



Manual for bulk buyers

Portal, licences, customers, your own app — tab by tab.

Signing in and securing your account

The portal is at ovemio.com/portal.

Two-factor sign-in is mandatory. Without it you do get in, but you can neither create licences nor see customers — every action answers with “Please set up two-factor sign-in first”. Set it up under **Security**: scan the QR code with an authenticator app, type in the code, write down the backup codes.

Only **one** session can be signed in at a time. If a second browser signs in, it sees a notice with the time and can take over — the first is then thrown out. That is deliberate: an account two people work with at the same time is an account two people have.

The tabs are arranged in two rows. The top row holds the daily work with customers: My customers, Remote setup, Remote maintenance, Buy/create licences and Broadcast. The bottom row holds what you set up once: App generator, Domains, Domain rollout, Import, Error reports and Security.

The “My customers” tab

Your support code is at the very top. Your customers enter it in the app under **Settings** → **Support** → **Connect to provider** and then appear here — even if they did not get the app from you.

My customers

Remote setup

Remote maintenance

Buy/create licences

Broadcast

App generator

Domains

Domain rollout

Import customer data

Error reports

Security

Your support code

Give this code to your customers. They enter it in the app under "Support → Connect with provider" and then turn up here.

K7MX4Q2P

My customers

Every redeemed licence sits with the customer using it. 3 devices per licence, type freely chosen (📺 box · 📱 phone · 📺 tablet · 🖥 Windows · 🍏 iOS) — all with the same playlist. The customer buys further slots in the app; they are released below. Under every name it says where the entry comes from; anyone without a licence can be removed.

Create customer

Search — name, #licence number, note, "blocked" ...

6 customers

No.	Customer ▲	Subreseller	Licence	Remaining	Account expires	
1	Anna Keller Customer since licence activation Change name	—	#1041 · One-off active 📺 📱 · 2 of 3 devices · no note change · move	210 days	14.5.2027	Chat Devices Unlock backup addresses... Block #1041
2	Bar Centrale Customer since licence activation Change name	—	#1042 · Subscription until 12.8.2027 active 📺 📺 📺 · 3 of 3 devices · no note change · move	34 days	19.11.2026	Chat Devices Unlock backup addresses... Block #1042
3	Familie Novak Customer since licence activation Change name	—	#1043 · One-off active 📺 📺 · 2 of 3 devices · no note change · move	365 days	16.10.2027	Chat Devices Unlock backup addresses... Block #1043
4	Hotel Seeblick Customer since licence activation Change name	—	#1044 · Subscription until 12.8.2027 active 📺 · 1 of 3 devices · no note change · move	5 days	21.10.2026	Chat Devices Unlock backup addresses... Block #1044
5	Jonas W. Customer since licence activation Change name	—	#1045 · One-off active 📺 🍏 · 2 of 3 devices · no note change · move	120 days	13.2.2027	Chat Devices Unlock backup addresses... Block #1045
6	M. Yilmaz Support code entered, no licence yet · since 6.9.2026	—	no licence redeemed	—	—	Chat

Every redeemed licence is listed under the customer who uses it. A licence covers three devices of any type: 📺 box, 📱 phone, 📺 tablet, 🖥 Windows, 🍏 iOS. If a customer buys more slots in the app, the order appears at the bottom and you release it.

