Longtv

LVM

Wi-Fi

Set Top Box
USER GUIDE

HDR 4K 60FPS

1. What's in the Box

- Please check the accessories before setting and connecting.:

User Manual

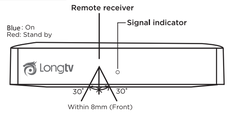
Power Adapter

2 x AAA Batteries

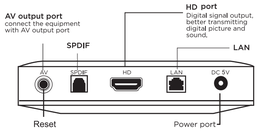
Remote Control

2. LongTV at a Glance

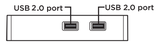
1 Front panel



2 Back panel

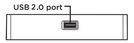


3 Side panel



OTG

Side panel



3. Remote Control

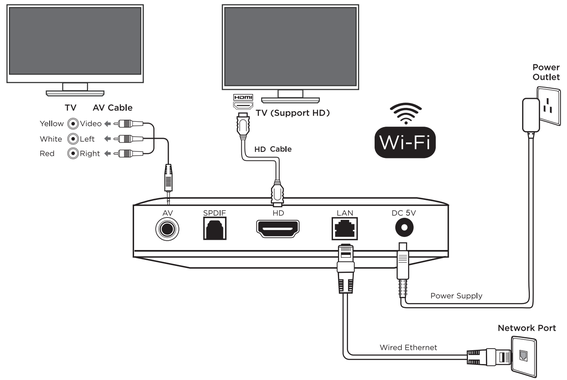
- ON/OFF button
- Home / Main menu
- Back / Previous page
- OK Press 'OK' to confirm
- Menu
- Mute/unmute
- − + Decrease/Increase volume
- Mouse mode

Navigation key

- ◄ ► Press to navigate move left/right
- ▲▼ Channel selection, or press to navigate move up/down

4. Setting up LongTV

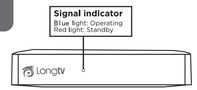
Connections



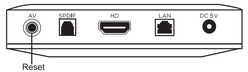
5. Power ON/OFF

Press [⏻] to switch ON/OFF.

To **RESTART**, press the power button to switch **OFF** and then **ON** again. Or remove the power supply and plug in again.



To **RESET**, press the power button to switch **OFF** and then **ON** again. Hold the **RESET** button for 10 seconds.



*Note:
1. Low power consumption when the device is in standby mode.
2. Fast booting.

6. Troubleshoot

Question Classification	Possible Questions	Approach
Power Supply	Hardware is not responding even with power adapter connected.	Check if power outlet is being switched on and power adapter is properly connected.
Remote Control	Remote control not responsive.	Check batteries. Press the 'mouse' button to start navigating.
Network Connectivity (LAN cable / Wi-Fi)	Screen shows 'Service unavailable' or cannot launch applications even icon shows network connected.	Possible network congestion. Check network service or restart internet router. If connected to LAN cable, check LAN signal or try with Wi-Fi. Place the set top box not too far from your internet router.
	Slow video buffering problems, video stop playing randomly.	Quit video and play again. If the problems continue, check network service or restart internet router. If connected to LAN cable, check LAN signal or try with Wi-Fi. Place the set top box not too far from your internet router.
Software / Application / USB Device	Applications cannot be downloaded or installed.	The Remote Control comes in the box are not designed for use with any software not authorized by LongTV. LongTV is not responsible for any problems occur for the use of such software, modifications or non-licensed accessories.
	Unable to access installed applications.	
	Content in the applications not readable.	
	Unable to play content from a USB device.	

7. Specifications

Products name	LongTV (set-top box)
Model	LVM
Connector	• AV output x 1 • DC x 1 • HD x 1 • SPDIF x 1 • USB2.0 x 3 • LAN (10/100/1000 Ethernet) x 1 • Wireless IEEE 802.11a/ b/g/n, 802.11ac x 1
Power Supply	Input: AC110~240vac 50Hz/60Hz DC output: 5V/2A Please take off the power supply when thunder comes.
Power Comsumption	Power ≤ 10W (ON) Power ≤ 1W (Standby)
Environmental Condition	Operating temperature: 0℃~40℃ Permissible relative humidity: 10% ~ 80% (Shall not be dew)
Dimension	108 x 108 x 24 mm
Weight	0.4Kg

Remote Control

Dry Battery	AAA Dry Battery x 2
Operating Distance	Less than 8 meters (The distance to frontage of objects)
Operating Range	About 30° from left and right, about 20° from up and down
Weight	0.1kg (include dry battery)

8 . Maintenance and Warranty

In case of damage to the case, please note the following:

- Please don't use volatile matter like insecticide, gasoline, and diluent, etc; or else, may lead to material deterioration, shed of painting.
- Don't contact with rubber or plastic product for long; or may leave trace.
- Please use soft cloth to clean dirts gently. If situation is serious, put the cloth into neutral detergent diluted with water, dry it, and clean the dirts.
- When cleaning with chemical cloth, please follow instructions on the label.

