

Expat Media Group - Support Manual

Manual

1 — Last update: 2015/03/02

Expat Media Group

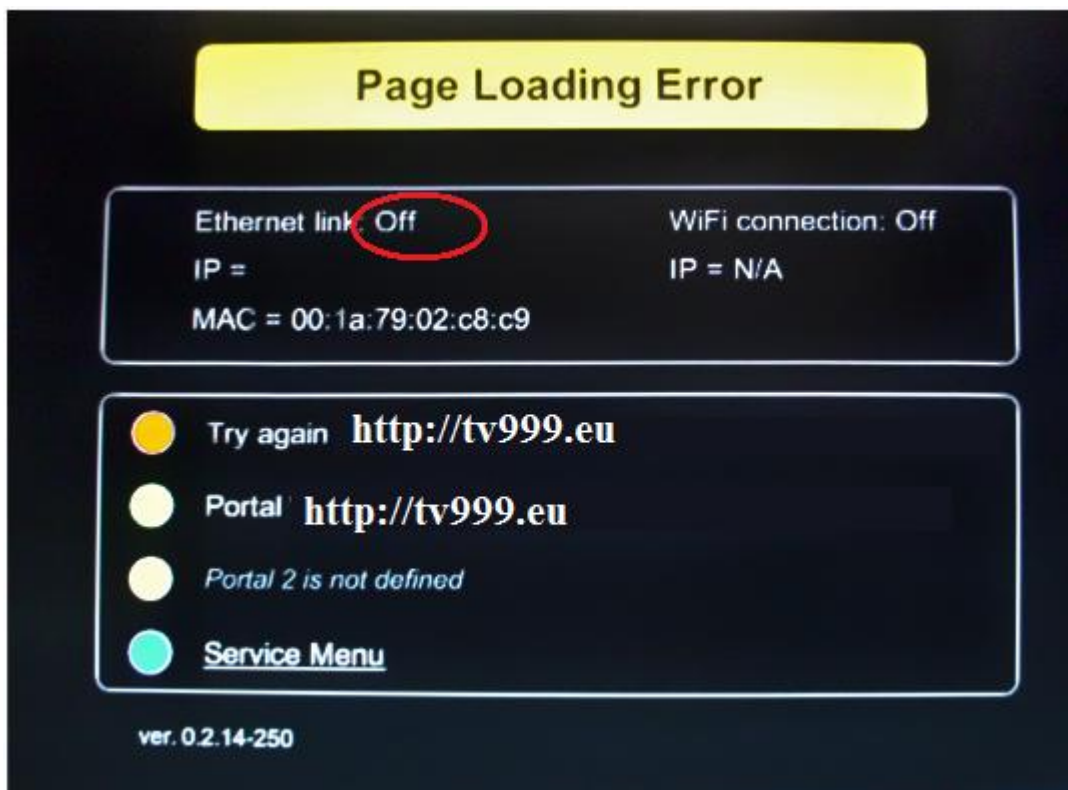
Table of Contents

Page Loading Error	1
Loading Bar Stuck on the TV Screen	3
Pixelation / Break up / Freezing	4
No Signal – Black Screen	5
PayPal – Decline No Funding Source.....	6
How to change TV setting to HD.....	7
Change the Portal in the STB	8
How to set Date & Time on Mag 250	9
How to use Catch Up TV	10
Wi-Fi on the box with a Dongle	11
Refund Policy	13
How it Works	14
Connecting the Set-Top Box to your TV	15
Warranty	17
Software Update	18

Page Loading Error

If you are receiving this message, it is usually due to no internet connection to the STB. Be sure to check the Ethernet cable between the router and the STB (On the page loading error screen it will say Ethernet Link: UP if all is ok and DOWN if the Ethernet is not connected to the modem, unplug this and plug back in. Also make sure that you are receiving internet access. Try a few pages and confirm the router is online.

Note: Portal address for is either tv999.eu, uktv2u.com, tv999.info, mytvaccount.com, utv.club or a sub domain of any of these.



You need to make sure that the router has the LAN light lit on the front that corresponds to the Ethernet port on the back of the router that the STB is connected to. Also check the connection on the back of the STB itself, there should be 2 lights on the connection itself where the cable is plugged into the STB, one orange and one green. If the light on the router is not lit or both of the lights on the STB port are not lit there is a connection issue and we recommend that you change the Ethernet cable. If after changing the cable there are still problems. If you have checked this, then the next step is to unplug both the router and STB power cables. Once unplugged plug back in the router first, leave it for two minutes and power back on the STB.

