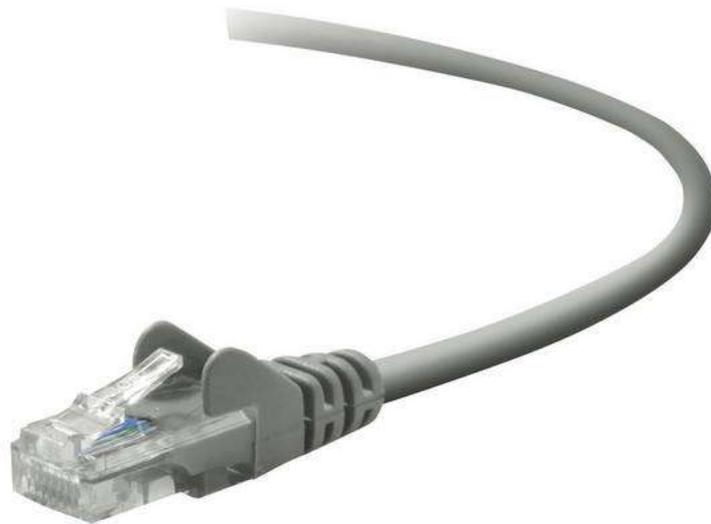


MAG 250/254/256 Factory Reset

Before Proceeding

Ensure that your MAG box is a genuine OEM Infomir branded box. There are some Chinese copies available on the market that do not allow factory resetting in the same way.

Before proceeding, it is highly recommended that you use ethernet network cable during this process to ensure your MAG box has an active internet connection.



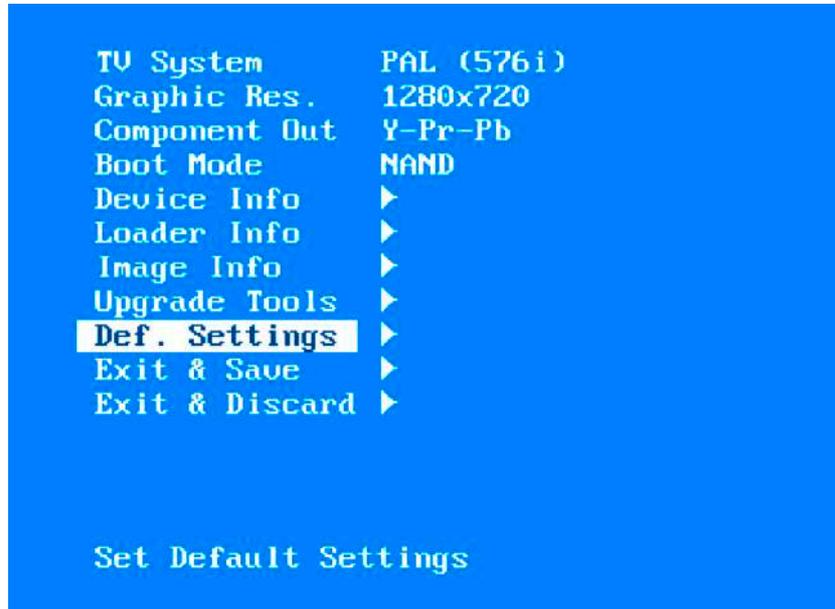
Connect one end of the ethernet network cable to the ethernet socket at the back of the MAG box, and the other end to a spare ethernet port on your internet router or cable modem.



This will ensure a fast and stable internet connect during this process, where your box will attempt to flash and upgrade its firmware via a software auto update. Failure to use an ethernet cable may result in an unsuccessful factory reset.

