip at the top to move between **Live TV groups**, **Movie groups** and **Show groups**. Anything you leave out is never downloaded at all, which makes both this import and every later update quicker. A playlist file or a pasted list has no groups until it has been downloaded, and Stremio catalogues come from each addon as you browse — for those two the step says so and you choose afterwards instead.
5. **Review** — check the summary. If you left the friendly name blank, TiviGlass fills one in for you here: what the source calls itself where it says so, and otherwise its address, so two services never arrive with the same name. It is only a suggestion, so step back to **Enter** and type over it whenever you prefer your own. Your password and any debrid key are

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.

shown masked, never in full. Select **Add and import** to go ahead.

6. **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. A very large service can take longer than this screen waits, and when that happens it says so and offers **Leave it running** — closing the screen does not stop the import, and nothing you have added is lost.

On a new install, your channels and TV guide start loading automatically. **Once your channels are ready, choose Start watching**, even if the guide is still updating. Any guide update already running continues in the background. If the guide has not finished, you can retry it from setup or manage it later under Settings › TV guide › Guide listings.

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. A group named Movies or Films can still contain live channels; its name alone does not move them into Movies. Refresh an existing playlist to apply corrected classification. 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. Before you confirm a new M3U service, TiviGlass reads the playlist and shows its groups in Content. Choose which groups to bring in; the confirmed import uses that same playlist and applies your choices before adding channels, movies or shows. Changing the address, file or pasted text reads the groups again. If reading fails, choose Retry or go back to correct the source. A URL remains an M3U source throughout this journey; use Xtream login separately if your provider does not allow playlist exports. 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

PROVIDER TYPE	WHAT YOU NEED	NOTES
		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. The account portal keeps the same three under Portal handshake . A TV keeps the ones it is using: syncing with your account changes them only when somebody changed them more recently, on the website or on another TV, and clearing a box on the TV and saving clears it on your account too. Updating TiviGlass, or moving between the beta and stable versions, no longer puts back a Device ID you removed.
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. It checks up to three channels spread across the service rather than just the first one, because a service that passes your streams on from more than one source can accept a user agent on one channel and refuse it on the next.

This is also worth trying when one saved service keeps saying your provider **refused the connection**, or shows a **Refused** badge on its row, while your other services are fine. That message usually means too many players are on your account at once, so close the others first; but some providers accept one particular user agent only, and refuse everything else in exactly the same way. Auto-detect is what tells the two apart, and it is added on the service that is failing rather than in Settings.

A live channel refused with HTTP 403 or 458? When nobody has set a User-Agent for it, the **Playback failed** card in the full-screen player can also offer **Try player User-Agent**. It waits a moment for your provider to free the previous connection, then tries that one channel again, once, with a media player's User-Agent. If the channel then plays, TiviGlass asks whether to keep it. **Save for all services** stores it as **User-Agent for all services** (Settings › TV services › Connection fixes), which every TV service on this TV then uses; if cloud sync is on, it applies to every device on your account. **Not now** keeps it for that channel only, until you leave it. The button is not shown when you or your service chose a User-Agent, and the guide preview never shows it.

When you save a **User-Agent for all services**, characters that cannot be sent in a web request, such as curly quotes, accented letters or emoji, are removed, and a non-breaking space becomes an ordinary space. What Settings shows afterwards is exactly what is sent.

Live output format: For Xstream services, **Auto** prefers **MPEG-TS** and uses HLS when MPEG-TS is unavailable. This applies to new services and existing services left on Auto. You can still select **HLS** explicitly in the service's optional details; a supported explicit choice is kept.

Path: Settings › TV services › Your TV services › Add a TV service → 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 & about › Fix a problem › **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.

Path: While watching, press **Menu** → **Switch source** · **Settings** › **While watching** › **When a channel fails** · **Fusion** › **Switch service when a channel fails** (previously **Switch to another playlist if playback fails**)

HOW

1. Add two or more TV sources that carry some of the same channels.
2. Watch anything. Press **Menu** and choose **Switch source** — the list now includes matching feeds from your **other** playlists, not just the copies on the one you are browsing.
3. Pick one. The picture changes source; the channel, the TV guide, your favourites and the playlist you are browsing all stay exactly where they were.
4. Choose **Suggest alternatives** for a brief notice when another feed may help, or **Automatic** to let Fusion try verified backups when a channel fails.

GOOD TO KNOW

The heading on the Switch source list tells you what you actually have. “**3 sources**” means three copies. “**Protected by 1 independent backup**” means something stronger: at least one of those copies comes from a genuinely different provider account, so it is still there when the first one is not. Two playlists that turn out to be the same subscription under two addresses, or two resellers passing on one supplier, count as **one** — TiviGlass will not tell you that you are covered when you are not.

Suggest alternatives is the starting setting (previously called Ask before switching). When a channel stops, Fusion shows at most one brief notice per channel tune. It never opens a dialog or takes focus, and normal retries continue. Open **Menu / More** → **Switch source** when you want to choose a feed. **Automatic** tries closely matched alternatives without pop-ups or success messages. A name and quality label alone are insufficient: there must also be matching guide, declared region/language or logo information, or your confirmation. This is a metadata check, not a live audio/video comparison. Matching starts from the background index; after a failure, Fusion checks a small set of alternatives using local data. It only opens the chosen backup, so recovery still depends on how quickly that provider responds and the picture buffers. Uncertain matches remain in the source list for you to review. Fusion requires **Premium** in either mode. Existing mode choices are kept.

Some channels are deliberately left out of automatic switching however many copies you own: **PPV and one-off events**, and **24/7 loop channels**. Two feeds labelled “PPV 1” are very often two different events, and a channel playing a box set on a loop is

at a different point in it. Those still appear in the Switch source list so you can choose for yourself — TiviGlass just will not choose for you.

A **+1** feed is never treated as the same channel as the live one, and neither are two versions of a channel from different countries.

If the list shows something that is **not** the same channel, open **Switch source** and choose **Keep ... separate**. If it has missed one, it appears under **Possible matches** — select it to confirm. Either way the decision sticks, on this TV, for this profile. You can also turn automatic switching off for one channel without changing the setting for everything else.

Nothing is uploaded and nothing is shared. Fusion only ever plays sources **you** have already added, using your own logins, and it works with no internet connection to us at all. Turn the whole thing off with **Switch service when a channel fails** → **Off**, or hide other playlists' feeds from the list with **Show copies from other services**. Both are on Settings › While watching › When a channel fails › Fusion.

It can take a little while after adding a playlist before matches appear — TiviGlass builds the list in the background, when the box is not busy, and the Switch source screen says so while it is working.

Path: Settings › TV guide › Fill gaps › Fusion › Fill gaps from other services › Fusion: also use near matches

HOW

1. Leave **Fill gaps from other services** on.
When a channel has no listing of its own, TiviGlass shows the schedule from a matching channel on one of your other playlists.
2. **Fusion: also use near matches** covers the rest. Some channels have no guide because their name matched two entries in your EPG equally well, or matched none of them closely enough for TiviGlass to be sure — so it matched neither and left the row blank. This setting shows the closest entry it found anyway.
3. Choose how close the name has to be. **Likely matches (70%)** is the default, and 70% means the same thing here as it does in **Match listings**. Drop it towards **Fill as much as possible (50%)** to fill more channels, or raise it to **Only near-certain (90%)** to fill fewer and be surer of them.
4. **This setting saves nothing, and it is not the same control as Match listings.** It borrows a listing only while a channel has none, and the borrowed rows disappear the moment that channel's real guide arrives. To make a match stick, use **Match listings** (how-to 14b), which saves your choice and keeps it. The two have their own percentages and changing one never moves the other.

GOOD TO KNOW

A channel's own guide always wins. Filling only ever happens where a row is blank, and a borrowed listing says underneath where it came from — another playlist by name, or the EPG source it was read from. Nothing is written to your channel: turn the setting off and the row goes straight back to how it was, and a real guide arriving replaces the borrowed one on its own.

Lower settings fill more and get more of them wrong. That is the trade, and it is why the wording says *likely* and *loose* rather than just a number. If one channel matters to you, **Match listings** from its hold-OK menu is still the exact answer: a match you pick yourself is never overridden by any of this, and **No listings for this channel** keeps a row blank that you want blank.

Live events and 24/7 channels are deliberately never filled from a name match. “Sky Sports Box Office” and the event it happens to be showing tonight look identical to a name, and a wrong schedule there is worse than none.

The matches are worked out when your guide updates, so a channel that is still blank right after you add an EPG source will fill in after the next update of that playlist.

Path: Settings › TV services › Your TV services › Add a TV service → 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 local network** as the TV — a guest network usually cannot reach it. The TV and the phone do not have to use the same kind of connection: a TV on Ethernet and a phone on the house Wi-Fi are fine. If your phone is on a VPN, allow it local-network access or turn it off for a moment. 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. If the phone page stops responding before you send it, the TV says the connection ended — close it and choose **Use my phone** again for a fresh QR code. 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 services** › **This service** › **Update now** · for another service, **Manage under its card** → **Update now**

Channels & groups is one full screen, opened from Settings, beside a named TV service, from Movies and Shows, or from **Edit in Channels & groups** at the top of a group's options in the guide, which opens straight onto that group. Every group is listed on the left: **Favourites**, then **Your groups** and **New group**, then the TV service's own groups under **All channels**. The channels of whichever group you stop on fill the right as a grid of logos. Right goes into them and Left comes back. The line along the bottom always says what each key does where you are.

Four tabs down the left edge say what **OK** does, so it never surprises you. Press **Left** from any group to reach them, however far down the list you are: **Up** and **Down** choose one, and **Right** or **OK** takes you back to the group you were on. On a touch screen, tap a tab. In **Show & hide** OK switches a group or channel in or out of your guide; hidden ones stay listed, dimmed, so another OK brings them back. In **Arrange** OK picks a group or channel up: Up and Down move it, Left sends a group to the top and Right to the bottom, OK puts it down, and Back puts it back where it was. The order is saved for this TV service and this profile, and it is what the guide shows. While groups are sorted A to Z there is no order to arrange, and OK offers to switch to your own. In **Rename** OK offers a tidied name and the provider's own name first, so you rarely need to type; **Or type a name** is under them. **Tidy up** (Live TV only) holds the duplicate, HEVC, regional and name tidy-ups and the ways to bring hidden groups, hidden channels and the provider's names back. Its **Merge duplicates** card, next to **Duplicate copies**, shows the SD, HD and backup copies of a channel as one row, and **OK** turns it on or off. It is the same switch as **Merge duplicate channels** in Settings and **Merge duplicates** in the guide's Customise menu, and it applies on every TV service; nothing is hidden, and the player's **Switch source** chooses between the copies. The other cards cover the group you are on, one of your groups, or the whole line-up when you are on Favourites or All channels, and shows how many channels it will touch when it can count them. Nothing is ever deleted. Its **New groups** card decides what happens when your TV service adds a group: set it to **Hidden** and new groups arrive switched off for your profile, so a provider adding forty countries overnight does not undo a tidy guide. Groups already there are not touched, a group you have switched on or off yourself keeps your choice, and the card is free on every plan. The choice is kept with your profile for that TV service on this TV, and in its backups; the groups it switches off are switched off wherever your profile syncs, and a choice you make about a group on any TV always wins. A provider that renumbers every group at once is treated as a fresh line-up, so nothing is hidden then.

Menu, or holding OK, opens everything else for that group or channel: **Lock with a PIN**, **Add all its channels to one of your groups**, **Select several**, **Undo my changes to this group**, **Show every group** or **Hide every group**, **Sort groups A to Z**, **Change TV service** and **More settings**. When you open Channels & groups from Settings, **More settings** is also a button at the top, beside the search, while you are on the TV service you are watching: it opens the rest of the Channels & groups settings, such as **Merge duplicate channels**, **Channel order**, **Favourites from every TV service** and **Hide groups & channels by name**. **Find a group or channel** narrows the groups on the left and lists matching channels from every group on the right, saying how many hidden channels also match. A protected group shows no logos until you unlock it with your PIN: press Right on it, or choose **Unlock** on its card. Protected channels in Favourites and your own groups are listed with a padlock instead of a logo. Movies and Shows work the same way, with titles in place of logos and no Tidy up tab; a title can't be hidden on its own, so OK ticks it for one of your groups.

HOW

1. Open **TV services**. The service in use has its own **This service** section; every other

GOOD TO KNOW

Xtream providers normally report a dated expiry or explicitly say that the line has no

service has a card with its latest source check and the subscription expiry date reported by that provider. The service in use is marked separately from the check result.

2. For the service in use, choose **Update now** under **This service**. For another, choose **Manage** under its card, 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.

expiry. Stalker portals also show an expiry date when their account or device profile supplies one. **Expiry not provided** means the provider supplied no readable date; **Expiry unavailable** means TiviGlass could not obtain the Xstream or Stalker account details. A missing date does not mean the subscription has ended. **Check unavailable** describes a failed source check, not a playback failure: channels and playlist updates may still work. The source screen refreshes these checks while open and when reopened, and checks again after a manual update. Network results are cached for up to 15 minutes to avoid repeatedly contacting the provider; 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 TV services**, under **Keeping up to date**, still does the lot.

Update automatically uses the interval you set in **Update every** 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. A very large movie and show library is fetched in several shorter passes a few minutes apart, each carrying on where the last one stopped, so no single background run has to hold your provider connection for long and nothing already fetched is downloaded twice. If any of your services is a Stremio source, **Guide sources & addons** on the same page has a **Stremio addons & debrid** row that opens its addon list directly. **Keeping up to date** also says when each TV service last updated, and whether its automatic updates have been failing. A source that has failed several times in a row says so, with the reason; one that has been paused says when it will try again and reminds you that **Update** works straight

away regardless. 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 Android stops an automatic update before it finishes, for example because the connection dropped, the next attempt still refreshes any TV guide that was not finished. A background retry that keeps being stopped gives up after a few attempts and leaves the work to the next scheduled update, and **Recent activity** says when that happens.

If a playlist's channel and guide downloads **both** fail several times in a row — a provider that has gone dark, a box that runs out of memory part-way through, or an update Android keeps stopping before it can finish — 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 login & address** to pick the file again.

Path: Settings › TV services › This service › What this service downloads · for a service you are not using, Manage beside it → What this service downloads · when adding one, the Content step

This chooses what is **downloaded** to this TV. To **look at** another service's channels, open Live TV and choose **TV services** in the groups panel instead (how-to 8b).

HOW

1. **Download movies & shows** — turn this off to use a source for live TV only. It is usually the biggest saving there is: a film and show catalogue is often larger than the whole channel list.
2. **Live TV groups, Movie groups and Show groups** — pick the kind from the strip, then untick any group you do not want. Each row shows how many items you currently hold in that group.
3. **Finding a group in a long list** — type into **Search groups**, or press one of the **section chips** above it. The chips are built from your own provider's naming, so a provider that calls its groups *UK | Sports* gives you a **UK** chip covering all of them. Search ignores punctuation, so *uk sports* finds *UK | SPORTS HD*.
4. **Changing a lot at once** — the buttons act on whatever the search or chip has left on screen, never on the whole list. **Only these** keeps what you can see and drops everything else; **Bring in shown, Leave out shown** and **Invert shown** do what they say. **Showing** switches between all groups, just the ones you are bringing in and just the ones you are leaving out, and **Sort** can put the biggest groups first.
5. Select **Save**, then **Update now** on that service to apply it.

GOOD TO KNOW

This is not the same as hiding a group. **Hiding** takes a group out of your lists and keeps everything downloaded; **unticking it here means it is never downloaded at all**, so it is the one that shortens the wait, uses less storage and puts less load on a slow box.

What you already have stays. Turning something off stops future downloads; it does not delete anything. Use **Clear downloaded movies & shows** when you want the space back. Your favourites, watchlist and viewing history are kept either way and reattach if you download it again.

Anything left out is **not searchable**, because it is not on the TV to search. Turn a group back on and update if you want it back.

Groups your provider adds later are brought in unless you untick them, so a new sports section does not silently go missing.

You can keep at least one group per kind. To bring in none at all, use the **Download movies & shows** switch instead — that is the control that says what it means.

Path: Settings › TV services › This service › Edit login & address · for a service you are not using, Manage beside it → Edit login & address

HOW

1. Change what your provider gave you: the server or portal address, the username and password, the backup addresses, or just the name.
2. Select **Save changes**. For the service you are watching, TiviGlass first checks the new details with your provider, and saves them only once they connect. A service you are not using is saved as typed and checked the next time you use it.
3. Select **Done**, or press **Back**, to return to TV services. If you changed something and have not saved it, TiviGlass asks **Save your changes?** first: **Save** (already highlighted) saves and closes, **Don't save** leaves the service as it was, and **Keep editing** takes you back to the form. With nothing changed, Done simply closes. Pressing Done while a save is still being checked never throws it away: the form closes as soon as it has saved. While it saves, **Save changes** reads **Saving...**; press **Done** and it changes to **Close now**, which closes the form straight away if you press it again, while the save still finishes and tells you how it went.

GOOD TO KNOW

If the new details do not connect, nothing is saved. TiviGlass says what your provider answered and offers **Go back**, which is highlighted and returns you to the form with everything you typed, or **Save anyway**. Save anyway keeps the new details even though they did not connect, so what you are watching may stop until they work. Use it only when you are sure, for example when your provider has told you the new address goes live later.

An M3U playlist checks a new address by loading it. If it does not load, the playlist keeps its old address and channels; Save anyway keeps the new address and brings its channels in on the next update that can reach it.

After a change of address or login, the connection badge on the service (**Online**, **Refused**, **Login rejected** and so on) is checked again against the new details, rather than showing the old answer for up to 15 minutes.

On a service saved to your TiviGlass account, the new address reaches your other TVs, keeping each TV's favourites, renamed and hidden channels and locks for that service. TVs on this version or later do not bring the old address back as a second copy. A TV still on an older version may show a second copy at the old address until it is updated; nothing on any TV is removed because the address changed.

Set up the household

FREE

Path: **Settings** › **Parental & profiles** › **Who's watching** › **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 side menu

HOW

1. The side menu lists every section on one screen, with **Settings** and **Exit** at the bottom so you never scroll to reach them.
2. Move up and down, press **OK** to open a section. On Live TV, Movies and Shows, **OK** (or **Right**) opens that section with its groups beside the menu, so you can pick a group straight away; the arrow beside them says so.
3. The card at the top shows who is watching and which TV service is playing. Press it to switch profile or TV service without going into Settings. A profile with a PIN still asks for it.
4. Hold **OK** (or press **Menu**) on an entry to move it, rename it or open the menu settings. Moving and renaming come with Premium, as in how-to 50.
5. Press **Back** at the top level to reopen the side menu; 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 menu entries later (see how-to 50), or straight from the menu. The highlighted entry is a bright bar that slides as you move; the screen you are on has a glowing edge and stays lit in the strip of icons, so the two never look alike.

Groups open beside the menu, not in place of it. The groups and the strip of icons on the left make one panel: the icons keep showing which screen you are on, with that screen's icon lit as a tab that opens into its groups, and **Left** or **Back** steps back out to the menu. The groups panel has the same layout on Live TV, Movies and Shows: quick buttons along the top (**Find playing channel** and **Jump to now**; **Surprise me** and **Filters**), then **Views**, **Your groups** and the groups from your TV service, with **Edit groups** (and on Live TV, **Customise guide**) at the bottom. The line under the panel says what the highlighted button does. With **Loop lists round on**, Up from the quick buttons jumps to the bottom buttons and Down from the bottom buttons comes back to the first group. Holding Down stops on the last group; a fresh press moves on to the buttons below it. On Movies and Shows a view and a group combine, for example **Favourites in Action**, and the top of the panel says which.

The groups panel stays open while you work on it. Holding **OK** on a group for its options, or choosing **Edit groups**, **Customise guide** or **Filters**, opens on the right with the groups still beside it, and closing what opened puts you back on the same group or button. Choosing a group, a view or a quick button such as **Find playing channel** closes the panel so you can see the result.

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. On Live TV, Movies and Shows, **Back** from the channels or posters opens that section's groups first, so one press takes you to "change group", not all the way out to the main menu. **Back** again moves to the main menu and tells you ("Press Back again to exit"); a third press within 3 seconds leaves the app. On any other section, **Back** with nothing open goes straight to the main menu with the same message. If you opened the main menu yourself, **Back** just closes it; that is a cancel and never counts toward leaving the app. 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.

If a live channel is already playing in the TV guide preview when you switch service, it keeps playing until you select a channel from the new service — so you can browse the new line-up without the picture stopping first.

When a section is opening, a short loading message identifies what it is preparing.

Longer waits show placeholders; if a read stalls, use **Try again** where offered. A failed read shows a retry message instead of leaving the placeholders running.

Recordings shows your library, scheduled timers and series links as each becomes ready. Movie and show placeholders follow your poster-size setting, and reduced motion keeps the loading shapes still. Reduced motion (Android's own **Remove animations** setting, and lower-powered boxes automatically) also holds the **LIVE** badge's dot and the padlock on locked features still, and a long channel or programme name in the TV guide scrolls once when you focus it instead of scrolling for as long as you stay there. Indicators that show work in progress, such as spinners and the dot in an update banner, keep moving.

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**.

The default side menu lists **Home, Live TV, Movies, Shows and Search** first, followed by **Catch Up, Recordings, Reminders, Sports Hub, Kids, Multi-view and Apps**, with **Settings** and **Exit** pinned at the bottom. Each destination has its own name; the former My TV hub has been removed. Your saved menu order, names and hidden choices are kept. Profile restrictions and section switches still apply. In TV mode, the closed menu shows your profile picture and the clock above the navigation icons, using your chosen 12- or 24-hour format.

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.

How menus work. Every menu, option list and question in TiviGlass now works the same way. Every one of them slides in from the right edge of the screen as a full-height panel, the same way **More** opens in the player: menus, option lists, forms, larger pages such as long lists, and questions that need an answer (the screen behind a question dims until you answer it). Each choice is one line with an icon, its current setting shown at the end (for example **Subtitles — English**), and an arrow where it leads to a next step. The highlighted line turns red on a choice that removes something. A line at the foot of the panel says what the highlighted choice does, the usual key guide along the bottom of the screen shows which keys work in the menu while it is open, and **Back** always goes back exactly one step. Switches flip where they are, and a setting with a list of values opens its list in that panel with the current value highlighted, so pressing **OK** straight away changes nothing. Only things that cannot be undone ask “Are you sure?”, and both answers say what they do. Over live video, options open on the right so the picture stays visible. On boxes with Android 12 or later and plenty of memory, the page behind a menu is softly blurred; the video itself never is.

The player separates programme information from the playback buttons. The highlighted control's name appears below the buttons, for example **Pause**, **Subtitles** or **More options**. Channel and programme names have separate lines, with larger timing text. Stream information such as resolution, HDR, codec, bitrate and frame rate stays visible in a quieter row that wraps when needed. The full-screen player and the live-TV guide player share this layout.

A compact navigation legend sits below the content, beside the full-height navigation panel. While browsing content it shows **D-pad — Move** and **Back — Go back**, including when an item has no hold action. In the navigation panel, movement reads **↑ ↓ — Browse** and Back describes its current action: **Close menu**, **Main menu**, or the temporary **Exit app** confirmation (**Switch profile** for a child). **Select** describes the highlighted control: ordinary buttons say **Choose**, Movies and Shows tiles say **Open details**, and Continue watching tiles say **Play**. When holding Select does something, its action appears alongside, such as **Hold Select — Options**

or **Hold Select — Rename**. Disabled actions are omitted. A glowing edge marks your current section in both the open menu and the collapsed icon rail; the bright bar that slides between entries follows the remote. The card at the top keeps your TV service and viewer together above the menu. On a TV every menu entry fits on the screen; where a list is longer than the screen (a phone, larger text, or a long list of groups) its top or bottom edge fades to show there is more. The legend follows focus into the navigation panel and moves clear of the expanded panel without shifting the grid. It uses two steady rows on narrower screens or with larger text. During full-screen playback, hold guidance stays inside the existing control-label area; no separate legend appears beneath the OSD. On touch screens, use a long press; the legend appears when navigating with a remote or keyboard.

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); in the TV guide, a whole screen of channels at a time
Page Up / Page Down	Next / previous channel (live TV only), for remotes whose channel buttons send these keys. Movies, shows and the TV guide are unchanged: in the guide they still move a whole screen of channels at a time. A job you gave these buttons yourself under Settings › Remote & buttons still wins.
Up / Down	Next / previous channel (live TV)
Left / Right	Skip back / forward by your seek step (10 seconds by default)
Guide group preview	Rest the highlight on a provider group in the guide sidebar or horizontal group row and, after a moment, the guide shows that group's channels and schedule together from the top while the current channel keeps playing. Holding the button down to sweep through the list loads nothing until you stop. Focus stays on the group while you look. To stay on it, press OK, press Right in the sidebar, or move down into its channels; it then becomes your Last used group . Press Back, or leave the list any other way, and the guide goes back to the group you were on. Find playing channel and the Tools actions do not choose a group either, and if you press OK on a protected group and then cancel its PIN or age question, you stay on the group you started from. A group you only previewed is never remembered. Protected groups need OK and access approval first. Turn off Preview group on focus in Settings › TV guide › Moving around the guide to require OK for every group. Channel Up/Down and Page Up/Down page through the group list; the guide wrap preference applies at its ends.
Show or hide several items	In a Show/Hide list, choose Select several , mark the rows, then choose Show selected or Hide selected . Select displayed selects the current filtered results. Bulk changes never affect selected rows outside the displayed results.
Stremio phone setup	Choose Stremio, then Enter on phone . The TV keeps checking the same code through temporary connection failures. If the code expires, choose Try again for a new one. Received details fill the TV form for you to review. Closing the handoff cancels it.
Skip length	In Settings › Remote & buttons › Skipping forward and back › Skip length , choose 10, 20, 30 or 60 seconds. Remote keys, on-screen seek buttons and touch double-taps share this choice. Holding a seek key accelerates the step.
Last Channel	A remote with a physical Last Channel button returns to the previous live channel. Your explicit shortcut binding takes priority. Shortcut editors list actions supported by the chosen screen; unsupported saved actions leave ordinary key handling available.
0-9	Type a channel number to jump straight to it (live TV); it changes once you stop typing. It finds the channel showing that number (your own number for a channel you renumbered, else your provider's), and a channel with no number by its place in the list. A channel that shows a number is never reached by its place. When nothing matches, the player says No channel and the number. Opened from the TV guide, it finds the same channel the guide would.

BUTTON	WHAT IT DOES WHILE WATCHING
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	Close an open panel or hide the controls, then leave the player. In guide fullscreen, Back returns to the guide even when no control is highlighted.

The Home screen

The bar under the featured area filters Home: **Everything**, **Recently watched**, **Favourites** or **Watchlist**, with **Customise Home** at its end. The one you are on is highlighted; choose **Everything** to clear it. Filtering keeps your saved rail order and leaves hidden rails hidden. The menu opens Live TV, Movies and Shows.

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

Trending titles offer **Find in my services**, which opens Search across the TV services this profile can use. Choose a matching result to see its details; a trending title may not be available from your providers. Back from Search returns to Home. The featured area is smaller on a phone held sideways, leaving more room for the rows.

