

# User Manual



Android 4.4  
KitKat

***MXQ is the new generation of MX OTT TV BOX***

**H.264** 4X CPU Cortex-A5  
1080P Encoder 4X GPU Mali-450

**OTT**  
TV BOX



This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- o Reorient or relocate the receiving antenna.
- o Increase the separation between the equipment and receiver.
- o Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- o Consult the dealer or an experienced radio/TV technician for help.

Caution: Any changes or modifications to this device not explicitly approved by manufacturer could void your authority to operate this equipment.

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions:

- (1) This device may not cause harmful interference, and
- (2) this device must accept any interference received, including interference that may cause undesired operation.

To comply with FCC RF exposure compliance requirements, this grant is applicable to only mobile configurations. The antennas used for this transmitter must be installed to provide a separation distance of at least 20 cm from all persons and must not be co-located or operating in conjunction with any other antenna or transmitter.

## Preface

Thanks very much for choosing our TV Box. In order to make it more convenient for you to use proficiently, we provide you with a user manual. Please read it carefully before using and properly keep it for reference.

## Statements

We have made every effort to provide the most current information about the product.

We do not grant any guarantees as to the contents of the present instruction manual and disclaim any implied guarantees concerning market value or suitability for specific purposes.

The information contained here is an instruction intended to enable the correct usage and maintenance of the receiver.

We reserve the right to introduce amendments, changes or translations of the user manual without prior notification thereof. For this reason, we recommend you regularly visit our website in order to obtain the latest information.



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## Chapter 1 System Introduction

### 1. 1 Key Features

- Support many kinds of IPTV and OTT TV programmes.
- Support FHD H.265, VC-1, H.264, MPEG-2 and many other formats such as MPEG-1, MPEG-2, MPEG-4, DIVX, REALMEDIA and so on.
- Video formats include hevc, avi, mpg, vob, rmvb, mkv, m2ts, ts and so on.
- Photo formats include JPEG, BMP and PNG up to 80M pixels.
- Audio formats include MP3,WMA,WAV,AC3, AAC and so on.
- Support SD/SDHC/MMC cards.
- Support four USB 2.0 host connectors with maximum output current of 1.5A/5V.
- Support standard RJ45 cable network connection and wireless network connection.
- Support infrared remote controller operation.

### 1. 2 Environment for System

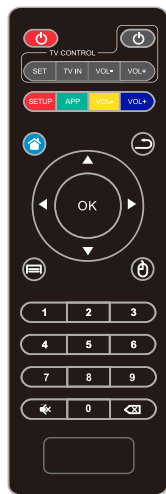
Operation : Temperature limitation: 0--40°C; Humidity limitation: 20--80%.  
Storage: Temperature limitation: -20--50°C; Humidity limitation: 10--90%.

### 1. 3 Package Contents

Accessories	Quantity
Power adaptor	1
Remote control	1
HDMI cable	1
User manual	1

## Chapter 2 Remote Controller

### 2. 1 Introduction of Remote



TV CONTROL AREA: Press to learn from the TV IR remote to control TV.

**POWER:** Press to standby.

**SETUP:** Fast key to go to system setup.

**APP:** Fast key to go to android application.

**VOL- VOL+:** VOL: Press to increase/decrease the volume.

**HOME:** Fast key to go back to main menu.

**RETURN:** Press to return back to previous menu.

**MENU:** Press to choose function menu of corresponding application in video, music, photo and website.

**Cursor:** Press to use the navigation button as cursor.



**Navigation:** Press to navigate left/right/up/down.  
Press OK to confirm your choice.



**Number keypad 0-9:** Press to input Arabic number.

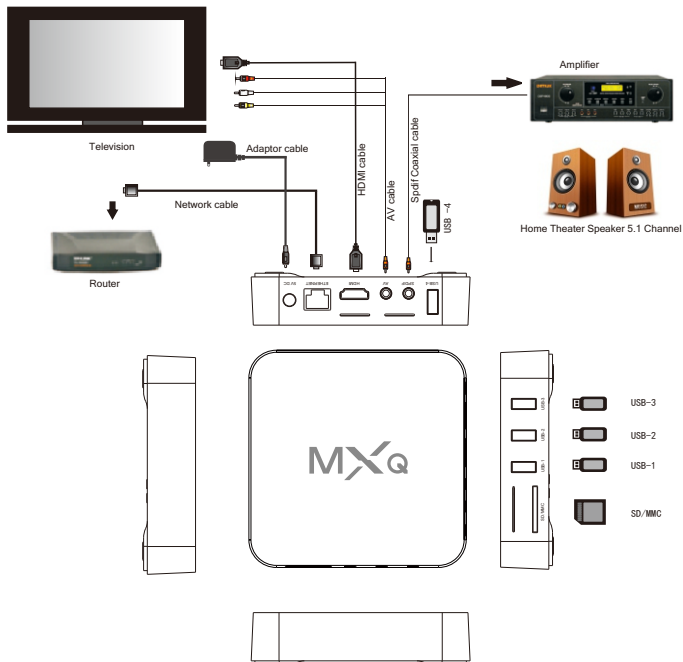
**MUTE:** Press to turn down the volume.

