

# Technical Support

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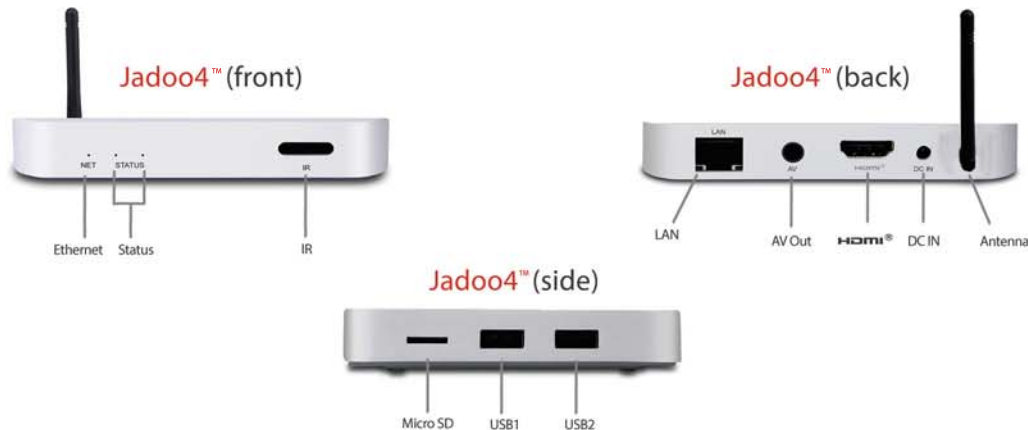
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## Quick Setup Guide



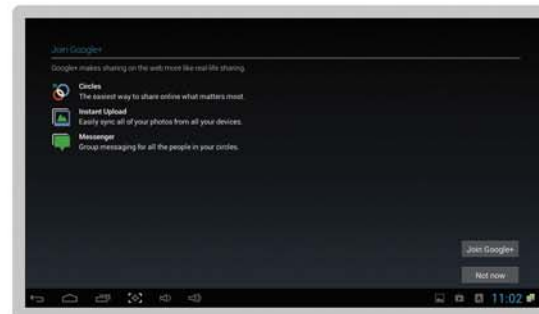
# Quick Setup Guide



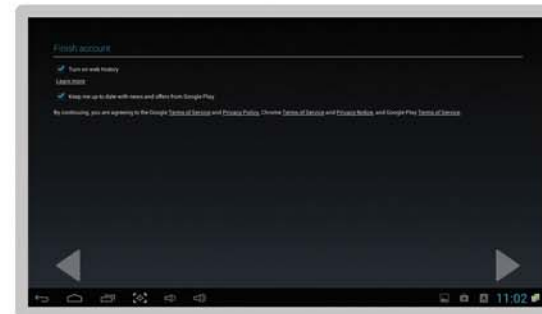
## Package Contents



- Select the "Join Google+" button and get socialized or select the "Not Now" button (Fig 7g).
- Select the "Arrow" button at bottom right to finish (Fig 7h).
- Enter the text shown on the screen using the soft keyboard to authenticate the account and select the "Arrow" button at bottom right (Fig 7i).
- This step may take a few minutes as Google saves your account information (fig 7j).



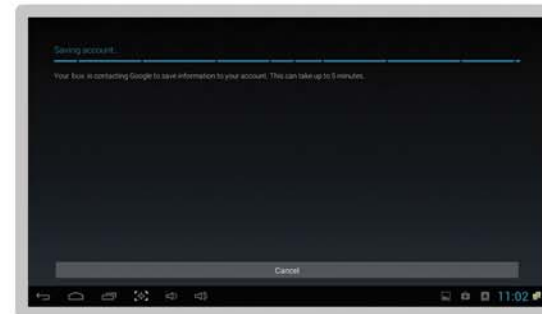
(Fig 7g)



(Fig 7h)



(Fig 7i)



(Fig 7j)

- In this step, Google will check the availability of the username you entered (Fig 7d).
- Enter the "Password" twice using the soft keyboard and select the " Arrow" button at bottom right. The password should consist of at least 8 characters including special characters and numbers (Fig 7e).
- Select the security question, enter its answer and any other email address to retrieve the account information in case you lose your password (Fig 7f).



(Fig 7d)



