

# IPTV Box (MAG250/254)

## Bruger Manual

Når din STB (Set top Box) starter op, bliver der vist en pop up boks på skærmen, hvor du kan åbne EPG ved at trykke på F2 (Nogle bokse kan fortælle at den har brug for en software opdatering)

Når man ser et live program, kan man trykke på "OK" for at få kanal listen, og du kan også trykke direkte på et tal for at vælge en kanal. Når du er på EPG (F2), så er Catch-up og program information tilgængeligt for alle kanaler.

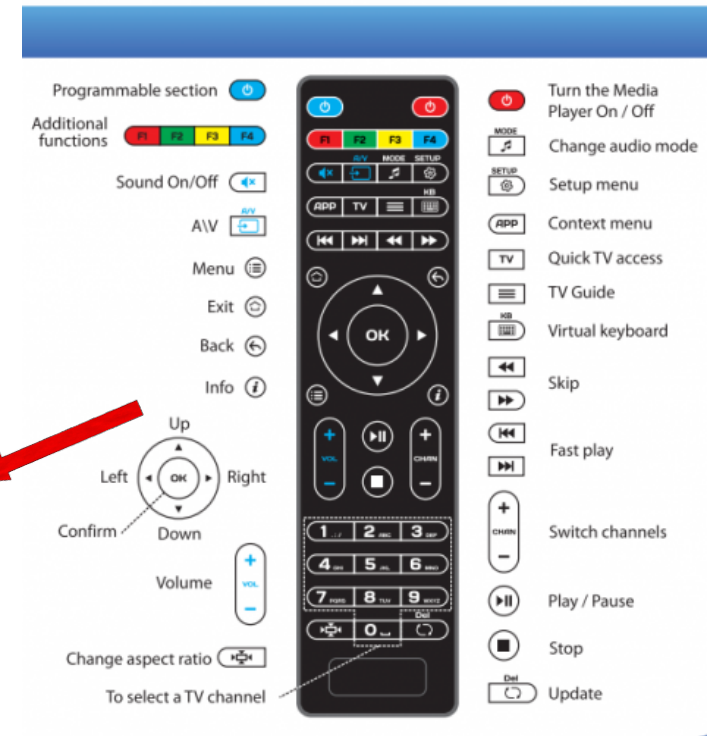


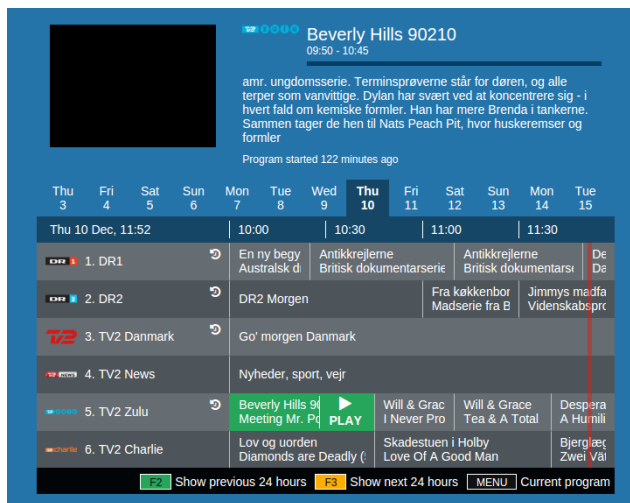
Catch-up er tilgængeligt for alle kanaler som har dette symbol.



Du kan navigere i tidslinjen ved at bruge Venstre/højre pile taster på IP BOKS fjernbetjeningen, og du kan bruge op/ned pile taster til at flytte dig imellem kanaler. Du ser det aktuelle program markeret, og du vil se program data vist i toppen.

Live visning (aktuelt program) vist i gult på billedet, kan du starte forfra ved at trykke på play knappen. Når du trykker på play vil der stå 'Loading Broadcast' og programmet starter forfra. Du har også mulighed for at spole frem og tilbage.





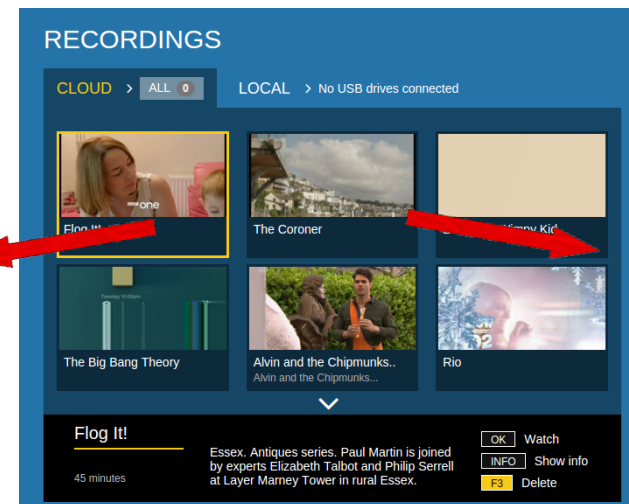
Du kan trykke på venstre piletast på fjernbetjeningen og gå tilbage I “catch-up” for at se de sidste 12 timer og dag for dag ved at trykke på **F2 (Grøn knap)** for at gå tilbage i de sidste 7 dage.

