

## **Mediabox – MB3 – Complete Guide and fix's all problems**

The MB3 is either past or nearing it's 2-year life cycle and we recommend you upgrade the device sooner than later as some apps will start to become unsupported; mainly DSTV Now. We currently have a special on for MB3 Customers which will run until 01 November on our new Google Certified Android TV 8 RANGER. If you use the code LOYALTY on checkout your price will be R 1199.00 which includes delivery to your door.

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 – here is how to install it.

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 2<sup>nd</sup> page.
8. Open the app, click OK bottom right and it is ready to use for app installation.

General Information –

- DSTV 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.
- Please ensure Automatic Updates is 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

- We do not have stock of the MB3 remotes; please check out our website for wireless USB keyboards as an alternative.

## **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. Repeat the instructions for your specific app. If you already have the correct version, I suggest going to Settings on the Home Screen, Apps, "App in question" and Clear All Data. 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
2. Showmax – 35.3.9 e77cdlaa
3. RedBull TV – 4.4.1.82
4. Netflix – 4.16.1 build 15145
5. Prime Video – 3.0.254.64142
6. YouTube – 11.39.56
7. YouTube Kids – 3.20.3
8. Vimeo – 3.21.0
9. TuneIn – 16.5
10. Tubi TV – 2.12.7
11. TVMucho – 8.1.0
12. Kodi – 16.4-2

## 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 centre button and the RETURN/BACK button until the light illuminates permanently. 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, Bluetooth and look for MB3 RC and it will most likely be saying "connecting" and will be changing from grey to white. When it goes white click on the "music mixer" icon to the right of the name. When you do so a pop up will allow you to UNPAIR.
- Once unpaired then please follow the pairing instructions above.
- 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.

## GREEN SCREEN –

- If you ever get a GREEN screen please simply remove the power and put it back after 10 seconds.

## 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 Friday from 08h00 to 19h00 and for 4 hrs on Saturday which will be displayed on our Website.
- You can email [support@mediabox.co.za](mailto:support@mediabox.co.za), call 021 201 6805 or get hold of us through Live Chat or Facebook.

The Mediabox Team