














# Operation Guide

Common Operations	
	Switch between the standby and working state.
	Press the key on the remote control to enter the Launcher homepage.
	Press direction keys (up, down, left, and right) on the remote control to select an item. Press <b>OK</b> key to confirm the selection.
	Long press  key to begin voice pickup, indicator light on; loose the key to stop the voice pickup and indicator light off.
Volume Operations	
	Turn up/ down volume of STB.
Pairing operation	
a. Long press at the  (OK) +  button for 3 seconds (indicator light flashes), until pairing successful. Indicator light will turn to be always on for 3 seconds and then turns off.	



# Troubleshooting

<b>Problem</b>	<b>Possible Cause</b>	<b>Solution</b>
The indicator is not lighting after switching on the STB.	The power adapter has not been connected.	Connect the power adapter.
	The power adapter is damaged.	Consult the service provider and replace power adapter with a new one.
	The power outlet has no power.	Check and ensure the power outlet has power.
Network connection failed.	The network has not been connected properly.	Connect the network cable properly or replace it with a new cable.  Check the Wi-Fi connection configuration.
No signal on the TV screen.	The STB is in standby.	Turn on STB by pressing the  key on the remote control.
	The video cable has not been connected properly.	Reconnect video cable.
	The video input source of the TV has not been set correctly.	Switch to the correct video source of the TV.
No sound from the TV.	The STB is in standby.	Turn on STB by pressing the  key on the remote control.
	The STB is set as Mute	Press Vol+ or Vol- on the remote control
The remote control fails.	The remote control is physically damaged.	Change a new remote control.

Problem	Possible Cause	Solution
	The Bluetooth pairing fails.	Long press at the   (OK) +  for 3 seconds (indicator light flashes), until pairing successful. Indicator light will turn to be always on for 3 seconds and then turns off.
	There is no battery in the remote control, or the batteries are installed incorrectly.	Install the batteries correctly.
	The batteries are damaged.	Replace the batteries.
	TV cannot receive instructions from remote control.	Keep the remote control closer to STB. Ensure Bluetooth are paired between the STB and the remote control.
Other problems	-	Restart STB or call the customer service hotline.

## Chapter **8** Technical Specification

Power Adapter	Input: 100 V ~ 240 V, 50 Hz ~ 60 Hz Output: +12.0 V DC
Environment	Working environment temperature: +32 °F ( 0 °C ) ~

Requirement	+104 °F ( +40 °C )
	Working environment humidity: 10% ~ 90%
Protocol	TCP/IP, HTML 4.0, HTTP 1.1/JavaScript 1.5, NTP, FTP, HTTPS/SSL2.0/3.0, RTSP, RTP, RTCP, and HLS
Wi-Fi Radio Specifications	Radio Frequencies/Maximum Output Power: Wi-Fi 2.4 GHz band: 2412 ~ 2472 MHz / EIRP: 20 ± 1 dBm Wi-Fi 5G Hz band: 5180 ~ 5825 MHz / EIRP: 20 ± 1 dBm
BT Radio Specifications	Radio Frequencies/Maximum Output Power: BT band: 2402~2480 MHz/EIRP: 15 ± 1 dBm
Video	Supports PAL, NTSC, 720p, 1080i, 1080p, and 4K
	Format: 4:3/16:9
	Receiving bit rate range: 200 kbps ~ 40 Mbps
	Resolution: 720 × 576/PAL, 720 × 480/NTSC, 1280 × 720 /720p, 1920 × 1080 /1080i, 1920 × 1080 /1080p, and 3840×2160/4K
Audio	Dolby Digital and Dolby Digital Plus
	Surround, Single/Dual/Multi Track and Stereo
Dimension	108 mm × 108mm × 23 mm (Length × Width × Height )
Weight	0.14 kg
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Certification	CE
REACH	-



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**All specifications are subject to the actual product.**