



OFFICIAL USER GUIDE

SETUP / CUSTOMIZATION / TROUBLESHOOTING

Everything you need to configure, personalize, maintain, and troubleshoot MAEB TV.

STILL NEED HELP? [Message MAEB-admin on Telegram](#)

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MAEB TV User Guide

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SECTION 01

What MAEB TV does

MAEB TV is a television-focused player designed primarily for Android-based streaming devices and remote controls. It organizes live channels, movies, series, guide data, recordings, favorites, and other features supplied through your playlist.

DO THIS

- 01** Use a supported television streaming device for the intended experience.
- 02** Touchscreen devices may install the app, but navigation is designed around a remote.
- 03** MAEB TV does not create missing channel, movie, or guide content; that arrives through the playlist.

MAEB TV TIP

Make one setting change at a time and test it before changing something else. If you still cannot fix the problem, [message MAEB-admin on Telegram](#).

SECTION 03

How MAEB TV playlists work

MAEB TV has only three available playlist services: ULTRA, PREMIUM, and ATOMIC TV. The customer selects the assigned service, then enters the username and password supplied by MAEB-admin. No address is entered. The selected playlist supplies the channels, movies, shows, and guide information displayed inside MAEB TV.

DO THIS

- 01** Choose only the playlist service assigned to you: ULTRA, PREMIUM, or ATOMIC TV.
- 02** Keep your username and password private.
- 03** Playlist quality and availability depend on the selected service, internet connection, and device.
- 04** Never delete a configured playlist just to change its username or password; edit the existing playlist so customizations remain intact.

MAEB TV TIP

Make one setting change at a time and test it before changing something else. If you still cannot fix the problem, [message MAEB-admin on Telegram](#).

SECTION 04

Add or edit a playlist

Adding a playlist requires only three things: the assigned service selection, username, and password. The only available services are ULTRA, PREMIUM, and ATOMIC TV. Customers never type or paste an address.

DO THIS

- 01** Open MAEB TV → Add playlist.
- 02** Select the service assigned by MAEB-admin: ULTRA, PREMIUM, or ATOMIC TV.
- 03** Enter the username and password exactly as supplied.
- 04** Choose Next and wait for “Playlist is processed.”
- 05** Keep the selected service name as the playlist name, then choose Done.
- 06** To change credentials later: Settings → Playlists → select the playlist → Parameters; update the username or password, back out, then choose Update playlist.

MAEB TV TIP

Make one setting change at a time and test it before changing something else. If you still cannot fix the problem, [message MAEB-admin on Telegram](#).

SECTION 09

Recommended initial settings

These baseline settings keep MAEB TV organized and reduce unnecessary storage use. Change playback settings one at a time because every device and audio/video setup behaves differently.

DO THIS

- 01** Settings → Playlists → playlist → Manage groups: hide groups you do not use.
- 02** Playlist → Logos priority: Prefer logos from TV guide when guide logos are more complete.
- 03** Settings → TV guide: Past days to keep = 1 unless catch-up needs more; Store program descriptions = On; Update interval = 24 hours; Update on app start = Off; Update on playlist change = On.
- 04** Settings → Appearance → TV guide: Preview = On; Channel names editor = On; Show channel numbers = Off unless needed.
- 05** Create a backup after customization.

MAEB TV TIP

Make one setting change at a time and test it before changing something else. If you still cannot fix the problem, [message MAEB-admin on Telegram](#).

SECTION 10

Backup and restore

A backup preserves playlists, guide assignments, favorites, remote mappings, and customization. Run maintenance first to reduce its size, and keep a copy away from the device.

DO THIS

- 01** Settings → General → Backup data.
- 02** Choose the destination folder or external storage.
- 03** If access fails, use System picker and grant MAEB TV permission to that folder.
- 04** To restore: Settings → General → Restore data → locate the backup → select it.
- 05** Delete older backups after verifying the newest copy.

MAEB TV TIP

Make one setting change at a time and test it before changing something else. If you still cannot fix the problem, [message MAEB-admin on Telegram](#).

SECTION 11

Favorites

Favorites collect channels from one or more playlists into an easier list.

DO THIS

- 01** From the TV guide: highlight a channel → long-press Select → Add to favorites.
- 02** While watching: long-press Select → Add to favorites on the bottom menu.
- 03** For several channels: long-press a channel → Manage favorites → select multiple channels.
- 04** Inside Favorites, long-press a channel to reorder it or assign different guide data.

MAEB TV TIP

Make one setting change at a time and test it before changing something else. If you still cannot fix the problem, [message MAEB-admin on Telegram](#).

SECTION 12

Groups settings

Group settings control visibility, naming, sorting, external-player use, guide offset, and parental blocking.