**Backspace:** Press to backspace the input.

## Chapter 3 System Connection

### 3. 1 AV Connection

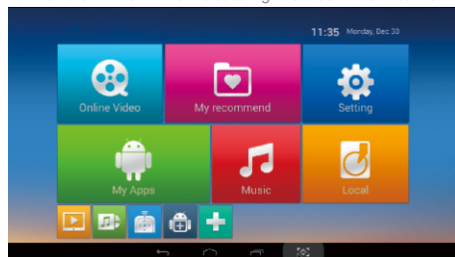
### 3. 2 HDMI Connection





### 3.3 Startup

Turn on the TV box while indicator light is blue. Enter into main menu at about 30 seconds.

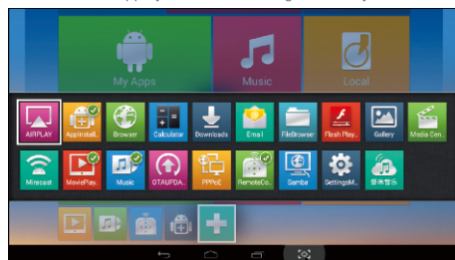


### Chapter 4 Home

There are apps which you usually use.

You can add the apps according to your own preference.

Please tick the apps you need. Tick it again when you don't need it.



### Chapter 5 My Apps

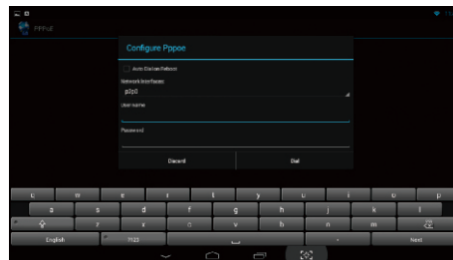
Move to "My Apps", Press OK to enter in.

You can see icons referring to different function on the picture.



#### 5.1 PPPoE

Move to "PPPoE" icon, Press OK to enter in. You can configure PPPoE here.



## 5.2 Browser

Move to "Browser". Press OK to enter in.

It is a convenient way for you to go to your desired website.

Notice: Please go to the system setting to set the internet connection before entering into the website.



## 5.3 Media Center

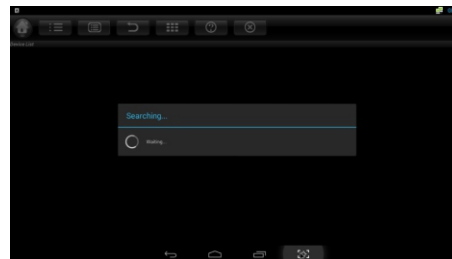
Move to "Media Center" icon. You can play all your prefer media here.



## 5.4 Samba

Move to "Samba". Press OK to enter in.

The system will search the share files automatically.

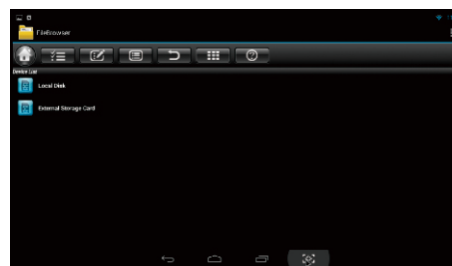


## 5.5 File Browser

Move to "File browser". Press OK to enter into the device list.

When inserting with USB device or SD/ SDHC/ MMC cards, the sign "Device is mounting" will be shown on the screen.

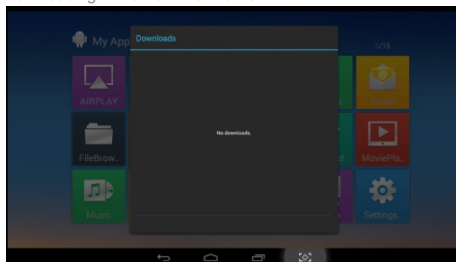
Here you can cut, copy, paste and move the files and folder between the local disk and external storage card.





### 5.6 Download

Move to "Downloads". Press OK to enter in. You can check the status here when downloading APKs from the internet.



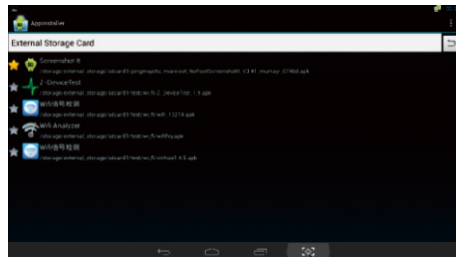
### 5.7 App Installer

Move to "App Installer". Press OK to enter in.

