

Frequently Asked Questions Magic Box

Q1. What is Magic Box?

Magic Box is an OTT device which can play / download Movies, Music, Documentaries, Games, Live TV, Educational content, Video conferencing, Social Apps on TV/ Monitor. The device requires internet connection. (Wi-Fi and LAN)

Q2. Does it support all APPs or Games from Play store?

Yes, Magic Box supports all Apps and Games from Play store which are optimized for TV. Some models of Magic box may not support high graphics APPs and Games.

Q3. Can we See Live TV on the Magic Box?

Yes, the user can see Live TV using many Apps available on Play store. For some Live TV applications, the user may have to pay subscription Fees.

Q4. Can we expand the Memory of Magic Box?

Yes, Magic Box has TF / SD / USB slots available to expand the memory. Different models can support up to 32GB / 64GB / 1TB external HDD.

Q5. What is the Internet speed required for Magic Box?

Magic Box is compatible with all internet speeds.

Minimum internet speed of 4 Mbps required for SD viewing, 6 Mbps for HD viewing and 8 Mbps for Full HD viewing. Downloaded content can be viewed / played without internet connection.

Q6. Is the Magic Box compatible with all TV resolutions?

Magic Box is compatible with HD ready, Full HD and some 4K TV sets. Some models are not compatible with 4K TV and OLED screens beyond 43" size.

Q7. What are the key differences in different Magic Box models?

Magic Box models vary in many aspects as RAM size (1GB / 2 GB), ROM size (8GB / 16GB / 32GB), Chipset, Operating system, Processor, GPU, Bluetooth support etc.

Q8. Do you have any Call center support?

Yes, we have online support available between 10am to 7pm at Toll free Number 18002678466. Demo videos, user manuals and troubleshooting steps are also available on website: www.magicbox.online.

Q9. What is the Warranty Support for the Magic Box?

Exclusive warranty support for Magic Box customers as:

- One-year warranty return to table, from date of sale. Repaired units will be couriered to customers.
- Free Replacement, if TV compatibility issue reported, within 48 hrs of sale
- Refund will be provided if compatible stock not available.

Q10. What is the Payment structure for the Magic Box?

The user can pay from the payment gateway link, once the products are selected in your cart.