FOR TV SERVICE PROVIDERS AND RESELLERS

# A streaming platform for your brand

Give customers one place to watch Live TV, Movies, and Series, get help, and manage their service. Ultimate Apps brings your brand, customer hub, and playback together on Apple and Android devices and the Web Player.

## See the live product




### Customer Hub commercial

See the branded Hub, help, service updates, and customer support.

WATCH DEMO 1:59




### Player features tour

See Live TV pause, Google Drive recording, Movies, Series, and AirPlay.

WATCH DEMO 2:22

**Explore reseller packages**

**Contact Ultimate TV Solutions**

# Live TV on your schedule

Give viewers a clear guide, a short path to their favorite channels, and more control when they step away.

**Find a channel**
Browse categories and channel logos, search by name, revisit recent channels, and save favorites from the library or while watching.

**See what's on**
Browse the visual guide in local time, move backward or forward, return to Now, and open a channel from the schedule.

**Stay in control**
Switch to the previous or next channel, adjust volume, reconnect manually, or select automatic or manual quality where the stream offers multiple versions.

**Keep watching as you browse**
Move, reset, expand, pause, or mute the mini-player while using the guide. Picture-in-picture is available on supported devices.




## Pause live TV for up to 30 minutes

On supported streams, pause and resume from the saved point or choose Jump to live. The buffer begins when the channel opens and stays with that viewing session.

## Record to your own Google Drive

On eligible accounts and channels, link Drive, choose Record now or Schedule recording from the guide, and follow status in Recordings. Play saved shows in the Hub, cancel pending or active captures, or disconnect Drive while keeping existing files.

Record now captures from the request forward. Scheduled recording can run while the app is closed and uses an available subscription connection.

# Movies, Series, and profiles

Personal libraries, richer title details, and accessibility controls make it easier to find and enjoy the next show.

## Movies and Series

### Browse or search
Move between Live TV, Movies, and Series or search all three together. Filter by category and sort by title, rating, recently added or updated, or provider order.

### Explore the catalog
See featured, recent, and For You shelves. Where available, title pages show posters, artwork, year, run time, ratings, genres, summaries, cast, and episode details.

### Pick up where you stopped
Choose a season and episode, use Continue Watching or Start Over, and play the next episode with Up Next or autoplay where enabled.

### Make recommendations more relevant
Save to My List, mark titles watched, like them, use Not for me, and choose titles and genres you enjoy.

## Profiles and family controls

### Personal profiles
Create, edit, or switch profiles with names and photos. Keep history, progress, favorites, saved titles, and recommendations separate. Photos can be cropped and updated.

### Kids profiles and PINs
Use a parent PIN, separate profile PINs, and PIN protection for adult profiles. Manage settings after parent verification.

### Content rules
Set age limits, hide unrated movies and shows, block individual titles, and choose which Live TV categories children can watch.

### Personal preferences
Set favorite genres and show or hide the local clock in the player.

## Playback and accessibility

### Playback
Play, pause, mute, adjust volume, scrub, skip 15 seconds, and change speed from 0.75× to 2×. Choose fullscreen, fill the screen, or lock touch controls.

### Other screens
Use AirPlay for movies and series on compatible TVs. Use picture-in-picture and keyboard shortcuts where supported.

### Audio and subtitles
Choose available audio and subtitle tracks. Load SRT or VTT files or search online where enabled. Adjust timing automatically or manually, plus text size and background.

### Stop unattended playback
Enable Are you still watching? reminders by viewing time or completed episodes. Viewers can continue or resume.

# Playback infrastructure

The playback server prepares the media and manages access. The player watches for interrupted playback and can request a replacement stream.

**Provider feed**
Authorized channel or title

**Playback server**
Prepare, package, and deliver

**Customer player**
Buffer, watch, and recover

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| **Format conversion** | The server packages supported sources into short HLS video segments. It copies compatible H.264 video where possible, converts other supported sources when needed, and converts audio to AAC. Apple devices can use native HLS, with a compatible browser engine available on other devices. |
| **Automatic live recovery** | The server can reopen a feed after a temporary upstream disconnect. If an established live stream freezes for about 12 seconds, ends, or errors, the player can request a fresh stream with up to three paced recovery attempts. |
| **Matching feed failover** | The player can try an authorized alternate for the same channel. Sports feeds may switch between available quality variants of the same feed. If an alternate is unavailable, the player can retry the current feed or offer manual reconnect. |
| **Buffering and efficient seeking** | A short playback buffer absorbs small delivery gaps. Supported Live TV retains a rolling server buffer for pause and resume. Movies and series can seek within loaded video or request the selected position from the server. |
| **Session and connection controls** | Playback is tied to the signed-in customer and eligible subscription. The server rechecks service access, issues time-limited playback links, applies connection limits, and releases streams when viewing stops. Provider credentials stay server-side. |
| **Startup and diagnostics** | The app prepares the first guide rows and logos early. Connected monitoring can show time to first picture, stalls, failed segments, decoder errors, recovery attempts, and available picture, bitrate, and dropped-frame data. |

Recovery depends on a healthy provider feed. Conversion, Live TV pause, and extended viewing sessions depend on the configured service and account eligibility. Eligible deployments can use recent verified subscription data for limited continuity during a billing outage.

# The branded Customer Hub

Bring the viewing experience, customer service, and account tools together under your brand.

### Brand and experience
Apply your logo, colors, app name, icon, and footer. Give customers a familiar home on supported Apple and Android devices or in the Web Player.

### Subscriptions and billing
Show subscription status and supported invoice details in the Hub. Payment links route customers to the connected billing system.

### Knowledge base
Publish branded setup and troubleshooting guides that customers can search. Put device instructions next to the player and account tools.

### Support tickets
Give customers a place to read support conversations and create or reply to tickets when the connected account permits it.

### Service status
Offer a branded page for service health and updates so customers can check the services they use.

### Push and in-app notices
Reach opted-in devices with service updates or targeted announcements where push is enabled. In-app notices can reach connected viewers where configured.

## Tools for operating the service

### Player and brand controls
Configure library sections, autoplay, Continue Watching, quality options, default volume, and viewing reminders where connected. Review brand changes before publishing and restore a prior configuration where available.

### Operations and reporting
Connected workspaces can monitor active playback, recent viewing, and server health. Connected reseller reporting can show credits, customers, active viewers, and subscriptions due to expire. Authorized staff can manage assigned accounts and push recipients where enabled.

# Choose your launch path

Start with a hosted branded service or scope separately branded apps for the App Store and Google Play.

## Hosted Customer Hub

Launch a branded Hub and Web Player for your subscribers.

- Branded Hub, Live TV guide, Movies, and Series
- Home Screen access on supported Apple and Android devices
- AirPlay for movies and series on compatible TVs
- Branded support, knowledge base, status, and push options
- Backend integration, hosting, and routine maintenance

## Branded App Launch

Plan a separate app launch for Apple and Android stores.

- Everything in Hosted Customer Hub
- Separately branded iOS and Android app builds
- App Store and Google Play listing preparation and submission coordination
- Routine app updates and maintenance after launch

Build availability and launch scope are confirmed during discovery. App Store and Google Play publication depends on store review. Playback and service options depend on the account, provider, enabled features, and device.

## Plan your reseller launch

Share your brand, TV provider, target devices, expected audience, and support or recording requirements. We'll confirm compatibility and put together a quote for your launch.

**Contact Ultimate TV Solutions** **View packages online**

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