8 . Maintenance and Warranty

Maintenance Regulations:

Warranty Period of this product is 12 MONTHS from the date of original retail purchase. LongTV warrants this hardware product and its accessories contained in the original packaging against defects in materials and workmanship when used normally in accordance with LongTV's published guidelines during the Warranty Period. LongTV's published guidelines include but are not limited to information contained in technical specifications, user manuals and service communications.

WHAT IS NOT COVERED BY THIS WARRANTY?

This warranty does not apply to any non-LongTV branded hardware products or any software, even if packaged or sold with LongTV hardware ("Product"). Manufacturers, suppliers, or publishers, other than LongTV, may provide their own warranties to you but LongTV, in so far as permitted by law, provides their products "AS IS". Software distributed in the Product with or without the LongTV brand (including, but not limited to system software) is not covered by this warranty. Please refer to the consumer agreement accompanying the software for details of your rights with respect to its use. LongTV does not warrant that the operation of the Product will be uninterrupted or error-free. LongTV is not responsible for damage arising from failure to follow instructions relating to the products' use.

This warranty does not apply: (a) to consumable parts, such as batteries, unless failure has occurred due to a defect in materials or workmanship; (b) to cosmetic damage, including but not limited to scratches, dents and broken plastic on ports; (c) to damage caused by use with another product; (d) to damage caused by accident, abuse, misuse, liquid contact, fire, earthquake or other external cause; (e) to damage caused by operating the Product outside LongTV's published guidelines; (f) to damage caused by service (including upgrades and expansions) performed by anyone who is not a representative of LongTV; (g) to an LongTV Product that has been modified to alter functionality or capability without the written permission of LongTV; (h) to defects caused by normal wear and tear or otherwise due to the normal aging of the Product, or (i) if any serial number has been removed or defaced from the Product.

Need assistance?

Contact LongTV for product inquiries, technical support and service.

1-300-88-8880 +60111-0919 888 wecare@long.tv

For more information, visit us:

my.long.tv long.tv.official

Caution:

Note : Cet appareil est conforme à la Partie 15 des règlements de la FCC et aux normes RSS de l'Industrie du Canada. Son fonctionnement est soumis aux deux conditions suivantes : (1) cet appareil ne doit pas causer des interférences nuisibles, et (2) cet appareil doit accepter toute interférence reçue, y compris les interférences qui peuvent provoquer un fonctionnement indésirable.

Le fabricant n'est pas responsable des toutes interférences radio ou télévision causées par des modifications non autorisées apportées à cet appareil. De telles modifications peuvent empêcher l'utilisateur d'utiliser l'appareil.

Le présent émetteur radio (identifier le dispositif par son numéro de certification ou son numéro de modèle s'il fait partie du matériel de catégorie II) a été approuvé par Industrie Canada pour fonctionner avec les types d'antenne énumérés ci-dessous et ayant un gain admissible maximal. Les types d'antenne non inclus dans cette liste, et dont le gain est supérieur au gain maximal indiqué, sont strictement interdits pour l'exploitation de l'émetteur.

Antenna Type	Max. Antenna Gain(dBi)
internal permanent antenna	0

This device complies with Part 15 of the FCC rules and Industry Canada license-exempt RSS standard(s). Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

The manufacturer is not responsible for any radio or TV interference caused by unauthorized modifications or change to this equipment. Such modifications or change could void the user's authority to operate the equipment.

This radio transmitter (identify the device by certification number or model number if Category II) has been approved by Industry Canada to operate with the antenna types listed below with the maximum permissible gain indicated. Antenna types not included in this list, having a gain greater than the maximum gain indicated for that type, are strictly prohibited for use with this device.

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

-- Reorient or relocate the receiving antenna.

-- Increase the separation between the equipment and receiver.

-- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
-- Consult the dealer or an experienced radio/TV technician for help.

The device has been evaluated to meet general RF exposure requirement.

To maintain compliance with FCC's RF exposure guidelines, this equipment should be installed and operated with a minimum distance of 20cm between the radiator and your body.