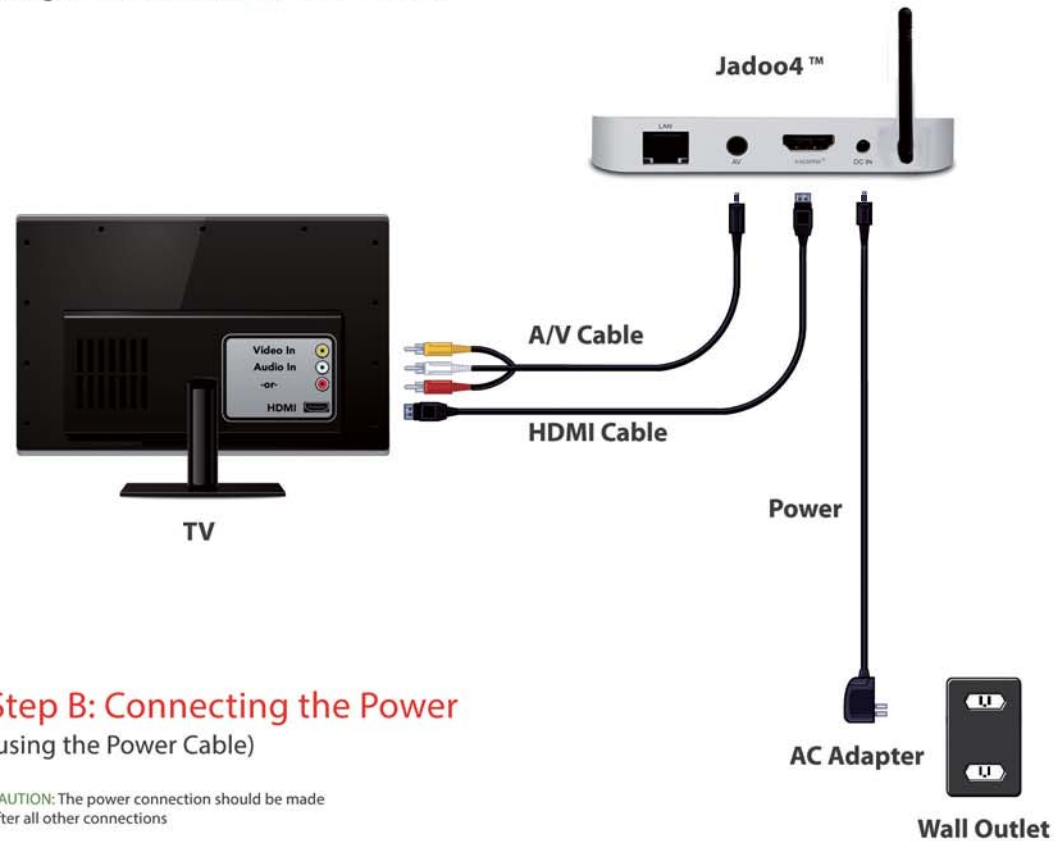
(Fig 7e)



(Fig 7f)

## Step A: Connecting the Audio & Video

(using the HDMI Cable *-or-* A/V Cable)



## Step B: Connecting the Power

(using the Power Cable)

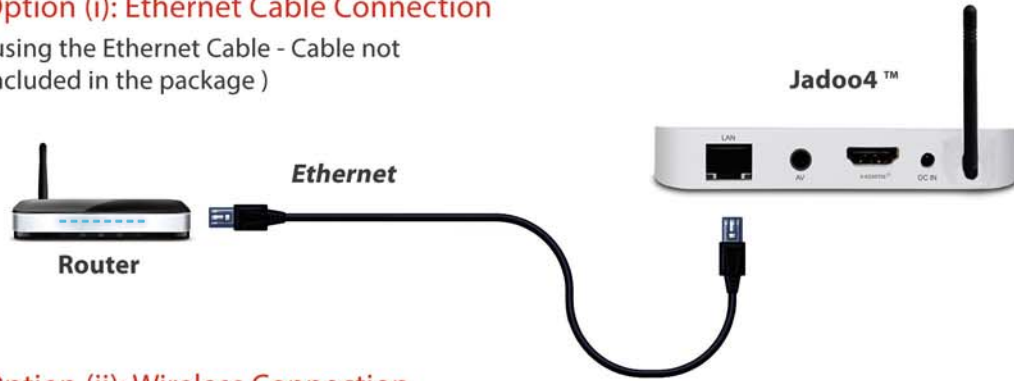
**CAUTION:** The power connection should be made after all other connections

## Step C: Connecting to the Router

(using the Ethernet Cable or a Wireless Connection)

### Option (i): Ethernet Cable Connection

(using the Ethernet Cable - Cable not included in the package)



### Option (ii): Wireless Connection

(Using the WiFi antenna)



## Configuring New Google Account

- If you want to create a new Google account then go to Setup-> Advance Options-> Accounts -> Google and then select "New" button (Fig 7a)
- Enter your First and Last name by using the soft keyboard and select the "Arrow" button at bottom right (Fig 7b).
- Similarly, enter the username and select the "Arrow" button at bottom right (Fig 7c).



