



Welcome to M1K3 TV

By using this device, you acknowledge and agree to the Terms of Use.
Your continued use of the product constitutes acceptance of these governing terms.

Welcome to Your M1K3TV Experience

This is your personalized home screen. Think of this as your central hub. Simply press the **Home** button on your remote to return here instantly.

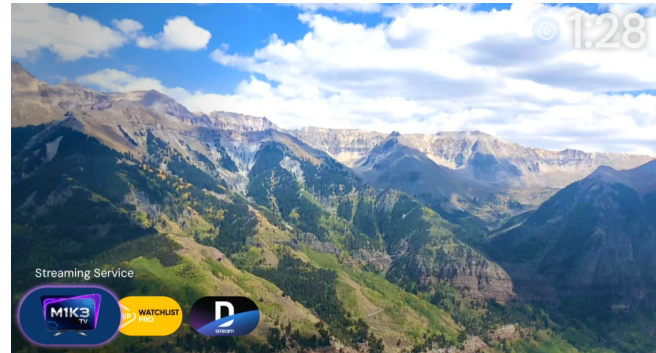
To help you get the most out of your service, we've organized your apps into four intuitive categories:

Row 1 | Streaming Service: Your premier applications for live streaming and your main viewing platforms.

Row 2 | Additional Apps: Explore a curated selection of additional entertainment apps provided exclusively for your enjoyment.

Row 3 | Tools: Manage your connection with essential utilities, including **Proton VPN** and our integrated **Speed Test**.

Row 4 | Device Settings: Select the gear icon to manage **Wi-Fi** connections, **remote pairing**, and system preferences.



START HERE → STEP 1: HARDWARE CONNECTION

Device connection

- **HDMI SETUP:** Connect your device to your TV using the provided HDMI and power cables. The device will power on automatically. **Pro tip:** Make a quick note of which HDMI port you used (e.g., HDMI 1 or HDMI 2)—you'll need this info again.
- **TV CONFIGURATION:** Turn on your TV and switch the input/source to the HDMI port you just noted.
- **TV BOX BOOT:** Once the system boots up, you will be at the "Home Screen: with the clock in the upper right-hand corner. This is exactly what we want to see! It confirms your device is powered on and communicating correctly with your TV.

STEP 2: WIFI CONNECTION

Internet Connection

- **DEVICE SETTINGS Settings:** Navigate to the Device Settings menu represented by the gear icon on the last row
- **ENABLE WIFI:** Select Network & Internet. Ensure the Wi-Fi toggle is switched to the On position (the indicator will be blue or positioned to the right). Select your Wi-Fi from within the list of options.
- **ENTER CREDENTIALS:** Use the on-screen keyboard to carefully enter your Wi-Fi password.
- **CONFIRM CONNECTION:** Once submitted, the system will display a "Connected successfully" message. If the connection fails, please re-verify your password and ensure your router is within range.

Note: For your security, M1K3TV does not have access to your private network credentials. If you are unsure of your network name or password, please consult your Internet Service Provider (ISP) or the label on your router.

STEP 3: REMOTE SETUP

Customizing Your Remote Experience

By default, your remote is paired to operate your TV Box. To simplify your setup, you can also program it to control your TV or Sound System's volume and power.

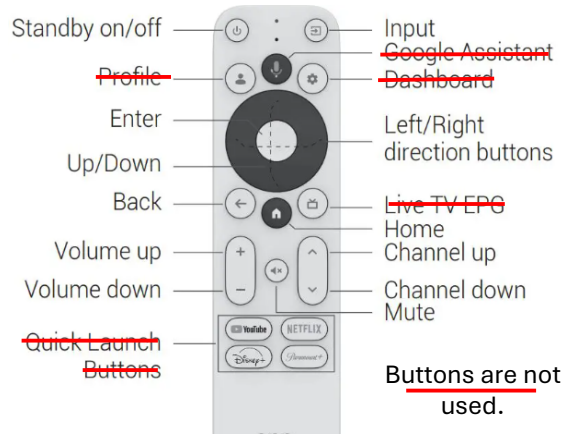
Pairing with Your TV or Sound System

Access Remote Settings: From the **Home** menu, navigate to **Settings > Remotes & Accessories**.