MAG Box Factory Reset

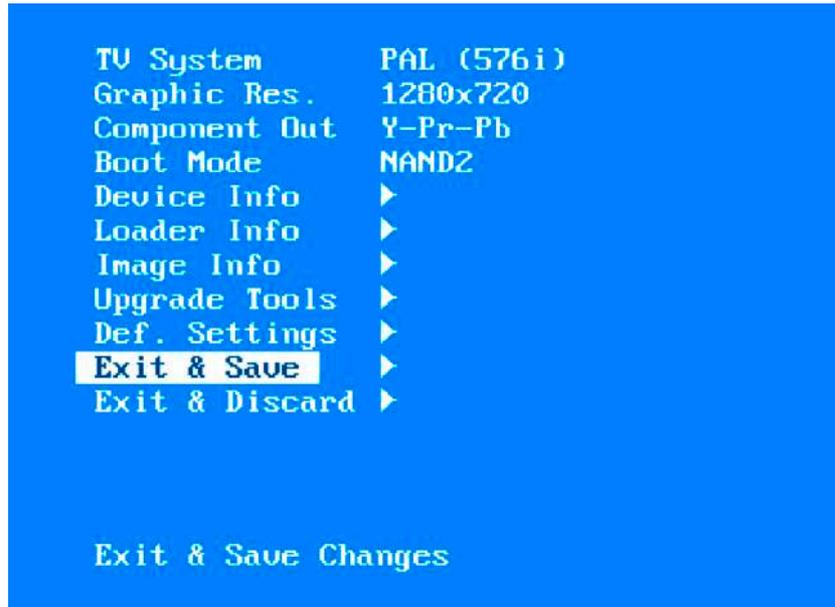
1. Unplug the power cable at the back of the MAG box, wait a few seconds and then reinsert.
2. Immediately press and hold the **MENU** button  on your remote, pointing at your MAG box. Do not release until you see the blue BIOS screen.



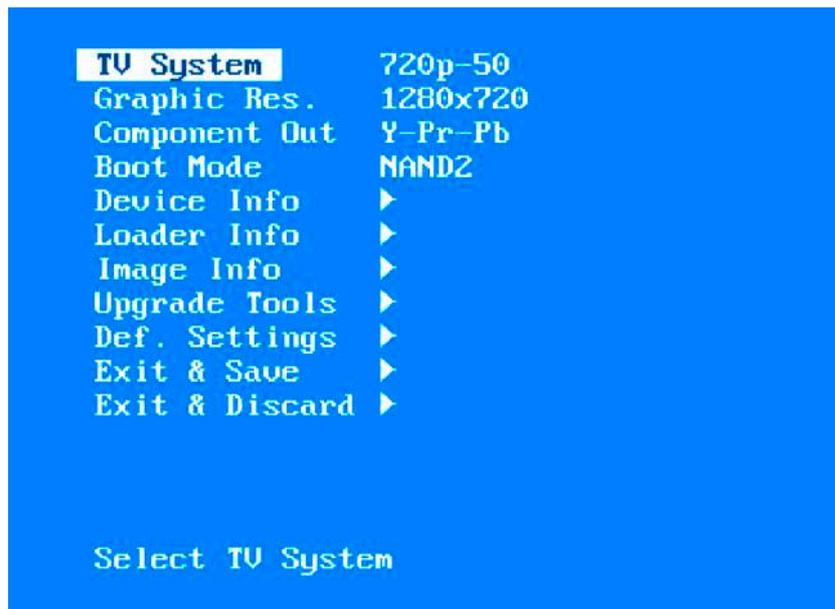
3. Using your remote's arrow keys, highlight "**Def. Settings**" and then press the right arrow on your remote.



4. Now press **OK** on your remote to confirm.
Note: If you see the words "Wrong Image" on screen, then just ignore.
5. Now reboot your box by highlighting "**Exit & Save**" and then press the right arrow button on your remote.

