

MAG Box Firmware Upgrade

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 firmware 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 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 autoupdate. Failure to use an ethernet cable may result in an unsuccessful factory reset.

MAG Box Firmware Reload

1. First, check the underside of your MAG box to find the model number of your set top box.

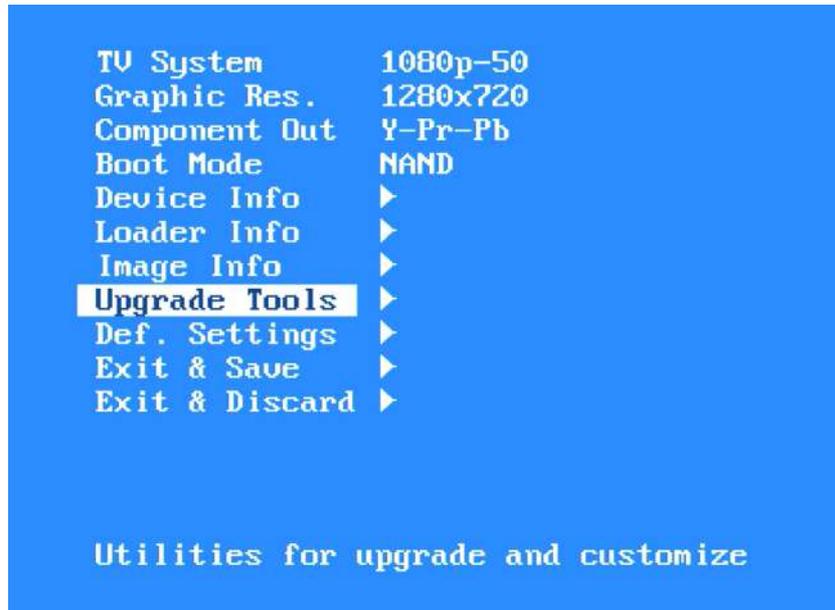


2. Then using a PC or Mac, download the latest firmware for your model of MAG box from:

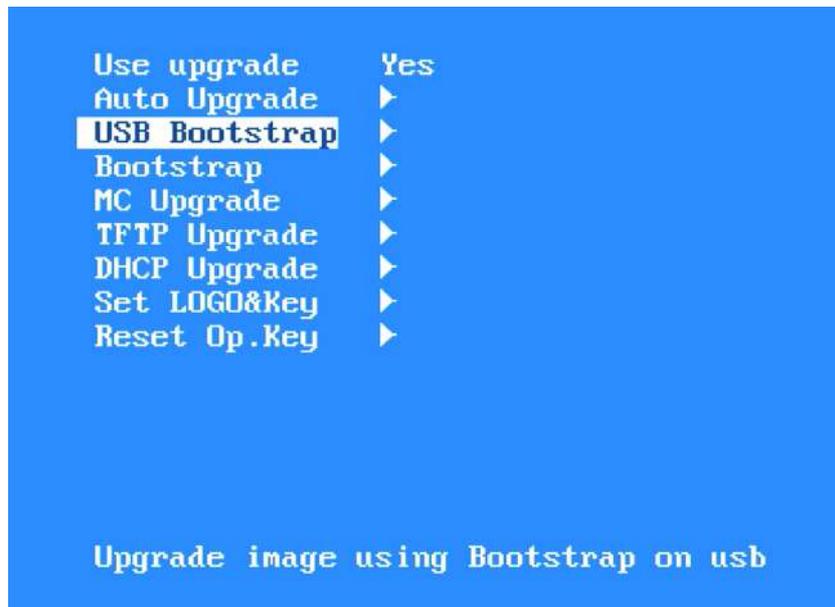
<https://soft.infomir.com>

3. Unzip the download archive and copy the folder to a FAT32 formatted USB memory stick.

4. Then insert the USB memory stick into the rear USB port of your MAG box, whilst it is switched off and the power cord disconnected.
5. Once the USB drive is in place, insert the power cord into the rear socket at the back of the MAG box.
6. 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.



7. Using your remote's arrow keys, highlight "**Upgrade Tools**" and then press the right arrow on your remote.



8. Next, highlight "**USB Bootstrap**" and then press the right arrow key using your remote.



9. When prompted on screen, press the **OK** button on your remote. Your MAG box will then proceed to find the image file saved to your USB stick and initiate the firmware upgrade process.

