LayerSeven IPTV FAQ

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Fast Fixes and FAQ

Buffering, Black Screen, Wont Play

If its only one or two channels it may come back later. If all channels are bad, then try each and test:

1. Clear app cache (not app data). Method depends on app and device. Reboot device (stick, box, whatever).

2. Change the VPN server if you use a VPN. Try another country. Try without VPN. Do not use Canada as your VPN server.

3. Change L7 servers. See 4.1 on page 26 for directions and for a list of hosts.

4. On VPNs, they have protection and blocking. Turn these off. See 2.4.5 on page 16 for some ideas.

5. ISPs can and will block at any time without notice. Depending on the ISP you may need to turn off their filtering like malware scanning, porn blocking, etc.

6. Reboot internet modem, router, access point, etc.

7. 🇨🇦If you are in Canada, you may need a VPN. For more info see 2.4 on page 15.

➡ Still having issues? See Chapter 4 on page 26.

Common Error Codes

- 451 - Account may have expired. Check the date in the player, its more correct than the panel.

- 458 - Account in use on another device. Check other devices that may be using the same user/password pair. Also a known issue with TiviMate 5.2.X. For this see 4.4 on page 27.

➡ For other error codes see 4.4 on page 27.

Payments

- Pay only on https://panel.layerseven.ai/. No other site. Not via DM. Not on Discord. Not some email from someone on Gmail. No matter what some person on DM says to do.

- Payments take an hour or so. No matter how you paid on the panel. You will get an email (check spam) and the panel will show new and updated info.

- Not all cards/banks work. Prepaid cards and debit cards are less likely to work. Real credit cards are better but some banks will block the transaction.

- For crypto payments, the crypto wallet address changes every so often, on page refresh, each order. Do not be alarmed that it changed.

➡ For full payment info, see 1.4.5 on page 11.

Fast Setup
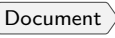
- Pay *only* on https://panel.layerseven.ai/. It takes an hour or more for payments to fully process!

- You need a device: be that a Smart TV (not suggested), or a TV with box like a FireStick (not the select), Onn box or others. Phones, tablets, etc can be used.

- An app that supports Xtream Codes (aka Player API in Smarters). TiviMate is common. See 3.6 on page 23 for info on it and setting it up.

    - Firestick downloader code for Tivimate is 272483 and for Smarters is 6468112 for those with this setup.

- Setup the app on your device using Xtream Codes playlist (a server/host [for hosts see 4.1.4 on page 27], user and password from the panel) but NOT m3u.

➡ For full setup see Chapter 3 on page 20.

Conventions Used in This Book

Keys like `Enter` means to press the Enter or Return key. `→` is the right arrow key. Combos are like `Ctrl` + `H` means to press and hold the Ctrl and H key at the same time, then release.

Menu navigation are like this: `Document` ⟫ `Settings` telling you to use the Document and then select Settings from the menu bar. The same graphics are used to also walk through option and menus.

Many computerized numbers are in the monospace typewriter style font such as IP addresses. e.g. `10.1.2.3`.

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Intro to LayerSeven (L7)

1.1 Important Safety Guide – Read Me!

Everywhere on the internet are scammers that steal your ID, credit card info and much more. Unfortunately they are here in the IPTV world. The only website to sign up, renew and pay on is https://panel.layerseven.ai/. People are hit up all the time on Discord to pay via DM. Don't. Anyone asking to pay outside of the aforementioned panel site is a scammer; yes, even people saying they are admins, VIP or whatever.

1.1.1 A Real vs Fake Admin/VIP

We know Matt is real, but he does not DM so if you get a DM from him, its not him, but a scammer!

A real admin may ask for your email address to check your account and make sure its in good status with no issues. But admins, staff, and vips will *never* ask for payment outside of the payment system on the portal. They also do not ask for donations, tips, etc. They will never ask for credit card numbers, home addresses and phone numbers.

In the Discord LayerSeven chat, Admins will show as red and their profile will show them as moderator. VIPs are orange. When looking at their profile, you will see that you have a mutual server you are in: the LayerSeven Discord. Scam accounts are not in the group chat, so this will not show up. If in doubt, screen shot their profile and post it in main chat. Many times they put the Moderator or VIP flag in the About Me section in the scam profile and that is not where it is to go!
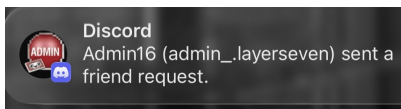
Figure 1.1: Scammer. Can you see the difference?

Watch for high pressure sales to upgrade to a longer plan (often telling you that one or three months is out of stock), asking you to pay again with promise of a refund, and pressure to pay fast. This is a common scam tatic to get you to pay and not take time to think about it or discuss with others. They also have been known to ask for tips for good service via DM when a real VIP helps you in public chat. Also a scam.

In the second inset, can you spot the difference here between the real username? Its small. The answer is the period. Sometimes its in the middle other times at the end so its even harder to detect. We expect a period at the end of the sentence.

> **Don't Get Scammed**
>
> Pay only on https://panel.layerseven.ai/. No matter what the DM or email says. *Anyone* sending a message for tips, payments or money via DM is a scammer.

1.1.1.1 Emails

LayerSeven email domain is layerseven.ai. If its a Gmail or other account, it's totally a scam. Any legit email will also point you back to https://panel.layerseven.ai/ to pay, no where else.

1.1.1.2 Can't LayerSeven Get Rid of the Scammers?

The fake admins are outside of the LayerSeven chat. This makes it hard for LayerSeven to block them directly since they are on the greater Discord but not local to chat that they can control. Chances are they have dummy accounts in LayerSeven chat with a generic username that watch for people needing help with payments. They then switch to the fake admin account and message the person starting the scam.

Since they are outside of LayerSeven chat, LayerSeven admins can't do anything. If you are hit up by a scammer, block and report them to Discord. After several reports, Discord *may* ban them for a short time. They will just use another account and come back so sadly it does not fix the issue long term.

1.1.1.3 But They Have the Same Name?

Discord lets users have multiple names and the same name as others. You have the username, but you also have the name shown in chat and DMs everyone sees. This can be different between Discord groups even for the same user! Usernames can be similar to the real people. Scammers often put a period after or in the username so you think its the real name. This is an issue with Discord and nothing LayerSeven can do to fix it.

1.1.1.4 I Got Scammed, Now What?

There is not much you can do other than learn from it. LayerSeven can not go after them. Discord wont do anything. FBI, police and other law enforcement will not check it out and will laugh if you say you were buying illegal IPTV; if you are lucky they wont arrest you. I have been asked many times as to why LayerSeven is the only place with scammers. This is false, were you born yesterday? Other providers deal with it as well. I bet you have received fake PayPal emails and texts for fake Amazon deliveries before. Its all over the place. Welcome to the internet.

1.1.2 Other Safety

You are welcome to give out your real first name if you want to or make one up, after all its the Internet. For security, it is not suggested to give your full name in chat. A real admin may ask for your email to check your account status via DM. If you are having connection issues, sometime you may be asked what ISP you have as you may need to change ISP settings to get a stable connection. You can say things like "Sky Internet UK" or "Comcast in Texas". Don't give out much more location data for your safety. Models and brands of routers is sometimes discussed as well as devices, TVs, etc and that is fine and it does not identify you as a person.

If you post screen shots like those of error messages in chat make sure there is no personal info available. Crop out or mask usernames, passwords, emails, etc.

> **So You've Decided to Steal Cable**
>
> *Myth*: Cable piracy is wrong.
> *Fact*: Cable companies are faceless corporations which makes it okay.
>
> ---
>
> *Myth*: It's only fair to pay for quality first-run movies.
> *Fact*: Most movies on cable get two stars or less... ... and are repeated ad nauseam.
>
> ---
>
> *The Simpsons - Season 2, Episode 13*

1.2 What Does This Guide Cover?

It does cover the basics on equipment, app setup and troubleshooting. It will never have everything in it.

