# Formuler Z-4

To start enjoying IPTV services on Z-4 device, you need to go through some basic settings needed to set-up the device:

* Make sure that **Power cable** is plugged in box and **HDMI cable** is plugged in box and TV correctly.
* Please make sure that the device light is on and interface is visible.
* If interface is not visible, please select **Source** or **Input** from TV remote.
* Please select the same HDMI option on interface as the selected HDMI slot on TV.
* To start watching, you will have to do the initial setup first.

## Initial Setup:

* The screen says **“WELCOME”** and on right side, there are **languages**, Please choose English.
* In next step, if you want to use Wi-Fi, then **Select Your Wi-Fi network** from the list on right side of screen or simply press OK on Skip if you want to use Ethernet.
* In next step of **Setup wired network**, choose **Automatic (DHCP)**
* **Network Summary** appears on screen, confirm your IP Address, and your **Connected to internet** status as Yes. If all is good then select OK
* To **Select Region and Area,** choose your country from the list on the right side of screen and press OK
* In next step, choose your **time zone**.
* In next step, you can choose between **24 Hour** and 12 hour format by selecting Yes or No.
* Now choose your **date format** as per suitability and press OK.
* The setup is completed. Press OK to continue to home screen.
* Please check if there is any **update available**. If yes, then press OK on it and please Run it.
* After the Update, the device will reboot.
* The main screen will now open Edit Portal, Press Right arrow key, press **OK on Edit**.
* **Edit Portal** Pop-up will appear.
* Add your name in **portal nickname**, press back button to close keypad and press down arrow key to reach portal URL.
* Add **portal URL** as provided by your IPTV service provider. Press back button to hide keypad
* Leave **Login Required** as unchecked.
* Go down with down arrow key and select OK
* After this, you can **enjoy your services**
* If you press OK, a pop up will appear for selecting channel list format, select **Classic.**

## Factory Reset:

Kindly first try the relevant settings for the issue. If it is not resolved by any way, then you can do the factory reset of the device.

Please note that factory reset will lead to loss of all data like favorite channels, recently watched category etc. and you will have to do the initial setup again.

* Press Home button, Go to settings
* You will get 10 options, out of which, choose **System.**
* Go down with down arrow key to 2nd last option “Factory Reset”
* Press OK. Alert Pop-up will appear, press left arrow key to come on **Yes** and press OK.
* Enter the pin code **0000** from device remote**.**

## Change Portal:

In case you have more than one servers, and you want to switch from one server to the other, then you do the following settings.

* Play any channel on full screen.
* Press **Menu button** from device.
* A bar will appear at **bottom of screen** with 5 options.
* Select **Portals** Option, press OK.
* Press left arrow key, then press down arrow key to **add new portal**.
* Then press right arrow key and OK on Edit.
* **Edit Portal** Pop-up will appear.
* Add your name in **portal nickname**, press back button to close keypad and press down arrow key to reach portal URL.
* Add **portal URL** as provided by your IPTV service provider. Press back button to hide keypad
* Leave **Login Required** as unchecked.
* Go down with down arrow key and select OK
* After this, you can **enjoy your services** on new portal.

## How to do Live Channel Recording:

This device allows you to record any live channels in device storage. For recording your favorite program, you need to follow these instructions:

* If you want to record a live channel, Please connect your USB to the device.
* Play the channel on full screen which you want to record.
* Press the recording button in the last line at bottom of device remote.
* The recording will start and recording time will come on top right corner of TV screen.
* You can set duration of your recording by pressing same recording button
* You can change the time of recording with left/right arrow keys on **Duration** option in the list.
* To stop that recording, press the same recording button again, press down arrow key and select the **stop recording** option.

## How to watch Recorded channels:

Once you have recorded some clips from your live channels category, you can watch them anytime you want. Here’s how to do that:

* Play any live channel on full screen.
* Press **Menu button** from device.
* A bar will appear at **bottom of screen** with 5 options.
* Select **Recordings** Option, press OK.
* The recorded clips will appear and you can watch any recorded video.
* To go back, press the back button, a EXIT pop up will appear with two options for Stop playback: Cancel and OK. Select OK.

**To delete a recorded file:**

* To delete the recording, select the specific clip
* 4 COLORED buttons are available in a line on device remote. Press the Red button.
* A Delete pop up will appear.
* Choose OK between “Cancel” or “Ok” on delete.

## Catch up services

The device offers catch up services on IPTV for you to catch up with your favorite programs that you have missed out on. Following instructions guide you how to:

* Pay the channel on small screen on which you want to watch catch up services
* Press the right arrow key. All 7 days catch up services will be available on screen.
* Enjoy the services.

## How to add/remove favorite channels

If you prefer watching some certain channels regularly and it is hard to find them every time, you can add those channels to your favorite list. Here’s how to do that:

* Play any channel on small screen that you want to add into favorites.
* Press the “**blue”** button on the device remote.
* The channel will be added in favorites list.
* To remove the channel, press the same heart button and channel will be removed.