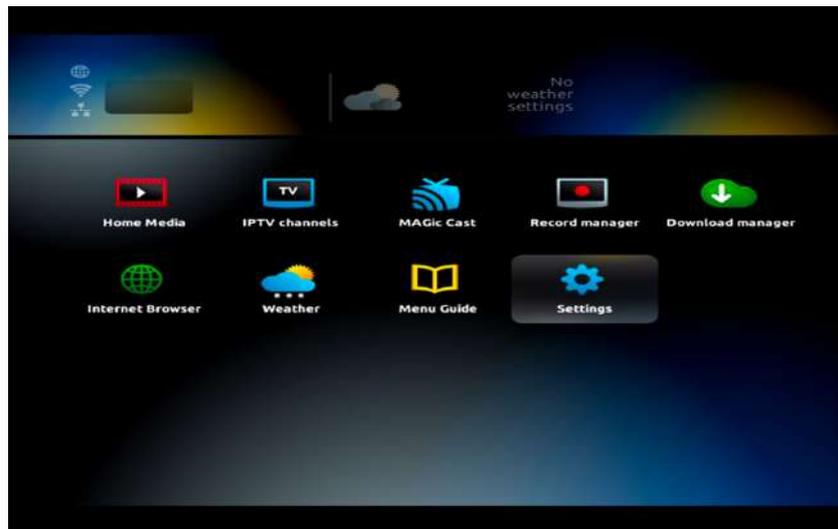
Follow all on screen prompts to allow the upgrade to complete. Once complete, your MAG box will automatically reboot.



10. Once rebooted, you should see the MAG box “inner portal” home screen displaying icons on a dark 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.

Configure Time Server



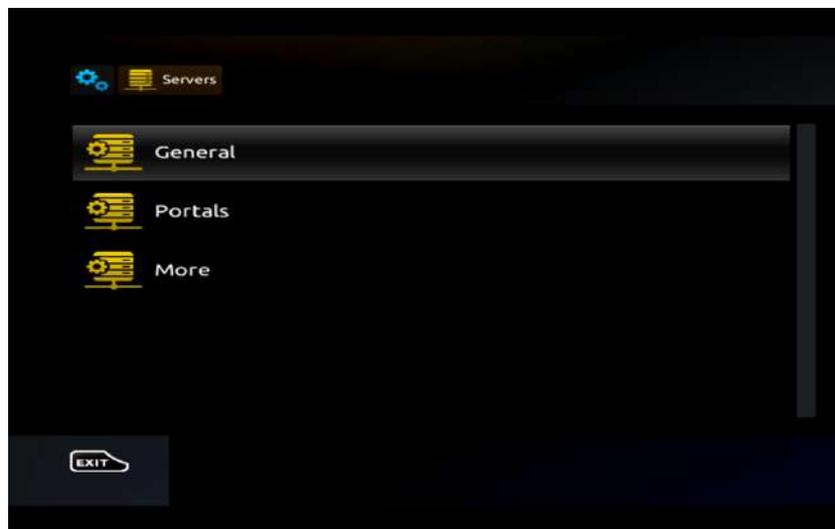
11. From the home screen, use your remote to highlight **“Settings”** and then press **OK**



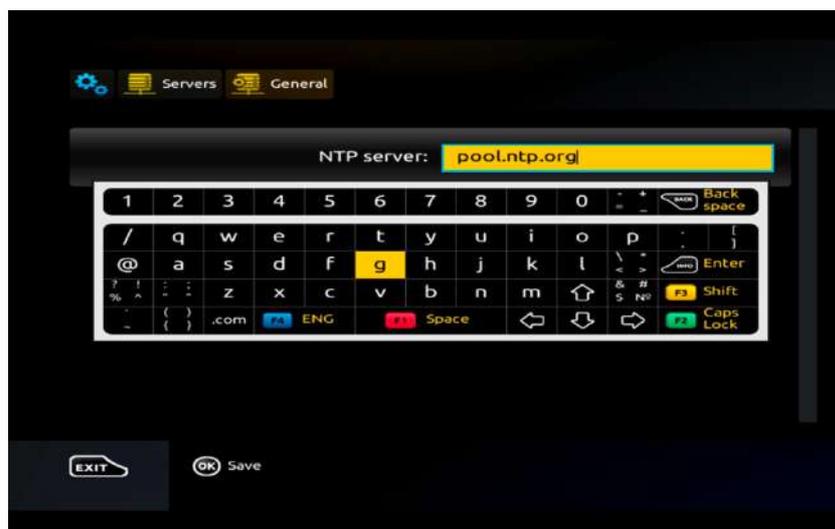
12. On the next screen, highlight **“System Settings”** and press **OK**.