Why does this doc not cover app X or device Y? This would be insane to pull off. There is about 100 IPTV apps out there. Each with quirks and differences. Each version update put out changes things. There is also many devices out there with the same issues. There is no way to write up on all of them and keep it up to date. We cover FireStick with TiviMate here as it is commonly used. Many apps have guides and the setup is similar with Xtream Codes.

1.3 What Equipment Do I Need?

1. You will need a device: TV, phone, tablet or laptop/desktop to watch on.

   a) If you have a Smart TV it may support an IPTV app directly or have to be side loaded. Otherwise you will need a device, like a FireStick or Onn stick to install the IPTV software on. It is normally best to get a device. Many TVs may have the ability to run some apps but often do it poorly.

   b) Phones, tablets and desktops/laptops can run the software directly without an external device. Please note: LayerSeven does not provide a web based player as some providers do.

2. Once you have a device, you will need to install the software. Many users use TiviMate (Android TVs and Android boxes/sticks but not Android phones and tablets), UHF (iOS devices), Smarters (Several types) among others. These apps do not include services or content. If any site says they do they may be a scam site. TiviMate is free but limited. The paid version is not much and its for lifetime for five devices.

3. Internet. You don't have to have a high end plan to stream. Stable internet and ISPs that don't jack with things is key. See more info here: 2 on page 14.

1.4 Subscribing and Renewing

Get your equipment and software ready first. Its amazing how many people do the trial and don't have anything. By the time they buy a stick and set it up its expired. You get one trial for 24 hours.

1.4.1 Site Login For the First Time

The *only* site to subscribe/pay/renow or get a free trial is at https://panel.layerseven.ai/. Like any website the first time you will need to register: fill out the form with email address and password using the **Register Now** option. After that you will have a username and password to sign in with.

1.4.2 Free Trial

To do the free trial make an account first on the panel, then follow that option on the screen. It will take a few minutes, but you will get a welcome email with ~~a m3u URL and~~ Xtream Codes login info. This username and password is different from your panel username and password. The trial lasts for only 24 hours. You get one and the time starts when you start the trial on the site, not at first use.

1.4.3 For a New Subscription (not renewal)

There are options to select how many months, (1, 3, 6 or 1 year). Under that is the select channels option. If you are English speaking in the US, Canada or the UK, you can select this option. You can also select **All Channels** and then later edit down the groups you don't want. It is advised to do this as many clients do not like getting fed tens of thousands of channels and may crash. You can change it later as you are not locked in.

Next option is to select number of devices, 1 up to 6. Each device that you want to watch on should have its own connection. If you have several devices and only watch on one at a time, then one device plan may be fine for you. But if you have a family, several TVs, tablets, etc, you will need more devices on your plan. Please note that the term "devices" here is a misnomer. It is not the number of devices, but the number of watchers at a given time. If you are single, no kids and watch on your home TV or your phone but not both at the same time, then a 1 device plan is fine as they can share one connection. If you have several TVs and devices, spouse, kids, neighbors brothers cousins to setup, more lines are needed. You can select up to 6 per order.

You may be used to other IPTV providers that give you one user/pass combo with your limit set on it and its placed on all devices. Anyone can watch at the same time up to your device limit you subscribe for. LayerSeven is different: if you pick four devices, you get four different username/password combos to put on each device. Each one provides one watching at a time. You can split these up on however you wish to do.

Once you select your options, you can hit **Buy Plan**. Here is where many people get hung up. See the payment section at 1.4.5 on the next page.
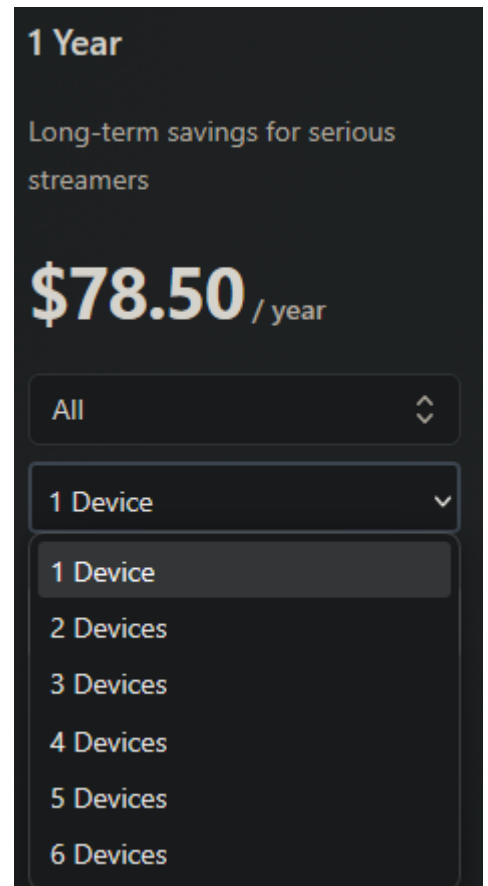
Figure 1.2: Number of Devices

1.4.4 Renewing and/or Upgrading Connections

LayerSeven does not do automatic renewals. When you sign up be sure to put it on your calendar on your phone to try and renew a week or two in advance. This will give you time in case there is any issues with credit cards (thanks banks!) or issues with Crypto apps.

The only place to renew is on the panel at https://panel.layerseven.ai/. Login with your email and password. Under **Orders** at the left, find the correct entry you want to renew. You may have old expired connections and an old trial connection. Make sure you are on the correct one. At the right select the Renew / Upgrade button.

Renewing There is a button to renew your plan. This will keep the same number of lines as before. To pay, see the payment section at 1.4.5 on the following page.

Upgrading Number of Connections Here you can select more connections than before. This part is very confusing to many people. This will add lines and extend the time in one go. The dates on the site are often messed up after doing it. Always check the dates in your player to be sure of expiration! To pay, see the next section.

1.4.5 Payment

This area is where many people have issues. Many issues are due to banks not loving IPTV. AKA: This ain't legal yo!

1.4.5.1 Why do you not take PayPal, Apple Pay, etc?

Many of these processors will not play nice with IPTV. In the past they have closed IPTV providers PayPal accounts and taken off with the money. This is true for many IPTV providers. LayerSeven, like any business wants your money and they would gladly take PayPal/Apple Pay/Google Pay/etc if they could.

But But But... Provider XYZ Takes PayPal!!! Some providers do still do this. They are often flying under the radar so to speak. They may be a smaller provider that is low key. They could be nabbed anytime and lose their money.

1.4.5.2 Crypto

Crypto scares many people, mostly because they don't understand it and having to set it all up. There are many different types, the most commonly known is the original: BitCoin or BTC and you may want to stick to it if you are unsure. Think of it as another countries money. You can buy or exchange your countries money for it as well as sell it (exchange back). The market fluctuates, just like foreign currency, but Crypto sees more variations.

You setup an account at a crypto place (app). This is often called a wallet. Think of this as a bank account number. You use your money to buy crypto to put in that wallet. Then on the panel during checkout there is a new wallet (account) made for you to send to. So its almost like doing a bank transfer from your account to another persons account.

If you are in the US you can use Cash App to buy and spend BitCoin (BTC). Setup will ask you several questions including uploading an ID. There is no way to bypass this with Cash App, its what they do. This info is not shared with LayerSeven.

Figure 1.3: A Sample Crypto Checkout Page

When you buy Crypto, you will need to buy more than you need. Crypto networks can charge to process transactions and the price overall fluctuates. Its better to get more than you need. Whatever is not used will be there next time you renew or to spend somewhere else that takes Crypto payments. So buy first and wait for it to settle into your account.

Once you are ready to pay you may need two devices. One, normally a phone, has Cash App or your crypto providers app on it. Then on another device (laptop/desktop is best), login to the LayerSeven panel, select your plan and options (or to renew/upgrade), and select to pay with Crypto. You will need to select the crypto currency type and hit next step.