DO THIS

- 01** Settings → Playlists → playlist → Manage groups.
- 02** Manage TV, Movies, and Shows separately.
- 03** From the guide, long-press a group for Group name, Channel sorting, Show favorites only, External player, Time offset, Block, Hide, or Manage groups.
- 04** Turn Show newly added groups off on child-restricted devices.
- 05** Back up after major group changes.

MAEB TV TIP

Make one setting change at a time and test it before changing something else. If you still cannot fix the problem, [message MAEB-admin on Telegram](#).

SECTION 13

Quick menu

The quick menu appears over live playback and can show recent channels plus tools such as guide, captions, audio sync, recording, multi-screen, and settings.

DO THIS

- 01** While watching, short-press Select for recent channels.
- 02** Long-press Select, or press Select then Down, to open the full bottom menu.
- 03** Customize it at Settings → Appearance → Player → Menu.

MAEB TV TIP

Make one setting change at a time and test it before changing something else. If you still cannot fix the problem, [message MAEB-admin on Telegram](#).

SECTION 14

Create a custom group

Custom groups can combine selected channels from different playlists without altering the original groups.

DO THIS

- 01** From the TV guide, long-press Select → Create group.
- 02** Choose the destination playlist or All playlists.
- 03** Name the group → Next → Done.
- 04** Open a source group, long-press a channel → Copy channels.
- 05** Check the channels, press Right on the navigation ring, choose the custom group, then choose Copy.
- 06** Use Move only when you intend to remove the channel from its current custom location.

MAEB TV TIP

Make one setting change at a time and test it before changing something else. If you still cannot fix the problem, [message MAEB-admin on Telegram](#).

SECTION 15

TV guide sources and missing listings

A playlist may include guide data, but MAEB TV can also use additional guide sources. Missing listings often occur because the channel name and guide name do not match.

DO THIS

- 01** Add a source: Settings → TV guide → TV guide sources → Add source.
- 02** Assign sources: Settings → Playlists → playlist → TV guide sources.
- 03** Move the most reliable source to the top of priority. Unassign a source that repeatedly fails.
- 04** Then Settings → TV guide → Update TV guide.
- 05** For one missing channel: guide → highlight channel → long-press Select → Assign TV guide channels → search and select the correct listing.
- 06** Some channels, especially certain continuous channels, may have no guide data available.

MAEB TV TIP

Make one setting change at a time and test it before changing something else. If you still cannot fix the problem, [message MAEB-admin on Telegram](#).

SECTION 16

TV guide time offset

Apply an offset to one channel when only that channel is wrong, or to the source when the entire guide is shifted.

DO THIS

- 01** One channel: guide → highlight channel → long-press Select → Channel options → TV guide time offset.
- 02** Entire guide: Settings → TV guide → TV guide sources → select source → Time offset.
- 03** Adjust by the required hours/minutes.
- 04** If daylight-saving changes caused a temporary one-hour shift, remember to remove the offset after the source corrects itself.

MAEB TV TIP

Make one setting change at a time and test it before changing something else. If you still cannot fix the problem, [message MAEB-admin on Telegram](#).

SECTION 17

Sort channels within a group

Channels can be sorted automatically or placed manually.

DO THIS

- 01** Automatic: Settings → Appearance → TV guide → Channels sorting → choose the rule.
- 02** Manual: TV guide → long-press a channel → Reorder channels → move channels into position.

MAEB TV TIP

Make one setting change at a time and test it before changing something else. If you still cannot fix the problem, [message MAEB-admin on Telegram](#).

SECTION 18

Sort playlists and All Playlists

Playlist order can be alphabetical or manual. All Playlists can combine enabled playlists and can be filtered independently.

DO THIS

- 01** Settings → Playlists → Playlist sorting.
- 02** Choose Manual → Reorder playlists to place frequently used lists first.
- 03** For All Playlists options: highlight All Playlists → long-press Select.
- 04** Adjust Playlist selection, Channel category, Channel sorting, or Manage visibility.
- 05** Disable unused playlists to reduce update time.

MAEB TV TIP

Make one setting change at a time and test it before changing something else. If you still cannot fix the problem, [message MAEB-admin on Telegram](#).

SECTION 19

Remove channel-name prefixes or suffixes

The Channel names editor removes repeated text from displayed channel names without changing the provider list.

DO THIS

- 01** Settings → Appearance → TV guide → Channel names editor.
- 02** Turn it on.
- 03** Add each prefix and suffix exactly as displayed, including separators or spaces that should disappear.

MAEB TV TIP

Make one setting change at a time and test it before changing something else. If you still cannot fix the problem, [message MAEB-admin on Telegram](#).

SECTION 20

Channel logos

Logos may come from the playlist, guide data, or a local folder, with a selectable priority.

