Useful Information and Guidance

Select an option:

How Do I Login?

Device Setup

AMZN Firestick

Android Device (Google)

Apple iPhone/iPad (iOS)

General Info

First time setting up a Firestick

How do I Install Downloader App?

My Account isn't working…

VPN Information

How Do I Log in?

Open the Media App. On the Main menu select *Servers to Update Login* or to change to a different service:
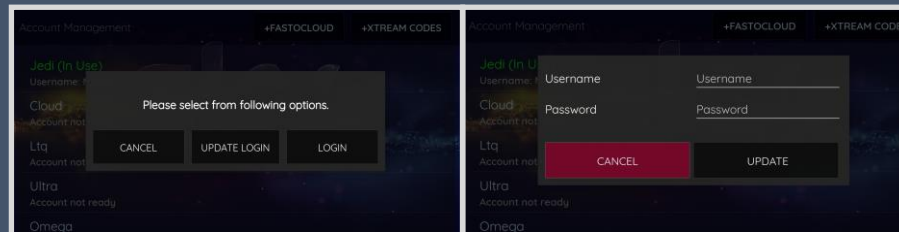
NOTE
If you haven't downloaded the Media App – Choose an option from Device Setup on the Main Menu

(Note - Some menus may appear differently)

In the *Servers* screen select the associated service (Jedi, LTQ, Omega etc) and *Update Login*.

You can now enter the Username and Password provided for your service.

HOME

For AMZN Firestick devices, the **Downloader App** can be used to download and install the Media App. The **Downloader App** can be installed from the Amazon App Store.

The **Downloader App** will enable you to use the *6 digit code* that has been provided (for your service) in order to download the Media app.

1) Find **Downloader App** in App store
2) Open **Downloader**
3) Enter 6 digit code provided for your service and search
4) Select Install
5) Select Open

Downloader

Click to view YouTube video

NOTE - You may be prompted to change the setting on your device to allow apps to be *installed from third-party sources.*

HOME
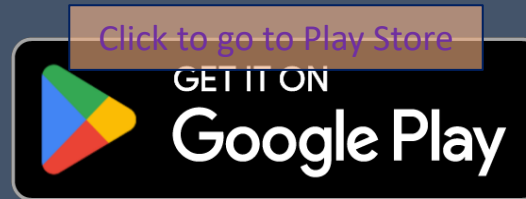
Android Device (Google)

For Android devices, the *Downloader App* can be used to download and install the Media App. The *Downloader App* can be installed from Google Play store.

Click to go to Play Store

GET IT ON Google Play

Once the *Downloader App* has been installed, follow the steps below:

1) Find Downloader in Google Play Store (Click image above to go to Google Play Store)
2) Open Downloader
3) Enter 6 digit code provided for your service and search
4) Select Install
5) Select Open

Alternatively, you may be provided with a link to an .apk file. This can be used to download the Media App directly.

NOTE - You may be prompted to change the setting on your device to allow apps to be *installed from third-party sources.*
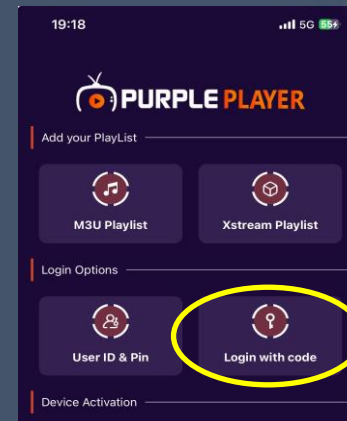
HOME

Apple Device (iOS)

Purple Player App will need to be downloaded from the Apple App Store:

(Click the Purple Player image to go to Apple Store):

Click to visit
Apple Store

PURPLE PLAYER

1) Download, Install and Open Purple Player App
2) Select Login with code
3) Enter Access Code: **AY7CKQ**
4) Select Server: **Premium**
5) Enter Username/Password

PURPLE PLAYER

Add your PlayList

M3U Playlist   Xstream Playlist

Login Options

User ID & Pin   Login with code

Device Activation

NOTE - You may be prompted to change the setting on your device to allow apps to be *installed from third-party sources.*

HOME

First time setting up AMZN Firestick

For more recent versions of Firestick device (post-2022) you may need to unlock or "Jailbreak" the device to allow the install of provided apps (e.g Sky Glass).

In order to download the app you need to make sure that the *Dev Options* are turned on so that you can *install apps from third-party sources.*

Click Image to go to video:

Click to view YouTube video

HOME

General Info
How do I install *Downloader?*

The **Downloader App** will enable you to use the *6 digit code* that has been provided (for your service) in to order download the Media app.

1) Find *Downloader App* in device store *(You may need to install from the Amazon App Store/Google Play Store)*
2) Open **Downloader**
3) Enter 6 digit code provided for your service and search
4) Select Install
5) Select Open

*If you need to allow *install apps from third-party sources the video below provides step-by-step instructions:*

Downloader

Click to view YouTube video

HOME

My Account isn't working...

If you experience issues whilst using the App, there are some things you can check that might help to identify and resolve the problem:

Check Internet Speed
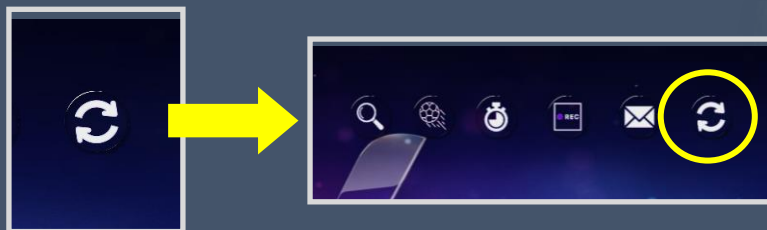There are a number of free apps/services online to allow you do this for any broadband service:
https://www.speedtest.net/
Virgin Media Broadband Speed Test
Which? Broadband Checker

Refresh Media App on Main Menu:
(Top right in Media App Main Menu)

Close / Restart Media App on device
For Firestick - Disconnect/Connect device from TV and restart (USB or turn off/on at mains)

Reset (Turn off/on) Router and restart

Uninstall / Reinstall Media app using link or 6 digit download code

If you are still experiencing issues that aren't able to be resolved by one of the above checks please contact your rep.

HOME

General Info
VPN Info

Using a VPN can sometimes help when experiencing performance issues. This is generally not needed and is optional. There may be times when it is advised to use a VPN for your service.

During high internet traffic or if your service provider is throttling the connection (generally during high demand Live Events/PPV), some services may be affected.

You can register for a free VPN by following the instructions below:

1) Visit https://protonvpn.com/free-vpn
2) Register an Account using an email address
3) On Firestick device - Visit Amazon App Store and download **Proton VPN**
4) Open **Proton VPN** - An 8 digit code will be provided
5) On Phone or Browser open www.protonvpn.com/tv and enter code

You should now be able to turn on/off VPN (on both Firestick and Phone) using the Proton VPN app
(select Netherlands server)