A QR code and wallet address will appear. Use your phone app to pay. In the app, choose the option to pay or send money via QR. This will open the camera and you can scan the QR code. (You can also type in the wallet address but you have to be 100% right as there is no going back with mistakes). Make sure you have enough to cover the transaction and fees. Some apps are poor at not telling you you do not have enough.
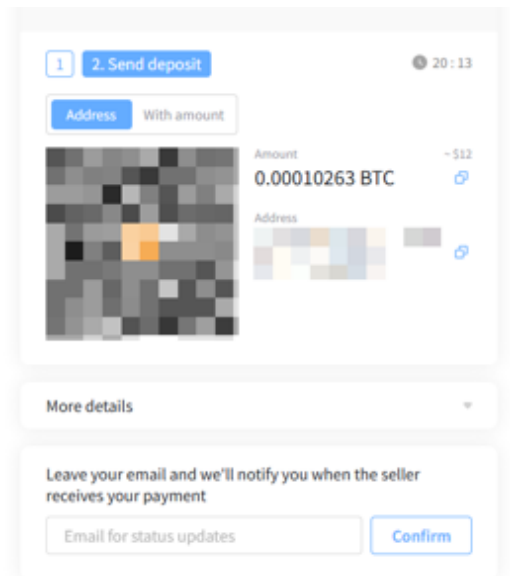
You may be asked for the name and country of the person you are sending to. Make something up. You may be asked if you are using a centralized provider/exchange or self hosted. Do self hosted.

Finish the transaction on your device. It can take up to 30 minutes or more to process crypto plus time for LayerSeven to process. Normally an hour or a bit over total. Once it does you will get a welcome email (also check spam) and your login info will be on the panel.

> **QR Codes and Wallet Addresses**
>
> The QR code and wallet address changes for each user, order and every so often. Renewing later must be done via the orders page. Sending to the same wallet you sent to months ago will result in a bad time.

1.4.5.3 Credit Cards

Many users choose to use credit cards. Like the story about PayPal, banks hate IPTV. Add it is also seen as a foreign transaction and many banks block it. LayerSeven has added a new payment processor that does take cards via a few gateways. Give it a try and see. It may not work due to your location, local laws or security on your card. If it fails you can try another card or will need to pay via crypto.

It is a crypto payment back-end, but with a card as the source of money. Behind the scenes you will buy SOL crypto with your card and send to LayerSeven, and it works by magic; no need to have a crypto account.

The service is via Changelly, FinchPay or a few others. Keep in mind, due to local laws in your area and the processor rules, you may be asked other information. This is not sent to LayerSeven. Gift debit cards are known to not work as well as most debit cards. Many of these cards have "Only use in country of issue" riders on the card and only work in the country it was issued.

1.4.6 I Bought and Never Got The Email

If you renewed or bought on the website: https://panel.layerseven.ai/ (If you bought it anywhere else, you were scammed), the account will only be activated once the crypto network clears and LayerSeven processes the order. Crypto (and cards since they are crypto backend) take time, its not like using your credit card at the store. That is not something LayerSeven can make faster. 95% of the time people just don't wait long enough. **Normally it is about an hour or a bit longer**.

For the welcome email, sometimes it goes to a spam/bulk/junk folder. Check there.

1.5 Requesting Content and Catch-up

A question that comes up in chat often is asking for a movie, TV show, catch-up or channel to be added. These can be requested via email at support@layerseven.ai. We are unable to process these requests in Discord chat.

Another question that comes up is why new movies don't just automatically appear out there. They have to be requested. Adding every new movie in many different languages that may never be watched is a waste of space, time and bandwidth.

Catch-up and replay takes tons of storage and management. Many have asked for it on sporting events and even live shows. This can be requested but the chance of it being added is slim do to overhead costs.

Last, it may take time for the movie to be added. Just because its in theaters does not mean the digital version is out yet. Be like many of us and learn to be a pirate if you want it now.

1.6 I Read The Guide and I Am Confused

IPTV is not for everyone as it can be technical. Many people want it to save over cable but have no idea what they are getting into. Reread this guide. We will try to help in Discord if we can. Its not like cable where some dude shows up smelling of gin and hooks it up for you. Unless you have a friend that drinks gin and is tech savvy. Then maybe.

1.7 Is LayerSeven a Reseller, Do They Source Channels Themselves?

In the illegal IPTV world, providers used to have many hacked cable boxes and a server in an apartment in Brooklyn. You got one, maybe two countries if you were lucky. For providers to do many more countries like L7, they *have* to source them from other locations, often many places. These are often called tier 0 providers.

LayerSeven does have a reseller program. If you buy from a reseller, it may be named other than LayerSeven, may have other server names, and they will do their own support. If you buy from them many parts of this guide may be incorrect or invalid.

1.8 LayerSeven Servers

It has been asked what kind of servers LayerSeven uses. They have a 19U rack mount server with 8 Seagate ST-506 MFM hard drives in RAID 2 using a SAS RAID controller for 31.8 MB of storage. Running dual Intel 486 DX2 processors, and 87 Terabytes of magnetic-core memory previously used by the Apollo Program. Operating System is Plan 9 from Bell Labs. Video processing is handled by 12 Nvidia GeForce RTX 5090 32GB video cards connected using PCIe to 8 bit ISA adapters. Internet is from WorldCom via a 768 kilo-bit DSL line. Keeping the servers cool is a nearby refrigerator with the door left open. It is hosted in Hillary Clinton's basement next to her email server. Two 9 volt batteries are used as a UPS. A Harbor Freight 1000 watt generator and a half gallon of old leaded gas is nearby for extended outages.

2 | CHAPTER

Internet and WiFi

Short version: There are numerous factors that hamper good speeds and IPTV reliability. Speed tests are not always trustworthy or a great show of true internet ability.

2.1 Required Internet Speeds

Many internet providers say you have to have a high end package to stream. This is simply not true and just a sales pitch. Depending on who you ask and what codecs/protocols used, 4K video can be 15-25 Mbps. 1080p is 5-6 Mbps. You will want overhead on the connection for other devices and dropout, but will have no issue with two 1080p streams running on a less than 100 Mbps connection; providing the ISP does not do any throttling or traffic shaping and your WiFi connection is good. LayerSeven has users on wireless services like cellular and Starlink without any issues.

This is referring to download speeds. Upload speeds don't matter much for IPTV as long as you have some.

2.2 Speed Tests

A common question: *I have great speeds when I do a speed test; why does IPTV not work right, cuts out, freezes, buffers, etc? You all suck, fix it!!* First, see the section on ISP Pains (See 2.3). Second, speed tests are often misleading or faked.

The tests on your ISPs website often just go between your modem and local area node or a very near ISP owned server. This test will show if there is an issue between your modem and the node/server, but does not show real data going over the internet.

The internet is *many* different providers all connected together at different places. Your connection to your IPTV provider may go from your ISP across several other providers to the LayerSeven server. Same with every website or other internet service you use. VPNs are even more fun as data is sent to them across the internet before released out on the vast internet. Because of this, every website you access may take a different path to get there (think of it as discrete locations on a map and different roads you have to take to get to each place, each with different speed limits and road congestion). This means speeds can change greatly between different online services. Speeds can fluctuate often, minute by minute and second by second. So trusting most speed tests as an internet health meter is a no go.

2.3 ISP Pains (Throttling and Traffic Shaping)

This issue hits the LayerSeven Discord chat quite often. It can come on without warning. It can go on and off within peak hours like those in the evenings or when there is special events like sports games and PPV fights. They may do it if you go over a data cap. And sometimes the internet just gets busy.

ISPs throttle and shape depending on the type of traffic. They are also very aware of the IP addresses IPTV and other legal streaming sites (Hulu, Netfilx, etc) use. Its very easy for them to modify it on its route or outright block it.

They may throttle or block it to try and get you to use their TV service as well.

Many ISPs flat say they don't do it when you talk to them on the phone, but reading the small print when you sign up reveals otherwise. It is legal to do in the US and UK among other countries.

One way around this is to use a good VPN. See 2.4.