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 rows; move left and right within one. The featured area scrolls away as you browse.
3. Rows follow your saved order exactly. **Live TV**, **On Demand** and **For you** headings mark each run of related rows.

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.

While a free trial is running, a countdown sits above the rows and tells you how many days are left. Select it to see the plans.

Path: Home → Customise Home (on the bar under the featured area, or at the bottom of the rows) · or Settings › Home & menu › Home screen › Customise Home

Customise Home is the one place Home is managed. The list is on the left, and the right-hand side shows what the row you are on looks like, with its real artwork, next to a small map of your whole Home screen. The tabs down the left edge say what **OK** does: press **Left** from anywhere in the list to reach them, **Up** and **Down** to choose one, and **Right** or **OK** to go back to the list. The keys you can use are shown along the bottom. The preview follows the row you are on once you stop on it, so moving down a long list stays quick. Every change is saved as you make it.

HOW

1. **Show & hide**: press **OK** on a row to take it off Home or put it back.
2. **Arrange**: press **OK** to pick a row up, then **Up** and **Down** to move it. **Left** sends it to the top and **Right** to the bottom. **OK** puts it down; **Back** puts it back where it was. The map shows it sliding into place.
3. **Start-up**: choose what TiviGlass opens on (Where I left off, Home, Live TV, Movies or Shows), whether it starts on the last channel, and whether Home is in the menu.
4. **Layouts**: one press gives Home a ready-made shape: **Balanced**, **Live TV first**, **Movies & shows first** or **Just the essentials**. **Go back to your layout** appears at the top of the list and puts your own rows back until you leave.

GOOD TO KNOW

A row that is switched on but has nothing in it yet says **Waiting** and tells you why (Upcoming reminders, for example, waits until you have three). A row your plan does not include says which plan it needs instead of quietly never appearing. **Recommended live now** has one switch here; it used to have a second one in Settings called Live recommendations.

You can also change Home from where you see it: hold **OK** on any card and choose **Hide this row**, **Move this row** or **Customise Home**. The bar under the featured area filters Home to **Everything**, **Recently watched**, **Favourites** or **Watchlist**; the Live TV, Movies and Shows buttons that used to sit at the top of Home are gone, because the menu opens those. Home's rows and their order are saved on this TV. What TiviGlass opens on is saved for this profile on this TV. A child's profile always opens Kids and has no Customise Home.

The Watchlist row brings together up to 60 recently saved movies and shows from your current TV source. Hidden or locked categories stay out of it.

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.

Event details in channel names: when a provider has no current guide entry, names such as `SPORTS 1 :: Premier League 15:00` supply a readable event title and time in the guide and player information. `Sports :: Cup final` also works without a time. TiviGlass does not invent a clock for it, and a real guide programme takes priority.

Changing groups while the guide loads. Channels become available as soon as the saved channel list is read; programme listings can arrive afterwards. While another group loads, the current group stays visible and a notice names the requested group. Refreshing the catalogue keeps the current channel playing. If saved programme data cannot be read, the guide offers **Try again** while your channels remain available.

Path: **Sidebar** → **Live TV**

To return to the beginning of the channel list, hold **Left** while focused on the channel column. In the group list, holding Left returns focus to the first group without selecting it. Hold **Back** in the guide to reopen the playing mini player fullscreen. A short press keeps its normal navigation meaning; when using the TV's remote through HDMI, the list waits briefly to distinguish a tap from a hold. On a phone or tablet, tap **Top of channels**. These defaults are free; **Jump to top of channels or groups** can also be assigned to another button under Remote & buttons. You can also open a preview fullscreen with **OK**.

Browse earlier programmes: use Rewind or skip-back in the guide. You can hold the key to keep moving back. Select an earlier programme to see its details; playback is offered only within that channel's catch-up archive. Plain Left stops at the live slot so you can reach the channel column. Use Jump to now to return.

Programme boxes show: In Settings › TV guide › How the guide looks, choose **Channel name & logo** to show channel names and logos instead of programme titles. The schedule timings, programme details, reminders and catch-up actions stay available. Choose **Programme title** to restore programme titles. The choice follows your synced guide settings.

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 and then moves the highlight onto the channel list on the far left, which is how you get back to the channels from the schedule.
3. To look at what has already aired, use **Rewind** (or skip-back) on the remote. It scrolls back as far as there is anything to see: your provider's catch-up archive where the line-up carries one, or the days of past guide you keep under **Keep past TV listings for** where it does not, whichever reaches further. **Fast-forward** scrolls the other way.
4. 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 is the **Jump to now** button at the top of the groups panel.
5. Browse **All channels**, **Favourites**, **All channels from all services**, **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. With more than one TV service, a **TV services** section lists each one as a

GOOD TO KNOW

The current-time line is off by default. Turn **Show current time line** on under Settings › TV guide › How the guide looks 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. While the present is on screen, the current time sits in a small accent pill on the time row above the programmes, and the start of that row names what the guide is showing (**All channels**, **Favourites** or a group) with how many channels it holds. 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 › What buttons do › **Buttons in the TV guide** (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. A short glowing edge in your theme's accent colour,

heading, with your provider's categories under the service you are using: see how-to 8b. Choose **Horizontal pills** in Settings › Home & menu › How each section opens › **Group list layout** instead and the same choices return to the filter and group rows above the guide.

6. Press **OK** on a channel to preview it, and again for full screen.
7. Type a **channel number** on the remote to jump straight to that channel in the guide. The number appears at the top of the screen while you type, and the guide moves once you stop. It finds the channel showing that number, including a number you gave it yourself, or by its place in the list when **Number guide rows from 1** is on. A channel with no number is reached by its place in the list too, even when others have numbers, but a channel that shows a number never is. If the channel is not in the group you are looking at, the guide offers to look for it in **All channels**; when no channel has that number it says **There's no channel** and the number, straight away. Looking at another service's channels (how-to 8b), it finds the number anywhere in that service, moving to the right page by itself, or offers that service's channels from one of its groups. In **All channels from all services** a number past what is shown is looked for in each of your services, and the guide offers to open the one that has it. The full player matches a typed number by the same rule, so a number lands on the same channel in the guide and full screen. A number you type while a menu or dialog is open, or as you leave the guide, is dropped rather than acted on later. A number button you have assigned to something else under Remote & buttons keeps doing that instead.

the side menu's "you are here" mark, sits on the channel currently playing, while the highlight follows your remote as a bright bar the text sits on, the same bar the side menu and the guide's menus use. The channel whose schedule you are reading across stands out in the channel list. Programme boxes show titles only unless you turn on **Show programme times** under Settings › TV guide › How the guide looks, which adds each programme's start and end under its title; finished programmes are dimmed (less so when catch-up can still play them), and the preview names the channel playing in it. Choose **Playing channel** beside Now, or **Find playing channel** at the top of the groups panel, to return to that row without restarting playback or changing the guide time. If you were only previewing a group in the sidebar, it first takes you back to the group you started from, on the playing channel if that group has it. If the playing channel is not in the group you chose, it opens the playing channel's own group and lands on it; for a channel from another TV service, that group opens from that service without switching to it (how-to 8b). Hidden or removed channels are not brought back. Replay icons mark catch-up where space allows. Source labels sit below channel names when the row has room; compact rows keep the name readable and show the source beside it. Focus a long source label to read it as it scrolls. Programme progress bars follow the theme accent unless you set a custom progress colour. The information panel follows the programme you focus. Its height stays steady while details load, so the channel grid stays in place. The title and one time row take priority: a red **LIVE** mark, the start and end, how far through it is and the minutes left, or for a later programme how long until it starts. The episode line and synopsis come next, in larger white text that stays readable over programme artwork; they fit the remaining room, and full details stay available through Info. 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. A replay icon on a past programme marks one you can watch from catch-up. **Rewind** on the remote also scrolls the guide back in time. The preview keeps playing while you keep browsing. For a TiviMate-style flow, turn on **Play a preview as you browse** under Settings › TV guide › Preview & the OK button; rapid scrolling is allowed to settle before the preview changes. **Make the 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 fullscreen with one press of OK** in the same section.

To open Live TV on **Favourites**, **All channels from all services**, **Recently added** or one of your own custom folders instead of All channels, choose **Live TV opens to** under Settings › Home & menu › How each section opens. Its help names the TV service Live TV uses, and **Which service Live TV uses** just below it opens TV services at **Which service each section uses**, where you change it. Custom-folder choices are labelled **Custom folder · Name**, and the stable folder identity means renaming one does not lose the choice. Choose **Last used group** to have the guide reopen on the group you were browsing last time, such as UK Sports, one of your folders, Favourites or All channels from all services. A group you looked at on another TV service from **TV services** is not remembered: the memory belongs to the service Live TV is using. It is remembered separately for each profile and each TV service, so it holds when you close the full-screen player, leave Live TV and come back, switch TV service and back, or restart TiviGlass. A group you only previewed in the group list does not count; it has to be one you chose. If that group has since been removed or hidden, the guide opens on All channels instead, and a PIN-protected group asks for the PIN first. You can also choose one of your TV service's own groups, labelled **Group · Name**, so a family TV opens on the kids' group instead of All channels. The list comes from the service

Live TV opens with (the one chosen in **Live TV uses**, if you set one) and leaves out groups you have hidden or filtered out. Stremio sources and lists loaded from a file offer no groups here. The choice belongs to that one service: with a different service in use the guide opens on All channels, TiviGlass starts on its usual screen rather than Live TV, and the picker shows **Group (not available)**, which is also what you see if the group has since been hidden, filtered out or removed by your provider. With parental controls on, a locked or adult group asks for the PIN first, unless **Skip PIN on locked channels, films & shows** is on. The group choice only decides where the guide opens: hiding a group (hold OK on it, then Group options) is what removes it from All channels for that profile. If a TV on the same account runs an older TiviGlass that does not know this option, that TV can reset the choice to All channels when it next syncs. **Anything you pick here other than All channels or Last used group also makes TiviGlass open straight into Live TV, on that screen, after a cold start** (a group choice only while its service is the one Live TV opens with) — so choosing **Favourites** is how you get the app to start on your favourites. **Start on the last channel** remains the higher-priority option: switch that off under Settings › Home & menu › When TiviGlass starts 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.

8b

Look at another TV service's channels without switching

FREE

Path: Live TV → groups panel → TV services · with Horizontal pills, the TV services button above the guide

With more than one TV service on your profile, the groups panel lists every service under **TV services** as a heading, the one you are using first. Open a heading to see **that service's** groups under it, without switching the app over to it: Live TV, Movies and Shows stay on the service they are using.

HOW

1. Open Live TV's groups panel (Back from the guide, or Left from the channel list) and move down to **TV services**. The service you are using is marked **In use**, and its groups are listed under it.
2. Press **OK** on another service's heading. Its groups open under it, and the groups of the service that was open close, so the panel only ever lists one service's groups. Press **OK** on an open heading to close it; with every heading closed, **TV services** lists just the services, under your views and your groups.
3. Choose one of its groups to see its channels and schedule in the guide. The line above the channels says **Browsing** with the service and group, so it is clear whose channels these are.
4. Press **OK** on a channel to preview it and again for full screen. It plays with that service's own login, so nothing else changes.
5. Hold **OK** on a channel to favourite it, add it to one of your groups, set its listings or select several; hold **OK** on one of the service's groups to add all its channels to one of your groups.
6. Hold **OK** on a service's heading for **Use ...**, **Search ...** and **Update ...**. **Search ...** finds one of its channels by name (a padlock shows one that will ask first).
7. **All channels**, the first row under an open service, lists all of its channels that your profile can see. A very large service splits them into pages (**Channels 1 to 5,000** and so on). With **Number guide rows from 1** on, the numbers carry on from page to page.
8. However a group reaches the guide (from the panel, a search or a typed channel number), its service's heading opens, so the panel lands back on that group.

GOOD TO KNOW

Use ... is the one place here that really switches service: it asks first, then Live TV, Movies and Shows all move to that service and open on the group you were looking at. Everything else on this screen only looks.

A locked or adult group of another service asks for your PIN or age exactly as it would on its own service, and an unlock counts for that service only. Groups and services a profile is not allowed to see are not listed, and a child profile does not show TV services at all.

If a service's channels have never been downloaded on this TV, the guide says so and offers **Update this service**, which downloads it without switching to it; the panel offers **Update ...** under that service's heading too. If they are older than your automatic update interval, a line over the channels says when it was last updated. What you look at here is not remembered as **Last used group**, and is cleared when you switch profile.

Path: Full-screen live TV

The guide uses clearer cell gaps and alternating channel rows to separate programmes. The strong highlight follows your remote; a play icon in your theme's accent colour marks the channel playing in the mini-player, and the matching **Now** marker and vertical line show the current time. The information area names the selected channel and keeps its programme title and time prominent, with quieter episode details and synopsis. Status badges sit beside programme titles without overlapping them; a **+number** indicates additional statuses, while narrow cells prioritise the title. Hold Select for programme options and details. The navigation legend describes Select as **Preview live**, **Full screen**, or **Watch catch-up**, matching your playback setting and the selected listing. Future listings and past listings without catch-up follow the live channel action.

Recently watched spans groups in the current TV service. In fullscreen controls, press Down to open the recent row and OK to tune a channel, including one outside the group you were browsing. Programme labels refresh as guide data arrives.

Radio and audio-only stations: Once an audio-only stream is ready, both fullscreen players show the station name and logo, with track title and artist when supplied. The normal playback controls still work. A TV stream with a missing or unsupported picture is not labelled as radio.

HOW

1. **Channel +/-** or **Up/Down** move to the next or previous channel. On live TV, **Page Up** and **Page Down** do the same.
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

Every channel change brings up a short **channel banner** — the channel name and logo, what's on now with how far through it is, and what's next — so you always know where you have landed. The banner shows no buttons: along its bottom it reminds you which keys do what (**▲ ▼ Change channel** and **OK Controls**; the first is left out if you have given Up or Down another job). 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 › While watching › Player controls & clock › **Hide player controls after**). **Auto** leaves that to TiviGlass: the controls you open yourself stay a little longer than the banner that appears on its own. **Never** keeps the controls you opened on screen until you hide them, and still clears the channel banner.

GOOD TO KNOW

If you like to surf quickly, set **Delay before switching channels** (Settings › While watching › Changing channels). 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.

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

HOW

1. Hold **OK** to open the menu for that row. It slides in on the side away from the guide's preview, so the picture stays in view. You can also hold OK on the video while watching live TV.
2. The three things you do most sit across the top as big buttons: **From start**, **Record** and **Remind me**. Everything else is one line each below, under **Organise** and **Fix**. The line at the bottom of the menu says what the highlighted choice does, and the keys that work there.
3. Choose **Save movie or show**, select the matching catalogue title, then add it to Favourites or Watchlist. When only one title matches, its options open straight away; with several, **Back** from the options returns to the list of matches. If the catalogue on this TV cannot be read, it says so and offers **Try again**.
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. **Back** closes the menu (on a touch screen, use the Back arrow at the top), 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 its button lights up and reads **Reminder on**; press it again to remove the reminder, with no question asked, and once more to set it back. While a channel is recording, the Record button reads **Recording**; a scheduled recording reads **Will record**; a linked series offers **Remove series link**. Cancelling a recording or removing a series link still asks once first, with the answers **Keep it** and **Cancel recording** (or **Keep link** and **Remove link**), 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 › Recording › 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. When every pane already holds a channel it still appears, marked **Multi-view is full**, and pressing it tells you how to make room. A channel from another TV service goes into the Multi-view you open from the service you are watching. An action your *plan* does not include is shown greyed with the plan it needs, because that is the one

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. Holding **Back** jumps to the top in a channel or group list; elsewhere it 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 › What buttons do (how-to 51); one press of it opens this menu.

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.

Match listings chooses where this channel's programme listings come from, with the closest matches first and their schedules beside them. How-to 14b explains it in full.

ACTION	WHAT IT DOES
Favourite / Unfavourite	Adds or removes the channel from your Favourites chip and Home rail. It works on a channel from any of your TV services, so you can favourite straight from All channels from all services , from another service's groups under TV services , and from your own groups.
Add to groups	Puts the channel into one or more of your custom groups. To file a <i>whole</i> provider group at once, hold OK on the group instead and use Add all to a custom group on its Channels tab — it adds every channel the group is currently showing, leaving them in the provider group as well. New group there makes a custom group of that group in one action. Very large groups are added up to a limit, and the message says how many went in.
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. If the provider sends only the archive available when you started, TiviGlass requests the next segment from your watched position. At the recording edge there may be a short wait. If the provider cannot supply more, the player tells you instead of repeatedly restarting the same segment.
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. When the mosaic is full it says so, and pressing it tells you to remove a channel or choose a bigger layout.
Edit channel number	Gives the channel your own number, or restores the provider's.
Match listings	Chooses where the channel's listings come from when they are missing or wrong: the closest guide entries first, with what each is showing. See how-to 14b.
Channel corrections	Override the logo URL, shift the guide time, or set a local timeshift for this one channel.
Move within group	Picks the channel up so you can place it inside the group you are in, or inside one of your own groups: press up or down to slide it, OK to put it down, Back to leave it where it was. Works the same whether you held OK on the channel name or on a programme. If the picked-up channel loses the remote, the move is cancelled with a short message and nothing changes. Your order stays put over the A–Z sort, and with Cloud sync on (Premium) it follows you to your other devices. In Favourites it reads Move and arranges your favourites. Not

ACTION	WHAT IT DOES
	offered in All channels or Recently added, which have no single order to keep, or in a group of another TV service you are only browsing.
Number favourites from 1	Gives your favourites the numbers 1, 2, 3 and so on, in the order they are shown — so it follows your arrangement, or the A–Z sort if you used one. Across every source when Favourites shows them all together. It replaces any number you typed by hand on those channels; Restore provider numbers in the same menu puts them all back.
Restore provider numbers	Undoes Number favourites from 1: every favourite goes back to the number its provider gave it.
Sort favourites A–Z	Arranges your favourites alphabetically, in one press. Offered on any channel while you are in Favourites. It writes an arrangement, exactly as dragging does, so it syncs to your other devices and stays put until you change it. Reset favourites order below it throws the arrangement away instead and lets each screen use its own default order.

Organising channels

11

Custom groups

PREMIUM

Path: Live TV → groups panel → Edit groups, or Settings › Channels & groups (Movies and Shows have their own group lists)

The library panel keeps **Browse** and **Tools** tabs visible above the scrolling list. Live TV tools include **Jump to now**, **Manage custom groups** and **Customise guide**. **Find playing channel** is the first row in Browse, so the way back to what you are watching is always where you already are. Use left/right between the tabs and OK or Down to enter a view. Up from the first group reaches the tabs even when list wrapping is enabled; continue Up to leave the list for the navigation controls. Previewing a focused group keeps your place in the list. The default hold-Left shortcut returns to these tabs from deep in a group list; from a list, a normal Left or Back still returns to the main menu. If you were previewing groups, the guide also goes back to the group you started on. Recovery stays beside the groups in Browse: if hiding has left the list with no groups at all, it says **All your groups are hidden** and offers **Show hidden groups**.

HOW

1. Open **Channels & groups**. Movies and Shows open the same screen from **Edit groups** at the bottom of their groups panel, and Settings › Movies & shows › **Manage movie categories** or **Manage show categories** opens it too.
2. Choose **New group** on the left, give it a name and choose **Create**. It opens ready for adding.
3. While adding, the left side lists your favourites and every group of the TV service. Move onto one, go Right into its channels, and press OK on each channel you want: it gets a tick. OK again takes it out. Every change saves as you make it. Back when you are done, and the group opens with its channels.
4. To add more later, move onto the group under **Your groups** in **Show & hide** and press OK. Its channels show on the right; OK on one there takes it out, dimmed in place, and OK again puts it back.
5. To include channels from another TV service, choose **Change TV service** from Menu, then add from there. This does not switch what you are watching.
6. In **Arrange**, OK picks your group up to move it among your groups, and in its channels OK picks a channel up to put the group in your own order. In **Rename**, OK renames it.

GOOD TO KNOW

Holding **OK** on a group in the guide opens its options with **Edit in Channels & groups** first, which lands on that group, and the quick changes after it: rename, move, lock, hide, reset, **Add all to a custom group**, **Show and hide in the guide** and **Tidy up**. Bulk changes always ask before changing everything.

A group can hold channels from **several playlists at once** — manage each source in turn, 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.

Delete this group is in its Menu, asks first, and leaves the channels on your TV services.

- Any channel's Menu also has **Add to one of your groups**, and a provider group's Menu has **Add all its channels to one of your groups**. The guide and Search still offer **Add to groups** for a single channel.

11b

Copy or move channels between groups

FREE

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

HOW

- Hold **OK** on any channel and choose **Select channels**. The channel you were on is ticked to start you off.
- Press **OK** on any other channel to tick or untick it. The bar above the list shows how many you have.
- From any channel, press **right** once to reach **Choose destination**, then press **OK**. You can also select that button directly in the bar.
- 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.

Path: TV Guide → All channels from all services · Movies / Shows / Search → All TV services

HOW

1. Select **All channels from all services** in the TV guide, or **All TV services** in Movies, Shows or Search. To browse one other service group by group instead, use **TV services** in the guide's groups panel (how-to 8b).
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** to **All channels from all services**, and **Movies opens to** and **Shows opens to** to **All TV services**, under Settings › Home & menu › How each section opens. Search remembers its own choice as soon as you make it.
5. **Default TV services:** In Settings › TV services › Which service each section uses, choose **Live TV uses**, **Movies use** and **Shows use**. For example, choose your IPTV service for Live TV and Stremio for Movies and Shows. Each choice applies when you enter that section; you can still change service manually during the visit. **Keep current TV service** disables the automatic switch for that section. Choices belong to the current profile on this device and do not sync to other devices. An unavailable or restricted service leaves the current service selected and shows a notice.

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. Favouriting a channel here works whichever service it comes from. Playlists a profile isn't allowed to see never appear in the merged view.

In the guide, **All channels from all services** shares 5,000 channels fairly between your services: the service you are using first, then each of the others, every one with the same share (with three services, up to 1,666 each), group by group. That keeps it quick however many services you have, and no one big service crowds out the rest. When a service has more than its share, a line above the channels says so; Search and each service's own groups under **TV services** reach the rest.

Path: Settings › Channels & groups

HOW

1. **Show, hide or rename channels** — open **Channels & groups**, move onto a group and go Right into its channels. In **Show & hide**, **OK** on a channel switches it in or out of your guide; in **Rename**, **OK** renames 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. **Find one in a long group** — type in **Find a group or channel** at the top of Channels & groups. Matching channels from every group appear on the right, and the heading says how many hidden channels also match. A hidden channel stays listed in its group, dimmed, so you can find it there and press **OK** to bring it back. The heading over a group always counts all its channels and how many are hidden.
3. **Hide one channel where you are standing** — hold **OK** on it in the TV guide and choose **Hide channel**, under Organise. It leaves your line-up straight away, and **the guide keeps your place**: the highlight moves down to the next channel rather than jumping back to the top of the group, so you can carry on down the list. Nothing is deleted: hold **OK** on its group and choose **Edit in Channels & groups**, where it is listed dimmed, and press **OK** on it to bring it back. Hiding is free on every plan.
4. **Go through a group with the guide beside you** — hold **OK** on a channel and choose **Show and hide channels** (it is also in a group's options as **Show and hide in the guide**). Every channel in the group gets an **eye** next to its name, and the ones you have already hidden appear too, dimmed, with the eye **shut**. Press **OK** to shut or open an eye. Nothing moves and nothing vanishes while you work, so you can go straight down the list, and the schedule stays on screen next to it — which is usually how you know you don't want a channel. **Back** returns the guide to normal — the bar at the top is a reminder,

GOOD TO KNOW

Filter by channel prefix: open Settings › Channels & groups › Groups › Hide groups & channels by name → Add custom filter. Select **Channel name starts with**, enter a literal prefix such as US |, UK | or FHD, then choose Hide matches or Show only matches. Matching ignores case and uses the displayed channel name; renaming a channel can change whether it matches. Multiple Show filters combine, and Hide wins. Saved filters apply to this TV source in the channel list, guide, favourites and custom folders, including after refresh. Disable or delete the filter to restore those channels; no channels or favourites are deleted. Prefix filtering requires Premium and stops narrowing lists if Premium expires. Prefixes TiviGlass detects in your groups are listed one per row: press **OK** on one and choose **Off**, **Show only these** or **Hide these**. Deleting a filter you made asks first.

Missing channels after cleanup? Open **Settings › Channels & groups**, choose the **Tidy up** tab with **All channels** selected, and choose **Bring back channels**. This restores every hidden channel in the active playlist for your profile, including channels you hid manually. The restore is carried to your other devices when cloud sync is enabled. A playlist refresh preserves hidden flags; it does not undo cleanup. **Restore all channel names** only undoes renaming. If feeds are still collapsed together, turn off **Merge duplicates** in the **Tidy up** tab of **Channels & groups** (it is also **Merge duplicate channels** under **More settings › Duplicate channels**), and check **Show or hide groups** and **Hide groups & channels by name** for hidden groups or filters.

All of these are overlays on top of your provider's data. Refreshing the catalogue never wipes them, and clearing an override

not a set of buttons, so nothing up there can take the highlight off the list you are working down. To bring a whole group back in one press, use **Tidy up** on the group menu and choose **Bring back channels**. This is for one provider group or **All channels**; it is not offered on Favourites, custom groups, Recently added or All playlists.

5. **Hide several channels at once** — hold **OK** on a channel in the guide, choose **Select channels**, tick as many as you like (or use **Select all**), then choose **Hide** in the bar at the top. They all leave together and the message says how many went. Same overlay as everything else here, so Channels & groups brings them back.
6. **Favourite several channels at once** — the same **Select channels** mode, with **Favourite** in the bar instead. It only ever adds: channels you had already favourited are left alone rather than being switched off, and the message says how many were new.
7. **Add to groups while watching** — press **OK** then **More**, and choose **Add to groups**. This works on the main player and on the guide's own full-screen view, so you no longer have to come back out to the grid to file a channel you have just found. From the guide's full-screen view you can file into groups you already have, but not start a new one — hold **OK** on a channel in the grid to make a group first.
8. **Show or hide groups** hides whole categories: in **Show & hide**, every group on the left has a switch, and **OK** flips it. The summary at the top counts how many groups are shown. On a line-up with hundreds of groups, choose **Hide every group** from Menu and then switch on just the ones you watch, or type a word in **Find a group or channel** and use **Show these groups** or **Hide these groups**. A hidden channel or group is also left out of **Search**; Search says how many it left out so you can tell that from a channel your provider never sent. Hiding a group does not stop its channels getting listings, whether they come from an XMLTV guide in your **TV guide sources** or from a portal's own guide, so a channel you keep in **Favourites** or one of your own groups still shows them. If one is missing, **Match**

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.

Event and pay-per-view slots are treated differently on purpose. Some providers rewrite those channel names every few hours to whatever is on right now, so they arrive looking like **ENDED | Fri 28 Aug 05:59 | UK: MAX PPV 1** or **MAX USA 43: NO EVENT**. A rename is permanent, so tidying one of those would pin last night's match to the channel for good. TiviGlass instead suggests the part that stays true — **MAX PPV 1** — and where there is no such part it offers nothing and leaves the provider's own text alone, which is why the suggestion list is sometimes empty on those channels and not on the ones beside them.

