

Device instructions,

ARCstream.net – the best for streaming TV

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General Tips and Tricks, **ARCstream SERVER & Installer**

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Troubleshooting,

Setting up your DEVICE

Step1: Connect your Device to the TV, Connect the Power, plug it in and let the device load. Change the Input on your TV to the correct input.

Connecting the remote: put batteries in remote. No pairing is required for android devices. For Fire TV boxes, sticks etc...you may have to PAIR the remote to the device if it loses its connection but it should be connected.

For mini keyboards, you must remove the USB dongle and place this into one of the USB ports on the android BOX. The USB dongle is located inside the battery compartment of the keyboard.

CONNECT TO THE INTERNET:

NEXT you will need to connect to the internet. If you are using an Ethernet connection just plug in the cable and it should connect automatically.

If you are using WIFI – for android boxes go to settings, put a check mark in wifi then select your network. Put in password

If you have Android 5.1 – click settings, then click on more settings, then wifi.

For Amazon Devices – press the back button to bring up wifi options.

You can always TEST your internet by opening the browser on the android box and pulling up any webpage. If it opens, you are connected. If you see an error message, then you have an internet issue.

To test internet on fire tv's – open any app and see if you can stream content.

Your devices uses APP's to watch TV and Movies. Each app works differently. Some work great, some are more complicated than others.

Your device contains the ARCstream Installer APP. This allows you to install New Apps or App updates to your device easily. We have separate instruction on how to use the ARCstream APP on our getting started page. You will use the ARCstream Installer App to install what you want onto your device, there are many choices, but we recommend a few in particular.

Visit our **Latest New Page on our website** for more information on each App available and how to use them.

KODI

OPENING KODI – This is a complicated app to use and not recommend for your first experience.

The KODI software and other application is in the apps section or Application section or you can download it from the ARCstream App. Look for the Custom Kodi version inside the ARCstream Installer.

What to Expect when you first open KODI

Now you have opened KODI, **download the latest updates**, this may take a few minutes and the system will be a little slow while it downloads, **it MAY FREEZE when the add-ons update.**

If KODI FREEZES, Press the home button once on the remote. This will take you out of the software.

For android 4.4 – click on settings, more settings, apps, KODI, FORCE STOP.

For Android 5.1 – There is not FORCE STOP button, Just Click on KODI again.

For Fire TV's – Home, settings, applications, manage applications, kodi, force stop.

SHUTTING KODI DOWN

You should shut KODI down by clicking the power button on the bottom left of the screen and then selecting EXIT, **it can take 5 - 30 seconds for the software to shut down.**

There is a small chance KODI will not shut down. If this happens please see use the force stop button. This will stop KODI from running.

The device is like a computer; you should shut down any programs on a computer before turning it off.

KODI will not look for add-on updates if you do not shut kodi down.

After Opening KODI just WAIT

YOUR FIRST TIME OPENING KODI OR YOU HAVENT USED IT IN A LONG TIME. Just wait...

The device will start looking for updates and download them. It will be a little slow to respond as it is downloading all the latest updates, give it a few minutes to complete.

Please remember the software can freeze while it does this.

WHERE CAN I WATCH.....?

We get asked lots of questions, some people are looking for the game that just started, a movie that won't load or the PPV event.

It is virtually impossible to answer all these questions, Read the guide below on where to go and what to expect. **YOU NEED TO EXPLORE ALL ADD-ONS YOURSELF....THEN YOU WILL KNOW**

PREMIUM ADD-ONS

There are some add-ons that you can download and PAY a subscription to. These generally are specialty addons such as LIVE TV or SPORTS add-ons. **We do recommend a LIVE TV subscription service. As us for more information on this as prices are VERY low for ARCstream customers.**

Links and Navigating

ALL add-ons work differently. So you found a movie to watch. When you click on it, it may start or ask you to pick a resolution or it will populate a group of links.

Not all links will work. This is an important thing to remember. You may have to try 2, 3 or more different links.

The movie can take up to 5-10 seconds to load. Some of the streams **also can be good, bad or too slow.** And some may show you the wrong movie, wrong episode or have links that no longer work.

BUFFERING AND FREEZING

Freezing is when you navigate around looking for links and the device stops and you cannot move. To fix this, just wait.....It may be downloading an update. If it does not unfreeze, use the force stop button as mentioned earlier.

