

## Frequently Asked Questions

These are the most frequently asked questions & answers. We will continue to update this page when new questions are asked. If you are having issues with your TV box, this page should cover your problem.

**VERY VERY IMPORTANT PLEASE READ THIS!!**

**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 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 streaming 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 tick 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 saw lots of add-ons pre-installed in Kodi, but when I clicked on these add-ons, there was no program in the list, why this?**

A. Return to home page. Go to Settings Network and connect the box to Internet. Enter Kodi again and allow 15-20 minutes for add-ons to update.

**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 caused by broken add-on'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. 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 Device is running quite slow, how can I fix this?**

A. Sometimes the KODI Cache gets full up. This can sometimes cause buffering issues. Please follow these steps: From the Android home screen move to settings ,then move to other click OK then down to more settings, then scroll down to apps press OK, then scroll down and click on KODI. Move across and down to click clear cache. Don't worry you won't lose any information like user names or passwords.

**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 add-on is separately managed by a third party's. 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. When I try to find a Movie, TV Show or live stream I get am getting an error - network not available or Script Error what can I do?**

A. Sometimes addon's have issues, this can be caused be server issues, internet issues or server overloads, and this is completely out of our control. If you're getting script error on everything it won't be all the addon's check your device is connect to the internet.

**Q. I'm having a hard time using the controller that came with my TV Box, is there anything else I can use to make navigating the streaming box and KODI any easier?**

A. The controller that comes with your streaming box is designed to perform the basic features, you can use a USB wired or wireless keyboard with a built in Touch mouse.

**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. To access your favorites you will need to click on the star icon located in the bottom left hand corner of the KODI home screen. Click on the star icon and a menu will slide out from the right side of the screen.

**Q. I've updated KODI to the new version from Kodi official website and I've lost all my Kodi add-ons, how do I get them back please?**

A. Uninstall current Kodi first: Go to settings--other---more settings---apps---find Kodi--click on Kodi icon and press "uninstall". Then install Kodi with add-ons:

1. Download this apk file from the link below and copy the file to your flash drive:  
<https://drive.google.com/file/d/0BwyLUqxgizlmYi1Xb0Vmd3hSZIU/view?usp=sharing>
2. Insert your flash driver to the TV box.
3. Find "Appinstaller" in "My apps" on home page. Choose the apk file in USB and install new Kodi.

Or you could take a look at this Video to update Kodi:<https://youtu.be/qlzo62GWHaE>

**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. I have tried all of the above to get my KODI working properly but its freezing and I am getting script errors on all addon's what can I do?**

A. Uninstall current Kodi first: Go to settings--other---more settings---apps---find Kodi--click on Kodi icon and press "uninstall". Then install new Kodi:

1. Download this apk file from the link below and copy the file to your flash drive:  
<https://drive.google.com/file/d/0BwyLUqxgizlmYi1Xb0Vmd3hSZIU/view?usp=sharing>
2. Insert your flash driver to the TV box.
3. Find "Appinstaller" in "My apps" on home page. Choose the apk file in USB and install new Kodi.

Or you could take a look at this Video to update Kodi:<https://youtu.be/qlzo62GWHaE>

