



## Android Box & Kodi



# KODI

## Frequently Asked Questions

**Q. I Have no Sound in Kodi?  in right upper corner**

A. Press F8 on your keyboard remote

**Q. When I click on Kodi , all of my Add ons are gone?**

A. This could be one of 3 things

1. You have clicked on fresh start add on and wiped it clean
2. You have gone into the main app menu in the Android Settings part of the box. Clicked On the Kodi app and clicked clear data-This will also wipe it clean.
3. You went into the **Kodi Settings – Appearance- Skin** and changed the skin. If the skin reads **“Confluence”** you need to change it back to **“Aeon Nox 5 : Silvo”** this will fix the problem  
*If you have done number 1 – 2 you need to have the Kodi reinstalled*

**Q. How do I connect my USB wired or wireless keyboard and or mouse to my box?**

A. Simply plug in the USB keyboard and/or mouse straight into your box, if it's a wireless, plug wireless dongle that comes with your wireless USB keyboard/mouse into one of the USB ports on your box. You should not need to reboot your Box, give it a few minutes to load the drivers.

**Q: My TV Box doesn't turn on?**

A. Make sure the plug is pushed fully into the power input and plugged into a wall and power is switched on.

**Q. My time is different on the front display of my box to the inside displayed time or my time is just wrong in both places, how can I correct this?**

A. From the Android home screen move to settings press OK, then move across to other then down to more settings press OK, move down until you find date & time press OK, make sure automatic date & time is ticked, now move down to select time zone and make sure that's correct for your location. When connected to the internet your time will then be automatically set.

**Q. My TV Box is turned on but nothing displayed on my TV?**

A. Make sure that the HDMI cable is fully pushed in all the way on both your TV Android box and TV. Make sure your TV is on the correct source for the HDMI that the Device is plugged into. Try another HDMI Lead.

**Q. My display is either too big or too small, how to fix this?**

A. Click settings then move across to display, then move down to display position Press OK, adjust with up or down on remote until the screen fits your TV and then

click OK then return.

**Q. My Wi-Fi or Ethernet isn't working, how do I fix this?**

A. Click settings then move across to Network, then drop down to Wi-Fi or Ethernet then click OK a check mark should appear, then for Wi-Fi select your Wi-Fi ID from the list then press OK and on screen keyboard appears, enter your password making 100% sure your entering the correct password make sure it says connected before exiting. If you select Ethernet and it's not saying connected check your Ethernet cable is plugged in correctly at both ends.

**Q. My Wi-Fi showed "connected" but when I clicked on the add-ons or apps, it pop up message "Can not connect to sever", how to fix this?**

A. Bring the box closer to your router and remove any obstacles in between the router and the box. Or reboot your router.

**Q. I clicked on Kodi & nothing is working**

A. Wifi is not setup, go into settings & enter password

**Q. I am getting script errors what is causing this?**

A. Script errors can be caused by a few different scenarios, first check you're connected to the internet, script errors can be cause by broken addon's or links, they can be caused by your internet service provider blocking you and certain sites also.

**Q. My videos are buffering a lot please help?**

A. Check your internet speed on your device and on a PC. We recommend a stable internet speed of 10 Mbps Download speed or more for the best internet experience. The faster internet connection you have the faster your TV Show, Live Sports and HD Movies will load. If you have under 10Mbps you should consider upgrading your internet speed. It is because each Add-ons is separately managed by a Third Party. There will be times when these Add-ons do not operate as they should and you may experience down time or slow transfer rates which could cause buffering. When this does happen, we suggest looking for a new source or Add-On to correct the problem. Sometimes it's not your internet connection that's the problem it can be the file host that is just too busy, just try another link.

**Q. My movie or TV show pauses & buffers**

A. 1. Internet Wi-Fi connection is slow  
2. Might need to clear Cache  
3. Pick a new source

**Q. I sometimes click on a link to watch a Movie or TV show and I get a pop up that says file not found or source unavailable how do I fix that?**

A. Some stream sources are listed but do not work. This is not typical but it does happen in KODI sometimes. Just try another link, most likely it will then work, if not simply try another source until it works. Remember every addon is separately

managed by a third parties. There will be times when these add-on's do not operate as they should and they may experience down time or slow loading and buffering. When this does happen, we suggest looking at a new source or add-on to correct the problem.

**Q. It's time consuming to try every link on each add-on in Kodi, is there easier way to select the available source?**

A. Let the cursor stay on the add-on icon you want to play in Kodi video add-ons. click **C** on your keyboard or the menu button on your remote control to bring up what's called a context menu, you will be able to click on add-on settings. Enable option "Automatically play sources" in Video Playback. Note: It chooses up to 720p of sources only with this option and some add-ons like Icefilms do not have this option.