The other half of that is what you see while you browse. When a slot like that has no real guide listing, TiviGlass reads tonight's fixture out of the channel name and shows it as what's on — next to the picture, in the empty guide cell, and on Home. A real guide always wins. A reminder or recording you set from that title still fires at the time shown, but it will not follow a later schedule change, because there was never a guide row to follow.

listings (Settings › TV guide › Missing listings) lists it too, marked **Hidden from your line-up**.

9. **Hide groups & channels by name**

PREMIUM builds keyword rules — e.g. keep only channels whose name starts with a region prefix.

10. **Hide duplicate channels** hides extra quality or backup copies, keeping one feed per matched channel. Service differences such as **ESPN** and **ESPN+**, channel numbers and letters, and identity inside brackets stay distinct. It sits under **Duplicate channels** (choose **More settings** at the top of Channels & groups) with **Merge duplicate channels**, **Which copy to keep**, **Hide HEVC channels** and **Hide regional copies**, the same clean-ups as the **Tidy up** tab in Channels & groups, where each one can cover a single group too.

11. **Order & numbers** holds **Channel order** and **Group order**, **Arrange groups** for putting groups in your own order (not offered while Group order is alphabetical), and **Restore provider numbers**. **Favourites** holds **Favourites from every TV service**, **Sort favourites A to Z**, **Number favourites from 1** and **Reset favourites order**. These are the same controls as the guide's own menus, so a change in either place shows in both.

12. **Channel corrections** lists every channel you have corrected on the TV service in use and opens its corrections; **Clear all guide time corrections** removes the guide time correction from every channel on the TV service in use, in one go; custom logos, timeshift choices and the **Guide time offset** for the whole guide all stay, and nothing is downloaded again. **Lock channels with a PIN** is a link to Parental & profiles › Locks.

Path: **Settings** › **TV guide**

HOW

1. Programme titles are the same size as channel names, and time labels use larger text too, for reading at a distance. **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. Choose **Small** for a denser guide that shows a little more of each title. The rest of the app keeps the size set by **App text & layout size** under Settings › Look & feel › Size & screen.
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. **Time shown on one screen** decides how much of the schedule fits across the guide, which is the same thing as how wide each programme is. **2 hours 30** is the default. Choose **1 hour 15** when programme titles are being cut off and you would rather read them than see further ahead; choose **5 hours** to plan the evening without scrolling.
4. **Show channel numbers** puts each channel's number in front of its name in the guide. Channels with no number are unchanged. Turn on **Number guide rows from 1** to display 1, 2, 3... in the TV guide's current browsing order instead. Filtering and reordering update this sequence; provider numbers and your saved custom numbers stay intact. Turn it off to see those numbers again.
5. **Wrap long channel names** lets a long name use two lines instead of scrolling along one. Rows are made taller to fit, so fewer channels are on screen at once — that is the trade, and the guide will not clip a name either way.
6. **Show programme times** puts each programme's start and end time on a second

GOOD TO KNOW

Three ways to reach the guide's button behaviour. From the guide itself, hold **OK** on a channel and choose **Guide behaviour**. From Settings, it is under **TV guide** › **Preview & the OK button**, and the same switch is also on **Remote & buttons** › **What buttons do**. Searching Settings for “single tap”, “small player” or “fullscreen” also lands on it.

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 **App text & layout size** under Settings › Look & feel › Size & screen; 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. The line at the top of **Guide listings** (for example “TV guide: 812 of 900 channels have listings”) tells you how many of your channels currently have programme data, which is the quickest way to spot a bad source. When some channels are blank, **Missing listings** has the tools: **Check for missing TV listings** and **Match listings** (how-to 14b).

A very large guide that keeps stopping part way now carries on where it left off. Each source shows what happened on its last try, and where a download was cut off mid-way the line tells you how much was saved and that the next update continues

line under its title. It is off by default, so the guide shows titles only; the programme you are on always shows its times in the details at the top of the guide. When it is on, Compact rows (or rows at a larger text size) are made a little taller to fit the second line, and very short programmes keep just their title. Boxes set to show the channel name and logo under **Programme boxes show** never show times. The setting follows your synced guide settings.

7. **Show TiviGlass watermark** shows the faint TiviGlass name behind the programme details at the top of the guide. It is on by default; turn it off for a plain background.
8. **Guide preview 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.
9. **Guide preview position** puts the preview on the left instead of the right. Useful if the right of your screen sits behind something in the room, or if you simply prefer it that way round.
10. **TV guide sources** — add XMLTV URLs and order them. **Every source that is switched on contributes**, and the one nearest the top wins where two of them carry the same channel; switching one off stops it being used without deleting it. Each line is numbered and says whether it is on or off, so the order you are changing is the order that decides. Adding, removing, reordering or switching a source waits for any guide update already running, then refreshes the guide with your new setup — so a change made mid-update is applied rather than quietly skipped. 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://`

from there rather than starting again. Some very large feeds take two or three updates to arrive in full on a slow connection; that is normal and it does not mean the address is wrong. Nothing is lost in between, and the saved part is thrown away only if you change or remove the source, or the TV runs genuinely short of storage.

The same goes for a guide update that is stopped rather than cut off. A background update only gets a few minutes at a time, so on a very large guide it stops itself in good time, keeps everything it has downloaded and read in so far, and carries on a couple of minutes later from that point until the guide is complete. When that happens, the channel and library update waits until the guide has finished. A guide server that cannot pick a download up part way is not asked again every few minutes: that guide carries on at the next scheduled update. Pressing **Update TV guide** yourself always checks with the guide's server first, so it never settles for a copy downloaded earlier when a newer one is available. If the server has a problem just then, the copy already saved is used instead, and the source shows when that copy was downloaded.

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 **TV services**, 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 **Update every** or turn **Update automatically** off under Settings › TV services › Keeping up to date.

The channel list and the movie and show library never update while you are watching. If an update comes due in the middle of a programme, including the one that follows opening the app, it waits and runs once playback has stopped. The TV guide is still checked on time.

Programme times come from your guide source, not from TiviGlass, and the app

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.

11. After changing a source, choose **Update TV guide** (in the same section, and also inside **TV guide sources** as **Update guide now**). It downloads only the guide; **Update now** for the service under **TV services** refreshes its channels, movies and shows as well. A source line reading *it was stopped before it finished* is not a bad address: the download was cut off part way, what arrived was kept, and **Update TV guide** finishes it.
12. **Keep past TV listings for** and **Download future TV listings for**, in the folded **Storing listings** group, control how many past and future days are kept.
13. **Guide time offset** — under **Guide listings**, and also inside **TV guide sources**, shifts every programme time for the TV service in use 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.
14. 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.
15. **Loop from the last channel to the first** is on by default: pressing down past the last channel continues from the first, and up past

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 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 first lands on the last. Turn it off to stop at the ends.

16. **What Select does in the guide** — under **Preview & the OK button. Open fullscreen with one press of OK** turns the usual two presses (small preview, then fullscreen) into one press straight to fullscreen. **Play a preview as you browse** makes the preview follow whatever you are scrolling over, and **Make the preview fullscreen after** promotes it to fullscreen once you stop on a channel — set that to **Off** if you do not want it maximising by itself.

The player

Opening a guide preview full screen raises picture quality gradually: first the preview limit, then up to 720p after about 20 seconds of uninterrupted playback, then your normal quality setting after another stable 20 seconds. Buffering or pausing restarts the current wait. Your Video quality and Data Saver limits still apply. A channel with only one available quality continues to use it.

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.

PLAYBACK OPTION	HOW TO USE IT
Guide fullscreen rewind	Guide and Search open the same fullscreen player. Rewind uses the stream's DVR window, a usable local buffer, or your provider's archive. Fast-forward and LIVE become available while you are behind live. A channel without any usable rewind source shows Rewind unavailable.
Picture looks too large	While watching, open More → Picture size → Fit to show the whole picture. Fill stretches it; Zoom and Crop remove edges. This changes your default unless this title already has its own picture setting, in which case that setting is updated.
Clock while watching	Open More → Clock . The row shows On or Off; select it to change the setting. On keeps a clock visible when the playback controls disappear. The same option is available on Fire TV and Android TV, including playback opened from the guide.
Wrong or missing listings	While watching a live channel, press OK , then More → Match listings . It opens beside the picture, so you can compare each suggestion's schedule with what is actually on (how-to 14b).

Path: TV guide → hold OK on a channel → Match listings, or while watching → More → Match listings. For every channel at once: Settings › TV guide › Missing listings › Match listings

HOW

1. **For one channel:** hold **OK** on it in the guide (or on its empty row), or press **More** while watching it, or open its options in Search, and choose **Match listings**. The top of the page says where its listings come from now: **Chosen by you**, **Matched by name**, **From your provider**, or **No listings** and why.
2. The best matches from your guide sources are listed first, with the closest one highlighted. Move down the list and the panel beside it shows what that entry is showing for the next few hours, and which of your channels already use it, so you can compare it with what is on the channel.
3. Press **OK** on the one you want. The guide row fills straight away from the listings already on this TV.
4. Not in the suggestions? Use **All listings** to look through every guide entry, **Your channels** to use the listings another channel in your line-up already has, or the search box. You can type a channel name in any spelling, an id, or a programme you can see on the channel.
5. **For every channel:** Settings › TV guide › Missing listings › **Match listings** lists your channels on the left, starting with the ones that have no listings, and the suggestions for the highlighted one on the right with a score. Press **OK** on a suggestion and it moves on to the next channel. To take many at once, choose a score and **Accept all**. **More options** opens the one-channel page for the highlighted channel.

GOOD TO KNOW

A choice is yours. The automatic matcher leaves it alone from then on, on every TV service update. **Use automatic match** (shown only when you made the choice) removes your choice and nothing else, and the app matches the channel again by itself straight away. **No listings for this channel** keeps its row blank on purpose, for a channel the app keeps pairing with the wrong schedule; filling gaps from other services leaves it blank too.

Choosing downloads nothing. The row switches straight away to listings already on this TV. Where another of your guide sources carries the same channel, a few of its times can stand in until the next guide update brings in the source you chose.

Suggestions come first, not a keyboard. They are worked out from the channel's name. A name too short to compare, such as "T2", gets no suggestions; search for a programme you can see on it instead, or pick one of your channels that has the same listings. An entry with no listings is marked and listed below the others, and choosing one asks first.

Your other TV services. If another of your services has its own guide source, **All my services** searches that too. Choosing one of its entries adds that guide source to this service as well, so it keeps itself up to date (it asks first).

Accept all takes each channel's best suggestion at or above the score you pick, and never a weak one. A very large line-up is checked up to 500 channels at a time; accept those, then open it again for the rest.

A PIN-locked channel is never offered as a source of listings, and a channel hidden

from your line-up says so. **Guide sources** opens the sources of the channel's own service. Your choices follow your account to your other TVs when Cloud sync is on.

Path: While watching → OK

The controls sit in one band across the bottom of the picture, drawn like the side menu: buttons rest in a quiet fill, the highlighted one turns into the same bright bar the menu uses, and a soft fade above the band keeps it from cutting across the picture. The band uses your theme's colours, and your player transparency setting (how much of the band's background is removed) still applies however you opened the player.

HOW

1. The band has three rows. The top row says what is on: on live TV a red **LIVE** mark (or **BEHIND LIVE** once you have paused or rewind), the channel name and the programme title, with the clock on the right; on a movie or episode, its kind, year, genre and rating, the title and one line of the story. The middle row is where you are: the programme's start and end, its progress and the minutes left, then what is **NEXT**; on a movie or episode, the seek bar with the time played and the time left. The bottom row is the buttons. After a channel change the band shows the top two rows only (the channel banner); there is no previous/current/next channel strip.
2. Choose ① **Info** to open the full, scrollable programme information: synopsis and any episode, category, year, rating or cast details supplied by the guide. The line under the clock 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, then the sound: its format and channel layout, for example **DD+ 5.1** or **AAC Stereo**. If you would rather see a label such as **SD**, **HD**, **FHD** or **UHD** than the exact size, set **Show resolution as** (Settings › While watching › Player controls & clock) to **Quality label**. The **Stats** overlay adds the deeper read-out: decoder, buffer level, connection speed, the picture's colour description (bit depth, colour space and HDR type, shown as **standard** when it is the ordinary case), and an audio output line giving the player's own volume, whether the sound is being passed through untouched, what actually leaves the box (for example **pcm16 6ch decoded**, or **eac3 6ch bitstream** when your TV or receiver decodes

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.

Some providers put tonight's event in the channel name instead of in the guide. TiviGlass still shows that title next to the picture, so you can tell what is on without waiting for the name to scroll. If the name includes a start time, the progress bar uses it; if it does not, the title is shown without a made-up clock.

On a touchscreen, tap the picture to show or hide controls. Double-tap the left or right side to seek a movie by your chosen step 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. A percentage appears while you drag. Leaving playback restores the previous screen brightness, so the rest of the app follows your phone's normal brightness again. 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 rewind catches back up to live — the highlight returns to play/pause rather than being left

it) and whether **Even out volume** is acting on it (**levelling bypassed** means the sound leaves undecoded, so levelling cannot reach it). If you ever report a picture that looks the wrong colour, or sound that stops while the picture keeps playing, a photograph of this overlay usually answers it outright.

3. Instead of a caption under the buttons, the end of the button row shows which keys do what, drawn as small key caps the way the Customise screens show them: **OK** with what pressing it now does (**Pause**, **Add to favourites**, **Programme information** and so on), and on live TV ↓ **Recently watched**. On a movie or episode it shows ↑ **Seek bar**; on the seek bar, ◀ ▶ **Seek**, **OK** to pause or play and ↓ **Controls**. There is no previous/next episode strip, so use your remote's **Previous** / **Next** keys to move between episodes. Recently watched expands only when opened, giving its cards room without enlarging the controls. While surfing, Up/Down continues changing channels; press **Select** to activate the controls, then **Down** to open recent channels. A custom Down action hides this shortcut. In the panel, move left or right, then **Select** to watch; the highlighted channel turns into the bright bar. The panel shows **OK Watch** and ↑ **Controls**; press **Up** or **Back** to return without changing channel. Channel names are larger and programme titles have two lines. If the history refreshes while you browse, your highlighted channel stays selected where possible. The panel stays open while you browse. Opening an options panel closes Recently watched and hides the underlying controls until the options panel is dismissed. On touch screens, tap **Recently watched** at the end of the button row or a channel, and use **Back to controls** to return.
4. Move along the button row for the buttons this channel offers. It is deliberately short: rewind, play/pause and fast-forward sit together in one group, then **Favourite**, **Info**, **Record** and **More**, each with its name on it. A filled star in your theme's accent colour means the channel is a favourite. Rewind always keeps its place: a line through its icon means there is no usable rewind source, and the key reminder then says **Rewind**

on nothing.

For a live stream that has frozen or keeps buffering, choose **More** → **Reload stream** to reconnect the same channel at its live edge. This works from both player screens without changing channel. With Premium, **Remote & buttons** → **Shortcut keys** can bind **Reload live stream** to a spare remote button.

More lists only what this screen can actually do. Watching full screen from the guide opens the same player as Search, including its timeshift controls and More options. Back returns you to the guide.

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 › While watching › Player controls & clock › **Hide player controls after**. **Back** hides the controls first and only leaves the player on a second press.

unavailable. Fast-forward and **Live** (with a red dot) join the group while you are behind the live edge. On a movie or episode the buttons are rewind, play/pause and fast-forward, then **Sound**, **Subtitles** and **More**; Sound looks quieter when the title has only one audio track, and still opens.

5. **More** holds playback choices: **Sound**, subtitles, quality, **Switch source** when the same channel exists more than once in your playlist, **Advanced playback** for this item's picture size, video decoder and external player, the **Sleep timer**, **Stream facts**, **Diagnostics** and **Remote controls**. On a movie or show it adds **Speed**.

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Sound, subtitles and speed FREE

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

HOW

1. Choose **More** → **Sound** for audio tracks, **Fix sound**, sound timing and the audio decoder in one place.
2. The track list shows the languages carried by the stream. The scope note explains whether a language choice is for this title or changes your default.
3. **Fix sound** runs the existing sound recovery. Its result distinguishes a selected track from confirmed sound; you still need to listen through your TV or speakers.
4. **Sound timing** uses **Earlier** and **Later**. Timing and the audio decoder here apply to this item only, where an item is available. Choose **Default** to follow this TV's sound settings again.
5. Other tabs keep **Subtitles**, **Speed**, **Quality** and **Picture size** together. Speed appears where playback supports it. **Advanced playback** opens the item-specific picture and player choices.

GOOD TO KNOW

More and playback options open on the right beside the picture. From **More** → **Sound**, **Back to More** returns to the Sound action; the next Back returns to the video. An option opened with a direct shortcut instead offers **Back to video**. The return button stays below the choices. Switch source, subtitle search, recording options and the channel list also open as panels on the right. **Remote controls** is in **More**. Set defaults once instead of choosing every time: Settings › Picture & sound › Sound › **Default audio language**, and Settings › Subtitles › Turning subtitles on › **Subtitles on by default** and **Default subtitle language**.

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

HOW

1. **Search subtitles** lists matching files online; choose the one to attach.
2. If it finds the wrong title or nothing at all, choose **Search by title**. Enter the movie or show name, and optionally both season and episode for a show. This search replaces the service's match. **Use service match** returns to automatic lookup.
3. **Load file** attaches a subtitle file from the device.
4. Turn on Settings › Subtitles › Finding subtitles online › **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, there are two different controls and they are not interchangeable.** For a subtitle you searched for or loaded from a file, use the **Sync -0.5s / Sync +0.5s / Reset sync** buttons in the **Subtitles** section of the player's track picker (press **More**, then **Subtitles**). They move that one subtitle either way, up to 30 seconds, they take effect straight away, and they are free on every plan. For a subtitle that came inside the stream itself — broadcast captions, DVB subtitles, or a track built into an HLS channel — there are no Sync buttons, because the file those buttons rewrite does not exist; use **Subtitle delay** under Settings › Subtitles › Size, look & timing instead. That one holds a subtitle back by up to two seconds. It only goes one way on purpose: a subtitle that has not arrived yet cannot be shown earlier than it arrives, so it can fix a subtitle running *ahead* of the speech and cannot fix one running behind. It is part of Advanced playback, so it needs Essentials or Premium.

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.

Path: **Q** for quality, **A** for aspect ratio

GOOD TO KNOW

The information bar also carries what the stream itself is: its resolution, HDR, the video codec, the measured frame rate, the sound's format and channel layout (**DD+ 5.1, AAC Stereo**), and the video and audio bitrate where the provider declares them. Plenty of live streams declare no bitrate at all, and in that case the badge is simply left out rather than showing a zero. The sound badge describes what the channel sends, not what your speakers play: a 5.1 channel on a TV with stereo speakers still reads **5.1**.

Show resolution as (Settings › While watching › Player controls & clock) picks between the exact size (**1920×1080**, the default) and a quality label (**FHD**). The label goes by the width as well as the height, so a film cropped to 1920×800 still reads **FHD**. The choice follows your account to your other TVs when Cloud sync is on.

Keep a clock on screen (Settings › While watching › Player controls & clock) shows the time in the top corner for as long as something is playing, instead of only while the information bar is up. It uses the 12 or 24 hour **Time format** set on the same page, which is the same setting as the one on Look & feel. To protect your screen, the clock drifts by a few millimetres every minute rather than sitting in exactly the same spot — anything left in one place for hours can mark an OLED panel, so it is never still for long enough to leave a trace. The movement is slow and small enough that you will not catch it happening.

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 › Picture & sound › Picture.

GOOD TO KNOW

Automatic Use less data 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**

4. To change the shape for **one channel or one film only**, open **More** → **Advanced playback** → **This channel** (or **This movie** / **This episode**) and pick an aspect there.
5. If the black bars are **part of the picture your provider sends**, the shape options cannot help — they scale the bars up too. Use a **Crop** choice instead: **Crop to 2.35:1** for widescreen films, or **Crop 5% / 10% / 15%** to trim a little off every edge.

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.

Cropping always loses some of the picture. Filling a normal TV with a widescreen film means the left and right edges go off the screen; that is the trade for losing the black bars. The **A** button skips the Crop choices, so it stays a safe thing to press blind — pick a crop from the menu, and pick **Fit** there to undo it.

Path: Settings › While watching › Pause & rewind live TV

Opening a live channel from the TV guide, Search or a reminder uses the same fullscreen player and controls. Your entry point only changes where Back returns and which channel order you browse. **Rewind and fast-forward work directly from guide playback** when the channel has a provider DVR window, a usable local buffer or provider catch-up. Rewind is always visible, with a line through the icon while unavailable. It becomes usable as soon as a DVR window, local buffer or provider archive is ready; Forward appears once you are timeshifting. Provider archive rewind can go back before you started watching, within the service's archive limits. The local buffer holds only what this TV has buffered since tuning in; it cannot recover earlier television. Changing profile discards a live channel that was still opening for the previous viewer. Enable local buffering under **Settings › While watching › Pause & rewind live TV**. Channel up/down keeps the guide's displayed order, and Back returns to the guide. Channel up and down never stop to ask: they step over any channel that would ask for a PIN or an age confirmation, and the banner says how many they skipped. Choosing such a channel yourself still asks first, however you opened the player: from the channel list, by typing its number, with **Last channel**, from **Recently watched** or from **Sources**, including a copy of the channel on another of your TV services. The PIN keypad also takes your remote's number keys, and **Back** or **Cancel** keeps you on the channel you were watching. Playing a recording of a locked channel asks the same way. Movies and programmes opened from Catch Up already have their own seek controls.

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 available history.
3. **Live** (with a red dot) in the controls returns you to the live edge. While you are behind, the band says **BEHIND LIVE** and its bar shows where you are, with how far behind live you are beside it. That figure is measured against the channel as it is now. It stays the same while you watch and grows while you are paused, even after the buffer stops recording.

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.

The local buffer rolls as you watch.

Supported transport streams share one live connection with the recorder in both guide preview and fullscreen. Local capture stops when playback is sent to the background with Home; ordinary live viewing can continue if recording permission is removed. Rewind waits for new recorded data without jumping live, and an explicit pause stays paused. Turning the local buffer off, or losing access to that paid feature, restores the live source while keeping your play/pause choice; a paused viewer must press Play to continue. If space cannot be freed safely, capture stops to preserve your position and the controls explain why. The chosen duration is limited by available storage and the stream's bitrate. Choose **Where paused TV is kept** in the same Settings section to use app storage or a connected USB / SD drive. Use **Refresh storage list** after connecting a drive. This choice belongs to

this device and applies to the next viewing session; it does not move existing history or travel with a profile or backup. If the selected drive is unavailable or has too little free space, live viewing continues with an explanation that local capture could not start. TiviGlass never silently switches to another drive. Opening the playing guide preview in fullscreen, then returning with Back or the TV guide action, keeps the live session, local rewind history and your play/pause choice. Changing channel in fullscreen returns that channel to the guide. If the handoff has expired, playback has failed, or access has changed, the channel may need to start again. Leaving for another section can discard local history. Provider archive playback follows its separate catch-up journey. A provider DVR window and a provider archive have their own retention limits.

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See what's really happening

FREE

Path: **S** for stats, **P** for a screenshot

From the full player or the fullscreen TV guide player, open **More** → **Stream facts**. Choose it again to hide the panel. The Colour row reports declared bit depth, colour space, transfer and range. **Unknown** means the stream did not provide that fact; it does not establish 8-bit SDR. The panel appears immediately and says **Waiting for playback details** until the player reports its first sample. Channels without guide information and audio-only streams can still show the facts they provide.

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 **Try another copy of the channel** to have it happen automatically.
3. **Reconnect when playback stops** 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. With **Reconnect when playback stops** on, which it is by default, a stream that was already playing and is then answered with a web page instead of video also gets one retry, after a short wait, because that is usually your provider still counting the connection that just dropped. If the page comes back, TiviGlass stops and says so.

GOOD TO KNOW

All three live in Settings › While watching, under **When a channel stutters** and **When a channel fails** · **Fusion**. Together with **Merge duplicate channels** (Channels & groups › Tidy up) they turn a provider's five copies of one channel into one entry with four fallbacks.

Movies and Shows

One line above the library says where you are (for example **Movies › All movies**) and holds **Sort**, **Filters** and **Library settings**. Filters shows the number of active choices. With more than one TV service, the same line starts with **In** and the service you are browsing; select it to pick another service, or **Manage services** at the end of that list. In the side panel layout, Filters is also a button at the top of the groups panel. On a movie's page the actions run down the right-hand side, with Play or Resume first. On a show, **Reload episodes** is beside the episode controls. On phones and tablets, the visible **Options (...)** button on a card opens the same menu as holding OK on TV.

On a TV, Movies shows a panel beside the posters. The posters are smaller, with one line of title each, so more fit on screen, and the panel on the right describes the highlighted film once the highlight stops moving: its year, rating, running time and genres, whether it is in your favourites or watchlist or part-watched, and the plot when the film's details are already on the TV (the panel never asks your TV service for them, so a film you have never opened shows no plot until you do). Press **OK** on a poster to move into the panel and reach its actions: **Open details**, **Play** or **Resume**, **Add to favourites**, **Add to watchlist** and **Add to groups**. The first action is what **OK** used to do, so pressing **OK** twice opens the film. **Right** from the last poster in a row, or the end of a rail, also reaches the panel, and **Left** or **Back** returns to the poster. To open a title with one press instead, set Settings › Movies & shows › Browsing › **Select on a poster** to **Opens the title**; the panel is still there, and **Right** still reaches it. On a phone, a tablet or a narrow screen there is no panel, and each tile keeps a two-line title with the year and a rating out of five.

Shows has the same panel. It describes the highlighted show: its year, rating and genres, whether it is in your favourites or watchlist, which episode you are up to and how much of it is left, and its description. Its actions are **Open show**, **Resume** for a show you are part-way through, **Add to favourites**, **Add to watchlist** and **Add to groups**. On a **Continue watching** tile they are **Resume**, **Open show** and **Remove from Continue watching**. **OK** works the same way as in Movies: it moves into the panel, and **OK** again opens the show or, on a Continue watching tile, carries on watching.

Poster tiles keep space around the title. Extra genre and guessed quality badges have been removed from the grid. TV-service and platform badges have their own space beside any watched or play indicator. Ordinary browse tiles open the title's details; a play symbol appears on **Continue watching** tiles because selecting those starts playback. Hold **Select** for the action shown in the shared hint area.

To take something off **Continue watching**, hold **Select** on its tile and choose **Remove**. Removing a show in **Shows** takes it off Continue watching on Home too. Playing it again puts it back.

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.

The toolbar line above the posters shows the category or collection you are browsing, with how many titles it holds for a list TiviGlass has in full (Favourites, History). It stays steady as you move between titles.

To sort a category: select **Sort** in the toolbar line. It shows the current order, with a downward arrow to change it; on narrow screens the buttons sit directly below the category name. Choose **A–Z**, **Z–A**, **Recently added**, **Oldest added**, **Highest rated**, **Popular**, **Most watched by me** or **Most watched on TiviGlass**, then **Done**. Sorting is free, applies to the category's paged catalogue and is remembered separately for Movies and Shows. The date choices use when your provider added a title, not its cinema release date. A sort never hides a title: under **Recently added** and **Oldest added**, titles your source gives no date for (every Stremio addon, and some providers) come after the dated ones, in your source's own order. Sorting also works in All titles, All TV services and Watchlist. Favourites and custom groups retain their arranged order; History and Recently added keep their own chronological order, while Trending keeps its discovery order.