DO THIS

- 01** Per playlist: Settings → Playlists → playlist → Logos priority.
- 02** Global: Settings → Appearance → Logos → Logos priority.
- 03** For one wrong/missing logo when guide logos are preferred: long-press channel → Assign TV guide channels → choose another matching listing.
- 04** After changing sources: Settings → Appearance → Logos → Clear logos cache, then refresh guide data.

MAEB TV TIP

Make one setting change at a time and test it before changing something else. If you still cannot fix the problem, [message MAEB-admin on Telegram](#).

SECTION 21

Change TV guide appearance

Appearance controls the guide, player overlays, groups, logos, language, font size, colors, and transparency.

DO THIS

- 01** Open Settings → Appearance.
- 02** TV guide controls preview, channel names, highlighting, progress, animation, and sorting.
- 03** Player controls Channels list, Info panel, History/recent channels, Menu, Clock, panel timeout, and black-screen switching.
- 04** Use Font size, Background color, Selection color, and Interface transparency for overall styling.

MAEB TV TIP

Make one setting change at a time and test it before changing something else. If you still cannot fix the problem, [message MAEB-admin on Telegram](#).

SECTION 22

Movies and shows

Movies and Shows must be included by the playlist and enabled in its settings.

DO THIS

- 01** Settings → Playlists → select the playlist → Parameters → Include VOD = On.
- 02** Update the playlist.
- 03** From the guide, move to the far-left navigation and choose Movies or Shows.
- 04** Use Search in the upper-right; use its menu to sort by playlist order, name, rating, or date added.
- 05** For playback trouble, choose Open in external player.

MAEB TV TIP

Make one setting change at a time and test it before changing something else. If you still cannot fix the problem, [message MAEB-admin on Telegram](#).

SECTION 23

Audio and video settings

Playback results depend on the device, television, sound system, cables, stream format, and MAEB TV settings.

DO THIS

- 01** Open Settings → Playback.
- 02** For decoder trouble, test Audio decoder or Video decoder between Hardware and Software.
- 03** If channel changes cause a temporary black screen, test Auto frame rate Off.
- 04** For surround-audio trouble, test Select surround audio track by default and Audio passthrough one at a time.
- 05** If the built-in player cannot decode one item, test an external player.

MAEB TV TIP

Make one setting change at a time and test it before changing something else. If you still cannot fix the problem, [message MAEB-admin on Telegram](#).

SECTION 24

Maintenance and storage cleanup

Regular cleanup removes stale logos, guide data, and old backups. Never choose Clear data in device settings unless you intend to erase the entire setup.

DO THIS

- 01** Settings → Appearance → Logos → Clear logos cache.
- 02** Settings → TV guide → Clear TV guide → Update TV guide.
- 03** Device Settings → Apps → MAEB TV → Clear cache. Do not select Clear data.
- 04** Settings → TV guide → TV guide sources: remove unused sources left by deleted playlists.
- 05** Keep only the latest verified backup.
- 06** Restart the router and streaming device after maintenance.

MAEB TV TIP

Make one setting change at a time and test it before changing something else. If you still cannot fix the problem, [message MAEB-admin on Telegram](#).

SECTION 25

Diagnose buffering

Buffering can come from the home network/device or from a specific stream/server. Whether every channel or only a few are affected is the key clue.

DO THIS

- 01** If everything buffers: unplug router/modem and device for about five minutes, then restart.
- 02** Confirm roughly 25-30 Mbps on the streaming device and at least about 1 GB free storage.
- 03** Force-stop unused apps and reduce simultaneous network use.
- 04** Settings → Playback → Buffer size: test a different size.
- 05** Settings → Playlists → select the playlist → Parameters → Output format; test HLS versus MPEG-TS.
- 06** If only some channels/playlists or only peak times fail, report the exact streams and times to MAEB-admin.

MAEB TV TIP

Make one setting change at a time and test it before changing something else. If you still cannot fix the problem, [message MAEB-admin on Telegram](#).

SECTION 26

Catch-up

Catch-up lets you play previously aired programs only when the playlist provides working archive data.

DO THIS

- 01** Settings → Playlists → select the playlist → Catch-up → turn it on.
- 02** Start with Type = Auto and Duration = 1 day.
- 03** Update the playlist, then update the TV guide.
- 04** In the guide, select a channel with the clock symbol and move left into earlier programs.
- 05** If the symbol appears but playback fails, test another Catch-up type or change Output format under the playlist Parameters.

MAEB TV TIP

Make one setting change at a time and test it before changing something else. If you still cannot fix the problem, [message MAEB-admin on Telegram](#).