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



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



15. On this screen, enter the following into the NTP server text field:

pool.ntp.org

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

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.

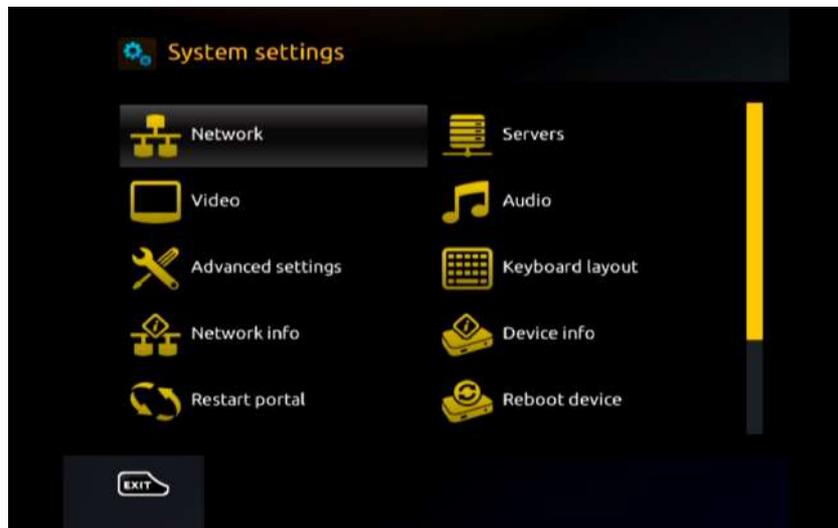
When completed, press the **KB (Keyboard)** button again to close the on-screen keyboard.

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

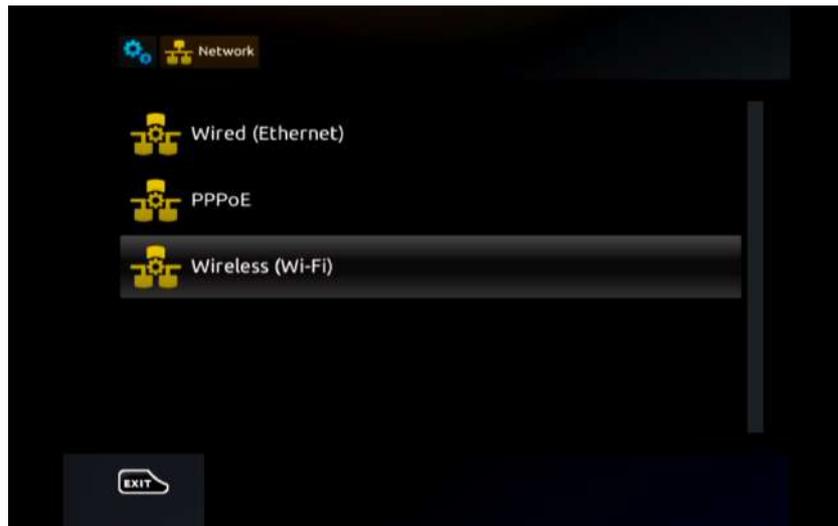
16. Finally, press the **EXIT** button twice on your remote to go back to the “**System Settings**” screen.