If you're STB connects with a Ethernet power line as it may be in another room to your router
Please check the light's on the sockets. If this is not lit then the power line has lost its wireless connection to the router and you will need to reboot both the router and then the power line. Once the light is back on you will need to reboot the STB also. If the light is lit and the STB is still stuck on the loading screen, you need to make sure that the power line has the LAN light lit on the front. Also check the connection on the back of the STB itself, there should be 2 lights on the connection itself where the cable is plugged into the STB, one orange and one green. If the light on the router is not lit or both of the lights on the STB port are not lit there is a connection issue and we recommend that you change the Ethernet cable. If after changing the cable there are still problems, please contact Technical Support.

Loading Bar Stuck on the TV Screen

If you get your STB and when switched on it gets stuck on the screen saying loading. Please try rebooting both the router and the STB, if this fails and does not resolve the issue please speak to Customer Services via the 24 hour live chat service at www.expatvision.net and ask them to un bind your subscription, this will then load the system with no channels and you will need to check recordings and delete any recordings. Once you have done this Support can then bind your subscription back to active. Note on the Entertainment package the screen would be Green background with blue loading bar.



Pixelation / Break up / Freezing

Freezing can result and unfortunately it can be because of a number of reasons and our support team will be happy to assist with troubleshooting.

Our support will run through the following process

- 1) They will firstly check to see if they can replicate the issue you are reporting
 - IF support can replicate this issue they will request the channel to be restarted from the source, it could be for a number of reasons including signal issues at the source.
- 2) If we are not able to replicate the issue, we will check your set top box software is up to date.
- 3) If our customer support are unable to replicate and your software is up to date – we will request that you run some tests to identify if its an issue with International Bandwidth from the server side or your location and route to the server. Our team may request remote access to your PC/Laptop to run the tests locally on your machine.
 - After running the tests support will be able to advise of the findings and advise.
- 4 If we are unable to find any issues we will need to run through some other checks

You will need to make sure that no computer or devices are switched on as this can take bandwidth away from the STB and cause breakup of the picture and pixelation. After making sure nothing else is switched on you will need to reboot the Router wait two minutes and then reboot the STB.

Please then monitor the TV quality and update us.

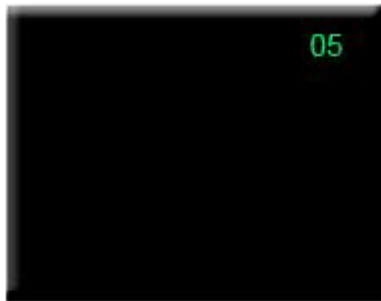
If you continue to get pixelation, you will need to connect the Router direct to the main telephone point in the property without any telephones, splitters or filters connected. Once the Router is connected direct to this point you will again need to reboot the Router and then the STB.

If you have a Wireless Range Extender or Ethernet Power Line Addaptor that was provided by us so that you can connect the STB to it (if the Router is in a different room to the TV) you will need to disconnect the STB from the Extender and connect it directly to the Router, this will eliminate the problem being caused by wireless interference between the Router and Extender. Also, follow the previous steps as well to assure the best possible connection with the ADSL.

****IF ALL the above fails then at this stage an incident report will be created for a member of our team to call you back to discuss this matter and investigate in more detail. ****

No Signal – Black Screen

This advice is when the box has been restarted by the power but nothing changes on screen still a black screen **or** message with No Signal.



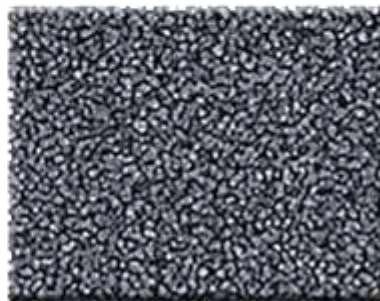
Black Screen



Blue Screen



Black Screen



Snowy Screen

*Customer Advice – *You need to check the connection from the STB to your television whether it is a HDMI lead or a RCA lead, make sure it is correctly connected to both the STB and the TV and that it is not loose, if it feels loose just disconnect the cable . Disconnect and reconnect both ends of the cable from the STB and TV. You will also need to make sure that your TV is set to the correct output station. Most TV's will have a source or input or mode button that when pressed will let you select between the available output modes such as, HDMI, RCA ... If you are connected to RCA or HDMI 1 for example in the back of the TV you need to make sure the TV is on the corresponding channel. If you can't see any visible damage to the cable we still recommend that you try a different cable and if you are using a RCA connection we recommend that you try a HDMI lead if your TV supports this connection, if you are using a HDMI we recommend you try a RCA cable.