Når et program er markeret med **Grønt** (se billede) Så er Catch-up tilgængeligt og ved at trykke på **‘OK’** kan du se programet, og spole frem og tilbage.



Hvis du trykker på **F1 (Rød knap)** mens du ser et live program, så kan du se optage manageren (se billed) Her kan du optage programmer til Cloud server og have muligheden for at downloade dem til en USB harddisk hvis du skulle ønske det.

Optagelser lagret I vores Cloud server vil være tilgængelige i flere måneder. Du kan vælge fremtidige programmer fra EPG og optage dem for at finde dem på en overskuelig måde – markeret med **Rødt** (Se billede)



## Frequently asked questions

### How do I change the time in the Guide to local?

Reboot the IP Box and during the boot sequence you will see an onscreen message “[Press menu to enter service menu](#)’ press the menu button and you will see the ‘**System settings page**’ Navigate to ‘Advanced settings’ and Scroll to ‘**Time Zone**’ and select the correct region for you and click ‘**OK**’ to save, then reload the box for settings to take effect.

### How do I update the software on the box?

Reboot the IP Box and during the boot sequence you will see an onscreen message “[Press menu to enter service menu](#)’ press the menu button and you will see the ‘**System settings page**’ Navigate to ‘**Software update**’ and click ‘**OK**’ Update Method should be ‘**HTTP**’ Click ‘**OK**’ to verify and then **F1 (Red Button)** to install the Update.

The update will take a few minutes depending on your Internet connection, and then the box will reboot as normal, and continue to the channels.

### How do I change the Video settings?

Reboot the IP Box and during the boot sequence you will see an onscreen message “[Press menu to enter service menu](#)’ press the **menu** button and you will see the ‘System settings page’ then scroll to ‘Video’ If using the cable supplied use PAL or Auto and Graphic resolution of ‘Same as Video’

If using a HDMI cable change the ‘Video Output mode’ to 720p-60 or 720p-50 and ‘Graphic resolution’ to 720 x 576 or 1080p-60 and ‘Graphic resolution’ to 720 x 576 (Interlace scanning) will not work.

### How can I test my Internet speed?

We have developed our own Speed test APP that will show us the throughput from your ISP (Internet service provider) to one of our many servers that provide services to you.

There should be no current downloads active and the box should be disconnected from the network.

<http://speedtest.unistream.tv/v2/>

A web page will open, click on the Green button and in about 1 minute the 3 boxes should have numbers in them, Sofia/Malaga/Germany, if below the required minimum please contact your local Agent.

### What speed do I need?

A minimum of 1000Kbps is required for good reception of SD and 2500Kbps for HD channels.

### Can I view the TV channels in another room?

If you want independent viewing (Different channels) in another room, you will need a 2<sup>nd</sup> box and subscription, (Discounted) price for 2<sup>nd</sup> boxes, Also you will need a minimum internet speed of 1000Kbps per box (1mb)

To view the same channel in another room you will only need 1 box and 1 subscription, please consult your local installer for this type of installation.

### What local storage can I use? And what is your Cloud storage for?

You can attach any memory stick/Pen-drive or even a larger Network storage device, generally most will work 1Gb to 2TB or more, the larger the more content can be stored, ideal if you want to keep a library of Movies, if you don't use a local storage device, you can store on our Cloud servers and we will retain for several months.

### What platforms are your services available on?

Our systems can run on the MAG series of STB and Android, Tablet and Smartphone options also.

### 'Page Loading Error' what does this mean?

There are 2 reasons for this:

1• The portal URL is incorrect, you can verify this in 'System settings'-Servers-Portals and should be in 'Portal 1 URL' exactly as shown, For Tveone (UK System) **stb.tveone.com** and for Unistream (Scandinavian System) **beta.unistream.tv** (If the box has worked prior then it is probably not this)

2. Maybe no Internet at the IP Box, 'no wireless or Ethernet connection' IF Wireless, check the Setup (See Guide) and IF Ethernet cable, check that. If you are using a cable and you see the error page, it is normal for it to say '**No Wi-Fi Available**' this is only available if you're using a Wireless Dongle.

If your sure internet is working unplug (Router) from electricity for 1 minute, then plug back in, wait until Internet is active, then reboot the IP box, if your box still does not work you need to contact your local Agent.

### Audio and Picture issues!

If you have low sound, make sure the volume is high on the IP box remote as well as adjusting the Volume on the TV remote control. The screen Aspect on the TV should be set at 16:9 Widescreen ratio.

