KineticTV™ Box

Quick Reference Guide

Please read this user manual before operating the KineticTV box.

Safety instructions

❖ Please keep the product in a horizontal position. Do not place anything on the top of the box.

❖ Please use the provided power adapter, never use an unauthorized adapter to power the KineticTV box. Do not use the power adapter if it is damaged.

❖ Please avoid plugging in the power adapter with wet hands.

❖ To avoid any potential risk of electrical shock or damage do not attempt to disassemble or modify the KineticTV box.

❖ Please keep the KineticTV box away from any heat source to avoid damage, the normal temperature range of operation is 32℉~104℉. The device should be kept in a dry and well-ventilated area away from any dust that may cause fire or electric shock.

❖ Please shut down and unplug the KineticTV box and power adapter if it should begin emitting smoke or odors.

❖ Please unplug the KineticTV box's power adapter when not in use for a prolonged period.

Accessory List

Please open the package and check to ensure the following accessories are included:

TV Box   x1

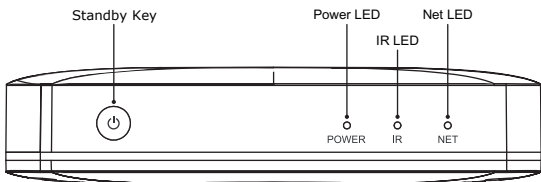Remote Control x1

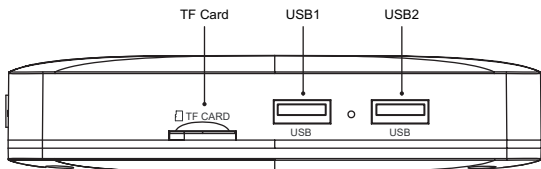Power Adapter x1

Network Cable x1

HDMI Cable x1

User Manual x1

Hardware

Standby Key   Power LED   Net LED

IR LED

POWER   IR   NET

- **Side Panel**

TF Card   USB1   USB2

TF CARD   USB   USB

- **Rear Panel**

DC in   HDMI output   S/P DIF Optical output   IR in

Etherne   Micro USB   AV output

5V═2A   HDMI   OTG   S/P DIF   AV   IR IN

Remote Control

Standby On/Off ——————

Up/Down
Direction Key ——————

HOME Page ——————
Back/Exit ——————

Volume - ——————

—————— Mute

—————— Enter/Confirm

—————— L/R Direction Key

—————— Bluetooth Voice

—————— Volume +
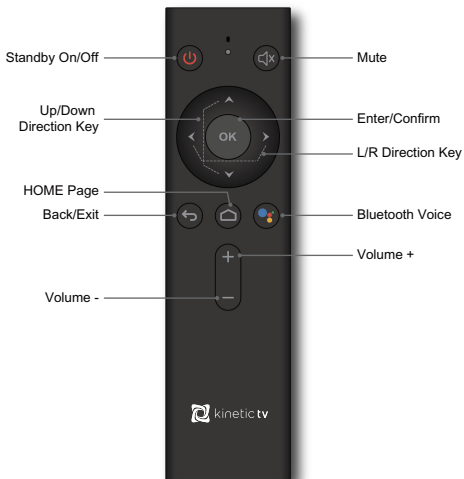
kinetic tv
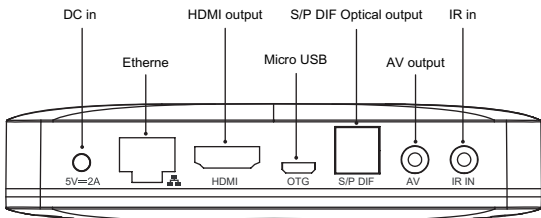
Instructions

■ **Indicator Light:** Press any key and indicator light flashes

【**Note**】The indicator light will flash quickly when the remote batteries are low, please replace the batteries with approved Alkaline models.

■ **Bluetooth Pairing:** Press the *"OK"* and *"Volume- (down)"* keys together on your Remote Control for 10 seconds;

■ **Voice Search:** Press the "Bluetooth Voice" key and begin speaking the topic you are searching on.

【**Note**】: Functions of the remote control may be different for different applications. You may need to use an external mouse, keyboard, or Joystick/Game Controller to operate in the specific application. These are not included with your service.

KineticTV Important Account Details

(Please fill out the below information for your convenience.)

Windstream Account Number:	
KineticTV Box Serial Number:	
KineticTV Box MAC ID:	
KineticTV Support Number:	800-347-1991

System Connection

Please refer to the below instructions to connect to your TV, Power, Network and other devices.

- **Rear Panel Connection**

Note: Please turn off all equipment before connecting the audio and video sources to the KineticTV box and television.