SECTION 27

Pause, rewind, and fast-forward live TV

Seeking live television generally requires a working catch-up/timeshift stream. A normal live-only channel may not support it.

DO THIS

- 01** Check for the catch-up clock symbol.
- 02** Use a past/catch-up program when seeking is unavailable on the live edge.
- 03** If no channels provide catch-up, MAEB TV cannot create rewind data that the playlist does not supply.

MAEB TV TIP

Make one setting change at a time and test it before changing something else. If you still cannot fix the problem, [message MAEB-admin on Telegram](#).

SECTION 28

Program reminders

Reminders can alert you or automatically open an upcoming program. The device may require permission to display MAEB TV over other apps.

DO THIS

- 01** Guide → select a future program → Remind; or long-press Select → Remind.
- 02** Configure behavior at Settings → Other → Reminders.
- 03** On Android-based devices: Device Settings → Apps → Special app access → Display over other apps → MAEB TV → Allow.
- 04** If Remind is absent, confirm the overlay permission and reopen MAEB TV.

MAEB TV TIP

Make one setting change at a time and test it before changing something else. If you still cannot fix the problem, [message MAEB-admin on Telegram](#).

SECTION 29

Recording

Recording needs a stable stream, enough writable storage, and sometimes more than one provider connection when watching another channel simultaneously.

DO THIS

- 01** Set storage: Settings → Other → Recording → Recording folder. Use System picker and grant folder access.
- 02** Live playback: press Select → Record.
- 03** From guide: long-press a program → Record.
- 04** Future/custom: select program → Custom recording; set start/end and Repeat if needed.
- 05** For failures, verify free space and folder write access, close other streams, test HLS output, and use custom start/end times.

MAEB TV TIP

Make one setting change at a time and test it before changing something else. If you still cannot fix the problem, [message MAEB-admin on Telegram](#).

SECTION 30

Play a recording on another device

A recording may not appear in another MAEB TV installation's recording list, but the file can still be played directly.

DO THIS

- 01** For USB storage: move the drive to the other device → open VLC → Video → Browsing → USB → recording folder → file.
- 02** For devices on the same network, store recordings in an SMB shared folder so each device can reach the files.

MAEB TV TIP

Make one setting change at a time and test it before changing something else. If you still cannot fix the problem, [message MAEB-admin on Telegram](#).

SECTION 31

Closed captions

Caption choices depend on what the stream contains. A visible caption option does not guarantee that the source actually carries usable captions.

DO THIS

- 01** While watching, press Select → CC.
- 02** Choose an available caption track.
- 03** Open System settings for closed captions to set language and display style.
- 04** If no track works, test the item in an external player.

MAEB TV TIP

Make one setting change at a time and test it before changing something else. If you still cannot fix the problem, [message MAEB-admin on Telegram](#).

SECTION 32

Multi-screen and picture-in-picture

Multi-screen plays several channels inside MAEB TV; picture-in-picture keeps one small video above the device home screen. Each simultaneous channel uses device resources, bandwidth, and usually another allowed connection.

DO THIS

- 01** While watching, press Select → Multi-screen or Picture in picture.
- 02** Follow the on-screen layout controls.
- 03** If multi-screen buffers, reduce the number of screens and force-stop other apps.
- 04** If a second screen fails immediately, verify that the account permits multiple simultaneous connections.

MAEB TV TIP

Make one setting change at a time and test it before changing something else. If you still cannot fix the problem, [message MAEB-admin on Telegram](#).

SECTION 33

Audio sync

Audio sync changes the timing for the current channel unless you deliberately apply it more broadly.

DO THIS

- 01** While watching, press Select → Audio sync.
- 02** Adjust the offset a small amount.
- 03** Return to playback and repeat until speech matches the picture.
- 04** Do not apply to all channels unless the same delay exists everywhere.

MAEB TV TIP

Make one setting change at a time and test it before changing something else. If you still cannot fix the problem, [message MAEB-admin on Telegram](#).

SECTION 34

User-Agent

The User-Agent identifies the player to the remote server. Leave it blank unless MAEB-admin specifically directs a change for compatibility.

DO THIS

- 01** Global setting: Settings → General → User-Agent.
- 02** Per playlist: Settings → Playlists → playlist → User-Agent.
- 03** Change only one location at a time and retest.

MAEB TV TIP

Make one setting change at a time and test it before changing something else. If you still cannot fix the problem, [message MAEB-admin on Telegram](#).

SECTION 35

UDP proxy

A UDP proxy changes the route/location presented to some streams but does not provide the encryption of a VPN. Use only trusted proxy details.

DO THIS

- 01** Settings → General → UDP proxy.
- 02** Enter the address and port supplied by a trusted administrator.
- 03** For error 458, first test a VPN in another region; use a proxy only when specifically supported.