(Fig 7a)



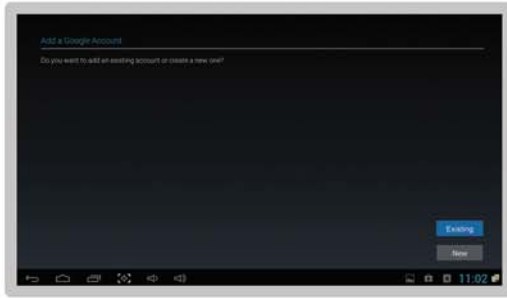
(Fig 7b)



(Fig 7c)

## Configuring Existing Google Account

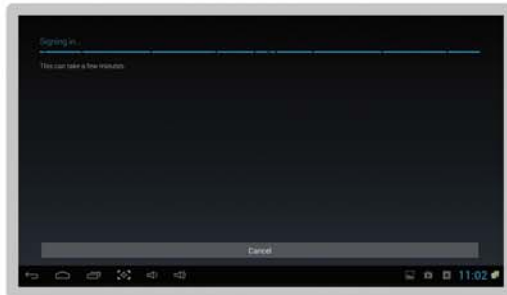
- To add your existing Google account, go to Setup-> Advance Options-> Accounts and then select "Google" using the "OK" button on remote. Select the "Existing" button as shown in Figure 6a.
- Enter your Google "Email" & "Password" and select the "Arrow" button at the bottom right (Fig 6b).
- Signing in process can take few minutes. You can cancel it by selecting the "Cancel" button (Fig 6c).
- You can enjoy lots of free apps on App Market



(Fig 6a)



(Fig 6b)



(Fig 6c)

## Home Screen

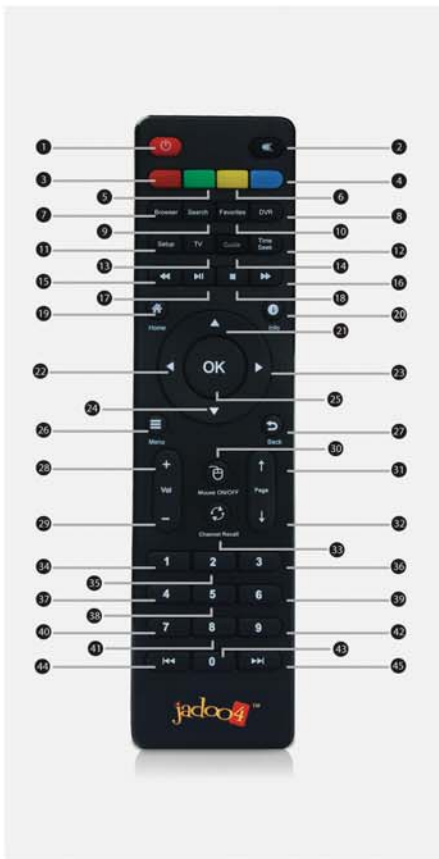
Once your box is powered ON, it will show you the Home Screen as shown below.



- Live TV
- Movies
- VOD
- myJadoo™
- Favorites

- Apps
- Setup
- Diagnostics
- VPN

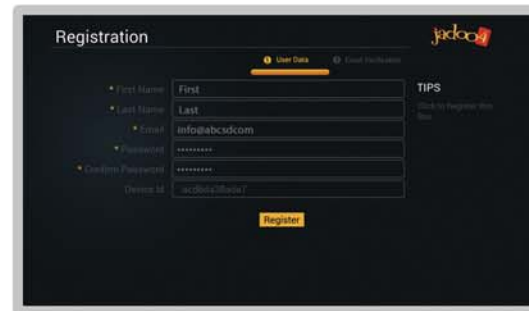
## Remote Control Guide



1. Box goes into Standby mode
2. Volume Mute
3. The use is mentioned on the TV screen wherever applicable
4. The use is mentioned on the TV screen wherever applicable
5. The use is mentioned on the TV screen wherever applicable
6. The use is mentioned on the TV screen wherever applicable
7. Opens web browser (if applicable)
8. To access DVR functionality (if applicable)
9. Search
10. To add/remove from favorites
11. To access setup
12. Seeks the video playback to a specific time
13. TV Mode
14. Electronic Program Guide (EPG)
15. Rewind
16. Fast Forward
17. Play / Pause
18. Stops playback
19. Returns to Home Screen
20. Display Info (if applicable)
21. Upward navigation / Up Arrow Key
22. Left navigation / Left Arrow Key
23. Right navigation / Right Arrow Key
24. Downward navigation / Down Arrow Key
25. Enter / OK / Confirm
26. Menu
27. Returns to the previous screen / stops video / movie or live channel
28. Volume up
29. Volume down
30. Mouse ON / OFF
31. Page up
32. Page down
33. Channel Recall
34. Number Key 1
35. Number Key 2
36. Number Key 3
37. Number Key 4
38. Number Key 5
39. Number Key 6
40. Number Key 7
41. Number Key 8
42. Number Key 9
43. Number Key 0
44. Previous
45. Next

**Note:** You may see different label for few keys but the actual function is same as mentioned above.

- Similarly enter your Last Name, Email, Password, Confirm Password and Phone Number (Fig c).



(Fig c)

- Select the "Register" button to go to next step.

