Mag user guide /254 / 256 / 322 / 324 /349

Insert batteries in remote control, Connect IPTV STB with included composite lead to television or via HDMI cable. For export due to new security regulations, batteries cannot be shipped.

If using a hardwire connection connect ethernet cable to IPTV STB. Connect power supply. Make sure correct HDMI / Composite or input setting is selected correctly on your television & is set to the IPTV STB. Check correct input of TV using 'source' or 'input' on your TV's remote control. Make sure IPTV STB is on.

Once power supply is connected, box will will take to boot. If looking at blank screen after 2 + minutes, check source settings on television input.

When operational, Press '**Menu**' On IPTV remote. Use left and right buttons, either side of 'o.k' on remote control to navigate between main menu options.

Connecting to the internet the first time - Cat 5 / Ethernet cable or Home network plugs no change of settings.

Wi Fi - Box default internet connection is with ethernet. If trying to connect first time with Wi Fi you may see an error boot message upon loading – this is normal. Pressing o.k after each instruction, select settings, system settings, network, then Wireless. Choose Auto (DHCP) after selecting this you may see your WiFi network name pop up, if not press refresh (circular arrows bottom right of remote control). Highlight your network & press o.k to enter appropriate settings. Use the keyboard button on remote control – top right, just below the settings cog. Reboot (mains power unplug, then re-insert power lead) & if saved Wi Fi settings will boot to man menu screen.

TV & Program Guide main - Main TV icon, selection option (such as ALL) channel list, choose **ALL** by pressing 'o.k' on remote. You will now see a list of channels, press up and down on remote to highlight channel, then o.k to select. You will see a small epg / programme guide on the right hand side under the small live screen. When viewing a live channel, press 'o.k' to bring up the channel menu list (and todays program guide) again.

Programme Guide secondary - Press blue button on remote during usual channel playback for full epg. You can view further into the future with this programme guide, but cannot select live channel with the o.k button (on the blue button epg).

Catch up TV - On the channel list, you will see channels with an orange clock face. This indicates catch up TV available. Press right arrow on remote (as per TV guide) & select day, then press right arrow again for time / program to watch – up and down arrows to select program, press o.k to play. To go back to catchup day, press left arrow.

Screen Settings - When you have picture on your TV, pressing the bottom left button on the remote control (rectangle with arrows pointing inwards on each side), will allow you to choose preference for screen format.

Video Club (Default PIN usually adult '0000' – 4 zero's)

From Menu - From menu select this option to view free films and other content available to stream from the service provider. Options are also available for youtube & radio in menu. Media browser will allow you to playback downloaded digital video & audio files via USB stick or external hard drive.

Using favourites option

1. Press yellow to select favourite.
2. Press green to sort.
3. When green pressed select favourite option and only these channels (or programmes if in video club) are highlighted.
4. Same on films / series in videoclub,if trying to track down 1 program out of 25,000 - it is easy to select favourite (yellow) when you first see listed, as will save needing to search when you wish to view at a later date.

Pause - If you pause video on demand or catch up TV & find any stuttering with playback after pause, tap the rewind button for a second (do not press anything else after), which will take video back a minute or two - then allow a few seconds & video will carry on playing automatically. Please note this service does not record.

Remote control apps on tablet / smartphone. Control your box with a phone or tablet.

Enable remote control within settings menu within set top box. Then download app onto device.

https://itunes.apple.com/us/app/magic-remote-tv-remote-control/id972015388?mt=8
Apple IPAD / IPHONE applications are free to download.

https://play.google.com/store/apps/details?id=com.infomir.magicRemote&hl=en
Android

Video / Picture screen resolutions - By default we the video output settings are 720/50Hz. This is so those with older HD televisions still see a picture when box first boots. If you have a 1080p television, or other such as 1080i, below are instructions to set up for best picture quality for your television set.

1. Home button, to main menu screen

2. Select settings icon. Press ok

3. Scroll down to select video

4. Video output mode, press ok and change to preference, then ok to confirm

5. Main (video) screen now scroll down to bottom, highlight ok button on screen, press ok on remote to store.

6. Home to go back to main menu, if asked to reboot – yes.

Help & Troubleshooting

Internet TV – IPTV, is only as good as the internet service being utilised. Often when problems occur they may be internet stability related, not service related.

Speed tests, which are commonly used, are useful for reviewing speeds, but only give a 30 second snapshot of speed, but not ongoing stability over a period of time. If internet speeds unstable or drop off, this will affect any TV service through the internet.

Symptoms – Channels dropping 'in and out' – blank screen. Picture stuttering or freezing.

What can I do?

Reboot router, mains 'on and off'. Re-establishing your internet connection, can sometimes speed up internet.