2.4 VPNs

VPNs, or **Virtual Private Networks** are a way around some but not all ISP issues. It makes your computer, phone or device appear to be on the internet at another location, even on the other side of the planet. It will not fix a dead connection or very slow connection. There are free ones, but the speeds are often poor and offer little to no security. Use a paid VPN. They are not too expensive.

- VPNs pass your internet data over the internet, normally encrypted, and then comes out onto the public internet in another location. That location can be in your country or the other side of the world. This will also mask your IP address and location.

- What VPN companies work best? This we can not answer. It depends on if the VPN provider has a client that will work on your device as some do not work on Fire Stick, TVs and other streaming devices.

- Don't opt for a free VPN. Many of these keep logs, sell your info, and are insecure. Most also will not work for streaming devices and limit speed.

- What VPN endpoint or server country/area works best? Again, we cant not answer it. Different VPN providers may have overloaded servers in some areas but not others. There are other items that can make connections do better or worse. Try another server they provide and see what speeds you get. Try IPTV over it and let it stream for some time and see if you have freezing, buffering, etc and change as needed. Do a through test well before the big game. Some VPNs, like Proton have a page with all servers that lists current load as well as features that server supports like p2p or tor. You don,t need to worry about those features for IPTV. But look for a low load server.

- Do not buy a long term plan, at least at the start. You may find out that the service is not very good or does not work well with IPTV.

- Some ISPs block VPNs, so do research as to what works in your case. UK wants to ban them altogether. If you are there yell at the government for that.

2.4.1 VPN Types

There are several types of VPNs out there, but the one used for IPTV may be called a **Cloud VPN** or **Hosted VPN**. This is what is provided by many companies that provide VPN services to mask your location and provide security.

A sub type you may see or even have to pay more for is a **Double VPN**. These pass your data to one VPN server, then pass it off to a second one before it comes out onto the internet. Often it will list two countries showing where your data flows through. This is overkill for what you need with IPTV.

2.4.2 VPN Kill-Switch

This is a automated software method of totally shutting off internet access on a device if the VPN connection drops. Without it, if the VPN drops, data will just carry on flowing over the internet normally and open. You wont want this to happen and want to know about it. You will want this on for security especially if your ISP is noisy or you use the connection to torrent on.

2.4.3 No Logs Policy and Laws

Some VPNs keep logs (a log of sites you go to and other data), others keep some, and some keep none. This may depend on laws in the location the VPN server is as well as the parent companies location. Some VPNs sub contract VPN servers to third parties and they may do other things with your data.

Many VPNs are hosted and owned in countries with loose laws on copyright, and stronger privacy laws. They may use data centers and internet providers that "look the other way" for some not so legit uses as well, like torrenting. If this is important to you, look for a VPN provider that has a no logs policy and do some research. Some are not so truthful in that regard.

2.4.4 How Hidden Am I?

Some VPNs are better at others and may have stronger privacy features. However, websites can still track you with browser fingerprinting, cookies and so on. There is DNS leaks as well. No VPN is perfect, and everyday there are new security holes found in software. It is a never ending fight between laws changing, fights from movie and TV studios and people just trying to make money off your personal data. Some VPN providers have had leaks and hacks as well.

2.4.5 VPN Settings

Many VPNs have ad blocking, scam/malware blocking and so on. Some can cause issues with IPTV. If you have issues with your VPN and have tried various servers with LayerSeven and with the VPN, try turning off threat/malware/shield or whatever they call it protection.

> **Items to Disable on your VPN Config**
>
> - CyberGhost - Disable "Block Malicious Content" / "Block Ads"
> - ExpressVPN - Disable "Threat Manager"
> - Hide.me - Disable "Malware Protection"
> - Hotspot Shield - Disable "Malware Protection"
> - IPVanish - Disable "Threat Detection"
> - Mullvad - Disable "Block ads" / "Block trackers"
> - NordVPN - Disable "Threat Protection" (or "CyberSec" on older versions). Others say to change protocol to "Nord Whisper"
> - Private Internet Access (PIA) - Disable "MACE"
> - ProtonVPN - Disable "NetShield"
> - Surfshark - Disable "CleanWeb"
> - TorGuard - Disable "AdBlock"
> - TunnelBear - Disable "VigilantBear" (killswitch only, but check settings)
> - VyprVPN - Disable "Threat Protection"
> - Windscribe - Disable "R.O.B.E.R.T."

2.5 WiFi

Many users have WiFi in their homes and no cables (Ethernet) ran from your router to the device. Many devices do not even have a way to hard wire them, so WiFi is the only option.

2.5.1 WiFi Speeds

Speeds can vary greatly throughout your home depending on distance, wall thickness and wall material. Many small "stick" devices do not have a large antenna. Some are 2.4 GHz only, while others are 2.4 and 5 GHz both. Your phone may have great speeds in the same room as your TV but the TV may have a poor connection.

2.4 GHz is slower, but has a longer range. 5 GHz is faster but shorter range. 2.4 GHz speeds are plenty to stream on: if you have a good signal. It can also work better through walls.

Depending on your setup, you may have separate 2.4 and 5 GHz SSIDs (Possibly labeled like **Steves House 2.4** and **Steves House 5**). You may instead have them under one name, maybe just **Steves House**. Having them under one name and password allows your device to roam between 2.4 and 5 GHz as you move around your house to keep a stable and fast connection. There is even 6 GHz now.

If you have them separated, you can switch between the two on your device and see what works better for streaming. If they are merged, you may be able to force one type on or off in your devices settings to troubleshoot what is best in your case.

Last if your streaming device is buried in cables behind the TV it may not get a great connection. Moving it out can help.

2.5.2 WiFi Extenders

If you have poor speeds in part of your home or are far from your router there are WiFi Extenders. These devices are "Repeaters" for your WiFi, taking in a connection and repeating it out stronger. They plug in various locations in your house and you may need more than one for large houses.

You can get them from your ISP for a one time price or rental for a few dollars a month. You can also get them online or at retail stores.

They will need to be configured to work with your WiFi. Setup of the device varies depending on brand and model and is outside the scope of this document.

2.6 Select ISP issues

2.6.1 General Internet Changes You Can Try

You can login to your ISPs website and the provided router. Look for security and safety settings. Names vary from service to service. You can try turning on and off virus/malware scanning, adult content filtering, safety settings, connection optimization, error assistant, personalized internet, etc. Sometimes these settings are buried deep. Some settings may take time to apply and may even cause your modem to reboot.

You can try a third party open/free DNS server. Google, Cloudflare and dns.watch are some. Every router and modem is different so changing the settings vary. Look up your router brand/model manual. ISP DNS servers are known to be problematic in many ways even outside of IPTV.

2.6.1.1 AT&T (wired and wireless)

AT&T has copper and fiber services. These may or may not have data caps depending on your area and plan. Some users have said that they throttle IPTV but in my experience I have had zero issue with this. It may change region to region. A VPN might be needed in those cases.

AT&T has cellular (sometimes called AT&T Air) home service and cellular phone services. They are known to throttle data like IPTV on cell networks. They do have data caps, some plans stop if you go over, others slow down.

They do have *Active Armor* their filtering service. I have found personally the filtering is junk (lets in some bad sites), and Active Armor blocked legit things like those I use to work at home. They have also

caused issues with IPTV. You can turn them off in the AT&T app or on their website. The alternative is to use the Smart Home app and look at messages, a chat bubble. It will show blocked sites. From there you can add it to your allow list. It may take a few minutes to process, then try again.

2.6.1.2 🇨🇦Canada with Bell and Rogers

As of November 2025 it seems Bell, Telus and Rogers may be messing with IPTV streams or blocking them. In this case change servers with LayerSeven or you may need to get a VPN.

2.6.1.3 Cox

Cox has HFC, or Hybrid Fiber Coax internet (Fiber to the node and then coax (copper) ran to your home) or fiber directly to your home (FTTH). They do have data caps on all plans in the majority of service areas. Once you go over they bill you more. You can pay an extra amount to get "unlimited". Even then they still throttle IPTV to "prevent degradation of services for other customers on the network".

