

Troubleshooting



Mag IPTV set top box helpful instructions, hints and tips.

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User instructions, hints and tips

Installation of the Mag IPTV set top box

For your device to work you will need three cables

Electricity: 'hook up the '5 Volt' transformer to the 240 Volt Mains and to the back of the device

Internet: 'You will need an Ethernet cable with an RJ45 connector to hook up to your network and to the back of the device'

Picture: and sound 'if you are using an old style TV you can use the included phono cable, the yellow plug will hook up to the picture input of your TV, the red and white plugs will connect to the left and right sound inputs of your TV or amplifier/HIFI the black Jack plug connects to the Mag

'Newer TV's should include one or more HDMI inputs, connect an HDMI cable, one end in the Mag and one end in the TV HDMI input, some modern amplifiers also include HDMI inputs, you may want to connect the Mag directly to this input rather than the TV'

Using your device

If you managed to follow all the above instructions correctly, you should have both picture and sound on your TV/Projector, allow the Mag to complete its loading procedure, if a message appears on screen informing you that your STB is blocked, please follow the troubleshooting section below. **Select portal one and press ok on the remote.**

A menu screen will display various options after the Portal has loaded successfully, the main parts of the device to be used are Video club and The Live TV section. Video box contains Movies and series whilst the live TV section consists of all the Live TV channels on offer, Live TV channels are sub divided into categories such as UK sports, Italian Sports, UK movies, UK documentaries and more.

Troubleshooting

Picture issue: After powering on your device, ensure the blue light is on, a picture should appear on screen, if no picture appears or if the picture goes blank after a few seconds that the device is turned on, it is most likely to be a resolution incompatibility issue which means your TV is not able to handle the output resolution of the device, this will force the TV or visual display unit to go blank as it is now out of its operational range. Try connecting your device up to a different TV or try using the phono plugs instead of the HDMI cable 'phono plug cable is included with your device and consists of red, yellow and white plugs on one end and a Jack plug on the other end.

Portal loading issue: After powering on your device, it will attempt to connect to a server, if the device remains hanging 'gets stuck' on the 'loading portal screen' and nothing happens than your device is most likely no longer connected to the internet and the device is unable to connect to the server. If this happens ensure there is a clean internet connection entering the device, for a step by step guide on checking the internet please refer to the internet check list further down this document.

Your STB is Blocked contact the provider: If you are receiving this message than there are only two possible scenarios,

1) you have just purchased the device and it is **still awaiting activation** from the server end, allow up to 8 hours for the device to activate after you have received it. Press the red button on the remote F1 and 'not the power button' to reload the portal, reloading the portal instructs the device to disconnect and re connect to the server and attempts to re load the portal, this will un block the device if it was previously displaying a 'STB blocked' message on screen. If the problem persists, try restart the device by unplugging it from the electricity mains and switching it back on, this may also work.

2) Your subscription may have expired and as a result your account was paused until we receive further instructions from you or payment. You may send us an email on info@epictvbox.com for further instructions or you may **purchase an IPTV product** from the website www.epictvbox.com IPTV products are simply IPTV packages of 1, 3, 6 or 12 months. Another option is to send a payment directly to info@epictvbox.com via PayPal for the amount of months you wish to purchase, include in the payment message section only your customer ID or Mac address or Mobile number without mentioning IPTV in the transaction.

No channel list is available: If you switched on the device and no channels at all are appearing on the list than most likely it's a network issue you are encountering, follow the network issues instructions. If channels are not working from the server end than a message will appear on screen informing you that there is maintenance being conducted on the server. If there is no message than it is most likely to be an issue with your internet connection.

Channels are not working: If the channel list is available however no channels are working at all and no message appears on screen, refer to the network issues section of this document

Channels are pausing constantly: If you are watching a channel and it keeps pausing or jamming and there is no message on screen,

Channel pauses and doesn't continue: Select another channel and go back into the same channel which previously paused, this will restart the channel and almost always works, no need to stay waiting.

1) **Conduct a speed test** using your device, go to settings then network info then speed test, if the speed test does not return a result than you are having internet problems, if the speed test returns a result of 14 mbps or less than your internet connection is insufficient for the channels to work well, you can try switching from an HD channel to an SD channel, this consumes less bandwidth and therefore may work better if you are encountering degraded internet service.