TV

Power Input

5V⎓2A   HDMI   OTG   S/P DIF   AV   IR IN

Internet Connection
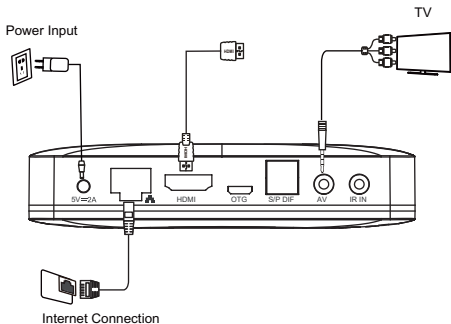
Step1: Connection to TV

Connect the supplied HDMI / AV cable to the HDMI / AV output port of the KineticTV box and to an HDMI/AV input on your TV.

Step2a: Connection to your network wired

Connect the Ethernet cable to the LAN port of the KineticTV box, and an open Ethernet port on your router or broadband network.

Step2b: ***Connection to your network wirelessly*** The TV box supports Wi-Fi; After you have connected the KineticTV box correctly and powered on the unit please enter **Settings** →***Network*** interface Wi-Fi operation, you will be presented fields to add your SSID and Wi-Fi password, once entered the KineticTV box will be connected to the Internet. The device will detect your Wi-Fi Access, and any other near SSID's. Be sure to select your network. Wireless supports both 2.4 Ghz and 5.0 Ghz, you will see better performance on a 5Ghz wireless connection.

Step3: Connecting the KineticTV box to a power source

Note: Before powering on, please switch the signal input of the TV to the correct source.

Connect the power adapter to the KineticTV box, connect the AC Adapter to a powered wall outlet. After connecting the KineticTV box will start automatically.

● **Side Panel Connection**

TF
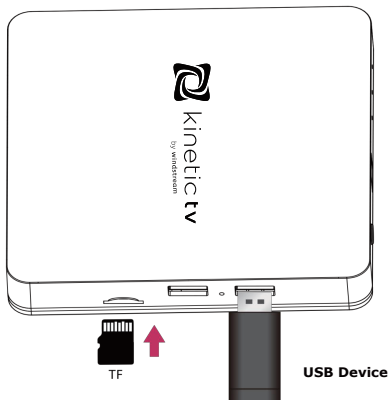
USB Device

Tips:

1) Be sure to insert the TF/SD Card in the right direction, see the above illustration.

2) Be sure to insert the USB device in the right direction, see the above illustration.

Technical Specifications

CPU	ARM Quad 64-bit Cortex-A53 up to 1.5GHz
Android OS	Android TV 9.0
Video/Audio output	S/P DIF
Video format	H.265 10-bit 4K*2K@60fps, H.264 AVC/MVC 4K*2K@30fps, VP9, AVS+, MPEG1/2/4 ASP, WMV/VC-1, RealVideo8/9/10 and other video formats
Audio format	MPEG1/2/4, MP3, AAC/AAC+, WMA/WMA-pro, FLAC, OGG and other audio formats
Photo format	JPG, BMP, PNG and other photo formats
Network	Wi-Fi 2.4G/5.8G Hz 802.11a/b/g/n/ac
	RJ45 Interface 10M/100M adaptive
Operation temperature	32℉~104℉
Power	Input: AC100-240V 50/60Hz
	Output: DC 5V/2A
Power consumption	<10W

Troubleshooting

Issue	Possible reason	Solution
No display after powered on	The device is in Standby power mode	Press the Standby Power mode button on the KineticTV box
	TV is not on the proper input source	Make sure the TV is on and the correct Input Source is selected on the TV
	The power cord is not properly connected	Make sure the device is connected to power
	The power supply is not the recommended type	Be sure to use only the authorized power supply for the KineticTV box
TV has a display but no sound	TV Audio is not configured correctly for the input source	Please be sure the HDMI/Optical/AV audio is configured correctly for the source
	TV Box is MUTED	Please press mute button on the remote to restore volume
	Audio setting is not in the same language (SAP)	Please enter the audio and video settings menu, select the appropriate sound channel and language
	Volume is too low	Turn up the volume with the remote. Also check the volume on the TV or your Audio Source
Fails to connect to the network	Ethernet cable is not properly connected	Please reconnect the cable
	Wi-Fi is turned off or the signal is too weak	Please restart the Wi-Fi or adjust the position of the device Closer to the router.
Remote Control Failure	Remote control is not paired correctly to the KineticTV box	Press the "OK" and "Volume-(down)" keys together on your Remote Control for 10 seconds
	Remote control battery power is too low	The indicator light will flash, this tells you to replace batteries
	Remote control could be defective	Please Contact Windstream for instructions and troubleshooting

FCC Statement
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 communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does 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 an outlet on a circuit different from that to which the receiver is connected.
-- Consult the dealer or an experienced radio/TV technician for help.

Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

5G WIFI use indoor only

The antenna(s) used for this transmitter must be installed to provide a separation distance of at least 20 cm from all persons and must not be co-located or operating in conjunction with any other antenna or transmitter.