

Updating Live TV and TV Guide

Updating Your Folders

1. From the Blackbox Main Menu screen, arrow over to Live TV.

Underneath the TV Icon, you will see (Last updated). While on the Live TV icon.

2. Arrow down once and click on the Last Updated box. You will see it says Updating. Once it is finished, you can now go back into Live Tv.

3. Follow this same step to update Movies and Series. Each time, Click on Last Updated Box under each Heading. This will update each one.

Updating the EPG

1. While the Blackbox Neons app is open, Click on Live TV.
2. Arrow over to the 3-dots (Menu) in the top right corner and Click it. Arrow down to Settings, then arrow over to EPG and click it.
3. Arrow up and Click on Refresh EPG. On the popup, press the Center Button. Look at the words at the bottom that says (EPG found 0 channels) Once it finishes your number should change to a three-digit number. You can now. Go back and your EPG(TV Guide) will be working. If it says FAILED, you will need to Clear Data to refresh it. *This will delete all your Neons settings*

CLEAR DATA/RESET EPG

(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 and Click 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 until 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 (↑ Page 1)

B. Updating your EPG(Back ↑ Page 2)

C. Update VLC Player

Instructions are found on the

Troubleshooting page on this website.

Firestickkingofal.net/Troubleshooting