**SOPs**

# Standard Operating Procedure

**Media Entertainment**

**App Services (TIVI Mate)**

**Department: Tier 2**

**Purpose:**

To establish the guidelines for setup of different IPTV applications through standard procedure, all technical support representative is responsible for following this SOPs.

## **Smart TV**

If customer want application services on Smart TV, Tier 2 representative will follow the following SOPS for app setup.

**Probing: -**

* The customer support representative will confirm customer about the Google paly store account.
* The customer support representative will guide customer to download IPTV application named “TIVI Mate”

**Setup Instructions**: -

* The agent will guide customer to download desired application from play store.
* Open App
* Click okay on Add Playlist
* A Menu will be displayed on the right (M3U Playlist) + (Xtream Codes) + (Stalker Portals)
* Click Stalker Portals
* Select Server address and enter the server URL E.g. http://tv.stream4k.cc
* Ignore all options
* Select Mac-address and activate it against the service.

NOTE: -

Mac address for TIVI mate's usually begins with 00:1A:79:

* After MAC confirmation activate services from our side first
* Right side of screen option will appeared (Next and Back)
* Click okay on Next
* Channels will load now
* After loading two options will appeared now (Done and Back)
* Select Done
* Now select channel which you want to watch
* Left side of TV screen will get Channels name and categories and if press left arrow key one more time will get (TV+ Movies+ Shows+ Recording+ My List and Setting)
* In Tv will get Live Channels
* In Movies will get Movies and Series
* In Shows will get all recorded TV Shows
* In Recording will get recording if you record any thing
* In My List will get Programs which you make in Favorites
* In setting will get app setting
* **How to change URL or add new URL:**
* First of all, click okay on setting and go to Playlists
* Now will get option (Unlock Premium)
* Click on this option and Enter Email and Password which provided from our side after this click okay on Add Playlist and A Menu will be displayed on the right (M3U Playlist) + (Xtream Codes) + (Stalker Portals)
* Click Stalker Portals
* Select Server address and enter the server URL E.g. http://tv.stream4k.cc
* Ignore all options
* Select Mac-address and activate it against the service.

**How to make channels in Favorite**

* First open TIVI Mate app
* Select channel which you want to make favorite
* Press okay on this channel and channel on full screen
* Press down arrow key twice and will see many options bottom of screen
* Select Add to Favorite and channel is in favorite now
* Press left arrow key from remote and go on Favorite category will get you favorite channels which you make in favorites

**How to make Movies in Favorite**

* First open TIVI Mate app
* Press left arrow key and will get options TV Movies and Shows
* Press okay on Movies
* Select any movie which you want to make in Favorite
* Will get option (Add to My List)
* Movie added in List now

**How to change MAC**

* First open TIVI Mate app
* Click okay on Add Playlist
* Click okay on Stalker Portal
* Will get MAC option there
* Go MAC option and press okay on it will get keyboard on TV screen
* Enter MAC here from own which you want to add

**Can we use this app on Xtream Codes**

* First open TIVI Mate app
* Click okay on Add Playlist
* Will get these options (M3U Playlist + Xtream Codes + Stalker Portal)
* Press okay on Xtream Codes
* Will get three options (Server address + Username + Password)
* Type Server URL in server Address
* Type Username and Password which got from backend
* Will get next option and then Done
* Now will get all channels on TV screen

**How to search channels**

* First open TIVI Mate app
* Play any channel on full screen
* Press down arrow key twice and will get many options bottom of screen
* Press okay on Search option and will get Keyboard on TV screen
* Type channel name which you want to watch

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Created by Ahsan Jaffer and Faizan Azam

**Approved by** Sir Waqar,