



## Setting up an existing MAG box for POLEX TV

Hi, thanks for asking about setting up your MAG box for use with our TV service.

**PLEASE FOLLOW THE INSTRUCTIONS BELOW** to set up your box!

1. Firstly, **SEND US THE MAC ADDRESS OF YOUR MAG BOX**. 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. It will begin with 00:1A:79...
2. **IDENTIFY** the model of **REMOTE CONTROL** you're using. There have been **FOUR** remote control models released since the launch of the original MAG box - depending on the model you own, please skip to the correct instructions.

Model 1



Model 2



Model 3



Model 4



## MODEL 1.

1. Press the **SET** button on your MAG remote control, towards the top middle of the handset. This will take you into the **SYSTEM SETTINGS** menu. If it doesn't, please follow **STEP 1** on the instructions for the **MODEL 4** remote control and then return to **STEP 2** on **THIS** page.
2. Use the directional buttons to highlight **SERVERS** in the top-right corner of your screen, and press **OK** to choose it. On the next screen, you should see options for **GENERAL**, **PORTALS**, and **MORE**.

**IMPORTANT NOTE:** *If **PORTALS** is not among the options above, the box you're using has been software-locked by a previous TV supplier, and it won't be possible for you to set up the box for use with our service. We can set it up in person using special software. You will need to get the box to us, or have us visit you to complete the procedure for you. There will be a standard callout charge for this service.*

3. Highlight **PORTALS** and press **OK** to choose it.
4. Highlight the line **Portal 1 URL** and then press the **KB** button on your MAG remote control (this is located to the bottom right of the SET button you pressed previously). A 'virtual' on-screen keyboard will appear on your screen. You can use the directional buttons and the OK button to navigate and choose characters from this keyboard. Set the Portal 1 url to **tv.polex.es** and highlight **ENTER** on the right hand side of the on-screen keyboard, and press **OK** to save the new setting. A message '**Successfully saved**' should briefly appear.
5. Now **UNPLUG** your MAG box for a few seconds (2 seconds is fine) and then plug it back in.

*Your box should now reboot and load the POLEX TV premium package. If it doesn't do so or you aren't confident in carrying out the above procedure yourself, please **CONTACT US** so that we can book you in for a home visit, where we will complete this procedure for you. This will cost €40 within Jávea, more elsewhere within our service area to offset extra time and fuel costs.*

## MODEL 2.

1. Press the **SETUP** button on your MAG remote control, towards the top right of the handset. This will take you into the **SYSTEM SETTINGS** menu. If it doesn't, please follow **STEP 1** on the instructions for the **MODEL 4** remote control and then return to **STEP 2** on **THIS** page.
2. Use the directional buttons to highlight **SERVERS** in the top-right corner of your screen, and press **OK** to choose it. On the next screen, you should see options for **GENERAL**, **PORTALS**, and **MORE**.

**IMPORTANT NOTE:** *If **PORTALS** is not among the options above, the box you're using has been software-locked by a previous TV supplier, and it won't be possible for you to set up the box for use with our service. We can set it up in person using special software. You will need to get the box to us, or have us visit you to complete the procedure for you. There will be a standard callout charge for this service.*

3. Highlight **PORTALS** and press **OK** to choose it.
4. Highlight the line **Portal 1 URL** and then press the **KB** button on your MAG remote control (this is located just under the **SETUP** button you pressed previously). A 'virtual' on-screen keyboard will appear on your screen. You can use the directional buttons and the **OK** button to navigate and choose characters from this keyboard. Set the Portal 1 url to **tv.polex.es** and highlight **ENTER** on the right hand side of the on-screen keyboard, and press **OK** to save the new setting. A message '**Successfully saved**' should briefly appear.
5. Now **UNPLUG** your MAG box for a few seconds (2 seconds is fine) and then plug it back in.

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## MODEL 3.

