NET⬡GY

androidtv

Ok Google

NOVA

4K ULTRA HD MEDIA STREAMER

User Guide

Please read the user guide before operating the Media Streamer

If you need assistance with setting up or controlling
your device, please contact our local support
help desk on 010 824 0049, or visit
**www.netogy.co.za/support**

NOVA10

SAFETY PRECAUTIONS

- Presence of live parts inside the device! Do not open. Risk of electric shock!

- No parts should be repaired by users.

- Place the device on a flat, firm, and stable surface. Do not put it on a carpet or rug.

- Place the device in a well-ventilated location to prevent the accumulation of internal heat.

- Protect the device from high temperatures, humidity, water, and dust.

- Do not place any objects near your device that may damage it (e.g., liquid-filled objects or candles).
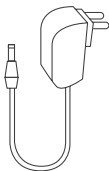
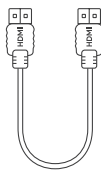## PACKAGE CONTENT

NOVA 4K Ultra HD
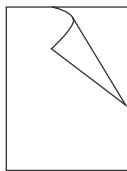Media Streamer
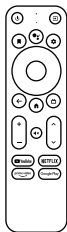
Bluetooth Voice Remote

NOTE: Batteries for remote not included
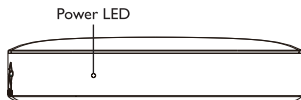(2 x AAA Batteries required)

Power Adapter

HDMI Cable

User Guide

MEDIA STREAMER PANELS

Power LED

Front Panel

USB Port

TF (Micro SD) Card Slot

Reset Button   USB Port

Side Panel

HDMI Out

Power

Ethernet Port
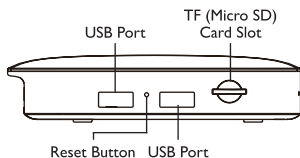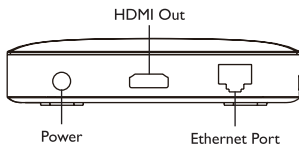
Back Panel

BLUETOOTH REMOTE

Standby On/Off
Google Assistant
Watchlist

Input

Settings

Direction Key

Enter

Back

Live EPG
Home

Volume Up
Mute
Volume Down

Channel Up

Channel Down

Open YouTube
Open Prime

Open Netflix
Open Google Play

Note: Press the Google Assistant button on your remote to do more on your TV with your voice.

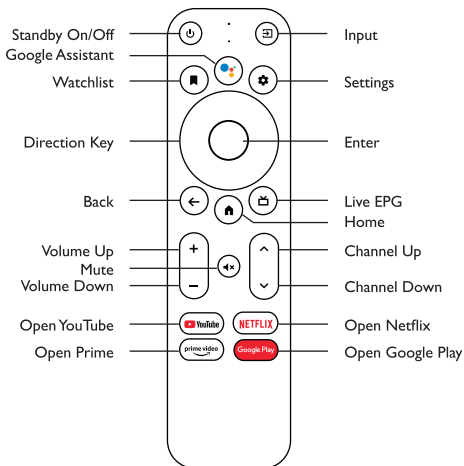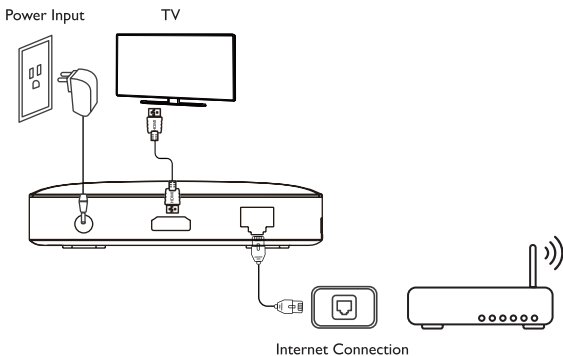# QUICK INSTALLATION STEPS

Please refer to the below instructions to connect your NOVA Media Streamer to your TV, Power, Network, and other devices.

Note: Please turn off all equipment before connecting.

Power Input   TV

Internet Connection

STEP 1 – Connect the HDMI cable to the HDMI port of the NOVA Media Streamer and your TV.

STEP 2 – Connect the NOVA Media Streamer to power using the power adapter provided. The NOVA Media Streamer will automatically start after the power is switched on.

STEP 3 – Switch your TV's input source to HDMI.

