

Troubleshooting for Magic Box

1. Issue: “No signal” displayed on TV after Magic Box device is connected

- Check selected source of TV for HDMI.
- Check HDMI cable is properly inserted in connector.
- Check adaptor is powered ON and Magic Box device.
- If the TV Display does not turn ON, then turn OFF and turn ON the power supply of Magic Box.

2. Issue: “Delayed response” to commands from Remote control / Magic Wand models / Wireless mouse / Keyboard, connected to Magic Box device

- Close multiple active applications running in background
 - Long press the home button of remote-control unit (in Remote cursor OFF mode) to view multiple active applications.
- Clean the RAM and ROM memory of Magic Box device (Recommended every 7 days) using the pre-installed Auto RAM cleaner / substitute Application.
- Uninstall applications not used for long time. Periodic updates affect response time
- Check Internet Speed. Application performance impacted if speed is slower than required, as per channel content resolution.

3. Issue: “Display is out of frame”

- Magic boxes have auto adjustment feature as per TV screen resolution. It also has manual feature for certain TV sets not supporting auto adjustment.
- Adjust TV aspect ratio as per requirement.

4. Issue: “Internet not connected / No Internet” displayed on opening an application

- Check Wi-Fi connection is active (SSID and Password).
- Check the date and time setting in Magic Box. Must be set to current date and time, for internet to work.
- Check Internet connection from Local ISP / Mobile operator.

5. Issue: “Remote not working”

- Check whether the remote batteries have discharged. Replace.
- Check the battery polarity inserted in the remote.