1. Press the  button on your MAG remote control, just under the **BLUE** button and to the right of the **EPG** button. This will take you into the **SYSTEM SETTINGS** menu. If it doesn't, please follow **STEP 1** on the instructions for the **MODEL 4** remote control and then return to **STEP 2** on **THIS** page.
2. Use the directional buttons to highlight **SERVERS** in the top-right corner of your screen, and press **OK** to choose it. On the next screen, you should see options for **GENERAL**, **PORTALS**, and **MORE**.

**IMPORTANT NOTE:** *If **PORTALS** is not among the options above, the box you're using has been software-locked by a previous TV supplier, and it won't be possible for you to set up the box for use with our service. We can set it up in person using special software. You will need to get the box to us, or have us visit you to complete the procedure for you. There will be a standard callout charge for this service.*

3. Highlight **PORTALS** and press **OK** to choose it.
4. Highlight the line **Portal 1 URL** and then press the **KEYBOARD** button on your MAG remote control (this is the **BOTTOM RIGHT** button on your remote control). A 'virtual' on-screen keyboard will appear on your screen. You can use the directional buttons and the **OK** button to navigate and choose characters from this keyboard. Set the Portal 1 url to **tv.polex.es** and highlight **ENTER** on the right hand side of the on-screen keyboard, and press **OK** to save the new setting. A message '**Successfully saved**' should briefly appear.
5. Now **UNPLUG** your MAG box for a few seconds (2 seconds is fine) and then plug it back in.

*Your box should now reboot and load the **POLEX TV** premium package. If it doesn't do so or you aren't confident in carrying out the above procedure yourself, please **CONTACT US** so that we can book you in for a home visit, where we will complete this procedure for you. This will cost €40 within Jávea, more elsewhere within our service area to offset extra time and fuel costs.*

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### MODEL 4.

1. **UNPLUG** your MAG box, wait for 2 seconds or so and then plug it back in. Watch the loading procedure *\*carefully\**. As soon as you see the '**LOADING PORTAL...**' screen, press the **MENU** button on your remote control **within 2-3 seconds**. This button has **3 dots and 3 lines**, and is located close to the central directional buttons. If you did this correctly, you will then see the '**Select a portal for loading**' screen. If you missed the 2-3 second window and the MAG box loads the main menu, please repeat this step again. Once you're on the '**Select a portal for loading**' screen, press **DOWN twice** to highlight **SYSTEM SETTINGS**, and press **OK**.
2. Use the directional buttons to highlight **SERVERS** in the top-right corner of your screen, and press **OK** to choose it. On the next screen, you should see options for **GENERAL**, **PORTALS**, and **MORE**.

**IMPORTANT NOTE:** *If **PORTALS** is not among the options above, the box you're using has been software-locked by a previous TV supplier, and it won't be possible for you to set up the box for use with our service. We can set it up in person using special software. You will need to get the box to us, or have us visit you to complete the procedure for you. There will be a standard callout charge for this service.*

3. Highlight **PORTALS** and press **OK** to choose it.
4. Highlight the line **Portal 1 URL** and then press the **KEYBOARD** button on your MAG remote control (this is located to the right of the number 0, and under the number 9). A '*virtual*' on-screen keyboard will appear on your screen. You can use the directional buttons and the OK button to navigate and choose characters from this keyboard. Set the Portal 1 url to **tv.polex.es** and highlight **ENTER** on the right hand side of the on-screen keyboard, and press **OK** to save the new setting. A message '**Successfully saved**' should briefly appear.
5. Now **UNPLUG** your MAG box for a few seconds (2 seconds is fine) and then plug it back in.

*Your box should now reboot and load the POLEX TV premium package. If it doesn't do so or you aren't confident in carrying out the above procedure yourself, please **CONTACT US** so that we can book you in for a home visit, where we will complete this procedure for you. This will cost €40 within Jávea, more elsewhere within our service area to offset extra time and fuel costs.*

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