MAEB TV TIP

Make one setting change at a time and test it before changing something else. If you still cannot fix the problem, [message MAEB-admin on Telegram](#).

SECTION 36

Parental controls

Parental controls can restrict content and prevent changes to settings, playlists, guide sources, channels, or groups.

DO THIS

- 01** Settings → Parental controls.
- 02** Enter the current PIN; the initial default described by the guide is 0000.
- 03** Turn controls on, change the PIN, choose the input method, and set when it is required.
- 04** Hide non-child groups across TV, Movies, and Shows.
- 05** Settings → Playlists → each playlist → Manage groups → turn Show newly added groups Off.

MAEB TV TIP

Make one setting change at a time and test it before changing something else. If you still cannot fix the problem, [message MAEB-admin on Telegram](#).

SECTION 37

Use an external player

An external player can help with an incompatible movie, episode, caption track, or codec. It does not repair network buffering.

DO THIS

- 01** Install a trusted external player on the device.
- 02** Settings → Playback → Use external player → Yes or VOD only.
- 03** Open the item and select the player.
- 04** Choose Just once while testing; choose Always only after confirming it works.

MAEB TV TIP

Make one setting change at a time and test it before changing something else. If you still cannot fix the problem, [message MAEB-admin on Telegram](#).

SECTION 38

Move a backup to another device

A backup can transfer playlists, settings, and customization. Restore it into the same MAEB TV version whenever possible.

DO THIS

- 01** Create it at Settings → General → Backup data.
- 02** USB: save to the drive; on the new device use Settings → General → Restore data → Select local backup.
- 03** Same network: use Send Files to TV or an SMB share.
- 04** Cloud/file manager: upload the file, download it locally on the new device, then Restore data.
- 05** The destination device may still need its own MAEB TV account activation.

MAEB TV TIP

Make one setting change at a time and test it before changing something else. If you still cannot fix the problem, [message MAEB-admin on Telegram](#).

SECTION 39

Set up SMB network storage

SMB provides a shared network folder for backups and recordings that multiple devices can access.

DO THIS

- 01** On Windows, share a dedicated folder and grant the intended user Read/Write permission.
- 02** Set the Windows network profile to Private and enable network discovery/file sharing.
- 03** Find the computer's local IPv4 address with ipconfig.
- 04** In MAEB TV, choose Setup LAN/SMB and enter the server address plus credentials when required.
- 05** Select the shared folder for backups or Settings → Other → Recording.

MAEB TV TIP

Make one setting change at a time and test it before changing something else. If you still cannot fix the problem, [message MAEB-admin on Telegram](#).

SECTION 40

Check account status

MAEB TV account status is separate from playlist/service access.

DO THIS

- 01** Open Settings → About to identify the account/device information shown in MAEB TV.
- 02** For playlist expiration and allowed connections, use Settings → Playlists → select the playlist → Parameters.
- 03** If expiration or connection information is missing or incorrect, contact MAEB-admin.

MAEB TV TIP

Make one setting change at a time and test it before changing something else. If you still cannot fix the problem, [message MAEB-admin on Telegram](#).

SECTION 41

Retrieve username or password

The MAEB TV account email may be visible under Settings → About. Playlist credentials are separate and must come from MAEB-admin.

DO THIS

- 01** Open Settings → About and check the account email.
- 02** Use the appropriate account recovery method for MAEB TV activation.
- 03** For a playlist username or password, contact MAEB-admin and identify your service as ULTRA, PREMIUM, or ATOMIC TV; never post credentials in the help chat.

MAEB TV TIP

Make one setting change at a time and test it before changing something else. If you still cannot fix the problem, [message MAEB-admin on Telegram](#).

SECTION 42

Update MAEB TV

Create a backup before updating so you can recover settings if the release causes trouble.

DO THIS

- 01** Settings → General → Backup data.
- 02** On supported store devices, open the device app store and check MAEB TV for Update.
- 03** On applicable sideloaded installations, Settings → About may include Check for new version and Auto update.
- 04** After updating, verify channels, guide, favorites, and playback before deleting the backup.

MAEB TV TIP

Make one setting change at a time and test it before changing something else. If you still cannot fix the problem, [message MAEB-admin on Telegram](#).

SECTION 43

Provider-supplied app concerns

A provider-supplied or modified player may be outdated, restricted to one service, unable to update, or controlled through someone else's account.

DO THIS

- 01** Use the MAEB TV build and credentials supplied through MAEB-admin.
- 02** Do not install random modified packages from unknown sources.
- 03** Back up before replacing an existing installation.
- 04** If another provider only supports its own locked player, ask that provider for supported playlist details rather than attempting to extract or bypass them.

