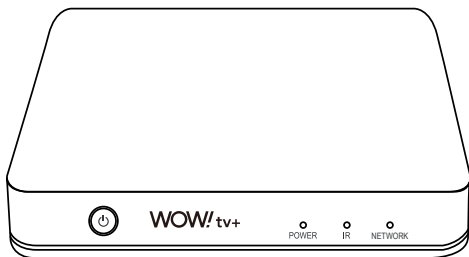


# WOW! tv+ Box

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Model: WOWtv



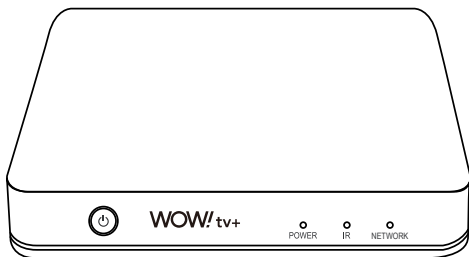
## Quick Reference Guide

**Please read the user manual before operating the WOW! tv+ Box**

# WOW! tv+ Box

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Model: WOWtv



## Quick Reference Guide

**Please read the user manual before operating the WOW! tv+ Box**

## Safety instructions

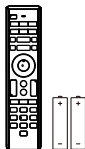
- ❖ Please keep the product in horizontal position. Do not place any items on top of the set top box.
- ❖ Please use the power adapter provided by the manufacturer. Do not use damaged power cords or plugs. If your power cord is damaged or missing, contact WOW! for assistance.
- ❖ Avoid exposing equipment to moisture or liquid to avoid injury or damaging equipment.
- ❖ Please do not disassemble or modify the TV box to avoid injury or damaging the equipment.
- ❖ Please keep the TV box away from any heat sources to avoid damage. Keep the device in a dry and well-ventilated area away from dust that could cause fire or electric shock
- ❖ Promptly turn off and unplug the device if the device is emitting smoke or any unpleasant odor.
- ❖ Please unplug the device's power adapter when not in use for long periods of time.

## Accessory List

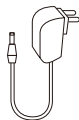
Please open the package and check the following accessories:



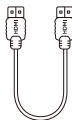
WOW! tv+ Box



Remote Control(1)



Power Adapter (1)



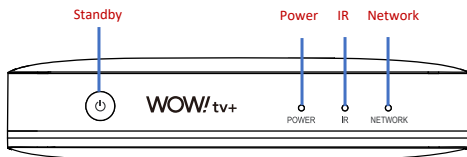
HDMI Cable (1)



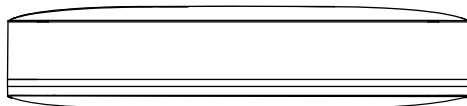
User Manual (1)

