

Mediabox – MBX4K – Complete Guide and fix's to all problems

The MBX4K received an update on 12/03/2019. Please check under Settings on the Home Screen, then About, at the bottom is a BUILD – it should be V001S901_20190312. If not, please proceed with the Pre and Post Upgrade instructions below.

Please find below a complete guide to all apps, what versions they should be on and how to uninstall and re-install them. We do not guarantee any of the below workarounds, but all have been tested and they work at the time of you receiving this.

The document also covers remote control, Wi-Fi and all other related problems.

Your new go-to Appstore is Aptoide TV – you will find it on your Home Screen after the update. If you ever uninstall it by mistake this is how to get it back

1. Go to your Chrome Browser on the Mediabox and type in Aptoide TV apk.
2. Select <https://www.apkmirror.com>>apk – version 5.0.2
3. Select Download
4. Message - “This file can harm” – press YES
5. Select Open, Next and then Install.
6. Message – “Google Play Protect” – ALLOW
7. Select Done and find your new app under apps on the 2nd page.
8. Open the app, click OK bottom right and it is ready to use for app installation.

General Information –

- DTSV Now – Video Quality must be on High or Medium for a Renderer Error.
- Showmax – If you get a “Wi-Fi” connection error then please logon to your account on your computer and remove Android Devices – Log back in.
- YouTube – The latest version of YouTube from the Play Store shows the picture in Portrait and this can be annoying. You can't uninstall YouTube but you can install another version from Aptoide. Search YouTube first and then select the 1st one in the list of apps available on the top row. It does not look like normal YouTube so don't be put off. Install the latest version which is currently 14.40.50. You need to access this from your apps page as the Play Store one will launch from the Home Screen.

- Please ensure Automatic Updates are OFF in the Play Store.
- Do not accept updates messages.
- Super Sport – plays through DSTV Now.
- Quick support and TeamViewer is no longer available
- Google Play Services is updated from the Google Play Store
- The MBX Appstore is no longer available
- Prime Video, TuneIn are no longer available
- We do not have stock of the MBX4K remotes; please check out our website for wireless USB keyboards as an alternative.

Manual Upgrade Instructions –

Please note that this upgrade wipes your device completely clean and takes approx 15 to 30 mins to complete.

- Go to the Upgrade app on the apps page
- Click on Automatic updates and another tab will appear for Manual Upgrade, select this.
- A message will either say "Direct Upgrade" OR "Download Again" - Select Direct Upgrade and proceed with onscreen instructions.
- ALTERNATIVELY, when you selected Manual Upgrade, the message may say "waiting for download" – wait for the update message and press OK.
- Once you have completed the upgrade and re-paired the remote and connected the wifi then please see the Post Upgrade Instructions.

Post Upgrade Instructions –

Please note the following post upgrade instructions and notes.

- Google Play Store - Please LOGIN on the Apps Page
- Remote/Keyboard - please go to the Aptoide Store and search for Gboard, install this.
- Go to Settings on the Home Screen, Keyboard and select Gboard as default.
- DSTV Now - The new Sign In is like an OTP for internet banking and the url given needs to be entered into your browser on another device like laptop, phone etc and not the TV/Mediabox.
- Once logged in please go to Settings in the app and change Video Quality from Highest to High
- If you ever get a Renderer Error on any program with DSTV Catch Up you will need to adjust the quality to medium for that show only
- If you LOGOUT and LOGIN again from DSTV you need to reset the quality setting to HIGH
- CHROME - Please install Google Chrome from the Aptoide TV Store

- Chromecast does NOT work on this device
- VPN does not work post upgrade
- The Power on/off does not work post upgrade and we recommend leaving the device on the Home Screen when not in use and simply switch the TV off.

DSTV Navigation - If you are having a problem with only seeing selected channels.

- Please go to LIVE TV at the top, press the DOWN arrow, followed by the OK button and select ALL CHANNELS, this will give you the full TV Guide.

APPS -

If you are experiencing a problem with any app on the box; below is the correct version of what it should be and an example of how to do one (If you do a factory reset these are all default).

If you already have the correct version, I suggest going to Settings on the Home Screen, Apps, "App in question" and Clear All Data or Uninstall Updates. Log back in. If not, then follow the below.

Please uninstall your current version if not the same as in the list below

- Go to Aptoide TV. Search for the app, Select the first one on the list and then "Other Versions"
- Install the version from the list below
- LOGIN to the App

VERSIONS -

1. DSTV Now – 2.1.17 or 2.1.18
2. Showmax – Please update from Aptoide Store
3. RedBull TV – 4.4.1.82
4. Netflix – 6.26.0
5. YouTube – 14.40.50 – see instructions for this one above.
6. YouTube Kids – 3.20.3
7. Bloomberg – 2.0

8. Vimeo – 3.21.0
9. Tubi TV – 2.12.7
10. TVMucho – 9.2.4
11. Kodi – 17.2
12. Spotify – 1.12.0

REMOTE PAIRING

The remote control sometimes becomes disconnected from your device and needs to be re-connected by PAIRING it.

- Please check that the remote light comes on when pressing the big centre button. If not, then check the batteries first. If this does not help, then it is broken, and you need to replace it with a wireless keyboard or mouse.
- First try holding down the OK button and the MENU button until the light flashed once. Then hold down the OK button and RETURN/BACK button until the light starts flashing, release and place the remote next to the box. When the light goes off try activating the air mouse to see if it is now connected.
- If not, then you will need a mouse or keyboard to physically UNPAIR the remote before RE-PAIRING.
- Once you have the mouse go to Settings on the Home Screen, More Settings, Bluetooth and look for JYT RC – click on the COG and select Forget- the picture illustration instruction to pair will pop up. Follow and it will show connected.
- Note – it sometimes is a good idea to press the left or right arrow a few times in quick succession to “wake the remote” post pairing.

SLOW INTERNET

- Please note if your remote control is NOT connected to the device and you are using Wi-Fi then this will affect your internet speed.

Support Hours –

- Support Hours are Monday to Thursday from 08h00 to 18h00, Friday 08h00 to 17h00 and Saturday 09h00 to 13h00.

- You can email support@mediabox.co.za, call 021 201 6805 or get hold of us through Live Chat or Facebook.

The Mediabox Team