



WOW! TV Pro Technical Guide

Shenzhen SEI Robotics Co., Ltd

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Overview

Welcome to the WOW! TV Pro Technical Guide. This guide provides comprehensive information on the functions and features of the WOW! TV Pro and its remote control. It also includes details on the Google TV firmware settings to help users get the most out of their device.

Specifications



Hardware Specification

Hardware	main chipset	S905X4-B
	DDR memory	3G
	type of DDR	LPDDR4
	eMMC memory	32G
	WiFi /BT moduleEMc	Wifi 6e BCM SDIO (APS6276)
	Ethernet spec.	1000M

	whether if support Optical	Yes
	whether if support TF	No
	whether if support IR Receiver	Yes
	whether if support IR Blaster	No
	whether if support AV out put	No
	qty of USB interface	1 * USB 2.0, 1 * USB 3.0
DVB	DVB type	NA
	CAS	not support
Dolby & DTS	whether if support Dolby Digital, Dolby Digital Plus	Yes
	whether if support MS12	Yes
	whether if support Dolby Atoms	Yes
	whether if support Dolby Vision	No
	whether if support DTS	No
Accesseries	Power supply	American Standard 12V 1A Black Wire length 1.5m With FCC and UL certified

Software Specification

Android Version	Launch OS Version	Android 12 (S)
	Upgrade #1 OS Version	Android 14 (U)
	Upgrade #2 OS Version	Android 16 (W)
Software	whether if Operator Tier	Yes
	Launcher	GTV Launcher
	whether if need the Middleware	No
	Netflix	Yes
	Prime Video	Yes
	Pre-load Skyway	TBC
	Skyway	TBC
Type of Software Certification	ATV	Yes
	Dolby Vision	No
	Dolby Audio (MS12)	Yes
	DTS	No
	Prime Video	Yes
	Netflix	Yes

Google TV Firmware Features

User Interface Overview

The Google TV interface is designed for ease of use with the following main sections:

- **For You**

- The "For You" screen is the personalized home page of the Google TV Launcher. It curates content recommendations based on your viewing habits and preferences, offering a mix of movies, TV shows, and other entertainment tailored to your tastes. This screen integrates content from various streaming services, providing a seamless and personalized browsing experience.

- **Live**

- The "Live" screen provides access to live TV channels and broadcasts. This section is particularly useful for users who subscribe to live TV services or have over-the-air TV channels integrated with their Google TV. It displays a live program guide, showing current and upcoming shows, making it easy to switch between live channels.

- **Apps**

- The "Apps" screen is a centralized hub for all installed applications. Here, users can view, launch, and manage their apps. It also includes shortcuts to the Google Play Store, allowing users to download new apps and games. This screen ensures easy navigation and organization of all available applications on the device.

- **Library**

- The "Library" screen collects and displays all purchased or rented content from various services linked to your Google account. It includes movies, TV shows, and other media you own or have rented, providing a convenient place to access your digital collection. This screen helps users quickly find and watch their owned content without having to search through different apps.

Key Settings and Customization Options

- **Network & Internet:** Connect to Wi-Fi or Ethernet networks.
- **Device Preferences:** Adjust display settings, sound, storage, and more.
- **Accounts & Sign-In:** Manage Google accounts and other login credentials.
- **Apps:** Manage installed apps, permissions, and notifications.
- **System:** System updates, device information, and restart options.