## Hardware Structure

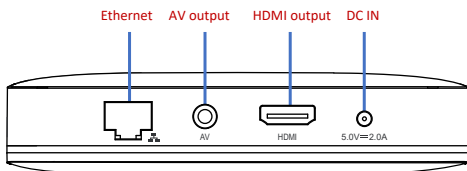
### ● Front Panel



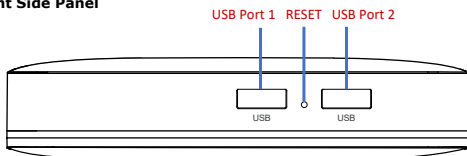
### ● Left Side Panel



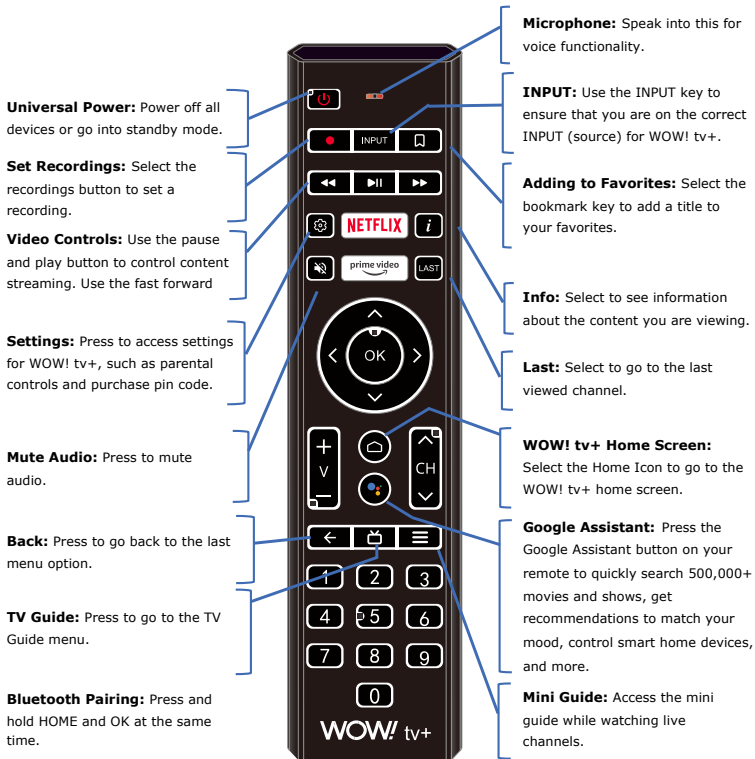
### ● Back Panel



### ● Right Side Panel



## Remote Control

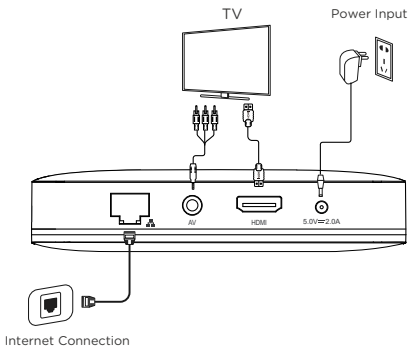


**Netflix and Amazon Prime Buttons:** By selecting these, you will be taken directly into the Amazon Prime or Netflix applications. To return to the WOW! tv+ application, simply select the HOME button.

## Connecting your WOW! tv+ Box

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

### ● Rear Panel Connection



### **Step 1: Connect to the TV**

Connect HDMI cable to the back of your box, then connect the other end of the HDMI cable to the HDMI port of your television. Note which HDMI port on your TV you have connected to, typically each HDMI port is numbered. *Ensure that your TV is set to that HDMI number, using the INPUT button on your remote.*

If connecting an AV cable, connect to the AV port of the TV box and TV set. If using an AV connection, set your TV input to "component" (AV Cable not included).

*Please note: only one cable is required, either the HDMI or AV cable. HDMI is the recommended method of connection.*

### **Step 2: Connect to the Network (Internet)**

You may connect to your network using either ethernet, or WIFI (wireless) connection.

**To connect to using an ethernet cable,** simply connect one end of the ethernet cable to the ethernet (LAN, RJ45) port of the WOW! TV box, and the other end of the ethernet cable to the router port of your home network.

To connect using WIFI (wireless network), first power on your box (Step 3). Once you have powered on your box, the on-screen guide will walk you through the set-up process, which includes connecting to a wireless network (WIFI).

### Step 3: Connect to Power

Insert power adapter into wall outlet first, then connect the power adapter to the TV box. After the power is on, the WOW! tv+ box will turn on automatically.

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

**Tips:** The WOW! tv+ box supports wireless connection (WIFI). If you have already set up your box, and it is not connected to the internet, simply go to your WOW! tv+ **Settings** → **Network** to find and connect to your WOW! wireless network.

## Troubleshooting

Issue	Possible reason	Solution
No display after powering on	The power cord is not properly connected.	Make sure the device is connected to power and voltage is normal. If device is powered on, ensure that the TV is powered on and working.
	If the power is properly connected, check your INPUT	HDMI Input on your TV must match the INPUT that your HDMI cable is plugged into on your TV.
TV has images but no sound	Audio cable is not connected	Re-connect the Audio cable
	TV Box is on MUTE	Please press mute button to restore volume
	Audio setting is abnormal	Please enter the audio and video Settings menu, select the appropriate sound channel and language
	Volume is too low	Turn up the volume, make sure TV is not muted
Fail to connect to the network (internet)	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 to the router.
	No Connectivity	If using ethernet, replace ethernet cable. Make sure the router is on.

<b>Remote Control Failure</b>	Remote control is not in the correct direction	Please aim the remote's sensor at the front panel's sensor and try again and make sure there are no obstructions blocking between the remote and TV box
	Remote control voltage is too low	Please replace batteries
	Remote control is broken	Please contact WOW! Care for replacement.

## Technical Specifications

<b>CPU</b>	ARM Quad 64-bit Cortex-A55
<b>Android OS</b>	Android™10
<b>Video output</b>	HDMI2.1, AV
<b>Video format</b>	AV1 MP-10 4K*2K@60fps, H.265 HEVC Mp-10 4K*2K@60fps, VP9 4K*2K @60fps, AVS2-P2 4K*2K@60fps, H.264 AVC 4K*2K@30fps, MPEG1/2/4 ASP, VC-1, RealVideo8/9/10 and other video formats
<b>Audio format</b>	AAC, WAV, MP3 and other audio formats
<b>Photo format</b>	JPG, BMP, PNG and other photo formats
<b>Network</b>	Wi-Fi 2.4G/5.0GHz 802.11 a/b/g/n/ac
	RJ45 Interface 10M/100M adaptive
<b>Operation temperature</b>	0°C~40°C
<b>Power</b>	Input: AC100-240V 50/60Hz
	Output: DC 5.0V/2.0A
<b>Power consumption</b>	<10W

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## **FCC Statement**

FCC ID: 2AW68-W8919B

FCC Caution: Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate this 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. This device and its antenna(s) must not be co-located or operating in conjunction with any other antenna or transmitter.

NOTE: 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.

To maintain compliance with FCC's RF Exposure guidelines, This equipment should be installed and operated with minimum distance between 20cm the radiator your body: Use only the supplied antenna.

The device is restricted to indoor use only when operating in 5150 to 5350MHz frequency range.