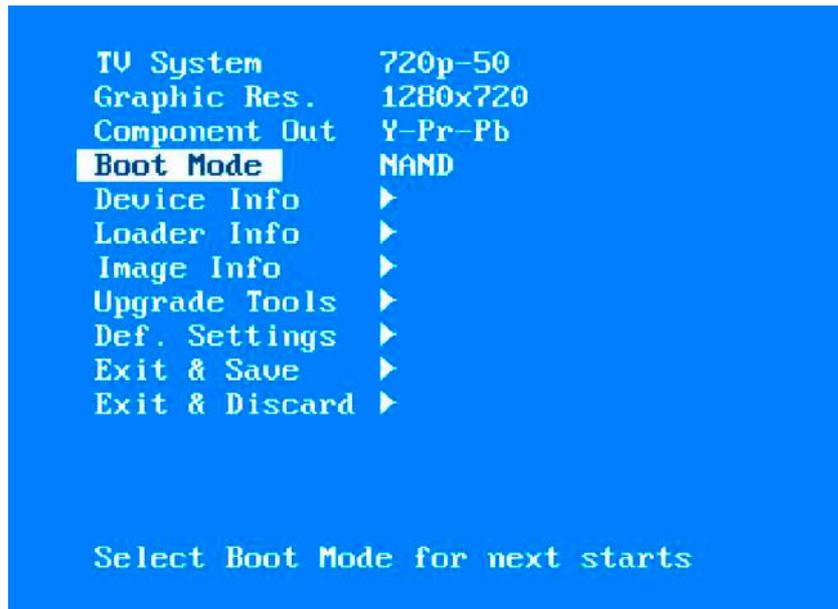


6. As soon as your MAG box starts to reboot, press and hold the MENU  on your remote to go back into blue BIOS screen.

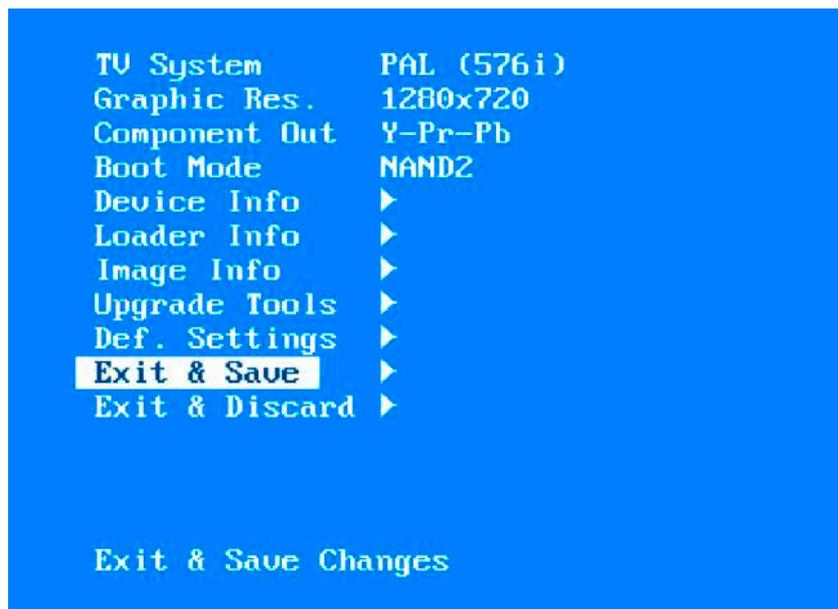


7. Now, highlight "TV System" with your remote and ensure this is set to **720p-50** by using the right arrow key on your remote.

8. Next, ensure "**Boot Mode**" is displayed as **NAND**.



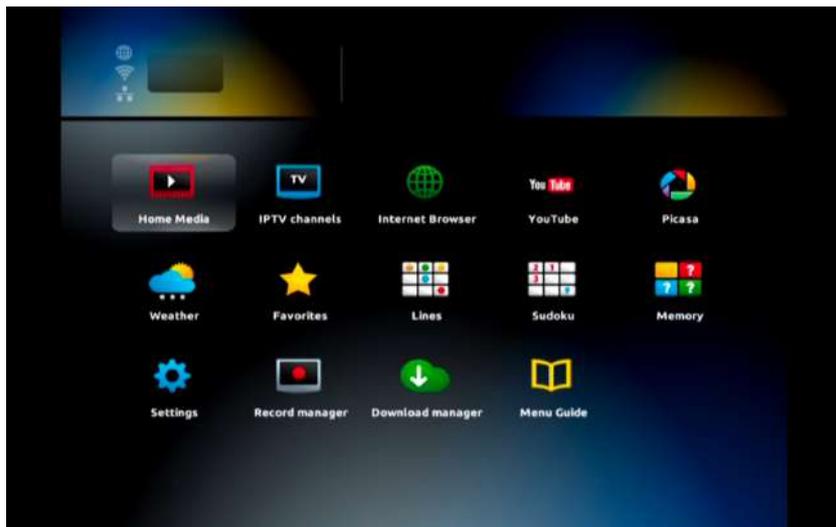
9. If not, highlight using your remote and press the right arrow button until it displays "NAND".