Remote Control Button Functions



Key#	Key Label	Description
1	Power	Power on STB/TV
2	Input/Source	Switches between different input sources
3	Profile Switcher	Invokes Google TV Profile Selector to make it easier for multi-user households to switch between accounts that are part of their YouTube TV Family.
4	Settings	Accesses the settings menu
5	Closed Captions	Toggles closed captions on or off
6	YouTube TV MultiView Mode	Enters the YouTube TV multiview mode if not yet invoked; if multiview is already active pressing this key will switch over to playing the lead/active video of the multiview experience as a single video. (This functionality is still in active development but will be completed soon. In the interim, the keycode will invoke a toast message to display to the user.)
7	YouTube TV Views	Opens up the YouTube TV Views feature while watching applicable content (Views are available for most major league sporting events)
8	YouTube TV "Add to Library"	YouTube TV app will invoke its "Add to Library" feature when this key is pressed while selecting eligible content to be recorded.
9	YouTube TV Library Tab	Opens the YouTube TV Library screen to access purchased or rented content
10	YouTube TV Home Tab	Return to the Youtube TV app home screen
11	YouTube TV Live Tab	Return to the Youtube TV app Live screen
12	Up	Navigate through the menus and apps
13	Left	Navigate through the menus and apps
14	OK	Confirm a selection
15	Right	Navigate through the menus and apps
16	Down	Navigate through the menus and apps
17	Back	Return to the previous screen
18	Google TV Home	Return to the Google TV home screen
19	Google Assistant	Activate Google Assistant for voice commands
20	Vol Up	Increase the volume
21	Vol Down	Decrease the volume
22	Mute	Mute or unmute the audio
23	Ch Up	Previous Channel
24	Ch Down	Next Chanel
25	Previous	1st key press causes the video to restart from

		the beginning (or earliest available timepoint in the case of Live), 2nd key press revisits last played videoID (or previous video within a playlist in the case of YouTube) at the last saved playback position
26	Last Channel	<p>Returns to the last YouTube TV Channel watched.</p> <p>Pressing the key again would loop back to whatever videoID was last played, rather than continuing to traverse backwards in watch history.</p> <p>(Other applications may similarly choose to bind their last channel functionality to this same keycode)</p>
27	Next	<p>When watching Live content, will catch the user up to the live broadcast, in the event the user is not at live.</p> <p>Otherwise advances to the next video suggested by the "Watch Next" feature.</p>
28	Rewind	Fast rewind
29	Play/Pause	Play pause
30	Fast Forward	Fast forward
31	YouTube	Launch YouTube
32	YouTube TV	Launch YouTube TV
33	Netflix	Launch Netflix
34	Prime Video	Launch Prime Video
35	Google TV Live Tab	Open the Google TV Live screen (in development)
36	Google Play Store	Launch Google Play Store app

Troubleshooting Guide

HDMI Output

There are several steps you can take to determine if your STB has an HDMI output issue:

1. If the remote control is already connected, you can click the power button to see if it has entered standby mode
2. Check the cable:
 - The first thing you should do is check the HDMI cable that connects your STB to your TV or other devices. Make sure it is securely connected and not damaged in any way.
3. Test with another device:
 - To rule out any issue with the connected device, you can connect the STB's HDMI input to another device, such as a Blu-ray player or game console, and see if it works.
4. Try a different HDMI input:
 - If your TV or monitor has multiple HDMI inputs, try connecting your STB to another input to see if the problem persists.



5. Check settings:
 - Make sure your STB's HDMI input is enabled in its settings.
6. Try another adapter:
 - Please try to connect the device with another 5V 1A adapter to see if HDMI interface can be displayed normally
7. Factory reset:
 - If none of the above steps work, you can consult the "Factory Reset Guidelines" to try factory reset.
8. If none of the above steps resolve the issue, your device needs to be swapped.

Stuck on Boot Logo

If your STB is stuck on the boot logo screen, here are a few steps that you can follow to try and resolve the issue:

1. Reset the STB:
 - If the STB is still stuck on the boot logo, try resetting it by

unplugging the power cord for a few seconds and then plugging it back in. Wait for the device to restart and see if the issue persists.

2. Factory reset:

- You can consult the "Factory Reset Guidelines" to try factory reset.

3. If none of the above steps resolve the issue, your device needs to be swapped.

Reboots Permanently

1. Check the power supply:

- Make sure that the STB is properly plugged into a functioning power outlet. Make sure that the power cable is not lose or damaged.