STEP 4 – Follow the on-screen instructions (as detailed in the section below) to set up your device and connect to your Wi-Fi network.
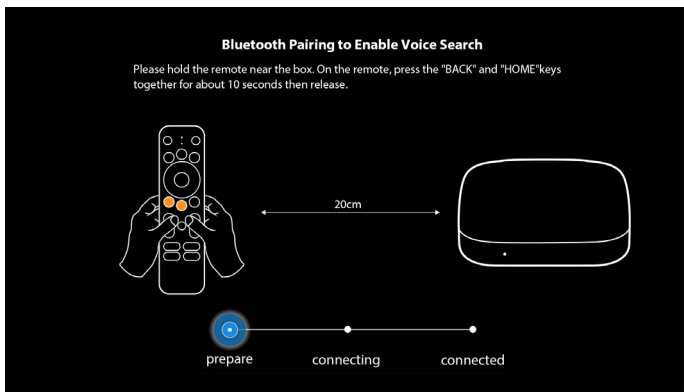
   Note: The NOVA Media Streamer can also connect to your Internet via an Ethernet cable. Using an Ethernet cable (not included in the box), connect the Ethernet port of the NOVA Media Streamer to the Ethernet port of your router or home network.

STEP 5 – Enjoy streaming your favourite TV shows and movies.

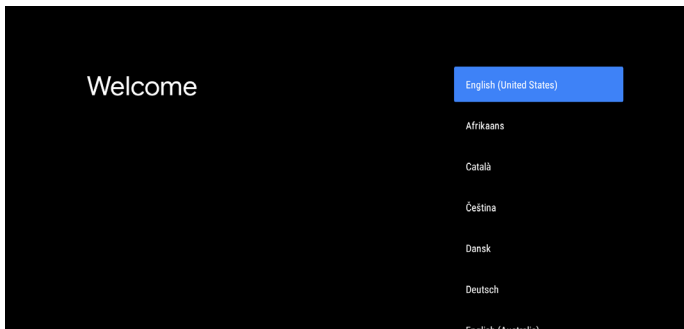# SETTING UP YOUR DEVICE VIA THE ON-SCREEN INSTRUCTIONS

You may turn on your device after properly connecting all hardware.

To be able to use Google Assistant on your remote, you must first pair your Bluetooth Remote to your NOVA Media Streamer. Follow the pairing instructions on screen.

Bluetooth Pairing to Enable Voice Search

Please hold the remote near the box. On the remote, press the "BACK" and "HOME" keys together for about 10 seconds then release.

20cm

prepare   connecting   connected

STEP 1: LANGUAGE
Select your preferred language on the Welcome Page.

Welcome

English (United States)

Afrikaans

Català

Čeština

Dansk

Deutsch

English (Australia)

STEP 2: SET UP WITH ANDROID™ DEVICE

Choose whether to set up your NOVA Media Streamer with an Android device or skip this step. If you select "Continue", please follow the quick setup instructions.

STEP 3: WI-FI

Connect the NOVA Media Streamer to your Wi-Fi Network. If you have already connected via Ethernet, you will be prompted to continue or change your network.

STEP 4: GOOGLE ACCOUNT

Sign in with your Google Account.

STEP 5: TERMS OF SERVICE & PRIVACY POLICY.

Read and accept the Terms of Services & Privacy Policy.

STEP 6: LOCATION SETTINGS

Choose whether to allow Google to use your location to improve the experience.

STEP 7: DIAGNOSTIC REPORT SETTINGS

Select whether to allow your NOVA Media Streamer to send automatic diagnostic and usage data to Google.

STEP 8: GOOGLE ASSISTANT

Turn on the Google Assistant function for the functionality to work on your remote.

Talk to the Google Assistant

After setup, press the mic button on your remote to quickly find the latest blockbusters, check the score of the big game, or control your TV.
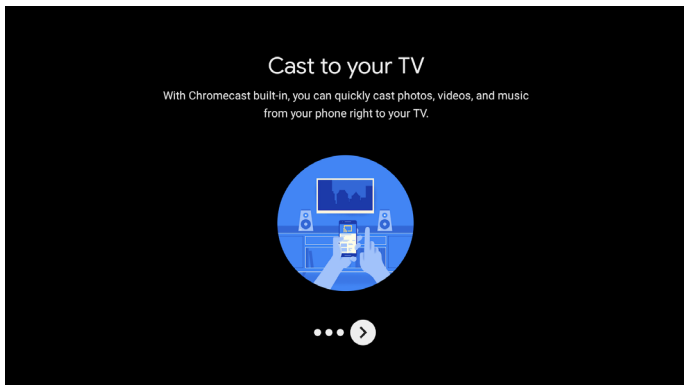
STEP 9: NAME YOUR NOVA MEDIA STREAMER
Select from the options provided or enter a custom name to easily identify your device when pairing to other devices.

STEP 10: GET STARTED WITH APPS
Select apps you would like installed.

STEP 11: WELCOME TO ANDROID TV™
A walkthrough of the features of your device.

Cast to your TV

With Chromecast built-in, you can quickly cast photos, videos, and music from your phone right to your TV.

Click on the arrow after the walkthrough to start using your device. You are now ready to begin.