10. Finally, reboot your box by highlighting "Exit & Save" and then press the right arrow button on your remote.



11. Press **OK** on your remote to confirm. The MAG box will then start the reboot process. Please wait for this to fully complete...

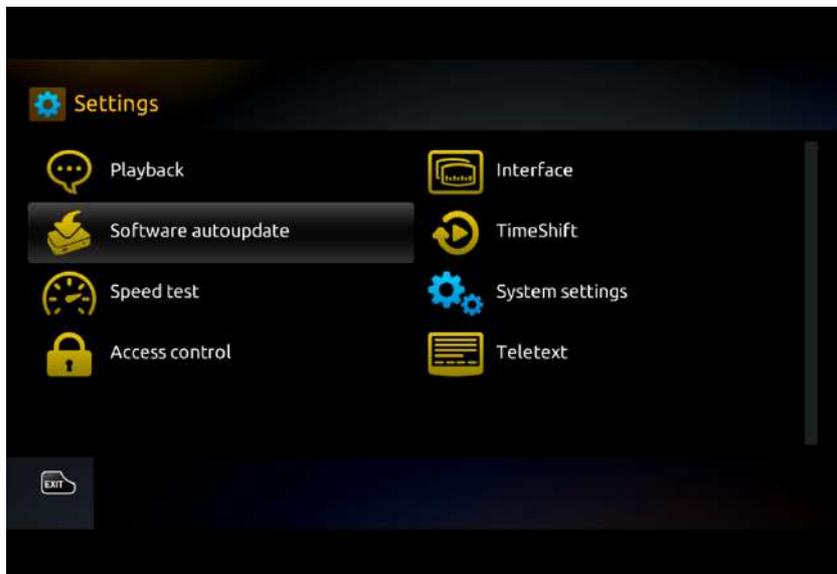


12. Once rebooted, you should see the MAG box home screen displaying icons on a black background.

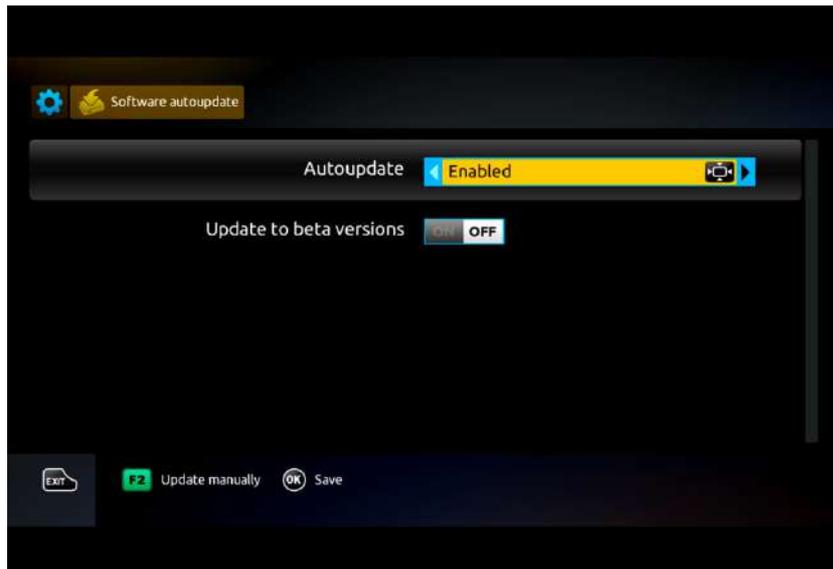
Important: your MAG Box may run a ***“Software Autoupdate”*** at this point. If so, allow this to complete. Do not disconnect the power or interrupt this process.



