

EZTube App Transition Notice


Hi there! We're making an important upgrade to improve your viewing experience.

Starting **June 1st**, all EZTube services will move to the **X3M Player** app. The EZTube app will be **retired**, and your channels and playlists will now be available directly in **X3M Player**.

What This Means for You

- You'll continue to enjoy all your EZTube content — just through the X3M Player app.
- **You must create your playlists inside the X3M Player app and send the V3 code to us so we can activate them. Without the playlists created on your device, we cannot complete the setup.**
- **If you are not using a newer device, the transition may be difficult. Older devices may not support the X3M Player app or may not run it properly.**
- **Newer devices you will need to make sure that the X3M player is up to date from the google play store.**
- **If you do not update your X3M Player app, the transition will be difficult.**
- **The X3M Player app offers faster updates, better guide data, and improved stability.**
- **The guide data will take a few tries to get dialed in but after that you will see less interruption like the old app experienced when scanning the guide.**

Getting Started

1. Open the **X3M Player** app on your device.
2. Go to **Menu** → **Edit Playlist**.
3.  **How to Add Your Two New V3 Playlists in X3M Player.docx**

Why We're Upgrading

The X3M Player app provides a smoother, more reliable experience for all EZTube customers. It's designed to handle updates automatically and gives you more control over your Live TV guide.

Link to a picture guide after you have completed the steps above

Pictures of the X3M Players with New Playlist Added

Below are the complete help documents for using the X3M Player app. As we move away from the EZTube app, it's in your best interest to be proactive with this switch. Taking a few minutes now to set up your playlists and update the app will ensure a smooth, uninterrupted experience with all your services.

GENERAL OPERATION

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ADD & EDIT PLAYLIST

Navigation:

Settings → Edit playlist

Buttons used on the remote control:

Navigation keys, Select, Back

Description:

Here you can connect your playlists from the XEEV Playlist Editor.

You can now adapt a playlist connected to the editor to your needs. By clicking again on the playlist you get into the “Edit” mode. Here you can:

- **“Update playlist”** → manually synchronize your playlist with the XEEV Playlist Editor
- **“Update EPG”** → reload and install the EPG data. Depending on the selected EPG source, this may take a few minutes. No EPG data is displayed during this time
- **“Reset”** → Your playlist will be reset. All individual channel settings (audio track, subtitles, EPG, etc.) are deleted.
- **“Delete”** → Playlist is irrevocably deleted in the app

You can set the following:

- **“Title”** → Title of your playlist
- **“Additional EPG-URL”** → Here you can enter additional external EPG Url. The EPG data from the Xeev Playlist Editor will be loaded anyway.
- **“Change parental control code”** → Change PIN for protected content.
- **“Disable parental controls”** → If you switch off the parental controls, you will no longer be asked for the PIN for censored categories
- **“Live TV – Archive Offset”** → some channels with a TV archive (catchup) cause shifts due to the time zones. You can correct this with + or – hours

SETTINGS

Navigation:

Settings

Used buttons:

Navigation buttons, Select, Back

Description:

Here you can make settings for this app.

IMPORTANT!

Some settings only take effect after restarting the app. It is recommended to restart the app after making adjustments.

The app has two different views. **Classic live TV view & EPG-Grid view**. You can also deactivate the home screen and go directly to the live TV view when you start the app. If you have activated the “Play last channel” setting, the last channel will be played directly on the full screen.

Possible settings:

- **“[Edit Playlists](#)“** → Navigation for creating or changing playlists and EPG sources
- **“Update playlists”** → All playlists are synchronized with the XEEV Playlist Editor. If the last EPG import was more than 12 hours ago, the EPG data will also be updated
- **“Clean EPG data”** → All EPG data in the app will be deleted. Manual import of the EPG data is then necessary.
- **“Update playlists on startup”** → After starting the app, the playlists are updated.
- **“OpenVPN Profiles”**
 - **“Edit OpenVPN Profiles”** → Here you can create and edit your OpenVPN profiles. To establish a VPN connection, you need a VPN provider that provides an “OVPN” url. For an example from NordVPN, see [here](#)
 - **“Disconnect on exit”** → The VPN connection is automatically disconnected when the app is closed
- **“Reminders”**
 - **“Edit Reminders”** → Here is your list of reminders. You can delete them here
- **“Appearance and Style”**
 - **“App Theme”** → Here you can define the background of the app
 - **“Hide channel numbers”** → The channel numbers are hidden in the live TV overview