2. Remove any external devices:

- If the STB is connected to any external devices such as a DVD player, gaming console, or cable box, try removing them to see if the problem persists. A faulty external device could be causing the issue.

3. Try another adapter:

- Please try to connect the device with another 5V 1A adapter to see if the device can be working normally

4. Factory reset:

- If none of the above step work, you can consult the "Factory Reset Guidelines" to try factory reset.

5. If none of the above steps resolve the issue, your device needs to be swapped.

Plays 4K Blurred Screen

1. Check the cable:

- The first thing you should do is check the HDMI cable that connects your STB to your TV or other devices. Make sure it is securely connected and not damaged in any way.

2. Check the HDMI port

- Try several times to unplug and plug the HDMI port of the device to observe whether it can play 4K video normally

3. Check if there is an external HDMI cable:

- Make sure that the HDMI cables connecting your STB to your TV are high-speed and have enough bandwidth to support 4K content. Sometimes, using old or low-quality cables can cause signal dropouts and result in blurry images.

4. Update firmware:

- You can refer to "Manual Firmware Upgrade Guidelines" to

make sure that the firmware of your STB is up-to-date.

5. Check video settings:

- Make sure that your STB's video settings are set to output 4K resolution at the correct refresh rate. You can check this by going to your STB settings menu and selecting video output:
 - Settings ---> Display & Sound ---> Advanced display settings ---> Resolution ---> Turn on the "Auto Switch best to resolution"

6. Change HDMI ports:

- Try connecting your STB to a different HDMI port on your TV. Sometimes, using certain HDMI ports can cause compatibility issues or signal loss, which can result in blurry images.



7. Factory reset:

- If none of the above steps work, you can consult the "Factory

Reset Guidelines" to try factory reset.

8. If none of the above steps resolve the issue, your device needs to be swapped.

Not Booting

1. Check the power source:

- Make sure the STB is properly plugged in and the outlet is functioning.

2. Try another adapter:

- Please try to connect the device with another 5V 1A adapter to see if the device can be working normally

3. Try a different HDMI input:

- If your STB has multiple HDMI inputs, try connecting your device to another input to see if the problem persists.



4. Check the cables:

- Check the connection of cables between the STB and other

devices such as the TV, speakers, and inputs.

5. Reset the STB:

- Unplug the STB or a few minutes and then plug it back in to see if it boots up.

6. Factory reset:

- If none of the above steps work, you can consult the "Factory Reset Guidelines" to try factory reset.

7. If none of the above steps resolve the issue, your device needs to be swapped.

Cannot Connect Wi-Fi Successfully

1. Check other devices:

- First, make sure that other devices in your home can connect to the Wi-Fi network. If they can connect successfully, the problem may be with your STB.

2. Check network name and password:

- verify that the network name and password you entered are correct. If they are incorrect, your STB will not be able to connect to the Wi-Fi network.

3. Reboot the router:

- Reboot the router to avoid unsuccessful connections due to

too many devices connected to the router

4. Check signal strength:

- Ensure that your STB is within range of your Wi-Fi network, and the signal strength is strong enough for it to connect. If the signal is weak or the STB is too far away from your router, it may not be able to connect.
 - E.g.: Use your phone to check the Wi-Fi signal strength at the same location to determine the signal strength at that location.

5. Reset your STB:

- Try resetting your STB by unplugging it from the power source and plugging it back in. Wait for it to restart and try connecting to the Wi-Fi network again.

6. Update firmware:

- You can refer to "Manual Firmware Upgrade Guidelines" to make sure that the firmware of your STB is up-to-date.

