THE NEXT GENERATION OF VIDEO ENTERTAINMENT IS HERE

DEVICE SETUP AND Q TV APP

INSTALLATION GUIDE

Qtv

FROM QUADRO

Q tv From Quadro is the future of video entertainment, providing you with fast buffer free streaming to all of your favorite smart devices when connected to your home Wi-Fi.   A highly trained support staff is available at **519.229.8933, option 1** to answer questions or provide the exceptional customer assistance that **Quadro** customers have become accustomed to receiving**.**

BRING YOUR OWN DEVICE

Q tv works on your favorite devices, like Amazon Firestick or Apple TV. That means you don't need to rent set-top boxes OR pay those monthly fees. With **Q tv**, you can Bring Your Own Device (BYOD) and access your local content using a simple app that resides right next to your favorite streaming apps.

SIMPLE AND QUICK SELF INSTALLATION

Hate waiting for the cable guy? Good news... with **Qtv** you don't have to. If you know how to plug a SUB into a port, and download an app, you can self-install and enjoy **Qtv** today!

DEVICES WE SUPPORT

• Amazon Fire TV

- Amazon Fire TV (3rd Gen) Pendant

- Amazon Fire 4k Cube

- Amazon Fire TV Stick (2nd Gen)

• Apple TV

- Apple TV 4k (5th Gen)

- Apple TV (4th Gen)

• Android TV

- Nvidia Shield TV

• Mobile

- Android

- Smartphones / Tablets running Android 7.0 or higher

• IOS

- Apple devices running IOS 10 or higher

• Web Browsers

- Chrome (latest version)

- Firefox

- Microsoft Edge/ Internet Explorer

- Safari

• Television

- Android TV

- Amazon TV

SET UP FIRE TV STICK

HERE'S WHAT YOU NEED

- **Compatible TV** (not included) - Fire TV Stick devices are compatible with high-definition and ultra-high-definition TVs with an HDMI input port.
- **Internet Connection** (not included) - You must connect your device to a Wi-Fi network, so you can complete setup and access all of the content available on Amazon Fire TV.
- **Amazon Account** - You must register your device to your Amazon account to make sure you can access your content and all the latest software, features, and functionality that power Amazon Fire TV. If you don't already have an Amazon account, you can create one during the setup process.

SETUP

Follow these steps to set up your Fire TV Stick:

1. Connect the power adapter — Plug the small end of the USB power cord into the Micro-USB port on your Fire TV Stick, and the other end into the power adapter. Then, plug the power adapter into a power outlet.

   Note: We recommend that you use the included power adapter when setting up your device. Although some TVs have powered USB ports, there may not be enough power for Fire TV Stick to work properly. Do not connect Fire TV Stick through an unpowered HDMI hub or switch, as this can affect the device's performance.

2. Connect to your TV — Plug your Fire TV Stick into an available HDMI port on your TV. We recommend using the included HDMI extender or adapter to make sure that your Fire TV Stick fits securely into your TV.

   Tip: Remember which HDMI port you used to connect your Fire TV Stick. You must select the corresponding input channel on your TV for the next step.

3. Select the input channel for your Fire TV Stick — Turn on your TV and select the HDMI input channel for the port you used to connect your Fire TV Stick. A loading screen appears with the Fire TV Stick logo.

SETUP continued

4. Set up your remote — Insert the included batteries into your remote. Use your thumbs to apply pressure on the "arrow" on the back of the remote. Press up until the entire back cover slides up slightly.

Back of Remote Control

5. **Pair your remote** — After you insert the batteries, your remote automatically pairs with your Fire TV Stick. If your remote doesn't pair right away, press and hold the **HOME** button for up to 10 seconds to send it to "discovery mode" so you can complete the pairing process.

   Tip: Remember which HDMI port you used to connect your Fire TV Stick. You must select the corresponding input channel on your TV for the next step.

6. **Connect to the Internet** — Follow the on-screen instructions to connect your Fire TV Stick to the internet, via a Wi-Fi connection.

7. **Register your device** — Follow the on-screen instructions to register your Fire TV Stick to your Amazon account.

   Registration connects your device to your Amazon account so you can access and manage your content. It also makes sure your Fire TV device has access to the latest software and features available.

   As part of first-time setup, you see on-screen instructions on how to register your device by entering your Amazon account information.

   If you are receiving a password error or if you've forgotten your password, you can request a personalized "password reset" link.

   You can also view or change the account your device is registered to from **Settings**.

REGISTER / DEREGISTER YOUR DEVICE

A. Select **Settings** from the Fire TV menu.

B. Go to **My Account.**

C. Register your device.

If your device isn't registered, a Register option displays on this screen. Select **Register** and enter your Amazon account information when prompted.

D. Deregister your device

If your device is currently registered, the name associated with your account displays in this section. If you select it, you see a Deregister option you can use to connect your Fire TV device to a different Amazon account.

After you deregister, it prompts you to register again by entering your preferred Amazon account information.

If you received your device as a gift, it may need to be deregistered if the gifter did not select "this is a gift" at checkout. Once deregistered, you can re-register the device to your Amazon account using the above information.