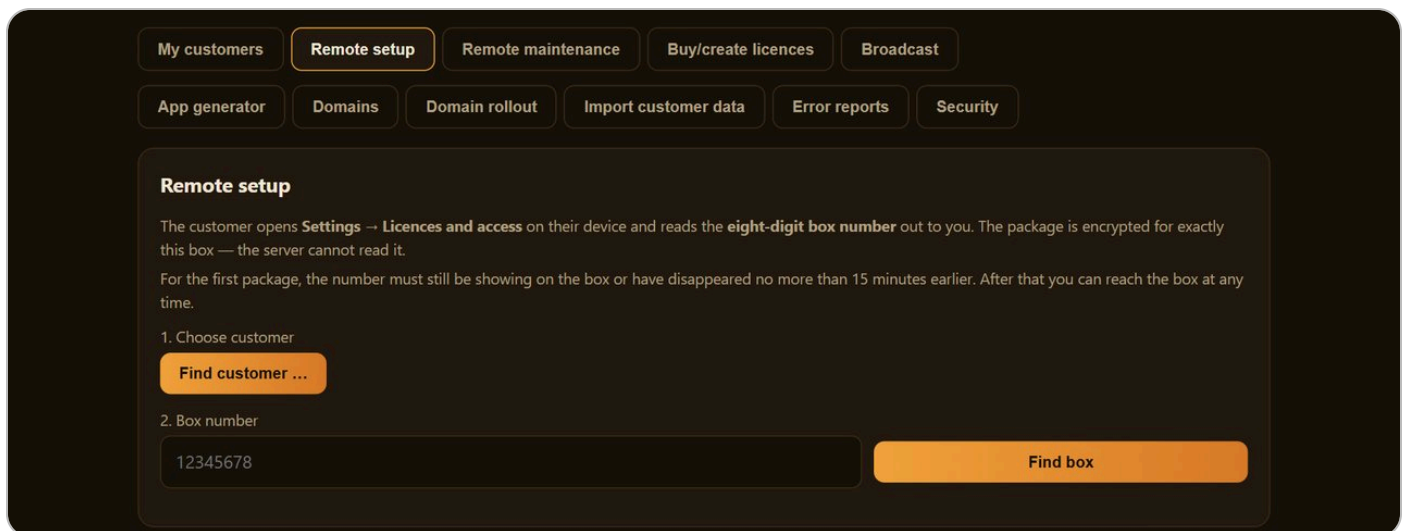
Under each name you see **where the entry comes from**: redeemed licence, entered support code or legacy records. You can only remove a customer as long as they hold no licence; their chat history goes with them.

Search finds name, licence number, note or “blocked”. Once you have a hundred customers, that is faster than scrolling.

Chat opens the conversation with this customer; it appears directly in their app.

The “Remote setup” tab

You set up your customer’s box without them typing anything. They open **Settings → Licences and access** on the device and read the **eight-digit box number** out to you. You select the customer, enter the number and send the licence, credentials and your TMDB key in one package.



The screenshot shows a web application interface with a dark theme. At the top, there is a navigation bar with several tabs: "My customers", "Remote setup" (which is highlighted with an orange border), "Remote maintenance", "Buy/create licences", "Broadcast", "App generator", "Domains", "Domain rollout", "Import customer data", "Error reports", and "Security". Below the navigation bar, the "Remote setup" section is active. It contains a title "Remote setup" and a paragraph explaining the process: "The customer opens Settings → Licences and access on their device and reads the eight-digit box number out to you. The package is encrypted for exactly this box — the server cannot read it. For the first package, the number must still be showing on the box or have disappeared no more than 15 minutes earlier. After that you can reach the box at any time." Below this text, there are two steps: "1. Choose customer" with a button labeled "Find customer ..." and "2. Box number" with a text input field containing "12345678" and a button labeled "Find box".

Up to **three accounts** fit into one package, each with its own username and password. For each account you tick which of your domains the box receives. On the box, each account becomes a list of its own. If you send new data later, the app replaces exactly these lists; whatever the customer created themselves stays.