7. If none of the above steps resolve the issue, your device needs to be swapped.

Cannot Connect RCU Successfully

1. Observe the RCU indicator

- Observe whether the RCU indicator flashes to ensure that the remote control can work normally
3. Check battery:
 - Ensure that the batteries in your RCU are fresh and have enough power to send signals to the STB. If the batteries are low, it can cause the RCU to malfunction and fail to connect to the STB.
 4. Use original RCU:
 - Make sure you are using the original remote control of the product
 5. Press the correct RCU button:
 - Make sure the RCU button you press is the same as the remote control pairing interface guide
 6. Check connectivity:
 - Verify that the RCU is within range of the STB and there are no obstructions that may interfere with the signal transmission.
 7. Reset your RCU:
 - Try resetting your RCU by removing the batteries for a few minutes and then inserting them again. Wait for the RCU to restart and try connecting it to the STB again.
 8. Re-pair the RCU

- Try to press and hold the reset button for 3s to bring up the RCU pairing interface and try to re-pair the remote control
9. Factory reset:
- If none of the above steps work, you can consult the "Factory Reset Guidelines" to try factory reset.
10. If none of the above steps resolve the issue, your device needs to be swapped.

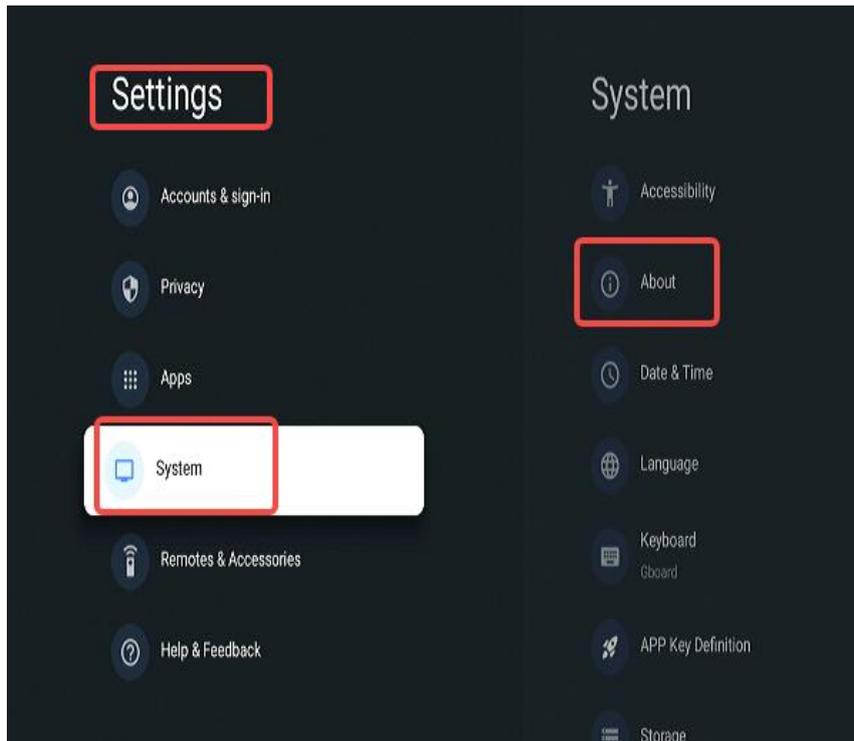
Cannot Connect the internet via LAN Port

1. Check the network cable:
 - Apply the same cable to other devices to see if it can successfully connect to the network through the LAN port, or try to change a network cable.
2. Check connectivity:
 - Ensure that the Ethernet cable is properly connected to both the LAN port on your STB and the router/modem. Also, verify that the cable is not damaged or broken.
3. Check network settings:
 - Make sure that the network settings on your STB are correct. Verify that the IP address, subnet mask, gateway, and DNS settings are accurate.