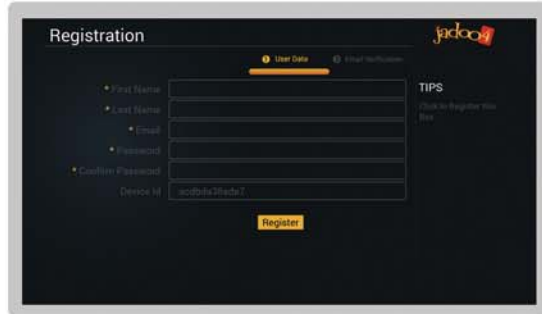
- You will receive an email that contains the verification code. You need to enter the verification code by using the keyboard as shown in Figure d.



(Fig d)

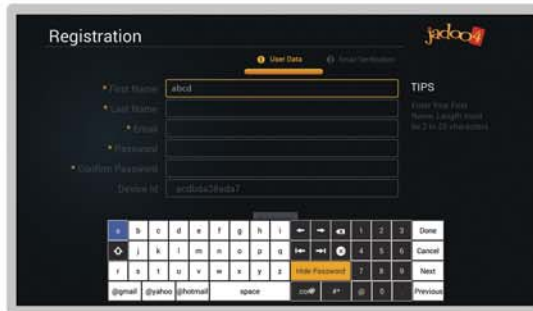
## Registration

- You will be required to register your Jadoo4™ box, the first time you launch any Jadoo4™ application (Live TV, Movies, VOD) from the home page. The registration form is shown in Figure a.



(Fig a)

- With "First Name" selected, press "Enter" button on the remote control, a soft keyboard will show up on the screen as shown in Figure b. Using the remote, enter your first name and select the "Next" button when done. This will take you to the next field on the registration form.

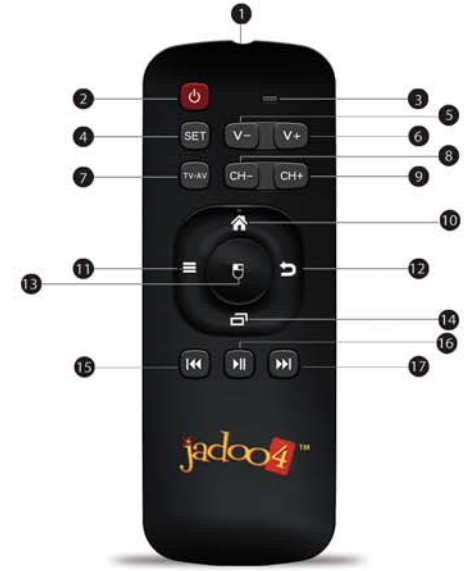


(Fig b)

## Air Remote Control (Optional)

### Air Mouse Key Functions:

- 1 - Infrared Sensor
- 2 - Power
- 3 - Indicator LED
- 4 - SET: To activate remote control learning
- 5 - Volume Down: Programmable
- 6 - Volume Up: Programmable
- 7 - TV/AV: Programmable
- 8 - Channel Down: Programmable
- 9 - Channel Up: Programmable
- 10 - Home
- 11 - Menu
- 12 - Return Key / Enter
- 13 - Select Key / Enter
- 14 - Task Manager
- 15 - Previous
- 16 - Play/Pause
- 17 - Next



### Installation

- Open the back cover of the air mouse, take out the USB nano receiver. (Fig a)



(Fig a)

- Plug Nano receiver into the USB port on the box. System will automatically install the driver software. (Fig b)
- Install 2\*AAA batteries according to the polarity.
- Put the back cover on, the air mouse is ready to be used.



## How to use

- Press any key on the remote to turn it on.
- You will see the pointer on TV screen when the air mouse is on.
- Hold the Air Remote in your hand and move it in the desired direction (Up, Down, Left or Right). The mouse cursor on the TV screen will move in the same direction.

## Infrared remote control learning function:

You can program the V-, V+, CH-, CH+, TV/AV keys on the Air remote to work with your TV. Follow the steps below to set up these keys:

1. Press "SET" key for 3 seconds, indicator light will turn on showing that the remote has entered into learning mode.
2. Point the infrared sensor of your TV remote at the infrared sensor of the Air mouse and keep the distance about 1cm.
3. Press any custom key (V-, V+, CH-, CH+, TV/AV) on the Air Mouse. If the indicator starts blinking, this means that the particular key can be programmed to work with your TV.
4. Press any key on your TV remote that you want to program on the Air Mouse for 2 seconds. The indicator will stop blinking. The particular key is now re-programmed on your Air Mouse.
5. Repeat steps 3-4 to learn / reprogram more functions / keys.
6. To save the settings and exit learning mode, press "SET" key on the Air Mouse. The indicator will be turned off.
7. The learning mode will automatically exit if reprogramming the key takes more than 2 minutes. The indicator will blink twice before exiting the learning mode.