Buffering is when you start a movie or link and it stops. You will see at the top of the TV screen, buffering %.

If you see buffering the Basic rule is that the link you selected is to SLOW..... When choosing links there are usually many available. Some links are just too slow to stream video. This could be because:

- 1) The HOST has a slow connection (not you) but where the source is.
- 2) Too Many people are on the same stream.....Think about a freeway in rush hour, What happens? It slows down and you just sit there.
- 3) You may have a slow connection....not typical but could happen
- 4) Can you pause the movie to let it download then watch it? NO, this will not work

What you need to do.....Find a good fast link. This can be frustrating at first because you think every link will work and be in perfect clarity. That is not the case. As you use the device you will learn what links work and what links tend to be bad.

If a stream has to buffer for more than 5 seconds at the start of a movie then find a quicker stream. Because it will buffer every few minutes and be **VERY FRUSTRATING**

Watching in HD may also make the stream buffer choose lower quality stream for example. Try out **HD at 720p** quality but if it takes a long time to load the show you want to watch try watching in SD, MQ or DVD quality definition until a better stream is available.

General Helpful TIPS AND TRICKS - - - -Please read

Sometimes the **Audio** may not sync with video, **this can be adjusted**. While watching a video click on the speaker icon (on the screen to the right) look for audio off-set. Adjust as needed, The Video/audio sync can be off by a very little like 0.030 or up to 2 seconds depending on the stream you are watching. You can set the offset as a default, this will now be now be the same for all videos in the future but remember not all videos will sync at the same speed.

LIVE CHANNELS – They are not as reliable as watching a movie or TV show. Some links may work and some may not work at all. It can be very frustrating trying to watch LIVE TV.

If using a keyboard, you can use the keyboard to control the video and audio. By pressing the letter A, it will bring up audio during a movie. Space bar will pause movie etc...(not all keyboards are compatible especially wireless ones)

Use the controls on the screen to control the movie (play, pause, stop etc...) not the remote. When playing a movie press the select button to bring up the audio/video controls. Use the onscreen buttons to stop the movie.

VIDEO- The video will play in different sizes. You can zoom in/out or watch in various sized videos depending on the stream. While watching a show, change the screen size if it needs adjusting. Press select, Look for movie reel icon

Once a video starts loading you will see a Play arrow appear in the bottom left. You do not have to click this.

You may need to **adjust the screen sizing**. Exit KODI, go to SETTINGS, then Display and Sounds, click on display. You may have to calibrate the display (scaling or zooming it in or out)

CLEAR THE CACHE – Once a month, just before “launch application” go to settings>applications>manage all> KODI, scroll down to CLEAR CACHE, wait 10 seconds and that’s it.

If **KODI locks up** and cannot do anything, press the home button and press FORCE STOP, we described how to do this earlier.

Then Launch KODI. Simple fix.

If you press the “backslash button” above the enter key on your Keyboard, KODI will shrink into the corner of the screen. Don’t worry, just press the backslash button again to restore.

This is true TV on demand. Search for anything you want and watch it!

Troubleshooting – Common Problems

We understand that not everything is perfect and sometimes things go wrong. Please be patient. we will help you resolve your problem.

PROBLEM

Solution

Cannot see anything on TV

Check you have the correct input selected on your TV. Change HDMI cable, test on another TV

Stick Keeps restarting

Check the power source. We do not recommend using a usb port on your TV as they do not have enough power to keep the stick powered on.

WIFI will not stay connected

This can happen with the fire sticks. There are a few things we can try to resolve this. If you have a smart TV, try disabling the built in wifi. If you are still having issues, call us.

Movie keeps stopping

Try to find fast links, a movie should load in 10 seconds

Nothing works!!!!!!

OK, does “nothing work” or just the movie you are trying to watch? If nothing works then your internet is down. If you think your internet is good, try other add-ons to test it.

No Streams Available

It really means, No stream available. Some add-ons put movies in the categories but have not loaded any links yet

I cannot find the Game

It may not be available. The whole system relies on links and servers around the globe. It is impossible to get every possible event, game etc...

If you need Technical help **after reading this information**, please call us. If we do not answer please leave your name, return phone number, plus details of problem you are having with as much information as possible. You can also request tech support through our website. Click on the HELP Tab.