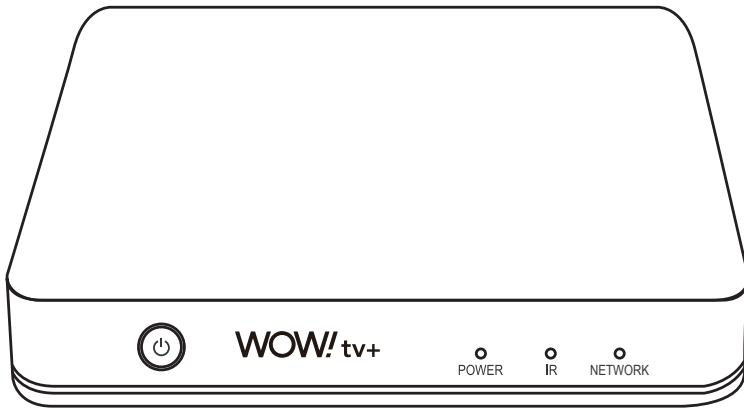


WOW! tv+ Box

Model: DV8919-F



Quick Reference Guide

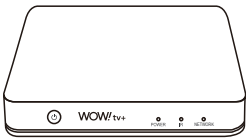
Please read this user manual before operating the WOW! tv+ Box

Safety instructions

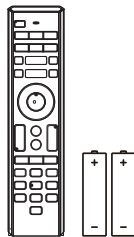
- ❖ Please keep the product in a horizontal position. Do not place any items on top of the set top box.
- ❖ Please use the power adapter provided by the manufacturer. Do not use damaged power cords or plugs. If your power cord is damaged or missing, contact WOW! for assistance.
- ❖ Avoid exposing equipment to moisture or liquid to avoid injury or damaging equipment.
- ❖ Please do not disassemble or modify the TV box to avoid injury or damaging the equipment.
- ❖ Please keep the TV box away from any heat sources to avoid damage. Keep the device in a dry and well-ventilated area away from dust that could cause fire or electric shock
- ❖ Promptly turn off and unplug the device if the device is emitting smoke or any unpleasant odor.
- ❖ Please unplug the device's power adapter when not in use for long periods of time.

Accessory List

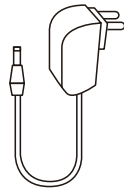
Please open the package and check the following accessories:



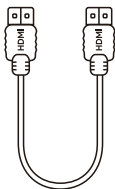
WOW! tv+ Box



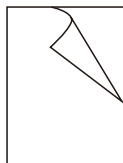
Remote Control (1)



Power Adapter (1)



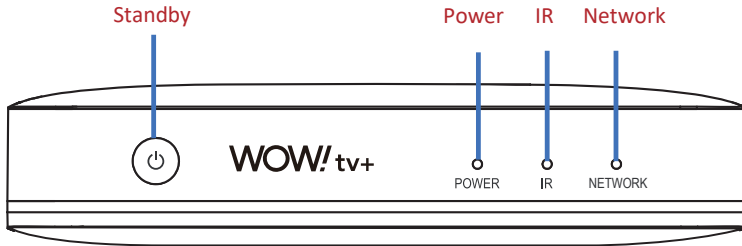
HDMI Cable (1)



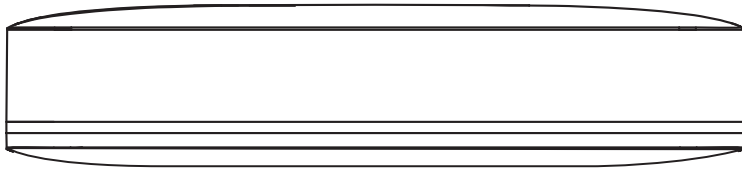
User Manual (1)

Hardware

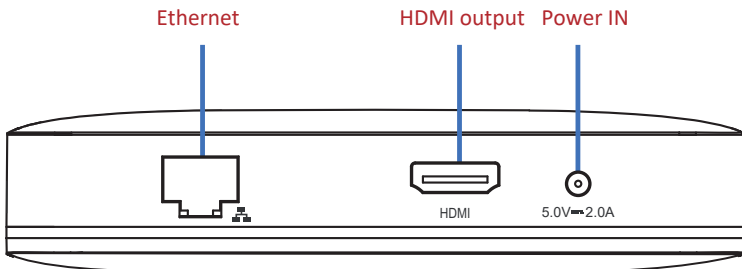
● Front Panel



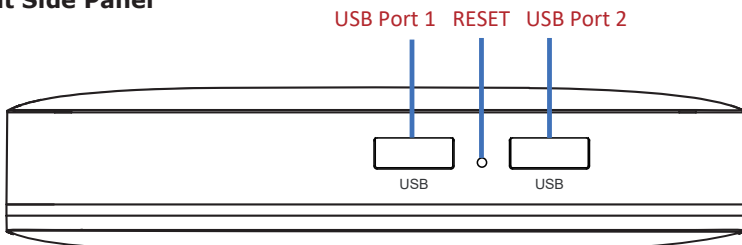
● Left Side Panel



● Back Panel



● Right Side Panel



Remote Control

Universal Power: Power off all devices or go into standby mode.

Record: Select the record button to set a recording.

Video Controls: Use pause, play, reverse and fast forward to control video playback.

Settings: Press to access settings for WOW! tv+, such as parental controls and purchase pin code.

Mute Audio: Press to mute audio.

Back: Press to go back to the last menu option.

TV Guide: Press to go to the TV Guide menu.

