

# vSeeBox Beginner's Guide

**Please take the time to review ALL the INFO below if this is your first vSeeBox.**

If you need help with anything not covered, feel free to message one of us — We will do our best to assist or track down the answer for you.

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If you or someone you know is interested in purchasing additional boxes, please contact us directly for best price.

While we do have a website — <https://vSeeBoxChicago.com> — we sell privately to offer better, more competitive pricing for our customers and ship anywhere in the US. Per vSeeBox Sales Rules we are not allowed to publicly advertise pricing below MSRP. This is why you contact us offline for the best price.

**Important:** Please avoid purchasing vSeeBox devices from Amazon, Walmart, NewEgg, eBay, Facebook Marketplace, or any seller listing below the retail price. These boxes often run the risk of being locked by the manufacturer, who actively monitors and disables units sold publicly at discounted prices. Additionally, these sellers typically offer no customer support, unlike us.

Thanks again — enjoy your vSeeBox!

## **vSeeBox Initial Setup: Read all pages before installation.**

1. Turn on your TV and set the input to the HDMI port to which you will connect your vSeeBox.
2. Connect your HDMI cable to the correct input on the TV and then to the vSeeBox.
3. Connect to the Internet:

🔗 If you have an Ethernet cable connected to your modem or router, you can hardwire the vSeeBox for a more stable internet connection.

☒ Alternatively, you can use a Wi-Fi connection.

☒ You do not need a VPN service for these devices as long as you are using the default Heat Apps. You should use a VPN if you are planning to download 3<sup>rd</sup> party Apps.

4. Plug in the power cord. The vSeeBox will automatically power on.

5. Install two batteries into the remote:

☒ V5 Pro - The back cover does not slide open. Instead, pry the cover up from the open slot using your fingernail.

☒ When reinstalling the cover, line it up properly and push down on all sides and edges until it snaps securely into place.

6. Pair the remote:

☒ The TV will display the vSeeBox boot-up logo and prompt you to link the remote.

☒ Press and hold the OK button and Volume Down at the same time.

☒ The TV will indicate once the remote has been successfully connected.

7. Note:

☒ The remote uses Bluetooth, so it does not require a line of sight.

☒ You can place the vSeeBox inside a cabinet or mount it behind the TV.

8. Select your language.

9. Adjust the screen ratio, then press the OK button.

10. Select your time zone.

11. Agree to the Disclaimer Notice.

12. Connect to Wi-Fi (if not using Ethernet):

☒ Select your router and enter your Wi-Fi password.

13. Firmware Update:

☒ If prompted to upgrade to a new firmware version, select Yes.

☒ This process may take a few minutes. It may appear to be stuck at 99% but wait for it to complete.

#### 14. Resetting Application and Database:

☒ After the firmware update, the TV screen will say “Resetting application and database.”

#### 15. Main Menu:

☒ When complete, the main menu will appear.

☒ Wait 30–60 seconds for the main applications to start downloading automatically.

☒ Let them fully download before proceeding.

#### 16. Setup Complete:

☒ Setup is complete when the main screen displays all the applications.

**Additional Tips:** Always ensure internet speed is above 25 Mbps. Clear the cache weekly.

Restart your modem monthly—power off your vSeeBox when not in use to extend its lifespan.

### Application Overview

Top Row of Applications:

☒ Standard apps like YouTube, Netflix, Prime, etc.

☒ It’s recommended that you **do not use** these because they are not fully supported.

You can try, but sometimes they do not work correctly. There is no need, as you can watch any show or movie through the Heat application.

## **Second Row of Applications:**

? **Heat Live:** Main live TV service app; 95% of your channels are located here.

? **Live Ultra:** Primarily for local channels not available in Heat Live. Allows pausing and rewinding live TV, although it can be finicky.

? **Heat VOD:** Main app for TV series and movies.

? **Heat VOD Ultra:** Additional TV series and movies; use if you can't find something in Heat VOD.

? **Heat Live Backup:** A backup of Heat Live, to be used if issues arise with the main Heat Live app.

**Important:** When you first open each application, it will ask for permission to access your photos. Select Yes. Denying permission could cause issues with the application.

## **Voice Command Setup**

- Initialize the voice command button within each app.
- Press the voice command button (above the mute button with blue, red, and yellow symbols).
- A menu will appear—select the first option to always use for this app.

You can now press the voice command button and:

- Speak the name of a channel in Heat Live or Live Ultra.
- Speak the title of a TV series or movie in Heat VOD or Heat VOD Ultra.
- Note: If the voice command icon displays when you press the button, but it indicates that it cannot hear you, then you need to reboot the device—disconnect the power cord and then reinstall it.

Note: The name must be spelled exactly. Example: "Mission Impossible" won't work, but "Mission: Impossible" will.

- In Heat VOD, you can only search by title.

- In Heat VOD Ultra, you can also search by actor or actress names, and all the movies they appeared in will be displayed.

### **Heat Live & Heat Live Ultra Tips**

- Press the OK button to open the channel guide.
- To favorite a channel:

🔗 Backlit Remote use FAV button

🔗 Navigate to the channel using the arrow buttons.

🔗 Highlight the channel, hold down the OK button, and a heart icon will appear.

🔗 To remove a channel from favorites, highlight it again and hold down OK until the heart disappears.

- Favorite channels will be listed in the Favorites section on the left-hand side of the channel guide.