2.6.1.4 🇮🇪Ireland and Vodafone

It appears as of January 2026 that Vodafone in Ireland may have blocked some hosts at L7 and other providers. Changing hosts or using a VPN may be needed.

2.6.1.5 Optimum

Optimum seems to be blocking IPTV per some users. VPN is a must.

2.6.1.6 SKY Internet

Sky internet is known to block IPTV traffic in an effort to "protect copyright and deter illegal streaming". Some have reported that live TV works, but movies and series (VOD) do not. They are also known to block VPNs, one of the most common ways to bypass these issues. Some users have logged into their account and turned off "Sky Shield" and reported positive results. It is said that it can take up to 24 hours for this change to go into effect after putting it in place on your account.

2.6.1.7 Verizon

Cellular Phone, Cellular Home Internet and Fios.

Verizon is known to throttle IPTV and other streaming sites like NetFlix and YouTube, especially on lower end plans. You can use a VPN but sometimes speed limit is enforced across the board for all traffic even with a strong 5G connection depending on plan and data caps are in place. Some data plans are 5G for a very limited amount of data you will hit within a few minutes of watching a show. They then lower speeds and throttle things.

2.6.1.8 Xfinity

It has been reported that select channels, like sports programs, may not work while other channels are fine. Some have reported throttling. Fire up a good VPN.

2.7 Moving or Traveling

Some have asked about moving or traveling: taking a device to a friends house or hotel. This is not an issue, LayerSeven does not do an IP (or device or app) lock. However, you may need to change host names or use a VPN depending on the new locations internet. Also some hotel WiFi will require you to

accept an agreement/don't sue us login page; something that some devices just wont work with. Some hotels I have stayed at also just suck on speed or throttle/block things. Why can I torrent at Motel 6 but not the Hilton?

Setting Up Your Client

There are many different clients out there for IPTV. Some are better than others. TiviMate is a common one. UHF is liked by many on the iOS platform. IPTV Smarters is used by many since it runs on many platforms.

TiviMate and Smarters are free but the paid version (one time payment) adds many features and supports the project. Like everything, there is scam versions out there. If it comes with TV services its not the real one. The real player does not have channels or any other content included.

3.1 Adjust Channels

On the Panel site, https://panel.layerseven.ai/. Choose **Orders** at left, then on the active connection you are using (expired and trial ones may appear as well), select **Adjust Channels**. Unselect many of the areas/languages/countries you don't want. Having all of them enabled is too many channels for many clients to handle and can cause them to error out or crash. Then hit **Save Channel Selection**. It will take some time to process, normally done in about 15 minutes. You will get an email saying its done.

3.2 More Devices Than Connections

I have four TVs, and bought two connections from LayerSeven. How do I set them up?

Depending on your client software, you may need to get the premium or pro version of the app to have multiple playlists. Setup the playlists on all TVs, naming them something like LayerSeven 1 and the second playlist LayerSeven 2. Then when the first person starts watching on a TV they will select the first playlist. Second person comes to watch on another TV and they need to select the second playlist. Third person wont be able to watch in this story. It takes some coordination between users.

This setup only works with Xtream Codes or M3U setup. Those using MAG boxes (MAC address tied) wont be able to do this unless their box supports multiple Xtream Codes playlists.

3.3 A Note About FireStick

As of the last few months of 2025 approached, it seems Amazon may also be ending some IPTV apps on Fire devices like the FireStick and Cube. Rumor has it an update will come out and you will get a warning about IPTV apps on your device and an option to remove them. You can't use them. There is a ton of misinformation online about it and some say TiviMate is safe, others say not. Who knows. Some newly bought Amazon devices will be running a new OS called Vega that also will not allow IPTV apps. This may be the death of Amazon devices and IPTV.

It is possible that someone comes up with a hack or work around, but no one knows for now. If you are in the US and parts of Canada, the under $20 Onn stick at Walmart seems quite promising. TiviMate is available in the play store. No need for downloader apps and special codes.

So do not get a Fire device that is using Vega. Also do not buy the Firestick Select. Those can not be side loaded.

3.4 IPTV Apps

There are about 100 IPTV apps out there. Picking one can drive people mad. The main thing is what your device can run. For example, on Apple devices, UHF is common. But it will not run on Android devices. Tivimate it common on Android TV devices, but not Android tablets and phones. Fun!

For those with Android TV devices like the Firestick and want to use Tivimate, checkout setup section here: 3.6 on page 23.

On iOS/tvOS devices like Apple TV, many like UHF. You will need tvOS version 17 or later, Mac OS 13 or later with M1 or better, or iOS 16 or later on iPhone and iPad. Other than UHF, there is GSE and IMPlayer.

Smarters runs on many devices. The issue is there is many spinoffs of it that claim to be the "real" one. See 3.7 on page 25 for more info on Smarters.

Many other IPTV providers will give you an app you have to use. It may be a hacked version of a real paid app. LayerSeven does not do this and you can do many things with it. Whatever you pick, it must support Xtream Codes (Smarters may call it Player API). Otherwise, whatever you use is up to you and your tastes.

3.5 General Setup

3.5.1 M3U and Xtream Codes

LayerSeven does provide three ways to connect. ~~M3U URL~~, Xtream Codes, and MAG box (MAC address authentication). By far, most users will want to use Xtream Codes. It provides some features that m3u does not like expiration date right in the player. It also is less to type in via remote control so less headaches for you. You do not gain or lose channels, shows, etc using one over the other nor does the quality change. Its the same channels, just a different way to get the list to you.

3.5.1.1 Xtream Codes

Some versions of Smarters calls this Player API, but same thing. This type of connection is three items: the server or host name, username and password. Each will have to be put in the client correctly. You may be asked for a playlist name. This can be whatever you want to call it. Most clients will auto setup the EPG with this option. Use the user and password from your welcome email or on the panel. For a list of servers see 4.1.4 on page 27.

3.5.1.2 M3U URL

Thanks to some not so nice people, you need to use Xtream Codes only. Not m3u. If you must have m3u like for feeding into TVHeadEnd or Emby, there are conversion programs. See the #servers group on discord and the pinned manual there. There is a program made by our own VIP Bri61 that will do it well.

~~This is one URL that contains the server (host name), user and password in one long string. Use Xtream Codes if you can, but if your client only does m3u, there is no harm in using m3u. Be sure to punch in the URL exactly as it is in your welcome email or on the portal.~~

3.5.1.3 MAG Boxes (Infomir, Formuler)

Some of these units will have the option to use Xtream Codes. Go for that as its more secure[1] and much faster setup. Otherwise it uses a mac[2] address (think of it like a serial number) that is sent to LayerSeven in place of a user and password. LayerSeven does not have a way to add a mac address to the system via the panel. Instead you must open a ticket, support@layerseven.ai. Include your mac address in the email request.

The server you use will be the same as the list we have posted but end with "/c/" tacked on the end. So something like http://host/c/ for example.

3.5.2 EPG/XMLTV

EPG is Electronic Program Guide. Some may call it TV Guide. XMLTV is the format, XML of the guide data.

3.5.2.1 LayerSeven EPG

In your welcome email there will be a URL for the EPG. It is not on the Panel so you will have to use the one in the email. It will look like this:

http://hi-world.me/xmltv.php?username=USERNAMEHERE&password=PASSWORDHERE

You can use the above URL, just punch in the username and password your your account in the correct spots ("USERNAMEHERE" and "PASSWORDHERE" need to be replaced). You can change the server name as well, or use whatever. It does not have to be the same server you use for TV.

3.5.2.2 Backup EPG

You can use the LayerSeven backup EPG. It does not have a username or password in it like the other. It comes in two flavors, compressed and not compressed. Some clients don't like the compressed. (Compressed ends in .gz). Both have the same data.

http://epg.layerseven.ai/epg-all.xml.gz
http://epg.layerseven.ai/epg-all.xml

3.5.2.3 Third Party EPG

The included EPG is not great. There is no way to get EPG for 30K channels. Some don't have them anywhere on the internet anyway. There are many third party EPGs you can use. Some are pay while others free. Chances are these will not automatically map to their respective channel. You will have to map them manually in your client.