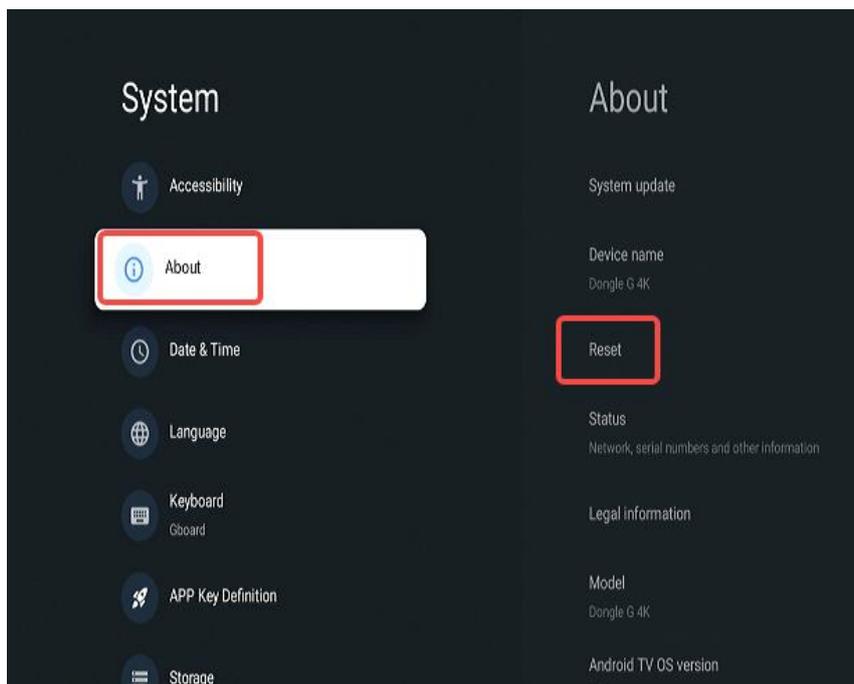
4. Check the router/modem settings:
 - a) Ensure that the router/modem is properly configured and allows the STB to access the network. Check if the router/modem has any restrictions or filters that may prevent the STB from connecting to the internet.
5. Reset your STB:
 - a) Try resetting the STB by unplugging it from the power source and plugging it back in. Wait for it to restart and try connecting to the internet again.
6. If none of the above steps resolve the issue, your device needs to be swapped.