MAEB TV TIP

Make one setting change at a time and test it before changing something else. If you still cannot fix the problem, [message MAEB-admin on Telegram](#).

SECTION 44

Default remote controls

Remote behavior can be customized at Settings → Remote control. Default actions vary slightly by device.

DO THIS

- 01** Guide: Select opens a channel; long-press Select opens the right menu.
- 02** Future program: Select opens Record/Remind; long-press opens full options.
- 03** Playback: short Select shows recent channels; long-press shows the quick menu.
- 04** Back from guide opens groups/menu; long-press returns to playback.
- 05** During playback: Left opens channel list; Right returns to previous channel; Up/Down changes channel; long-press Down opens search.

MAEB TV TIP

Make one setting change at a time and test it before changing something else. If you still cannot fix the problem, [message MAEB-admin on Telegram](#).

SECTION 45

Settings reference

MAEB TV settings are organized into General, Playlists, TV guide, Appearance, Playback, Remote control, Parental controls, Other, and About.

DO THIS

- 01** General: startup, last channel, picture-in-picture, exit confirmation, User-Agent, proxy, backup/restore.
- 02** Playlists: enable, rename, guide sources, logos, catch-up, parameters, groups, updates, and sorting.
- 03** TV guide: sources, retained days, descriptions, update schedule, clear/update, and status.
- 04** Appearance: logos, groups, guide, player panels, menus, language, fonts, colors, transparency.
- 05** Playback: buffer, decoders, frame rate, surround audio, passthrough, external player, skip steps.
- 06** Other: search, reminders, recording, autoplay next episode.

MAEB TV TIP

Make one setting change at a time and test it before changing something else. If you still cannot fix the problem, [message MAEB-admin on Telegram](#).

SECTION 46

Edit the left, right, and bottom menus

The bottom menu is customizable; the far-left and right menus are not. Playlist/group presentation can still be changed from the middle list.

DO THIS

- 01** Bottom menu: Settings → Appearance → Player → Menu → enable/disable and Reorder buttons.
- 02** Move Exit near the front for easy full shutdown.
- 03** Recent channels: Settings → Appearance → Player → History/recent channels.
- 04** Left/middle list: long-press a playlist or group to change category, sorting, visibility, external-player use, or groups.
- 05** Right menu: long-press Select on a channel; its structure is fixed.

MAEB TV TIP

Make one setting change at a time and test it before changing something else. If you still cannot fix the problem, [message MAEB-admin on Telegram](#).

SECTION 47

Guide-listed error codes

The guide identifies these as the most common MAEB TV playback errors and separates access/server failures from decoder failures.

DO THIS

- 01** 401: access denied; verify playlist credentials/status.
- 02** 403: access denied; change channels, update the playlist, and retest.
- 03** 458: region blocked; test a VPN in another region.
- 04** 504: server timeout/overload; retry later and test other channels.
- 05** DataSourceException: change channels, update playlist, or wait.
- 06** IllegalStateException: usually temporary and source-side when limited to certain channels.
- 07** MediaCodecException: retry later or test an external player.
- 08** DecoderInitializationException: Settings → Playback → switch Audio/Video decoder Hardware ↔ Software, then restart the device.

MAEB TV TIP

Make one setting change at a time and test it before changing something else. If you still cannot fix the problem, [message MAEB-admin on Telegram](#).

SECTION 48

Common questions and diagnosis

For accurate diagnosis, first decide whether the issue affects one channel, one playlist, or everything. MAEB TV cannot create resolution, surround audio, captions, catch-up, guide data, or stream stability that the source does not provide.

DO THIS

- 01** One channel fails: report the exact channel and time.
- 02** One playlist fails: update it and check its parameters/status.
- 03** Everything fails: restart device/router, check storage and connection, then test another network.
- 04** No 4K/5.1: confirm the stream, device, television/audio equipment, and HDMI path all support it.
- 05** Playlist update fails while internet works: access may be expired, server may be down, or login details changed.
- 06** Update All fails: update each playlist individually to identify and disable the failing one.
- 07** High data use: use the MAEB TV Exit control or force-stop it; turning off the television may leave streaming active.

MAEB TV TIP

Make one setting change at a time and test it before changing something else. If you still cannot fix the problem, [message MAEB-admin on Telegram](#).

CONNECTION APPENDIX

VPN & Internet Provider Troubleshooting

Use this appendix when MAEB TV works on a phone hotspot or VPN but fails on normal home internet. A VPN changes the network path; the comparison tests below help distinguish a network restriction from a login, channel, device, or service problem.

Recognize an internet-provider or home-network block

The strongest sign of a home-internet restriction is a controlled comparison: MAEB TV fails on home internet but works on a phone hotspot, or it starts working immediately after a VPN connects. That points toward DNS filtering, security filtering, a blocked destination, or a bad route between the internet provider and the service. It does not automatically prove deliberate blocking.