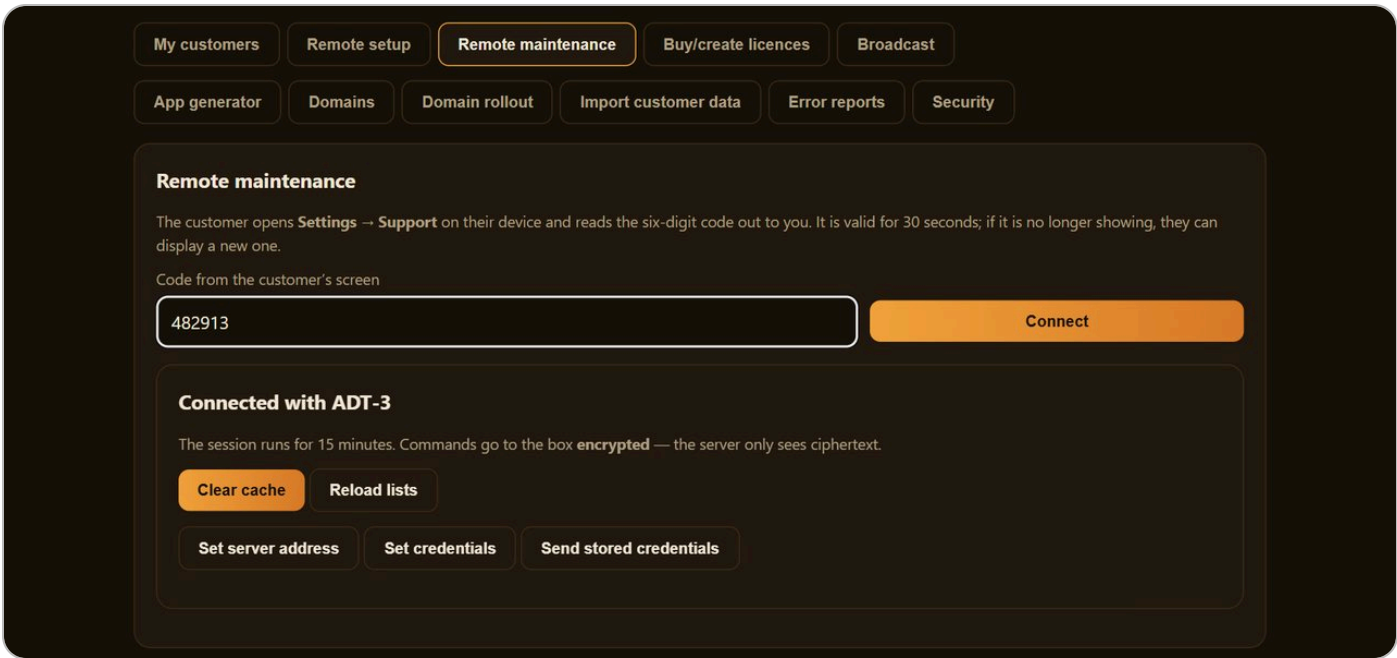
The package is encrypted for exactly this box; the server cannot read it.

For the first package, the number must still be visible on the box or have disappeared no more than 15 minutes ago. After that you can reach the box at any time. Without two-factor sign-in you cannot look up a box.

The customer can also send their credentials from their phone themselves: either via “Pair with phone” with a QR code, or by entering the box number on the phone while the box is showing it.

The “Remote maintenance” tab

For a box that is already running and needs help. The customer opens **Settings** → **Support** and reads the six-digit code out to you. It is valid for 30 seconds; the session after that lasts 15 minutes.



Clear cache	Posters and cached lists are discarded. Profiles, history and favourites stay.
Reload lists	Fetches channels, movies and series fresh from the server.
Set server address	A different address for the current list.
Set credentials	Username and password, optionally with a different address.
Send stored credentials	Sends the account you imported for this customer. It is opened only in your browser and re-encrypted for the box.

The “Buy/create licences” tab

Create licence. Choose the type — *subscription* with a term in days or *one-off* without expiry —, add an internal note, done.

Create licence

93 of 100 licences left

Type	Term (days, subscription only)	Note (internal)
One-off (no expiry) ▼	365	e.g. customer Müller

Create key

Not redeemed yet

These keys have been created but nobody has activated them yet — they do not belong to any customer.

Licence

#1046 · One-off active 0 of 3 devices · no note change · move	Devices	Unlock backup addresses...	Block #1046
#1047 · Subscription until 12.8.2027 active 0 of 3 devices · no note change · move	Devices	Unlock backup addresses...	Block #1047

Order licence package

Choose a package and the payment method. You get a reference — quote it when paying. Once the payment has arrived, your quota is released.

With your first package (from 100 licences) the App Generator unlocks — your own app for Android and Windows under your own name.

Package	Payment method	Cryptocurrency
100 licences — €299,00 ▼	Cryptocurrency ▼	Bitcoin (BTC) ▼

Create order

Buy individual licences later

Without a paid package, each licence costs €6.99. With your first package (from 100 licences) its unit price applies — whoever bought big keeps the volume price when topping up — and the App Generator is unlocked. Your price: **2,99 € je Lizenz** (100 Lizenzen)

Quantity	Payment method	Total
1	Cryptocurrency ▼	2,99 €

Order licences

My orders

Reference	Package	Licences	Amount	Payment	Status	Date
0V-7Q2K-91	100 licences	+100	299,00 €	stripe	paid	4.10.2026

The key is shown **once**. The database holds only a fingerprint of it; we cannot restore it. Copy it straight away to where it belongs.

