



EXP-IPTV

Centro Comercial Bena Vista 16/34 Km 167 Estepona Malaga Spain

Internet information and Using your MAG box for your TV channels.

Some notes and tips for usage of Internet & MAG box IPTV TV Viewing.

You are aware that your MAG box is the equipment to connect your Television to our IPTV SERVER (website) through your internet connection.

For the MAG box to operate consistently (no glitching or cutting out) the speed needs to be minimum 3 megabytes per second for STANDARD DEFINITION TV and preferably 6 meg for HD TV.

The internet Router and the MAG box work together to gain you access to IPTV.

YOUR INTERNET SOURCE for MAG box usage.

TELEFONICA LAND LINE OR SIMILAR.

This can serve you well if it is a good consistent high speed particularly at evening time when it is under load and speed is prone to dropping. Go to www.speedtest.net to check you speed. We often connect directly to this source if the speed is sufficient and constant. OK for normal computer use, only for IPTV under above rules. Not advised for Dongle Wi-Fi connection.

WI-FI Internet connection (Wimax). Generally not recommended, due to low inconsistent speed. NOT RECOMMENDED AS A SOURCE FOR IPTV. OK for normal computer use.

SATELLITE INTERNET Tooway or Avanti. Small dish facing South connected to Modem and Router. Generally the speed is fine but sadly these systems have a limitation on Gigabyte usage per month and IPTV uses a great deal of gigabytes. Not recommended for TV except for very limited viewing. NOT RECOMMENDED AS A SOURCE FOR IPTV MAG BOX VIEWING. It is excellent for normal computer use particularly in the Campo where other Internet sources are not available.



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4G INTERNET ROUTER. This is a Router with sim. card that receives its internet from a local telephone transmitter. Usually MOVISTAR. VODAFONE. and ORANGE as the provider.

This can operate very well with your MAG box depending on the area. We have installed many clients with this internet connection successfully however we always check speed in your location first. Where speed is consistent Works well for IPTV MAG box.

FIBRE OPTIC INTERNET AND TELEPHONE FEED. This is the ultimate in internet connection. HIGH SPEED 30 TO 300 MEG PER SECOND. Obviously suitable for IPTV. It is normally the most economical and efficient service when available. We are installing EXP FIBRE OPTIC between Fuengirola and Sabanillas and soon between Torremolinos and Sotogrande. This is the best and most economical where available. Contact us for expected availability, Suitable for Normal computer and IPTV use.

The connection between your INTERNET ROUTER and your MAG box can be.

DIRECT ETHERNET CABLE the best way. An Ethernet cable connected directly between Router and MAG box at shortest possible distance.

DONGLE WI-Fi. Dongle fitted into you MAG box and programmed to receive Wi-Fi from your Router. It will work if in same room or close by MAG box

PLAs power line adapters that connect your internet from the router to your MAG box through you electrical cables. 3 Phase can interrupt connection.

Now with your system set up by our professional technicians the MAG box is connected to your TV by an HD CABLE or Scart or other connection.

Your MAG box will take some minutes to start up. To do this it is receiving data via your internet from the SERVER.

WHEN YOU MAG BOX IS ON THE BLUE LIGHT ON THE FRONT OF THE BOX WILL CHANGE FROM BRIGHT TO DIM BLUE.



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PRESS "OK" Button to start.

On screen will appear the channel listing on the left side of your screen and a small TV screen showing selected program.

PRESS "OK" and the picture will change to full screen.

If picture does not fit full screen. At bottom left hand corner of handset a rectangle button will allow you to continue pressing until picture fits screen. You will need to do this for each channel as you go along during your viewing. It will then set the size for you for the future for each channel.

Press "OK" on remote to return to main menu. When you are on this menu if you wish to use an alternative menu just press the small "i" button halfway down on right and you will change to a similar channel listing to "SKY".

At any time you wish to return to MAIN START MENU press the "3 lines button", or "Menu" on the left below OK button. When you are on this you have a number of options for using the system.

First of all understand that the icons "TV" "Video" along the bottom of this screen are your viewing and usage option. Ensure the one you want to use "RADIO" "TV" "VIDEO CLUB" "RECORDING" "DOWNLOADS" is in centre of screen.

Once you select one of these and press OK the function you have selected will commence.

If you want to return to main menu press "3 Lines button" or "Menu" to return to MAIN START MENU

(a) On Main Start menu "TELEVISION" ICON at bottom. Ensure it is located in centre of screen Select "All" Press "OK" to go to the TV channel list. When you are on the "All" channel list select your channel to view simply by using your Arrow Up or Down Button to select you channel and press "OK".

Towards the top of the remote control on the left are 2 buttons with 2 arrows pointing left, and 2 arrows pointing right. These offer to you a "Page Up and down" function to assist in searching for your required Channel .



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Now if you press "3 Lines button" or "Menu" to return to MAIN START MENU

- (b) To change to viewing "Video club" "Radio" Recordings" or "Downloads" just use your left/right arrows on the handset and when your selection is in the middle bottom and your selection on "ALL" press OK and you can then select your required viewing or listening
- (a) **28 DAYS CATCH UP** one of our most appreciated function on EXP-TV. From the MAIN START MENU remember 3 lines button click "OK" to select "ALL" channels. Now you need to Highlight the TV channel where the programme is that you want to watch that was shown before. For instance BBC 1. By using the "up/down Arrows". Having highlighted BBC1 click "Arrow right" button. Now go back by clicking "Arrow left" it will land on todays date. Now using "Arrow up" go to date when program was shown and click "OK". You will see the program list change to those on that day. Select the programme you want and press "Ok" to view.
- (c) **RECORDING**. We have 4 hours of recording facility available to you enough to save any special programs you require. Just follow instructions above for programs previously shown and press "THE RED" button to record. View recorded program anytime as above from main menu "Recordings" option.
- (d) **DOWNLOADS** function. This is for you to record onto external storage device. Ensure memory stick or hard drive is connected. This can be complicated if you require assistance the first time call for help if required.

Connection & Internet Problems

If at any time you have on screen: No image, "connection problem" message, or general failure of operation the first thing to do is reboot as follows.

- (1) Unplug Router from mains electricity, no lights on Router
- (2) Unplug the MAG box. Make sure no blue light on front.
- (3) If you have PLAs (Power line adapters) unplug these as well.
- (4) Wait 5 minutes
- (5) Connect power back to router.
- (6) Wait until all lights showing on router (Aprox 2 minutes)
- (7) Connect PLAs into plugs.



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- (8) Reconnect power to MAG box.
- (9) MAG box will reload itself back to "Main menu screen"

If you have further problems ring helpline numbers:

+34 952883168 | +34 952885379.

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Website <http://www.internetandalucia.com>

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C.E.O. The Experience Group of Companies

HAVING OUR TECHNICIANS AND OUR "I.T." HELPLINE CLOSE AT HAND AND ALWAYS AVAILABLE GIVES YOU PEACE OF MIND

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