Below are two, the first being all EPG data they have for the world. Second is US only. You can also go to https://epgshare01.online/epgshare01 and find more for other regions.

- All from epgshare:
  https://epgshare01.online/epgshare01/epg_ripper_ALL_SOURCES1.xml.gz
- US only from epgshare:
  https://epgshare01.online/epgshare01/epg_ripper_US1.xml.gz
- Another for US by city and a UK source: https://share.jesmann.com/
- IPTV Boss paid EPG: https://members.bosstees.net/

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[1] The mac addresses use a set range by the manufacturer. Bad folks scan servers of various IPTV providers with each number in turn until they find some that work. Then off they go using your account. Newer devices use a larger range at random. But Xtream Codes is a much better option. You can be up and running faster and change devices at ease.

[2] Mac addresses are not the same as IP addresses and nothing to do with an Apple Computers.

3.6 TiviMate

TiviMate is used by many users. There are hacked versions out there, scam sites to buy it, as well as some that come with a promise of including content. The real software does not include content. It is made for Android TV devices. It is not made for phones or tablets, even those running Android.

The app is free but there is premium upgrades. As of this writing, it is US$33.99 for up to five devices. One benefit is having multiple playlists. This is good if you have multiple providers, or have LayerSeven added multiple times with different server names if your ISP likes to mess with your connection making switching is easy.

To find out more and buy, the correct site is https://tivimate.com/. For those needing to use a downloader on a Firestick, see the next section. For everyone else on Android TV devices like the Onn stick, you can find it in the play store. There is a link on the website just mentioned.
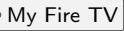
3.6.1 TiviMate on FireStick

You can't just get TiviMate from the Amazon App Store. (Other Android units with the Google Play Store does have it!)

3.6.1.1 Enable Developer Options

1. Select the **Settings** gear icon from your Firestick home screen's top menu.
2. Select **My Fire TV** after scrolling right (older models might show "**Device**" or "**System**").
3. Select **About**.
4. Click your device name (usually the first option) 7 times in succession.
5. You'll see a message No need, you are already a developer that confirms activation.
6. The **Developer Options** will appear after you press the back button.

3.6.1.2 Allow Unknown Sources

1. Select Settings ⟩ My Fire TV .
2. Look for **Developer Options** in the menu.
3. Your Firestick version will show one of these options:
    a) **Apps from Unknown Sources**: Enable this and confirm when asked.
    b) **Install Unknown Apps**: Choose this, then enable Downloader from the list.

3.6.1.3 Install the Downloader App

1. Select the **Find** or **Search** icon (magnifying glass) from your Firestick home screen.
2. Use the on-screen keyboard to type Downloader.
3. Look for the orange Downloader app with the downward arrow icon in search results.
4. Select **Get** or **Download** and wait until installation finishes.
5. A notification will appear in the bottom corner after installation.

3.6.1.4 Use Downloader to get the APK and Install

1. Launch the **Downloader** app from your apps list and select the URL input box on the home screen.

2. Enter the official TiviMate code: 272483 – this code links directly to the latest version.

3. Click **Go** and let Downloader fetch the APK.

4. The system will prompt you to install the application once downloaded.

5. Click **Install** on the system installation screen.

6. Your Firestick needs 15-30 seconds to process the installation.

7. You'll see two options after completion: **Open** and **Done**.

8. Pick **Done** to go back to the Downloader app.

9. Downloader will ask if you want to delete the APK file, click **Delete** to remove it.

10. Confirm by clicking **Delete** again.

3.6.2 Launch and Config of TiviMate on all devices

1. Launch TiviMate.

2. Select **Add Playlist**.

3. Select the option for **Xtream Codes Login**. ~~You can do the playlist m3u, but the~~ Xtream Codes is better for use with TiviMate.

4. Plug in the server hostname, username and password provided in the welcome email or on the panel website. For a list of servers see 4.1.4 on page 27.

5. You can toggle on or off VOD for on demand content (Movies and TV Shows).

6. Hit **Next** and then **Done**.

7. It can take time to load the channel list. If you get an error like how the server can not be contacted, check the spelling of the server name, or try one of the others. If you get any login or authentication errors, check the username and passwords. They have to be 100% right. Many letters and numbers look similar and typing in via a remote is a pain.

3.6.2.1 EPG (TV Guide)

1. May not be needed as it should auto setup! But if needed...

2. Go to `Settings ⟫ EPG`.

3. Set **Past Days to Keep EPG** to 1 (saves storage space).

4. Change **Update Intervals** to 24 hours.

5. Turn **Update on app start** to Off

6. Set **Update on Playlist Change** to On

7. Go to `Settings ⟫ EPG ⟫ EPG Sources ⟫ Add Source`.

8. Enter the EPG URL from your welcome email.

9. Return to `Settings ⟫ Playlists ⟫ your playlist name ⟫ EPG Sources`.

10. Enable your newly added source.

3.7 Smarters IPTV

It is available for Android, iOS, Windows, Mac, Samsung and LG TVs. There are plenty of rogue sites out there with fake versions, versions that say they include content, and hacked versions. There is the free version/lite, as well as the paid version with many more features. The downloader code for those on fire stick for Smarters is 6468112. Configure as Player API or Xtream Codes depending on what your version calls it. Same thing. Plug in the server hostname, username and password provided in the welcome email or on the panel website. For a list of servers see 4.1.4 on page 27.

3.8 Catch-up

Catch-up is a feature where an IPTV provider records a channel and keeps a rolling number of hours ready to be re-watched later. To get it to work, you must have a client that supports it and the channel must support it. Not all channels have this feature. Some clients say you must have an EPG with data for the prior time frame to rewind to.

In TiviMate, you can watch a live channel and hit the **left arrow** (depending on the device remote it may be different) and choose what you want to go back to, start of another prior show for example.

3.9 Multiview (Picture in Picture)

Multiview allows you to watch one or more shows at once. Since LayerSeven does one connection per user/password, it may not work even on paid multi connection plans (without special setup), or not for long as reported by some users. If you have more than one connection, you can setup each in a separate playlist, we will call them playlist A and playlist B. Then select one channel on playlist A, then a second channel on playlist B.

3.10 Recording

A few users have asked about recording. You need a few things.

1. A device that supports it. This device may have built in storage (hard drive or SSD), or you can plug in external storage. Some devices have a USB port but may not support a USB drive at all (too slow of a port, not enough power for a spinning drive, or not made for this at all).

   a) Some USB storage devices won't be big enough or fast enough for storage of live video. A low end storage device or one that is USB 2.0 may not work. Look for USB 3.X and see what the devices manual suggests.

   b) You may need to format the drive as well. Refer to the user guide for your device on how to do this and supported formats. Some devices can format them for you, others you will have to plug into a computer to format. For example: some Google TV devices support exFAT but other models support FAT32 only. Formatting a drive removes everything on it so don't use one you have things already stored on you want to keep.

   c) Some devices will also need an adapter to go from USB C to USB A. These are sometimes called a OTG cable. Again, refer to the user guide for your device.

2. An app that supports it. Some apps you will need to get the paid (pro or premium) option. Apps that support it is TiviMate Premium and Smarters Pro.

It does not work!

Blank screen, wont load, buffering, cutting out, stopping. Since there are many things that can cause IPTV to not work we start with the basic things. Look at the Internet section. See 2 on page 14. Many suggestions are here and deal with ISP issues. Speed tests may be fine, but IPTV will have issues due to some ISPs doing mean things (they hate IPTV and streaming!). It more often than not a LayerSeven issue!

4.1 Try to Change The Host Name (Server)

All the hosts have the same channels. You will not lose channels changing hosts.