SETTINGS

Select Settings to check the device information, add/remove accounts, and make changes to the system settings.

Wi-Fi Settings
Under Network Settings, select and enable Wi-Fi to connect to the network.

Once the device scans and lists nearby Wi-Fi networks, select the appropriate network name, input the password if required, and select Connect.

Bluetooth Pairing

- Select Settings in the Menu Launcher.
- From the Remote & Accessories menu, click "Add Accessory" then select the device to be connected.
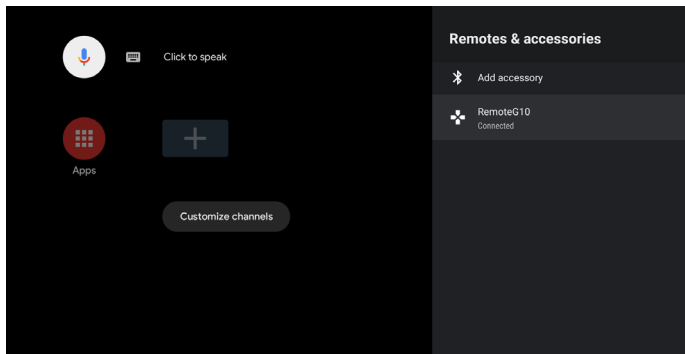
Unpairing a Bluetooth Device

- Select Settings from the Menu Launcher.
- From the Remote & Accessories menu, select the Bluetooth device you want to unpair then click "Unpair".
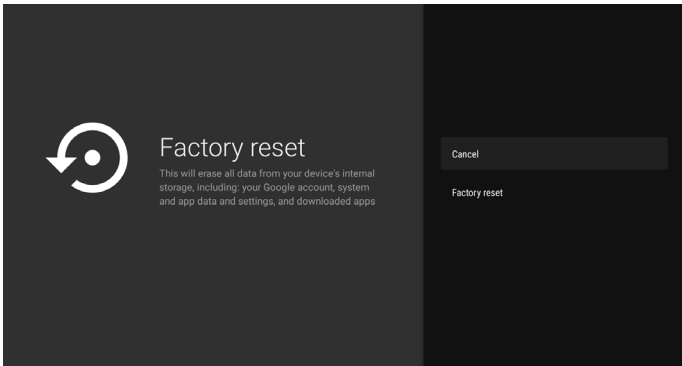
Adding Accounts

For users without a Google account, sign up for a new account using the TV for easier login and payment security. Add an account or switch accounts under "Accounts & sign-in" in the Settings Menu.
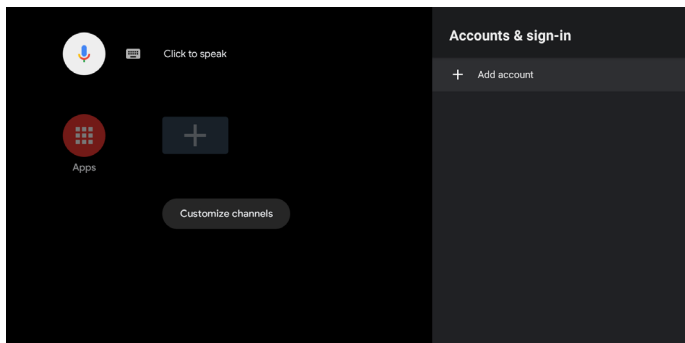
Factory Reset

Under Settings > Device Preferences > About.

- Select Factory reset.
- Click on erase everything.
- Once this option has been selected, all manually installed apps and user data information will be deleted.

Factory reset

This will erase all data from your device's internal storage, including: your Google account, system and app data and settings, and downloaded apps

Cancel

Factory reset

Device Preferences

You can check information about your device by clicking on

Device Preferences > About in the Settings Menu. This panel will show you the model of your device, version, firmware version, and more. You can also update your system by clicking on System Update from this menu.

Your system is up to date

Last successful check for update at 11:58 AM.

