

**IMPORTANT ADVICE:****USE MULTIPLE ADD-ON'S IN KODI**

This is one of the most important pieces of advice we can give. We know that add-ons like Genesis and Phoenix are some of the best and most consistent add-ons. However, add-ons go down all of the time and no add-ons are immune to this, even the most popular or reliable ones. If you are looking for alternatives for the ones you use now, check out our article on the best add-ons for what you want to watch. Again, we can't stress this enough, don't get married to one add-on. Get familiar with a couple of them so that you are prepared if one does go down.

**ALWAYS CLOSE KODI CORRECTLY**

Kodi is amazingly diverse and capable program that can perform all kinds of different functions. From playing movies and songs from a local network, to streaming unlimited content, it's amazing. Like any other program though, it does have its quirks. One of these stems from not clicking the "power" button in the lower left hand corner of the Kodi home screen. Not clicking this button causes Kodi to continue running in the background. The result of this is the dreaded "Blank Screen" in Kodi. This one is so easy to prevent. Simply click the power button, then click "exit" when the pop-up shows. This simple exit can prevent many quirks in Kodi.

**RESET YOUR ROUTER OFTEN OR USE ETHERNET IF POSSIBLE**

With so many people dependent on streaming as their only source of entertainment, WiFi connections are being tested as they never have before. The great thing is that WiFi speeds are increasing while the cost is decreasing for the most part. No WiFi connection is completely perfect and there are many variables that can affect the signal. We recommend placing your Element Android TV Box within 10 feet of your WiFi router if possible. If this is not possible, make sure your router is being reset weekly to make sure it is working efficiently. Another option is using an Ethernet connection if possible. This can eliminate the variations of WiFi. If the Element Android TV Box is your main means of entertainment, it is worth making sure it has the most reliable connection.

**KNOW THAT LIVE TV LINKS IN KODI MAY NOT ALWAYS WORK**

Live TV in Kodi is not always the most reliable source for live TV. These add-ons and links rely on links that are constantly being changed or taken down. We recommend the approach of "hope for the best, plan for the worst". The live TV streams can be great, and many of them work fine. To make sure the worst case scenario does not happen, we recommend getting an HD Antenna to supplement the streams for your Element Android TV Box. If you do not get one from us, get one! These Antennas offer amazing quality live TV and local channels that you will not find in Kodi.

**OTHER ADVICE**

Be patient when searching for the best streams. They are there, but it may take a couple of clicks to find the best one. Not all streams will be in HD. Don't be discouraged as the other options are still VERY high quality streams.

**FREQUENTLY ASKED QUESTIONS****What can I do about Buffering?**

1. Pause video for at least a minute (or watch on the TV Screen and let the buffering percentage reach 100%. At this point the video will start to play again). Go into the settings a clear out the cache.
2. Check WIFI connection or Ethernet connection. Unplug Ethernet cable and then re attached cable making sure connection is secure..
3. Reboot media player simply by unplugging unit from the wall and waiting 10 seconds to plug it back in.

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**CONTINUED ON BACK**



## FREQUENTLY ASKED QUESTIONS (CONTINUED)

**What if I click on a stream and it does not work?**

This is a common situation that is encountered when streaming videos. There are many other users around the world watching the same streams. We recommend that you try many different streams when watching your content on your Element Android TV Box. Also, please try watching the same titles in different add-ons as they pull their streams from different sources.

**What Internet speed do I need to use my Media Player?**

The Internet speed needed to view your content on the Media Player will depend on the resolution of the video you are streaming. Please reference the chart below to view the speed needed.

- Speeds Down Stream (In Megabits Per Second)
  - SD Minimum 2Mbps
  - SD recommended 5Mbps
  - HD Minimum 5Mbps
  - HD recommended 10Mbps

**Can my Media Player Remote work with my TV?**

There is a way to program the Element remote to turn on and off your TV if your TV has CEC. CEC is usually a feature on newer televisions, so please check to make sure your TV has this. If your TV does, here is how to program the remote to power the TV.

1. Hit the "set" button on the Element remote and hold it down until the white button turns red.
2. Once it turns red, hold your TV remote within six inches of the Element remote and hold down the power button.
3. Hold down the power button until the red light on the Element remote turns off.
4. Once this is done the Element remote will be able to turn on and off the TV.

**Does my Media Player get local channels?**

While you are able to live stream all of the major networks from your Element Ti4 Android TV Box, those channels are most likely not from your local area. We recommend that you get an antenna that is designed to pick up your local channels over the air.

**Can my Media Player work anywhere in the world?**

Yes, your box will work anywhere as long as you have an Internet connection and the correct power adapter. The add-ons will still be able to be used to their full potential anywhere you go.

**How do I check the speed of my Internet connection?**

The speed and reliability of your Internet connection plays a huge role in your ability to enjoy your favorite content on your Media Player. To check your Internet connection speed please use the following instructions:

1. Click the green "My Apps" tab on the home screen.
2. Click on the "Speed Test" app.
3. Click "Begin Test" on the screen and let the test run to see what speeds you currently have.

If you are getting less than the speeds recommended in the above chart there are some options you can try to help increase the speed.

1. Move your Wifi router closer to your Media Player unit.
2. Reset your Internet Modem by unplugging it for 30 seconds and then plugging it back in.
3. Contact your Internet Service Provider if you are not getting the speed for which you are paying.



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