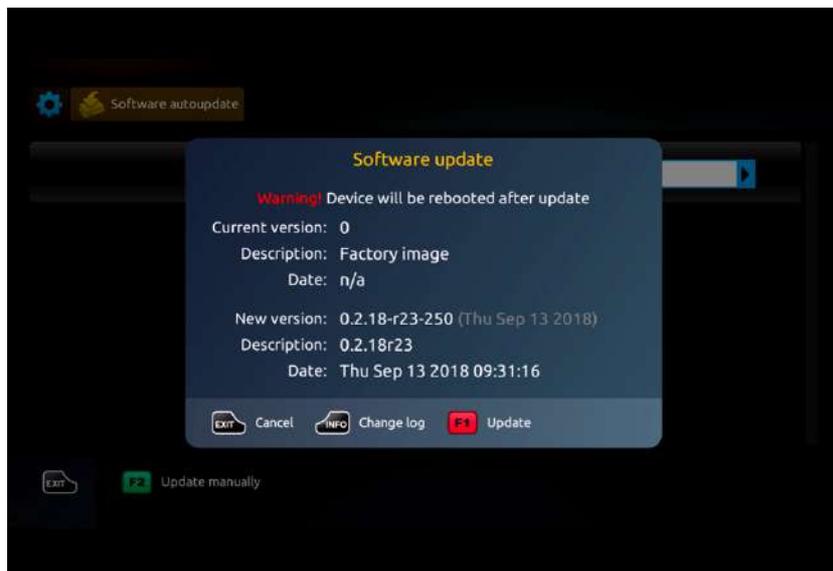
13. From the inner portal home screen, use your remote's arrow keys to navigate to "**Settings**" and then press **OK**.



14. Then on the next screen, highlight "**Software autoupdate**" and press **OK**.



15. On the next screen, use the left arrow button on your remote to cycle through the Autoupdate options until you see “**Enabled**”. Then press **OK** to save.



16. Finally, press the green F2 button on your remote to initiate a manual software update. When you see the confirmation screen, press the red F1 button on your remote to confirm.

17. The software update process will then start. Allow it to complete. Once finished, your box will reboot.

Once your MAG box has rebooted, it should return to the inner portal home screen, from where you need to configure a few other items before you are ready to use your desired IPTV service.

Configure Time Server



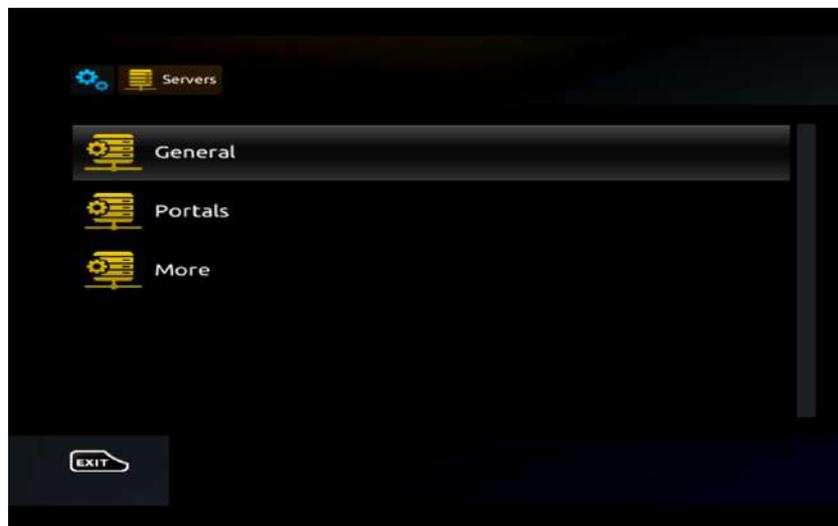
18. From the home screen, use your remote to highlight **“Settings”** and then press **OK**.