**Important:** Please keep both the remote controls still during the learning process.

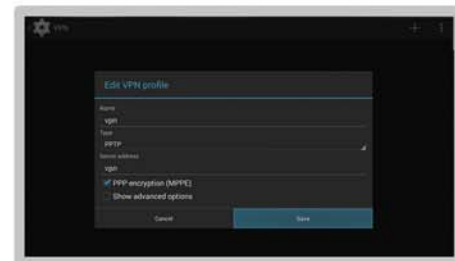
## VPN

- You can set up VPN connection on box by selecting VPN option on the Home screen (Fig 1a).
- The first time you will setup a VPN connection it will ask you to set a password on your box. You need to enter password to set the VPN. (Choose a password you'll remember. It should be memorable for you.)



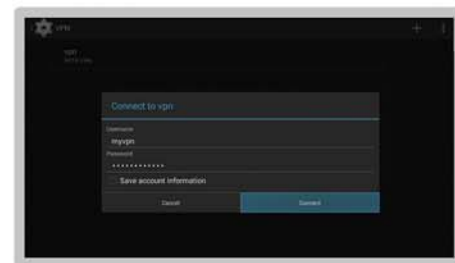
(Fig 1a)

- Enter the VPN connection name, server address and then select the save button as shown in figure 1b.
- You will see your VPN connection on the screen.



(Fig 1b)

- Select your VPN connection.
- Enter your username and password given to you by your VPN service provider.
- Select the connect button as shown in figure 1c.



(Fig 1c)



## Diagnostics

- You can go to Diagnostics on box by selecting Diagnostics option on the Home screen (Fig k1).
- Product Info will show your box information including box ID, firmware version, application version etc (Fig k2).
- Connectivity option will show connectivity with home network, internet and server. It will also run a speed test after connectivity checks (Fig k3).
- To check the internet speed on box, run the speed test from diagnostics as shown in Figure k4.
- User Info will show you the email address to which your box is registered and your home country. (Fig k5).
- Clear Cache will clear cached data for JadooTV® application (Fig k6).
- If you are having any problem after the setup, please contact JadooTV™ support and they will help you in getting the debug information from the box if necessary (Fig k7).



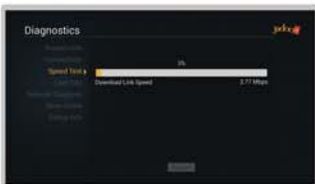
(Fig k1)



(Fig k2)



(Fig k3)



(Fig k4)



(Fig k5)



(Fig k6)



(Fig k7)

## Initial Setup using Setup Wizard

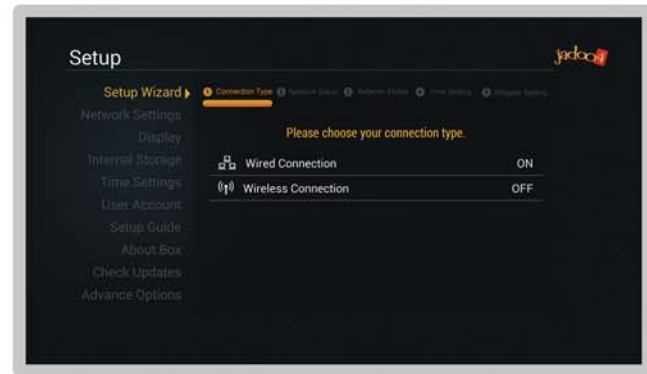
### Starting the Setup Wizard

- To launch "Setup Wizard", select "Setup" from home page using the "Arrow Keys" on the remote and then press the "OK" (Fig a).



(Fig a)

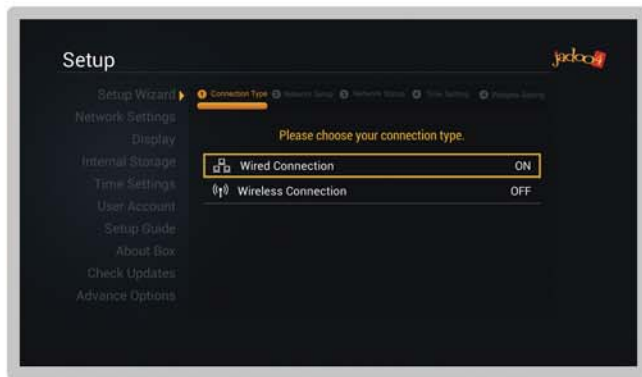
- Setup will be launched with "Setup Wizard" highlighted in the Menu (Fig b). Follow the steps to complete the setup.



(Fig b)

## Step 01: Connection Type

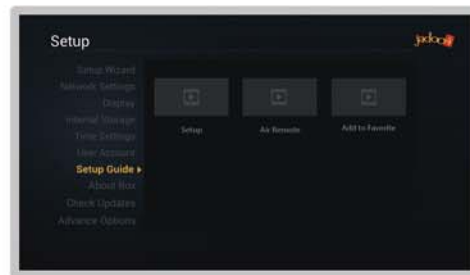
- You can select either a "Wired" or a "Wireless" connection by using the "Arrow Keys" and then pressing the "OK" button as shown in Figure 1.
- If you select a wired connection, the setup wizard will take you to Step 2 with Wired Network Connection option (Fig 2a).
- If you select a wireless connection, the setup wizard will take you to Step 2 with Wireless Network Connection option (Fig 2d).