What the rankings mean: Highest rated uses your provider's ratings. Popular uses TMDB popularity, which is a discovery score, not a viewing count. Most watched by me counts a minute of advancing playback once per movie or episode session in the built-in player, for the current profile on this device; old history and external-player sessions cannot be counted retrospectively. Series totals combine qualifying episode sessions. Most watched on TiviGlass uses optional contributions from participating signed-in accounts over the last 30 days, with one contribution per account/title/day and at least five contributors before a title appears. It is not a worldwide audience chart. Missing data appears after ranked titles. Popularity and community metadata update in batches of up to 20: use **Refresh ranking data** to check more titles. Large catalogues may remain partially ranked.

Sharing is optional: under Sort → Most watched on TiviGlass, **Share viewing counts** is off by default for each profile on each device. Turning it on shares known movie or series TMDB IDs linked to your account for deduplication; provider credentials, provider names and playback positions are not sent. Only aggregate counts are shown. Turn it off to stop future contributions; existing contributions expire within 30 days. Clearing watch history also resets personal watch counts for that scope. Personal counts and this preference are removed from this device on account sign-out or profile deletion.

Find your next watch: All movies and All shows can show **Because you watched ...**, based on recent viewing in that TV source. Detail pages offer **More like ...**; for shows, choose **More like this** below the seasons (on a phone or tablet, beside **Episodes** directly below the title details). Switching back preserves your season and episode-list position. Select a suggestion to open its details. Suggestions are an ordinary row of posters under a heading that says why they were picked. Rows contain available, unlocked titles and explain whether suggestions come from TMDB or similar genres. Local matching compares genre combinations across categories and works offline; a shared category or high rating alone does not qualify a title. Rows may show fewer suggestions when there are few close matches. Hidden and adult categories are excluded; if no suitable matches exist, the row stays out of the way. These rows do not change a category's chosen order.

Path: Sidebar → Movies (or Shows)

A movie's page puts the film across the top: its poster (with how far through it you are along the bottom), year, rating, running time, genres, whether it is in your favourites or watchlist, and the start of the plot. Its actions run down the right: **Play**, or **Resume** with the time left, then **Play from start** once you have started it, **Watch the trailer** when your service supplies one, **Sources** for a Stremio title, and **Add to favourites** and **Add to watchlist**. The page opens on the first action. When the plot is longer than four lines, **Read the full story** at the end of the actions opens the whole text; use **Page up**, **Page down** and **Close**, just like episode descriptions in Shows. **Cast** and **More like this** are rows underneath. On a phone or a narrow screen the actions sit under the poster instead.

HOW

1. Pick **Favourites**, **Watchlist** or **History**, or browse **All movies** / **All shows**, provider categories, your custom groups and **All TV services** — from the groups panel beside the menu. **Surprise me** and **Filters** sit at its top and **Edit groups** at its bottom, so nothing is behind a tab. Switch back to **Browse** to return to your previous group position. Choose **Horizontal pills** in Settings › Home & menu › How each section opens › **Group list layout** to put them back in the filter and group rows above the posters instead.
2. Press **OK** on a poster for its detail page, or **Right** from the last poster in a row for its actions in the panel.
3. Keep scrolling — more pages load as you reach the end.

GOOD TO KNOW

Set **Movie & show poster size** under Settings › Look & feel › Size & screen, or Settings › Movies & shows › Browsing (the same setting), 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 plot, cast, rating and, where the provider supplies one, a **Watch the trailer** action that opens YouTube or your browser.

Choose **Movies opens to** and **Shows opens to** under Settings › Home & menu › How each section opens to start on All, **Last used group**, Favourites, **All TV services**, Watchlist, History or Recently added whenever you select that section. **Last used group** reopens the category, folder or list you were browsing last time, remembered for each profile and each TV service, including after a restart. A category that no longer exists opens All instead, and a PIN-protected category asks for the PIN first. Picking **All TV services** 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. They are not offered for a TV service you have set to bring in live TV only. 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.

Path: Shows → a series

On a TV, a show opens on one screen and nothing scrolls away. The show sits across the top: its poster, rating, year, genre and number of seasons, whether it is in your favourites or watchlist, which episode you are up to, and the start of its description. Its actions run down the right: **Continue** (with the time left), **Trailer** when your service supplies one, **Add to favourites**, **Add to watchlist**, **Random episode**, and **Read the full story** when the description does not fit.

Underneath are three columns. **Seasons** is on the left, with a tick beside a season you have finished. The middle column lists that season's episodes, each with its number, a picture, its title, its length and how much is left. On the right is a panel for the highlighted episode, which catches up once the highlight stops moving. The show opens on the episode you were watching last, or the first episode of the season. Press **Right** to use the panel: **Resume** or **Play**, **Play from start**, **Mark as watched** or **Mark as unwatched**, and **Episode details** when the description is long. **Left** or **Back** returns to the episode. From the episodes, **Left** moves to the seasons, and with several seasons **Back** does too; press **Back** again to leave the show. **More like this** and **Cast** are below the seasons in the same column, and **Reload episodes** is above the episode list. Holding **OK** on an episode still opens its options.

On a phone or tablet, or a screen too small for the columns, the page scrolls instead. The show artwork and cast scroll away as you browse, giving the episodes the full page, and the season selector stays at the top of the list. Each episode has a separate row with its title, duration and watch progress. Choose the **three-dot Options** button beside a row (or touch and hold the episode) to start over or mark it watched or unwatched. The episode's description is shown at the top of those options, and a long one opens in full with **Episode details**, which returns you to the options when you close it. **Up** and **Down** scroll a long description. With several seasons, **Back** from an episode returns to the season selector; press **Back** again to leave the show.

Movie and show details display the cast when your service supplies it. Choose a cast name to browse matching **Movies** and **Shows** in that TV source, then open a title's details. Use **Next page** and **Previous page** to see more. Matches use cast information imported with your library or loaded when you open a title's details; titles without saved cast information cannot appear. Hidden or locked categories are excluded.

HOW

1. Pick a season, then an episode.
2. Inside the player, your remote's **Previous** / **Next** (skip) keys move between episodes; **Auto-play next episode** carries on for you.
3. Mark episodes watched or unwatched from the episode list.

GOOD TO KNOW

Turn on **Auto-play next episode** (Settings › Movies & shows › Resume & history) to binge without touching the remote. **Continue where you stopped** in the same place decides whether TiviGlass asks, always resumes, or always starts over. With **Ask**, the **Resume** and **Start over** choice appears before the video starts loading. If the saved position cannot load, you can choose the beginning without waiting for a picture.

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.
5. **Move** (under **Arrange**, in Favourites or one of your groups) picks the poster up: use the arrows to slide it, **OK** to put it down, **Back** to leave it. Holding **OK** on a category in the row of categories offers **Move category**, which works the same way along the row. If the picked-up poster or category loses the remote, the move is cancelled with a short message and nothing changes.

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 **Favourites from every TV service** (Settings › Channels & groups › Favourites) 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 this service** in TV services, clears them for good.

Filters and categories PREMIUM

Path: Movies / Shows → Filters

HOW

1. Open **Filters** to go straight to its filtering options, or use the visible **Sort** control above the posters to change category order. **Display** holds the duplicate-title options.
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, with **Manage movie categories** and **Manage show categories**. **Hide movie categories by name** and **Hide show categories by name** sit beside them.
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.

The filters are one setting for all your TV services. A streaming-platform filter applies only to a service whose library has titles from that platform: on a service with none, such as a Stremio source, it is left out there instead of hiding everything, and the **Filters** button does not count it. **All TV services** still applies it to every service. When a filter does hide everything in a category, the empty screen says so rather than saying nothing was loaded.

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.

Path: Settings › Channels & groups › Clean up names › Tidy all channel names; or hold OK on a group in the guide → Auto-rename channels; Movies / Shows → category menu → auto-rename

HOW

1. For channel names like T1 | CA: TSN1, use **Tidy all channel names** under **Settings › Channels & groups › Clean up names**. It learns your provider's own habits — a tier or package tag at the front, a country code, a [VIP] or quality tag — and strips them, leaving TSN1. To clean one group only, hold **OK** on the group in the guide and choose **Auto-rename channels**. That covers every channel the group is showing you, including ones your provider also lists in another group and ones you moved in yourself.
2. For movie and show titles, run the auto-rename on a category full of provider prefixes and tags from its category menu, or tidy every category name at once with **Tidy movie category names** and **Tidy show category names** under **Settings › Movies & shows › Clean up names**.
3. Review the result — it reports how many names it changed.
4. Restore the originals from the same place if you don't like it: **Restore all channel names** in Settings, or the group or category menu.

GOOD TO KNOW

Renames are overlays, so a catalogue refresh never undoes them and restoring always brings the provider's original name back untouched. A name you typed yourself is never overwritten by the auto-rename. Group names have their own pair of buttons beside these (**Tidy all group names** / **Restore all group names**).

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.

Path: Settings › TV services › Your TV services › Add a TV service → 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 services › Guide sources & addons › Stremio addons & debrid

Paste addon URLs from your phone: Open the existing Stremio source's Addons sheet and choose **Enter addon URLs on phone**. Scan the secure one-time QR code, paste the configured URLs, and send them back. Review the URLs on the TV, then select **Add addons**. Use one URL per line; commas and case-sensitive tokens are preserved. The phone fills the draft and does not install anything until you confirm. Existing source and debrid settings are kept. If an addon fails, the URLs stay for retry and any addons already saved remain installed. A new Stremio source also offers **Enter on phone** during setup.

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. **Stremio addons & debrid** keeps a Stremio service's addons and its connected debrid account together; searching Settings for any supported debrid provider — including Real-Debrid, Premiumize, AllDebrid, Debrid-Link, EasyDebrid, Offcloud, TorBox and Put.io — jumps straight to TV services. 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.

You can also manage a Stremio source from your account portal on a phone or computer: open **Playlists**, choose **Stremio**, and paste one manifest URL per line. Each URL is checked before it saves, an add-on you switched off on the TV stays off, and your debrid key is kept unless you type a replacement. While TiviGlass is open and connected, saved account-source changes start a sync automatically. A large source may still take time to import; the update progress shows that separately. A TV that

was offline catches up when it reconnects or you open the app again.

27d

Choose which source plays PREMIUM

Path: Movies / Shows → a title → Sources

Switch between Stremio and your IPTV provider: when more than one source is available, Home has a **TV source** row, and Movies and Shows have an **In** button in their toolbar line naming the source you are browsing. Select a source to change catalogue while staying in the same section. The selected source is highlighted or ticked. Per-section default sources remain available in Settings › TV services › Which service each section uses.

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

On a TV, Search shows your results on the left and the highlighted result on the right: what it is, whether it is already in your favourites, watchlist or groups, what is on now and next for a channel, a show's description, and everything you can do with it. Press **Right** to reach those actions, and **Left** or **Back** to come back to the same result. On phones and tablets there is no panel: each result has a ... button for its actions instead. Sports and Kids hero controls scroll when space is short; automatic spotlight changes pause while any hero control has focus and stop when Reduced motion is enabled.

Path: Sidebar → Search

HOW

1. Type at least two characters, or select **Speak to search** to use your voice. The microphone only appears if your TV has a speech service installed. Wherever the TV has one, TiviGlass listens itself rather than handing you over to the TV's assistant (on Google TV boxes such as Chromecast and onn. the assistant takes the words for itself and never passes them back), so it asks once for microphone access the first time you press it and a small **Listening** panel shows what it hears. If it opens and hears nothing, or the speech service fails, TiviGlass says so instead of leaving you looking at an unchanged screen. The same microphone sits beside the Settings search box as **Speak a setting**.
2. Choose which TV services to search with **In ...** at the end of the filters: your current service by name, **All TV services**, or another named service. Selecting a named source only changes Search; it does not switch the service you are watching.
3. Use **All**, **Channels**, **Programmes**, **Movies** or **Shows** to narrow the results. Channels and programmes have separate choices, and each filter shows its result count.
4. Press **Right** on a result to reach its actions beside the list. Something you can watch now starts with **Watch now**, and a film or show with **Open details**; a programme still to come starts with recording and reminders. The guide, favourites and groups follow. On touch screens use the result's ... button; holding **OK** or pressing **MENU** opens the same actions as a menu. **Add to groups** adds that channel even when you found it through a programme. Tick the groups and choose **Done** to return to the actions.
5. Movie and show options also offer **Add to groups**. You can make a **New group** from that page, then return without leaving your results.
6. **Show in guide** opens the result's playlist and channel; for a programme it also goes to

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 TV services** 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 TV service / All TV services 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 particular named playlist is kept for this Search visit.

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.

Typing never blanks the screen. While a new search runs, the results you already

that programme's time. Back returns to Search and the result you opened.

have stay where they are, with a thin line moving above them, until the new ones arrive; the filters keep their place too. If a search is still going after ten seconds, a strip above the results says so, with **Try again**. The keyboard opens by itself when you first open Search. After you have moved away from the search box, coming back to it does not throw the keyboard up again: press **OK** on the box to type.

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 source choice, the same filter, 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.

Searching all TV services includes your current service. 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.

Different channels come before repeats of the same one. Many providers carry one brand several times over — an HD copy, a 4K copy, a backup feed. Searching the brand shows you each *distinct* channel first, and the extra copies of one you have already been offered below them, so a name like “ESPNEWS” is not pushed off the end of the list by four more copies of “ESPN”. Nothing is removed: the group heading counts every match, and **Show all** opens the lot.

An All TV services search shares the list fairly. Results from every service are ranked together, so one large provider cannot fill the screen and leave a smaller one with nothing.

Channels you have hidden are not searched, because hiding one takes it out of your line-up and results are a line-up. If a search found nothing *except* hidden channels, it says so rather than reporting no matches, so an empty result reads as your own setting rather than a search that lost channels. Bring them back in **Channels & groups**, where hidden channels and groups stay listed, dimmed, and **OK** switches them back on (how-to 13).

If the selected playlist has no matches, **Search all TV services** broadens the search. If a selected content type is empty but another has results, **Show all matches** brings them back. Search actions, group editing and guide matching open as pages; **Back** returns to the preceding page.

Path: Sidebar → Sports Hub

Everything that shapes the hub sits on one bar under the featured match: **Today** and **Tomorrow**, **All sport**, **My teams** once you follow someone, a chip for each sport in your guide, **Find** and **Customise Sports**. Choose a sport and its competitions appear on a second line underneath, so you can narrow Football to the Premier League in two presses. **All competitions** clears it; changing sport, day, viewer or source resets it. Football recognises EPL/Premier League, EFL, SPFL, MLS and Champions League. Competitions appear only when the guide supplies matching listings.

Find opens a search box that filters the matches by words in the guide title, description or channel name. It only browses and creates no recording rule. Choose **Find** again (it then reads **Close find**) to clear it.

Hold **OK** on any match, or choose **More** under the featured one, for its options: watch or remind, **Follow** either side or the competition, **Record every match** of a team you follow, **Hide** that sport, or open **Customise Sports**.

HOW

1. Move through **Your teams**, **Live now**, **Starting soon**, **Tomorrow's matches** and **Recently finished**.
2. The hero at the top follows whatever you have focused.
3. Filter by day, sport or competition on the bar under the hero. **Darts** has its own filter when your guide contains darts or PDC events.
4. Press **OK** to watch, or set a reminder for a fixture that hasn't started.

GOOD TO KNOW

Turn on **Hide sports scores** (in Customise Sports › Options) 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** → **Customise Sports** · or **Settings** › **Home & menu** › **Menu entries** › **Customise Sports**

Customise Sports is the one place the Sports Hub is managed, laid out like Customise Home and Channels & groups: tabs down the left edge that say what **OK** does (**Left** reaches them from anywhere in the list), then the list, a preview of what it changes on the right, and the keys along the bottom. Every change is saved as you make it.

HOW

1. **My sports**: press **OK** to show or hide a sport. The preview shows today's matches and the competitions found for it.
2. **Arrange**: press **OK** to pick a sport up, move it with **Up** and **Down** (**Left** for the top, **Right** for the bottom) and **OK** to put it down. The bar and rows follow this order.
3. **My teams**: every team, player and competition in your guide is listed, so there is nothing to type. Press **OK** to follow one. Following is free: their matches get a star, a **Your teams** row at the top of the hub, and come first in every list.
4. With a followed team focused, press **Right** for **Record every match**, which records each of their matches by itself when it is in the guide.
5. **Options**: **Hide sports scores** (with an example of what it hides) and **Sports in the menu**.

GOOD TO KNOW

You can also follow straight from a match: hold **OK** on it and choose **Follow**. Teams are read from the match's title or, when the guide puts them there instead, its subtitle, so an NFL listing such as **NFL Football** with **Kansas City Chiefs at Buffalo Bills** underneath offers both teams. American football, basketball, baseball and ice hockey listings written as **Team at Team** or **Team @ Team** are understood; in other sports **at** usually names a venue, so only **v**, **vs** and **@** count there. Stopping following a team also stops recording its matches. **Record every match** uses the same engine as Series Links, so recordings land in the normal Recordings section and obey your storage limits, and it needs a plan that includes recording. Hidden sports disappear from the hub, the bar and Home's Live sport row; saved reminders still go off. Your sports are saved for this profile on this TV service; the teams you follow go with your profile to every TV service, and both travel with cloud sync.

Multi-view and Catch Up

Guide listings are cached within a storage budget. TiviGlass can trim optional old or distant listings and fetch missing windows when you open them, where your guide source still provides that day. Current programmes and recording/reminder references are preserved. The database file may keep freed space for reuse.

Path: **Sidebar** → **Multi-view**

The panes take most of the screen, and a bar along the bottom holds everything else. Its top line names the pane you are on (**Pane 2 of 4**), whether it has the sound, and what is on it now, from your guide; a pane with no guide shows its channel's name, and a locked channel's programme is never shown there. The clock sits on the right, with one line about provider connections under it. Its buttons are **Layout** (with the arrangement in use beside it), **Channels**, **Live sport**, **Presets** and **Full screen**. Each pane shows its number and channel name in its top corner, clear of the subtitles. While your channels load, shimmering panes follow your selected layout, with the bar in its usual place.

Changing a pane's channel: focus a tile and press **Select** (on a touch screen, tap the pane). That opens a chooser aimed at that pane and titled **Change pane N's channel**, with a small drawing of your layout that lights the pane you are filling — your other panes keep playing, and picking a channel swaps just that one. **Hold Select** instead to watch that pane full screen. The helper line at the very bottom of the screen says what Select and Hold Select do on the pane you are on.

Mix TV services: Open **Channels** or **Change channel** on a pane. Choose a TV service at the top of the group chooser, then choose a group and a channel or its programme cell. You can use a different provider for each pane; changing the service in this picker keeps your other panes playing and leaves your main TV service unchanged. **All channels** searches the selected service's available line-up. **Back to groups** returns to the group chooser; its Cancel button closes the picker. This works for adding tiles and replacing one tile. **Show hidden groups** remains optional, and individually hidden channels remain excluded.

HOW

1. Press **Down** from the panes to reach the bar along the bottom, 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 with the **Layout** button: Side by side, Stacked, Big top + two, Big left + two, 2 × 2 grid, or Big + three. Each one is drawn as a picture of itself, and the one in use is marked **In use**.
3. Move to a tile and its sound comes on — audio follows one tile at a time. With Dolby passthrough on, the sound switches over without a fade, because a Dolby signal passed straight to your TV or receiver cannot be faded, and the new pane waits a moment for the old one to let go of it. After you change a pane's channel, the highlight comes back to that pane, and if it had the sound, the new channel keeps it. A channel chosen for an empty pane goes into the first free pane, and the highlight and the sound move to it there. The pane with the sound has a speaker beside its name, and while you are on the bar it keeps a faint outline, so

GOOD TO KNOW

The channel list holds exactly as many channels as your arrangement has tiles, so everything you tick is on screen. Until you pick any, Multi-view fills the panes with the first channels in your line-up so it is never blank; your first pick replaces those, and each pick after it fills the next pane. If it says it is full, press **OK** on the pane you want to replace, untick a channel in **Channels**, or pick a bigger arrangement from **Layout**. The picker shows the TV source and a programme timeline for visible channels. Use **Earlier**, **Now** and **Later** to browse the guide; choosing a channel or programme selects that channel for live playback. **Hidden groups** includes channels from hidden categories only when you ask; individually hidden channels stay hidden. 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

you can always see which picture you are hearing. Press **OK** on a playing tile to open its channel picker and replace that pane directly. Hold **OK** to watch the pane full screen. On touch screens, tap to choose a channel and hold to watch full screen.

4. Choose **Full screen** to expand the entire mosaic and hide the sidebar and the bar along the bottom. Your channels keep playing, and you can still move between panes for sound or press **OK** to change a channel. Press **Back** to return to setup and restore the navigation sidebar; on touch screens, tap once to reveal **Exit full screen**, then tap the button to leave. The button starts hidden and hides again after three seconds without another tap. The first tap reveals it without opening the channel picker; long presses still open a single channel. This expands the whole arrangement; holding **OK** still opens just one channel in the full-screen player.
5. Or start from **Live sport** to fill the mosaic with what's on now, and save any arrangement as a **preset**: give it a name and press **Save**. Each saved preset shows its arrangement and how many channels it holds; press **OK** on one to load it, or the bin beside it to delete it (you are asked first).

as Android's low-memory label, so custom TV firmware cannot disqualify a high-memory box with a stale label. Each tile uses one connection from its own TV service. Limits apply separately: one pane from each of two different provider accounts can work even if each account allows only one connection. Other viewers and recordings using those accounts still count towards their limits. The connection line on the bar names a service, in red, when its known limit is smaller than the number of panes using it. Saved presets remember every channel's TV service and order; older single-provider presets still load. Arrangements remain saved under the main TV service from which you opened Multi-view, and only services available to your current profile can play. A pane from a service the current profile cannot use is kept for the profile that chose it: it does not count towards this profile's panes, and changing this profile's channels never removes it. A locked channel, or one in a locked or adult group, never plays in a pane without the PIN or the age question. A pane that holds one, from a preset or saved before the lock was set, shows **Locked** instead of playing. Hold **OK** on it to watch it full screen, where you are asked; once it is unlocked it plays in Multi-view too, for as long as that unlock lasts. Choosing a locked channel in **Channels** tells you to play it once first, and **Live sport** leaves locked channels out.

Path: **Sidebar** → **Catch Up**

The selected channel and day choices share a separate card. Programme rows show the title first and broadcast times underneath, with **Record** aligned on the right. When a description is available, select the **Details** info button or hold **OK** on the programme to read it. The reader uses the same **Page up**, **Page down** and **Close** controls as Movies and Shows. Spoiler-free mode keeps sports descriptions hidden here too.

Choose **Order categories**, select a category, and use **Earlier** or **Later**, then **Save**. Catch-Up and Live TV share this saved order for the current profile and service; other categories keep their positions and All stays first. The category rail wraps at either end, and moving beyond the first or last channel wraps within the filtered list.

HOW

1. Narrow the list with the **group chips** along the top, or leave it on **All**. Each chip carries the number of archived channels in that group, and a group with none is not offered at all.
2. Search or pick a channel from the **Channels with archive** list on the left.
3. Choose a day, then a programme.
4. Press **OK** to watch it, or schedule it as a recording.
5. 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 and adapts automatically, so there is nothing to configure. If it has not asked yet, for example for a service you added on the website, it asks the first time you open catch-up on that service. An M3U playlist that comes from an Xstream Codes server is asked for the programme you picked in the same way. If catch-up on a service you log in to with a server, username and password still opens the wrong hour, open **Settings › TV services**: TiviGlass asks your provider for its time zone again there. For an M3U playlist, changing its address does the same.

Recordings

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

Stopping and recovery: Stop cancels a stalled stream connection and finishes saving the buffered footage before updating the recording. A slow or disconnected drive can still delay that final save. Interrupted recordings respect your simultaneous-recording limit when restarting and keep their original planned end time. If a provider returns an invalid byte range during a catch-up resume or HLS download, TiviGlass rejects it before adding those bytes to the recording. If storage cannot report the saved size at Stop, the recording keeps its file reference and last known size.

Fusion recovery (Premium): with **Settings › While watching › When a channel fails › Fusion › Switch service when a channel fails** set to **Automatic**, a live recording can recover onto a verified alternative of the same channel, including an HD or SD feed. Your cross-playlist setting and “never switch automatically” channel choices still apply. **Suggest alternatives** and **Off** keep recordings on the selected source; only **Automatic** enables recording recovery. Recovery tries at most three replacement sources, keeps the original stop time and never changes the channel you are watching. A recovered recording stays one library entry and plays its saved parts in order. There can be a gap or overlap at a switch; missing footage is not restored. On USB, NAS or Plex, the parts are separate media files. Storage failures do not trigger channel switching, and catch-up downloads keep their existing recovery behaviour.

The Recordings screen: one list with **Recording now**, **Scheduled**, **Series Link** and **Library**, each headed with its count, and **Storage**, **New timer** and **Recording settings** along the top. With a remote, the panel on the right shows the row you rest on: what it is, when it was made, how long and how big it is, and for anything that did not record properly, the reason in full. Press **OK** to play a recording. On a timer, a Series Link or a recording that can't be played, **OK** takes you to the panel's actions; **Right** does that from any row. The actions are **Stop recording**, **Delete recording**, **Change recording limit**, **Cancel timer** and **Remove series link**, depending on the row. **Left** or **Back** returns to the same row. On a touch screen, tap a recording to play it, or tap anything else (or long-press any row) to open the same details and actions from the right.

Every TV service in one list. Recordings shows your recordings, timers and Series Links from all of your TV services, not only the one that is open. A recording is kept with the service its channel belongs to, so one you set from Favourites, All playlists, your own groups or another service in the guide used to appear only once that service was the open one. Anything from a service other than the open one names it in the panel, under **TV service**. **Settings › Recordings › Series Links** lists them the same way, with the service after the title, and the **Recordings** row on Home shows the same recordings. The guide's own markers on programmes you are recording still show only the service whose guide you are looking at.

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 where your device exposes notification actions. On Android TV, the silent recording notification is offered in the system notification panel; selecting it opens TiviGlass. You can always stop from the app. Everything captured so far stays in your library and can be watched.

GOOD TO KNOW

While anything is recording, a red dot sits on the Recordings icon in the sidebar, so you can see it from wherever you are without opening the section. It is on the icon rather than the label, so it shows on the narrow rail too.