Configure Buttons: Select **Set up remote buttons** and then choose **Add device**.

Select Your Brand: Choose your device type (TV or Soundbar) and locate your brand from the list.

Follow the Prompts: Follow the on-screen instructions to sync the signals. Once complete, your remote will be your "all-in-one" controller.



STEP 4: ACCOUNT SIGN IN

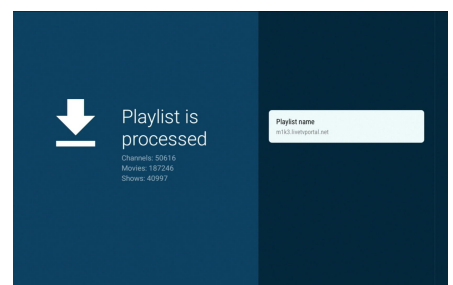
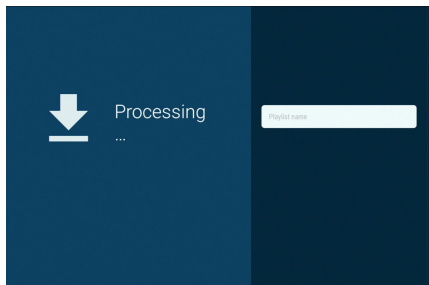
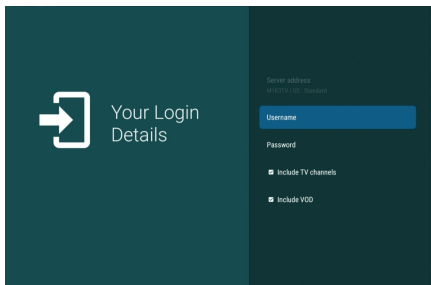
Account setup

Your device requires activation and configuration, please follow the steps below to activate and configure your service. Before beginning, ensure you have your account credentials.

- Choose the streaming app (M1K3 TV), First app on the first row.
- Highlight and select "Add playlist"
- Select the Country and the streaming package you have. "Essentials" "Standard" or "Premium"
- Using your account details that was sent to you, enter the username and password.
- Highlight and select "Next"
- Troubleshooting Tip

If you receive an error, please verify that your internet connection is active and that your credentials were entered exactly as shown (they are case-sensitive).

- A "Processing..." message will appear. The system is currently syncing your custom channel list and account permissions. This may take a few moments
- Once you see the **"Playlist is processed"** confirmation, select **Done**. A **"Please wait..."** message will appear as the interface prepares your viewing experience.



- Finalize Activation:dfcx

You will be automatically redirected to the TV Guide. Enjoy, You're done!

Note: You may initially see "No Information" in the guide slots. This is normal! The system is simply pulling in the latest programming data. Your content will populate momentarily.

YOU'RE ALL DONE!

Next, we will go over optimization and troubleshooting.

Personalizing Your Viewing Experience

Adding and using Favorites

The **Favorites** feature is designed to put your most-watched content at your fingertips. By marking your preferred channels, they will be automatically organized into a dedicated "Favorites" group across all TV playlists, ensuring you never have to search for the content you love.

How to Add Favorites

You can personalize your channel list using any of the following methods:

From the TV Guide: While highlighting a channel in the guide, **press and hold** the Select button. A pop-up menu will appear on the right; scroll down and select **Add to Favorites**.

While Watching: During live playback, **press and hold** the Select button to bring up the bottom navigation menu. Scroll to the right and select **Add to Favorites**.

Via Search Results: Once you have located a channel or movie through the search function, **press and hold** the Select button on the result and select **Add to Favorites**.

