# Z+ Neo

To start enjoying IPTV services on Z+ Neo 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 (blue) 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:

* On the first page, select English as your language.
* The next page will say “Select your Wi-Fi network”. If you are using Wi-Fi network, then select your network from the list. Or press Skip for connecting to Ethernet.
* Next step says “Set up wired network”
* Choose Automatic(DHCP) and press OK
* The device will start connecting and you will get your IP Address and other details on the screen. Press 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.
* Select MyTV Online 2 and select “Add Portal”.
* Add your name in portal nickname. Add portal URL as provided by your IPTV service provider.
* Press back button to hide keypad
* Press right arrow key and go to the eye option next to URL to see the hidden URL letters
* Select Connect, if your MAC is already activated the service will start. Otherwise, make sure to activate your mac from provider.
* After this, you can enjoy your services.

## Factory Data Reset:

* Press the home button
* Go to settings
* A pop up will appear on right side of the screen
* Go to storage & reset
* Press OK on factory data reset
* Enter the pin code for device. It can be 0000
* Press OK on factory data reset.
* Select “Erase everything”.
* The device will be reset and needs to do initial setup again.

## 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.

* If you are in VOD or Live channel, press Menu button from device remote under the blue button.
* From options appearing on left side, go to “connections”.
* You will see your previous portal connected.
* Press Ok. Select “Add portal”
* Add your name in portal nickname. Add portal URL as provided by your IPTV service provider.
* Press back button to hide keypad
* Press right arrow key and go to the eye option next to URL to see the hidden URL letters
* Select Connect, if your MAC is already activated the service will start. Otherwise, make sure to activate your mac from provider.
* Do not press anything apart from connect.
* After this, you can enjoy your services.

## How to do Live Channel Recording

* 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 above red button on device remote.
* The recording will start, you will see a red circle on top right corner of screen which means that screen is being recorded.
* You can set duration of your recording by pressing same recording button and choose second 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:

* If you are in live channels or VOD, then Press menu button (Three horizontal lines) on the device remote.
* Go to the recording, press OK
* The recorded clips will appear and you can watch any recorded video.
* To go back, press the back button, a pop up will appear with two options; exit (Stop playback) and OK. Select OK.

**To delete a recorded file:**

* To delete the recording, select the specific clip
* Long press OK button for some second. Now choose the videos that you want to delete.
* After selecting the videos, press **down arrow key**. And you have two options select all or delete.
* Press Ok on delete. A 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 1st category with the name **“Favorites”.** It is visible on top of list
* There you can enjoy the channels that you have added.

## How to search something in VOD section:

* If you are watching any channel, **press menu button** from device remote.
* A menu bar will open **on left side** of the screen and Select the second option **VOD**. Select OK on all categories.
* Press Up arrow key, Go **to search bar** and press Ok, Keyboard will appear, type a movie or show. And you can watch it.
* You can go back to live channel from VOD in the same way.
* If you are watching anything in VOD, press menu button from device remote.
* A menu bar will open on left side of the screen and Select the first option Live TV.

**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 **fast.com**.
* 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 and go to home screen, app will be available among all other apps. 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 white.
* If the light is red, press the **STB (power**) button from device, it will be white.
* 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.

Furthermore, black screen appears for 2 separate reasons:

**Connection Issue; Code 7 Error**

### If it is due to internet issue:

* In case this black screen or connection error appears on screen while watching, it is mostly because of **internet connection** or **portal issue**.
* First of all, press **Home button**, go **to settings**, then press OK on first option **Networks** in settings.
* If you are **using Wi-Fi**, make sure that Ethernet cable is not connected.
* If the Wi-Fi option is on, check if it is connected with the device too.
* If it is not connected with the device, Go to the **Wi-Fi option** and select your network from the list.
* Add your Wi-Fi Password and press OK. Restart the box and check it again.
* If it still does not work, try connecting to Ethernet cable.
* Ethernet cable should be correctly plugged in the box and the router.
* Go to settings, then go to network, go to Ethernet option, its status should be **Connected** and **IP address** should be given.
* Restart the device now to check if the issue is resolved.

### If it is due to portal Issue:

* If the internet is working fine, you need to check your portal.
* Open the application **“My TV Online 2”**
* Press back button. Your portal page will open. Select your portal of choice. Press OK
* Select Edit, press back button to hide keyboard.
* Go to Portal URL, select the eye option and Portal URL will be visible.
* Now check if portal URL is correctly written.
* If it needs correction, please put the right URL and leave Login required option unchecked.
* Go down and press OK on **Connect** option.

## Resolution/ Display Format Settings:

* **Press Resolution** button at bottom of device remote under 9 button.
* Choose your desired resolution.

## VOD not working/ Recorded Content not working/ App restarting

It usually happens when the **MyTVOnline2 app has crashed**.

Resolution is reinstalling the updated version of the app.

* Go to Main Screen by pressing the Home button on device Remote.
* Go to Market Icon, Press OK. Press Up arrow key and Ok on search option.
* Search Bar will open, Type **MyTVOnline2 app,** Press back button to hide keypad.
* Press OK on App. App will open on full display. There are 3 options given.
* Choose the option **Uninstall,** Press OK. On Pop-up, again choose OK.
* The app will be uninstalled and you will get **Download** Option on the App display. Press OK on it.
* The app will be downloaded and then **automatically installed**.
* Now choose the option **Open** on App display. It will start working.