



PlayGo Installation Guide

Choose your device below and follow the steps to install PlayGo and start streaming.

Before You Begin

You'll need your PlayGo username and password to log in once the app is installed. You'll find these in one of two places:

- Your order confirmation email — check for the email confirming your subscription; it has your login details. Not there? Check your spam or junk folder.
- Your account — log into your account and navigate to My Account > Subscription Info

Keep this handy, and you'll be up and running in just a few minutes.

Amazon Fire TV or Firestick

Install from the Amazon Appstore

For most Fire TV and Firestick devices, this is the fastest way to get PlayGo running — start here.

1. From the Fire TV home screen, select Find or Search.
2. Search for PlayGo.
3. Select the official PlayGo app.
4. Choose Get or Download.
5. Open PlayGo, log in, and start watching.

***Note:** PlayGo installs normally on all Fire TV devices, including those running Vega OS (e.g., Fire TV Stick 4K Select, Fire TV Stick HD) — but it will not work on Vega OS devices. If you're on one of these devices, you'll need to switch to a different device to use PlayGo. Check "Tips for the Best Streaming Experience" below to find the best option.*

If PlayGo Doesn't Appear in the Amazon Appstore

Some Fire TV models don't carry PlayGo in the Appstore. If that happens, use the free Downloader app instead — it's a standard, widely-used tool for installing apps like PlayGo. Just follow the three short steps below.

Step 1: Install Downloader

1. From the Fire TV home screen, select Find or Search.
2. Search for Downloader.
3. Select the Downloader app and choose Get or Download.

Step 2: Turn On Developer Options

This is a one-time setting that lets your Fire TV install apps like PlayGo directly.

1. Go to Settings.
2. Select My Fire TV or Device & Software.
3. Select About.
4. Highlight the name of your Fire TV device.
5. Press the center or Select button on your remote seven times.
6. Go back to the previous menu and open Developer Options.
7. Select Install Unknown Apps or Apps from Unknown Sources.
8. Select Downloader and switch it to On.

Step 3: Install PlayGo

1. Open Downloader.
2. Enter either code: **1730386** or **8431136**.
3. You may also enter: <https://tinyurl.com/Play-go> (type it exactly as shown — capital letters matter)
4. Select Go and wait for the file to download.
5. Select Install.
6. Open PlayGo, log in, and start watching.

Smart TV

Samsung, LG, and other supported Smart TV brands.

Install from Your TV's App Store

1. Press the Home button on your TV remote.
2. Open your TV's app store, such as Samsung Apps, Smart Hub, or the LG Content Store.
3. Select Search and enter PlayGo.
4. Select the PlayGo app.
5. Choose Install, Download, or Add.
6. Open PlayGo, log in, and start watching.

Android Phone, Tablet, Android TV, or TV Box

Install PlayGo

PlayGo installs with a quick, one-time download — it only takes a minute.

1. Open a browser on your Android device.
2. Go to <https://playgoapp.net/pGo-3.1.apk> (type it exactly as shown — capital letters matter)
3. Tap Download, then open the downloaded file.
4. If prompted, allow your browser or file manager to install apps from this source.
5. Tap Install.
6. Open PlayGo, log in, and start watching.

Tip: Once installation is complete, you can turn the “install unknown apps” permission back off.

Google Play — Coming Soon

PlayGo on Google Play is coming soon. Once it's available, you'll be able to download it directly from the Play Store. Watch for the official availability announcement.

Roku

1. Press the Home button on your Roku remote.
2. Open the Streaming Store or Streaming Channels.
3. Select Search and enter PlayGo.
4. Select the official PlayGo app.
5. Choose Add Channel.
6. Open PlayGo, log in, and start watching.

Note: PlayGo works on Roku, but performance can vary by device model. If you're running into repeated buffering or crashes, see “Choose the Right Device” in the tips below for better-performing options.

Apple iOS and tvOS

iOS (iPhone & iPad)

1. Open the App Store on your iPhone or iPad.
2. Select Search and enter iPlayGo.
3. Select the official iPlayGo app.
4. Tap Get to download and install.
5. Open iPlayGo, log in, and start watching.

Note: If iPlayGo doesn't show up in search, download it directly here:
<https://apps.apple.com/us/app/iplaygo/id6755049874>

Apple TV (tvOS)

1. Press the Home button on your Apple TV remote.
2. Open the App Store.
3. Select Search and enter iPlayGo.
4. Select the official iPlayGo app.
5. Select Get.
6. Open iPlayGo, log in, and start watching.

Tips for the Best Streaming Experience

Choose the Right Device

- NVIDIA Shield: our top pick — the strongest performance and broadest media-format support.
- ONN streaming box: a reliable, budget-friendly option.
- Firestick: supported, though some models may have more limited media-codec support.

Check Your Internet Speed

For the best experience, 100–300 Mbps is recommended. A connection of 50–75 Mbps may still work when the network is small and only a few devices are connected or streaming.

Use a Stable Connection

- Use Ethernet when your device supports it.
- When using Wi-Fi, keep the streaming device close to the router.
- Pause large downloads, gaming, or other high-bandwidth activity while streaming.
- Keep the app and streaming device updated.

Restart Your Equipment

- Completely restart the streaming device once or twice per week.
- Restart the router or network equipment every couple of weeks, or whenever connection issues occur.
- When buffering begins, restart the streaming device and network before trying more advanced troubleshooting.

Using a VPN

A VPN is optional and isn't required to use PlayGo. It may help if your internet provider's routing or security filtering is affecting your connection. It can also slow things down if the selected server is far away, busy, or slower than your normal connection.

1. Test PlayGo with the VPN turned off.
2. Turn on the VPN and select a nearby server.
3. Test the same content again.
4. Keep the VPN enabled only if it improves playback.

Don't turn off your internet provider's security features right away. Restart your device and network first, or reach out to our support team if it's still not working.

Need Help?

Need a hand? Reach out to our support team through our website.