- **“Hide channel title. Applies to grid view”** → The channel titles are not displayed in the overview. This setting is only effective in the EPG view.
 - **“Show homescreen at start”** → The homescreen is displayed when the app is started. Otherwise the live TV view is displayed directly
 - **“Use classic Live TV layout”** → The classic live TV view is displayed. If deactivated, the new EPG grid view is displayed
 - **“Hide Help button”** → The «Help» button is hidden in the menu.
- **“Check for update”** → Checks whether a newer version of this app is available and offers the possibility to update it.
- **“Audio offset”** → Only applies to Build-In VLC Player. Here you can set the offset between video and audio (lipsync)
- **“Live TV”**
 - **“Network caching”** → The time it takes to buffer network media. A deep setting means faster switching times, but can lead to buffering when streaming. When choosing, always start with the lowest value and test.
 - **“Player”** → Here you can select which player should be used to play the streams. Only the Build-In Player offers all functions described in this manual. VLC Player can be chosen as an alternative. The link to the stream is forwarded to an external app. The app must be installed on the device to use it.
 - **“Play last channel”** → If this setting is activated, the last channel is automatically played in full screen when the live TV is started. If you have deactivated the “Show homescreen at start” setting, the last channel will be played automatically when the app is started
- **“Movies”**
 - **“Network caching”** → The time it takes to buffer network media. A deep setting means faster switching times, but can lead to buffering when streaming. When choosing, always start with the lowest value and test.
 - **“Player”** → Here you can select which player should be used to play the streams. Only the Build-In Player offers all functions described in this manual. VLC Player can be chosen as an alternative. The link to the

stream is forwarded to an external app. The app must be installed on the device to use it.

- **“Sort order”** → Here you can set how the content should be sorted
- **“Series”**
 - **“Network caching”** → The time it takes to buffer network media. A deep setting means faster switching times, but can lead to buffering when streaming. When choosing, always start with the lowest value and test.
 - **“Player”** → Here you can select which player should be used to play the streams. Only the Build-In Player offers all functions described in this manual. VLC Player can be chosen as an alternative. The link to the stream is forwarded to an external app. The app must be installed on the device to use it.
 - **“Play the next episode automatically”** → If this setting is activated, the next episode from the same season will be played automatically when an episode ends
 - **“Sort order”** → Here you can set how the content should be sorted
- **“Live TV – Archive”**
 - **“Player”** → Here you can select which player should be used to play the streams. Only the Build-In Player offers all functions described in this manual. VLC Player can be chosen as an alternative. The link to the stream is forwarded to an external app. The app must be installed on the device to use it.
- **“Recordings”**
 - **“Storage path”** → Here you define where the recordings should be saved. Please note that a recording will only start if at least **5GB** of free space is available on this storage location.
 - **“Recording enabled”** → Here you activate the recording function. IMPORTANT! An additional stream is opened when recording. Before you use this function, find out whether the provider allows this.
 - **“Player”** → Here you can select which player should be used to play the streams. Only the Build-In Player offers all functions described in this manual. VLC Player can be chosen as an alternative. The link to the

stream is forwarded to an external app. The app must be installed on the device to use it.

- **“Subtitles Disabled by default”** → The subtitles are not automatically displayed in your language
 - **“Autostart”** → Launch App automatically after booting
 - **“Restart application”** → This will restart the app
 - **“Help”** → Shows help for using this app
 - **“GTC”** → Shows the general terms and conditions
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HOME SCREEN

Buttons used on the remote control:

Navigation keys, Select, Back

Description:

Homescreen is only displayed if you have defined it in the settings.

In the home screen you have several tiles for navigation. Possible entries:

Live, Movies, Series, Recordings

Depending on what your playlist contains, the tile is displayed or not.

In the upper right corner you will see an icon for setting and one for changing the playlist (profile). The symbol for changing the profile is only displayed if you have several valid playlists.

In the middle area you can see movies and series that you have started to watch but not until the end. With a long click on the entry you can remove it from this list

Below you can see the most recently added movies and series. Clicking on the entry takes you directly to the content

LIVE-TV CLASSIC VIEW

Buttons used on the remote control:

Navigation keys, Select, Back, Menu

Description:

Here you can find the list of your live TV channels.

By clicking on the “LEFT”, “MENU” or “BACK” button, the menu will be displayed where you can select the categories and navigate to other areas. For mobile devices, you should tap the group’s title. Navigate with “RIGHT” to close the menu. With mobile devices you tap on the area outside the menu to close it.

At the top left you can click the “SEARCH” icon to start searching for channels. On mobile devices you will also find an icon in the toolbar to switch between full screen and list view.

In the right area you can see the preview of the selected channel and the EPG information.

To start the stream, click on the channel in the list to start the preview **and then again to switch to full screen. You can do this by pressing and holding the “BACK” button.**

You can get further options by long clicking on a channel entry. Depending on whether the recording function is activated, you can start the recording here. **If the channel has TV archives with the provider**, you can start this show from the beginning. Here you can mark the channel as a “favorite” and unmark it. With mobile devices you can start the detailed EPG information.