Managing Channel Groups

To streamline your guide and hide categories you do not use, you can customize your group visibility:

Navigate to **Settings** and select **Playlists**.> Select your active playlist (indicated by the checkmark icon).> Scroll down to **Manage Groups**.> Select the group of content you wish to edit. From this menu, you can toggle specific categories to **Visible** or **Hidden** to create a cleaner, more tailored browsing experience.

Video on Demand (VOD) - Streaming Platforms

The **Video on Demand (VOD)** library significantly expands your entertainment options, offering an extensive collection of over 250K+ movies and television series curated by your provider.

Accessing Content

To explore the VOD library, start from your main channel guide:

1.Navigate Categories: Scroll to the far left of the TiviMate menu guide to find the **Movies** and **TV Shows** sections.

2.Select a Genre or Provider: Once you select a category, scroll back to the right to browse available providers or genre groups.

3.Browse the Library: After selecting a group, your content choices will appear on the right side of the screen, complete with high-quality thumbnails.

Viewing Options

When you select a title, a detailed menu will appear with the following options:

- Play:** Begin watching your selection immediately.
- Open in External Player:** If you encounter playback issues, this option can often resolve them by using an alternative media engine.
- Add to List:** Save the title to your personal watchlist for convenient access later.
- Watch Trailer:** Preview the content before you dive in.
- Note:** Trailer availability is dependent on the provider. If a trailer is unavailable, we recommend a quick search on YouTube for a preview.

Efficient Browsing: Search & Sort

To help you find exactly what you are looking for, utilize the tools in the **upper right corner** of the VOD screen:

- Search Function:** Quickly locate a specific channel, movie or series by title without scrolling.
- Sort Menu:** Organize your view by **Name**, **Rating**, **Date Added**, or **Playlist Order** to keep the freshest content at the top.

Important Content Notice

For your convenience, your M1K3TV device arrives with our comprehensive channel package. This may include mature content intended for audiences **18 and older**. We highly recommend customizing your visibility settings to ensure the viewing experience is appropriate for your household.

Customizing Group Visibility

To curate the content available on your device and hide specific categories:

Navigate to **Settings** > **Playlists**. Select your active playlist and choose **Manage Groups**. Individually disable any categories you do not wish to be visible. Please note that this process should be completed for all three sections: **TV**, **Movies**, and **Shows**.

Proactive Privacy: While in this menu, we recommend toggling the "**Show Newly Added Groups**" setting to **Off**. This ensures that any new categories added by the provider in the future are hidden by default until you choose to enable them.

If you prefer a streamlined experience dedicated exclusively to Live TV, you may deactivate Video on Demand (VOD) entirely:

Navigate to **Settings** > **Playlists**, select your playlist, go to **Parameters**, and uncheck the **Include VOD** option. This will remove all on-demand libraries from your interface instantly.

General Troubleshooting

Occasionally, you may experience minor technical glitches or playback issues. Most of these can be resolved in seconds by following the steps below.

1. General App or Device Performance

If an app feels sluggish or the device is behaving unexpectedly, a quick "digital refresh" usually does the trick:

Clear System Cache: Navigate to **Settings** > **System** > **Storage** > **Clear Cache**.

Force Restart the App: On the Home Menu, highlight the Tivimate app, hold **Select** for one second, and choose **Force Stop**. Then select **Clear Cache**.

DO NOT CLEAR DATA.

Power Cycle: If the issue persists, unplug your internet modem/router and the TV Box from the power source for 3 **minutes**, then plug it back in to fully reboot the hardware.

2. Resolving Playback & Format Issues

If a specific video or movie won't play, it may require a different "decoder" (codec). Switching to a powerful external player like **VLC** often solves this:

Enable External Player: Inside TiviMate, go to **Settings** > **Playback** and toggle **Use External Player** to "Yes."

Choose Your Player: When you play a video, a prompt will appear. Select **VLC**.

Selection Preference: Select **"Just Once"** for a quick test, or **"Always"** if you prefer VLC's enhanced support for subtitles and various video formats.

3. Adjusting Audio Synchronization

If the audio doesn't align perfectly with the picture, follow these steps:

Identify the Scope: Check a few different channels. If only one channel is out of sync, the issue is likely with the original broadcast source and will typically resolve itself shortly.