- Playback Channels:

🔗 Channels with a circular arrow icon around a play button allow you to go back and watch any show from the past 7 days by selecting the date and time slot.

### **Heat VOD & Heat VOD Ultra Tips**

- If you encounter an issue playing a show or movie:

🔗 Press the Arrow Up on the remote.

🔗 A menu will appear, allowing you to select a different server to view the video from.

## **vSeeBox Common Troubleshooting Tips**

### 1. Cursor on Screen:

🔗 Press the "Cursor" button (computer mouse symbol) once to deactivate cursor mode.

### 2. Internet Speed Numbers on Screen:

🔗 Press the "Menu" button, go to "Settings," and uncheck "Make Internet Speed Visible."

### 3. Freezing on Heat VOD/Heat Ultra:

🔗 Change servers in Heat VOD via the menu button. Press the up arrow.

🔗 In Heat Ultra, press the up arrow to adjust video quality (Best, High, Normal).

### 4. Freezing on Heat Live or Heat VOD

🔗 Clear Cache:

§ V2, Max, Elite, V5: Go to System Settings → Device Preferences →

Storage → Internal Shared Storage → Cached Data → Clear Cache.

§ V3 Pro, V3 Plus, V3 Prime, V6 Plus: Go to System Settings → Apps → Clear

Cache (be careful not to clear data).

🔗 Add your MAC address for your box to your router's firewall settings to give it full access.

### 5. Program Remote to TV:

🔗 Follow instructions on the back of your remote or:

Press and hold the Power button for 5 seconds. The LED goes from blinking to solid this means you

have entered Learning Mode. Press the key to be Programmed → LED will blink slowly, this means it

is ready to program → Face the Remotes towards each other (less than 3cm) → Press the button on

your previous tv remote you want to pair → If paired correctly the LED will flash 3 times. → Repeat

this operation for each button you would like to program.

<https://youtu.be/A23hMzYxNxl>

🔗 Holding the “OK → Volume Down” on ANY remote will emit the Bluetooth signal and make it

appear in “add new devices”

#### 6. Saving Favorite Channels:

🔗 Highlight the channel, hold the OK button for 2 seconds until a heart icon appears.

#### 7. Heat App Updates and Unknown Sources:

🔗 Always install Heat updates.

🔗 Allow installation of unknown sources via System Settings → Device Preferences  
→ Security & Restrictions.

#### 8. If the Mouse Icon appears on the screen:

🔗 Click the remote button just under the red power button.

#### 9. Box Restarting or Boot Loop:

🔗 Check and reseal the power connection.

🔗 Try a different power outlet.

🔗 Replace the power supply (Universal 5V/2A).

🔗 Disable "Simplink"/"CEC" in TV settings if using LG or Samsung TVs.

🔗 Settings, extra settings, power key definition, change it to suspend.

#### 10. Voice to Text Not Working in 3rd Party Apps:

🔗 Click the microphone symbol on the on-screen keyboard; only Heat apps use the remote microphone button directly.

#### 11. Green Screen or No HDMI Connection:

🔗 Try a different HDMI input or replace the HDMI cable with an 8K cable.

#### 12. Black Screen, flickering, or other display issues while watching:

🔗 Resolution mismatch between the box and the TV. Settings→Device

Preferences→Display & Sound→Advance Display Settings→HDMI Ouput Mode

### 13. Audio Cutting In and Out:

🔗 For Vizio/Samsung TVs, turn "Volume Leveling" off in the TV's audio settings.

### 14. Remote Keeps Asking to Pair:

🔗 Go to System Settings → Bluetooth → Paired Devices → Unpair "vSeebox Remoter" – Restart

the box

🔗 Go to System Settings → Bluetooth → Paired Devices → Pair "vSeebox Remoter"

🔗 Re-pair using OK + Volume Down buttons.

🔗 Make sure the box is updated.

🔗 If that doesn't work, the remote could be bad.

### 15. The Sound Constantly Raises and Lowers:

🔗 Make sure sound leveling is turned off on your TV settings.

🔗 Ensure the HDMI cable is fully inserted.

### 16. Are any of the Heat Apps not Opening?

🔗 Clear cache / Uninstall app / Reset/update launcher / Reinstall the app.

🔗 Update your launcher application at the bottom of the main menu screen.

### 17. Buffering Tips:

🔗 Clear Caches / Reboot Box

🔗 Reboot your router and modem

🔗 Try Ethernet hardwire (This will determine if you have an issue with your Wi-Fi)

🔗 Use the "Internet Speed Check" app on the main screen to test speed.

🔗 If you use a VPN, you can switch it on / off if it makes a difference.

🔗 Choose a higher internet connection speed from your internet provider.

🔗 Upgrade your Wi-Fi device. You could have an older device with low speed.

## 18. Any Extended Issues with the Apps:

- ❓ Clear your data (note: this will delete your favorites) and cache.
- ❓ Update your launcher application at the bottom of the main menu screen.
- ❓ Uninstall the affected application.
- ❓ Reinstall the application.

## 19. VPN

- ❓ VPN is not recommended unless your using an Elite Ultra.
- ❓ Proton is the suggested VPN if one is needed.

## 20. Change order of Apps

- ❓ To move the order of apps in the “Apps” section. Long Press “OK” → Let Go → move the App where you want it in your Apps section → repeat for all apps. → When completed push the back button twice.
- ❓ Only works in the “Apps” section. Does not work in the “Recommend” Section.