## How to Find Favorite Channel

Once you have added channels into favorite list. You can always watch them by following these steps:

* Go to the **categories list**.
* Select the 2nd category with the name **“Favorites”** in the list.
* There you can enjoy the channels that you have added.

## How to search something in VOD section:

To watch something of your choice in Video Club;

* Play any live channel on full screen.
* Press **Menu button** from device.
* A bar will appear at **bottom of screen** with 5 options.
* Select **VOD** Option, press OK.

Or press **VOD button** on device remote.

* Video Club will be open. Now Press **Blue button** on Device remote.
* Keypad will appear, type the video of your choice and press Enter.
* The video will appear if it is available.

**To Get out of VOD section:**

* Keep pressing back button until you reach Exit Pop-up.
* Select OK, and you will go back to live channels.

**You can swap between VOD and Live channels by simply pressing VOD/LIVE button on device remote.**

## How to do the Speed Test

A good Internet speed is crucial to enjoy a good IPTV service. To check your internet speed, follow these instructions.

* Press **Home button** and go to **market option** on home screen.
* Press up arrow key, go to **search bar**, type **OOKLA Speed Test**.
* Application will appear.
* Open and **download** it.
* After installation, it gives you option **OPEN**, Press OK on it and speed test will start.
* If you have the **speed test app already installed**, press Home button from device remote to go to your home screen.
* Now go to **My apps**. The app will be available among other apps there.
* Open the app and run the test.

## How to search a live channel:

* Go to **live channels**. Go to **All category**.
* Keep the channel screen smaller and Press **green button** from device remote
* A **search bar** will appear, type the **channel name** and press enter key available on keyboard on TV screen.
* Search for the needed channel, if the channel is available in your services, it will appear.

## How to lock channel:

* Go to channel that you want to lock
* Keep the channel screen smaller and Press **Yellow button** from device remote
* The channel will be **Parental locked**.
* To **unlock a locked channel**, play it on small screen.
* Press the **yellow button** again. Enter the **parental pin code or 0000**, channel will be unlocked.

## Black Screen or No Signal Error message on screen:

### If it is because of connectivity issue:

* First of all, make sure that the **device is connected with power**. Then ensure that light of device should be Yellow.
* If the light is red, press the **STB (power**) button from device, it will be Yellow.
* Also make sure that the TV is turned ON.
* Press **source/Input** button on TV remote, and select **the correct HDMI** which is being used.

## Connection issue:

### If it is due to internet issue:

In case this black screen appears on screen while watching, it is mostly because of **internet connection** or **portal issue**. Try to reboot the device. If after rebooting device, you see **Connection Issue** Error, follow these;

* First of all, press **Home button**, go **to settings,** if you are using Wi-Fi then choose Wi-Fi option.
* Make sure that if it is connected, IP address should be visible and Connected to Internet Status should be YES.
* If IP address is **0000** or connected to internet status is No, then internet is not working.
* Simply **reboot your box** and your internet router and connect your Wi-Fi
* If you are using Ethernet cable, go to Ethernet Option in settings.
* Make sure that if it is connected, IP address should be visible and Connected to Internet Status should be YES.
* If IP address is 0000 or connected to internet status is No, then internet is not working.
* Please plug out and plug in the Ethernet cable in both router and box.
* Then reboot your box and your internet router.
* If internet is working but error is still there, then you need to check the portal URL.

### If it is due to portal Issue:

* Press the Home button, Go to DOL2 application.
* After opening DOL, if you have connection issue error on the screen, press the back button on device remote.
* A bar will appear at **bottom of screen** with 5 options.
* Select **Portals** Option, press OK.
* Portal screen will open, select your activated portal, press OK on Edit.
* After pressing OK on edit, a Pop-up edit portal will appear.
* Check your portal details, it should match the one given by your IPTV provider.
* If any correction is needed, please correct it and then go down and select OK.
* After loading for some time, the service will start working.

## Cannot find your Wi-Fi device

If you want to connect your box to the Wi-Fi, but your Wi-Fi router is not detected by the IPTV device, you need to do the following settings:

* First turn on your mobile hotspot and try to connect to your mobile Wi-Fi. Sometimes, the issue is not with the box, but the internet router.
* Another way to catch Wi-Fi signals is that you try to connect a Wi-Fi dongle.
* If the device does not pick any Wi-Fi signals still, then the issue can be with Set top box software and you have to reset software.
* For that purpose, press home button from device remote, and go to the settings.
* Select the system option, press down arrow key to reach the last option **Software Reset**. Press OK
* **Alert** pop-up will appear, select OK.
* Now in next pop-up, please enter the **Pin code 0000.**
* Now the box will restart and you need to do the initial setup since the software has been reset.
* After reset, if there is any update available, please do that. If the software is latest, then you simply press back button.