Not redeemed yet lists keys that have been created but not activated by anyone.

Order package. Choose the package and payment method. With **card**, your quota is available within seconds of payment. With bank transfer, PayPal or crypto you receive a reference to state with your payment.

Buy individual licences later. Without a paid package, each licence costs 6.99 €. With the first package (from 100 licences), its unit price applies, also when buying more, and the app generator is unlocked.

My orders shows every order with its status.

The “Broadcast” tab

One message to all your customers at once, spoken if you like. It appears in the support chat of every app. For announcements such as maintenance or a server change.

The “App generator” tab

This is where an app under your name is created, for Android devices and Windows. It has its own identifier and therefore also runs on devices where Ovemio or another provider’s app is already installed.

My customers

Remote setup

Remote maintenance

Buy/create licences

Broadcast

App generator

Domains

Domain rollout

Import customer data

Error reports

Security

My app

Name, logo and background image determine what your app is called and how it looks — in the launcher, on the TV box and at startup. Your app name and slogan appear at the bottom of the screens. Ovemio only appears at licence entry ("Ovemio – MyTV Edition") and under Settings → About.

App name (in the launcher, 2–30 characters)

Nordlicht TV

Subtitle under the name (slogan, up to 40 characters)

e.g. TV without detours

Shown on the start screen below the name. Leave empty if none should appear. With a background image, the start shows only the image.

Fixed server addresses

Tick, for each domain, which login it runs under in your app. For every login with at least one domain, the app asks your customer for the user name and password and creates a separate list for it, up to three. Your customer cannot change the addresses. What they see of each domain you set here for the app, independently of Remote setup. The first ticked domain of a login is its main URL. If it fails for more than 20 seconds, the next one steps in; each further one after just 5 seconds.

An app only takes several logins and more than three addresses if you build it from version 1.19.321 on. An older base only builds in login 1 with its first three domains.

Domain	Customer sees in the app	Login 1	Login 2	Login 3
Domain 1 http://tv1.example.net:8080	Show name ▾ Server Nord	☒	☐	☐
Domain 2 http://tv2.example.net:8080	Show name ▾ Server Süd	☒	☐	☐
Domain 3 http://backup.example.net:2095	Hide ▾	☐	☐	☐

TMDB key (for trailers, release dates, age ratings, genres)

Key from themoviedb.org

Without it, these details stay empty in your customers' app — silently, the trailer button doesn't even appear. You get the key at themoviedb.org. If you pass it on in an app to paying customers, TMDB requires a separate agreement with you for that; use the free key only for testing. The responsibility for this lies with you (see Partner Terms § 8).

Each customer device sends the requests itself, not a server of yours. With an agreement with TMDB, one key can therefore carry several thousand customers. TMDB switched off the old limit in 2019 and only rejects requests above roughly 40 per second. A second key is only worth it once you see requests being rejected. The bigger risk is the key being blocked: then it fails for all your customers at once.

Colour world

cobalt ▾

Live-TV
Aurum (default)

Live-TV
Nova

Live-TV
Amber

Live-TV
Lagoon

Live-TV
Ember

Live-TV
Nebula

Live-TV
Cobalt

App name and slogan

The name appears in the launcher, 2–30 characters; the slogan below it, up to 40 characters. Both appear at the bottom of the app's screens.

Logo

PNG, ideally square. Appears in the menu, on the licence entry screen and as the icon.

Logo in the menu

Top left with the profiles below, or small at the bottom right with the profiles at the top.

App start-up	A still background image, a background image that slowly pulls back from a close-up, or your own intro video (up to 15 seconds). Sound is optional: for the video its own, for the image an MP3 file.
Colour world	Eight worlds with a preview. The customer can switch them in the app; this is the starting value.
Typeface	Only for the app name, with a preview.
Fixed server addresses	Up to ten domains from the “Domains” tab, each ticked for account 1, 2 or 3; the customer cannot change them. For each domain you choose whether they see the address, a name for it or nothing at all. If everything is hidden, they only enter user name and password, once per account.
TMDB key	Yours. Without it, trailers, year, age rating and genres stay empty in your customers' apps.