Note: When you deregister, all of your Amazon content is removed from your device, and many Fire TV features will no longer work.

8. Get started — After you complete setup, a quick "Welcome" video shows tips on how to use your Fire TV Stick. That's basically all you have to do in order to set up the Fire TV. You will then need to go to the APP Store:.

8. Enter the name **Quadro**, select the

Q tv From Quadro
MobiTV Inc. · Entertainment

Select Q tv From Quadro app and install it. Once the app is installed, you will launch the app, you will then need to enter your Username and Password. Now you are ready to experience "Next Generation Video Entertainment."

KNOW YOUR REMOTE

SET UP YOUR APPLE TV

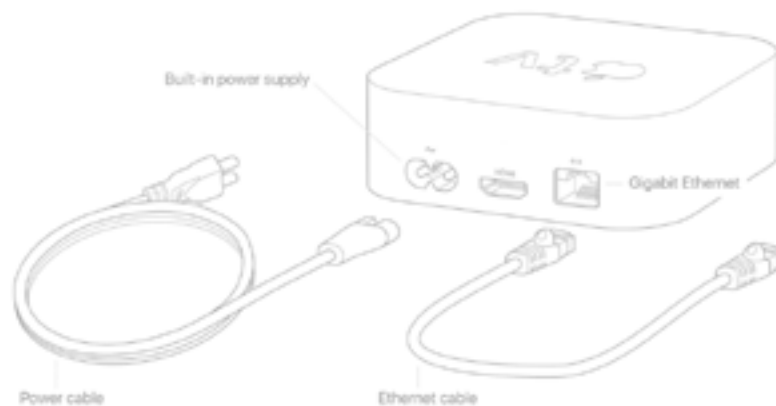To get started with your Apple TV, follow these steps:

HERE'S WHAT YOU NEED

- An Apple TV 4K or Apple TV (4th generation)
- Personal Internet
- A TV or other display with an HDMI port
- An HDMI cable (Apple recommends using an HDMI 2.0 or later compatible cable)

If you get stuck on a step, or want to step back, press **Menu**. To start over at any time, unplug your devide from power, then plug back in.
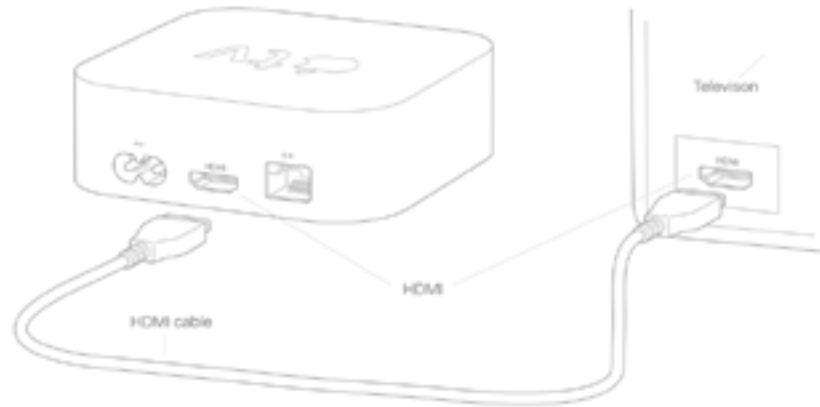
PLUG INTO POWER

Plug your Apple TV into power. If you want to connect to the Internet using Ethernet, connect your Apple TV to your router with an Ethernet cable. (Wi-Fi setup comes later.)

CONNECT TO YOUR HOME THEATRE DEVICES

With an HDMI cable, plug your Apple TV directly into your television. On Apple TV 4K, make sure that you're using an HDMI 2.0 or later cable. Or, if you use a receiver or HDMI switchbox, use an HDMI cable to plug your Apple TV directly into your receiver or switchbox. If you're connecting an Apple TV 4K to a receiver, make sure that it also supports HDMI 2.0 or later. Then use a second HDMI cable to connect the receiver or switchbox to your television.
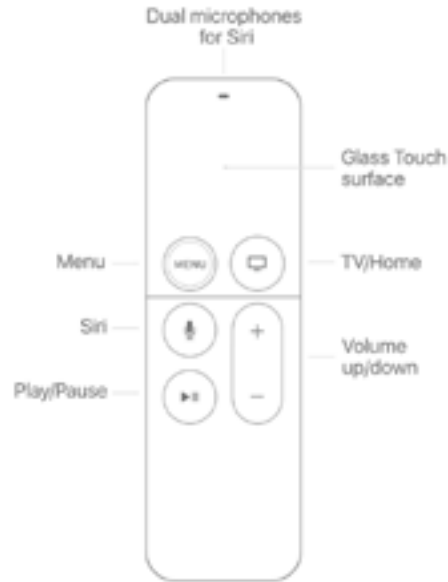
TURN ON YOUR TELEVISION TO FIND THE SETUP SCREEN

Turn on your television (and receiver or switchbox) to see the Apple TV setup screen.

Don't see the setup screen? On your television, check that you selected the same input that you connected your Apple TV to. For help, use your television manual. the receiver or switchbox to your television.