PayPal – Decline No Funding Source

Add a Credit Card to your PayPal Account:

PayPal is introducing a new and improved Profile to some customers. Until all customers are using the new Profile, there are 2 sets of instructions on how to do this. Please follow the instructions that match what you see on the site.

1. Log in to your PayPal account.
2. Click Profile at the top of the page.
3. Click Credit/Debit Cards under Financial Information.
4. Click Add a Card.
5. Enter your information.
6. Click Add Card.

OR

1. Log in to your PayPal account.
2. Click Profile near the top of the page.
3. Click My Money under My Profile.
4. Click Update next to Debit and Credit Cards.
5. Click Add a Card.
6. Enter your information.
7. Click Add Card.

More advice on PayPal [More Information – PayPal Funding Source](#)

How to change TV setting to HD

The Mag 250 box as standard is set to SD and not HD, If a customer would like to change the setting to HD.

As per instructions in the Video.

- 1) Turn the box off by the power
- 2) Hold the Menu button down on the remote point at the box, at the same time turn the power back on keep menu button held down on the remote.

- This then takes you into the system settings and as per the Video change the settings.

Change the Portal in the STB

*It would be very rare a customer would be required to change the portal address in the STB.

Changing TV Box Portal address to ukvtv.club

Follow this simple step-by-step guide below to change server on your TV Box:

(Only applicable to Premium Package Subscribers):

- 1) Remove the power from the box or turn the box off by the plug socket, remove the cable that goes from the box to the modem
- 2) Turn the box back on with no cable from the box to the modem
- 3) Wait for the screen that says "Loading Portal"
- 4) Press the SET button on the remote control
- 5) Then go to Settings and press OK
- 6) Then press the SET button on the remote control AGAIN
- 7) Then go down to Servers press OK
- 8) Go to the Portal 1 URL and delete ALL the text (to delete use the back button on the remote)
- 9) Press the KB button on the remote it is like a picture of a keyboard, top right of the remote
- 10) Enter the new portal address which is: ukvtv.club
- 11) Press the KB button on the remote so the keyboard goes OFF screen, go down the bottom of the screen and select OK
- 12) Plug back in the Cable that goes from the box to the Modem, Then go to reload portal or restart Tv Box using power supply

How to set Date & Time on Mag 250

Video – Change Time – [Change Time](#)

- 1) Press OK to get the channel list up
- 2) Press exit on the remote (its near the arrows)
- 3) Go to settings
- 4) Press OK
- 5) Go to localization and here you can update the time settings.
- 6) Then go back to Servers and enter pool.ntp.org

Once done it should update within 24 hours.

How to use Catch Up TV

Catch up is only on channels that have the Orange Clock Icon

- 1) Bring up the TV Guide
- 2) Go over the channel you wish to use Catch Up On, But Don't Press OK !
- 3) You should see a box with a preview of what is on that channel (Live TV)
- 4) Press the Right Arrow on the Remote >
- 5) This is the TV Guide, you can go back up to 7 Days to watch past programs
- 6) You simple go back on the dates press ok on the date and use your arrow to move to the program and press OK

Wi-Fi on the box with a Dongle

The Wi-Fi Dongle needs to be a dongle that is supported for the Mag 250 Box a list of these can be found on the following link [Wi-Fi Dongles](#)

Before starting this process make sure you have the following information.

Network ID/Name, Password/Pin/Clave

This information is normally on the bottom of the router.

If you do not know this information. You will need to contact your Internet provider, who should be able to advise you.

Follow the instructions below. Step by Step.

- Connect the box as per connection instruction to the TV using either the supplied AV connector or an HDMI cable from the HDMi port on the box to an available port on the TV.
- Insert the WIFI Dongle into spare usb port either at the front or rear of the box.
- Connect the power to the Box.
- You should see loading screen's on the TV,. If not you will need to select the input you have connected the box via to your TV on your TV remote control.
- You should after a short time see a screen saying PAGE LOADING ERROR.
- On the screen you should be able to see 4 coloured Spots.
- On your IPTV box remote press the Blue button.Next you should see NETWORK hilighted in Red. If not use your up, down, left, right arrows until it is.PRESS OK.
- use your up, down, left, right arrows to highlight WIRELESS WIFI Press OK
- use your up, down, left, right arrows to highlight AUTO (DCHP) Press OK
- Use down arrow to highlight SCAN Press OK.You will see all the Wifi systems that are detectable by the Box.