You can install software by this app installer function. Please first download your desired software by apk formats from the computer to the USB. You will choose your desired device in order to scan the apk.

Press OK to install your desired software.

After the installation finished, the software icon will be shown on the applications menu.

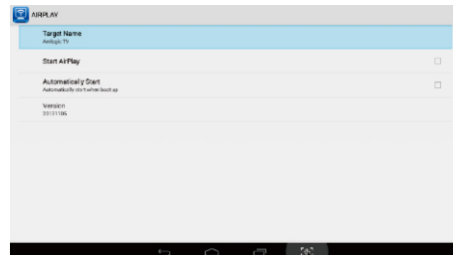


### 5.8 Multi-interaction

#### Airplay

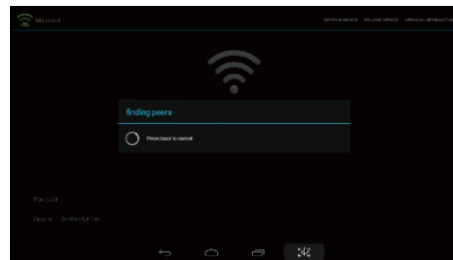
Move to "Airplay" icon or "Miracast" icon, Press OK to enter in.

Airplay: Download airplay application according to the model of the mobile phone. Enter into Airplay, connect with the same WI-FI hotspot. Play video, picture, or music on your phone. Click the "airplay" icon on the phone to share files.



#### Miracast

Miracast: Please make sure TV box and mobile phone under the same WI-FI environment. Press "Miracast" on TV box. It will find peers automatically, and click "setting" on your mobile phone, enter into "WLAN", Click "Menu" to choose "WLAN Display" on your phone. Choose to share files.





### 5.9 OTA update Optional

Move "OTA update" icon, press OK to enter.  
Click "online update" If there is an update in server, you can choose to download it.  
After upgrade is finished, system will restart automatically.

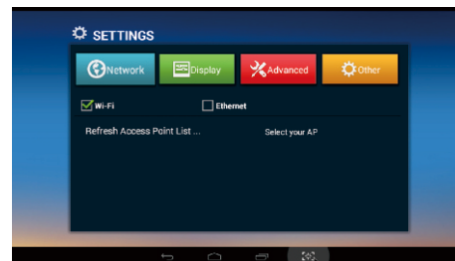


## Chapter 6 Settings

### 6.1 Network

#### Wi-Fi

Select "Wi-Fi", System will start scanning available Wi-Fi networks around you automatically.



Press OK to choose your Wi-Fi network and enter your password.  
After authenticating IP address, when "connected" is shown, Wi-Fi is available now.

Notice: If Wi-Fi connection failed, please try again.

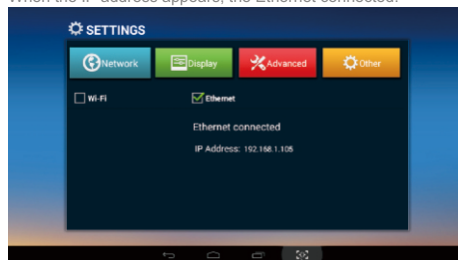




Ethernet:  
Select "Ethernet" System will start scanning Ethernet automatically.



When the IP address appears, the Ethernet connected.



## 6.2 Display

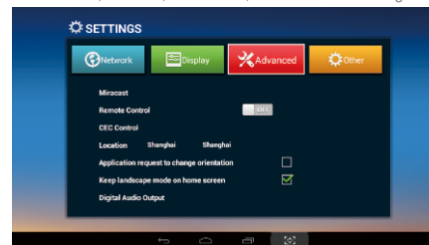
Move to "Display".

Here you can set wallpaper, HDMI audio output mode, turn on/off hide status bar, display position, choose the time of start screen saver.



## 6.3 Advanced

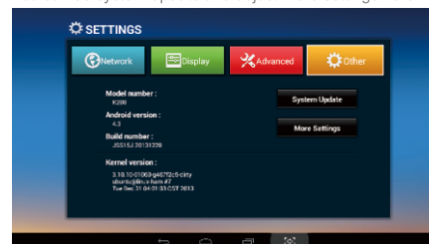
Move to "Advanced" to choose advanced settings. Here you can set Miracast, remote control, CEC control, location, orientation, home screen and digital audio output.



## 6.4 Other

Move to "Other" to see more TV Box information.

You can do system update and adjust more settings here.