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 line under it says what TiviGlass could see at the time, not a guess.** If this box was also watching live or running another recording, it says so and points you at your plan's connection limit, which is the usual cause. If nothing else on this box was streaming, it says that instead — because then the connection limit is unlikely to be the answer and counting your connections is the wrong errand. Take the channel name and the time to your provider in that case. (It can only see this box: another TV, a phone, or another app on the same line still counts against your plan and TiviGlass has no way to know.) 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 TiviGlass is stopped or restarted only after a recording has already reached its planned end, that recording is saved as complete rather than marked as interrupted, and the line under it

says which happened. **And if the programme is still on air, TiviGlass picks the recording back up by itself** — you do not have to open the app for that to happen. It checks about every ten minutes for as long as the scheduled window is still open, so a recording interrupted overnight carries on into the same library entry rather than waiting until the next morning. It cannot recover the minutes between the interruption and the next check, so a long recording that was cut short may have a gap; everything either side of it is kept. When it picks a recording back up, the timer under **Scheduled** follows it: it says **Recording now** again instead of **Failed**, and leaves **Scheduled** once the recording finishes. While it records, TiviGlass keeps the box awake and keeps its Wi-Fi out of power saving, as it already did for anything you play. If your provider drops the stream, TiviGlass reconnects straight away; if that is dropped too, it waits about 20 seconds before the next try, because a provider can take that long to let go of the connection it dropped, and on a plan with no spare connection a quicker try is turned away. If the line under a recording says Android closed TiviGlass because the box ran low on working memory (RAM), that is the memory apps run in, not storage space. It does not mean your drive is full, and more free space would not have prevented it. A window with under a minute left is not reopened, because restarting the stream for it would not be worth the discontinuity.

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**. Once a one-off timer has recorded, it leaves **Scheduled** and the recording is in **Library**, so there is only one thing to delete. A timer that could not record stays under **Scheduled** saying why (for example **Missed** or **Not recorded**) until you remove it.
4. The line under **New timer** says what will be recorded in plain words (for example “Records News 24 every Mon, Fri, 18:00 – 18:30 · 30 min”) and changes as you do, so you can check it before you press **Schedule**.

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. As soon as you allow it, TiviGlass re-arms the timers and reminders you have already set so they fire on time. You do not need to restart the TV or the app. If the alarm and a restart recovery arrive together, they still create only one library recording. If Android stops TiviGlass while a timer is starting, which can happen on a box that is asleep, the timer tries again by itself about a minute and a half later, up to three times, rather than waiting for you to open the app. After that it still starts the next time TiviGlass runs while the programme is on, late but recording to the end, or, once the programme has ended, recovers it from catch-up where your provider keeps it. Only if TiviGlass stops every single time it tries to start that one recording does the timer show **Failed** and TiviGlass tell you, so that one recording cannot keep stopping the app.

Start recording early and Finish recording late (Settings › Recordings › Start early & finish late) start every timer a few minutes early and end it late, which covers broadcasters who never quite run to time. When you record two programmes back to back on the same channel for the same profile, the first usually stops where the second starts instead of the two running at once, because some TV services allow only one connection to a channel. If the first programme overruns, the overrun is at the start of the second recording, and if the guide moves the second programme later because of it, the second recording still starts where the first stopped. Two such recordings do not count as a clash. If the second recording is cancelled or fails after

the first has stopped, that overrun is not recorded.

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.

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Series Link

ESSENTIALS

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

Choose **Series link on this channel** on the exact regional or quality version you want. This also changes the channel of an existing rule for that title, without deleting the rule or its existing timers. New scans use only that channel; if it is missing, another variant is not substituted. Older rules retain their playlist-wide scope until you choose a channel. Review already scheduled variant timers separately: changing a rule does not cancel them. Update every recording device before relying on channel-specific rules; older app versions do not understand the new scope.

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 › Recording › **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.

Two Series Links can want the same hour. A Series Link creates its timers for you overnight, so nobody is there to be asked about a clash. Open **Recordings** and look at **Scheduled**: a timer that will lose is marked **Clashes with another timer** while you can still act on it. Raise **Maximum simultaneous recordings** (how-to 37) if your TV service allows more than one connection at a time; otherwise cancel one of them. If it has already happened, the one that lost appears in your Recordings list as **Not recorded** with the reason.

Path: [Settings](#) › [Recordings](#) › [Where recordings are saved](#) › [Recording storage](#)

HOW

1. A plugged-in USB stick or SD card appears under **On this box** on its own — just select it. There is no folder to pick and nothing to set up.
2. Under **Somewhere else**, **A folder you choose** 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**. Put only the address in **Host** — `192.168.1.50` or `mynas.local`, with no `smb://` or `https://` in front of it and no share name after it. Android TV's own network-share screen asks for the full `smb://...` form, so it is an easy habit to carry over; TiviGlass now tidies that up for you if you do.
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.

A nearly full drive stops a recording cleanly. On the box's own storage or a plugged-in drive, TiviGlass will not start a recording unless the drive has more than about 320 MB free, and it stops a running recording when free space falls to about 256 MB. Everything recorded up to that point is kept, and the recording says the drive is almost full rather than blaming your provider. Free up space, or choose another location here. A network share, a Plex library and a folder picked with **A folder you choose** are not measured this way.

If TiviGlass itself is installed on a drive rather than on the box, every drive in this list is that same drive. Android only ever offers an app the volume it lives on, so there is no box-storage row to pick. The list says so: the top row is named after the volume the app is actually on instead of being called Internal storage, and it is marked **TiviGlass is installed here**. To record onto the box's own storage in that case, move the app back to it in Android's own app settings, or use **A folder you choose** or a network share. The app disappearing when you unplug that drive is Android's own behaviour for an app installed on one, not something TiviGlass does.

Path: Settings › Recordings › Where recordings are saved

HOW

1. **Recording storage limit** is the most space you want recordings to use. It is not applied on its own: when your recordings add up to more than it, this page says by how much, and **Clean up recordings now** deletes the oldest until the rest fit.
2. **Keep recordings for** deletes recordings older than that automatically. TiviGlass does this in the background about once an hour, never while something is playing (if you start watching part way through, it stops and finishes later), and also whenever you open **Recordings**.
3. **Maximum simultaneous recordings** sets how many programmes may record at the same time. It is under **Recording** at the top of the page, while **Record programmes** is on.
4. **Clean up recordings now** applies both rules immediately, and it is the only thing that applies the storage limit. A recording saved to a network share that cannot be reached is kept rather than deleted without its file, and the message says how many were kept. The share may be switched off or asleep, or no longer set up in **Recording storage**: switch it on or set it up again, then try again. To remove a recording whose share is gone for good, delete it in **Recordings**; its file stays on the share.

GOOD TO KNOW

Maximum simultaneous recordings starts at 1. That is deliberate: every recording running at once uses one of your provider's connections, and so does anything you are watching. Most plans allow two or three, some allow only one, and there is no way for TiviGlass to ask — a provider that refuses a second connection often answers with an empty file rather than an error, which is far harder to spot than a recording that plainly did not happen. So if you know your plan allows more, set it to 2 or 3 once and it stays.

If two programmes overlap and only one can record, TiviGlass tells you which and why. Nothing is dropped in silence any more. Before it happens: a timer that will clash is marked in **Recordings** under **Scheduled** ("Clashes with another timer"), and creating one by hand offers **Raise limit** or **Schedule anyway**. After it happens: you get a **Not recorded** notification, the timer says **Not recorded: something else was recording**, and a **Not recorded** entry appears in your Recordings list naming the limit and where to change it. That entry holds no video and deleting it removes nothing from your drive.

A missed recording of this kind is our limit, not your provider's. If the line under it names the limit, there is nothing wrong with your TV service and nothing to ask them about — raise the setting, or record the two programmes at different times.

Record programmes, at the top of this page, turns the whole feature off. While it is off, nothing records and nothing can be scheduled: the guide, the player menu, the manual timer and Series Links all refuse and say **Recording is turned off in Settings**, rather than accepting a timer that would never run. The same switch puts

Recordings in the menu, and it works even when your plan does not include recording: turn it off to take the padlocked entry out of the menu, and back on to bring it back. While your plan does not include recording, **See plans** just below it opens **Account & plan**.

A timer only says a recording needs a paid plan once your account has actually been checked. If a recording is due before TiviGlass has been able to check your plan, for example on a box that has just woken up without internet, it tries again about a minute later instead of skipping the programme, and keeps trying until shortly after the programme ends. If the plan still cannot be checked by then and your provider keeps that programme on catch-up, the timer stays under **Scheduled** and TiviGlass looks again about once an hour, for up to 14 days after the programme started, recording the programme from catch-up as soon as it can check your plan. Otherwise the timer shows **Missed** and says TiviGlass could not check your plan in time. A Series Link in the same situation simply waits for its next scan.

Reminders, Kids and Apps

New reminder is beside the Reminders heading when a source and profile are available. App tiles on phones and tablets have a visible **Options (...)** button; holding OK on TV still opens the same menu. Header actions wrap below the heading on narrower screens.

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

No guide entry needed: open Sidebar → Reminders → **New reminder**. Pick a channel from the current source, using search to narrow the list, then choose a future date, hour and minute and select **Set reminder**. The time uses your device's local clock. This manual reminder keeps the time you chose even if the guide changes, so you can tune in before an event starts. Hidden, locked or profile-blocked channels cannot be selected. Review or remove it from the same Reminders screen.

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 › Home & menu › Reminders & alerts › **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. If the guide later moves a programme you set a reminder for, the reminder moves to the new time, whichever profile set it. New reminders are assigned to the device where you set them. In the Reminders list, **This device** or **Another device** shows the destination; choose **Remind here** to move delivery to the TV you are using. Older reminders show **All devices (older reminder)** until you choose a destination. Keep every participating device updated for device-specific delivery, and allow cloud sync to finish after moving a reminder. They survive a reboot. With exact-alarm permission, reminders use alarm-clock delivery so Doze does not delay the countdown; Android may show the next reminder as a system alarm. Turning Reminders off or cancelling a reminder removes its alarm.

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.

Make sure reminders actually arrive

FREE

Path: Settings › Home & menu › Reminders & alerts

HOW

1. Check the status line at the top of **Reminders & alerts**.
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. If Android cannot confirm full-screen access, TiviGlass gives the notification-only advice until access can be checked.

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.
3. The bar under the featured show filters by age: **All ages**, **Preschool**, **Younger kids** or **Older kids**. At its end are the grown-ups' two buttons, **Kids Mode** and **Customise Kids**.

GOOD TO KNOW

Kids is this page of children's shows; anyone can open it. **Kids Mode** locks the TV to it until someone enters your PIN. A profile marked as a Child opens straight into Kids and cannot leave it, and has no grown-up buttons. What appears is drawn from the playlists and categories you allowed for that profile, and from what you chose in Customise Kids. Channels with a parental lock never appear. 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.

Hold **OK** on a show or channel for **Not for Kids**, which takes that channel out of Kids and Kids Mode, and **Customise Kids**. Both ask for the PIN when parental controls are on and a PIN is set. One correct PIN covers the rest of that visit to Kids; leaving TiviGlass for another app or the home screen, or switching profile, forgets it.

Customise Kids: what's in Kids, Kids Mode, time limits and bedtime

FREE

Path: Kids → Customise Kids · or Settings › Parental & profiles › Kids › Customise Kids

Customise Kids is where a parent decides what Kids shows and sets up Kids Mode. It is laid out like Customise Home: tabs down the left edge (**Left** reaches them from anywhere in the list), then the list, a preview on the right and the keys along the bottom. When parental controls are on and a PIN is set, it asks for the PIN before it opens, so nothing here can be changed without it. Every change is saved as you make it.

HOW

1. **What's in Kids:** switch an age group off to take its shows out of Kids and Kids Mode. Below are the channels found in your guide; press **OK** to take one out or put it back. **Add a channel to Kids** finds any channel by name and adds it; a locked or adult channel can't be added.
2. **Kids Mode: Daily time** opens a list: **No limit**, **30 minutes**, **1 hour**, **90 minutes**, **2 hours** or **3 hours**. **Bedtime** opens another: **Off**, **7pm to 8am**, **8pm to 7am** or **9pm to 7am**, plus your own times if you set different ones. Turning bedtime **Off** keeps those times, so you can turn it back on. The preview shows how many minutes are left today.
3. Select **Start Kids Mode now** to lock the TV into Kids. If no PIN is set yet, it asks you to set one first and then starts Kids Mode. The **Kids Mode** button on the Kids page does the same.
4. **Options: Kids in the menu**, and **Kids corner on Home** (the same switch as that row in Customise Home).
5. To leave Kids Mode, 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. What you choose for Kids applies to every profile in the household, a Child's included, so a child's own profile shows exactly what you chose, and it travels with cloud sync. A channel you take out or add belongs to its TV service; the age groups apply on every TV service.

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.

In the **Google Play edition**, web shortcuts open inside TiviGlass and stay on the selected site. Some redirects to another site are unavailable. TiviGlass links open sign-in, legal and support pages; purchases use Google Play. Software downloads are unavailable in this web view. Press **Back** to return.

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 › Parental & profiles › Who's watching › 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 unprotected profile the picker is skipped at startup — this menu path is how you reach it. Choose **Startup profile on this TV** to open an unprotected profile automatically on this device. The choice stays on this device, belongs to the current account and is removed on sign-out. PIN-protected profiles still need to be chosen and unlocked. Choose **No default profile** to restore the usual startup behaviour. 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 TV services and from reminders too, so nothing leaks in by a side door.

Path: Settings › Parental & profiles › Parental controls

HOW

1. **Enable parental controls** is already on when TiviGlass is installed. Set a PIN to start using it. If this TV's PIN was set for Kids Mode before version 2.2.9 and parental controls were never switched on and nothing was locked, they stay off after updating until you turn them on here. Anything locked on this TV keeps them on, whether you locked it here, on another TV through cloud sync, or it came back with a backup.
2. Under **Ask for the PIN before opening**, choose which places ask for it. **Settings pages** asks before any Settings page opens, except Parental & profiles itself, so **Who's watching** stays open to everyone. On that page **Enable parental controls**, the PIN, the locks, **Customise Kids** and these switches ask for the PIN instead whenever parental controls are on and a PIN is set, even with **Settings pages** off, so nobody can switch a protection off without it. **TV services page** asks before TV services opens, including from **Manage services**, and before the TV guide sources open from either page. **The TV guide** asks before the TV guide opens in Live TV, and before the TV guide settings open; Cancel takes you back to where you were. **Channel options** asks before a channel's or a group's options open in the guide (hold OK, or press and hold), and before Channels & groups opens in Settings. One correct PIN covers the rest of that visit to Settings, or to the guide. Opening the TV guide's own settings from the guide (**Customise guide**) and coming back counts as the same guide visit, and a guide PIN also opens the TV guide settings page reached that way. Leaving for another section, leaving TiviGlass for another app or the home screen, switching profile or signing out forgets it; watching a channel full screen from the guide does not. Before version 2.3.0 these switches were saved but did not ask. The first time one asks on a TV, TiviGlass says so before the PIN: choose **Enter PIN** to carry on, or **Stop asking**, which

GOOD TO KNOW

Parental controls are free on every install and switched on from the start, though nothing is actually gated until you set a PIN. Where an older version left them off (see step 1), locking a channel, group or app, turning on an **Ask for the PIN before opening** switch, or setting a PIN where none was set turns them on, and TiviGlass tells you once. Changing an existing PIN does not. If you switched parental controls off yourself, a new lock or switch is saved but asks nothing, and TiviGlass says so and offers to turn them on. **Reset settings to defaults** keeps your parental controls as they are while a PIN is set. The old remember-PIN-until-restart switch has been removed because it did not change PIN checks. Your remote's number keys, or a keyboard's, type the PIN on every PIN prompt, including the household PIN; then press **OK**. **How to enter your PIN** chooses what the prompt shows: the keypad you move around with the arrow buttons, or **Type using the keyboard**, which adds a PIN box that opens your TV's on-screen keyboard, with the keypad still below it.

needs your PIN and then turns that switch off, just as changing it here would. You are only told once on each TV for each switch, and not at all for a switch you turn on yourself. Individual channels, groups and apps are locked under **Locks** (how-to 46).

3. Leave **Skip PIN on locked channels, films & shows** off to protect channels, movies and shows. Turning it on bypasses their PIN checks, except that a channel you locked yourself still asks when it opens full screen; it does not remember an earlier unlock. Menu locks still apply.

45b

Change or remove the PIN

FREE

Path: [Settings](#) › [Parental & profiles](#) › [Parental controls](#) › [Parental PIN](#)

HOW

1. Open **Parental PIN**. Its value says **Set** or **Not set**. To set a different one, type the new PIN and press OK.
2. To stop using a PIN altogether, press **Clear**. **Enable parental controls** keeps its setting, 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.

Path: Live TV, Movies or Shows → an adult category, one of its channels from Search, a custom folder, All channels from all services, Favourites or Home, or one of its films or shows from any list in Movies or Shows

HOW

1. Opening a category your provider lists as adult always asks something before it plays.
2. If you have a PIN, it asks for the PIN, as it does for any locked category.
3. If you have never set a PIN, it asks once whether you are over 18, and offers to set a PIN there and then. If you switched parental controls off yourself, it says a PIN only keeps adult categories locked once parental controls are on, and after you set one TiviGlass offers to turn them on.
4. If your PIN was set for Kids Mode in an older version and parental controls were never switched on, it asks the same question once, and offers **Use my PIN**, which keeps adult categories behind your PIN from then on (it switches parental controls on). If you have a PIN and switched parental controls off yourself, or turned on **Skip PIN on locked channels, films & shows**, adult categories open without asking.
5. The same question comes up when you play one of that category's channels from somewhere else: **Search**, a custom folder, **All channels from all services**, another service's groups under **TV services**, **Favourites**, **Home** or a reminder, and for its past programmes on catch-up. Search lists these channels with a padlock (and no schedule beside them), and the TV guide marks them with a small padlock in a custom folder, **All channels from all services** and **Favourites**, so you know before you choose one that it will ask.
6. Films and shows work the same way. Opening or playing a title from an adult or locked category asks first from every list in Movies and Shows, not only from the category itself: **All movies** and **All shows**, **All TV services**, **Favourites**, **Watchlist**, **Recently added**, **Continue watching**, **History**, **More like this**, a trending pick, a custom folder and **Surprise me**. Opening its

GOOD TO KNOW

The question is asked once per TV and is remembered, so it will not keep interrupting you. **Set a PIN** is the stronger answer if anyone else uses the TV — a confirmation only covers the person who gave it, while a PIN is asked every time. Choosing **Not now** leaves the category closed and changes nothing. Resetting the app's settings asks again, which is what you want if you pass the TV on. To have it asked again straight away, choose Settings › Parental & profiles › Locks › **Adult content confirmation**; it only affects this TV.

page from Home or Search asks too, and playing one asks wherever you start it, including a film's or show's own page. A title from another TV service is judged by that service's own categories. Once you answer, the rest of that category stops asking until you leave TiviGlass, switch profile or change the PIN; if you leave TiviGlass while one is playing, it asks again before it carries on. A title that is no longer in its TV service's library (your provider removed it, or you stopped importing its category) can't be checked, so it won't open or play until it is back.

7. Renaming a category does not change whether it asks. A category your provider names as adult still asks after you give it an ordinary name, and one you rename to an adult name asks too, in the group list and on every channel, film or show in it.

Path: Settings › Parental & profiles › Locks › 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. **Locked groups**, beside it, locks and unlocks whole TV groups, movie categories and show categories, and **Locked apps** lists the app tiles you locked on the Apps screen so you can remove a lock. Channels & groups has a link here too, **Lock channels with a PIN**. A locked channel, or a channel in a locked group, asks for the PIN wherever you start it: the TV guide, Search, a custom folder, All channels from all services, another service's groups under TV services, Favourites, Home, a reminder or catch-up. A channel also counts as being in a group when your provider lists it there as well as in its own group, or when you added it to that group yourself. With **Skip PIN on locked channels, films & shows** on, a channel you locked yourself still asks when it opens full screen, as it always has, but changing to it inside the player, recording it or adding it to **Multi-view** does not. Search shows these channels with a padlock (and no schedule beside them), and the TV guide marks them with a small padlock in a custom folder, **All channels from all services** and **Favourites**. Once you have entered the PIN for a channel or a group, it plays without asking again until you leave TiviGlass for another app or the home screen, switch profile, sign out or change the PIN, so full screen does not ask again for a channel you just unlocked in the guide. Moving between TiviGlass's own screens does not count as leaving. If a locked channel was playing full screen when you left, TiviGlass asks again before it plays when you come back, and closes the player if you cancel. The Home and Sports previews stay on the channel logo instead of playing a locked channel; choose **Watch** to be asked. The TV guide's preview does the

same once an unlock ends: a locked channel that was playing there shows its logo until you choose it again. Adding a locked channel to **Multi-view**, or recording what is on it now or from catch-up, asks too: in the TV guide you are asked for the PIN or your age first, and from Search or Multi-view's channel list TiviGlass says the channel is locked, so play it once to unlock it and try again. A custom folder only lists channels your profile is allowed to watch. A film or show in one of your own folders asks the same way when you open it, judged by the categories it is filed in on its own TV service.

Make it yours

47

Colour theme

PREMIUM

Path: Settings › Look & feel › Colour theme

HOW

1. The **Colour theme** row lists every theme by name and applies the one you pick straight away. To preview first, use the cards below it.
2. Browse **Standard**, **Inspired** and **Animated**. Select a miniature interface to preview its shell, focus and progress colours, then choose **Apply**. **Cancel** or **Back** leaves your saved theme unchanged.
3. The catalogue has nine standard themes, including **Graphite** and **Amethyst**, six inspired themes, including **Cyberpunk-inspired**, and eight animated themes: **Aurora** (flowing teal and violet ribbons), **Deep Current** (travelling cyan waves), **Ember** (rising amber embers and a copper glow), **Snowfall** (winter-blue with gently falling snow), **Rainfall** (fine falling drops with tapered silver-blue trails), **Starfield** (a stationary night sky with gentle twinkles), **Autumn** (falling copper and gold leaves) and **Halloween** (midnight purple with creeping mist, drifting bats, wailing ghosts, glowing pumpkins and occasional forked lightning).
4. Turn **Background motion** off for a still version with the same colours. In Live TV, animated themes replace the programme-artwork background with one continuous effect behind the header, programme grid, collapsed navigation rail and bottom control helpers, alongside the small channel preview. Opening or closing navigation keeps the same background moving. The glass TiviGlass wordmark sits on the opposite side of the header from the preview, following its left/right position and size. Text, cells and focus indicators stay still while the background moves. Motion pauses for fullscreen video, other video previews, and while the app is hidden. Devices needing reduced motion and Android's Remove

GOOD TO KNOW

TiviGlass keeps a dark TV-friendly backdrop and steady text, buttons and focus indicators. Gallery thumbnails stay still; choose **Open animated preview** to see movement in a larger viewing area. The preview tells you if Background motion, reduced motion or playback is keeping it still. Ocean, Nord, Aqua & Coral, Mountain, Game of Thrones and Peaky Blinders are retired from the catalogue, but an existing saved selection continues to work and appears under **Your saved theme**. You can duplicate it into a custom theme. The colour palette applies from the first frame at startup. Background motion follows your profile and syncs with appearance settings; each device still applies its own reduced-motion restrictions. Without Premium the app uses Navy & Sky.

animations setting also keep the backgrounds still.

5. **Your themes** holds your custom choices. Select one to preview it; **Apply**, **Edit** and **Delete** are on the preview. **Create custom theme** builds your own from Shell, Accent and an optional **Progress** colour. Select **Progress** to change programme and playback bars independently; **Default progress colours** makes programme and playback bars follow the theme accent.
6. **Duplicate current** copies the current colours into a custom theme; background animation is not copied.

Path: Settings › Look & feel

HOW

1. **App text & layout size** 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 the guide looks (how-to 14). **Guide text size** is also on this page, beside **App text & layout size**.
2. **Movie & show poster size** chooses Small, Medium or Large covers for every library filter, including Favourites and Watchlist.
3. **Group list layout**, on Settings › Home & menu › How each section opens, 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. **Off** removes the whole tile, including the two-letter coloured stand-in a channel gets when its provider has no logo, so the row is just the channel name.
5. **Fix cut-off screen edges** pulls the picture in if your TV crops the edges.
6. **Time format** and **Date & time language** set how times are written.
7. **Remote or touch layout** chooses Automatic, TV / remote, or Phone / tablet for this device.

GOOD TO KNOW

Left sidebar is the default. It opens each library's groups in a panel beside the menu, with Views, your groups and the TV service's groups in one list, including Favourites, Watchlist, History, Recently added and filters where available; the old pill rows are removed from the content area. The icons on the left keep showing where you are. Pick an item to return to the content; press **Left** or **Back** in the groups panel for the main app menu. Choose **Horizontal pills** in **Group list layout** if you prefer the original layout.

Path: Settings › Look & feel › Logo sources

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 **Preferred logo source**: 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.

Path: Settings › Home & menu › Menu entries

HOW

1. Open **Order and rename menu entries**, or hold **OK** on an entry in the side menu itself and choose **Move in the menu** or **Rename**. A moved entry follows Up and Down; **OK** puts it down and **Back** puts it back.
2. Move sections up and down and rename any of them. To hide a section, turn off its own switch on the same page: **Sports hub**, **Show Kids in the menu**, **Search**, **Movies & shows**, **Apps** and **Reminders**. Turning **Reminders** off also stops every saved reminder from going off until you turn it back on. **Sports hub** carries the silver Essentials badge when your plan does not include Sports, and its switch still works, so you can take the padlocked entry out of the menu. **Recordings** has its switch on its own page, **Record programmes** in Settings › Recordings, and it works the same way.
3. Change a section's icon if you prefer a different shape.
4. Each entry shows its state: **Shown**; **Hidden**, with where to turn it back on; **Locked** when your plan does not include it; or **Always at the bottom** for Settings, which sits beside Exit at the foot of the menu. If you hid entries with an older version, **Show hidden menu entries** appears on the page and brings them all back.

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.

Path: Settings › Remote & buttons

In the live-player button editor or **Shortcut keys**, assign **Channel list (live player)** to browse and search your current channel order without leaving playback, or **Recently watched channels (live player)** to open the recent-channel row. Use a normal button press; both custom actions require Premium. You don't need a button for the channel list: on a live channel it is also in the player's **More** menu as **Channel list**, for every plan. **Last channel** still switches straight to the previous channel, and it is in the **More** menu too. Back closes the channel list.

HOW

1. **Buttons in the live player, Buttons in movies & shows** and **Buttons in the TV guide**, under **What buttons do**, each open their own editor. The guide editor lets you assign spare buttons to Favourites filter, Page channels up/down, Jump to now and Jump to top. Arrow keys, Select and Back keep their guide navigation roles. **Open fullscreen with one press of OK** is on the same page too. Button remapping requires Premium, and every row that edits it carries the Premium badge. Without it you can still look through the editors and set your buttons up — your choices are saved and start working the moment you upgrade — but until then each button keeps its built-in behaviour, which is the one the editor shows you. A choice that is waiting is listed underneath as *Set to ... — needs Premium*, so the list never claims a button does something it does not.
2. Inside a button editor, **Colour shortcuts** previews four actions for that screen. Apply it to set red, green, yellow and blue together, then adjust any button individually. Other buttons and long presses keep their settings. Use the existing key-learning editor for remotes that send different key codes, including Formuler models.
3. **Shortcut keys** assigns spare, colour and number keys to actions like Screenshot, Last channel, Jump to now in the guide, or Open recordings. Choose **Tap**, **Hold** or **Double** at the top, press **OK** on an action, then press the key to use. **New profile** and **Rename** are in the **Button profiles** window. This is the same Premium feature as button behaviour, and behaves the same way without it.