(Fig 1)

## Setup Guide

You can view video tutorials for box installation, setup guide and other features (Fig h).



(Fig h)

## About Box

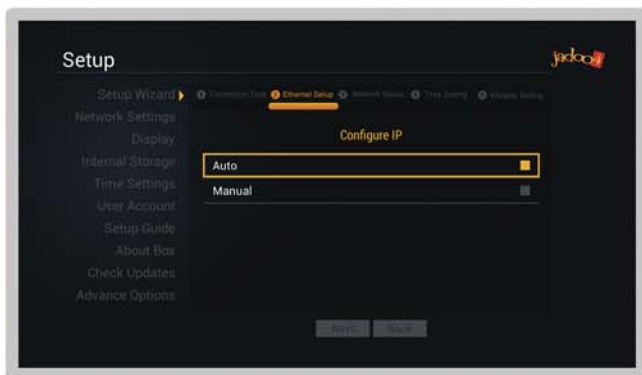
About box will show your box information including box ID, firmware version, application version etc (Fig i).



(Fig i)

## Step 02: Wired Network Connection

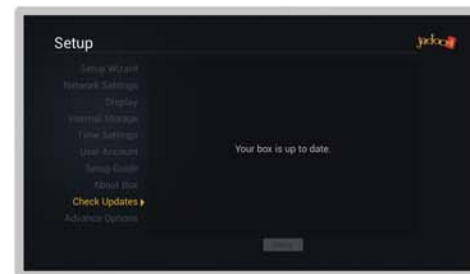
- "Auto" option is already selected. Go to "Next" button as shown in Figure 2a.
- The setup wizard will start configuring the IP automatically as shown in the Figure 2b.



(Fig 2a)

## Check Updates

You can use this option to check if a new update is available for box (Fig j).



(Fig j)

## Advance Options

This will take you to the advance android options (Fig k).



(Fig k)

## Display Settings

This will show you all the supported resolutions by your TV. You can change the display settings by selecting the resolution (Fig d).



(Fig d)

## Internal Storage

This will show you the total and used space on your box (Fig e).



(Fig e)

## Time Settings

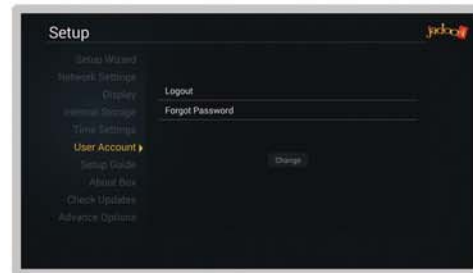
You can change time zone according to your location. You can change time format as well (Fig f).



(Fig f)

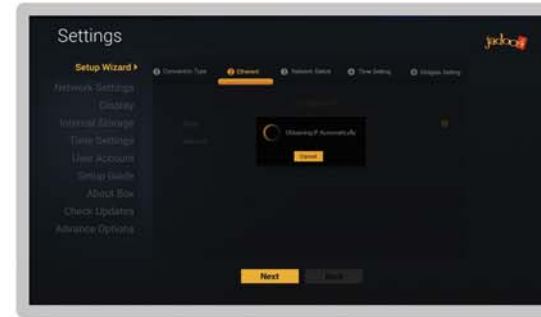
## User Account

You can reset your password in case if you forgot (Fig g).



(Fig g)

- Once the IP configuration is done, select the next button to move to Step 3 (Fig 2c).



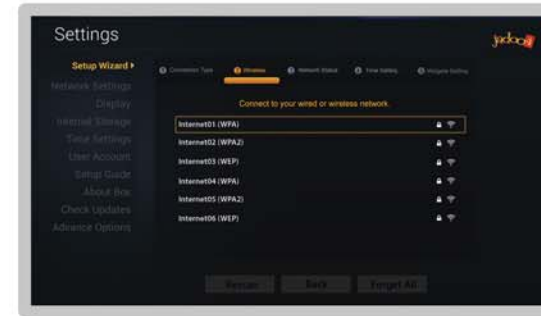
(Fig 2b)



(Fig 2c)

## Step 02: Wireless Network Connection (Optional)

- If you have selected Wireless Connection in "Step 01" then you will see "Step 02" as shown in Figure 2d. All available networks list will be shown. Select your network using the arrow keys on remote and then press "OK" button on remote.
- The wizard will ask you to enter the password for your wireless network and show you a soft keyboard at the bottom of the screen (Fig 2e).