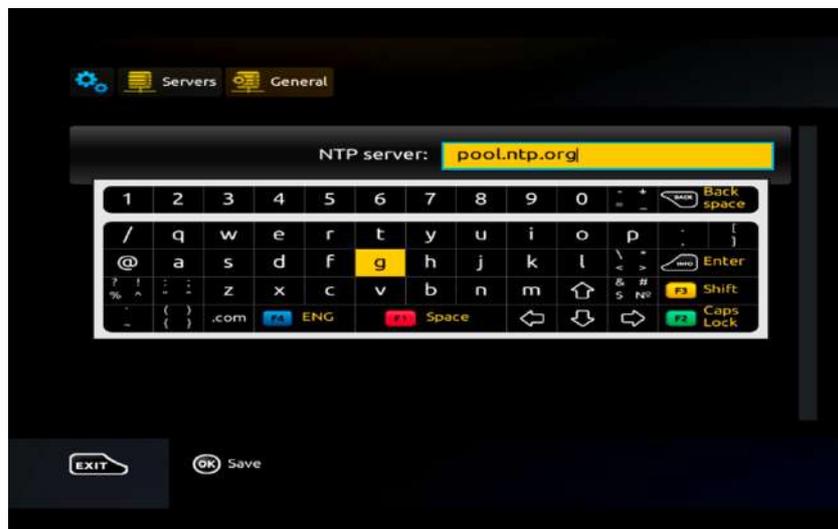
19. On the next screen, highlight **“System Settings”** and press **OK**.



20. Next, go to “**Servers**” and then press **OK**.



21. Then highlight “**General**” and press the **OK** button on your remote.



22. On this screen, enter **pool.ntp.org** into the NTP server text field.

Press on **KB (Keyboard)** button on our remote to activate the on-screen keyboard and type this in (Figure 13).

Use the arrow keys on your remote to locate the correct keys and then press the **OK** button to select each letter or character one-by-one.

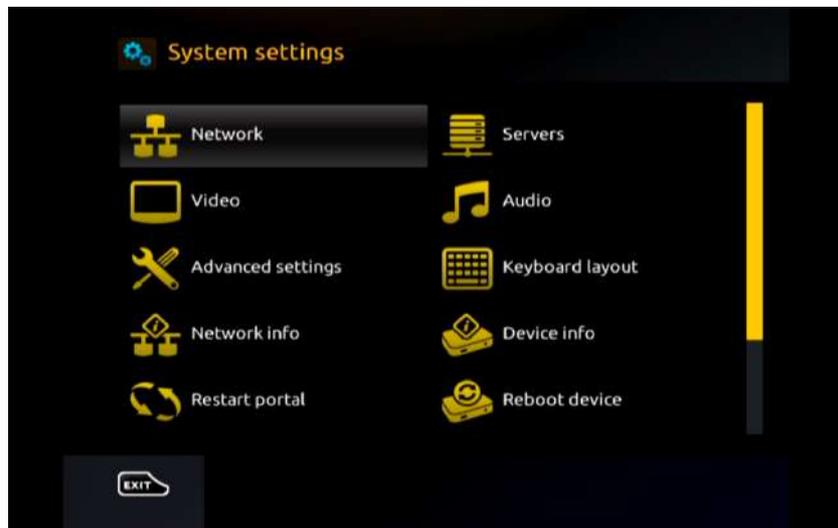
When completed, press the **KB (Keyboard)** button again to close the on-screen keyboard.

Then press the **OK** button on your remote to save the time server setting.

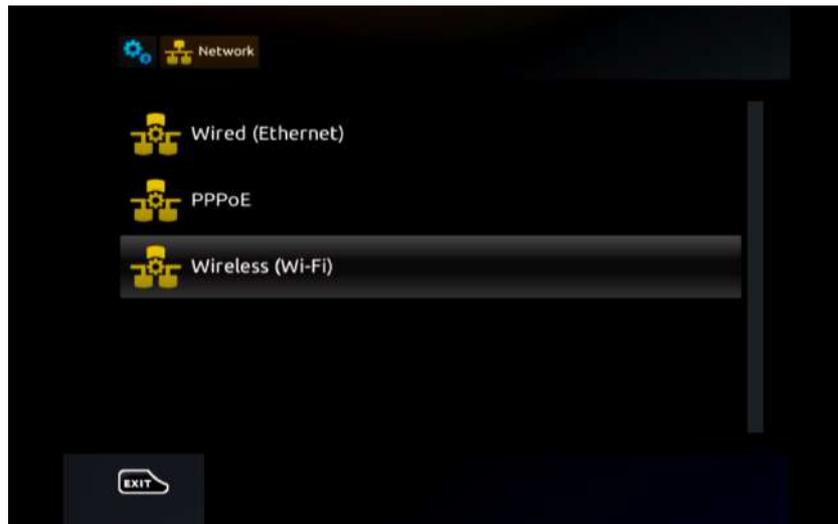
23. Finally, press the **EXIT** button twice on your remote to go back to the “System Settings” screen.

