SIDEKICK PLAYER

Your content.
Your screen.
Your Sidekick.

User guide

Streaming media player for Fire TV and Android TV

Sidekick Player 1.0.32 | October 3, 2026

Player software only. No content included.
Sidekick Player is not a streaming provider. We do not provide, host, or sell media content, playlists, or streaming subscriptions. You supply your own authorized sources.

Welcome to Sidekick Player

Sidekick Player brings live streaming, your media library, recordings and personal viewing tools into one television experience. This guide explains the Fire TV and Android TV version controlled with a directional remote. Menu labels may vary; the terms used here describe features without changing the app interface.

Sidekick Player is independent, standalone media-player software. A software license does not include media content, playlists, provider credentials or a streaming subscription. You connect your own authorized content. Sidekick Player is not a streaming provider.

Remote controls at a glance

Remote button	What it does
Up and Down	In clean full-screen Live streaming, Down changes to a higher channel number; Up changes to a lower number. In menus, move the highlight.
Left and Right	Move through menus and controls.
OK or Select	Open the highlighted item. In clean playback, show controls without activating an action.
Back	Close the current menu first; press again from clean playback to return to the guide or library.
Menu	Open or close the available player options.
Play Pause	Pause or resume playback when supported by the stream.

Before you begin

- A supported Fire TV or Android TV device connected to the internet.
- Your authorized provider address and account details, or an authorized playlist.
- The latest Sidekick Player app and a Sidekick activation code; your authorized content source is separate.

Install and update the app

Install on Fire TV

1. Download Sidekick Player from https://sidekickplayer.com/install, or use the secure link supplied by your service administrator.
2. Allow installation from the app used to download the file when Fire TV asks.
3. Install Sidekick Player, then open it from Your Apps and Channels.

4. Keep Sidekick Player installed when updating. Updates preserve saved login details, profiles and favorites.

Check for updates

1. Open Settings from the Sidekick navigation menu.
2. Choose App updates.
3. Select Check for updates.
4. If a newer customer version is available, choose Download update, select Package installer if asked, and approve installation. Select Just once when choosing the installer.

This guide covers Sidekick Player 1.0.32. Sidekick supplies player software only; connect your own authorized streaming sources.

Settings provides app preferences, profiles, playback choices and update access.

Your software license

Sidekick app access and your content-provider account are separate. Each paid license covers up to five activated devices. This does not increase the number of simultaneous streams your provider allows.

License	USD price	What it covers
Six months	$7.99	Six months of app access on up to five devices.
One year	$12.99	One year of app access on up to five devices.
Lifetime	$39.99 once	Up to five devices for as long as Sidekick Player is offered and supported.

Lifetime does not promise perpetual updates, future platform editions or third-party content. Current licenses cover Fire TV and Android TV. Public online purchases are not open yet.

Renewals cancellation and refunds

Six-month and annual licenses renew by manual payment unless you expressly opt into automatic renewal when that option is available. Lifetime licenses do not renew. Turn off optional auto-renewal before the next charge through billing controls or Sidekick support; access continues through the paid period.

Request a refund for a new software license within seven calendar days of purchase. Email mysidekickplayer@gmail.com from your billing email with the order reference. Do not send card details, passwords or activation codes. Refunds return to the original payment method and deactivate the refunded license. Your mandatory consumer rights remain unchanged.

Read the current policy at https://sidekickplayer.com/licensing.html. Uninstalling Sidekick does not cancel a third-party content subscription.

Your free 72 hour software trial

A free trial lets you try Sidekick Player on up to five activated Fire TV or Android TV devices for 72 hours. No payment card is required. It ends without an automatic charge or a paid subscription.

1. Create an account at https://billing.sidekickplayer.com/ and verify your email address.
2. Open Trial & activation code in your account and choose Start Free 72-Hour Trial. The 72-hour period begins when you start it. Your account displays the activation code and exact expiration time.
3. Open Sidekick, choose Use my own provider and enter your trial activation code. Then connect your own authorized content source.
4. Use the same code on up to five devices. Adding a device or activating again does not restart the trial.
5. When the trial ends, a paid software license is a separate, optional purchase when sales are available.

No media content, playlists, provider credentials or content subscriptions are included. Downloading the app alone does not start a trial. Your content provider’s stream limits still apply.

Your trial is for player compatibility and features. It cannot guarantee availability or quality from a third-party source. See https://sidekickplayer.com/licensing.html for the current terms.

Sign in

For a standalone software license, choose Use my own provider and activate Sidekick with your app activation code. Then add your authorized content source. The Sidekick code unlocks the app; it is not a content-provider username or password.

1. Open Sidekick Player and choose Use my own provider.
2. Enter your Sidekick activation code and activate this device.
3. Choose Add your provider and enter its name, DNS address, username and password, or add an authorized playlist.
4. Check the details before connecting. Your provider supplies the account and any content rights.
5. Wait while Sidekick loads the catalog and guide supplied by your source.