(Fig 2d)



(Fig 2e)

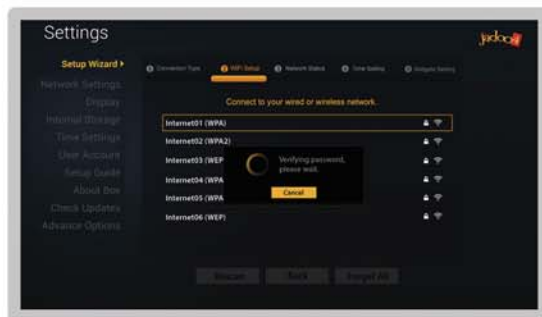
- By default the password you will type will be hidden. To show the password, select the "Show Password" button on the soft keyboard and then press the "OK" button on the remote (Fig 2f) (Optional).
- Type your password by selecting the keys on the soft keyboard using the "Arrow Keys" and "OK" button on the remote. When finished entering the password, select the "DONE" button on the soft keyboard and press the "OK" button on the remote (Fig 2g).
- The setup wizard will verify the password and start configuring the IP automatically as shown in the (Fig 2h).
- Once the IP configuration is done, select the "Next" button to move to Step 3 (Fig 2i).



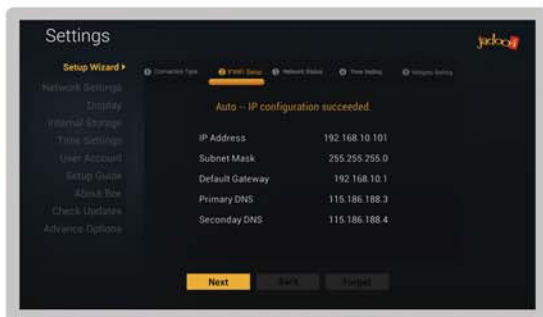
(Fig 2f)



(Fig 2g)



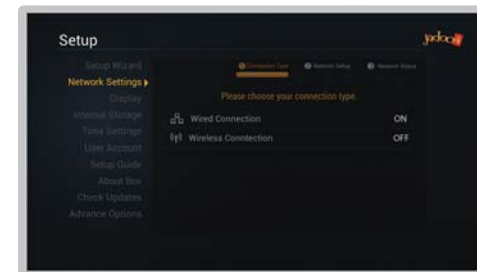
(Fig 2h)



(Fig 2i)

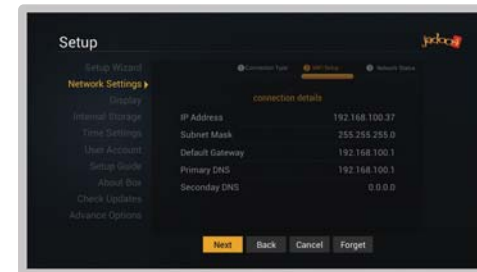
## Network Settings

- You can select either a "Wired" or a "Wireless" connection by using the "Arrow Keys" and then pressing the "OK" button as shown in Figure a.



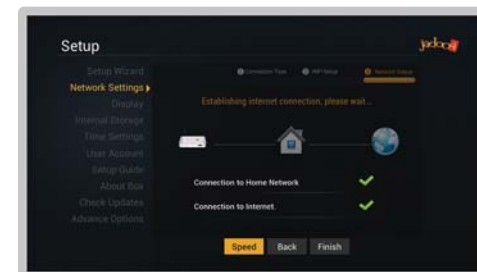
(Fig a)

- The network settings will automatically establish an internet connection. Once the internet connection is established, select "Next" button to go to next step (Fig b).



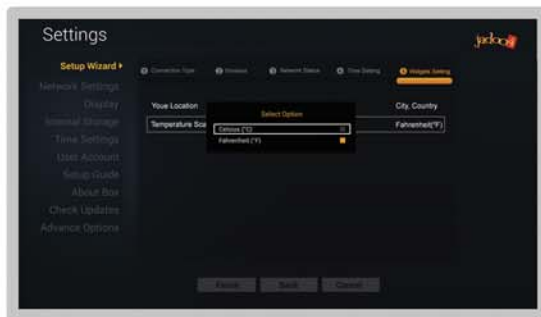
(Fig b)

- The last step of the network settings will show the internet connection status (Fig c).



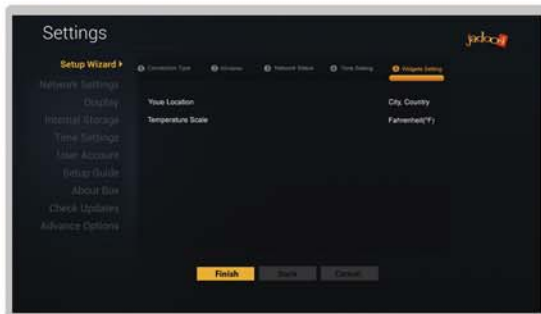
(Fig c)

- Use the "Down Arrow" button on the remote to go to "Temperature Scale" and press "OK" button on remote to select it (Fig 5c).
- Select "Celcius (°C)" or "Fahrenheit (°F)" and then press the "OK" button on remote (Fig 5c).



