

View TV Abroad SL

MAG 322

IPTV STREAMING BOX



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Unpacking your View TV Abroad BOX

Inside the box you will find the following :

- 1 - THE BOX
- 2 - Remote Control
- 3 - 2x AA Batteries
- 4 - HDMI Cable
- 5 - Power Supply
- 6 - Ethernet Cable
- 7 - WIFI Dongle (OPTIONAL)
- 8 - US Adapter (IF NEEDED)



WIFI Dongle



HDMI Cable



Remote Control



LAN Cable



Power Suppl



Installation

- 1 . Plug in the power supply into the wall. Do NOT plug BOX into this yet.
2. Put the batteries in the remote
3. Plug the HDMI cable into the box and into an available HDMI Port on your TV. Switch your TV to the appropriate HDMI, for example HDMI 1, 2 or 3
4. If you have the optional WIFI dongle plug into the USB port in the front or back of the BOX. If you are using the included Ethernet cable, plug one end of the cable into the BOX and the other end into your Internet router.
5. Plug the power cable into your BOX
 - NOTE: If you are using the Ethernet cable, and if your internet is working and you have connected all cables correctly, the BOX will begin it's boot sequence. This takes approximately 2 minutes to complete. Once the BOX is completely booted, it will load the main menu ribbon. Select *TV* and then *ALL*. If the BOX does NOT boot, or if you get any errors, then please see the troubleshooting section in this guide.

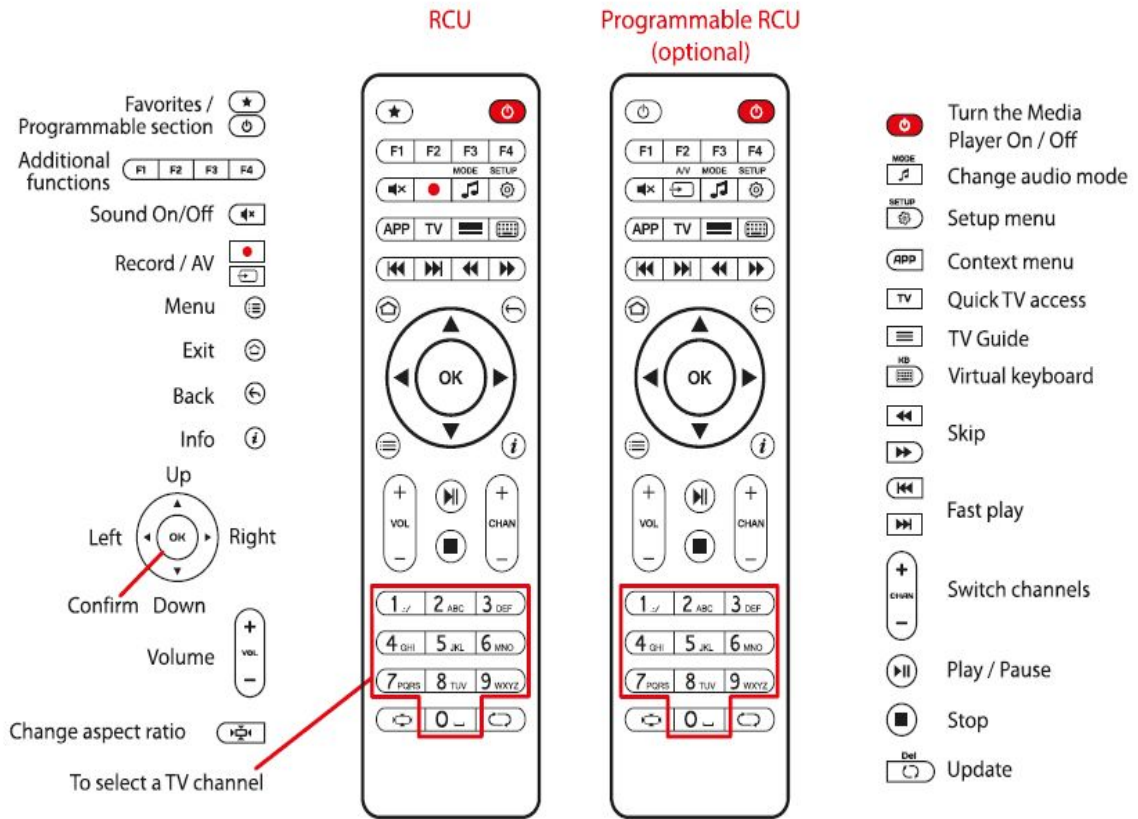
If you are using a WIFI dongle, then please go to the WIFI connectivity page in this guide.