Every build delivers the Android app (APK) and the Windows installer. There are two versions to choose from: the **sales version**, which the customer activates with a key, and the **demo version**. It comes with an account, runs straight away and locks itself after the set number of hours (1 to 720). Every demo that has been started then appears under “Active demos”; “Activate” puts a licence from your quota on that device.

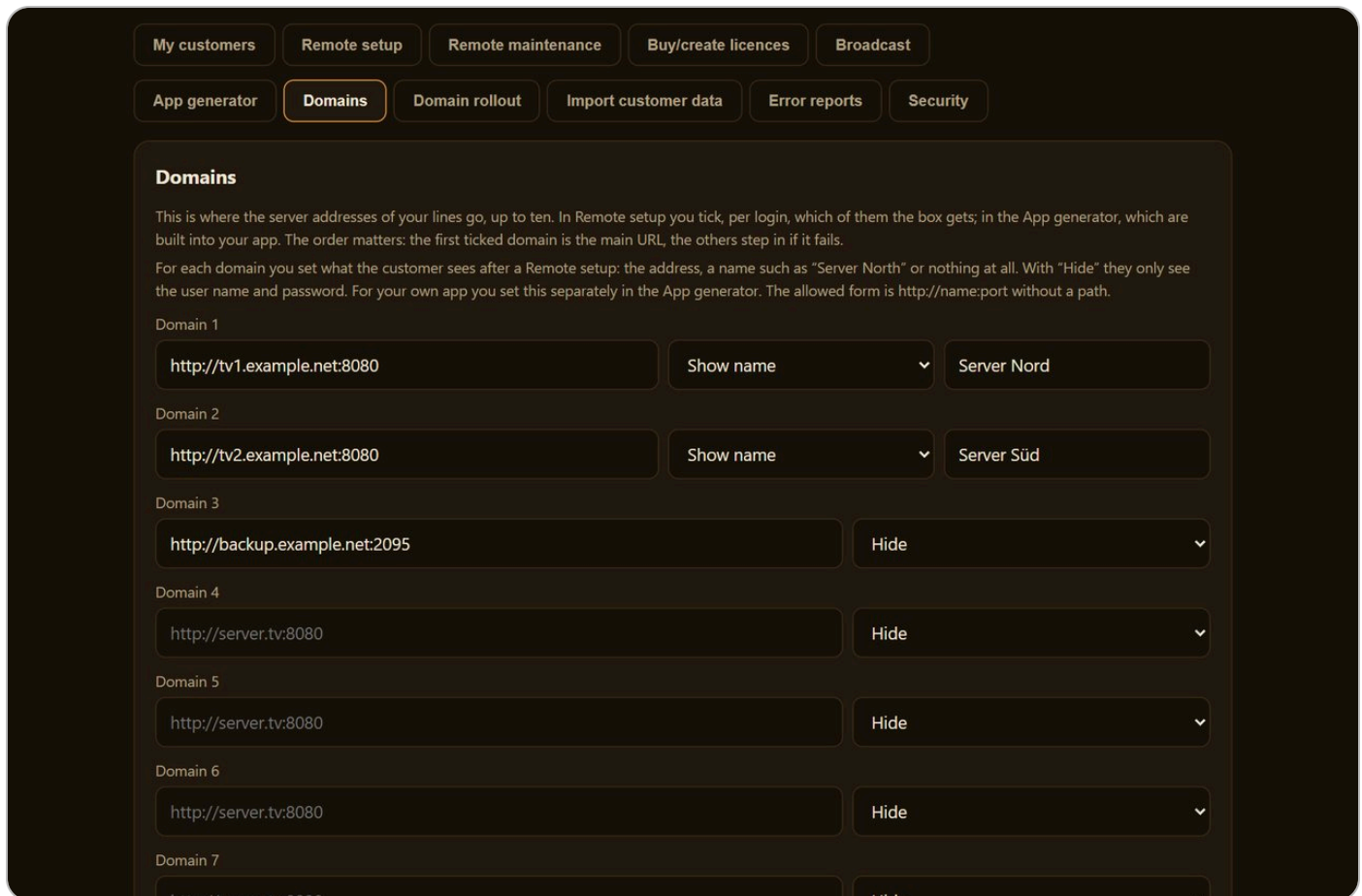
The demo version needs a demo account of its own that you can block at any time — never the account of a real customer. Whoever takes the APK apart reads it; with an app that is meant to sign itself in, that cannot be prevented in principle.