Manual Adjustment: If you wish to fix it manually, press **Select** while watching, scroll to the bottom menu, and select **Audio Sync**. Adjust the offset in small increments until the sound and picture are perfectly aligned.

4. Managing Buffering or Error Codes

Buffering is most often related to temporary fluctuations in internet stability or provider "throttling."

Run a Speed Test: Confirm your connection meets the optimal standards (Ping < 20ms, Jitter < 2ms, Speed > 70Mbps).

Perform Weekly Maintenance: Refreshing your modem and clearing your cache (as outlined in the Maintenance section) resolves over 90% of buffering issues.

Check Channel Scope: If only one channel is buffering, it may be undergoing temporary server maintenance.

When to Contact Support

If your speed test results are within the target range, you have completed your weekly maintenance, and the issue is still affecting **all** channels, please reach out to us by texting the business line. Please do so at the time of the issue. You're welcome to text 24/7, we will not reply. However, we need to note the time of the issue. Your First text **MUST** include the device ID, photo of the results of your speed test and the type of issue including any error codes.

Support Requirement: You're welcome to text 24/7, we will not reply. However, we need to note the time of the issue. To help us diagnose the issue quickly your **First text MUST include** the **device ID**, **photo of the results** of your speed test and the **type of issue** including any error codes.

How To Get Help

Reach out if you need help.

- Support text should include the following...
 - Photo of speed test results
 - Photo of any error codes
 - Photo of any on-screen message
 - Issue or question description

If you have questions, please text our number first rather than calling. We want to make sure your request is tracked and doesn't get lost in the phone call shuffle!

Contact us at:

TERMS OF SERVICE

1. SCOPE OF SERVICE AND DEFINITIONS

M1K3TV (the "Company," "we," "us," or "our") provides a proprietary media management interface and technical support services (the "Services"). M1K3TV is a technology provider, not a content provider.

No Content Hosting: The Company does not host, store, index, curate, or distribute media files, video streams, or downloadable content of any kind.

Neutral Toolset: Our software and hardware (e.g., "TV Box") function solely as a conduit for users to organize and view their own legally acquired digital assets.

2. INTELLECTUAL PROPERTY AND COMPLIANCE

2.1 User Responsibility:

You, the User, represent and warrant that you own or have obtained all necessary legal rights and licenses for any content accessed through the Services.

2.2 DMCA & Infringement:

M1K3TV strictly prohibits the use of its Services for copyright infringement or piracy. We operate in compliance with the Digital Millennium Copyright Act ("DMCA").

2.3 Data Matching:

Any metadata (synopses, cast lists, or trailers) provided via the interface is sourced from third-party, publicly available databases. The Company assumes no liability for the accuracy or availability of such third-party data.

3. SUBSCRIPTIONS AND AUTOMATIC RENEWAL

3.1 Plan Tiers:

Subscription fees grant access to software updates, technical support, and interface features. A subscription does not constitute a license to any copyrighted video content.

3.2 Automatic Renewal:

By electing the "Auto-Renew" option at checkout, you authorize M1K3TV to charge the payment method on file at the then-current rate.

3.3 Cancellation:

Users may revoke authorization for automatic renewal at any time via the account management portal or by contacting amin@m1k3.co.

To avoid future charges, cancellations must be processed prior to the next billing cycle.

4. REFUND AND CANCELLATION POLICY

All refunds are subject to a \$50.00 non-refundable account setup and technology fee per device.

Days 1–14:

Full refund of subscription/equipment costs (less the \$50 fee).

Days 15–30:

50% refund of subscription/equipment costs (less the \$50 fee).

Days 31+:

No refunds guaranteed; requests handled at the sole discretion of the Company on a case-by-case basis.

Watchlist Pro Exceptions: Refunds for Watchlist Pro are capped at 50% and are only available within the first 60 days. Eligibility is contingent upon the User transferring account credentials back to the Company.

