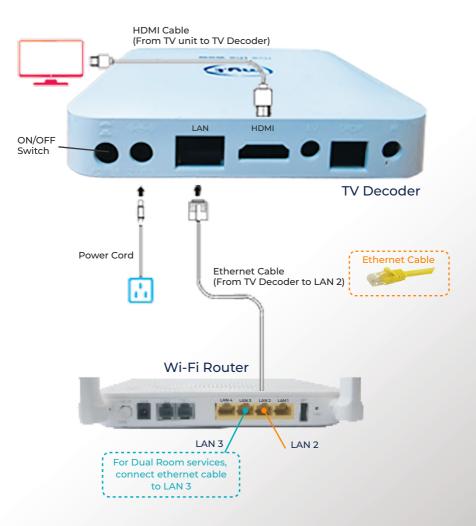
## Troubleshooting Guide



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1. I am not able to watch live TV channels on my TV decoder, but I can get access to apps like YouTube, Traffic Watch, Showmax etc. on the Google Interface of my Smart Box/Smart Box Pro.

## Follow below steps:

- Switch off your TV decoder & ensure that the Ethernet cable is properly connected from the LAN port of the TV decoder to the LAN 2 port of the Wi-Fi router.
- For dual room service, the Ethernet cable should be connected from the LAN port of your second TV decoder to the LAN 3 port of the Wi-Fi router.
- Ensure that the HDMI cable & power cable are properly connected.
- Switch on the TV decoder and check if you can watch Live TV channels now.

If you still cannot watch live TV channels, follow below steps:

- Switch off the Wi-Fi router and the TV decoder. Switch on the Wi-Fi router, wait until LED light\* turns green.
- Then switch on the TV decoder.
- If problem persists, please call our hotline on 8902 for assistance.

\*The LAN 2 and LAN 3 LED lights (if you have dual room services) on your Wi-Fi router should turn green and be steady.

- 2. I cannot watch any Live TV channel nor access any apps like YouTube, Traffic Watch, Showmax, etc. on the Google Interface of my Smart Box/ Smart Box Pro.
  - Switch off your TV decoder and your Wi-Fi router.
  - Ensure that the Ethernet cable is properly connected from the LAN port of the TV decoder to the LAN 2 port of the Wi-Fi router.
  - For dual room service, the Ethernet cable should be connected from the LAN port of your second TV decoder to the LAN 3 port of the Wi-Fi router.
  - Ensure that the other cables (HDMI & power cable) are properly connected.
  - Switch on your Wi-Fi router first & wait for the LED light\* to turn green.
  - Switch on the TV decoder and check if you can watch Live TV channels now.
  - If problem persists, please call our hotline on 8902 for assistance.



- 3.1 am encountering freezing on my live TV channels and cannot watch them.
  - \* Switch off your TV decoder and wait a few minutes.
  - Switch on the TV decoder again and check if freezing still occurs.

## If problem persists

- Switch off both your TV decoder and Wi-Fi router & wait for a few minutes.
- Switch off your TV decoder & ensure that the Ethernet cable is securely connected from the LAN port of the TV decoder to the LAN 2 port of the Wi-Fi router. For dual room service, the Ethernet cable from the LAN port of your second TV decoder should be securely connected to the LAN 3 port of the Wi-Fi router.
- Ensure that the other cables (HDMI & power cable) are securely connected as well.
- Switch on your Wi-Fi router first and wait for the LED light\* to turn green.
- After a few minutes, switch on your TV decoder and check.
- If problem persists, please call our hotline on 8902 for assistance.



4.1 am experiencing a blank screen after switching on my TV decoder.

- Ensure that your TV set is switched on.
- Ensure that the power button at the back of the TV decoder/ remote control is on.
- Ensure that the power cable is properly connected from the TV decoder to the socket.
- Ensure that the HDMI cable is properly connected from your TV decoder to your TV set.
- Ensure that the source/ input on your TV set is set to the correct HDMI port (i.e. the HDMI port which is connected to your TV decoder).

## If problem persists

- Switch off both your TV decoder & your Wi-Fi router.
- Switch on your Wi-Fi router and wait for the LED light\* to turn green.
- Switch on your TV decoder.
- If problem still persists, please call our hotline on 8902 for further assistance.

