How to CLEAR YOUR DATA

(You will need to retrieve your Neons login info from us)

1. Press Home button(House) on the remote. Arrow down to the first row with the apps, arrow over to end and click on Settings.(Gear icon)

2. Arrow over and Click on Applications, then arrow down and click on Manage installed Applications.

3. Once opened, Arrow down and click Blackbox Neons.

4. Arrow down and click on Force Stop. Next arrow down and click on Clear Data click Yes to Verify. Do this 3 times. Once it's done, arrow up on Launch application.

5. Once the app opens. It should take you to the login screen.   Use the info below to login.

1st box: Anything you want.
Username: enter username here
Password: enter password here

6. Click Add User; then arrow down and click the box you created. Wait till everything finishes updating and takes you to the Blackbox Main Menu Page. Now go back to the Top and do the following steps:

A. Updating your categories
B. Updating your EPG
C. Update VLC Player
Instructions are found on the troubleshooting page on this website.

Firestickkingofal.net/Troubleshooting