GOOD TO KNOW

Remote or touch layout, on Settings › Look & feel › Size & screen, is free: choose Automatic, TV / remote, or Phone / tablet. It changes this device immediately and survives restarting or signing out; it never changes your other devices. Remote button customisation remains available in every mode, including phones with a keyboard or remote; paid shortcut features still require Premium.

To close the TV app without scrolling to Exit, leave playback and any dialog first. Press Back on the guide until the menu opens and shows the confirmation (the first press goes to the groups), then press Back again within 3 seconds. A child profile returns to the profile picker instead. Phone / tablet mode follows Android Back behaviour.

Bindings are per context — live TV, movies and shows, browsing and the guide can each behave differently. **Button profiles** (remote layout only) 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.

4. **Back button while watching** chooses whether Back hides the controls first or exits immediately.
5. **Loop lists round** is on by default: pressing down on the last item of the menu, Home, a settings page, a list or a picker carries on from the first, and up on the first goes to the last, so going up from the top of the menu reaches **Settings** (or the last menu entry on a profile without Settings, such as a child's). It never lands on **Exit**, which leaves the app: to reach Exit, press Right from Settings, or Down from the last menu entry on a profile without Settings. Only a fresh press loops: holding the button stops at the end, so holding up to reach the top never overshoots. Movies and Shows loop once the whole list has loaded, so the last row of a long library still loads the next page instead. Turn it off to stop at the ends. The TV guide's channel list has its own switch, **Loop from the last channel to the first**. This setting is shown when you use a remote.
6. **CH+** and **CH-** (or **Page up** and **Page down**) move a screenful at a time on every screen and in every window: Home, the menu, Movies, Shows, Search, Recordings, pickers and the rest. CH+ goes up the page and CH- goes down. Hold one to keep paging. The guide pages its channels with them, and on a settings page they jump a section. If you have set CH+ or CH- under **Shortcut keys** to open a section, that shortcut wins; one set for the player only still pages while you browse.
7. Under **Skipping forward and back**, **Skip length** sets how far, and **Left and Right skip**, **Up and Down skip** and **Rewind and fast-forward buttons skip** set which keys do it. **Rewinding live TV** has the same choice for live channels.

Path: Settings › While watching › Sleep, screen & picture-in-picture · Settings › Look & feel › Sounds

HOW

1. Turn **Startup sound** on or off. It is on Look & feel › Sounds, and the same switch is on Home & menu › When TiviGlass starts.
2. Turn **Interface sounds**, beside it, on or off.
This switch controls your device's navigation and click sounds for remote buttons across menus, dialogs and playback. Each press sounds once; holding a button does not repeat the sound.
3. Set a **Sleep timer**, under Settings › While watching, 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

On-screen messages, programme reminders and recording notifications are always silent. Remote button sounds come from your device, so its System sounds setting (sometimes called Touch sounds) has to be on as well. The sound and volume depend on your device. Volume, Home and power buttons keep their normal system behaviour. 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.

Using settings. Choose a topic or search for a problem, such as **bigger text** or **no sound**. Old setting names still work in search. Each setting is one line with its value at the end: a switch changes straight away, and a value with › opens a list with your choice marked. Changes save automatically. Less common settings are folded into a group at the bottom of each page; search opens it for you. For easier reading across the app, open **Look & feel › App text & layout size**. **TV guide › Guide text size** changes only the guide. Chapter 19 explains how every page works.

CHAPTER 16

Picture, sound and reliability

Three topics in the **Watching TV** group cover how content plays: **Picture & sound**, **Subtitles** and **While watching**. Most people never need to leave the defaults; these are what to reach for when something specific is wrong, and the more technical ones are folded at the bottom of each page, under names such as **Fix picture problems**.

Path: Settings › Picture & sound › Picture · Fix picture problems

HOW

1. **Video quality** caps resolution; **Picture shape & zoom** sets the default picture shape, including the **Crop** choices that cut off black bars built into the picture.
2. **Automatic Use less data** preserves full quality on a healthy link and steps down only after repeated stalls. Always on forces the lowest available variant.
3. **Video decoder**, in the folded **Fix picture problems** group, chooses Hardware (recommended), Android software decoder, or TiviGlass decoder (the bundled FFmpeg engine). This choice belongs to the device you set it on and is not copied to your other devices by cloud sync. If a hardware decoder crashes TiviGlass, that format is decoded in software on this device for a while, then hardware is tried again. That lasts a week after a crash TiviGlass can prove was the decoder, and up to 72 hours if it closes the same unexplained way twice in a short time, and a week again if it happens soon after that ends. The troubleshooting row **App exits on HEVC channels or shows** explains how it decides.
4. **Match TV frame rate** switches your TV to the channel's frame rate, so films and sport move more smoothly. It is **Off** by default, and the update that made Off the default turned it Off once on every TV, including TVs where you had turned it on. To use it, turn it on here on each TV you want it on. It belongs to the TV you set it on: cloud sync and backups do not copy it to your other TVs, and **Reset settings to defaults** turns it Off again. A new TV set up by copying from an old one may start with the old TV's choice. It is part of Advanced playback, so it needs Essentials or Premium. On older TVs and boxes, TiviGlass keeps the current refresh rate when it already matches the channel, and favours a higher matching rate when a change is needed so the controls stay smooth. Pausing playback does not make it change the display. Some TVs go black for a

GOOD TO KNOW

Change the decoder only if a channel won't play. For supported H.264 and HEVC streams, choosing TiviGlass decoder keeps that software engine selected even when playback learning or recovery requires software decoding. The TiviGlass decoder 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.

The TiviGlass decoder prefers HD. Above 1080p it steps aside: a 4K channel is tried on your box's own hardware decoder first, even when that decoder says 4K is beyond it, rather than quietly handing the picture to a software engine that cannot keep up. If you chose TiviGlass decoder yourself, 4K still plays on the TiviGlass decoder, and where a stream comes in several qualities it prefers one at 1080p or below. If TiviGlass has learned to avoid the hardware decoder for that format, 4K still plays in software: on your box's own Android software decoder where it has one, otherwise on the TiviGlass decoder. Nothing changes at 1080p and below.

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.

If a channel plays but stutters, and it plays cleanly in another app on the same box, try Reset playback learning. It is in the folded **Fix picture problems** group on this page. TiviGlass remembers when a channel failed to decode and quietly uses the slower software decoder for that format

second during a switch, and on some boxes live channels stop and start. If that happens, turn it off here. Only full screen playback changes your TV's frame rate; the guide preview never does.

5. **Dolby Vision**, in the same group, offers **Prefer HEVC / HDR10** for when a Dolby Vision picture looks wrong.
6. **Playback learning**, in the same group, is On by default. While it is on, this TV remembers the fixes it found after playback problems and starts with them next time. Turn it **Off** to start every channel on its normal settings. The fixes it already found are kept, and come back if you turn it on again. Protection after a decoder crash stays on either way. The change applies from the next channel you open. It belongs to this TV only, cloud sync does not copy it, and **Reset settings to defaults** turns it back On.
7. **Reset playback learning**, in the same group, clears the fixes this TV taught itself, so hardware decoding is tried again. Protection that switched a video type to software for a week after a crash is kept until it ends, and the message after the reset says the date it ends. If you gave any channel, film or episode its own video decoder from **More** in the player, TiviGlass then asks **Clear decoder choices too? Clear them** puts those items back on the **Video decoder** set on this page. **Keep them** or **Back** leaves them as they are. Only the profile you are using is changed, and every other setting you gave those items is kept. The reset applies from the next channel you open.
8. 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**.

afterwards. That is usually right, but it can stick on a box that is perfectly capable, and software decoding works the processor hard enough to make the picture judder.

Resetting clears what it learned so the hardware decoder is tried again. It takes effect on the next channel you open, not on the one playing now. It keeps protection that switched a video type to software for a week after a crash, which ends by itself on its date. **Find and fix a problem** (how-to 65) will tell you whether this is happening: look for **Software decoding forced**, which says whether your box has a working hardware decoder for the format it has been avoiding. When that software decoding is crash protection, the line names the format and the date it ends instead, and there is nothing you need to do. If you would rather this TV started every channel on its normal settings, turn **Playback learning** Off in the same group.

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 › Picture & sound › Sound · Fix sound problems

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**, in the folded **Fix sound problems** group, chooses how Dolby and DTS soundtracks are sent: **Automatic** lets your TV or receiver decide, **Off**, **decoded on this box** makes TiviGlass decode the sound itself, and **Always on** sends it untouched even if your equipment says it can't take it.
4. **Adjust sound timing** fixes lip-sync. Your timing adjustment is reapplied if playback needs to restart its decoder. If it's only wrong on one channel, set it on that channel from the player menu → **This channel** rather than here.
5. **Even out volume** and **Boost quiet audio** even out and lift the sound.

GOOD TO KNOW

Even out volume is the answer to channels that are wildly different volumes. The TV guide preview and the Sports preview use the same Even out volume, Boost quiet audio, Surround sound and Audio passthrough settings as full screen, and decode the sound the same way when live captions are on, so a preview plays at the level, and on the sound path, you get when you open it. Levelling is available on Android 9 or later and has to decode and process the audio. When Even out volume is on, Automatic passthrough switches to PCM. Always on keeps Dolby/DTS untouched and prevents levelling. A receiver showing Multichannel PCM can still be receiving 5.1; PCM does not mean stereo. If **Surround sound** is Off, TiviGlass prefers a stereo soundtrack; Stereo PCM is expected when one is selected. Leave Surround sound On to keep a multichannel track while levelling. 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. If your TV or receiver refuses a Dolby or DTS track while passthrough is on **Automatic**, TiviGlass restarts that channel or episode once with the sound decoded on this box, instead of going silent. The one exception is playback TiviGlass has already moved onto its own sound decoder after an earlier sound fault on this box: there it falls back to stereo first, as before. It does not

remember this, so the next channel tries passthrough again.

Surround sound, Audio passthrough, Adjust sound timing and Even out volume belong to this TV. They describe the TV, soundbar or receiver this box is plugged into, and Even out volume changes how this box sends the sound to it, so cloud sync does not copy them to your other devices. Restoring a backup, from the cloud or from a file, does not change them either. Each TV keeps what it had before this update. Set them on each TV.

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

Path: Settings › Subtitles › Turning subtitles on · Size, look & timing · More subtitle styling

HOW

1. **Subtitles on by default** and **Default subtitle language** set the behaviour for every stream.
2. **Broadcast captions (CC)** enables broadcast captions.
3. **Subtitle text size** and **Subtitle background box** sit under a live preview. **Subtitle colour**, **Subtitle outline & shadow** and **Subtitle position** are folded under **More subtitle styling**.
4. **Subtitle delay** holds subtitles that come inside the stream back by up to two seconds, for when they run ahead of the speech. It is one-way by design: a subtitle that has not arrived cannot be shown early. Part of Advanced playback. For a subtitle you searched for or loaded yourself, use the free **Sync** buttons in the player's Subtitles picker instead — those move either way.

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. **Subtitle position** 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 Advanced playback, which comes with Essentials and 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 › Finding subtitles online · Captions from speech

HOW

1. **Search online automatically** finds and attaches subtitle files without being asked.
2. Link an **OpenSubtitles account** using credentials that work at OpenSubtitles.com, and choose whether to prefer hearing-impaired subtitles. Wait for linking to finish; if it fails, the form stays open with an explanation so you can retry. A service outage is shown separately from rejected credentials. VIP account sessions keep the API host supplied at login for subsequent searches and downloads.
3. **Create captions from live speech** generates captions on the device in real time.
4. **Download speech languages** fetches the languages you need for transcription, and **Speech caption language** picks the one being spoken. In the list, **OK** on a language you do not have downloads it. **OK** on one you have offers **Use this language** or **Delete**, so nothing is deleted by a single press.

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 and four processor cores. It no longer matters whether your device runs 32-bit or 64-bit software — the speech recogniser now ships for both, so older sticks such as the first-generation Fire TV Stick 4K are judged on memory and cores like everything else. 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 › While watching

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 channels**, under **Changing channels**, makes fast channel surfing smooth.
3. **Reconnect when playback stops**, **Reconnect attempts** and **Try another copy of the channel** handle dropouts. The two Fusion switches beside them reach copies of the channel on your other TV services (Premium).
4. **Reduce live TV delay**, **Pause & rewind live TV**, the **Sleep timer**, **Keep screen awake during playback**, **Picture-in-picture when you press Home** and **Play video in** for an external player complete the page. **Merge duplicate channels** is now on Channels & groups, and **Continue where you stopped** and **Auto-play next episode** on Movies & shows.

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 the other app for** is set to movies and shows only or to live TV as well. **Reset playback learning** (Picture & sound › Fix picture problems) 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. Protection that switched a video type to software for a week after a crash stays until its end date.

Account, plans and sync

If you open Plans while signed out, choose **Sign in** there. Finishing or backing out returns you to Plans; signing in does not start a purchase. For web checkout on a phone or tablet, **Open secure checkout** opens the existing payment link on that device. **Open plan management** does the same for billing management. QR codes remain available for another device, and Google Play purchases continue through Google Play.

Confirmation dialogs keep their decision buttons below the scrolling explanation. Sync confirmations identify what the change applies to. During source setup, **Continue in background** leaves the progress screen while setup continues.

Manage live favourites on the website: open your account's playlist list and choose **Favourites** beside an IPTV source. With Premium and Cloud Sync enabled, select the viewer profile, search the TV-uploaded channel list, and tick or untick a channel. **Favourites only** also lets you remove channels that are no longer in the catalogue. Each change is saved separately and travels to TVs using that profile. If no cloud copy or catalogue has arrived yet, open that profile and playlist on a TV and run **Sync**. Use **Refresh** on the website to see the latest copy. The website editor covers live channels; manage movie, show and Stremio favourites in the app.

You can also manage your account at tiviglass.com/account. On a computer, choose a section in the sidebar; on a phone or smaller screen, use **Menu** to see the same sections. The theme button switches the website between light and dark and remembers your choice. Staff using the admin panel can select **Search admin** in the header, or press **Ctrl K** (**Cmd K** on Mac), to find a section or account. Use the arrow keys and Enter to open a result, or Escape to close search. In Pulse, **Recent activity** shows up to 30 recent events in a compact panel; scroll inside it to see older entries. For written overviews of the player and its plans, see [Features](#) and [Pricing](#).

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Your TiviGlass account

FREE

Path: Settings › Account & plan

HOW

1. **Your plan** at the top shows who you're signed in as and what your plan includes.
2. **Change email**, under **Your account**, and **Refresh plan** manage the account itself.
3. **Sign out of TiviGlass**, under **Sign out or delete**, disconnects this TV only. Your other TVs, your phone and the website stay signed in; to sign out everywhere at once, use **Sign out of all devices** on the tiviglass.com account page.

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.

While signed in, TiviGlass records three account milestones: usable service setup, active playback (including radio and a playing guide preview), and a displayed plan price. These timestamps help identify problems getting started; they contain no channel names, programme titles or viewing history. They are separate from optional anonymous diagnostics. See the [privacy policy](#) for retention and your choices.

Path: Settings › Account & plan › Sign out or delete › Delete your TiviGlass account

HOW

1. Select **Delete your TiviGlass account** and read the confirmation carefully — this one cannot be undone.
2. Confirm. The account is deleted on our side and this TV signs out.
3. You can also do it at **tiviglass.com/account** if you would rather use a keyboard.

GOOD TO KNOW

This is not the same as signing out, and not the same as **Reset settings to defaults**. Signing out leaves your account exactly as it is; resetting settings only affects this TV. Deleting removes the account itself: your sign-in, cloud sync and cloud backups, playlists added through your account, your device list and your purchase record all go, on every device. **Any paid plan ends and is not refunded**, so if you only want to stop a subscription, cancel it instead of deleting. Playlists you typed straight into this TV are not part of your account and stay on it.

If the app cannot complete it — there is no internet, or your account uses an authenticator app, which needs a code this TV cannot ask for — it says so and stays signed in. Use tiviglass.com/account in that case.

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.

The page may show a short Cloudflare security check before it sends the code. If the check never finishes, allow challenges.cloudflare.com in your ad blocker or privacy extension, or open the page in another browser.

Path: Settings › Account & plan › Your plan

HOW

1. Select **Your plan**; 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.

Free trials. Most new accounts start with a free Premium trial the first time you sign in, on the TV or on the website. While it runs, Home, **Your plan** and the **Account & plan** tile in Settings show how many days are left. Select the countdown on Home to see the plans, Lifetime or yearly, with their prices. When the trial ends, each TV that was signed in while it ran shows a card telling you so, once, with the plans that bring Premium back, and **Your plan** reads **Trial ended** there. A TV you sign in on later shows **Free** instead. Your account page on the website shows that the trial has ended too, with a button to buy Premium. Live TV, the guide, movies, shows and Catch Up stay free, and nothing you set up is deleted.

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.

The price shown at checkout is the one that counts. TiviGlass reads the current plan list from your account rather than baking it into the app. Direct purchases use Stripe; purchases in the Google Play version use Google Play. The yearly Premium plan renews automatically until cancelled through the

payment provider you bought it from; access continues through the paid period. On Google Play, access continues during a payment grace period, pauses if the subscription enters account hold or a scheduled pause, and resumes when Google confirms the subscription is active again. Manage payment recovery and cancellation in Google Play. Supported international customers may see a local-currency checkout price. Lifetime, Essentials and device-slot packs are one-time payments.

After a purchase you get two emails. Stripe sends the payment receipt, and TiviGlass sends a confirmation naming what you bought and how to use it. Your access is granted the moment the payment clears, so it does not wait on the email — if the confirmation is slow or lands in spam, nothing is wrong with your purchase. Check the plan on your TV under **Settings › Account & plan › Your plan**, or use **Refresh plan** there.

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If an installer set your TV up for you

FREE

Path: **Settings › Account & plan › Your plan**

HOW

1. The line at the top of **Your plan** 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. **Your plan** and **Refresh plan** are right below it, and **Change email** is under **Your account**.
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.

For installers: Partner credit packs start at **£45 for 48 credits**: enough for four yearly client activations, or one Lifetime activation and one yearly activation. Larger packs offer volume discounts. Credits already purchased keep their value. See the [partner programme](#) for details.

Path: Settings › Account & plan › Devices on your account

HOW

1. Scroll to the device list. It starts with a line naming the TV you are using, such as **You are using Living room TV**; that TV cannot be removed from here.
2. **Remove device** takes off any TV you no longer use.
3. **Buy more device slots** raises the limit permanently.
4. On your account page you can also **rename** a TV, so the list reads “Lounge” rather than a model number. The name you give it is yours and stays put: the TV no longer replaces it with its own model name when it next checks in.

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.

Open now on tiviglass.com/account means TiviGlass is actually open on that TV right now. A Shield that is powered on but sitting on the Android home screen, or under a screensaver, shows as recently active or idle with when we last heard from it — it is not “offline”. The list refreshes itself while the page is open.

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.

“Device access restricted” means a restriction on this device rather than a shortage of slots. Contact TiviGlass support for a review; buying more slots will not remove that restriction.

Using a confirmed modified or re-signed TiviGlass app can automatically suspend your TiviGlass account, affecting your genuine devices too. It can also automatically block the detected device, even without a signed-in account. On older devices running Android 7.1 or earlier, a

device block can also stop the official app on that same device until it is lifted. Install the official app and contact TiviGlass support to request a review. Buying more device slots will not lift an account suspension.

Account suspended / Modified app

blocked: playback and ordinary app features are unavailable while the restriction is active. A confirmed restriction stays in place after restarting the app, including offline playback. Use **Contact support** for a review, then **Check again** after access has been restored. Repeated checks are limited to once every 30 seconds. A modified copy needs replacing with the official app. A temporary failure to read the app's signing information does not by itself count as proof of tampering.

Path: Settings › Sync & backup › Sync between TVs

Staging preview: scan the QR code on your phone or sign in with your public account's email and password to download its saved data into the separate staging app. Changes you make in staging stay on that device. Upload, account editing and account-wide rollback are unavailable. Later changes made in the public app can still be fetched into staging.

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, open the folded **If sync goes wrong** group: **Replace the cloud with this TV** makes this TV's setup the copy in your account, and **Replace this TV with the cloud** takes the copy in your account.
4. After replacing this TV with the cloud, open **TV services** and select **Update now** on each restored service, or **Update all TV services**, to load its channels, guide, movies and shows from your TV provider.
5. If the cloud copy was using a TV service that this TV has too, that service becomes the one in use here and starts loading its channels by itself.
6. **Roll sync back to an earlier day** puts your account back to how it was at an earlier point.
7. **Cloud sync** at the top turns it off if you'd rather it didn't run, and **Stop syncing this TV** takes just this TV out.
8. While **Cloud sync** is off, **Sync TV services from my account** (Settings › TV services › Keeping up to date) refreshes only the list of TV services. Favourites, history, settings and channel changes are not copied in either direction until you turn it back on.

GOOD TO KNOW

Sync carries settings, history, favourites and their order, reminders, playlists, custom TV guide sources, watchlist, renames, custom channel numbers, groups and Series Link rules. A few settings describe one TV's own hardware and stay on it: **Video decoder**, **Audio decoder**, **Surround sound**, **Audio passthrough**, **Adjust sound timing**, **Match TV frame rate** and **Playback learning**. A custom EPG source's encrypted URL, On/Off state and order all travel, so **Replace this TV with the cloud** 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 starts from your Cloud Backup, however old that backup is, unless your TVs have kept syncing well past it: when the backup was saved more than two days before your latest synced changes, the TV takes the synced copy instead. **Recent activity** says when that happens. To keep that older backup as it is, this TV then stops backing up by itself until you choose **Restore from cloud backup** to bring it back or **Back up now** to replace it. If the TV cannot reach your cloud copy when it signs in, it tries twice more within about two minutes and then carries on with ordinary syncing. Automatic syncing on a new TV waits until it has taken your cloud copy, for up to 45 minutes. **Sync now** pressed while the copy is being put in place waits for it to finish. If you turn **Cloud sync** off during that wait, the TV stops waiting and does not take the copy. When you turn it back on, it syncs straight away in the usual way. Until the new TV has taken your backup, or found that

your account has none, it does not back up by itself either, so the backup already in your account stays as it is. While that lasts, the **Cloud backup** section says **Automatic backups are paused on this TV to keep your older backup**. Choose **Back up now** or **Restore from cloud backup** to start them again.

Your TV service logins stay encrypted. If a TV cannot fetch your account's encryption key, for example during a short server problem, it still brings changes down but keeps its own changes back until it can encrypt them, so they are never uploaded in the clear. Until then the status line says **Couldn't reach the sync server**, and a backup taken at that moment says **Couldn't encrypt your provider sign-in details, so nothing was backed up**. The next attempt normally goes through.

Hiding, renaming and reordering are done on the TV, under **Settings › Channels & groups**, and cloud sync is what carries them to your other TVs. There is no channel editor on the website.

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.

It stays quiet while it works. Background syncs say nothing, because most of what they carry is your other TV's resume position rather than anything you changed. **Sync now** always reports what it found, and a sync that fails is always shown. If you would rather see every automatic sync as well, turn on **Show sync messages** in the same section.

Roll sync back to an earlier day 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 & about › Fix a problem) 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.

Very large customisation sets upload a little less often. Long before that limit, a line-up with tens of thousands of renames or hidden channels makes every upload a large one. When that is the case, that TV uploads its own changes at most once every 5 to 15 minutes (the longer gaps on TVs with less memory), so a run of quick changes goes up together in one upload instead of one each. Nothing is skipped or lost: the changes wait on the TV and go up at the end of the gap. Changes coming the other way, from your other TVs, the website or a roll-back, are not held back. **Sync now** always runs straight away.

Custom channel numbers have their own limit. They are also stored one entry per channel, so if you have typed your own number for more than 20,000 channels the oldest ones stop being copied to your other TVs. **Recent activity** tells you when that

happens. They are not deleted, and they stay correct on the TV you typed them on; only the copy to your other TVs stops. Everything else keeps syncing normally.

Cloud Backup

PREMIUM

Path: Settings › Sync & backup › Cloud backup

HOW

1. Select **Back up now** for an immediate snapshot.
2. Set **Back up automatically** to run every few hours, or turn it off.
3. **Restore from cloud backup**, in the same section, brings it back 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 **TV services** and select **Update all TV services** after restoring.

Where it goes, and how to check it worked. A cloud backup is saved to your TiviGlass account, not to this television — which is the point: a new box gets your setup back by signing in. The **Cloud backup** section says where the last one went and when, and every backup, automatic or on demand, is listed under **Settings › Help & about › Fix a problem › Recent activity**, so you can confirm one landed after the message has gone. The **Backup history** link in the same section takes you there. There is no separate backup browser: **Roll sync back to an earlier day** on the same screen rewinds live sync to a recent saved copy, which is a different thing.

Path: Settings › Sync & backup › Backup file › Save my setup to a file

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 from a file** with the same passphrase.

IF THE PICKER HAS NOWHERE TO SAVE

Some TVs open a file picker that is completely empty, with the **Save** button greyed out. Use **Save a copy on this box** instead. It needs no picker, writes the same encrypted file into TiviGlass's own folder, and the file is listed under **Manage backup files**, where you can restore or delete it. Because it lives inside the app, removing TiviGlass deletes it — so copy it somewhere else if it matters, or use Cloud Backup as well.

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. It holds only your own TV services and profiles, even when other accounts also use this TV. Restoring a file saved by an older version on a shared TV leaves out any TV service that belonged to another account.

Keeping TiviGlass healthy

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Updates

FREE

Path: Settings › Updates & storage › App updates

HOW

1. Leave **Check for updates automatically** on and TiviGlass offers updates as they appear. Turning it off stops only the background checks.
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 updates** looks immediately, even when automatic checks are off. The same row is under Settings › Help & about › About TiviGlass.
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 › Help & about › About TiviGlass › Version** shows which build and release channel you are running, and pressing **OK** on it opens **Updates & storage › App updates**. Above it, two lines say which TV this is (**This TV:** make, model and Android version) and what the TV service in use has stored on it (**On this TV:** channels, movies and shows). If the update service cannot be reached the screen says so rather than claiming you are up to date.

Later puts optional updates aside for a few days, including any newer build published in the meantime. Backing out of the panel does not: it clears the offer for now and it returns at the next check, so a prompt dismissed part-way through a programme is not taken as a decision to stop being told. **Check for updates** always looks, whichever you chose.

Updates install over the top — your playlists, profiles and recordings are untouched. In the Google Play version, Google Play keeps TiviGlass up to date, and **App updates** is a single line, **Updates from Google Play**; pressing **OK** on it opens TiviGlass in Google Play. 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.

TiviGlass needs Android 6.0 or newer (Fire OS 6 or newer on Amazon devices), and has since version 2.1.1. On an Android 5 box, including a Fire OS 5 stick, Android refuses every newer version with **App not installed** or **There was a problem parsing the package**, whether the update comes from the app or from tiviglass.com. That is the device's Android version rather than a damaged download, so trying again will not help, and uninstalling will not either: a fresh install is refused the same way.

Path: Settings › Help & about › Fix a problem

HOW

1. **Find and fix a problem** 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

Quick connection test checks only your internet and TV services, and **Check my saved data** only what is stored on this TV. **Recent activity** shows what the app just tried. **View device log** and **Save a support report**, the redacted diagnostics export, are under **Privacy & device log**; the export never contains passwords or stream URLs.

