



THE JOE HAND PROMOTIONS APP INSTRUCTIONS

The Joe Hand Promotions App is available on Fire TV, Apple TV, AndroidTV/GoogleTV, and your web browser.

COMPATIBLE DEVICES

- **Amazon Fire TV** (Fire TV OS 6.0 and above)
 - Devices: Fire TV Stick and select smart TVs like Fire TV, Panasonic, and TCL
- **Apple TV** (tvOS 17.0 and above)
 - Devices: Apple TV HD (4th gen) and Apple TV 4K (1st-3rd gen)
- **Android TV** (Google) (OS Version 7.1 and above)
 - Devices: Google TV Streamer, Chromecast with Google TV, Onn Streaming Box, Nvidia Shield, and select smart TVs like Sony, TCL, Hisense, Philips, and Onn
- **Web Browser**
 - Stream directly from your preferred browser on your computer



HOW TO DOWNLOAD AND ACCESS THE APP:

Fire TV

1. Open your FireTV device and go to the magnifying glass icon or "find" section
2. Click on the search bar, type in "Joe Hand", and click on where it says "Joe Hand" below the keyboard
3. Click on the "Joe Hand Promotions" app in the search results and press "Get".
4. Once the app has been downloaded and installed, click "open app"
5. Enter your 15-character Joe Hand Streaming Account ID to login
6. Select the event you are trying to view

Android TV/Google TV

1. On the home screen, go to "Apps" at the top of the page and select the search bar near the bottom of the page
2. Type in "Joe Hand" and click the magnifying glass at the bottom right of the keyboard
3. Click on the "Joe Hand Promotions" app in the search results and click "Install"
4. Once it has been installed, click "open"
5. Enter your 15-character Joe Hand Streaming Account ID to login
6. Select the event you are trying to view

Apple TV

1. Open your Apple TV device and scroll down to the App Store icon and click on it
2. Scroll up to the menu at the top of the page and go right to the magnifying glass icon
3. Type in "Joe Hand" and then scroll down to select the app
4. Click "Get" and then confirm by clicking "Get" again
5. Once the app has been installed, click "Open"
6. Enter your 15-character Joe Hand Streaming Account ID to login
7. Select the event you are trying to view



HOW TO ACCESS THROUGH A WEB BROWSER:

1. On your computer or laptop, open up your default web browser.
2. In the search bar, visit <https://watch.joehandpromotions.com/>
3. Enter your 15-character Joe Hand Streaming Account ID to login
4. Select the event you are trying to view

Note: Web browser access is designed for venues that use a laptop or a computer to project the signal to screens in their venue. It is not for personal or residential use.



TROUBLESHOOTING

WHAT CONNECTED TV (CTV) DEVICE DO YOU HAVE?

Many CTV devices' remotes will feature the name or logo of the device's operating system. The actual CTV device may be mounted on/behind a TV, so they may only have the controller to reference.

COMPATIBLE



Apple TV

Fire TV

Google TV

INCOMPATIBLE



Samsung

Roku

Note: You may see the Apple TV app on your device menu—this is not the same as an Apple TV device.



HOME SCREEN EXAMPLES OF COMPATIBLE DEVICES

Some TVs, like Insignia and Sony TVs, may have one of the compatible operating systems built into the device. The home screen or startup screen of the TV may need to be used to identify if the TV is compatible.



Fire TV



Apple TV



Insignia TV



Google TV

FREQUENTLY ASKED QUESTIONS

HOW DO I SIGN IN?

To sign in, all you need is to enter your Enter your 15-character Joe Hand Streaming Account ID. The ID is not case sensitive. If you do not have this, please look for it in your order confirmation email from noreply@joehandpromotions.com.

CAN I USE THIS LOGIN AT A DIFFERENT BUSINESS?

No, each Joe Hand Streaming ID is only valid for the business that it was purchased for and is not able to be used at other businesses. This will be monitored and enforced.



DO I NEED AN EMAIL ADDRESS TO LOGIN?

No, all you need is the 15-character Joe Hand Streaming Account ID associated with your business. Entering this into your Joe Hand Promotions app will log you into your account and grant you access to your purchases.

I HAVE MULTIPLE TVS. CAN I USE THIS ONE LOGIN FOR ALL TVS OR WILL I NEED MORE LOGINS?

You can use your Streaming Account ID on multiple devices as long as they are all within the business that is associated with that account.

CAN I WATCH MULTIPLE EVENTS GOING ON AT ONCE?

Yes, you can watch multiple events at once on different TVs in your venue as long as you have paid for access on those events.

I AM HAVING TROUBLE WITH THE SIGNAL, (AUDIO/VISUAL ISSUES, I.E. MY FEED IS BUFFERING, THE SOUND ISN'T WORKING, THE PICTURE ISN'T CLEAR) WHAT CAN I DO?

First, please make sure the device meets the minimum system requirements (this is typically the issues for any AV sync issues or sound not working assuming the volume is turned up).

Fire TV

Fire TV OS 6.0 and above

To check this:

1. Click on the gear icon or settings in the menu
2. Click on "My Fire TV" or "Device & Software" and then click "About"
3. The software version is viewable on the right side of the screen

Android TV/Google TV

Android TV OS Version 7.1 or above

To check this:

1. Go to the gear icon at the top right of the screen and click "All Settings"
2. Scroll down to "System" and then click "About"
3. Scroll down to "Android TV OS Version" to see the version number

Apple TV

Apple TV devices - tvOS 17.0 and above

The check this:

1. Scroll down and select "Settings"
2. Click "General" and then "About"
3. tvOS will state the version number

BUFFERING

Stream quality is determined automatically by internet speed. Please make sure you have 20Mbps of download speed available per device you are trying to stream with for the best results. Please also make sure that there is nothing else on your network that is taking up substantial bandwidth.

If you are experiencing buffering issues with sufficient internet bandwidth, connecting your device to the internet via a wired ethernet connection is the best solution if your device can accommodate it.

If you are using wifi, make sure your device is close enough to your wifi router and has as few obstacles (walls, etc) as possible between them. If you are having trouble with wifi signal, you may need a signal booster closer to the device you are trying to use.