Qualified Devices / Qualified OTT Devices

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Description

This list includes the devices supported by Innovative Systems, as of May 23, 2024.

Resolution

Linear STBs

Amino
- Amino 130‡
- Amino 130m‡
- Amino 530 DVR‡
- Amino A140‡
- Amino 540 DVR‡
- Amino 150‡
- Amino 550 DVR‡
- Amino A5050 DVR‡
- Entone Kamai 450‡
- Entone Amulet 455m DVR‡
- Entone Kamai 500‡
- Entone Amulet 505 DVR‡
- Amino Kamai 650m
- Amino Kamai 651
- Amino Amulet 655m DVR
- Amino Amulet 656 DVR
- Amino Kamai 7B
- Amino Kamai 7X
- Amino Kamai 7XM
- Amino Amulet 7XM

ADB
- ADB 3800‡
- ADB 3721WN‡
- ADB 3721WNX DVR‡
- ADB 2721W‡
- ADB 2721WX DVR‡
- ADB 1720W‡
- ADB 1761W‡
- ADB 1761WF‡

Innovative Systems
- IS 5112W*
- IS 5041W*†
- IS 5045W*†

Handheld Devices

- Android Minimum Version: 7.1, SDK: 25
- IOS Minimum Version: 12

Note: Some features like Picture in Picture require support from the hardware vendor to be enabled in the application.

OTT Devices

Roku*   **Amazon Fire TV**   **Android TV**

(Retail)

- Express 3900
- Premiere 3920
- Streaming Stick 3810
- Streaming Stick 4K 3820

- Streaming Stick 4K+ 3821
- Express 3960

- Express 4K 3940
- Express 4K+ 3941
- Ultra 4640
- Ultra 4660
- Ultra 4670
- Ultra 4800

- Stick 4K Max 2nd Gen (K3R6AT)
- Stick 4K Max 1st Gen (K2R2TE)
- Stick 3rd Gen (S3L46N)
- Stick 2nd Gen**#** (LY73PR)
- 3rd Gen (LDC9WZ)
- Stick 4K 1st Gen (E9L29Y)

- Cube 3rd Gen (GA5Z9L)
- Cube 2nd Gen (A78V3N)

- nVidia Shield TV
- MiBox S (MDZ-22-AB)
- Tivo Stream 4k

- Google Chromecast with Google TV

Android TV (Managed)

- Amino Amigo 7
- Evolution Digital EvoPro

Apple TV*
- HD Gen 4 (A1625)
- 4K Gen 3 (A2843)
- 4K Gen 3 (A2737)
- 4K Gen 2 (A2169)
- 4K Gen 1 (A1842)

Note: * mark STBs with HLS Video support
   † mark STBs with OTT streaming mode support
   ‡ mark STBs that will receive no software updates after v22.

Known Issues

FireTV

FireTV devices running the OS 5 operating system:

- Do NOT support Let's Encrypt SSL certificates (which are free). However, certificates purchased from other sources (such as GoDaddy or Verisign) seem to avoid this bug in the FireTV OS 5.
- Do NOT support CBCS Encryption. CBCS encryption requires a minimum of FireTV OS 6. Android devices require a minimum of 8.0.

https://developer.android.com/media/media3/exoplayer/supported-devices
https://developer.amazon.com/docs/fire-tv/fire-os-overview.html
https://developer.amazon.com/docs/fire-tv/device-specifications-fire-tv-streaming-media-player.html
https://developer.amazon.com/docs/fire-tv/device-specifications-fire-tv-cube.html

Roku

- Recommend AAC. AC3 decode is not supported across all Roku devices. Use of AC3 can result in audio issues, clicking, etc, degrading the customer experience.

* Audio issues on Roku Streaming Sticks (3820,3821) have been reported on recording playbacks if AC3 audio is in use. If AAC audio is also present, on tune to the live streams, from service HLS Packager, AAC audio is selected, and no audio issues occur during live video. Unfortunately, due to a Roku limitation, these Roku devices will only request AC3 audio on playbacks (cDVR, VOD), even if AAC is available. Our Roku application is unable to force these Roku devices to prefer and request AAC. Complicating this, multichannel AAC and AC3 decoding are not supported on all Roku models.

To work around this issue, if AAC is available, the service that handles playbacks, VHLS, has been enhanced to provide AAC ONLY when playbacks (cDVR, VOD) are requested by Roku Streaming Sticks (3820,3821). AC3 audio will continue to be requested by all other Roku models. Requires InnoStream package virtualhls-2 2.0.40-4+ and Roku application 4.1.12+

If AC3 is the only audio available and audio issues are heard during playbacks, setting the Roku's audio settings from Auto to Dolby may resolve. In the instances where the TV in use does not support decoding AC3, audio issues may persist. This is caused, unfortunately, by lack of support for AC3 decode.

Testing has also indicated certain Roku models do not handle multiple AC3 audio frames in a single MPEGTS PES payload, resulting in sped up video during playbacks (cDVR). Remuxing of the AC3 audio is now performed by the VHLS service on playback, to compensate for this Roku issue. Requires InnoStream package virtualhls-2 2.0.46-4+

https://developer.roku.com/en-ca/docs/specs/media/streaming-specifications.md#supported-audio-codecs

Apple

- Lookback, cDVR, and VOD playbacks are not supported with HEVC video.

* All Apple devices require the container format for HEVC video MUST be fMP4. Lookback, cDVR, and VOD playbacks use VHLS to play the recording in ts (transport stream) format. Due to this, these playbacks are not supported on Apple devices when HEVC video is in use. Restart playback uses the HLS Packager which does provide fMP4 when HEVC video is in use. At present, if using HEVC, and Lookback, cDVR, and/or VOD, HEVC video must be transcoded to 1080p or 720p H.264/AAC to allow these playback types to work with Apple devices. Be advised, this will require double diskspace for all HEVC channels.

https://support.apple.com/en-us/101605

Device Not Listed?

Newer Models of the listed devices and Smart TVs equipped with Amazon, Roku and/or AppleTV software may work in most cases, but are not guaranteed.

Newer consumer devices than Innovative Systems has tested will generally work, provided that they are models that have increased memory and processing power over models already supported above. New models that are cheaper and reduce memory and/or processing power, or which support just 30 fps, may not work and are not supported. Examples of non-supported devices are Fire TV Stick Lite and other devices on the lower-end that do not have the power to run the apps we create for our service provider customers.

In the event a newer device meets the criteria above and is not on the qualified devices list, but fails to perform properly, please visit our video support page at www.innovsys.com and open a ticket with as much detail as possible.

Innovative Systems cannot possibly acquire and test televisions with Fire TV and Roku built-in. There are far too many makers and models and they are frequently discontinued. Our testing finds that many of these TVs work, but they tend to perform slower than external devices. **We do not have any plans to acquire, test or troubleshoot TV models.**

Innovative Systems cannot acquire and test all OTT Device models. This listing will be regularly updated as development and testing expands to select newer models.