Processing Period: Payments are subject to a 14-day clearing period before any refund disbursement is initiated.

5. PROHIBITED CONDUCT

Users are expressly prohibited from:

Using the Services to distribute, share, or broadcast unlicensed or illegal media.

Circumventing any digital rights management (DRM) protections.

Engaging in activities that promote hate speech, violence, or unlawful acts.

Enforcement: The Company reserves the right, in its sole discretion, to terminate accounts or restrict access for any user found to be in violation of these terms without a refund.

6. LIMITATION OF LIABILITY

M1K3TV is provided "as-is."

To the maximum extent permitted by law, the Company shall not be liable for any indirect, incidental, or consequential damages arising from the user's storage or consumption of third-party content.

7. GOVERNING LAW AND JURISDICTION

These Terms shall be governed by and construed in accordance with the laws of the United States and the State in which the Company is incorporated, without regard to conflict of law principles.

8. CONTACT AND VIOLATIONS

To report suspected copyright infringement or violations of these terms, please contact our compliance officer at: admin@m1k3.co

PRIVACY POLICY

1. DATA COLLECTION AND SCOPE

This Privacy Policy governs the manner in which M1K3TV collects, uses, and maintains information collected from users (each, a "User") of our devices, apps, and technical services.

1.1 Personal Identification Information:

We may collect personal information (e.g., name, email address, billing information) only when voluntarily submitted during the registration or subscription process.

1.2 Non-Personal Identification Information:

We may collect technical data such as browser type, device hardware version, and operating system to improve software compatibility.

2. THE "USER-CONTROLLED DATA" PRINCIPLE

M1K3TV does not own, access, or monitor your personal media files. * Cloud Integration: When you connect your personal cloud storage (e.g., Google Drive, OneDrive, or private servers) to M1K3TV, the authentication occurs via secure API protocols.

Zero-Knowledge Hosting: Your media files remain on your storage provider's servers. M1K3TV does not "see" or copy your files to our own servers. We merely provide the graphical user interface (GUI) to view them.

3. THIRD-PARTY METADATA SERVICES

To enhance your library, the Service retrieves metadata (posters, ratings, and descriptions) from third-party APIs.

These requests are generally anonymous.

No personally identifiable information regarding your specific file paths is shared with these third-party databases.

4. DATA SECURITY AND ENCRYPTION

We adopt appropriate data collection, storage, and processing practices and security measures to protect against unauthorized access, alteration, or disclosure of your personal information and transaction data stored on our platform.

Payment Processing: All financial transactions are processed through secure, PCI-compliant third-party gateways. M1K3TV does not store any credit card numbers on its internal servers.

5. SHARING YOUR PERSONAL INFORMATION

We do not sell, trade, or rent User identification information to others. We may share generic aggregated demographic information not linked to any personal identification information with our business partners and advertisers for the purposes outlined above.

We may disclose information if required by law or to protect the safety and integrity of our Services.

6. COOKIES AND TRACKING

Our website and apps may use "cookies" to enhance the User experience. Users may choose to set their web browser to refuse cookies, though some parts of the Service may not function properly as a result.

7. YOUR RIGHTS AND DATA DELETION

Users may request to review, update, or delete their account information at any time by contacting admin@m1k3.co or by using the delete data option within the app settings.

Please note that deleting account data may result in the immediate termination of active subscriptions without a refund, per our Terms of Service.

DIGITAL MILLENNIUM COPYRIGHT ACT (DMCA) POLICY

1. NOTICE AND TAKEDOWN PROCEDURE

M1K3TV respects the intellectual property rights of others. As we do not host or store any media content on our servers, we cannot remove content stored on your personal devices or private cloud storage. However, we will respond to valid notices of alleged infringement that comply with the DMCA.

If you are a copyright owner or an agent thereof and believe that any metadata, link, or technical service provided by M1K3TV infringes upon your copyrights, you may submit a notification pursuant to the DMCA by providing our Designated Copyright Agent with the following information in writing:

Identification of the copyrighted work claimed to have been infringed.

