DOJIME *IPTV*

HOW TO GET THE MOST OUT OF YOUR IPTV SUBSCRIPTION

In our experiences with customer service regarding IPTV subscription we see many of the same questions over and over again regarding issues that are easily fixed. There are many factors as to why a client is faced with certain issues regarding the experiences of their IPTV services. It could be poor information from the resellers ,lack of tech knowledge or language barriers and so on.

We want to put together some quick tips & tricks for one to consider when faced with issues regarding IPTV services.

BASICS
(Can be performed by client/user)

Check your internet speed.
Don't just look at the actual speed in Mbps, Ping time is also an important factor as this measures the "reaction speed" of your internet connection. A ping above 15 is generally considered a bad result. Below 10 and you should be fine.
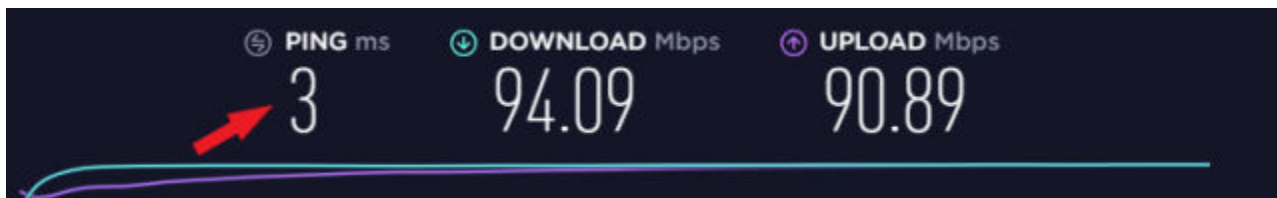
Is your DNS settings optimal for IPTV?
Your DNS settings could be the reason you are getting some bad results in both ping time and also no service on your IPTV. In most cases using Google or Cloud Flare DNS can really improve the result.

Try to change network DNS in your router to either 8.8.8.8 or 1.1.1.1 and restart the router. You can also tackle the issue by using a VPN connection or changing the ISP (internet service provider). Please note, using a VPN connection may not be allowed in some IPTV services. Thus, you are required to check with your IPTV service provider to check if they can seek to make an exception in this situation.

Is your Device OK?
A well known fact is that over time a device such as an Android TV box, MAG Box, Smart TV etc; it becomes sluggish and less responsive. A simple Hard Reset of the device and reinstalling of the IPTV service can work wonders. Give it a try!

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DEVICES
(Can be performed by client/user)

There are literally 100´s of different apps and devices out there! Do you really think they all perform the same ? It can be quite tempting to go to an online shop and buy one of the cheapest Android TV Boxes to watch your IPTV service on. However, do keep in mind that a box for USD$25 can't compare to a USD$100-150 model.

Different boxes uses different CPU (the brain) and memory which can result in some really strange performance issues. In addition, the cheaper boxes don't even have the necessary chipset features to decode the stream in a proper way, Meaning, sometimes you don't get sound but subtitles and the other way around.

So having the right hardware is vital. Case in point, a Ferrari uses the same gasoline as a VW Polo.

APPS
(Can be performed by client/user)

As we mentioned there a ALOT of different apps for IPTV and new ones are released almost daily. Some or most of them really do SUCK! Many times the IPTV service gets all the blame when something is not performing the way you expected. But you should really be taking a look at the app you are using and maybe, just maybe; be open to the idea that it's possibly the app not doing what it is suppose to do. So, trying a different app can mean the world of a difference.

As an example, many clients use Smart IPTV app (siptv) on their Smart TV, Why? Because it's a simple app to install and even easier to get going. However, Smart IPTV app works so differently on any given TV. On one TV all is super duper, when on another TV you can't even get subtitles to display. Why is that ? It's all due to different hardware on the TV.

Fact:- Installing KODI on an Android TV or Android TV box gives you almost perfect results on most devices.. Is KODI as widely used as Smart IPTV? NO. Why? Because it requires more configuration on the users part which is not something most wanted or can do. Hence, different experiences using IPTV Services.

FAQ (Frequently Asked Questions)
I only see one BIG list of channels, Where are the groups?
You are using the wrong M3U or the settings of the app is not set to use Groups. M3U should always be
" M3U with Options " to get the channel into Groups.

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I'm having a lot of buffering when using M3U!

If you are using M3U please note that there are two versions of the M3U with Options, One HLS and One MPEGTS. Depending on your setup you will get different performance between the two so please try both versions and see which one works the best for you.

Note: If you use M3U and just see one folder with all the channels this means you are not using the correct M3U.

I don't get subtitles on my channels!

As we mentioned before, Subtitles is one of those things that rarely work on a cheap box or a broken app, However.. in some apps like Perfect player you have Decoder options which are most likely set to "auto" and this causes the app to not use the hardware of the box/tv, So setting this to something like HW or HW+ will do the trick.

STB Emulation to reduce Buffer Lagging

Another method to reduce buffer lag is to use the STB Emulation. STB EMU is a great way to reduce buffer lag on a IPTV device. And with that reduction on buffering, you can get it in Google Playstore.

https://www.youtube.com/watch?v=TAP1VL1_xHQ
or
http://bit.ly/2JEv0BU

When all of the above fails! Now it's time to contact your reseller.

SUPPORT!

Ask your reseller to check your subscription to make sure all is fine and have him/her change the password of the subscription to reset it.

Summary

While we could go on and on with different FAQ and so on .. The fact remains is that IPTV works differently on any type of devices, so whenever you are faced with an issue just be aware that there is so much more to it than just those IPTV servers! This is a community and in the very essence of that word (community) we should all strive to help each other getting the most out the experience.

We are always here to give support to any that may need it, So feel free to contact the admins if you need any support.

Regards
Administrator