Factory Reset Guidelines

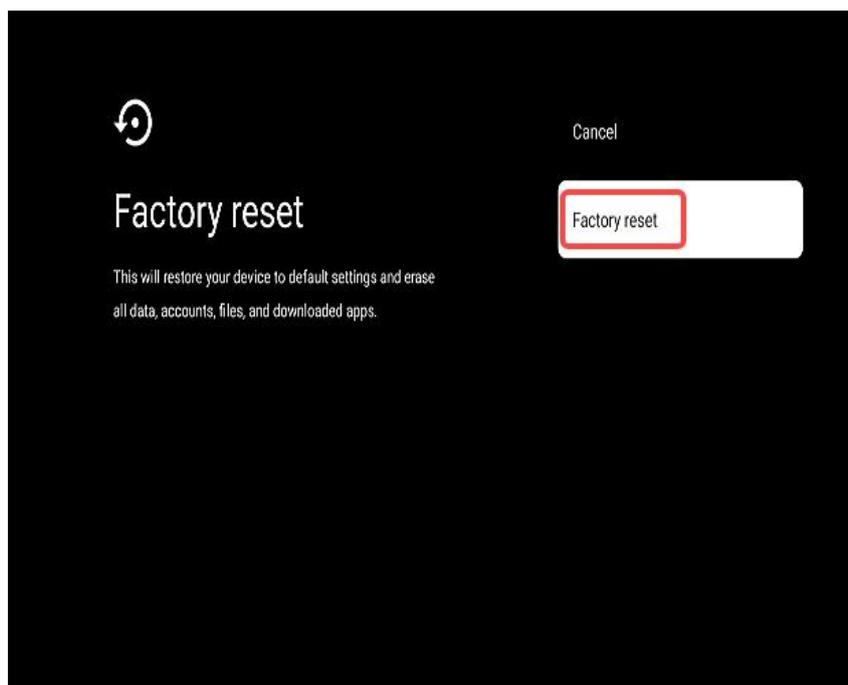
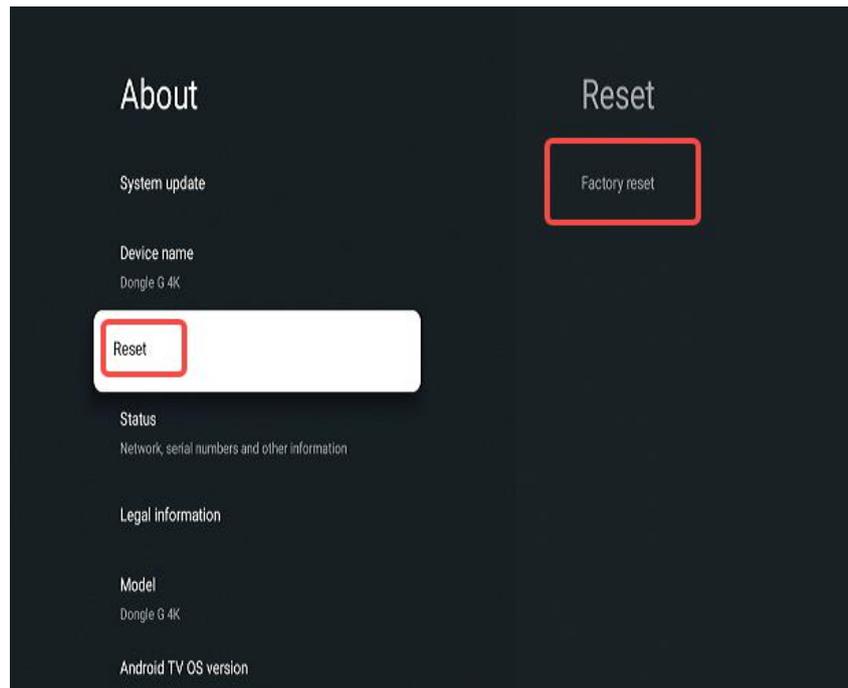
- 1 If STB setting is accessible.
 - 1.1 Go to settings



1.2 About



1.3 Factory reset



- 2 If STB can not boot up normally.
 - 2.1 Long press the "Reset" button (on the side of the set-top box, about 5S). Then power on the set-top box.
 - 2.2 When you see this page from the screen, release the pin. Then follow the guide to click the "Reset" button again.