Shown on screen..

- Use up/down arrows to select your router network Press OK.
- Use Down arrow to highlight Key or Passphrase box. PRESS KB button on remote, a virtual keyboard will show on screen. use your up, down, left, right arrows to select the letters and/or digits that make up your PIN/Clave. Press ok when you have the desired letter number highlighted.
- There is a Cap key to the left to change from upper to lower case. Passwords ARE case sensitive.
- When your full password is showing in the box. Press KB button to remove keyboard from screen.
- Press down arrow until Ok is highlighted in Red press OK. use your up, down, left, right arrows to highlight REBOOT.
Press OK press OK to say yes.
- The system will reboot it will come to the TV screen you are ready to view.

If you return to the original PAGE LOADING ERROR screen. With the coloured spots. You have either.

1. Selected the wrong WIFI network from the available network list. 2 You have inputted the wrong Password/Pin/Clave.

These are case sensitive O's and Zeros can easily be misread. If the router has not had its original password and network info changed. This information is normally on the bottom of the router. If you persist to have problems you will need to contact your internet provider for the relevant information.

Refund Policy

Set Top Boxes

If you are not 100% satisfied with your purchase, you can return your order for a refund. You can return or exchange your purchase for up to seven days from the purchase date. Returned or exchanged products must be in the condition you received them and in the original box and/or packaging.

Returns Address

Expat TV, PO BOX 62655, Paphos, Cyprus

Subscriptions

If you are not 100% satisfied with your purchase, within seven days from the purchase date, we will fully refund the cost of your subscription.

Delivery

Delivery charge fee is not refundable.

How it Works

Initially all the TV content comes from a satellite. Satellites have a different coverage limits, and that's why not all the channels are available in certain countries.

But here comes a solution. We pick up a healthy pack of channels using our satellite farms in different countries, digitize the channels with special equipment and send it to you over the internet. This is called IPTV.

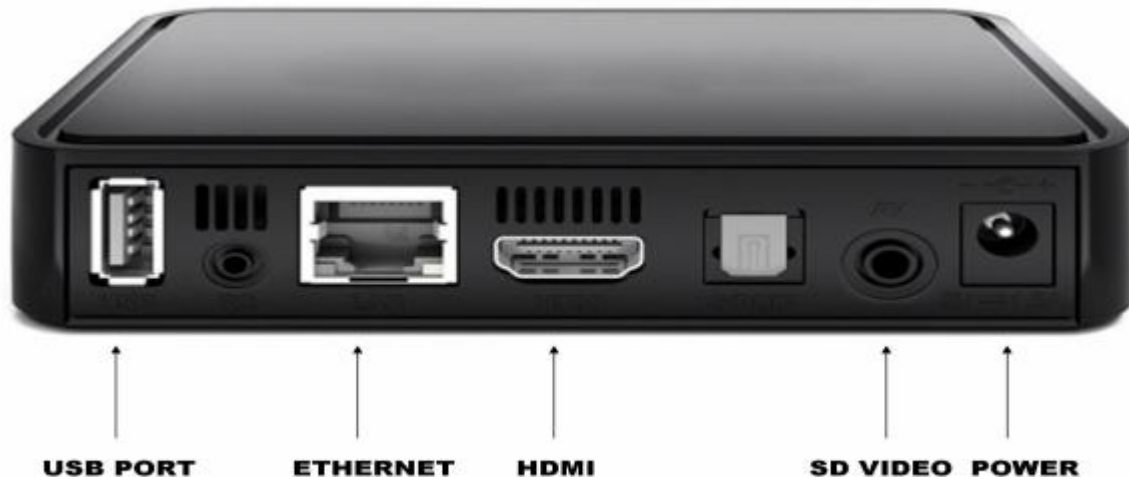
All you need to do to watch digitized channels, is to connect our set-top decoder box, or STB, to an internet connection and your TV. It will act as a digital receiver and actually do much more than common TV does.

The Set-Top decoder Box is a small device specially programmed and designed to provide easy access to our digitized TV channels directly onto your TV. We use the well known and recommended MAG-250 set top boxes. They come with a handy comprehensive remote control, to operate it just as you do with your existing TV.

Every set-top decoder box runs our own specialised software, that brings your TV into the digital era with a multitude of advanced functions.