Identification of the material that is claimed to be infringing and information reasonably sufficient to permit us to locate the material (e.g., specific metadata link or service feature).

Your contact information, including an address, telephone number, and, if available, an email address.

A statement of good faith belief that use of the material in the manner complained of is not authorized by the copyright owner, its agent, or the law.

A statement that the information in the notification is accurate, and under penalty of perjury, that you are authorized to act on behalf of the owner of an exclusive right that is allegedly infringed.

A physical or electronic signature of a person authorized to act on behalf of the owner of an exclusive right that is allegedly infringed.

2. DESIGNATED AGENT CONTACT

Notifications of claimed infringement should be sent via email to:

Attn: Copyright Agent

Email: admin@m1k3.co

3. REPEAT INFRINGER POLICY

In accordance with the DMCA and other applicable laws, M1K3TV maintains a policy of terminating, in appropriate circumstances and at M1K3TV's sole discretion, users who are deemed to be repeat infringers. We also reserve the right to limit access to the Services and/or terminate the accounts of any users who infringe any intellectual property rights of others, whether or not there is any repeat infringement.

4. COUNTER-NOTIFICATION

If you believe that your content was removed (or access was disabled) by mistake or misidentification, you may send a counter-notice containing the following information to the Copyright Agent:

Your physical or electronic signature;

Identification of the material that has been removed and the location at which the material appeared before it was removed;

A statement under penalty of perjury that you have a good faith belief that the material was removed or disabled as a result of mistake or misidentification; and

Your name, address, and telephone number, and a statement that you consent to the jurisdiction of the federal court in which your address is located.

WARRANTY DISCLAIMER & LIMITATION OF LIABILITY

1. "AS-IS" AND "AS-AVAILABLE" SERVICE

M1K3TV, including all hardware (TV Boxes), software, and technical support, is provided on an "AS-IS" and "AS-AVAILABLE" basis. To the maximum extent permitted by applicable law, the Company expressly disclaims all warranties of any kind, whether express or implied, including but not limited to the implied warranties of merchantability, fitness for a particular purpose, and non-infringement.

2. THIRD-PARTY DEPENDENCIES AND DISRUPTIONS

The functionality of M1K3TV is inherently dependent on third-party services and infrastructure over which the Company has no control. M1K3TV shall not be held liable for:

Storage Providers:

Any service interruptions, data loss, or account suspensions occurring on your personal cloud storage accounts (e.g., Google Drive, OneDrive, Dropbox, or private servers).

Third-Party Apps:

The performance, licensing, or continued availability of third-party applications (e.g., TiviMate, Watchlist Pro) integrated into the M1K3TV interface.

ISP Restrictions:

Interference, "throttling," or blocking of services by your Internet Service Provider (ISP).

Hardware Wear and Tear:

Physical damage or malfunctions of TV Boxes caused by misuse, unauthorized modifications, or electrical surges.

3. NO GUARANTEE OF CONTINUITY

M1K3TV does not warrant that:

The Services will meet your specific requirements or expectations.

The Services will be uninterrupted, timely, secure, or error-free.

The metadata retrieved from third-party databases will be accurate or remain available.

4. LIMITATION OF DAMAGES

In no event shall M1K3TV, its directors, employees, or agents be liable for any indirect, incidental, special, consequential, or punitive damages—including but not limited to loss of profits, data, or use—arising out of or in any way connected with the use of our Services, even if the Company has been advised of the possibility of such damages.

Maximum Liability:

In any event, the Company's cumulative liability to you for any and all claims relating to the use of the Services shall not exceed the total amount paid by you to M1K3 TV for the specific service or product during the one (1) month immediately preceding the claim.

5. INDEMNIFICATION

You agree to indemnify, defend, and hold harmless M1K3TV from and against any and all claims, damages, obligations, losses, liabilities, costs, or debt (including attorney's fees) arising from:

Your use of and access to the Services.

Your violation of any term within these Terms of Service.

Any claim that your media content caused damage to a third party or violated intellectual property laws.