## Chapter 7 Upgrade Steps

7.1 Please unzip the upgrade package to the SD card .There will be three

files in the root of the SD card as follow,

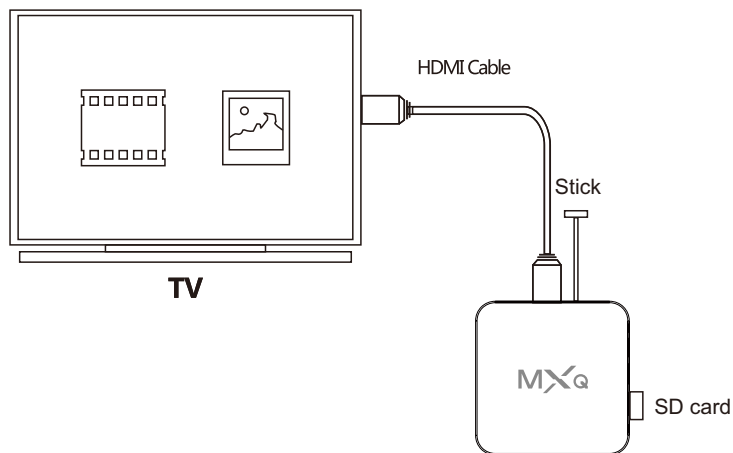
factory\_update\_param.aml (Some upgrade packages don't have this file)

xxx.zip (the upgrade package zip file)

recovery

7.2 Insert HDMI cable and SD card with the box.

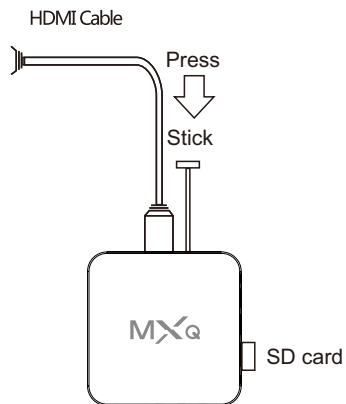
(connect the other side of the HDMI cable to the TV HDMI port.



7.3 Insert a stick into AV port.

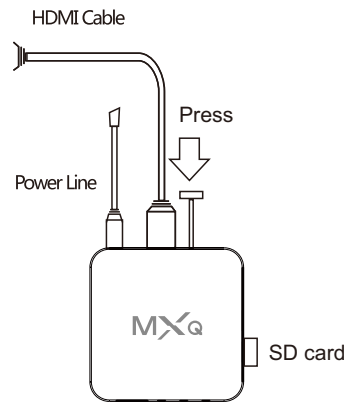
There is a reset button inside AV port.

And keep pressing the button.



7.4 Insert power adaptor.

(still pressing the button)



7.5 You can stop pressing the reset button until you see the android robot. And use

the remote to choose "Apply update from EXT " ➡ choose" Update from sdcard"

➡ choose xxx.zip (the upgrade package file) and press OK.



7.6 You will see "Install / sdcard...". It means the box is updating.

After upgrade, you can see "Install from sdcard" complete at the bottom.

7.7 Use remote to choose "Reboot system now" and press OK.

or plug the power adaptor again to reboot the box.

7.8 Finished upgrade. You can see the Welcome interface.

**Tips:** You can check the build number in setting to confirm that you have updated the box successfully.

## Chapter 7 Trouble Shooting

Under no circumstances should you try to repair the TV Box by yourself, as this will invalidate the warranty. Do not open the TV Box as there is a risk of electric shock. If a fault occurs, first check with points listed below before taking the TV Box for repair. If you are unable to remedy a problem by following hints, consult your dealer for help.

Problem	Solution
No power	-Check if the power adaptor is properly connected to the power and the TV Box. -Press the power on the remote controller to turn on the power.
No picture	-Reconnect with HDMI cable or AV cable. -Check if the TV is switched on.
No sound or distorted sound	-Adjust the volume. -Check that the speakers are connected correctly.
No audio or digital output	-Check the digital connections. -Check if your amplifier is set correctly.
The box does not respond to the Remote Control	-Aim the remote control directly at the sensor on the front of the TV Box. -Reduce the distance to the TV Box. -Replace the batteries in the remote control.
Player does not respond to some operating commands during playback	Operations may not be permitted. Refer to the user manual. Possibility of system halted, re-insert with power adaptor to restart.
No sound during movies playback	-The audio codec may not be supported by the TV Box. You can change to the supported audio on playing menu. -Check the volume.
The contents of the USB flash drive cannot be read	-The USB flash drive format is not compatible with the box. -If one of the USB can not be read, please turn off the TV Box for 30 seconds and restart the TV Box.
Slow operation of the USB flash drive	-Big file size or high resolution USB flash drive takes longer time to read and display on the TV screen.
No sound with HDMI connection	-Check the connection between the TV and the HDMI jack of box. -Check your TV system setup. -Check the volume.
The TV screen is blank and the player LED is blinking	-Turn off your TV Box, wait 30 seconds, turn it on again. -If under HDMI status, check if HDMI connection is correct or change another HDMI cable set the output resolution of this TV Box into 720p.