Our proprietary media software that runs on our set-top decoder box provides a user friendly interface with a whole range of advanced, useful functions. You can browse through the channel list with your remote control and watch any channel, examine brief and full program guides, schedule recording on certain channels, play previously recorded content, use time shift and view seven days of catch-up content on selected channels, watch movies on demand from a USB or disk drive, or watch movies on demand from our list of two hundred and one movies, most of them recent releases, along with your classic old favourites, or you can even browse the internet right there on your television screen.

Connecting the Set-Top Box to your TV



1. Insert the batteries into the remote control unit.
2. Connect one end of the Ethernet Cable (supplied – the grey cable) to any free port on your internet service providers modem/router, the ports are usually coloured yellow.
3. Connect the other end of the Ethernet cable to the back of the Set-Top Box.
4. Connect the supplied black coloured RCA cable (if your TV is HD or HD ready you can use a HDMI cable). There may be up to three different connections, If connecting with HDMI make a note of which HDMI channel you are connecting to HDMI1/HDMI2/HDMI3. Switch your TV to the appropriate input. See HD Settings [HD Settings](#)
5. Connect the other end of the HDMI/RCA cable into the back of the Set-Top box.
6. If your TV is NOT HD or HD Ready, then use the supplied three plug cable, and plug the Red/White/Yellow connectors into the corresponding sockets on your TV, taking care to connect the plugs to the same colour sockets. Plug the other end of the cable into the SD Video socket of the Set-Top Box.
7. Connect the Set-Top Box to the mains power using a suitable adaptor, plug the other end into the back of the Set-Top Box.

8. Turn your TV on, and select the HDMI channel that you connected to, or if you used the Red/White/Yellow cable, select the VGA channels that you connected the cable to.
9. The Set-Top Box will begin it's start up process, this takes a few minutes to complete, but once done, unless you disconnect the box, the main stalker screen will load where we can activate you.
10. Once loaded, use the remote control to select the channel you wish to watch by using the up and down arrows. Clicking on the OK button will select the program, clicking it once more will return you to the program list. Clicking the right arrow button will take you to the Catch-Up function and the EPG (Electronic Program Guide). For details on using Catch-Up, downloading programs and pausing live TV
11. To switch to Movies-On-Demand, press the Menu button, this will take you to the selection menu, use the left and right arrow keys to select "Videoclub", click the OK button and the list of available movies will be shown. Use the up and down arrow keys to select the movie you wish to view, then press OK and the movie will begin. You can use the Pause, Fast Forward and Rewind buttons on the remote control to control your viewing.

Warranty

MAG 250/254 IPTV SET TOP BOX WARRANTY

The Digital Set Top Box comes with a

warranty against faults arising in the first 12 months.

The 12 month warranty.

The following are not covered by the warranty: faults arising from misuse, accidental or deliberate damage, damage arising from use of equipment that is not supplied by or on behalf of Expat Vision, cosmetic damage which does not affect the functionality of the box or damage caused by events outside the reasonable control of Expat Vision or its equipment suppliers. To report a fault, please email support@expatvision.net. Expat Vision will replace the faulty Box, or the faulty component of it. Any replacement equipment will be new or 'as new' (previously used equipment that has been refurbished by the manufacturer or its authorised agent). Expat Vision will warrant any repair or replacement until the later of the end of the original 12 month warranty period or 3 months from the date it was carried out. This warranty is provided by Expat Media Group, only applies to equipment ordered from Expat Vision directly (or a retailer acting as a Expat Vision agent), and does not apply within the UK, Isle of Man and the Channel Islands. Any returns need to be shipped to our European distribution center in Cyprus and once the return has arrived a new set top box will be shipped directly to the customer. It is the customers responsibility to track the package and Expat Vision will not be held liable for any returns that are lost or missing.

Outside the 12 month warranty

Expat Vision are committed to providing excellent customer service and for customers outside the 12 month warranty, Expat Vision will provide customers with a 35% discount on a new set top box subject to the old box returned to our European Distribution center.

Returns Address

Expat TV, PO BOX 62655, Paphos, Cyprus

If you rereturn a package please contact customer services and advise them of the courier and tracking number so we can assist to ensure the package arrives at it's final destination.

Software Update

- 1) Remove Internet Cable from the box
- 2) Unplug and restart the box
- 3) Wait till it gets to "Page Loading Error"
- 4) Connect cable for internet back in
- 5) Select Embedded Portal, It will then update to version r10

If it dont start automatic update, press SET button on remote , then go to "software update"

Then press OK on remote and then F1 button

Additional advice can be found on the InfoMir Set Top Box software upgrades on the link below.

http://wiki.infomir.eu/doku.php/en:stb_webkit:faq:update_firmware_mag200_250