Check for update
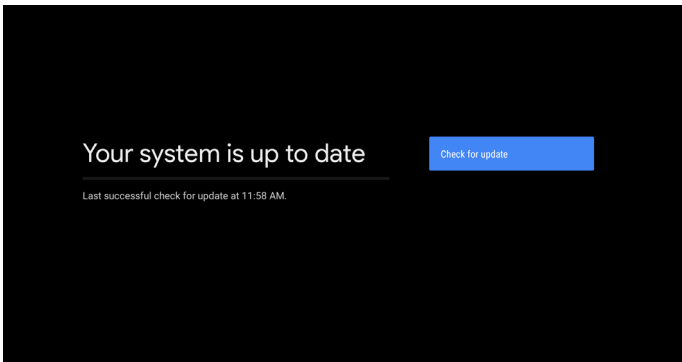
DOWNLOADING APPS

Supported Android TV apps are available for download on Google Play. Do not install apps via USB driver, TF card, or hard disk drive.
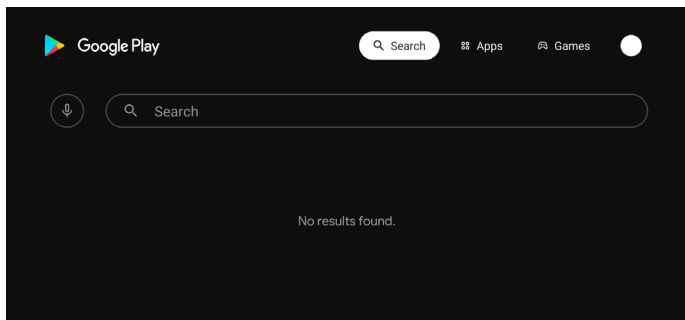
To Access Google Play:
1. Press the Google Play button on the remote.
2. To add installed apps to your favourites list in the Home screen, select the add icon (+) then select the app from the list of options. Select the add icon (+), then choose the Google Play Store from the list of options.
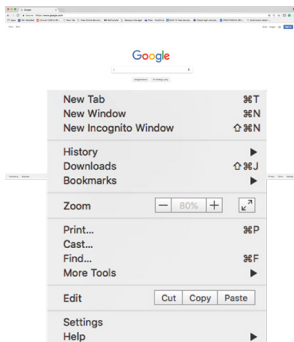
CHROMECAST BUILT-IN™
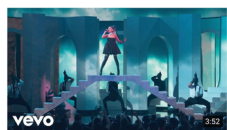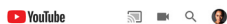
Cast from a Mobile Device

Certain apps allow you to cast to your TV.
To cast, simply follow the following steps:

1. Open a Chromecast built-in compatible app on your mobile device.

2. Navigate to the screen you wish to cast.

3. Tap on the Cast icon and then select your Media Streamer.

Cast from Google Chrome

This device has Chromecast built-in. To cast from your PC/Laptop, open Google Chrome, click the Settings icon located on the top right corner of the browser, then click "Cast".

GOOGLE ASSISTANT

Do more on your TV with your voice. Ask Google to search for the latest blockbuster, stream shows, or open multiplayer games. Have it dim the lights by connecting smart home devices. Manage tasks and see your calendar. Or ask it questions and see the answers on your TV.

To get started, press the Google Assistant button on your remote and try saying:

"Find action films"

"Play Stranger Things on Netflix"

"Find cat videos on YouTube"

"Turn up the volume"

"Play smooth jazz"

"What sound does a hippo make?"

"Add popcorn to the shopping list"

"Show my reminders"

NOTE: To be able to use Google Assistant on your remote, you must first pair your Bluetooth Remote to your Media Streamer. Google Assistant is only available in English.

TROUBLESHOOTING

Issue: **No display after power on**

Possible Reason: The power cord is not properly connected, or your TV input is not set to HDMI.

Solution:
1. Ensure the device is connected to the power and that the power cord is connected to the correct port on the device.
2. Make sure that HDMI is selected as your TV input.

Issue: **No sound**

Possible Reason: The device is on Mute, or the volume is too low.

Solution: Press the mute button to restore the sound and increase the volume.

Issue: **Failed to connect to network**

Possible Reason:
1. Ethernet cable is not properly connected.
2. Wi-Fi is turned off or the signal is too weak.

Solution:
1. Reconnect the cable.
2. Restart the Wi-Fi or adjust the position of the device closer to the router.

Issue: **No picture on screen**

Possible Reason: HDMI cable is not connected.

Solution: Make sure that HDMI is selected as your TV input.

Issue: **Remote control failure**

Possible Reason:
1. If the remote does not pair during setup, please ensure that the remote and the device are 20cm away from each other.
2. Remote control is broken, or the batteries are low in power.

Solution:
1. Aim the remote's sensor at the front panel's sensor and try again. Check for obstructions blocking the signal path between the remote and the box.
2. Replace the batteries or send the device to the supplier where the device was purchased.

Issue:	**Voice control on remote is not working**
Possible Reason:	Remote is not paired to the Media Streamer.
Solution:	See the Pairing Bluetooth Devices section in this guide.

Issue:	**No audio**
Possible Reason:	Audio Setting not configured correctly for your TV.
Solution:	Go to Settings > Surround > Surround Sound and choose PCM.

CUSTOMER SERVICE

Imported and distributed by Nology (Pty) Ltd in Southern Africa.
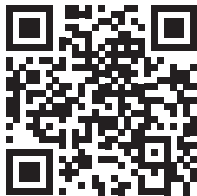
For device support visit **www.netogy.co.za/support.**