Setting up a brand new MAG box for use with POLEX TV

Hi, welcome to POLEX TV! Please follow the instructions below to set up your new MAG box…

1. Firstly, **SEND US THE MAC ADDRESS OF YOUR NEW MAG BOX via WhatsApp to (+34) 660 638 975**. This is a **VITAL** first step, as we need to authorise your box on our server before it will work! You can find your MAC address on the underside of your MAG box, or on the outer packaging. It will begin with 00:1A:79...

2. Connect your MAG box to the back of your TV using the HDMI cable supplied. (make a note which HDMI input you are using!)

3. Turn on your TV and set it to the correct HDMI input (the same input to which you connected the HDMI cable just now) using your **TV** remote control (**not** your MAG remote!)

4. Plug in the MAG box power adaptor. You should then see an **INFOMIR** loading screen appear on your TV.

5. When the box has finished loading, you should see a grey "privacy notice" message appear on your TV screen. Using your new MAG remote control, press the OK button to clear the message. (*For all of the subsequent instructions, please continue to use your new MAG remote control, not your TV remote*).

6. You should now see a blue/black screen with several icons. Navigate to the **SETTINGS** option and press **OK**. Then on the next screen, highlight **SYSTEM SETTINGS** and press **OK**.

7. There are **two** ways to connect your box to the internet; either directly using an ethernet cable, or over Wi-Fi. If your TV and internet router are next to each other, then an ethernet cable is preferable.

   a) If using an ethernet cable (not usually supplied), simply connect one end to the back of your MAG box, and the other end to one of the free ports on the back of your internet router (or VPN router, if you're using one).

   Please note – *if using a VPN router, then the country must be set to any country except the UK, for security reasons. Now skip ahead to step 8 of this guide.*

b) If you're connecting your MAG box to the internet over WiFi, choose the **NETWORK** option from the **SYSTEM SETTINGS** screen, then **WIRELESS (WI-FI)**, then **AUTO (DHCP)**. After a brief pause, a list of available Wi-Fi networks will appear on the screen. Highlight yours, and press **OK**. *If using a VPN, choose this instead of your usual home WiFi network.* A new screen will appear, and at the bottom of the screen you'll see '**KEY OR PASSPHRASE**'. Highlight this field and then press the **KEYBOARD** button on your MAG remote control (this features a keyboard icon, and is located to the right of the number 0, and under the number 9 on your remote). *A 'virtual' on-screen keyboard will appear on your screen. You can use the directional buttons and the OK button to navigate and select characters.* Use the on-screen keyboard to enter your home WiFi password. It's case sensitive, so be sure to enter this correctly! If you make a mistake, use the **BACKSPACE** option on your virtual on-screen keyboard to delete one or more characters. *If using a VPN, enter the network password supplied with your VPN router.* Highlight and press **ENTER** on the virtual keyboard to finish. *A 'successfully saved' message will briefly flash up on your screen and you'll be returned to the SYSTEM SETTINGS screen.*

8. Next, we need to check that your MAG box has successfully connected to your router. From the **SYSTEM SETTINGS** screen choose **NETWORK INFO** and press **OK**. Then choose either **WIRED** or **WIRELESS**, depending on whether you have connected your MAG box to the internet using an ethernet cable or over Wi-Fi. Whatever option you chose, on the following screen you're looking for the line '**Link status: UP**'. (If the link status says DOWN you may have entered your Wi-Fi password incorrectly, and you should go back and repeat step 7 of this process). Press the **HOME** button twice to return to the **SYSTEM SETTINGS** screen.

9. Next, use the directional buttons on your remote control to highlight **SERVERS** in the top-right corner of the SYSTEM SETTINGS screen, and press **OK** to choose it. You should then see options for GENERAL, PORTALS, and MORE. Highlight **PORTALS** and press **OK**.

10. Scroll down to highlight the line **PORTAL 1 URL** (<u>NOT</u> Portal 1 name) and then press the **KEYBOARD** button on your MAG remote control to bring up the virtual keyboard again. Set the Portal 1 url to **tv.polex.es**, highlight **ENTER** on the right hand side of the on-screen keyboard, and press **OK** to save the new setting. *A*

'successfully saved' message will briefly flash up on your screen. Press the HOME button TWICE to return to the System Settings screen.

11. Next, choose **ADVANCED SETTINGS** from the System Settings screen. At the bottom of the Advanced Settings page set **HDMI-CEC** to **DISABLED**. Press OK to save, and then the HOME button to return to the System Settings screen.

12. Highlight **SOFTWARE UPDATE** on the bottom left of the **SYSTEM SETTINGS** screen and press the **OK** button TWICE on your remote control, then the **RED** button. *Assuming that all of the instructions above have been followed correctly, your MAG box will then automatically download the latest firmware from the manufacturer's website. At the end of this process your box will reboot and load the POLEX TV service. You should see a 'starry night sky' image, with a blue loading bar filling up in the centre of the screen. If it doesn't do so please* **CONTACT US** *by WhatsApp so that we can go through the above process with you step by step.*

13. When the MAG box has finished loading, you should see the POLEX TV Home Screen. This is a blue screen with the options **PLUTO TV**, **TV** and **VOD** across the bottom. Using your remote control, scroll **LEFT** until **SETTINGS** appears in the middle of the screen, and press **OK** to choose it.

14. Scroll down to **LOCALIZATION**, and press **OK**. Set your **COUNTRY** and **CITY** to your current location. The Time Zone below should automatically adjust to your location. Then scroll down to **OK** at the bottom of the screen and press **OK** on your remote control.

15. Next, scroll down to **VIDEO** on the **SETTINGS** screen, and press **OK**. At the bottom (HDMI event reaction), set this to **IGNORE**. Then highlight and press **OK** at the bottom of the screen. Finally, press the **HOME** button on your remote control to leave the **SETTINGS** menu. You may be prompted to reboot your box at this stage, but you can cancel out of this if you wish, as it isn't necessary.

Your new POLEX TV service is now ready to use!

Any problems or questions, please contact us via WhatsApp.