4.1.1 Xtream Codes (Player API)

Xtream Codes has three things, server name (host), user and password. Maybe a playlist name, but you can call it anything. Do not modify the user and pass, but change the server name. See hosts here: 4.1.4. On TiviMate, be sure to scroll down and be sure to hit apply changes.

4.1.2 M3u (Playlist URL)

> Note: For several months, m3u has been disabled. Convert to using Xtream Codes!

~~You may have something like this in your client:~~
~~http://blah.com/get.php?username=myuser&password=mypass&type=m3u_plus&output=ts~~
~~Change blah.com in the example to another host, shown here: 4.1.4.~~

4.1.3 MAG Boxes (MAC Address Connections)

Some newer boxes will support Xtream Codes. If yours does not and uses MAC address authentication only, this section is for you. Depending on the software version and age of the box, the location and names change on menus. Most call it **Portals** instead of host/server name. On newer boxes, it is under Settings ⟩ System Settings ⟩ Servers ⟩ Portals . Then select the name you put in for the service. Change the URL field to one of the listed hosts, often times ending with `/c/`, so like `http://l7x.net/c/`. Once you are done normally you have to save and then restart the device.

4.1.4 Available Hosts (Servers)

The list of hosts are listed here. The list does change and this document and pinned messages on Discord will get updated. Hosts that have cf in them pass data via Cloud Flare, a reverse proxy service. It is somewhat like a VPN, passing the IPTV data through another server. If you are using your own VPN stay away from the cf hosts. No VPN? Then try any of the hosts.

Many people ask what one works best, what one is more up to date or has a select show on them. What works for me may not for you. It all depends on your ISP, its peers, VPNs, and a few other factors. All servers have the *same content*. You do not lose or gain channels between the hosts. All on the list below are ready to go.

Servers (Hosts)

CloudFlare Hosts (Not for VPN users)	Non Cloud Flare for all users
`http://cf.business-cdn-8k.ru`	`http://hi-world.me`
`http://cf.fire4k.xyz`	`http://hi8k.xyz`
`http://cf.hi8k.xyz`	`http://l7x.net`
`http://cf.me-tv.cloud`	`http://me-tv.cloud`
`http://cf.me-tv.me`	`http://me-tv.me`
`http://cf.metome.xyz`	`http://metome.xyz`
`http://cf.port8k.xyz`	`http://port8k.xyz`
`http://pro.fire4k.xyz`	`http://fire4k.xyz`
`http://pro.hi8k.xyz`	`http://layersevenw.com`
`http://pro.me-tv.cloud`	`http://layersevenx.com`
`http://pro.me-tv.me`	`http://layerseveny.com`
`http://pro.metome.xyz`	`http://layersevenz.com`
`http://pro.port8k.xyz`	
`http://cf.layersevenw.com`	
`http://cf.layersevenx.com`	
`http://cf.layerseveny.com`	
`http://cf.layersevenz.com`	

Remember, do not use the hosts with cf or pro in the name if you use a VPN. If you do not have a VPN, then try any! The host with pro in the name doesn't mean anything special.

4.2 Wont Login, User/Password Errors, Cant Connect to Host

Check the user/password/server you are using for Xtream Codes users. If you are copying and pasting to your client from the welcome email or panel website sometimes a leading or trailing space can get in there. The info must be typed 100% correctly. Watch for i/1/l and o/O/0 mixups if you are typing it in. Try another host.

4.3 Its Not In HD, 4K, 8K or 120/240 Hz!

This is not being down or broken, but asked quite often. Many channels say HD or 4K, but are often lowered down to lower levels during big games and events to save bandwidth. L7 does not automatically lower the quality due to internet speed limitations like NetFlix or YouTube can do. You get what you get, there is not a client or internet speed setting to change. Many times people are upset with even 1080P saying it looks bad.

4.4 IPTV Error Codes

- 403 - TiviMate can also give this error if it has corrupt data (Clear cache and reboot). Some VPNs will inject this code if your VPN account has expired or the link to the VPN server has been disconnected.

- **404** - Injected by some ISPs and some VPNs. Try another host (server) or use a VPN.

- **451** - 99% of the time this is an expired account. If using xtreme codes, your player will be able to show the expiration date. You can check on the panel but it can be incorrect.

  – It may come with the message **Unavailable For Legal Reasons**. This is an ISP block done by a content owners request or by laws in that area. Try another host (server) or use a VPN.

- **456** - Sometimes a region block by your ISP. Try another host (server) or use a VPN. Some other IPTV providers give this error if there is an IP block in place, or you appear in another country such as using a VPN. LayerSeven does not use IP locks.

- **458** - Connected more than once, usually. LayerSeven allows one connection per username/password pair even if you pay for several connections (each will have a user/password pair for one use). You can use the same user/password pair on more than one device only if one of them are active at a time on that account. Sometimes it thinks you are still connected on another device. Give it a few minutes, or reboot your devices/router/modem. Normally just giving it five minutes is enough.

  – If you have **TiviMate 5.1.**x or newer, this error does come up often for some unlucky users. Sometimes it will clear in 10 minutes and never come back. Other times it drives people nuts. Force-stopping the app and clearing the cache (cache, not data) may help. Some said downgrading to version 5.1.6 with downloader code 6911785 helps but others say it does not. Other providers have been seeing the issue and it has been sent to the Tivimate devs but they seem to see nothing wrong. If you downgrade, you will have to reload your playlists as a backup from a newer version will not load on an older version. This will also kill favorites.

- **502** - Try another hostname (server). See 4.1 on page 26. Normally it resolves in a short time. Check the LayerSeven Discord for more info if it does not resolve soon. This is sometimes served by CloudFlare (CF) hosts.

- **551** - Reboot your device.

- **Most 500s** - If you are using a VPN, can be an error on the VPN end. Check your VPN service expiration and connection status.

4.5 Player Error Messages

These very depending on the client. But these messages are posted often.

- **Playlist already exists.** Exactly what it says, you already have this playlist URL setup.

- **No Streams Found.** Can happen when the EPG (TV Guide) is added as a playlist, or it is mistyped. EPG is added in a separate place in your client as it is not a playlist.

- TiviMate: **HttpDataSource$HttpDataSourceException**. Very often a mistake typing in the m3u URL. Use Xtream Codes (a server/host, user and password combo). ~~If you keep the m3u option, double check everything is correct.~~ Look for i/l/1 and o/O/0 mixups, no leading or tailing spaces if you copied and pasted.

- TiviMate: **An error has occurred while processing your playlist. Make sure you have entered the correct data and check your internet connection**". A very generic error message. Make sure your device does have internet. Make sure you typed in everything exactly. Try another hostname. If you have a VPN, try it without it connected. Reboot everything, TV, device, router, etc.

4.6 Check Expiration

The dates on the website, https://panel.layerseven.ai/ are sometimes incorrect. Sometimes special events happen and an extension will be given as a prize. Other times it is not right when you renew or after

adding (upgrading) lines. If your client is using Xtream Codes, it will give the correct expiration date there.

On TiViMate, go to Settings ⟩ Playlists ⟩ your playlist name ⟩ Xtream Codes Parameters . Then scroll down to expiration date.

4.7 VOD or PPV Not Working or a PPV Event Missing

Reload/refresh the playlist. On TiViMate, go to Settings ⟩ Playlists ⟩ your playlist name ⟩ Update . PPV events don't appear until closer to the event time.

4.7.1 Select Channels Only Are Dead

Sometimes a small set of channels wont work, or a range. Reload the playlist as things may have changed. If it is just a channel or two, email support (See 4.11 on the following page) with the exact channel names. Just saying **ABC** wont work as there is more than one. Include the name on your screen, like **US: ABC**. Some clients make up channel numbers. Those are unique to your client and will not help support.

4.7.2 Missing VOD

Some software, like TiviMate will not let you use VOD unless you buy the program. Even if you do buy it, there are options in TiviMate (and other apps) to turn off VOD. Check these settings. Reload the playlist.