Configure Wi-Fi Network

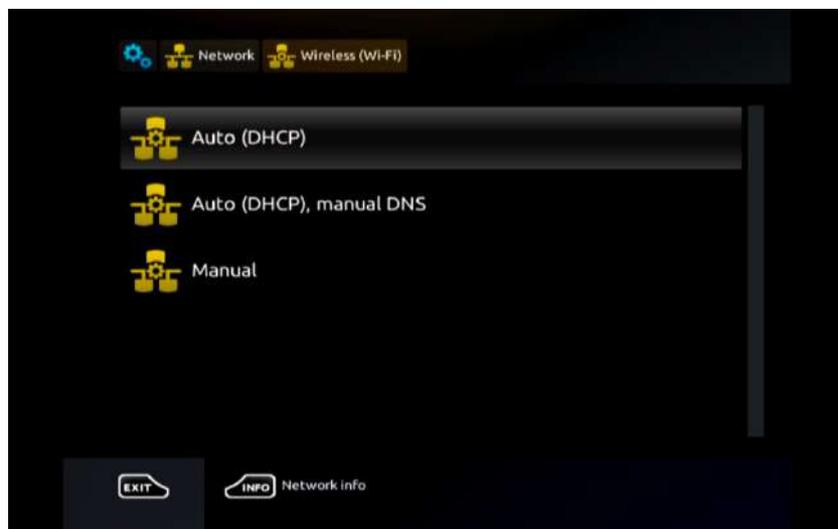
24. If your MAG box has a dongle to connect to a Wi-Fi network, you need to set this up next.



25. From the “**System Settings**” screen, highlight "**Network**" using your remote and press **OK**.

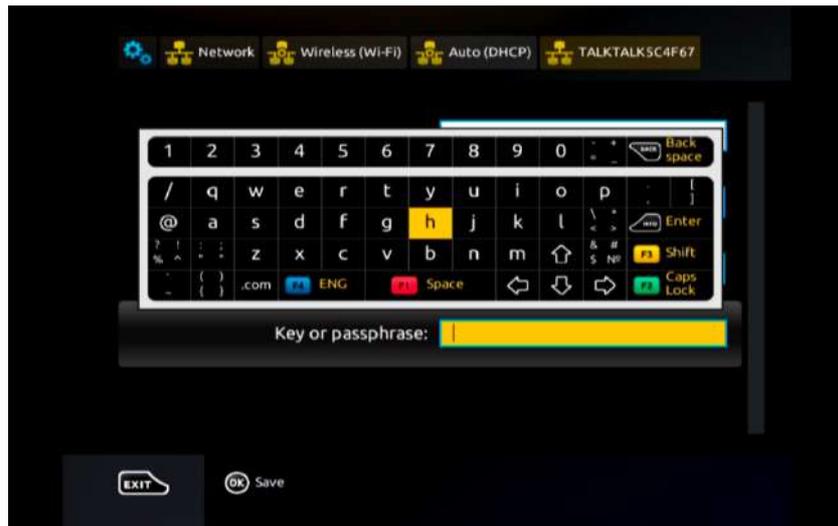


26. Next, highlight **Wireless (Wi-Fi)** and press **OK** using your remote.



27. Now highlight "**Auto (DHCP)**" and press **OK** on your remote.

28. On the next screen, you will see available Wi-Fi networks. Highlight the correct network you wish to use and press **OK**.