Send crash reports, on the same page, sends a technical report when something goes wrong, so the fault can be found and fixed. While it is on, it also sends a short summary of how smoothly video played. That summary is numbers only, goes at most once a week, and only when you have watched at least 10 minutes of video since the last one. It says how long video played, how often it stopped to buffer and how smooth the picture was, along with the device details a crash report carries. Nothing you watch is named in it. Turn the setting off and the summary stops.

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 & about › Fix a problem › Find and fix a problem** 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 › Updates & storage › Storage space

HOW

1. The lines at the top of **Storage space** show what TiviGlass and the device are using, including what recordings and paused TV take up.
2. **Clear cache** removes temporary artwork and files.
3. **Apps you may not need** scans for installed apps you could remove.
4. **Re-download all channels & guide** deletes the downloaded TV guide for every TV service on this TV, and the downloaded pictures, then runs **Update all TV services**, so channels, the guide, movies and shows download again, one service after another. Your services, favourites and settings are kept. While an update is already running it asks you to try again when that finishes. To do this for the service in use only, use **Clear downloaded TV guide** on the TV guide page.

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 & about › Get help › 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 one hour.
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 › Updates & storage › Start again

HOW

1. Open the folded **Start again** group at the bottom of Updates & storage.
2. **Reset settings to defaults** keeps your TV services, account and PIN, and resets every other setting. While a PIN is set it also keeps your parental controls as they are: **Enable parental controls**, **Skip PIN on locked channels, films & shows** and the **Ask for the PIN before opening** switches.
3. **Clear watch history** is on Settings › Movies & shows › Resume & history. It empties Continue watching and the recent rails for the current viewer on the TV service in use.

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 one screen with a search box at the top and **16 topics in 5 groups**, named for what you are doing when you go looking: **Watching TV**, **What's on my TV**, **Make it mine**, **Household & account** and **Help & updates**. Each group is one row of tiles, drawn like the side menu: the highlighted tile sits on the same bright bar. With a remote, when you come back from a page the highlight lands on its tile, and once you move off it that tile keeps a glowing edge, so you can see where you were. A strip along the bottom says what is inside the tile you are on: what it is for, and the names of its sections. It cannot take the highlight, so it never gets in your way.

Settings was rearranged, and nothing was reset. Every choice you made is still in force; it is only in an easier place to find. The first time each viewer opens Settings on a new version, a short message says so, with **See what moved** beside **OK**. The full list stays under **Settings > Help & about > Get help > What moved in Settings**, where pressing **OK** on a setting takes you straight to it. Search still finds every old name, so typing **Video & audio**, **TV sources** or **This device** still gets you there. The tables at the end of this chapter list every move.

Moving around the first screen. Up and down move between groups, left and right along one. Moving down from the end of a longer row lands on the end of the shorter row below it, so nothing is ever out of reach. While part of the first-time setup is unfinished, a **Finish setup · N** tile appears at the end of the last group; it opens the setup checklist in **Help & about** and disappears once everything is done. The first-time setup screen on Live TV has the same door: its **Finish setting up** button opens **Help & about > Finish setting up**, and Back returns to the setup screen. On a phone or tablet the topics are one scrolling list, each with a line saying what it holds. At the largest text size the groups wrap onto more rows and the screen scrolls.

Search all settings looks across every topic. Type a setting's name or a problem such as "no sound", or use the microphone. Each result shows where it lives, for example **While watching > Sleep, screen & picture-in-picture**, and opens with that setting highlighted. If it sits in a folded group at the bottom of a page, that group opens for this visit only. This works for a setting anywhere on the page, however far down: the page scrolls to it and the highlight lands on it. If it only appears once another setting is on, you land on that other setting and TiviGlass says **Turn this on first**. When a setting cannot be shown here, search says why rather than landing you on nothing: for example **That setting is only in remote layout**, **Sign in to TiviGlass to use that setting**, **That setting appears once a TV service is added and in use**, **That setting appears once this TV has a second TV service**, or **That setting isn't available on this device or plan**. Settings a version of TiviGlass can never show are not offered at all: the update settings are left out of the Google Play version (which says where its updates come from instead), and test builds leave out the settings they do not have.

How a settings page works

The page title stays pinned at the top with the group above it, for example **Watching TV > TV guide**, and a back arrow beside it. **Back**, or **Left** from the left edge of the page, takes you back one step, usually to the first screen of Settings; **Left** there opens the menu. Each page is a few sections with a heading each. Every setting is one line: its name on the left and its current value on the right, and the name never changes, so what you search for is what you see.

WHAT YOU SEE AT THE END OF A LINE	WHAT OK DOES
A switch	Turns it on or off straight away.
A value and ›	Opens the choices, a list or a dialog. Your current choice is marked.
↗ and “Opens ...”	A link to the page that owns it. Back returns you to the page you came from.
Nothing	Does it now, for example Update TV guide .
A red name	Deletes or resets something you made. It always asks first, and the question starts with an Applies to line saying how far it reaches.
A gold or silver badge	Part of Premium (gold) or Essentials (silver). The value shows what is in force now, usually Off . OK says which plan unlocks it, for example Needs Essentials , and opens Account & plan : at Your plan when you are signed in, or at Sign in to TiviGlass when you are not.

A setting that only matters while another is on is set in a little under it and only appears while that one is on: **Reconnect attempts** under **Reconnect when playback stops**, for example. Less common settings are folded into a group at the very bottom of the page, named for what they fix, such as **Fix picture problems · 3**; while it is folded it lists what is inside. Your open or closed choice is remembered on this TV.

Jumping through a long page. On any settings page, **CH+** and **CH-** (or **Page up** and **Page down**, if your remote has them) jump to the previous or next section; past the last section they move a screenful at a time, as they do on every other screen. They only save time: the arrow buttons reach every setting too, so a remote without those buttons misses nothing. A search result, or a link from elsewhere in the app, opens the page scrolled to its setting with the highlight already on it.

About this setting. Rest on any setting for a moment and a panel on the right explains what it does and what your current choice means. On a narrower screen, or with larger text, the same words appear in a strip under the list instead; the strip grows to show all of them. On a touch screen, tap the ⓘ beside a setting to read it under that line. There is no longer a **Show help** button on settings pages: the explanation is always one rest of the highlight away. Anything you must know before changing a setting, such as a warning that it stops something else working, is still written on the page under that setting.

Going back. **Back**, or the back arrow, returns to the first screen with the highlight on the topic you left. Pressing **left** when there is nothing further left to move to does the same, so you never have to scroll back to the top. Controls that use left themselves, such as text boxes, keep it. When a link inside Settings took you to another page, **Back** returns once to the page you came from. When something outside Settings brought you here, such as **Get help** on a playback error, **Back** returns you to what you were watching or browsing.

The same control on two pages. Eight settings are drawn in two places because people look for them in both. They are one setting, not two copies: changing it on either page changes it everywhere.

SETTING	WHERE IT LIVES, AND WHERE ELSE YOU WILL FIND IT
Guide text size	TV guide › How the guide looks; also Look & feel › Size & screen
Open fullscreen with one press of OK	TV guide › Preview & the OK button; also Remote & buttons › What buttons do
TV guide sources	TV guide › Guide listings; also TV services › Guide sources & addons
Time format	Look & feel › Date & time; also While watching › Player controls & clock
Startup sound	Look & feel › Sounds; also Home & menu › When TiviGlass starts
Movie & show poster size	Look & feel › Size & screen; also Movies & shows › Browsing
Show Kids in the menu	Home & menu › Menu entries; also Parental & profiles › Kids
Check for updates	Updates & storage › App updates; also Help & about › About TiviGlass

Every topic, and what is inside

Folded groups are marked (*folded*). They always come last on their page.

Watching TV

TV guide

How the guide looks · Preview & the OK button · Moving around the guide · Guide listings (with a line saying how many channels have listings, and **Guide time offset**) · Missing listings (including **Match listings**) · Fill gaps · Fusion · Storing listings (*folded*)

While watching

When a channel stutters · When a channel fails · Fusion · Player controls & clock · Pause & rewind live TV · Sleep, screen & picture-in-picture · Play in another app · Changing channels

Picture & sound

Picture · Sound · Fix picture problems (*folded*) · Fix sound problems (*folded*). See chapter 16.

Subtitles

Turning subtitles on · Size, look & timing (with a live preview) · Finding subtitles online · Captions from speech · More subtitle styling (*folded*)

What's on my TV

TV services

Your TV services (switch to another, or add one) · This service (update, edit login, backup addresses, sign out or remove the one in use) · Keeping up to date · Which service each section uses · Guide sources & addons · Connection fixes (*folded: User-Agent for all services, HTTP proxy*)

Channels & groups

Groups · Channels (including **Channel corrections** and a link to **Lock channels with a PIN**) · Order & numbers (**Channel order**, **Group order**, **Arrange groups**, **Restore provider numbers**) · Favourites · Duplicate channels · Clean up names · Undo hiding (*folded*)

Movies & shows

Resume & history (**Continue where you stopped**, **Auto-play next episode**, **Clear watch history**) · Movies · Shows · Browsing · Clean up names · Undo hiding (*folded*)

Recordings

Recording (**Record programmes**, **See plans** while your plan does not include recording, then the limit and **Series Links** while it is on) · Where recordings are saved · Start early & finish late

Make it mine

Home & menu

When TiviGlass starts · Menu entries (a switch for each optional section, then **Order and rename menu entries**) · Home screen · How each section opens · Reminders & alerts

Look & feel

Size & screen · Colour theme · Channel logos · Date & time · Sounds · Logo sources (*folded*)

Remote & buttons

What buttons do · Skipping forward and back · Rewinding live TV

Household & account

Parental & profiles

Who's watching · Parental controls · Locks (**Locked channels**, **Locked groups**, **Locked apps**, **Adult content confirmation**) · Ask for the PIN before opening · Kids

Account & plan

Your plan · Your account · Devices on your account · Sign out or delete

Sync & backup

Sync between TVs · Cloud backup · Backup file · If sync goes wrong (*folded*)

Help & updates

TOPIC	SECTIONS, IN PAGE ORDER
Help & about	Finish setting up · Fix a problem · Get help (including User guide and What moved in Settings) · Privacy & device log · About TiviGlass (version, device, Licences)
Updates & storage	App updates · Storage space · Start again (<i>folded</i>). In the Google Play version, App updates is a single line saying that Google Play keeps TiviGlass up to date.

Management dialogs use the same item borders and rounded backgrounds as Settings, with consistent spacing. Some of them, such as source setup, Stremio addons, movie and show filters, app shortcuts and recording times, still offer **Show help** beside optional instructions; **Hide help** collapses them again, and errors, requirements and consent always stay visible.

Choice lists explain themselves. When a setting opens a list of choices, a line under the list says what the highlighted choice does, and the highlight starts on the choice in use. In **TV guide sources**, **Listings from your TV service** offers **Off**, **Only where my guide is empty** and **Use it for every channel**; the guide time offset there is a list from -12 to +12 hours in half-hour steps; and **Use a guide from another TV service** reuses a guide address another service already has. **Series Links** lists the programmes that record every new episode; you make one by holding **OK** on a programme in the guide and choosing **Series link on this channel**.

Shortcuts into Settings from where you are. Many screens now have a way straight to the settings behind them, and **Back** returns you to that screen:

- **TV guide: Customise guide** ends with **Order & numbers** and **All guide settings**. A group's options have a **Settings** tab with **Locked groups**, **Show or hide groups** and **Group order**. When a channel has no listings, resting on it shows a short line pointing to **Missing listings**, and holding **OK** on the channel name, or on the empty "No programme information" gap beside it, offers **Missing listings** too.
- **Movies** and **Shows: Library settings** in the toolbar.
- **Home**, **Sports** and **Kids**: each has a **Customise** button at the end of the bar under its featured area, which opens that hub's Customise screen (the same one Settings opens). Hold **OK** on a card for that row's or that match's options.
- **Recordings: Recording settings** at the top.
- The service switchers: **Manage services**.
- The "Who's watching?" picker says where profiles are managed: Settings › Parental & profiles › Who's watching.
- In the player's options, the tab for one channel or film says it changes that item only, and **Quality** and **Picture size** say they change the default for everything you watch. A kids profile has none of these shortcuts.

On the Google Play version, **User guide** shows the code to scan and the address to type; it does not open the guide on the TV.

Manual recording timers separate the date, repeat days, start time and end time. **Schedule**, **Cancel** and any validation error stay below the scrolling form. Long text (the player's **Remote controls** guide, descriptions, release notes, the device log and recent activity) scrolls with **Up** and **Down** on a remote.

Announcements show a short preview of longer messages; choose **Read full message** for the rest. An update announcement with **Open update settings** takes you straight to **Updates & storage › App updates**, or in the Google Play version to the line saying where updates come from. Other links open directly on a touch device or show a QR code on TV.

Moved in this release

Every setting that moved page or section, under the page it used to be on. The left column is the name you remember; the right column is where it is now, with its new name where it changed. The same list is on the TV under **Help & about › Get help › What moved in Settings**. Settings that are new to this version, such as **Arrange groups** or **Locked groups**, are not listed, because nothing moved.

IT USED TO BE CALLED

NOW IN SETTINGS

TV sources

Add TV source

TV services › Your TV services › **Add a TV service**

Update all

TV services › Keeping up to date › **Update all TV services**

Sync across TVs

TV services › Keeping up to date › **Sync TV services from my account**

Automatic playlist updates

TV services › Keeping up to date › **Update automatically**

Update interval

TV services › Keeping up to date › **Update every**

Last update, per source

TV services › Keeping up to date › **Update all TV services**

Use this source

TV services › Your TV services › **Use this service**

Update now

TV services › This service

Edit connection

TV services › This service › **Edit login & address**

Backup server addresses

TV services › This service

Sign out of provider

TV services › This service › **Sign out of this service**

Remove provider

TV services › This service › **Remove this service**

Addons

TV services › Guide sources & addons › **Stremio addons & debrid**

Account & Premium

Sign in to TiviGlass

Account & plan › Your account

Upgrade to Premium

Account & plan › Your plan › **Your plan**

Change email

Account & plan › Your account

Refresh plan

Account & plan › Your plan

Remove a device

Account & plan › Devices on your account › **Remove device**

Buy more device slots

Account & plan › Devices on your account

Switch profile

Parental & profiles › Who's watching

Cancel pending email change

Account & plan › Your account

Sign out of TiviGlass

Account & plan › Sign out or delete

Delete your TiviGlass account

Account & plan › Sign out or delete

Sync & backup

Cloud sync

Sync & backup › Sync between TVs

Show cloud sync update messages

Sync & backup › Sync between TVs › **Show sync messages**

IT USED TO BE CALLED	NOW IN SETTINGS
Sync playlists now	TV services › Keeping up to date › Sync TV services from my account
Sync now	Sync & backup › Sync between TVs
Upload this device	Sync & backup › If sync goes wrong › Replace the cloud with this TV
Use cloud copy	Sync & backup › If sync goes wrong › Replace this TV with the cloud
Back up now	Sync & backup › Cloud backup
Restore from backup	Sync & backup › Cloud backup › Restore from cloud backup
Automatic backup frequency	Sync & backup › Cloud backup › Back up automatically
Earlier versions	Sync & backup › If sync goes wrong › Roll sync back to an earlier day
Unlink cloud sync	Sync & backup › If sync goes wrong › Stop syncing this TV
Parental & Kids	
Enable parental controls	Parental & profiles › Parental controls
Kids Mode & screen time	Parental & profiles › Kids › Customise Kids
Set a PIN	Parental & profiles › Parental controls › Parental PIN
Manage locked channels	Parental & profiles › Locks › Locked channels
How to enter your PIN	Parental & profiles › Parental controls
Skip PIN for protected content	Parental & profiles › Ask for the PIN before opening › Skip PIN on locked channels, films & shows
Ask for the PIN before opening Settings	Parental & profiles › Ask for the PIN before opening › Settings pages
Channels & groups	
Manage TV groups	Channels & groups › Groups › Show or hide groups
Manage group filters	Channels & groups › Groups › Hide groups & channels by name
Manage channels	Channels & groups › Channels › Show, hide or rename channels
Favourites from every playlist	Channels & groups › Favourites › Favourites from every TV service
Restore hidden TV groups	Channels & groups › Undo hiding
Restore hidden channels	Channels & groups › Undo hiding
Auto-rename all channel names	Channels & groups › Clean up names › Tidy all channel names
Restore all channel names	Channels & groups › Clean up names
Auto-rename all groups	Channels & groups › Clean up names › Tidy all group names

IT USED TO BE CALLED	NOW IN SETTINGS
Restore all group names	Channels & groups › Clean up names
Hide duplicate channels	Channels & groups › Duplicate channels
TV guide	
TV guide sources	TV guide › Guide listings
Update TV guide	TV guide › Guide listings
Check for missing TV listings	TV guide › Missing listings
Match listings	TV guide › Missing listings
Guide text size	TV guide › How the guide looks
Guide row height	TV guide › How the guide looks
Time shown on one screen	TV guide › How the guide looks
Show channel numbers	TV guide › How the guide looks
Number guide rows from 1	TV guide › How the guide looks
Channel identity in programme cells	TV guide › How the guide looks › Programme boxes show
Wrap long channel names	TV guide › How the guide looks
Show programme times	TV guide › How the guide looks
Show TiviGlass watermark	TV guide › How the guide looks
Guide preview size	TV guide › Preview & the OK button
Guide preview position	TV guide › Preview & the OK button
Play a preview as you browse	TV guide › Preview & the OK button
Make the preview fullscreen after	TV guide › Preview & the OK button
Open fullscreen with one press of OK	TV guide › Preview & the OK button
Loop from the last channel to the first	TV guide › Moving around the guide
Keep past TV listings for	TV guide › Storing listings
Download future TV listings for	TV guide › Storing listings
Show current time line	TV guide › How the guide looks
Save programme descriptions	TV guide › Storing listings
Clear downloaded TV guide	TV guide › Storing listings
Movies & shows	

IT USED TO BE CALLED	NOW IN SETTINGS
Restore hidden movie categories	Movies & shows › Undo hiding
Restore hidden show categories	Movies & shows › Undo hiding
Auto-rename movie categories	Movies & shows › Clean up names › Tidy movie category names
Auto-rename show categories	Movies & shows › Clean up names › Tidy show category names
Restore original movie category names	Movies & shows › Clean up names
Restore original show category names	Movies & shows › Clean up names
Recordings	
Recording storage	Recordings › Where recordings are saved
Recording storage limit	Recordings › Where recordings are saved
Keep recordings for	Recordings › Where recordings are saved
Clean up recordings now	Recordings › Where recordings are saved
Start recording early	Recordings › Start early & finish late
Finish recording late	Recordings › Start early & finish late
Video & audio	
Video quality	Picture & sound › Picture
Picture shape & zoom	Picture & sound › Picture
Use less data	Picture & sound › Picture
Match TV frame rate	Picture & sound › Picture
Video decoder	Picture & sound › Fix picture problems
Dolby Vision	Picture & sound › Fix picture problems
Default audio language	Picture & sound › Sound
Surround sound	Picture & sound › Sound
Adjust sound timing	Picture & sound › Sound
Audio decoder	Picture & sound › Fix sound problems
Audio passthrough	Picture & sound › Fix sound problems
Even out volume	Picture & sound › Sound
Boost quiet audio	Picture & sound › Sound
Subtitles & captions	

IT USED TO BE CALLED	NOW IN SETTINGS
Subtitles on by default	Subtitles › Turning subtitles on
Default subtitle language	Subtitles › Turning subtitles on
Broadcast captions (CC)	Subtitles › Turning subtitles on
Subtitle text size	Subtitles › Size, look & timing
Subtitle background box	Subtitles › Size, look & timing
Subtitle colour	Subtitles › More subtitle styling
Subtitle outline & shadow	Subtitles › More subtitle styling
Subtitle position	Subtitles › More subtitle styling
Subtitle delay	Subtitles › Size, look & timing
Search online automatically	Subtitles › Finding subtitles online
Language for online subtitles	Subtitles › Finding subtitles online
Prefer hearing-impaired subtitles	Subtitles › Finding subtitles online
OpenSubtitles account	Subtitles › Finding subtitles online
Create captions from live speech	Subtitles › Captions from speech
Download speech languages	Subtitles › Captions from speech
Streaming & reliability	
Buffer size	While watching › When a channel stutters
Reconnect when playback stops	While watching › When a channel stutters
Keep screen awake during playback	While watching › Sleep, screen & picture-in-picture
Hide player controls after	While watching › Player controls & clock
Keep a clock on screen	While watching › Player controls & clock
Continue where you stopped	Movies & shows › Resume & history
Auto-play next episode	Movies & shows › Resume & history
Delay before switching channels	While watching › Changing channels
Reconnect attempts	While watching › When a channel stutters
Try another source on failure	While watching › When a channel fails · Fusion › Try another copy of the channel
Merge duplicate channels	Channels & groups › Tidy up, and More settings › Duplicate channels
Reduce live TV delay	While watching › When a channel stutters

IT USED TO BE CALLED	NOW IN SETTINGS
Video player	While watching › Play in another app › Play video in
Use external player for	While watching › Play in another app › Use the other app for
Pause & rewind buffer (experimental)	While watching › Pause & rewind live TV › Pause & rewind live TV
Pause & rewind storage	While watching › Pause & rewind live TV › Where paused TV is kept
Refresh pause & rewind storage	While watching › Pause & rewind live TV › Refresh storage list
Reset playback learning	Picture & sound › Fix picture problems
Fusion	
Switch to another playlist if playback fails	While watching › When a channel fails · Fusion › Switch service when a channel fails
Show feeds from your other playlists	While watching › When a channel fails · Fusion › Show copies from other services
Fill gaps in the TV guide	TV guide › Fill gaps · Fusion › Fill gaps from other services
Also use unmatched guide entries	TV guide › Fill gaps · Fusion › Fusion: also use near matches
Appearance & theme	
Date & time language	Look & feel › Date & time
App text & layout size	Look & feel › Size & screen
Movie & show poster size	Look & feel › Size & screen
Group menu layout	Home & menu › How each section opens › Group list layout
Preview group on focus	TV guide › Moving around the guide
Channel logos	Look & feel › Channel logos
Channel logo size	Look & feel › Channel logos
Preferred logo source	Look & feel › Logo sources
Local logo folder	Look & feel › Logo sources
Refresh local logos	Look & feel › Logo sources
Clear local logo folder	Look & feel › Logo sources
Fix cut-off screen edges	Look & feel › Size & screen
Player overlay transparency	While watching › Player controls & clock › Player controls see-through
Time format	Look & feel › Date & time
Background motion	Look & feel › Colour theme

IT USED TO BE CALLED	NOW IN SETTINGS
Colour theme	Look & feel › Colour theme
Create custom theme	Look & feel › Colour theme
Duplicate current	Look & feel › Colour theme
Reset to default	Look & feel › Colour theme
Menu & sections	
Customise navigation menu	Home & menu › Menu entries › Order and rename menu entries
Navigation profiles	Remote & buttons › What buttons do › Button profiles
Startup screen and Home tiles	Home & menu › When TiviGlass starts › First screen
Show the Home screen	Home & menu › Home screen
Choose rows on Home	Home & menu › Home screen › Customise Home
Live recommendations	Home & menu › Home screen › Customise Home (the Recommended live now row's own switch)
Live TV source	TV services › Which service each section uses › Live TV uses
Movies source	TV services › Which service each section uses › Movies use
Shows source	TV services › Which service each section uses › Shows use
Live TV opens to	Home & menu › How each section opens
Movies opens to	Home & menu › How each section opens
Shows opens to	Home & menu › How each section opens
Sports hub	Home & menu › Menu entries
Kids section	Home & menu › Menu entries › Show Kids in the menu
Search section	Home & menu › Menu entries › Search
Movies & shows section	Home & menu › Menu entries › Movies & shows
Apps section	Home & menu › Menu entries › Apps
Reminders section	Home & menu › Menu entries › Reminders
Hide sports spoilers	Home & menu › Menu entries › Hide sports scores
Reminder countdown	Home & menu › Reminders & alerts
Remote & buttons	
Interface mode	Look & feel › Size & screen › Remote or touch layout
Button behaviour: Live player	Remote & buttons › What buttons do › Buttons in the live player

IT USED TO BE CALLED	NOW IN SETTINGS
Button behaviour: Movies & shows	Remote & buttons › What buttons do › Buttons in movies & shows
Button behaviour: TV guide	Remote & buttons › What buttons do › Buttons in the TV guide
Shortcut keys	Remote & buttons › What buttons do
Back button while watching	Remote & buttons › What buttons do
Loop lists round	Remote & buttons › What buttons do
Seek step	Remote & buttons › Skipping forward and back › Skip length
Use Left/Right for seeking	Remote & buttons › Skipping forward and back › Left and Right skip
Use Up/Down for seeking	Remote & buttons › Skipping forward and back › Up and Down skip
Use RW/FF for seeking	Remote & buttons › Skipping forward and back › Rewind and fast-forward buttons skip
Startup sound	Look & feel › Sounds
Interface sounds	Look & feel › Sounds
Stop playback after	While watching › Sleep, screen & picture-in-picture › Sleep timer
This device	
Setup checklist	Help & about › Finish setting up
Open TiviGlass when the device starts	Home & menu › When TiviGlass starts › Open TiviGlass when the box turns on
Play the last channel when TiviGlass opens	Home & menu › When TiviGlass starts › Start on the last channel
User-Agent	TV services › Connection fixes › User-Agent for all services
HTTP proxy	TV services › Connection fixes
Picture-in-picture on Home press	While watching › Sleep, screen & picture-in-picture › Picture-in-picture when you press Home
Send anonymous usage statistics	Help & about › Privacy & device log
Send crash reports	Help & about › Privacy & device log
Keep a diagnostic log	Help & about › Privacy & device log › Keep a device log
Notifications	Home & menu › Reminders & alerts
Check for updates automatically	Updates & storage › App updates
Receive beta updates	Updates & storage › App updates
Check for new version	Updates & storage › App updates › Check for updates
Help & diagnostics	

IT USED TO BE CALLED	NOW IN SETTINGS
Find and fix a problem	Help & about › Fix a problem
Recent activity	Help & about › Fix a problem
Check everything now	Help & about › Fix a problem › Quick connection test
Start support session	Help & about › Get help
View device logs	Help & about › Privacy & device log › View device log
Save a support report	Help & about › Privacy & device log
Storage & reset	
Open device storage settings	Updates & storage › Storage space › Open Android storage settings
Open device apps settings	Updates & storage › Storage space
Clear cache	Updates & storage › Storage space
Clear database cache	Updates & storage › Storage space › Re-download all channels & guide
Check data health	Help & about › Fix a problem › Check my saved data
Apps you may not need	Updates & storage › Storage space
Clear watch history	Movies & shows › Resume & history
Reset settings to defaults	Updates & storage › Start again
About	
Version	Help & about › About TiviGlass
Join our Discord	Help & about › Get help › Ask the community on Discord

Older versions

Many TVs keep an older version for months, so a TV in your house may still show the old layout. On an older version, look here instead. The version number is under **Help & about › About TiviGlass › Version** on a new version, and **Settings › About** on an older one.