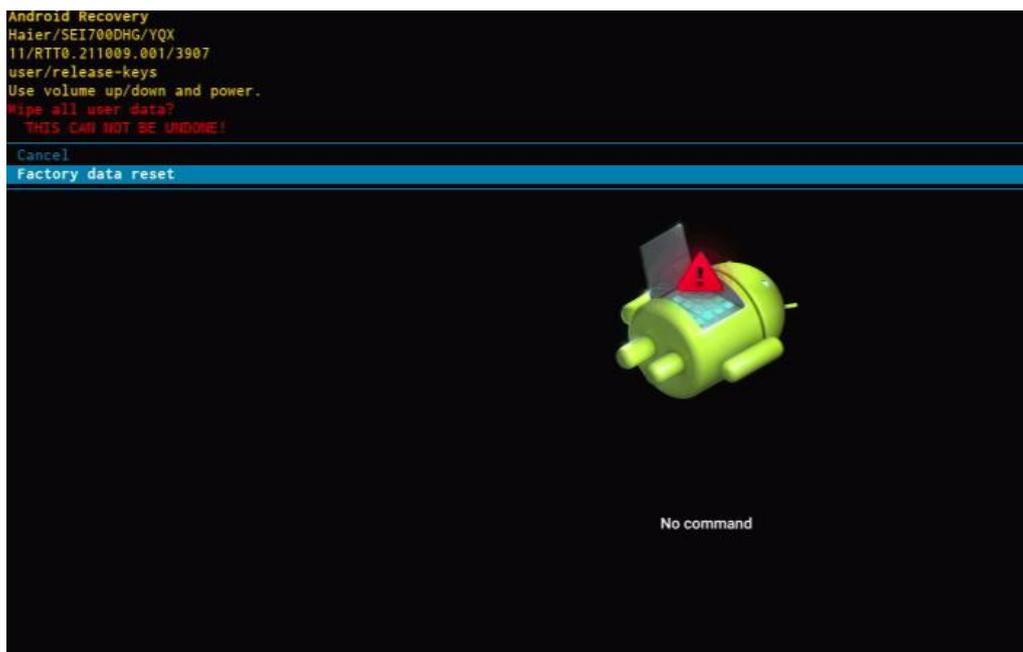
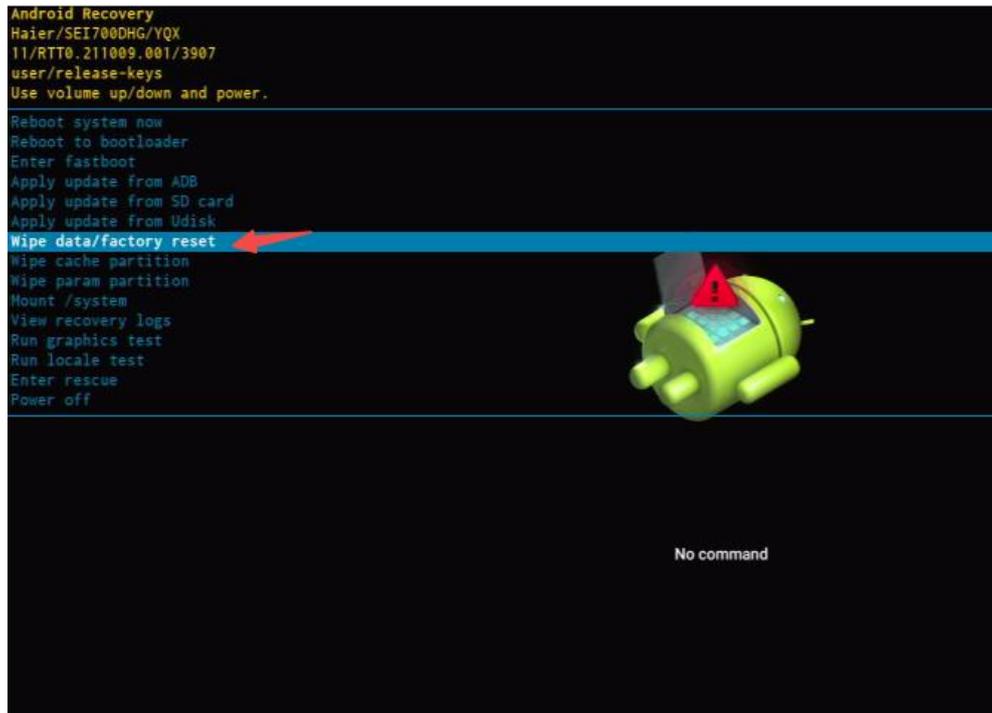
2.3 Then follow the guide to click the "Reset" button again.