Updates arrive automatically. When a new version of Ovemio comes out, we rebuild your sales version with the settings from your last build, and your customers’ apps update themselves just like Ovemio. You only need to rebuild if you change something yourself. The demo version does not receive updates.

The app generator becomes available with the first paid package (from 100 licences). Before the first build goes through, we review every account once in person, usually within hours. You can fill in and save everything beforehand; once approval is in place, you build with one click.

The “Domains” tab

The server addresses of your lines, up to ten, in the form `http://name:port`. Remote setup and the app generator take their addresses from here.



The screenshot shows a web interface with a top navigation bar containing buttons: "My customers", "Remote setup", "Remote maintenance", "Buy/create licences", "Broadcast", "App generator", "Domains" (highlighted), "Domain rollout", "Import customer data", "Error reports", and "Security". Below the navigation bar is a section titled "Domains". It contains explanatory text and a list of seven domains. Each domain entry consists of a text input field for the server address, a dropdown menu for the display name, and a dropdown menu for visibility (Show name or Hide).

Domains

This is where the server addresses of your lines go, up to ten. In Remote setup you tick, per login, which of them the box gets; in the App generator, which are built into your app. The order matters: the first ticked domain is the main URL, the others step in if it fails.

For each domain you set what the customer sees after a Remote setup: the address, a name such as "Server North" or nothing at all. With "Hide" they only see the user name and password. For your own app you set this separately in the App generator. The allowed form is `http://name:port` without a path.

Domain 1

`http://tv1.example.net:8080` Show name Server Nord

Domain 2

`http://tv2.example.net:8080` Show name Server Süd

Domain 3

`http://backup.example.net:2095` Hide

Domain 4

`http://server.tv:8080` Hide

Domain 5

`http://server.tv:8080` Hide

Domain 6

`http://server.tv:8080` Hide

Domain 7

`http://server.tv:8080` Hide

The order matters. The first ticked domain is the main URL; the others step in if it fails: the second after 20 seconds of outage, then each further one after 5 seconds.

For each domain you decide what the customer sees after a remote setup: the address, a name such as "Server North", or nothing at all. With "Hide" they only see username and password. For your own app, you set this separately in the app generator.

The “Domain rollout” tab

If you change the server address, enter the new one here. Your customers' apps pick it up by themselves at the next start — nobody has to type anything. Username and password stay as they are.

The “Import customer data” tab

Imports accounts from a CSV file from your panel. You enter the panel address, which applies to all rows, and choose the file.

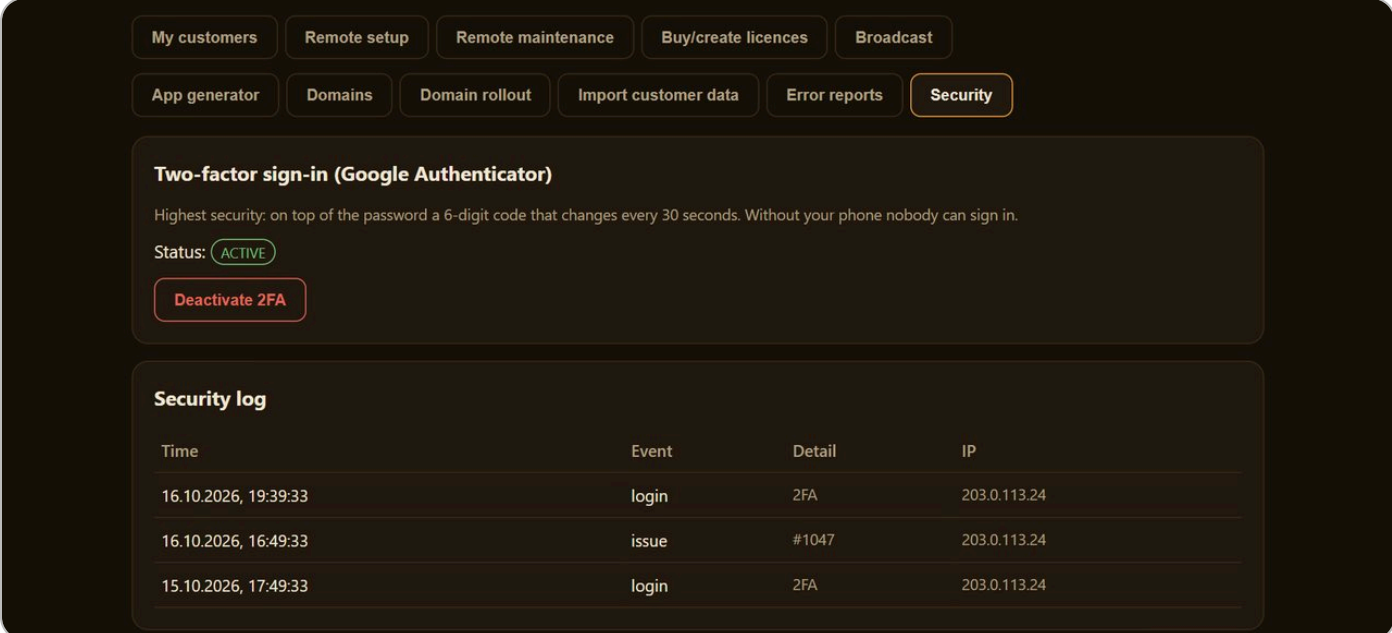
The file does not leave your browser. It is read and encrypted there; only checksums and ciphertext go to the server. Username and password are never stored there in plain text.