WIFI Connectivity

If you have the View TV Abroad *IN A BOX* WIFI dongle, follow these instructions to connect the BOX to your WIFI network.

- 1 . Plug USB WIFI dongle into the back or front of the BOX. ONLY View TV Abroad provided WIFI dongles will work on your set top box - If you required the Box to be Wifi Enabled and did not purchase this then contact us for advice.
- 2 . Plug power cable into the BOX (please check the is NO LAN Cable connected to the BOX)
- 3 . When you reach the screen stating "Page Loading Error" select system settings
- 4 . Highlight NETWORK (top left hand corner) and press OK
- 5 . Select WIRELESS (WiFi), press OK
6. Select AUTO (DHCP), press OK
- 7 . Several networks may show up in the list. With the arrows on your remote select YOUR wireless network and press OK.
- 8 . Using the ARROW DOWN button scroll down to KEY or PASSWORD
- 9 . Press the  button on the remote control (Keyboard button)
- 10 . Using the virtual keyboard, type in your wireless network password.
- 11 . Press the  button on you remote to remove keyboard once you have type in your password.
- 12 . Scroll to OK, press OK on your remote.
- 13 . Scroll down to Restart Portal press OK on your remote.
- 14 . If all has gone to plan the Box will load to a screen with a Yellow Bar going across a Blue Screen
15. If after you restart you still see the page loading error screen please see if WIFI is now stating enabled if yes...please reboot the BOX again by removing the power supply and re-inserting the supply. If the WIFI connection is still showing Disabled/Not Connected please follow the instructions again ensuring you have entered your routers KEY/PASSWORD correctly. The BOX should then reboot, connect to the wireless network automatically and launch the TV.

Remote Control



- This is the RCU remote that comes with the BOX. The programmable RCU (OPTIONAL) is an optional remote that **DOES NOT** come with the BOX and has the ability to be programmed with you TV's on/Off button and the volume. These can be purchased from Amazon in specific countries if required.

Main Menu Ribbon

From the TV guide/preview window, press the BACK button or House button on the remote control. This will take you to the MAIN MENU RIBBON. The main menu ribbon is where you can select different areas of the Box these are as follows...

TV - This is the main area where you View both Live content and the 7 day catch up. You will see you have a list of different categories here - as we specialise in UK TV content most is under the the UK categories such as UK: Entertainment..UK: HD (High Definition)..UK: Movies. When you first use the Box we recommend you use the categories to find content as this makes it easier to navigate. If you select ALL from this list you will see ALL content in your Package.

VIDEO CLUB - This option found to the right of TV allows you to enjoy over 35,000 entries from Classic to latest movies, UK/US box sets and popular entertainment series*. Select ALL to view all the recordings. As with the TV content this is split into helpful categories such as New Box Office Movies...Movies: Comdy..Movies: Action and Adventure..New TV Shows (US) to name a few.

*On the Standard Package you only get access to a reduced Films list - No Box sets or TV Series.

AUDIO CLUB - This Section allows to play music. Select ALL to listen to you favorite tunes.

DOWNLOADS - This section is where you can review the status of anything you have set up to download from either the Videclub and catch up.

RADIO - This section takes you to a listing of UK Radio stations available for your listening pleasure.

RECORDINGS - This is not used with our service.

SETTINGS - This Section is the setting of the Box - we recommend you don't use this section unless advised by support - The Box is already preset to your Global location and is plug and play - there should be no need to change any of these settings unless advised by us.

INTERNET - This section takes you to a web browser where using a keyboard you can surf the Internet. Not great and not recommended to use..

ACCOUNT - This icon contains you account information.

MEDIA BROWSER - This Section allows you to view anything you have downloaded onto a USB Memory Stick that you have connected to the Box - you can then select the content and use the Box to view through like any Media Player

Watching LIVE TV

This is found on the main menu ribbon under the section TV. You will see you have a list of different categories here - as we specialise in UK TV content most is under the the UK categories such as UK: Entertainment..UK: HD (High Definition)..UK: Movies. When you first use the Box we recommend you use the categories to find content as this makes it easier to navigate. If you select ALL from this list you will see ALL content in your Package.

The Layout of the Channels are similar to a Sky Box..

100 - 200 UK Entertainment channels

200 - 300 More UK Entertainment/UK Regional TV Channels/Sky Movies/Music Channels

300 - 400 Global Sports Package (Sports Unlimited Package)

400 - 510 UK Sports Channels and further Global Sports Channels

511 - 600 News Channels/Documentary Channels and Kids TV

600 + Further Global Sports Channels/Foreign Content/Back up channels

6000 + Bonus US Channels

SWITCHING CHANNELS

The simplest way to switch channels is to either use the Channel // buttons on the remote control or manually type in the channel (for example *101* for BBC1 Standard Definition followed by OK). You can also use the and arrows to flick through the channels.