If you are wanting a movie or show and it is not there you can request it. However know this:

- Not all shows can be found or a good copy. They are pirated you know.
- Not all new episodes or movies are just added. This would be crazy to manage adding every new movie or show out there around the world; many that would not be ever watched.
- VOD takes service space so another reason why not everything is added and sometimes things are removed.
- Learn to torrent or use Usenet/Newsgroups like the rest of us.

4.7.3 PPV

If you are not finding an event: These channels change often with each added event. Be sure to refresh/reload your playlist shortly before the event. If your client has a way to clear the cache you can try that so you know you are getting a fresh playlist. Some clients have search but don't find anything because they search the EPG and not channel titles. In these cases the title will have the name of the event, but no EPG and you will need to go to the PPV section and look due to the limitation of your player.

4.8 Closed Captioning (Sub Titles)

Not all clients support Closed Captioning (CC). Not all channels at LayerSeven carry this data, even when the channel advertises that they do have it. Some clients report that a channel carries CC data, but enabling it does not net any results. Some channels have it for the show, but may not have it for some or all commercials or other aired events. Some channels/shows will have multiple languages available.

4.9 Talk on the LayerSeven Discord

1. Try the steps listed in this section above first. We will just point you back to these if you have not.

2. Don't come in screaming that the servers are down. 99.99% of the time this is said all is fine and its a device, user or ISP issue.

3. Post in the right section. Do not post the same thing in several chats thinking you will get a faster response. This is seen as rude and wont help things along. In fact you may be ignored.

4. Be sure to include your client device type and client software (app). Sometimes there are known issues with select ISPs, clients and devices. Do not list your real name, email address, or other personal data. Try several channels, VOD, PPV etc and let us know what works and does not. Include an error message and the error number that comes with it.

5. Do not mention other providers in chat.

6. Most of the people on Discord are other users and do not have a way to verify the status of your account. We will try to help as we can. Be respectful of others.

7. Post helpful data. Often we have to work hard to pull and extract data out of people that won't answer questions. We often ask what server you are using, what client software, version, device, etc and people wont answer the question and just go on and on about "its broken". Some questions may be asked to make sure you bought on the legit site as well. Please help us by answering questions. Nothing will be asked like your name, address or personal info (admins may DM for email address to look at your account in some cases). If you keep saying "Its broken" you wont get help or even get ignored.

8. Stay with us. Many ask for help and then bail for long times; even hours or days. By then the person you are talking to may be gone or even forgotten what you had asked about in the first place. If its as urgent as you say and then you leave its not urgent to us as well.

9. Real admins are not always available. They may ask privately for your account email to verify that it is not an account error. They may let you know if your account has expired, but will *never* ask for payment directly on Discord. Only pay on https://panel.layerseven.ai/.

10. Acting like an ass, spamming, trying to start a riot (its happened) or going off on people trying to help you will get you booted.

11. Pinned Messages: Sometimes there are pinned comments about issues, important info or tips to fix problems. If you are told to look at pinned comments in a select channel then go to that channel. On desktop, there is a push pin icon to show them all. On mobile you long click on the title of the channel then **Pins** tab. Once you find the one you need, click on it to teleport to the full message.

> Joining the Discord
>
> Go to https://discord.gg/buYvtWJCQk.

4.10 WhatsApp and Telegram Support?

LayerSeven does not have WhatsApp support (with the exception of resellers). For general user support, Discord is the best place to start. There are scam sites that have WhatsApp and Telegram to trick you.

4.11 Contact Support

If all else fails after talking in Discord, you may be asked to email support: support@layerseven.ai. LayerSeven does not offer phone, fax, telex or text message support. It can take time for them to get

back to you as they are not 24 hours. It may take time to figure out what is going on with your error, or to fix a down channel.

4.12 I Want to Bitch About The Crappy Service! @#$%^&*!

Like any TV service it can have down time. However 99% of the time it is an ISP, WiFi, CloudFlare or app/setting issue and not an issue with LayerSeven. There has been many users that come on Discord and the first thing they say is that the service is down and a few nasty words. First response from others is its up and working for them. If the power goes off at your home do you assume the whole world lost power and riots are about to start? No. This is not a company with a 40 person IT team and 60 people in a call center 24/7.

Being rude to those in the Discord chat will not get you very far. You may be called a *wanker* or even booted from the chat. We are willing to help but you will need to be cool. Know that nothing is an instant fix and there will be work on your part. If you had cable they would have you reset the cable box, check cables and insist to put new batteries in the remote for some reason. Its how things go.

> **Still want to complain?**
>
> It is a US$12.99 a month service. If you want cable then go get cable. Have to do a credit check. Pay $165/month for one TV. $10 bucks a month for each additional TV box. Get only your countries channels and pay more for foreign channels; if they even have it. Pay more for PPV events. Pay more for sports channels. Pay more for Cinemax and HBO. Pay more for local channels or have to put up an antenna on your roof and run more wires to your TV. Get a top plan to get 300 channels if you are lucky and pay a ton more. Pay more to watch on your phone or tablet. Use a buggy app on your phone for that service. Price is jacked up every year. Sign a two year agreement, or worse: get into a contract without even being told about it. Stay home on Thursday between 7 AM and 3 PM just for the installer person to show up unannounced Friday at 7 PM stoned. Have a stranger in your house to set it up. Leaving the service? Pay cancellation fees, contract breaking fees and have to take the boxes and remotes back to the store two towns over. And don't get me started on satellite.
>
> ITS YOUR CHOICE.

Final Notes

1. Things change. ISPs will start to block. Problems come up. As said before, you will have to play the game to keep IPTV as a service with any provider. Some say its a cat and mouse game and we are not the cat.

2. Once you are able to get things going, take notes of setup or better yet do a backup. Not all clients have this feature. Its possible that an update can blow things up and you have to revert versions. Having a backup will be helpful.

TiViMate Backup

To backup: `Settings` ≫ `General` ≫ `Backup`.
Select the folder where you want to save the backup.
TiViMate Restore
`Settings` ≫ `General` ≫ `Restore Backup`. Then open the folder where your data is saved and select the backup file.

Nomenclature

Catch-up   Ketchup is the red stuff Americans put on lots of food. Oh, you mean catch-up?!?. This is a service on select channels that an IPTV provider records the last so many hours, sometimes days of a channel. If its a supported channel and your app supports it, then you can rewind live TV channels, up to the point that the recording backlog is.

Codecs   CoDec stands for Coding and Decoding. Its a way to encode shows/movies/music and later decode them to play.

Discord   Discord is a chat service. On it, you can sign up and join servers. Each server can be on various topics. LayerSeven has their own.

DM   Direct Message. Normally a message sent between two people and not in a larger group.

EPG   EPG, or Electronic Program Guide, is an XML formatted document that provides your software a "TV Guide".

FTTH   Fiber to the Home. Fiber connection ran from the node directly to your house and to your modem/router.

IPTV   IP Is Internet Protocol, and you already know what TV means.

ISP   Internet Service Provider, or the company you get internet from.

PPV   Pay-Per-View. Many sports events are on these channels, like fights.

Side Loading   Side Loading is adding an app to a device outside of the normal means, like loading it from the "Play Store" or "App Store". Directions for this vary depending on device and the app you are loading.

Throttling   Heavy internet users can be slowed down to protect other users on the network. It may also hit when a user hits a data cap.

Traffic Shaping ISPs preform traffic shapping. Realtime data like a phone call often get bumpped up as you don't want your call cutting in and out. Other traffic like an internet download can be slowed down for this traffic to make everyone happy.

VOD   Video On Demand, Normally Movies and TV Series.

VPN   Virtual Private Network. A service that allows your computer, phone, TV or other device to send all internet traffic over a link and 'come out' someplace else. It is often used to masquerade your internet and appear to be coming from someplace in another country. This is often used to get around some regional blocks, country laws and ISP throttling.

Xtream Codes   A method using a server/host, user and password to grab the playlist from an IPTV service provider. Smarters IPTV calls it Player API, but its the same thing.