



vSeeBox ELITE ULTRA STEP-BY-STEP SETUP GUIDE

Welcome Customer to your new vSeeBox ELITE ULTRA! Here's a detailed guide to get you started. Should you have trouble or require future assistance, we can be reached at **(888) 878-7332** or support@vseeboxsales.com. **TECH SUPPORT IS FOR ACTUAL CUSTOMERS OF VSEEBOX CORP.**

vSeeBox Elite Ultra

- ✓ Plug and Play: No installation required, just connect to TV and WI-FI.
- ✓ No Buffering: Dual-band WI-FI and quad-core processor for lag-free 4K streaming.
- ✓ Voice Control: Just speak into the remote to search and control.
- ✓ Made for You: 1-year free warranty. Free and quick express shipping from our USA warehouse.

Initial Setup:

1. **Unboxing:** Open your vSeeBox ELITE ULTRA. The HDMI Chord is complimentary. However, you do need a compatible 8K HDMI chord if you do not use the one provided.
2. **Power and HDMI Connection:** Connect the vSeeBox to a power source using the provided power supply.

Connect the vSeeBox to your TV using the HDMI Cable.

3. **Device Activation and Remote Pairing:**
 - Installing Batteries in Remote: Open the battery compartment of the remote and install 2 AAA batteries (not included).
 - Turning on vSeeBox: If the vSeeBox does not power on automatically, press the red power button on the remote.
 - Pairing the Remote: After the vSeeBox powers on, follow the on-screen prompt to pair the Bluetooth remote. Hold the OK and volume down button on the remote until the blue light flashes, indicating successful pairing.
4. **Setting Language:**
 - Select your preferred language using the remote and press OK to move to the next menu.

5. **Adjusting Screen Ratio:**

- Adjust the screen ratio using the “Zoom in screen” and “Zoom out screen” options until the screen fills your TV screen.
- Choose “Next” and press OK to move to the next menu.

6. **Setting Time Zone:**

- Select your time zone using the up and down arrows and press OK on the correct time zone to move to the next menu.

7. **Disclaimer:**

- Press OK on "Agree" to move to next menu

8. **Network Connection:**

- Wi-Fi Connection:
- Choose your Wi-Fi network from the list and enter the password.
- If the password is correct and the network is connected, the screen will display "Connected" otherwise when the device gives you the option to "Try again," press the back button several times until you are back on the password screen So you can re-enter the password.
- **Ethernet Connection:**
 - Connect the vSeeBox to your router using the Ethernet cable.
 - Scroll all the way down on the Wi-Fi network list and select "Ethernet."

9. **App Downloads:**

- All apps will start getting downloaded automatically, wait patiently until all of them are installed at which point you will automatically move on to the home screen where you can start using your box.

USING THE vSeeBox ELITE ULTRA

1. **Heat Live & Live Ultra:** Access live TV by pressing the OK button. To browse different categories, press the left arrow to reveal the bar on the left side. To search for channels, simply scroll to the top of the categories menu and select the search option or conveniently use voice commands from your remote for a quick channel search.

7-Day Playback: To use the 7-day playback feature on Heat Live TV, find channels with a play icon next to their name in the guide menu, indicating playback availability. Select a channel with the playback icon in the guide menu and press the right arrow to view a list of aired segments from the past 7 days. Navigate through these segments using the right arrow to select a day and the up and down arrows to choose a specific segment. Press OK to watch. To exit playback, press the back button twice and then select 'Live' to return to the current broadcast.

2. **Heat VOD:** Access a wide array of movies and TV series on Heat VOD. To bookmark your must-watch content, simply select the movie or TV series, press OK, and then use the right arrow to choose the heart icon labeled "Favorite," followed by pressing OK to add it to your favorites. For swift playback control, use the right and left arrow buttons on your remote. If you need to quickly return to the search menu, press the Return button twice for a smooth transition. While watching a TV series or movie, press the up arrow to access an additional menu. This menu allows you to turn on subtitles, change the video quality, adjust playback speed, and access other settings to enhance your viewing experience.
3. **Ultra VOD:** Heat Ultra offers an extensive collection of movies and TV series, including 4K content from a variety of streaming services such as HBO Max, HBO Go, Peacock, Paramount+, Hulu, Disney+, and Starz. The control scheme for navigating and interacting with content on Heat Ultra is similar to Heat VOD, ensuring a familiar and user- friendly experience.
4. **Backup by Heat:** Provides a full backup for continuous entertainment in case of issues with Heat Live.

TROUBLESHOOTING

Understanding that IPTV boxes, including the vSeeBox, are not flawless and may occasionally pause or experience issues is important. These boxes offer remarkable value. However, should you encounter frequent pausing or freezing, here are some steps to resolve these issues:

1. **Server Issues:** If adjusting settings doesn't resolve the issue, it might be related to the server. To report this, while on the channel, press the menu button while on the faulty channel and access the 'Feedback' section to inform us about the problem.
2. **Internet Speed Test:** Persistent pausing can also be a sign of a less-than-optimal internet connection. To test your internet speed, use your smartphone connected to the same Wi-Fi as the vSeeBox. Visit fast.com, run the test, and keep your phone near the vSeeBox to get accurate results. Please share the download and upload speeds with us, take a screenshot. We can be reached at [\(888\) 878-7332](tel:8888787332).
3. **NFL Channel Pausing:** If the NFL channel frequently pauses, try switching to the local channels of the home teams for uninterrupted viewing. Alternatively, use the Backup by Heat app for a smoother experience.
4. **No Power:** Check the power adapter and remote battery. A red/green light on the TV Box indicates power.
5. **No Picture:** Reconnect the HDMI/AV; Cable. Ensure the correct input source is selected on your TV and use the provided HDMI Cable.
6. **No Sound:** Adjust the volume on both the TV Box and your TV. Check the Mute button and ensure correct connections.
7. **Remote Not Responding:** Replace the remote batteries, reduce the distance to the TV Box, and aim directly at the sensor.
8. **Voice Control Issues:** Remove any device from the USB2 port. Use USB1 to avoid interference with voice control functionality.
9. **Network Error:** For Wi-Fi, verify the correct password. For Ethernet, check the cable connections.
10. **No Heat Apps:** If Heat Apps are missing, navigate to the bottom of the Home Screen, select 'Launcher Settings', and then choose 'Update Launcher'. If the apps are still not visible, contact our support team to verify if. The box is properly activated.
11. **Factory Reset:** To address miscellaneous issues such as app crashes and general malfunctions, it is advisable to perform a factory reset. Navigate to "System Setting" on the third row of your home screen, select "Device Preferences," then "About," and finally choose "Factory Reset." Confirm by selecting "Erase everything." Please wait patiently for the device to reboot and initialize. Once this process is complete, you can proceed to set up your device anew starting from Step 3.

OPTIMIZING PERFORMANCE

1. Use Ethernet for stable internet.
2. Regularly restart the TV Box.
3. Clear app caches frequently.
4. For buffering issues, clear caches, reboot the router and modem, and consider using Ethernet. Test internet speed and adjust VPN settings if necessary. Report persistent channel issues. Pause VOD for 15 seconds to rectify buffering. Adjust picture quality based on internet speed. Upgrade your Wi-Fi device if needed.

vSeeBox Corp
(888) 878-7332
support@vseeboxsales.com
vSeeBoxCorp.com

PLEASE CONTACT FOR:
DEALS, LINKS TO PRODUCTS, UPDATES,
WARRANTIES, & REMOTES.