To see the detailed EPG information of the channel mark the channel in the list and press the “RIGHT” button. A list of past and future shows will be shown to you. **If the channel has TV archives. Can you navigate to a show in the past and start by clicking.** You can get further options by long clicking on a show entry. Depending on whether the recording function is activated, you can start the recording here. You can also set and delete the reminders here.

To get to the homescreen (if it is activated in the settings) press the “BACK” button until the home screen is displayed. If you have deactivated the home screen, you will be asked to confirm closing the app

LIVE-TV EPG VIEW

Buttons used on the remote control:

Navigation keys, Select, Back, Menu, Play, Fast forward, Rewind

Description:

This view is not suitable for mobile devices!!!

Here you can find the list of your live TV channels. In an EPG time line. By clicking on the “MENU” or “BACK” button you will see the menu where you can select the categories and navigate to other areas. Navigate with “RIGHT” to close the menu.

At the top left you can click the “SEARCH” icon to start searching for channels.

In the upper area you can see the preview of the selected channel and the EPG information.

To start the stream, click **on a live event** of the channel in the list to start the preview and then again to switch to full screen. You can do this by pressing and **holding the “BACK” button**.

LIVE-TV PLAYER

Buttons used on the remote control:

Navigation keys, Select, Back, Menu, Play

Description:

In the full screen of the player you can switch back to the list view by clicking on the “MENU” or “BACK” button. If the info bar is displayed, it is closed first with the “BACK” button. Click again to display the list view. The list view can also be opened by pressing the “DOWN” and “UP” navigation buttons.

For mobile devices you will find a back button in the top left corner. From the list view you can switch back to the full view by pressing and holding the “BACK” button.

You will find several buttons in the infobar. Left to right it is

1. Restart the stream
2. Navigate the channel back
3. Pause/Play stream
4. Navigate the channel forward
5. Stream settings

If the focus is in the EPG section (not the buttons at the very bottom) or the infobar is hidden, you can navigate the channels forwards and backwards using “LEFT” and “RIGHT” buttons.

Long press the “PLAY / PAUSE” symbol to start the first external player with the stream. VLC is currently the first external player. By clicking on the “Settings” symbol you can select the audio and subtitle tracks. This setting will be permanently saved for this channel and used when you restart.

MOVIES OVERVIEW

Buttons used on the remote control:

Navigation keys, Select, Back

Description:

Here you can find the list of your movies. You can change the sorting in the [settings](#).

By clicking on the “LEFT” (When the focus is in the first column), “MENU” or “BACK” button, the menu will be displayed where you can select the categories and navigate to other areas. For mobile devices, you should tap the group’s title. Navigate with “RIGHT” to close the menu. With mobile devices you tap on the area outside the menu to close it.

By clicking on a poster you get to the [detailed view](#) of this movie. The list is displayed again with the “BACK” button.

You can search by clicking on the “SEARCH” symbol in the toolbar. You also get the focus on the “SEARCH” symbol when the focus is in the last column and you click on “RIGHT”

MOVIES DETAILED VIEW

Buttons used on the remote control:

Navigation keys, Select, Back

Description:

Here you can find detailed information about the selected movie.

Click on “PLAY” to play the movie. If available, you can start the trailer by clicking on “TRAILER”. In the trailer view you can go back with the “BACK” button.

The “STAR” symbol marks this movie as a favorite and vice versa. If you have started the movie, it will be marked as “Unseen”. “Click on the” EYE “symbol to reset it

SERIES OVERVIEW

Buttons used on the remote control:

Navigation keys, Select, Back

Description:

The operation in the series overview is the same as in the movies overview

SERIES DETAILED VIEW

Buttons used on the remote control:

Navigation keys, Select, Back

Description:

The operation in the series detail view is the same as in the [movies detail view](#). Here you can click on the season and view the list of episodes. You start the episode by clicking on an episode.

BUILD-IN PLAYER EXPLAINED

We have integrated two different build-in players. Standard Android EXO Player and VLC Player. Here are the pros and cons of these players:

EXO Player (advantages)

- Fast switching times

EXO Player (disadvantages)

- Cannot play bad streams
- Audio offset cannot be set
- Cannot play AVI files

VLC Player (advantages)

- Can play almost anything
- Audio offset can be adjusted

VLC Player (disadvantages)

- Longer switching times
- With MKV files and UHD resolution, subtitles can lead to stuttering

It is not easy to give a recommendation. It differs depending on the device and playlist. However, we advise you to try EXO Player first.