Existing configured installations may show I’m a service customer. That older label opens an administrator-configured third-party provider connection. It does not mean Sidekick sells streaming content. Use this path only for a connection already arranged by your administrator.

If sign-in fails, confirm the username and password exactly as supplied. Provider credentials are case-sensitive.

Use Home and the main navigation

Home surfaces useful content without starting playback automatically. Rows can include recent channels, favorites, continue watching and newly available titles.

Home provides fast access to recent and saved viewing.

Main sections

Section	Purpose
Home	Recent activity, favorites and continue watching.
Search	Find channels, programs, on-demand content.
Live streaming	Browse channel groups and guide listings.
On-demand content	Browse and play available films.
Episodic content	Choose a collection, season and episode.
Recordings	View supported recordings and schedules.
My list	Open saved channels, programs, on-demand content.
Settings	Profiles, playback preferences and app updates.

Watch Live streaming

Open TV, choose a category and select a channel to preview it. Press OK on the playing channel to watch full screen. The active channel stays highlighted while you browse other listings.

After two minutes without input, the guide expands the already playing channel to full screen when playback is ready. Browsing another channel does not change which stream expands. Paused playback and open confirmation dialogs do not trigger this return.

The transparent TV guide keeps the current channel playing behind categories and listings.

Live streaming Back behavior

- When player controls are visible, Back hides the controls and returns to clean full-screen video.
- When the video is already clean, Back returns to the TV guide.

- When the right-side Channel options menu is open, Back closes it and restores the Channel options highlight.

Use Live streaming controls

Full-screen Live streaming starts with controls hidden. Press Down for a higher channel number and Up for a lower number. Controls stay hidden while you change channels.

Press OK or Select to show the information bar. With that bar visible, press Down or choose More for the full tool row. Both sets of Live streaming controls close after 15 seconds without interaction.

Expanded controls provide guide, Multiview, audio, captions, picture and channel options.

Control	Purpose
TV guide	Browse groups and Now and Next listings without stopping the current channel.
Recent	Return quickly to recently watched channels.
Favorite	Add or remove the active channel from Favorites.
Multiview	Watch up to four channels when the device and provider support enough simultaneous streams.
Audio and Captions	Choose available audio and subtitle tracks.
Picture	Change how the video fits the screen.
Channel options	Open external playback, favorites, blocking, hiding, recording and program details.

Watch several channels with Multiview

Open the Live streaming controls and choose Multiview. Start with the current channel, then add up to three more. The layout adjusts to the number of screens.

Four screens in Multiview. The selected screen supplies the sound.

1. Use the arrow buttons to select a screen. Its channel becomes the sound source.
2. Press OK to open the screen options. Choose Add screen or Change channel.
3. In the right panel, choose a category, browse its channels, or search all channels.
4. Select a channel to add it to the chosen screen. Use Done to return directly to Multiview.

Each extra screen uses another provider connection and more device resources. Four screens require a compatible device and enough simultaneous streams on your provider plan. A channel error may be a connection limit or an unsupported format.

Navigate the Multiview channel panel

The right panel keeps channels and categories together while video continues.

- Back from the channel list or search results returns to Categories. The previous category is highlighted.
- Back from Categories closes the panel and returns to the selected Multiview screen.
- Back from the compact screen-options menu closes that menu.
- Back from Multiview with no panel open returns to single-channel viewing.
- The arrows select screens; pressing Right does not automatically open a side panel. Background controls cannot be selected while a panel is open.

Full screen watches the selected channel on its own. Remove screen closes an extra channel. The right panel closes after two minutes without input; your screens, layout and selected sound remain in place.

Browse your media library

Browse your on-demand library, choose a category or Search, and select a poster to open its details. Available actions include Play or Resume, Trailer, Add to My List and Open in external player. Start from beginning is available when there is saved progress.

On-demand details show artwork, description, cast information and actions.

During playback, press OK to show transport controls. Press Down to open playback options. The controls close automatically after 10 seconds without remote input.

On-demand playback controls

On-demand options include audio, captions, picture size, playback speed, restart and sleep timer.

On-demand Back behavior

- Back from playback options returns to transport controls.
- Back from transport controls hides all controls.
- Back from clean video returns to the on-demand details screen.

Browse episodic content

Browse episodic content in your media library. Choose a season, then select an episode. Sidekick remembers progress independently for each household profile and can continue with the next episode when enabled.

The episodic-content browser separates seasons and episodes, with individual episode cards for remote navigation.

- Continue watching resumes an unfinished episode.
- Start from beginning ignores the saved position for that play session.
- Completed episodes display their watched state.
- Automatic next-episode playback can be changed in the playback settings for episodic content.