OLD TOPIC	WHERE ITS SETTINGS WENT
TV sources	TV services. Tidy all channel names and the other name clean-ups are on Channels & groups › Clean up names.
Account & Premium	Account & plan. Switch profile moved to Parental & profiles › Who's watching.
Sync & backup	Sync & backup. Sync playlists now moved to TV services › Keeping up to date as Sync TV services from my account .
Parental & Kids	Parental & profiles.
Channels & groups	Channels & groups, which now also holds Merge duplicate channels , Favourites from every TV service and the order controls from the guide.
TV guide	TV guide, which now also holds Preview group on focus and the two Fusion guide settings.
Movies & shows	Movies & shows, which now also holds Continue where you stopped , Auto-play next episode and Clear watch history .
Recordings	Recordings.
Video & audio	Picture & sound.
Subtitles & captions	Subtitles.
Streaming & reliability	While watching. Resume and auto-play moved to Movies & shows, Merge duplicate channels to Channels & groups, and Reset playback learning to Picture & sound › Fix picture problems.
Fusion	While watching › When a channel fails › Fusion, and TV guide › Fill gaps › Fusion.
Appearance & theme	Look & feel. Group menu layout moved to Home & menu as Group list layout , Preview group on focus to TV guide, and Player overlay transparency to While watching as Player controls see-through .
Menu & sections	Home & menu. The per-section Live TV source , Movies source and Shows source moved to TV services › Which service each section uses; Navigation profiles moved to Remote & buttons as Button profiles .
Remote & buttons	Remote & buttons. Interface mode and the sounds moved to Look & feel, and the sleep timer to While watching.
This device	Split by what each setting is for: updates to Updates & storage; start-up and notifications to Home & menu; the setup checklist and privacy to Help & about; User-Agent and HTTP proxy to TV services › Connection fixes; picture-in-picture to While watching.
Help & diagnostics	Help & about.
Storage & reset	Updates & storage. Clear watch history moved to Movies & shows and Check data health to Help & about as Check my saved data .
About	Help & about › About TiviGlass.

Troubleshooting

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

PROBLEM

TRY THIS

Sources disappear after syncing but are still on my account

Open **Settings > TV services > Keeping up to date** and choose **Sync TV services from my account**. While TiviGlass is open, website playlist and viewer-profile edits are checked on the existing foreground heartbeat (about every four minutes). A detected change queues a sync; background and offline devices may take longer. You can still choose Sync for an immediate attempt. D-pad Up and Down step through each source in order, including sources below the visible area; Left and Right reach that source's action buttons. A fresh account sync can recover sources removed by an older sync error and reconnect their saved favourites and settings. If cloud sync discovers an old removal after that first pull, sync playlists once more. If sources keep disappearing, use **Help & about** to contact support before clearing app data or reinstalling.

Secure credential storage fails while adding a source

TiviGlass retries a failed encryption operation once with fresh secure-storage handles. If the error remains, reopen the app and retry. Contact support before clearing app data: deleting it can discard saved credentials. A persistent or invalidated device key needs investigation.

It says I'm offline, or a source won't add, while a VPN is on

TiviGlass now treats any network Android says can reach the internet as online, including a VPN link, and it never refuses to try a request because of that reading: adding a source, the Test step and **Sync TV services from my account** always send the request and report what actually came back. If a test or sync still fails while a VPN is running, the message says **A VPN is active on this device**. Many providers block VPN exit addresses, so pause the VPN, try again, and if it then works, that is the provider's block and not your connection. **Find and fix a problem** (how-to 65) lists the **Network link** it can see, including whether it runs through a VPN, so a support report arrives with that fact in it.

Xtream setup reports a web page, or quotes what your provider's page says

The server answered with a web page instead of your account details. When that page says something, the Test and Add now quote it: "**Your provider answered with a page that says: ...**". Those words come from your provider, not from TiviGlass. Some panels answer a refused username or password this way, so if the words are about your login, check the username and password, ideally by entering them with **Type it on my phone instead**. Your own username and password are never repeated back: if the page echoes them, they show as **<redacted>**. If your address sent TiviGlass on to a different site, the message says "**The address redirected to a page that says: ...**" instead, because those words may not be your provider's. A Wi-Fi network that wants you to sign in first, such as hotel or public Wi-Fi, does this, and so does a server address that has moved. With no custom User-Agent set, the Test and Add have already tried a bounded set of User-Agents on the same answer and say how many they tried, so there is no need to run that again yourself. If they found a User-Agent your provider accepts but TiviGlass was holding off after the failed tries, it fills that User-Agent in under **Optional details** for you: wait about a minute and test again. **Auto-detect** next to User-Agent is suggested only when that recovery did not run, for example because you typed a User-Agent. A page with no readable words still says it returned a web page or an unsupported account response; check the exact provider address. In **Self diagnostics** the same answer shows as a warning under **Provider reachable**, never as "can't reach your provider". None of these messages means your internet connection is down.

The website says it couldn't check a provider that works on your TV

When you add or check a source on your account at tiviglass.com/account, the check runs on our server, not on your home connection, and some providers answer the two differently. Many turn away requests from data centres with a web page or a refusal; our server also cannot check an address that is a bare IP number, or a provider whose security certificate it does not accept. In those

PROBLEM

TRY THIS

cases **Test connection** says **Couldn't check from our server** and why, rather than blaming your source, and the saved source shows the same words in grey instead of counting as needing attention. That says nothing about your username or password. You can still save the source: your TV connects to the provider itself when you open it there, and that is the check that counts. Only an answer from your provider about the login itself shows as a refusal: **Login rejected** for a wrong username or password, or the provider's own word, such as **Expired** or **Banned**, when it gives one. Stalker, M3U and Stremio sources show **Not checked here** on the saved list, because the saved list doesn't re-check them. **Test connection** checks them when you add or edit one, and your TV checks them when it loads them.

A Stalker portal fails the Test

The Test shows what the portal, or the address, actually answered, with one line about what that means. It asks you to have your provider check the MAC only when the portal itself answered and refused this MAC. **"The portal's server is having trouble"** is usually temporary, so try again in a few minutes. **"No portal answered at that path"** means a web server is there but no portal: check the portal address your provider gave you, including anything after the port. **"Nothing answered at that address"** means check it for a typo and check the port. When you type only a server and port, TiviGlass tries the usual portal paths, and if one of them is the real portal its answer is the one you see, not a 404 from a path it guessed. **"TiviGlass is holding off from your provider for a moment"** means several requests failed and this one was not sent: wait about a minute and test again to see what the portal answers. Adding or editing a portal gives the same message as the Test.

A Stalker portal says "Device conflict", or that it refused this TV's device ID

The portal has your line tied to a different device from the one this TV is showing it. TiviGlass stops at the first refusal and does not keep retrying, because each refused sign-in can count against your line with your provider. Choosing a channel in the full-screen player tries once and asks again only if you choose one after about half a minute; the guide's preview, Home and Sports, Multi view and background updates wait about ten minutes before asking again. If you typed a **Device ID** or **serial number** for this service (Settings › TV services › This service › **Edit login & address**), check it is the one your provider expects, or clear the box and save so TiviGlass uses its own. If the boxes are empty, ask your provider to reset the device on your line, then try a channel again. The Test shows the portal's own words with what to do next, the full-screen **Playback failed** card explains the refusal and what to check, and the guide shows a short message once for each refusal, not on every channel you move to.

Returning from a custom guide group

Back restores the selected custom group in either group-navigation layout. In the horizontal layout it scrolls that group into view first; in the sidebar layout it follows the current selection.

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

PROBLEM

TRY THIS

a provider slot. If the TVs have separate provider logins, open Settings › TV services 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.

Live format check meets a busy or unavailable server

A temporary server failure, request timeout or rate limit during the live format check does not make TiviGlass remember HLS as unsupported. Playback keeps the selected format and uses its normal error handling. If the problem continues, check the source in **Help & about › Fix a problem**.

No channels at all

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

App exits on HEVC channels or shows

Reopen TiviGlass. If the app closed while a hardware video decoder was running, TiviGlass looks at how it closed. When it can see the decoder crashed, it uses software for that format on this device for a week. When Android shows the app was closed for another reason, such as a force stop, Android freeing memory or an ordinary app error, it changes nothing. When there is no way to tell, it gives the format another go on the hardware decoder. That happens most on Android 10 and older, including every Fire TV Cube, because Android keeps no record there of how an app closed, and also after a power cut. Only if the app closes the same way again within a day (two hours if the TV restarted in between) does it use software, and then for 72 hours. Those 72 hours can end sooner: if full screen playback shows software cannot keep up with the channel’s own frame rate, TiviGlass goes back to the hardware decoder. If the format closes the app again soon after its protection ends, the next protection lasts a week. This protection applies to the guide preview and full-screen playback. If Android has no software decoder for the format, Software can use the bundled FFmpeg decoder when available. Software may still struggle with FHD 50 fps streams, and 4K decoded in software is not expected to play smoothly; try an HD, lower frame-rate or different-format feed, or another source. If a channel plays slowly while a week of crash protection is on, the full screen player says so: “This channel is playing slowly. HEVC is decoded in software until *date and time* because its hardware decoder crashed TiviGlass on this device. Try an HD or lower frame-rate version, or another source.” It names the format that crashed and the date the protection ends. That protection is right to keep: **Reset playback learning** keeps it, and it ends by itself on that date. The 72 hour protection rests on closes TiviGlass could not explain, so if the slow playback notice suggests **Reset playback learning** instead, the reset clears it straight away. On a player that is already open, the

PROBLEM

TRY THIS

Every channel says “The video decoder couldn’t start” or that the software decoder couldn’t start

reset takes effect at the next channel change. You can change decoder settings from the main sidebar: Settings › Picture & sound › Fix picture problems, without opening the failing channel.

If every channel of one format (usually H.264) reconnects a few times and then stops with a decoder message, read the rest of the **Playback failed** card. When TiviGlass had learned to decode that format in software on this TV and the software decoder then could not start, the card says so: **This TV decodes H.264 in software because of earlier playback problems, and the software decoder couldn’t start**. Use **Reset playback learning** in Settings › Picture & sound › Fix picture problems, then open the channel again. Changing the **Video decoder** setting alone does not help here, because a choice of decoder never overrides what TiviGlass learned. If you had also set the **Video decoder** to software yourself, the card says that first, because your choice keeps the format in software too: **This channel’s own Video decoder is set to Software** means the choice is on that channel only, in **More › This channel** in the player (or This movie, This episode), and **The Video decoder on this TV is set to Android software decoder** (or TiviGlass decoder) means the setting in Settings › Picture & sound › Fix picture problems. Set it to **Hardware** there, open the channel again, and if it still does not start, use **Reset playback learning** as well. When the software decoding is the week of protection after a crash, the card names the format and the date the protection ends instead, and does not suggest the reset, because the reset keeps that protection. A version of the channel in a different video format can still play, because only that one format is held in software. The guide preview shows the same words. **Reduce live TV delay** only asks a decoder for its low-delay mode when the decoder says it supports that mode. On some boxes, the NVIDIA Shield among them, asking a decoder that does not support it stopped the software decoder from starting at all. When the card shows only **The video decoder couldn’t start**, try the **Video decoder** setting it names, or **Switch source**.

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 TiviGlass decoder to see whether it’s a codec problem. TiviGlass retries a channel that won’t start, or whose picture freezes, several times before giving up. When it stops trying, the spinner gives way to the **Playback failed** card: **This stream isn’t loading, and several retries didn’t fix it** (or **stopped responding** for a frozen picture). Further waiting won’t help. Press **Retry** to start again with a fresh set of retries, **Get help** to run the checks, or **Close**. For a recording, or live TV playing from this TV’s own rewind buffer, the card says **The copy saved on this TV isn’t loading** instead, because your provider is not involved. In the guide the preview shows the same message; press OK on the channel to open the full player, where Retry and Get help are. A live channel that freezes in the full player first tries another copy of the channel before it gives up, when TiviGlass Fusion or your duplicate-feed setting allows one.

If the channel’s TV service has an expiry date that has already passed (the date Settings › TV services shows as **Expired**), the card says so instead, for example **Your service name subscription ended on date. Renew it with your provider, or pick another TV service**. It says the same when the provider refuses the channel outright (HTTP 401, 402, 403 or 451) on a service that has expired. TiviGlass only says this when your provider has told it the date; otherwise you see the ordinary message. Raising **Reconnect attempts** in Settings › While watching › When a channel stutters 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. If the message quotes **HTTP 403** specifically, there is a second possibility worth ruling out first: your own connection may be the thing being blocked. Several people have fixed exactly that by switching network or turning a VPN on, so try that before spending a morning with your provider. If the channels play in other apps on the same box, press **Try player User-Agent** on the **Playback failed** card when it is offered: it is the quick way to test one channel with a player's User-Agent before you change any setting (see the notes under how-to 2). 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.

If the message says **your provider answered with a message instead of video**, and quotes what it said, that is the clearest version of the same thing: TiviGlass looked at the first bytes of the stream and found a web page or a short notice rather than video. When that is the first thing a channel sends, TiviGlass stops at once instead of retrying. If the channel had already been playing and **Reconnect when playback stops** is on, it waits a moment and tries once more first, and stops if the same answer comes back. Whatever is quoted there came from your provider, not from this app, and no playback setting can change it. Other apps are being given the same answer. Run **Find and fix a problem** (how-to 65) to confirm: it reports the provider's exact answer. Its top card then reads **Your provider sent a web page instead of the channel** and says whether TiviGlass already reconnected once by itself, or did not, for example because **Reconnect when playback stops** is off.

It says HTTP 511 or HTTP 513, or the picture stays black while it says "Your provider answered HTTP"

When your provider's server answers a channel with an HTTP error instead of video, TiviGlass now says what it answered, on screen, instead of only buffering. While it is still trying you see the code and what it means under **Buffering...** or **Reconnecting...**, for example **Your provider answered HTTP 503 (service unavailable). Still trying**. If it gives up, the **Playback failed** card names the code, and so does a Multi-view tile. In the guide, the preview shows the same words, because the guide has no buttons of its own: press OK on the channel to open the full player, where **Retry** and **Get help** are.

HTTP 511 (network authentication required) means your provider, or something between your TV and your provider, is blocking the connection. This often happens with a **VPN** or an **ISP block**, and sometimes with a network that wants you to sign in first, such as hotel or guest Wi-Fi. **HTTP 513** is a code some providers send when they block a VPN or an internet address. For either one, turn the VPN off, or try the channel on another network, then press **Retry**. If it plays then, the block was on that network or VPN, not in TiviGlass. TiviGlass stops after the first refusal for these two codes instead of retrying, because asking again gets the same answer. Other apps on the same connection are refused in the same way.

Codes such as **HTTP 503** or **HTTP 429** mean the provider is busy or is limiting requests. TiviGlass keeps retrying those, spaced out so it does not make it worse, up to your **Reconnect attempts** setting, and stops with the card if they do not clear.

It says the device could not verify your provider's secure certificate

TiviGlass checks the secure certificate every provider address shows, and a channel that fails that check says so in plain words, on the **Playback failed** card and on a Multi-view tile. **"This device could not verify your provider's**

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secure certificate”: check the date and time in your TV’s own settings first. A clock that reset after a power cut makes every secure address fail at once, and it is the one cause you can fix yourself. If the date and time are right, the provider’s certificate may be expired or invalid, and only your provider can fix that. An older box (Android 6 or 7, or one with an out of date certificate list) is not the cause on its own: TiviGlass adds the Let’s Encrypt certificate roots it is missing. **“This address answered with a certificate for a different site”**: the provider’s address may have moved or been blocked. If you saved backup addresses for the service (how-to 2a), TiviGlass tries them when the one in use stops working; otherwise ask your provider for a current address. Retrying the same channel straight away will not help with either message.

External player is selected but TiviGlass opens

Check Settings › While watching › Play in another app › **Use the other app 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 **Use less data** 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 copy of the channel** 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. If you have hidden every group, the group list says **All your groups are hidden**; choose it, then **Show all**. To bring hidden groups back at any other time, open the options on **All channels** and choose **Show hidden groups** under **Cleanup**, then **Show all**. You can also use Settings › Channels & groups › Undo hiding. If a group filter is removing groups, the Live TV sidebar and horizontal pills show a recovery action. Press **“Show N filtered groups”** (or **“N groups filtered · Show all”**) to disable the active filters. The same controls live in Settings › Channels & groups › 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 TV services**. Everything still appears under **All channels**, and you can build your own groups from **Custom Groups**.

Search finds some of a brand but not the rest

Look at the **group heading** first: it counts every match, and a group only shows the first twelve until you press **Show all**. Different channels are listed before repeat copies of one, so “ESPN 2” and “ESPNEWS” come before a second and third copy of “ESPN” — but a provider carrying a brand dozens of times can still run past twelve. Next, check the line under the results: if some matches are in channels or groups you have **hidden**, it says how many, and **Edit in Channels & groups** on the group brings them back (how-to 13). If a name is still missing after both, your provider does not carry it — a brand’s sister channels are separate channels, and lines differ in which they include.

The guide is too small, or too crowded

Go to Settings › TV guide › How the guide looks. **Guide text size** makes the channel names, programme titles and times bigger or smaller; **Guide row height** decides how many channels fit on screen. If it is programme *titles* being

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cut off rather than the text being small, that is a different control: **Time shown on one screen**, which makes each programme wider by covering less of the schedule at once. 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 **App text & layout size** under Settings › Look & feel › Size & screen 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 › Guide listings, read the line saying how many channels have listings, and add or reorder **TV guide sources**; then choose **Update TV guide**. For a single wrong channel, hold **OK** on it and choose **Match listings**; for many, use **Match listings** under **Missing listings**.

Missing seasons or episodes

Open the show and choose **Reload episodes** above the episode list. This asks the owning TV service again immediately. If the request fails or returns no episodes, previously saved episodes remain available. Reload cannot add episodes the service does not supply.

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.

Refreshing movies or shows doesn't change anything

Look at the message the refresh gives you, because it now names the cause rather than always blaming the connection. “**Your provider refused this connection**” is usually your plan's simultaneous connection limit: close other players or devices using the same line, wait a minute and press Refresh again. It has a second cause worth knowing about, and the message names it too: some providers accept one particular User-Agent and refuse everything else in exactly the same way, so if *one* saved service keeps being refused while your others are fine, edit that service, open **Optional details**, and press **Auto-detect** next to User-Agent. “**Your provider rejected your username or password**” means the login, not the network. “**Couldn't reach your provider**” genuinely is the network or the server address. “**TiviGlass is holding off from your provider for a moment**” means several requests to your provider failed, so TiviGlass backed off and did not send this one. Wait about a minute and try again. If it keeps coming back, requests to your provider are still failing: when you are adding a service, testing again after the wait shows what your provider actually answered, and that is the thing to fix. A refresh that worked tells you the new total, so if the count and the **Updated** date under Movies and TV Shows both stay put, the refresh did not complete and the message says why.

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 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

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	deliberately leaves it alone rather than guessing; pick the right one with Match listings . If the channel's own name is very short — a provider that calls a channel "T2" rather than "Tennis Channel 2" — there is not enough of a name to match on, and Match listings says so rather than offering a guess. Search for a programme you can see on the channel instead, or copy the guide from a channel that already has it.
Wrong or missing logos	Change Preferred logo source in Settings › Look & feel › Logo sources, 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	For this channel or title, open More → Sound → Sound timing and choose Earlier or Later. Default follows this TV's setting again. To change the TV's default, use Settings › Picture & sound › Sound › Adjust sound timing .
A movie or show is silent or dialogue is missing	Open More → Sound → Fix sound in the player, or choose another audio track. If needed, try Surround sound → Off in Settings › Picture & sound. The repair message distinguishes stopped playback from a selected audio track; a selected track alone cannot confirm sound through your TV or speakers. Keep a setting that works for your output.
No sound on live channels (movies and shows are fine)	Settings › Picture & sound › Sound › 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 › Picture & sound › Fix sound problems › Audio passthrough to Off, decoded on this box 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 › Home & menu › Menu entries. Notifications only matter for reminders that arrive while TiviGlass is closed — see the status line under Home & menu › Reminders & alerts (how-to 39).
Recording fails	Read the line under the failed recording in Recordings first — it says what went wrong. A network share reports the reason in the same words the Test button uses, so "Authentication failed", "Share or folder not found" and "Host unreachable" each point at one setting to correct. If it says the drive recordings are saved to is almost full, TiviGlass stopped on purpose: it needs more than about 320 MB free to start a recording and stops at about 256 MB, keeping everything recorded so far. Free up space, or choose another location in Settings › Recordings › Where recordings are saved. Otherwise check free space and the Recording storage limit , and lower Maximum simultaneous recordings if your provider limits connections. A recording marked Partial because the source stopped before the scheduled end also says when TiviGlass was recording something else from the same TV service during it.

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	That does not prove it was the cause, but it is worth checking how many connections your plan allows.
Two programmes overlapped and only one recorded	Check the stored reason first. If it names Maximum simultaneous recordings , the attempt reached TiviGlass's recording limit, which starts at 1. The entry says Not recorded , and its timer under Scheduled explains the limit too. Select Change recording limit beside the entry to open that setting. Raise it to 2 or 3 only if your TV service permits enough connections — watching live uses another connection — or move one of the programmes. To see a clash coming, look for Clashes with another timer under Scheduled before the day arrives.
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, TiviGlass resumes it on its own — usually within about ten minutes — and carries on into the same file. You do not need to open the app, and you do not need to be there. The minutes between the interruption and the next check are lost, so a recording cut short may have a gap in it, and a window with less than a minute left is not reopened. A recording that had already reached its planned end when TiviGlass was stopped or restarted is saved as complete, with a note saying so, never as Partial or Failed. 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	Read the stored reason under the recording first. A provider refusal, interrupted capture and storage failure need different remedies. A Partial recording with usable video remains playable; a failed attempt with no usable bytes cannot play. Changing the simultaneous-recording setting does not repair a missing file or restore folder access.
A recording file exists but will not open	Read the access message. A missing file, denied folder access and an unmounted drive have different remedies. For denied access, select the same folder again in Settings > Recordings > Where recordings are saved > Recording storage . An unsuccessful storage check no longer blocks a playback attempt or treats an unknown file size as an empty recording. Keep the file and its recording entry while investigating.
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.
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. Allowing it fixes the timers and reminders you have already set straight away, with no restart needed. If long recordings stop part-way through instead, exclude TiviGlass from battery optimisation in the same settings screen.
Edges cut off on screen	Settings > Look & feel > Size & screen > Fix cut-off screen edges .
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

PROBLEM	TRY THIS
	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 › What buttons do (how-to 51) and tell support which TV and box you are using.
Zapping feels sluggish	Settings › While watching › Changing channels › Delay before switching channels , then surf freely — only the channel you land on is tuned.
Movies or Shows list categories, but a category is empty	The empty screen says which of three things happened. Nothing here matches your filters : your Filters hide those titles; change them in Filters . Couldn't load this category : TiviGlass could not get that category from the source the last time it updated, even if the rest of the update worked (one Stremio addon failing while the others answer, for example); anything it had before is kept. Use Refresh movies or Refresh shows , and for a Stremio addon that keeps failing, check in its own configuration page that it is set up, because an addon that needs a token or setting refuses every request. No movies (or shows) in this category : the source answered with nothing, which some Stremio addons do for catalogues meant only for search. ... in this category yet : nothing has arrived for it since TiviGlass started; refresh to ask for it.
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 & plan › Your plan: confirm the plan, 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	Settings › Sync & backup › If sync goes wrong › Replace the cloud with this TV on the TV that's right, then Sync now on the other.
Favourites, groups or settings have gone missing	Settings › Sync & backup › If sync goes wrong › Roll sync back to an earlier day , then pick a saved copy from before it happened and confirm Restore . If the list of copies cannot be loaded it says so and offers Try again . It applies to every TV on the account, and the state you are on now is kept so you can change your mind.
My settings went back to their defaults by themselves	Look in Settings › Help & about › Fix a problem › Recent activity for Settings were reset . If the settings file on this TV is damaged, TiviGlass resets it once rather than failing to open, and tells you there. Settings saved to your account or to your profile are put back automatically where available. A few things on this TV start again: you are asked to Review and accept the terms again, TiviGlass relearns which decoders work well on this box, cloud sync is switched back on if you had turned it off, and parental controls and Kids mode are off. The entry says when those two were on; turn them back on in Settings if you use them. Nothing makes you set a PIN. Scheduled cloud backups pause so the reset settings cannot replace your last good backup: choose Back up now , or restore from your backup, to start them again.
A TV never picks up changes from the others	Open Settings › Sync & backup on that TV and read the status line under Sync between TVs — it names the reason (signed out, plan expired, can't reach the

PROBLEM	TRY THIS
	server) rather than failing silently. Sync now retries immediately.
Cloud sync says the snapshot is too large	Your local customisations are kept. Automatic uploads wait an hour after a size refusal, and the same warning is not repeated every few minutes. Sync now can retry immediately. Check the last error in Sync & backup and contact support if it persists; do not reset groups or delete sources to silence it.
A custom group stays empty or cannot load	Try again in a custom group reloads its saved membership. Check that its channels and TV sources are still available. A local read failure offers a retry while keeping your saved membership and any channels already displayed; it does not require resetting the group or refreshing the provider.
The same TV source appears many times	Open Settings > TV services > Keeping up to date and run Sync TV services from my account while playback and recording are stopped. TiviGlass combines confirmed copies of the same account source, keeping your favourites, history and saved choices. Each affected device repairs its own list; signing out is not required. Do not delete the copies individually, because deleting a source also removes it from your account.
Groups you hid on the website long ago are still hidden	The website now edits live favourites; the former channel hide/rename editor remains removed. Hides made there before it was removed are still applied. Unhide them on the TV: for whole groups, Settings > Channels & groups > Groups > Show or hide groups , switch the filter to Hidden and press OK on each group, or use Show all ; for channels inside a group, Show, hide or rename channels — the TV's change is the newer one, so it wins and stays.
App feels slow or odd after an update	Settings > Updates & storage > Storage space > Re-download all channels & guide . As a last resort, use Reset playback learning in Settings > Picture & sound > Fix picture problems.

Sports Hub customisation is available: open Sports Hub → **Customise Sports**. Choose which sports appear and their order, follow your teams, and hide scores. Every change is saved as you make it. Guide data and saved reminders stay available.

Things TiviGlass does not do. Written down because looking for a control that has never existed costs more time than any bug on this page. If something below is what you were after, you have not missed a setting and there is nothing to switch on.

WHAT PEOPLE LOOK FOR

WHERE IT ACTUALLY STANDS

Casting to another TV, Chromecast or AirPlay

TiviGlass cannot cast to another device, and there is no Cast button in the app. It plays on the TV it is installed on. Because it is one APK for TV, phone and tablet, the usual answer is to install it on the device you want to watch on and sign in to the same TiviGlass account.

Picture-in-picture

There is no picture-in-picture mode you can open from inside TiviGlass. The one exception is leaving the app: on a box that supports it, turn on Settings › While watching › **Picture-in-picture when you press Home** and what you are watching carries on in a small window when you press Home. **Multi-view** (Premium) is the nearest thing inside the app: it plays several channels side by side.

Choose groups, for browsing several groups together

Choose groups was removed in 2.2.9. If Live TV opens on your **Last used group** and that was a Choose groups selection, the guide opens on All channels instead and tells you once. To keep channels from several groups in one list, favourite them, or put them in a custom group (Premium, how-to 11).

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

Your notes