If you have questions regarding your account, the use of your information, the terms of use, software, services or other similar technologies.
Contact us via e-mail at admin@m1k3.co



Your M1K3 TV Box as been setup with Proton VPN

What is Proton VPN?

A VPN enhances your IPTV experience by preventing your Internet Service Provider (ISP) from throttling your connection, which can cause buffering, and by masking your online activity to maintain privacy. It also helps you bypass geographic restrictions to access content not available in your region and provides security on WIFI networks by encrypting your internet traffic. A VPN can even save you money by allowing you to access IPTV services from regions with lower subscription costs.

What is ISP Throttling?

ISP throttling is when your ISP deliberately slows your internet speed, which can happen due to network congestion, reaching a data cap, or prioritizing certain services. You can identify throttling by running speed tests at different times and checking your data plan, and you can stop it by using a Virtual Private Network (VPN), contacting your ISP, or switching to a new provider.

How to use Proton VPN:

You can locate the app by navigating to the first app on the last row.

When you launch the app, you will find the status of the VPN at the top. Should say...

“Connected to United States”

You are **GOOD!** It’s connected and online.

“You are not connected”

You are **NOT GOOD!** Let’s get you connected!

Getting connected

Using the down buttons on the remote you can navigate to different countries. Let’s stay with the United States, it’s the fastest.

First row, is quick connect. This is used to connect quickly to what the system determines to be the fastest server near you. This is not always correct. However, this is used to get connected quickly and let the system determine what server to use.

The third row is “America”, The first icon on this row will be United States. This will allow you to manually select the server you would like to connect to and use. This is a great option to use since it allows you to setup favorites and see how full the server is.

Navigate to the third row and select United States. Once selected, you will be shown a quick connect server. Again, this is good for a quick connection. Change the server so we can find a better/faster server.

If you need to change server’s, within United States. You can navigate to and select “Server List” it’s at the bottom of the screen within the United States server selection. Within the server list, you will be shown your recently used servers as well as other available servers. Each available server will have a server load percentage. This help to inform you of how busy that server is. When changing to a different server try to find one that’s under 90% server load. The lower the percentage the less congested that server will be. **Less congestion = Faster connection**

Changing servers

From time to time, you may need to change servers. If you are having issues streaming M1K3TV, it’s good to change to a different server to help with buffering and data jitter. This is done by going into Proton VPN, going down to United States, then down to Server List, then select a new server.

Disconnecting completely

Sometimes you may have to completely disconnect your VPN. This is mostly done if a manual EPG update is needed.

To completely disconnect Proton VPN. Select the first icon on the first row, “disconnect”. If you see the “you are not connected” at the top of the screen, you are disconnected and not using the VPN.

Keep in mind...

First, that this is ONLY a complimentary subscription, it’s our way of saying thank you for using M1K3TV. Due to this, you will only be able to access the free servers. There are still a lot of servers to choose from. However, you will need to stay within the free list of servers.

Second, We have no control over this app or the use of it. If you don’t like it, don’t use it. We have different VPN apps you are welcome to use, or you can make the unwise choice of not using a VPN at all.

Connection request, You may get a pop-up saying

“Connection request. Proton VPN wants to setup a VPN connection that allows it to monitor network traffic. Only accept if you trust the source.” “OK” or “Cancel” Be sure that you select OK, this allows the VPN to connect and run all traffic through the VPN.

A vibrant, multi-colored brushstroke graphic in shades of blue, green, yellow, orange, and red, creating a dynamic, textured background for the title.

Referral Program

REFER A NEW CUSTOMER AND RECEIVE UP TO 3 MONTHS OF COMPLIMENTARY SERVICE

We believe the greatest compliment we can receive is a referral from our valued customers. As a token of our appreciation for helping us grow, we are pleased to offer you up to 3 months of free service for every new customer you successfully refer. They must provide your name and phone number at the time of sign up. Complimentary service will only be added to one account for each referral.

**To submit your referral:
Call or text our business line.**