**Q. How do I add more content to my favorites to KODI and access my favourites while using KODI?**

A. When you find a TV series or movie that you want to save as a favorite you need to click **C** on your keyboard or the menu button on your remote control to bring up what's called a context menu, you will be able to click on save as a Favorite.

**Q. my sound is not working.**

A. Reboot Android box or Kodi program

**Q. Picture Quality is poor**

A. Choose a better source could be a **cam** Version. When look at the source, they have different quality versions

1. **1080p** - Best Quality (blue ray)
2. **HD 720p** – High Definition
3. **SD** – Standard Definition
4. **SQ** – Standard Quality
5. **Cam**- recorded on a camera in a theatre – very poor quality

**Q. I keep getting a pop up that says "Updates Available" what do I do?**

A. Updates are set to "Notify" so they won't update automatically. So when you want to do the updates just go to **SETTINGS** – click on **ADD-ONS** tab and you will see a tab "**Updates Available**" click on this tab then click Update All (this will update all the repositories)

**Q. When I 'm watching a movie the lips on the people talking are not in sync.**

A. Click on the mouse button anywhere on the screen. A tool bar will show up at the top of the screen. Click on the sound icon (the speaker icon) toggle down to the **Audio Offset** and click on it. It will than show up at the top of your screen. With your keyboard mouse upper top right, click the right or left arrows. This will move the Audio Offset bar at the top of your screen. You can now sinc. the lips of the person on the screen. When you are done click the OK button on your keypad than press esc. button.

## CAUSES OF BUFFERING

- **Stream Source Slowness** – sources are powered by servers, servers are connected to networks. These sources are providing free service and sometimes have limitations set in place as a result.
- **Peak Time Congestion** – certain times of day are busier on the internet than others. If you're talking about a Sunday or Monday night, those are probably busier times for internet use in general, meaning this could affect the source's network speed, or even your internet connection locally.
- **Geographical Location** – Believe it or not, servers have physical locations and some places on Earth aren't as well connected as others. Depending on where you're located, your connection to the source's servers could be impaired.
- **Internet Connection Speed** – your internet connection might just be too slow to support video streaming.
- **Hardware Issues** – your router might not have strong enough wireless power, the cheap no-name modem your service provider gave you might be defective, or your streaming device might not have the latest firmware installed.

## MYTHS DEBUNKED

- **Addons ≠ Buffering** – addons just interface with web sites, as soon as you see the spinning "Working" wheel, the add-on isn't even running anymore. Buffering has absolutely nothing to do with what add-on you're using.
- **Web Browser Playback ≠ Kodi Playback** – playback in Kodi is hard coded to timeout after 30 seconds if the playback doesn't start, this is done to keep media player user experience consistent; web browsers will wait all day as they aren't designed with home entertainment in mind. This could sometimes be the cause of "Playback failed, one or more items failed to play" notices and is the reason why some videos will play in your web browser but not Kodi.
- **Video Stuttering** – choppy video doesn't necessarily have anything to do with buffering, it might just mean your hardware device can't handle the video quality or the encoding of the stream itself is corrupt.
- **Advanced Settings XML** – generally speaking, modifying this file will not solve buffering issues and will likely cause more trouble than anything, such as device crashing because the custom buffer size is larger than the device can handle (*Kodi already allocates 300% of the memory to the buffer size*). It is **only useful in the rare event** that you see the "Cache Full: Cache filled before reaching required amount for continuous playback" notification.

## POSSIBLE SOLUTIONS

- **Hardware Reboot** – reboot your [modem and router](#) by unplugging them for five minutes or so, then do the same with your streaming device.
- **Debrid Services** – through a single paid subscription to [Real-Debrid](#) or [Premiumize](#), these services allow you to take advantage of the premium services offered by dozens of sources. This will decrease buffering by giving you access to premium bandwidth offered only to paid users.
- **Update Kodi** – if you're using an older version of Kodi, it could likely result in less efficient streaming, it's always a good idea to [update to the latest](#) stable version.

- **Hardwired Ethernet** – depending on the size of your home or building materials, you might experience wireless connection trouble, this can be fixed by hardwiring an ethernet cable from your router directly to your streaming device.

## DESPERATE MEASURES

- **Internet Connection Speed** – call your internet service provider and upgrade your connection speed, do your own [speed test](#) beforehand.
- **Hardware Upgrades** – if your streaming device is really old, you might want to consider [purchasing a newer one](#). It *might* also be a good idea to look into a new, faster router, as those things aren't built for life either.
- **Modem Troubleshooting** – if you've had your no-name modem for several years already, you might want to call your internet service provider and have them troubleshoot it, and if necessary replace it. It would be a good idea to do your own [packet loss test](#) beforehand.