The “Error reports” tab

Reports your customers have sent from the app, newest first, at most 100. The log in a report only loads when you click.

The “Security” tab

Here you set up two-factor sign-in. Below it is the security log: what happened with your account, with time and IP address.



The screenshot shows a dark-themed user interface with a top navigation bar containing buttons for 'My customers', 'Remote setup', 'Remote maintenance', 'Buy/create licences', 'Broadcast', 'App generator', 'Domains', 'Domain rollout', 'Import customer data', 'Error reports', and 'Security'. The 'Security' button is highlighted with a red border.

Below the navigation bar, the 'Two-factor sign-in (Google Authenticator)' section is displayed. It includes a description: 'Highest security: on top of the password a 6-digit code that changes every 30 seconds. Without your phone nobody can sign in.' The status is shown as 'ACTIVE' in a green pill, and there is a red 'Deactivate 2FA' button.

The 'Security log' section contains a table with the following data:

Time	Event	Detail	IP
16.10.2026, 19:39:33	login	2FA	203.0.113.24
16.10.2026, 16:49:33	issue	#1047	203.0.113.24
15.10.2026, 17:49:33	login	2FA	203.0.113.24

The “Profile” button

Top right. Here you find the display name, the default server address of your accounts, the e-mail for recovery and confirmation codes, an alert address for the warning when someone signs in from a new connection, and the password (at least 10 characters).

 **Ovemio · Sales portal**

Manual

English ▾

Ovemio Support

Profile

Sign out

Großabnehmer: Nordlicht TV · Lizenzen 7/100

My customers

Remote setup

Remote maintenance

Buy/create licences

Broadcast

App generator

Domains

Domain rollout

Import customer data

Error reports

Security

Profile

User name **nordlicht** — that cannot be changed.

Display name

Nordlicht TV

Default server address of your accounts

http://tv1.example.net:8080

Suggested when setting up a box — just like the TMDb key. **The spelling counts:** scheme and port go into the customer key, `beispiel.tv` and `http://beispiel.tv:80` are two different accounts.

E-mail for recovery and confirmation codes

ko***@example.net

Change e-mail

The address is no longer shown. To change it, a link goes to **exactly this** address — only someone who can still read it can change it. A password alone is not enough.

Save

Alert on new location

Address that a warning goes to when someone signs in from a new connection. Empty = off. **Not** to be confused with the address above: that one is for recovery and confirmation codes, this one only for the warning. Usually the same.

Alert e-mail

alarm@example.net

Save

Change password

The new password does not leave your browser — the server only gets a proof. At least 10 characters.

Current password

New password

Repeat new password

If a customer loses profiles

The server keeps a copy of every customer's profiles once a day, and additionally before any larger loss. The customer restores them in the app themselves: **Settings** → **Profiles** → **Restore profiles**, choose a snapshot, tick the profiles. The backup is only opened on their device.