TV GUIDE/ PREVIEW WINDOW

From any full screen TV channel, press the OK button on the remote. This will take to the small TV screen on the right (Preview Window). From here you can scroll down to whatever channel you want to watch. There are multiple pages of TV channels. Select your channel, click OK. The program will launch in the preview window. To put into full screen simply press the OK button on the remote control. To see a list of what is on that channel for the next day, days or week press the right arrow , highlight the day you want to see programming for and press OK. Press the right arrow again to highlight the program and scroll up or down with the arrow to see all the programs showing on the day selected. To EXIT press the left arrow



Catch Up



- **NOTE** : The BOX automatically records the 7 days worth of programs on selected channels. The channels that record are marked in TV channels list page with a **ORANGE** clocks next to the the channel number.

PLAYING PROGRAMS IN CATCH-UP

To access the 7 days catch up go to the TV listing page with the small TV screen. For example if you look at BBC One (101) highlight the channel you wish to watch and then by simply pressing on the right arrow on your remote control it will take you to the the TV Guide for BBC one

It will default to the current program that is on at the moment. To navigate to say something that was on the previous day, press the left arrow on the remote control so you highlight today's date..then press the Up arrow to highlight yesterday, now press the OK button on the remote and it will re populate the content on the right hand side with that days TV content. press the right arrow again and go up and down with the arrows to select the program you wish to watch. Finally press the OK button on you remote control to watch the program you selected.

- **NOTE** : Due to program airing times, some programs may begin slightly before the recording begins and the first few minutes are cut off. To watch one of these programs, you will need to select the program preceding the one you are wanting to watch and then fast forward close to the end of the program to catch the beginning of the next program. You can do this by using the  and  buttons on the remote control. If the program you are watching gets slightly cut off at the end it will come up with a message on screen asking you if you want to keep watching simply highlight the YES option.

You can also use the  and  buttons to control the catch-up of any recorded programs.

Please be aware, if you pause a program it can lose its syncing on our servers, when you unpause the program simply rewind the program a couple of seconds and it will re-sync on the server. This will eliminate any buffering you may experience after un-pausing a program.

Once you have finished watching a prerecorded program, press EXIT on the remote to return to the main menu ribbon.

Downloading

- **NOTE** : The ONLY function on the the BOX is to Download content onto a USB 2 memory stick and you can do this from the 7 day catch up or the VideoClub content:

Here are the instructions on how to download -

DOWNLOAD FROM CATCH UP

1. Insert a USB Flash memory stick in the back or front of your BOX
2. For Catch-Up go to the TV Guide where you would normally access the catch-up content on the BOX
3. Select a program from the past 7 days.
4. Instead of pressing the OK to view press the **YELLOW** F3 button on your remote.
5. You will get a pop up asking where you wish to save to and the name of your memory stick, simply select OK to start download.
6. To check the status of the Download you can go to the download option on the main menu ribbon
7. Once downloaded you view on the BOX by going to Media Browser on the main menu ribbon and select the memory stick you have downloaded to.
8. This content can also be played on a computer/TV/Media player where you have access the a USB port.

DOWNLOAD FROM VIDEO CLUB

1. Insert a USB Flash memory stick in the back or front of your BOX
2. For Video Club go to the Video Club option on the main menu ribbon
3. Select the content you want to from the list
4. Instead of pressing OK to play press the right arrow on the remote to access about Movie
5. Once in this screen press the **RED** F1 button to start the download.
6. You will get a pop up asking where you wish to save to and the name of memory stick
7. To check the status of the download you can go to the download option on the main menu ribbon.
8. Once downloaded you view on the BOX by going to Media Browser on the main menu ribbon and select the memory stick you have downloaded to.
9. This content can also be played on a computer/TV/Media player where you have a USB port

NOTE : The USB stick must be in the format FAT32 for the BOX to be able recognise this, we have also found that some Flash memory sticks are NOT compatible with the BOX

Troubleshooting

My picture is sometimes choppy or screen goes black. WHY?

You are watching LIVE Internet feed directly from the UK. Any number of factors can cause video disruption. You must have a minimum of 3MB Internet connection to ensure a good quality video. Sometimes network traffic at peak times can cause video disruption.

FREEZING ISSUES

The streams your View TV Abroad in a box receives come from a massive 10GB fed based out of multiple POP's around the world. Our system automatically routes your BOX to the closest POP. We have a 99 PERCENT uptime on our feeds. If your BOX is experiencing freezing, then there is 0.1 PERCENT chance that it is a problem with our system. Our engineers monitor our feeds 24 hours a day. If there is any maintenance issues, or planned disruption in service we will ALWAYS let you know by sending a message on your screen. If you are experiencing any freezing video that we have NOT let you know about it advance, then it is almost certainly a problem with your local system or internet provider. Your View TV Abroad in a BOX is only as good as the Internet it is connected to.