DO THIS

- 01** Confirm other apps and websites work on the same device.
- 02** Try at least two unrelated MAEB TV channels.
- 03** Fully exit MAEB TV.
- 04** Connect the device to a phone hotspot and retry the same channels.
- 05** Reconnect home internet, connect the VPN, then reopen MAEB TV and retry.
- 06** If hotspot or VPN works while normal home internet fails, keep the VPN connected and report the comparison result to MAEB-admin.

NEED PERSONAL HELP?

[Message MAEB-admin on Telegram](#) and include the exact error, selected service, device, internet provider, VPN location, and which comparison test worked.

Run the quickest VPN test

A VPN can route MAEB TV traffic through a different encrypted connection. This can bypass a DNS-only filter, a blocked destination, an incorrect route, or some location-based restrictions. The test takes only a few minutes and should be done before deleting playlists or reinstalling MAEB TV.

DO THIS

- 01** Close MAEB TV completely.
- 02** Open Surfshark and connect to Fastest location or a nearby location.
- 03** Wait until Surfshark clearly shows CONNECTED.
- 04** Open MAEB TV and test the same channel that failed before.
- 05** If it still fails, close MAEB TV, change the VPN location, reconnect, and test again.
- 06** If it works only while connected, open the VPN before MAEB TV whenever you use the service.

NEED PERSONAL HELP?

[Message MAEB-admin on Telegram](#) and include the exact error, selected service, device, internet provider, VPN location, and which comparison test worked.

Install and connect Surfshark

Surfshark is the preferred VPN example for MAEB TV. On a supported Android-based streaming device, install it from the device app store, sign in to the Surfshark account, approve the first connection request, and confirm the status says CONNECTED before opening MAEB TV.

DO THIS

- 01 Open the device app store and search for Surfshark.
- 02 Choose Download or Install, then open Surfshark.
- 03 Choose Log in and use the Surfshark account details or its TV login option.
- 04 Choose Quick-connect, Fastest location, or Nearest country for the first test.
- 05 Approve the VPN connection request when the device asks.
- 06 Confirm the Surfshark screen says CONNECTED, then open MAEB TV.

NEED PERSONAL HELP?

[Message MAEB-admin on Telegram](#) and include the exact error, selected service, device, internet provider, VPN location, and which comparison test worked.

Choose the right VPN location

Location choice changes both the route and speed. Start with Fastest location or a nearby location. If access is still refused, try a different route. MAEB TV support commonly tests European locations such as Albania - Tirana or Algeria - Algiers when a nearby route does not work.

DO THIS

- 01** Test Fastest location first and retry the same MAEB TV channel.
- 02** If blocked, disconnect and try Albania - Tirana.
- 03** If that fails, disconnect and try Algeria - Algiers.
- 04** Try one additional nearby or European location if needed.
- 05** Change only the location between tests so the result is meaningful.
- 06** Once a location works reliably, add it to Surfshark Favorites and use it before opening MAEB TV.

NEED PERSONAL HELP?

[Message MAEB-admin on Telegram](#) and include the exact error, selected service, device, internet provider, VPN location, and which comparison test worked.

VPN connected but MAEB TV still will not load

A CONNECTED badge proves the VPN tunnel started; it does not prove that every VPN location, protocol, or filtering feature will work with every service. Change one item at a time, then retest.

DO THIS

- 01** Force-stop MAEB TV, then reopen it while the VPN remains connected.
- 02** Try two other VPN locations.
- 03** In Surfshark, open Settings → VPN Settings → Protocol and test another available protocol.
- 04** Update Surfshark if an update is available.
- 05** Clear the MAEB TV cache in device settings. Do not choose Clear data.
- 06** If Surfshark CleanWeb is enabled, temporarily disable it only as a test, then retry. Re-enable it afterward if it made no difference.
- 07** If nothing works, test a phone hotspot and message MAEB-admin with the error, selected MAEB TV service, VPN locations tried, and whether the hotspot worked.

NEED PERSONAL HELP?

[Message MAEB-admin on Telegram](#) and include the exact error, selected service, device, internet provider, VPN location, and which comparison test worked.

VPN connects but the internet stops working

When the whole device loses internet only after the VPN connects, the VPN route itself is failing or another app/network setting is interfering. Fix the VPN connection before troubleshooting MAEB TV.

