VENUEx

Ultimate Streaming Media Player

User Manual

Made By

XCINEX™

VENUE™

The Ultimate Streaming Media Player

A - Privacy lens cover

B - TV mounting lip

C - TV mounting hinge

D - Power

E - HDMI

F - Ethernet

G - USB3.0

H - Microphone array

HDMI® HIGH-DEFINITION MULTIMEDIA INTERFACE

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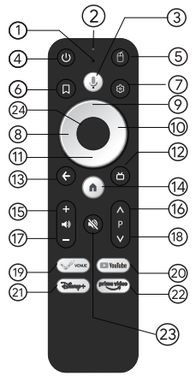

1. Microphone
2. Indicator Light
3. Google Assistant
4. Power On / Off
5. Mouse
6. Bookmark
7. Settings
8. Navigate to Left
9. Navigate to Up
10. Navigate to Right
11. Navigate to Down
12. Live TV
13. Return
14. Shortcut Key to Home Page
15. Volume Up
16. PAGE+
17. Volume Down
18. PAGE -
19. Quick one-clik access to VENUE
20. Quick one-click access to YouTube
21. Quick one-clik access to Disney+
22. Quick one-click access to Prime Video
23. Mute
24. OK/Confim/Enter button

Power Adapter,and HDMI Cable Included.

Please read the user manual carefully and keep it in a safe place for reference.

Moisture Warning

To prevent fire, electric shock and damage to product, do not let the VENUEx streaming player come into contact withrain, moisture or liquid. To ensure proper ventilation, mount the VENUEx player as recommended; centered on top of the television or display.

VENUEx Mounting Instructions

For optimal performance, you will need to mount the VENUEx player centered on top of your television or display.

Use the adjustable hinge to ensure a snug fit. Connect the HDMI cable and the power adapter. Once the VENUEx player is powered on, follow the prompts of the setup tutorial to calibrate your VENUEx player. A one time calibration is required for an uninterrupted premium experience.

Powering Your VENUEx

Do not over-voltage or use a third party power adapter.
Doing so can cause damage to the player and even fire.
Connect the power cord correctly and make sure the cord is undamaged and doesn't have any exposed wires. If you' re not going to be using the player for a long period of time, unplug it from power to avoid risk of damage to the player or a fire.

Cleaning Instructions

Unplug the Venue player from the power outlet before cleaning. Use a lightly damp cloth or rag to gently clean the player. Do not use solvents or chemicals, which may cause damage to the player.

If any components need to be replaced, make sure to use only authorized components. Otherwise, you risk damaging the player, causing a fire and voiding your warranty.

Troubleshooting Your VENUEx

Opening the player and trying to repair it yourself will void the warranty of your VENUEx player.
If you' re having issues, try the basic solutions listed below:

Problem	Solution
No Power	-Check to see if power cord is plugged in correctly . -Press power on the device remote.
No Picture	-Check to see if HDMI cord is plugged in correctly. -Check if TV/Display is working.
No Sound or Distorted Sound	-Adjust volume on player remote. -Adjust volume of TV/Display. -Check to make sure speakers are connected correctly.
Player does not respond to remote functions	-Re-sync the BT remote by pressing and holding Enter and Volume Down together. -Aim remote directly at sensor on front of player. -Reduce your distance to player. -Replace batteries in player remote. -System crash possible. Restart system by unplugging power.
TV screen is black or blank with no images being displayed	-Check that player is plugged into the power. -Press the power button on player remote. -Check to make sure TV/Display is turned on and working. -Make sure HDMI cable is connected to TV and player. -Make sure TV/Display is switched to correct HDMI input.
Player is incorrectly counting number of viewers	-Check to make sure the optic on the player are clean. -Ensure nothing is covering the optic on the player. -Check to make sure the player has been mounted correctly. -Ensure the player is connected to the internet

If the troubleshooting tips and solutions don't solve the issue, please email techsupport@xcinex.com

Limited Warranty

Your VENUEx player comes with a 90 day limited warranty.
For any reason, if your VENUEx player doesn't work properly, XCINEX will replace the device at no cost to the member. Members can login on the member portal and submit a support ticket online at www. venue. stream.

Refund Policy

Customers who can provide a copy of their receipt have 30 days from the date of purchase to receive a full refund no questions asked. Refunds will be processed within 24 hours.
Typical refund time is between 7-10 days. Please check with your financial institution to get an idea of when the refund will post to your account.

Quick Setup Guide

1. Unbox VENUEx player and read through the user manual.	2. Mount VENUEx player centered on top of TV or display device.
3. Connect the power and HDMI cables provided with the VENUEx player.	4. Put the provided batteries into the VENUEx remote controller.
5. Make sure your TV/display device is turned on and switched to the correct HDMI input. We recommend using HDMI 1.	6. Turn on your VENUEx player using provided remote and follow the prompts to setup network connection.

Made by:

XCINEX™

XCINEX Corporation
https://www.xcinex.com

info@xcinex.com
+1 (415) 779-4024

FCC Statement

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 hamful interference in aresidential 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 tuning 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 outet on a circuit diferent from that to which the receiver is connected.

-Consult the dealer or an experienced radio/TVtechnician for help. To assure continued compliance, any changes or modifications not expressly approved by the party. Responsible for compliance could void the user's authority to operate this equipment. (Example-use only shielded interface cables when connecting to computer or peripheral devices).

This equipment complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:

(1) This device may not cause harmful interference.

(2) This device must accept any interference received, including interference that may cause undesired operation. FCC Radiation Exposure Statement The equipment complies with FCC Radiation exposure limits set forth for uncontrolled enviroment. This equipment should be installed and operated with minimum distance 20cm between the radiator and your body.