2.4 Wait for a moment until the device finish loading recovery.

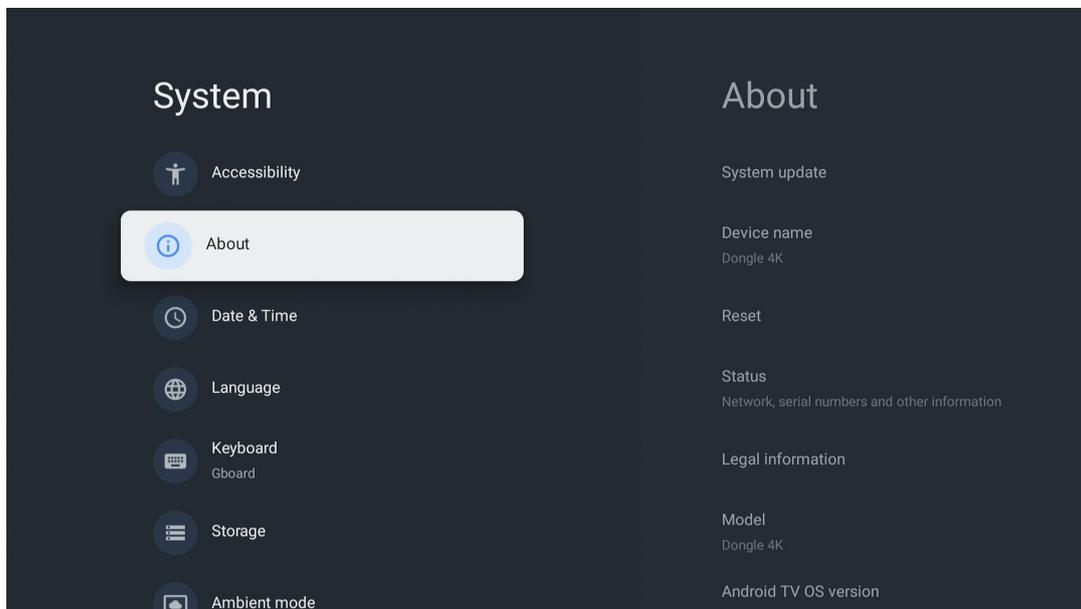
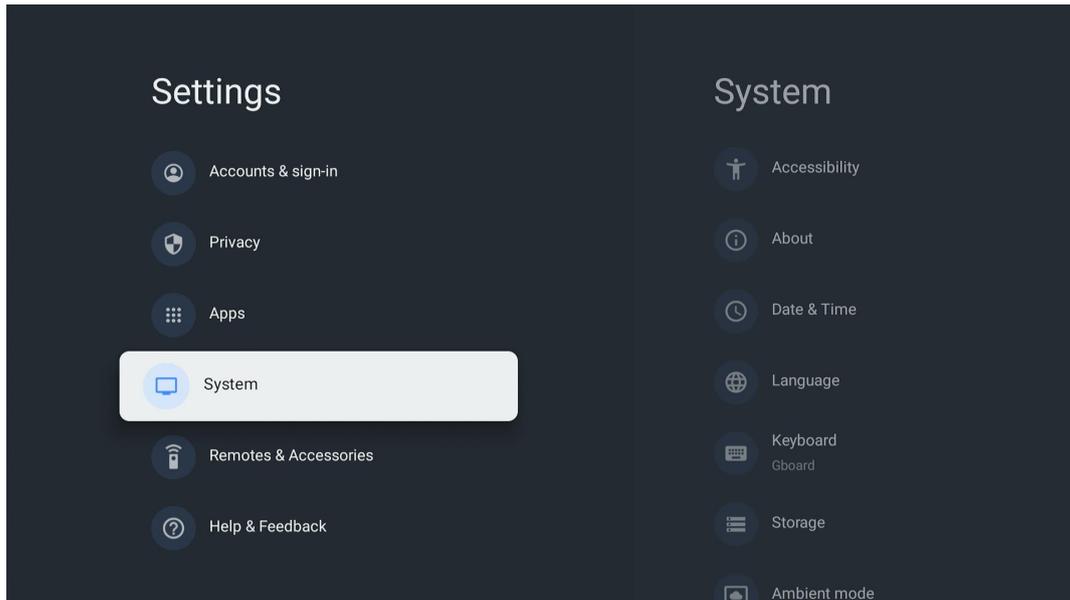
Choose "wipe data/factory reset"

- Note : Short press for next , Long press for select



Manual Firmware Upgrade Guidelines

- Settings ---> System ---> About ---> System updatde



Checking for update...

Check for update