DO THIS

- 01** Disconnect the VPN and confirm normal internet works.
- 02** Reconnect using a different VPN location.
- 03** In Surfshark, change Settings → VPN Settings → Protocol and test again.
- 04** Disable any second VPN or system-wide blocker; two apps competing for routing or DNS can break the connection.
- 05** Restart the streaming device and router.
- 06** Update Surfshark. Reinstall Surfshark only if it cannot connect after the earlier steps.
- 07** If every VPN protocol and location fails only on one network, that network may also be restricting VPN traffic. Test a phone hotspot.

NEED PERSONAL HELP?

[Message MAEB-admin on Telegram](#) and include the exact error, selected service, device, internet provider, VPN location, and which comparison test worked.

Reduce buffering while using a VPN

A VPN adds distance and encryption, so the wrong location or protocol can reduce speed. It can also improve playback when the original internet route was congested or restricted. Compare results instead of assuming the VPN is always faster or always slower.

DO THIS

- 01 Run a speed test on the MAEB TV device without the VPN, then repeat with it connected.
- 02 Use Fastest location or a nearby lightly loaded location for the best chance of low delay.
- 03 Test a different Surfshark protocol under Settings → VPN Settings → Protocol.
- 04 Try another nearby location if the current one is crowded or unstable.
- 05 Stop downloads and reduce simultaneous streaming on the home network.
- 06 Restart the router and streaming device.
- 07 Aim for a stable 25-30 Mbps on the device for high-quality streaming. If only one channel buffers, report that channel instead of changing the whole setup.

NEED PERSONAL HELP?

[Message MAEB-admin on Telegram](#) and include the exact error, selected service, device, internet provider, VPN location, and which comparison test worked.

Understand DNS filtering and security filters

Internet providers, routers, and security services can filter domain lookups before MAEB TV ever reaches the service. A full VPN usually sends both DNS requests and app traffic through the tunnel, which is why it can succeed when normal home internet fails. Changing DNS alone may help a DNS-only problem, but it cannot repair every blocked route or destination.

DO THIS

- 01** Check the internet account and router for parental controls, safe-browsing, threat protection, advanced security, or content filters.
- 02** Temporarily disable one filter for a short comparison test, then retry MAEB TV.
- 03** If the filter caused the problem, restore it and use the VPN rather than leaving all protection disabled.
- 04** Do not randomly change several router settings at once.
- 05** If using custom DNS, avoid filtered family/safety resolvers for this test.
- 06** Use the hotspot-versus-home-internet and VPN-versus-no-VPN comparisons to identify whether DNS or routing is involved.

NEED PERSONAL HELP?

[Message MAEB-admin on Telegram](#) and include the exact error, selected service, device, internet provider, VPN location, and which comparison test worked.

Know when a VPN is not the fix

A VPN changes the network path; it does not repair the playlist account, a dead channel, missing guide data, unsupported video, low device storage, or a service outage. Use it when the evidence points to the network path.

DO THIS

- 01** 401 or invalid login: verify the selected service, username, password, expiration, and connection allowance with MAEB-admin.
- 02** One dead channel while others work: report the channel; changing the network usually will not replace a broken stream.
- 03** 404 or Gone: update the playlist and report the item if it remains missing.
- 04** Decoder or audio errors: test playback settings or an external player.
- 05** Everything fails only on home internet but works on hotspot/VPN: keep using the VPN and report the comparison.
- 06** Everything fails on home internet, hotspot, and several VPN locations: contact MAEB-admin because the issue is probably not an ISP-only block.

NEED PERSONAL HELP?

[Message MAEB-admin on Telegram](#) and include the exact error, selected service, device, internet provider, VPN location, and which comparison test worked.

VPN clues in common error codes

Some errors are more useful than others when deciding whether to test a VPN. A code alone is not proof; the hotspot and VPN comparison provides the strongest evidence.

DO THIS

- 01** 403: test another channel, then compare home internet with hotspot and VPN.
- 02** 451 or 458: a location or access-policy restriction is possible; test a VPN in another region.
- 03** 2002 or 2003: the connection or route failed; restart the network, then test hotspot and VPN.
- 04** 504: a remote timeout or bad route is possible; test other channels and another network, but a service outage can produce the same result.
- 05** 401: check credentials/status first; a VPN normally does not repair an invalid account.
- 06** 404 or 410: update the playlist and report the missing item; a VPN normally does not restore removed content.

NEED PERSONAL HELP?

[Message MAEB-admin on Telegram](#) and include the exact error, selected service, device, internet provider, VPN location, and which comparison test worked.

RESEARCH BASIS

Official technical guidance used

This appendix combines MAEB TV support procedures with current documentation from the services below. Product menus can change after an update.

[Surfshark: Android TV setup](#)

[Surfshark: VPN connection troubleshooting](#)

[Surfshark: content access troubleshooting](#)

[Cloudflare: DNS and encrypted DNS](#)

[Cloudflare: firewall, VPN, DNS, and ISP interference](#)