4K Android Media Hub

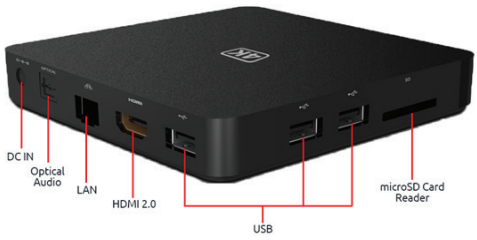
All-in-One Home Entertainment Solution

Thank you for purchasing this Merlin Product. Please read the instruction manual carefully before using the product.

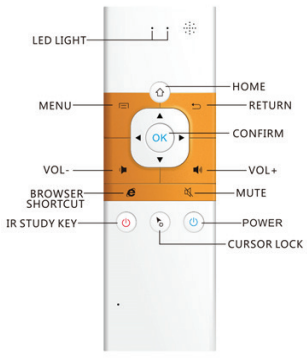
The documentation provided will allow you to fully enjoy all the features this unit has to offer.

Please save this manual for future reference.

Media Hub Interface



Remote Control Interface



Instructions

1) Place the media hub on a flat, level surface.
2) Connect the provided adapter to the 'DC IN' port at the back of the media hub.
3) Connect the included remote control's USB receiver at the back of the media hub.
4) Connect the media hub to your TV using an HDMI cable.
5) The media hub also supports optical audio for high quality digital audio output. Use an optical audio cable to connect your sound system to the media hub.
6) You can connect the media hub to your home Internet via the built-in Ethernet port or over Wi-Fi.
7) Press the "Power" key on the included remote control to turn the media hub on.
8) To navigate through the home interface, use the "Arrow" keys on the remote control or simply press the "Cursor Lock" button on the remote control to use it as a 3D mouse.
9) To select an item, press the "OK" button. And to go back, press the "Return" button.
10) To connect to the Internet, enable Wi-Fi, Bluetooth or to access the media hub's settings, go to the "Settings" section, which can be found on the home screen.
11) You can install apps from Google Play store, which can be found in the "My Apps" section on the home screen.
12) The media hub can play files from USB or microSD cards. Just insert your preferred medium in the appropriate slot at the back/side of the media hub.
13) To access files on your connected USB drives or microSD cards, use the "File Manager" app, which can be found in the "My Apps" section on the home screen.
14) To take a screenshot of the current screen, press the "Camera" icon displayed on the bottom of the screen.
15) To return to the home screen at any time, press the "Home" key on the remote control or the "Circle" icon displayed on the bottom of the screen.

Maintenance

1) Do not apply excessive force when inserting or removing cables and other peripherals.
2) Connect cables, drives, and cards in the right direction.
3) Do not pour water or other liquids on the device.
4) Use only the included adapter to power the device.
5) Ensure that the device is properly ventilated.
6) Do not try to disassemble the device. It has no user-serviceable parts.
7) Avoid dropping the device or placing heavy objects on it.

FAQ

Q) The media hub is not powering up.
A) Check if the DC adapter is properly connected to the media hub. Press the "Power" key on the remote control to turn the media hub on.

Q) The display is not working.
A) Check if your TV is turned on and the appropriate input (HDMI) selected. Ensure that the HDMI cable is properly connected to the media hub and your TV.

Q) There is no audio from the Optical Audio output.
A) Ensure that the optical audio cable is properly connected to your audio system and the media hub, and that the proper input channel (S/PDIF) is selected in your audio system.

Q) The media hub is not responding.
A) Wait for a few minutes to see if any running app is causing the media hub to be unresponsive. If the problem persists, remove the DC adapter cable from the media hub and reconnect it.

Q) There is no audio while playing certain video files.
A) Certain audio codecs may not be supported by the media hub. Try converting the file to a common video format before playing it in the media hub.

Q) The media hub won't read some of my USB drives.
A) The drive format may not be supported by the media hub.

Q) The media hub loads certain files with a delay.
A) Files with huge size or high-resolution format files may take a while to be loaded.

Q) There is no display on my TV and the LED in front of the media hub keeps blinking.
A) Disconnect the power adapter from the media hub and wait for 30 seconds before restarting the device. Ensure that the HDMI cable is properly connected to the TV as well as media hub.

LIMITED WARRANTY

Merlin Products are covered by a limited one-year warranty policy. If the product suffers from a manufacturing defect, the customer will receive a replacement if claimed within 15 days of the purchase date. Otherwise, the product will be inspected for possible repair options. The product will either be repaired and returned free of charge, or replaced. All repair services past the one-year warranty period will be charged for any repairs that need to be made.

If the client is located outside the UAE, or is otherwise unable to personally deliver the defective product to our service center or retail outlets, he/she may send it via post at his/her own cost. The repaired/replaced product will then be returned to the client via courier mail at Merlin's cost, as long as the warranty period is still active.

Important: This limited warranty DOES NOT COVER normal wear and tear, accidents, damage during transit, misuse, abuse or neglect. Attempting to disassemble the unit will render the warranty null and void.

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Contact our support staff for troubleshooting and any other enquiries relating to your Merlin product by sending an email at **support@merlin-digital.com** and your issue will be resolved within 48 hours.

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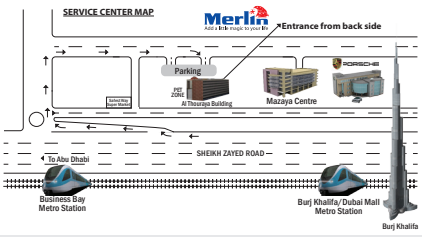

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