We are a small company and take every single customer experience very seriously. We have worked very hard to build a system to bring UK television to all people over the world who otherwise cannot get it. We want all of our customers to enjoy perfect UK television feeds, however some things out of our control and can cause disruption.

It is important to know that just because other services like Netflix and Youtube may stream OK and your View Tv Abroad BOX may not does not mean that the problem lies with your View Tv Abroad service, nor does having a very fast internet connection bare relevance. You can have 30MB connection and your View TV Abroad BOX may still freeze because of packet loss or inadequate routing provided by your ISP (Internet Service Provider)

Streaming video tests the limits of any Internet connection and is the most bandwidth intensive product available. NO streaming video system works perfectly 100 PERCENT of the time, but the system we have built is as close the perfect as there is.

- **NOTE** : Peak Times of the day (6PM - 10PM and on weekends)

Steps you can take to help freezing issues.

- We recommend using your View TV Abroad BOX hard wired rather than using a WIFI, obviously this is not always possible due to the location of your router, if this is the case we recommend using powerline adapter, please contact us to advise or check our FAQ page on our website click on this link <https://www.viewtvabroadinabox.com/faqs/>

Recommended PowerLine products:

UK - TP Link Powerline Adapter

USA - TP Link PowerLine Adapter

Europe/Spain - TP Link PowerLine Adapter

Japan - TRENDnet Powerline

- **NOTE** : We have found on lower speeds, between 3 and 4 Mbps the PowerLine solution is a much better solution than using WIFI

If your having issues with buffering/freezing on the Box from your location to our servers which are in Western Europe there are a number of factors you need to be aware of.

- **NOTE** : Firstly we need you to test your speeds not just to your Local server which I'm sure will give you very fast results but also your speeds to a London server as this will give us more detailed information on how the international routing is performing from your location as this is key to the Box working.

Please go to www.speedtest.net on either a Windows or a Mac computer initially doing speedtest to your local server, we need to know the Download speeds and Ping ?

The next test to do is to a London server - Click on the speedtest link again and at the top of the page your see **SETTINGS**, click on this and scroll to the bottom left of the screen/page. You will see on the site you can select change server - do this and search for any London server. Repeat the test and again provide me with the results, Download speeds and Ping ?

Can you then also do a speed test through the Box, to do this go to Settings on the main menu ribbon where you see TV/Videoclub. When on Settings scroll to 'Go to Inner Portal' from here go to Settings and then select Speedtest. Give me the download speeds given by the Box ?

The information we require will need to be sent to support@viewtvabroad.com

TIPS : Please be-aware in the meantime you can download content from the Videoclub and 7 days catch-up which could be an initial solution to the problems you are experiencing.

PAGE LOADING ERROR

I can't get my box to connect. I get the message Page Loading Error

The Page Loading Error potentially means your BOX is NOT connecting to your router or your router is NOT connecting to the Internet. Check to make sure your Internet is working. Restart your router, and check your WIFI connection, if you are using a WIFI dongle. Make sure you have entered the correct password. Your password is case sensitive. If you know your internet is working and you keep getting Page Loading Error message then it's almost certainly because your WIFI settings are wrong usually the password.

If you getting a Page Loading Error message using a WIFI DONGLE please these simply steps as its most likely your password typed in incorrectly:

- When in Page Loading Error stroll down to System Settings press OK
 - When in System Settings highlight NETWORK, press OK
 - Highlight WIRELESS WIFI, press OK
 - Select your WIFI, press OK
 - Select AUTO (DHCP), press OK
 - Several networks may show up in the list. With the arrows on your remote select YOUR wireless network and press OK.
 - Using the ARROW DOWN button scroll down to KEY or PASSWORD
 - Press the button on the (Keyboard button)
 - Using the virtual keyboard, type in your wireless network password. Make sure you are typing it in correctly
 - Press the button on you remote to remove keyboard once you have type in your password
 - Scroll to OK, press OK on your remote
 - Scroll down to Restart Portal press OK on your remote.
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- NOTE : If after you restart you still see the page loading error screen please see if WIFI is now stating ON, if ON please reboot the BOX again by removing the power supply and re-inserting the supply. If the WIFI connection is still showing OFF please follow the instructions again ensuring you have entered your routers KEY/PASSWORD correctly.

If your still having issues contact us or send us a screenshot of the Page Loading Error to support@viewtvabroad.com