Bluetooth Pairing: Press and hold HOME and OK at the same time.



Microphone: Speak into this for voice functionality.

Input: Use the INPUT button to ensure that you are on the correct INPUT (source) for WOW! tv+.

Adding to Favorites: Select the bookmark key to add a title to your favorites.

Info: Select to see information about the content you are viewing.

Last: Select to go to the last viewed channel.

WOW! tv+ Home Screen: Select the Home button to go to the WOW! tv+ home screen.

Google Assistant: Press the Google Assistant button on your remote to quickly search 500,000+ movies and shows, get recommendations to match your mood, control smart home devices, and more.

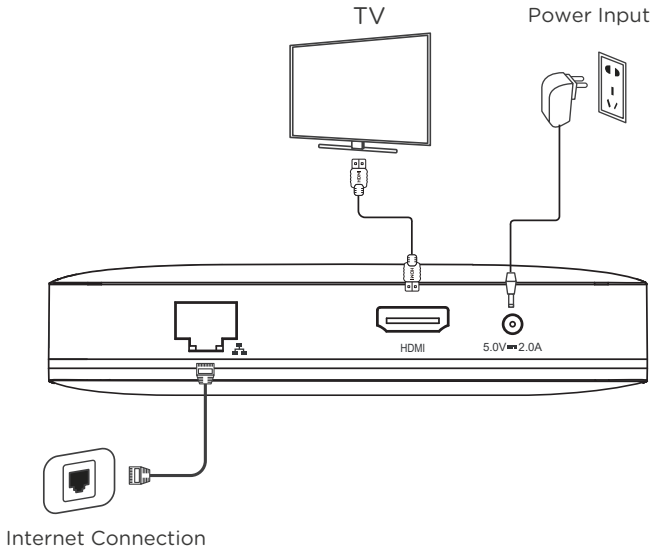
Mini Guide: Access the mini TV guide while watching live channels.

Netflix and Amazon Prime Buttons: By selecting these, you will be taken directly into the Amazon Prime or Netflix applications. To return to the WOW! tv+ application, simply select the HOME button.

Connecting your WOW! tv+ Box

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

- **Rear Panel Connection**



Step 1: Connect to the TV

Connect the HDMI cable to the back of your box, then connect the other end of the HDMI cable to the HDMI port of your television. Note which HDMI port on your TV you have connected to, typically each HDMI port is numbered. *Ensure that your TV is set to that HDMI number, using the INPUT button on your remote.*

Step 2: Connect to the Network (Internet)

You may connect to your network using either ethernet, or WiFi (wireless) connection.

To connect to a network using an ethernet cable, simply connect one end of the ethernet cable to the ethernet (LAN) port of the WOW! tv+ box, and the other end of the ethernet cable to the router port of your home network.

To connect using WiFi (wireless network), first power on your box (Step 3). Once you have powered on your box, the on-screen guide will walk you through the set-up process, which includes connecting to a wireless network (WiFi).

Step 3: Connect to Power

Insert the power adapter into a wall outlet first, then connect the power adapter to the TV box. After the power is on, the WOW! tv+ box will turn on automatically.

Note: Before powering on, please switch the signal input of the TV to correct source.

Tips: The WOW! tv+ box supports wireless connection (WiFi). If you have already set up your box, and it is not connected to the internet, simply go to your WOW! tv+ **Settings** → **Network** to find and connect to your WOW! wireless network.

Troubleshooting

Issue	Possible reason	Solution
No display after powering on	The power cord is not properly connected	Make sure the device is connected to power and voltage is normal. If device is powered on, ensure that the TV is powered on and working.
	If the power is properly connected, check your INPUT	The HDMI Input on your TV must match the INPUT that your HDMI cable is plugged into on your TV.
TV has images but no sound	TV Box is on MUTE	Please press the mute button to restore volume.
	Audio setting is abnormal	Please enter the audio and video Settings menu to select the appropriate sound, channel, and language.
	Volume is too low	Turn up the volume, make sure TV is not muted.
Fail to connect to the network (internet)	Ethernet cable is not properly connected	Please reconnect the cable.
	WiFi is turned off or the signal is too weak	Please restart the WiFi or adjust the position of the device to the router.
	No Connectivity	If using ethernet, replace the ethernet cable. Make sure the router is on.

Remote Control Failure	The remote control is not pointed in the correct direction.	Please aim the remote's sensor at the front panel's sensor and try again and make sure there are no obstructions blocking between the remote and TV box
	The remote control is out of power.	Please replace the batteries.
	The Remote control is broken.	Please contact WOW! Care for replacement.

Technical Specifications

CPU	ARM Quad 64-bit Cortex-A55
Android OS	Android™10
Video output	HDMI2.1
Video format	AV1 MP-10 4K*2K@60fps, H.265 HEVC Mp-10 4K*2K@60fps, VP9 4K*2K @60fps, AVS2-P2 4K*2K@60fps, H.264 AVC 4K*2K@30fps, MPEG1/2/4 ASP, VC-1, Real Video 8/9/10 and other video formats
Audio format	AAC, WAV, MP3 and other audio formats
Photo format	JPG, BMP, PNG and other photo formats
Network	Wi-Fi 2.4G/5.0GHz 802.11 a/b/g/n/ac/ax
	RJ45 Interface 10M/100M/1000M adaptive
Operation temperature	32°F to 104°F
Power	Input: AC100-240V 50/60Hz
	Output: DC 5.0V/2.0A
Power consumption	<10W

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FCC Statement

FCC ID: 2AW68-W8919B

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.