# TVIP X1, X2, X1 Pro, S1, S2, S1Pro

## **Basic Settings: How to connect TVIP X1**

To start enjoying IPTV services on TVIP X1 Set Top Box (STB), you need to go through some basic settings needed to IPTV setup the set top box:

* Make sure that **Power cable** is plugged in set top box and **HDMI cable** is plugged in IPTV set top box and TV correctly.
* Please make sure that the IPTV box light is on and interface is visible.
* For further assistance, Contact Us.
* 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.

## IPTV Initial Setup for TVIP X1:

For the IPTV Setup, following are the instructions to run IPTV software setup on your Set Top Box for TVIP X1.

* Select English language.
* In network setup, you need to choose between two types of networks.
* If you want to use Ethernet, select first option “Confirm Ethernet Connection”
* If you have a Wi-Fi available, select the second option “Select Wi-Fi network.
* Then select your Wi-Fi network from the list and press OK.
* The next step is for Software Update.
* If there is an update available, then please update, otherwise, press “continue”
* Now select your Bluetooth remote, press OK on Reconnect
* Bring remote at 20 cm away from box and Press Info and EPG button at the same time for 10 seconds. Red light on remote will start blinking
* Keep the remote in front of the device until you get the message “Remote control is now connected over Bluetooth”.
* Select 2nd option “Continue” given below.
* Then select your time zone by pressing the up and down arrow key on remote and press OK on the right Time zone.
* Then select your state. If you don’t find your state, choose a state closer to yours.
* Press ok on continue on the next display
* Now the device will get setup.
* As setup is complete, press OK on “Start Using TVIP”.
* Home screen/ main interface will be open.
* Press the down arrow key and reach 5th option “TV” in settings
* Press Ok, now scroll down to last option “Content Source”.
* Change the source with your right arrow key and select web portal.
* A popup will open for web portal setup. Press UP arrow key and go to Portal URL.
* Press OK and keyboard will appear. Provide the URL given by your IPTV provider in the bar and select the enter button above the AA under @.
* Mark portal manager as “Off”
* Mark “use web portal as “combined”
* Select, API Mode to GSTB
* Press down arrow key, Press OK on Apply.
* If your services are activated by your provider, then enjoy the services.

## Factory Reset for TVIP X1

In case of Set Top Box not working, or IPTV Box not working on TVIP X1, 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 IPTV 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 IPTV software Initial setup again.

* Press the gear Icon above the red button under the SET button on remote. Settings page will open.
* Press the buttons **S.info,** Number **4,** Number **9,** and again **S.Info** quickly on device remote.
* A pop-up appears “Do you want to factory reset?”
* Press OK.

## 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:

* Play 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:

* Go to any channel that you want to add in favorites
* Play that channel on the small screen and press the yellow button from the Device remote. Channel will be added to the favorite category.
* Star sign will appear before the channel name
* Channels can be removed by repeating the same process

## How to watch the favorite channels?

* + Play any channel in live TV
  + Press the green (Sort) button from device remote, a list of three options will appear.
  + Select the **only favorites**.
  + You will see **only favorite** channels list

## How to come out of favorite list

* If you are in favorites list, and you want to exit this list. Do this
* Press the green (Sort) button from device remote, a list of three options will appear.
* Select the option “**by Number”**
* Press OK, and you will reach all channels.

## How to search something in VOD section:

* Go to categories
* Press right arrow key and reach Video Club.
* Press OK on All. Now you are in All category of VOD.
* Press blue button and select the option “Search”
* A search bar and keypad will open and you can search your choice.
* Then press back button and keypad will disappear.
* Now press down arrow key and select the option “OK”.

## How to do the Speed Test

* Press settings button
* Press up arrow key twice.
* Select last option “Browser”
* A search page will open. Press OK once.
* The search bar will be active and will start blinking. Press the search (cursor) button on device remote between volume and channel keys.
* A keypad will appear. Now type fast.com and press Enter key above AA and under the @ key.
* The speed test will start.
* If the screen becomes white. It means your internet is not working on this device.

## How to change portal URL:

* If you are in live channels, press Gear Icon (settings) button.
* Settings page will open, reach 5th option “TV” in settings
* Press Ok, now scroll down to last option and select web portal.
* A popup will open for web portal setup. Press UP arrow key and go to Portal URL.
* Press OK and keyboard will appear. Add the URL given by your IPTV provider in the bar and select the enter button above the AA under @.
* Mark portal manager as “Off”
* Mark “use web portal as “combined”
* Select, API Mode to GSTB
* Press down arrow key, Press OK on Apply.
* If your services are activated by your provider, then enjoy the services.
* If services are still not working, please reboot the device.

## Issue; Application loading error/ WiFi Not working:

Reason: It can be either because of network error or portal URL error.

**Resolution:**

* If you see this error on the screen, press the gear icon (settings) button on device remote above the red button, under the SET button.
* Slide right to third option **Network**
* Press Ok.
* Check in first option Network interface if it is correctly given. If you are using Wi-Fi, it should be **wireless (WLAN0).** If you have Ethernet cable connected, then it should be written as **Ethernet (Eth0).**
* Make sure that the cable is connected properly.
* Then check 5th option **IP Address** that the numeric of your IP address must be written. If nothing is written there, it means internet is not connected properly yet.
* If you are using Wi-Fi, then after adding Wireless in Network interface.
* Turn the status option **ON** and move down to **Wi-Fi network.**  Press OK.
* Now you see list of Wi-Fi routers available around, choose yours and add password.
* Go back and choose “**Apply”**
* **Updated By:** **Muhammad Arshad**
* **Approved By:** **Muhammad Adil (COO)**