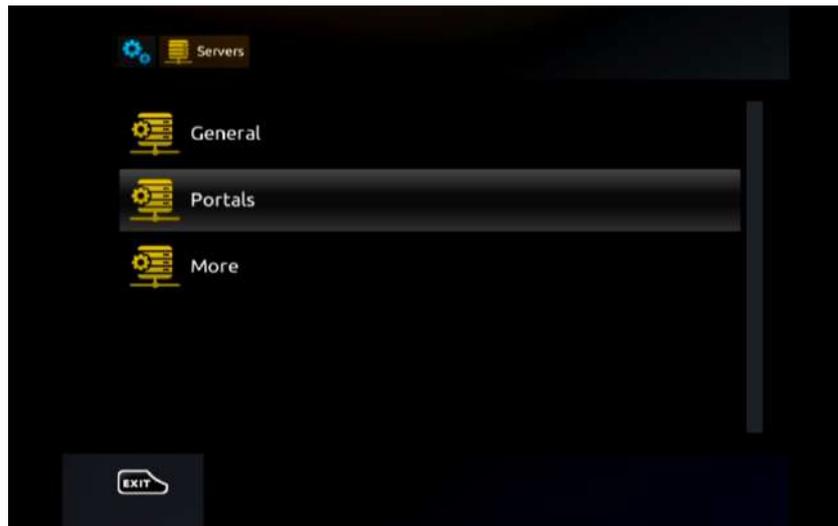
29. Now using your remote, highlight the **"Key or passphrase"** text field, then press the **KB (Keyboard)** button to activate the on-screen keyboard. Then use your remote to enter your Wi-Fi network password, paying close attention to correct cases and special characters.

Once entered, press the **KB (Keyboard)** button once again to close the on-screen keyboard. Then press **OK** on your remote to save your password settings.

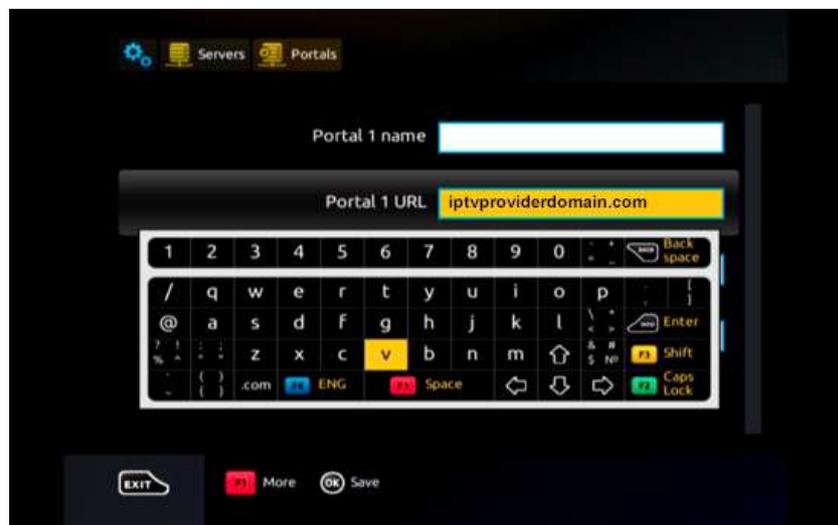
Adding Your IPTV Service



30. From the **System Settings** screen, highlight **"Servers"** and press **OK** using your remote.



31. Now highlight "**Portals**" and press **OK**.



32. On the next screen, highlight the "**Portal 1 URL**" text field and then press the **KB (Keyboard)** button on your remote to activate the on-screen keyboard.

Then use your remote to enter the **URL** supplied by your IPTV provider

*Note: The URL will be something like **iptvproviderdomain.com***

Once entered, press the **KB (Keyboard)** button once again to close the on-screen keyboard. Then press **OK** on your remote to save changes.

33. Now press the **EXIT** button on your remote, then press **EXIT** once again until you reach the **System Settings** home screen.



34. Finally, highlight "**Reboot device**" and press **OK** using your remote. Press **OK** once again to confirm. The box will now restart.

35. If configured correctly, your MAG box should fully reboot and load your IPTV service.

Unsuccessful?

In some instances, your MAG box may not display the "**Portals**" option under the "**Servers**" menu after hard resetting, thus preventing you from entering and saving your desired "**Portal URL**" details.

This is usually caused by unofficial customised firmware being loaded onto your MAG box.

If this is the case, you will need to reload a completely fresh copy of the official Infomir firmware for your model of MAG set top box.

Please refer to our other help guides for more details on this process.