2) if the speed test is returning a result of over 15mbps and you are still encountering jamming/pausing issues than try switching channel, if the problem does NOT persist than the channel may be the problem, normally there are two of the same channel available in different resolutions or you may look for the same event or show on a different channel, this is an extremely rare occurrence! If it happens please be patient as we will not be able to resolve the issue instantly, it may take a few hours.

Network / Internet issues / checklist

If you are encountering problems which may be linked to network issues please follow the below suggestions and instructions. Read this section carefully.

Start off by conducting a speed test, if your using a mag IPTV set top box enter the **settings page then the network info page and select speed test**. The speed test should take less than 10 seconds to complete and return a result of over 15 mbps or higher, if it takes longer, than you are most likely going to receive a low result due to internet poor quality.

Receiving no result at all means that your Mag IPTV set top box is not connected to the internet, even though all the necessary cables appear to be in place, there is no internet reaching the main board of the device. Receiving a low result, 10 mbps or less means you are connected to the internet however the quality of the connection is either degraded due to poor cabling or due to intentional/un intentional degradation from your internet service providers end.

Unintentional degradation of service = issues within your ISP's system, broken cables, overloaded systems, maintenance on junction box's or cabling, general maintenance to your ISP's infrastructure could also lead to no internet or a poor internet quality

intentional degradation of service = Your ISP will intentionally limit your internet connection for three main reasons:

1: Your bill wasn't paid and now your ISP decided to limit your connection or stop it entirely

2: [You have reached your monthly download limit](#) and now your ISP has limited your connection so that you cannot download anymore, remember, watching video content online, viewing web pages or listening to music online are all forms of downloading data from the internet via your ISP and onto your computer, therefore exceeding your monthly allowance will result in stopping your internet use. You may be on an unlimited contract which means you can download as much as you like, to check this simply refer to your latest internet bill or your internet contract. For the IPTV system we highly recommend an unlimited monthly download limit.

3: [IP throttling](#): Your ISP may put your connection onto a slow channel, this happens when your ISP notices that your connection is downloading a lot of data, more than others or more than usual, this is known as 'IP throttling', one might argue that if he/she is on an unlimited download contract than this shouldn't happen however it is a known fact that this may happen – to test this conduct a speed test on the box, check the result and see how close to your download speed the result is 'if you are paying for a 30mbps connection, see how close to that figure you get' If the result is less than 5mbps than your connection is most likely being limited. Customers not on an unlimited download contract are most likely to end up on a limited connection on certain times of the day, normally in the late afternoon and evening, customers on an unlimited connection normally do not end up on a slower channel.

People living in flats or building which share wiring or an overloaded junction box will constantly experience slow periods, conducting a speed test will reveal the maximum speed reached however with IPTV one needs to have a constant and stable connection which delivers a good download bitrate constantly and not only in bursts, having poor wiring or an overloaded cabling system in a building block will result in interference which doesn't allow for a constant clean download speed.

Common Fixes

[Re start your mag IPTV set top box](#) by switching off its main power and switching it back on, allow the Mag to load properly and check if there are improvements, this is the most common fix.

[Re start the internet modem](#), this needs to be done from time to time as the IPTV set top box may no longer remain in sync with the internet modem, even though the internet may be working on your phone, tablet or computer it doesn't mean there is internet on the Mag, this is a common misconception which results in an unnecessary downtime for the user and Mag. Re start the modem, wait for it to connect to your ISP, look at the LED indicators and wait for everything to light up correctly, read the meaning for each LED on the modem, this may reveal if you have an internet connection or not. Contact your ISP for information regarding your internet modem, then switch on the Mag.

[Connect the Mag directly to the internet modem](#) via an Ethernet cable and bypass any routers, repeaters or other devices being used to amplify or re direct your internet connection, often problems arise when individuals use devices which may need re configuration or maintenance resulting in no internet reaching the Mag.

[Conduct speed tests at different times of the day](#) and compare the results, if a pattern emerges which is resulting in issues you will then have facts to provide to your ISP

[Change your ISP](#), if you are certain that your internet connection is constantly being problematic or if you are paying for more mbps than you are receiving and it's not an issue within your network in your home/office/building than your next option is to ask the ISP to resolve the issue, if they can't than it might be best to switch.