CONNECT YOUR REMOTE

To connect your devices, press to click the Touch surface of your remote. Need help? If your remote won't connect, press and hold the **Menu** and **Volume Up** buttons for five seconds. Or if a message says that you aren't close enough, set your remote on top of your Apple TV.

PICK LANGUAGE SETTINGS

Swipe on the Touch surface of your remote to find your language and country or region. To choose an option, click the Touch surface. If you see the wrong language, press the **Menu** button to return to the previous screen and try again. Or, if you want to start over, unplug your Apple TV from power, then plug it back in.

If asked, choose whether to use Siri.

GET HELP

- If you get stuck, press the **Menu** button on your remote to return to the previous screen.
- If your remote won't respond, press and hold the **Menu** and **Volume Up** buttons for two seconds.
- If your Apple TV won't respond or you get stuck during setup, unplug it from power, then plug it back in.
- If you have other issues, contact Apple Support.

SET UP USING YOUR IPHONE OR OTHER DEVICE

To transfer settings from your iOS device to your Apple TV, like login information for iTunes, iCloud, and Wi-Fi, choose **Set Up with Device**. Follow the onscreen steps on your iOS device and Apple TV.

If you have issues with the "Set Up with Device" process, press **Menu** on your remote to return to the previous screen and choose **Set Up Manually**.

GET THE MOST OUT OF YOUR TV

If you have an Apple TV 4K connected to a 4K television that supports HDR or Dolby Vision, you may be prompted to run a short display test for these formats. Follow the onscreen instructions to run the test, and confirm that you have a clear picture.

SET UP ONE HOME SCREEN ACROSS EVERY APPLE TV

One Home Screen keeps your apps and Home screens the same across every Apple TV you own just by signing into iCloud. If you see a message that asks if you want to use One Home Screen, choose **Match Home Screens**. If you choose **Not Now**, you can turn it on later in Settings > Accounts > iCloud > One Home Screen.

FINISH UP

Finish the on screen steps to choose settings for Location Services, screensavers, and analytics sharing. Then you can open the App Store from your Home screen to find and download the **Q tv Fron Quadro**, App.

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Once the app is installed, you will open the app, you will then need to enter your Username and Password. Now you are ready to experience "Next Generation Video Entertainment."

IOS AND ANDROID MOBILE DEVICES

iOS devices running iOS 10 or later and Android devices running Android 7.0 or later are compatible with the **Q tv From Quadro** App.

INSTALLING THE **Q tv** APP ON AN APPLE DEVICE

1. From your iOS device, open the App Store.
2. Select **Search** and enter **Quadro**.
3. Select the **Q tv from Quadro** App.
4. To begin downloading, select **Get**.
5. Enter the password for your Apple ID, if requested.
6. When the download completes, open the application and sign in.

INSTALLING THE **Q tv** APP ON AN ANDROID DEVICE

1. Go to your Home screen.
2. Tap the Google Play Store icon.
3. Go to **Search,** and type **Quadro**.
4. Tap the **white Q tv** icon.
5. Tap the **Install** button, then confirm by tapping **OK**.
6. When the download completes, open the application and sign in.

WEB INTERFACE

Q tv From Quadro can also be streamed to most popular browsers including Chrome, Edge/IE, Firefox, and Safari. To sign-in to the web interface:

1. Type **www.quadrotv.net** into your search engine.

2. When your sign up for an account, an email will be sent to the address provided with a password for the **Q tv** from Quadro App.

3. Sign in to the Q tv From Quadro App — Use the provided credentials to login.

4. You are now ready to enjoy your streaming experience.

TROUBLESHOOTING

POOR RECEIVER SIGNAL STRENGTH

1. Move the receiver closer to the wireless access point.

2. Move the receiver to minimize the solid material, especially glass and metals, between the access point and receiver.

3. Reboot the access point. This will cause the device to recheck the RF environment and choose the wireless channel with the best performance.

4. Perform factory reset and setup procedure on access point.

5. Perform factory reset and setup procedure on receiver.

6. Replace access point.

7. Replace receiver.

INTERMITTENT VIDEO ISSUES

1. Reboot all devices.

2. Run speed test at receiver location to check for issues.

3. Perform factory reset and setup procedure on access point.

4. Perform factory reset and setup procedure on receiver.

5. Replace access point.

6. Replace receiver.

FIRE TV FACTORY RESET PROCEDURE

1. Choose **Settings** from the home scree, next select **System**, and **Reset to Factory Defaults.**

2. A dialog will appear asking you to confirm, choose **Reset.** The process should take 5-10 minutes to complete.

3. The device will have to be setup again and the customer's amazon account information will have to be reentered.

APPLE TV FACTORY RESET PROCEDURE

1. Select **Settings** (the icon that looks like a cog) from the home screen, then **System**, and **Reset**. On Apple TV 4K or Apple TV 4th generation or later choose the **Reset** and **Update** option. On older devices choose the **Restore** option.

2. The device will have to be setup again and the customer's Apple ID will have to be reentered.