(Fig 5c)

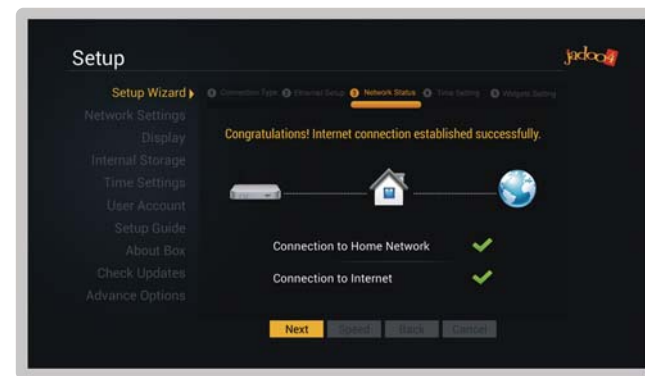
- Press the "Down Arrow" button on the remote to select the "Finish" button at the bottom of your TV screen and then press the "OK" button on the remote (Fig 5d).



(Fig 5d)

### Step 03: Network Status

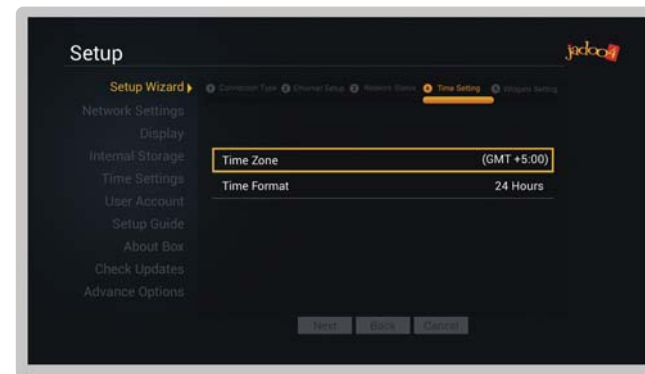
- The setup wizard will automatically establish an internet connection (Fig 3). Once the internet connection is established select "Next" button to move to step4.



(Fig 3)

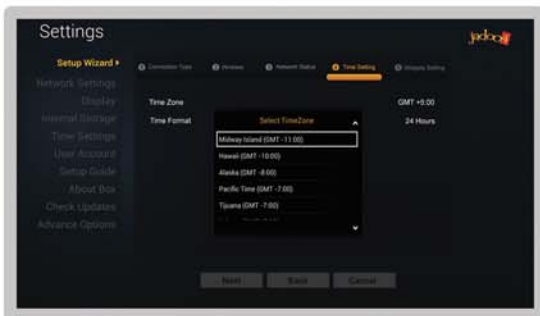
### Step 04: Time Settings

- Press the "OK" button on the remote with the "Time Zone" already selected (Fig 4a).

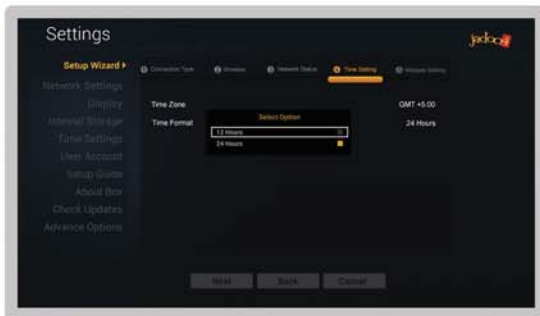


(Fig 4a)

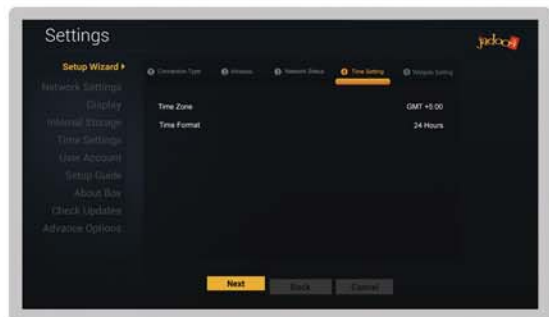
- Time zone options will appear in the drop down menu. Select your time zone using the "Arrow Keys" (up and down) on the remote and then press the "OK" button on the remote (Fig 4b).
- Select the "Time Format" option by pressing the "Down Arrow" button and then press the "OK" button on the remote. Select from the "12 Hours" or "24 Hours" format and then press the "OK" button on the remote (Fig 4c).
- Press the "Down Arrow" button on the remote to select the "Next" button at the bottom of TV screen and then press the "OK" button on the remote to go to Step 5 (Fig 4d).



(Fig 4b)



(Fig 4c)



(Fig 4d)

## Step 05: Widgets Settings

- Press the "OK" button on the remote with "Your Location" already selected (Fig 5a).



(Fig 5a)

- A search page will appear with the soft keyboard. Type your city name and it will show you the suggestions. Select your city from the list by using the arrow keys and press the 'OK' button on the remote.



(Fig 5b)

### **FCC 15.19 Warning**

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 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.

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

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance 20cm between the radiator & your body.

You are cautioned that changes or modifications not expressly approved by the party responsible for compliance could void your authority to operate the 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.