Use VLC or MX Player

Built-in Sidekick playback remains the default. If VLC or MX Player is installed, choose Open in external player from an on-demand item, an episode, or the channel options menu during live streaming.

Only supported installed players are offered. Cancel keeps playback inside Sidekick.

The selected stream link can contain the provider username and password and is sent only to the player you select. External playback progress may not return to Sidekick.

Appearance and household profiles

Choose your colors

Open Settings then Appearance. Choose from 12 backgrounds and 12 separate highlight colors. Each household profile remembers its colors, and settings backups include them. Sidekick Default restores either color setting.

Profiles and parental controls

A household can use up to six local profiles. Each profile keeps separate favorites, history, progress and language preferences. Child profiles can be limited to approved content groups and require the household PIN to leave.

Profile controls manage household viewing and child restrictions.

1. Open Settings and choose Profiles.
2. Create or select a profile.
3. For a child profile, choose the allowed categories for streaming and on-demand content.

4. Set and safely retain the household PIN.

Profiles are stored on the device. A profile created on one device does not automatically appear on another device.

Favorites My List recordings and search

Favorites and My List

Use Favorite for live streams and Add to My List for library content. Saved items remain separate for each profile. The guide follows live time and updates an expired current-program selection; deliberate future browsing is preserved.

Recordings

Record now and scheduled recording are available only when the device and provider support the required stream and storage access. The app must have enough free local storage. A provider may limit simultaneous streams while recording.

Search

Search can return live streams, current or future guide programs and library content. Child profiles see only results allowed by their profile rules.

Search groups results by type so remote navigation stays predictable.

Back up and restore household settings

A household backup keeps local profiles, favorites, saved items, viewing progress and supported preferences. Login details, the provider address and parental PIN are excluded. Keep your provider login available separately.

1. Open Settings, then General, then Back up data.
2. Choose a location if a file picker opens. On Fire TV without a picker, Sidekick saves the backup in Downloads. Wait for the saved confirmation.
3. To recover settings, choose Restore backup. Select the saved Sidekick backup when asked.
4. Review the number of profiles and saved entries. Choose Restore only after confirming the backup is the one you want.

If an older backup is not listed after reinstalling, choose the file-browsing option and select it through an installed file manager. Allow requested storage access. The restore confirmation explains entries that will be skipped; current login and parental PIN remain unchanged.

Normal production updates preserve your settings. Do not uninstall as part of an ordinary update. If the Fire TV home-screen logo remains clipped after an update and device restart, contact Sidekick support. Only

customers migrating from an old development-signed test app need the special backup and reinstall procedure supplied by the service owner.

Live streaming interruptions and automatic recovery

Sidekick 1.0.32 automatically reconnects after eligible temporary Live streaming errors, prolonged buffering and unexpected stream endings. It keeps trying with delays while the channel remains selected and playback is requested. Each Multiview screen recovers independently.

The picture can pause until the source recovers. If the provider recreates a channel with a new stream address, refresh the playlist and select it again. Recovery cannot make an unavailable source return or override account and connection limits.

- Pausing, changing channels or leaving playback stops retries for the old stream. Multiview screens have independent recovery while they remain active.
- A frozen picture with continuing audio can have a different cause. Note what you see and hear when contacting support.
- Compare the same channel in Sidekick and VLC on the same device and network, one app at a time. Failures in both can point to the stream or connection.
- After a playback error, Settings then Fix playback may offer a playback report. A buffering-only interruption may not create one.

When menus close by themselves

Live streaming controls close after 15 idle seconds. The in-player TV guide, Multiview right panel and Settings close after two minutes without activity. Settings returns to full-screen live video when a ready preview is playing. On-demand playback controls keep their separate 10-second control timeout. Remote input, touch or search restarts the relevant menu timer.

Troubleshooting

Problem	What to try
Cannot sign in	Check the provider username and password. Confirm the device has internet access. For standalone activation, check your Sidekick code. For provider login, confirm the provider address and account separately.
Channel will not play	Try another channel, then retry. Check whether the provider has reached its simultaneous connection limit.
Guide information is missing	Open Settings and refresh guide information. Some channels may not include provider guide data.
On-demand buffers	Pause briefly, retry, or use another available stream/player. Confirm network speed and provider status.
VLC or MX is not listed	Install a supported VLC or MX Player version, then reopen the external-player chooser.
Update will not install	Allow installation from the downloading app and confirm enough device storage is available.
Remote focus seems lost	Press Back once to close the current layer, then press OK to reopen the player controls.

Protect your account

- Do not share provider credentials or screenshots containing credentials.
- Install Sidekick updates only from the owner-provided secure address.
- Use a child profile and PIN where viewing restrictions are required.

For help, email mysidekickplayer@gmail.com with the app version, device model, affected channel or title, and the time of the problem. Explain whether you were watching one channel or Multiview, whether audio continued, and whether playback recovered. Never include passwords or full stream links.