Configuring Wi-Fi

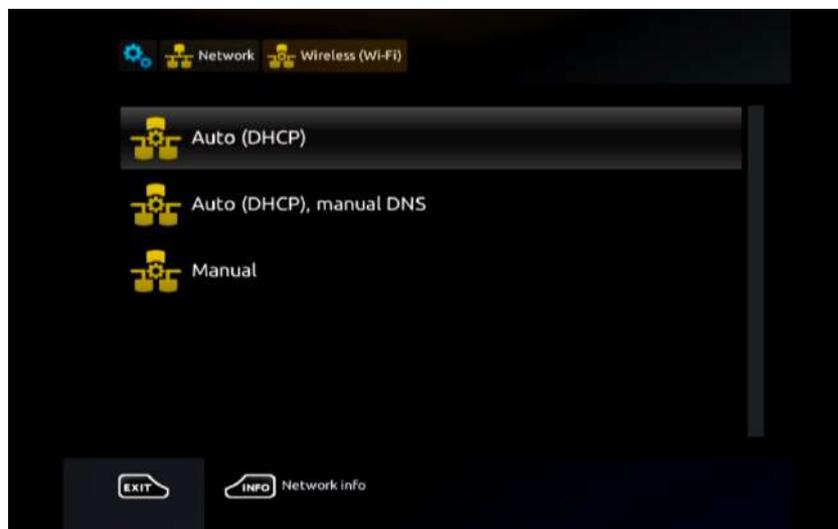
17. If your MAG box uses Wi-Fi, you need to set this up.



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

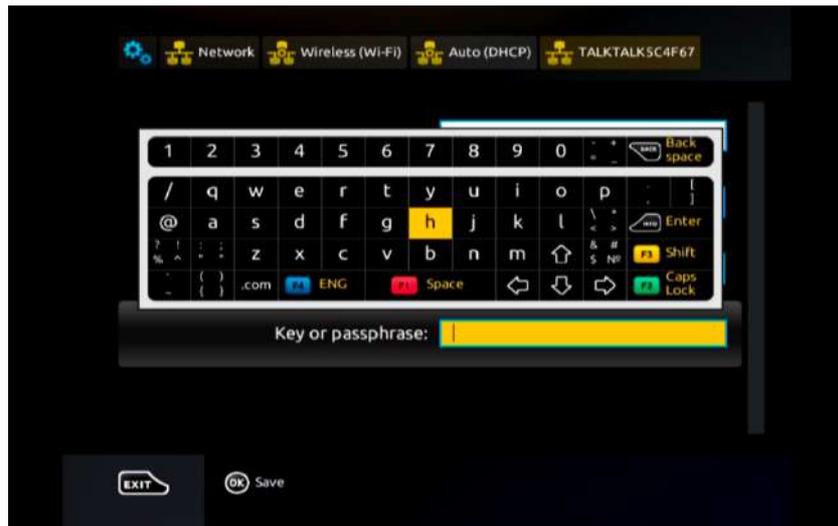


19. Next, highlight **Wireless (Wi-Fi)** and press **OK** using your remote.



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

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



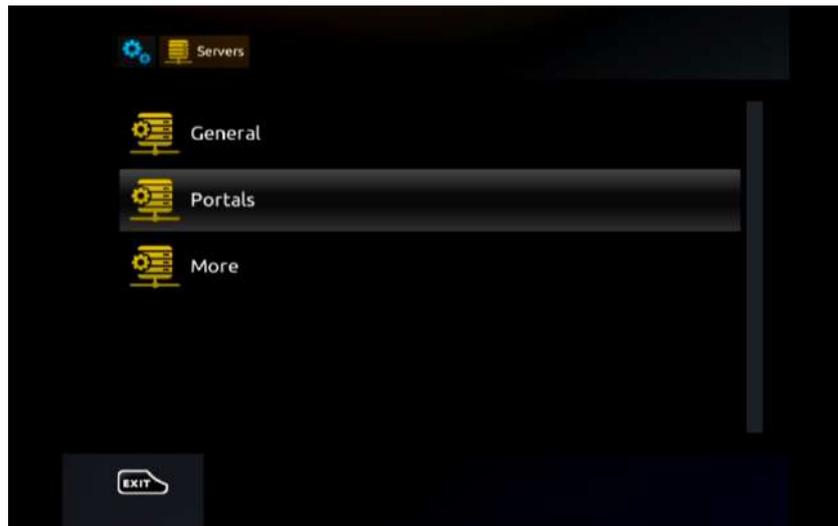
22. Now using your remote, highlight the **"Key or passphrase"** text field, then press the **KB (Keyboard)** button to activate the on-screen keyboard. Then use your remote to enter your WiFi network password, paying close attention to correct cases and special characters.

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.

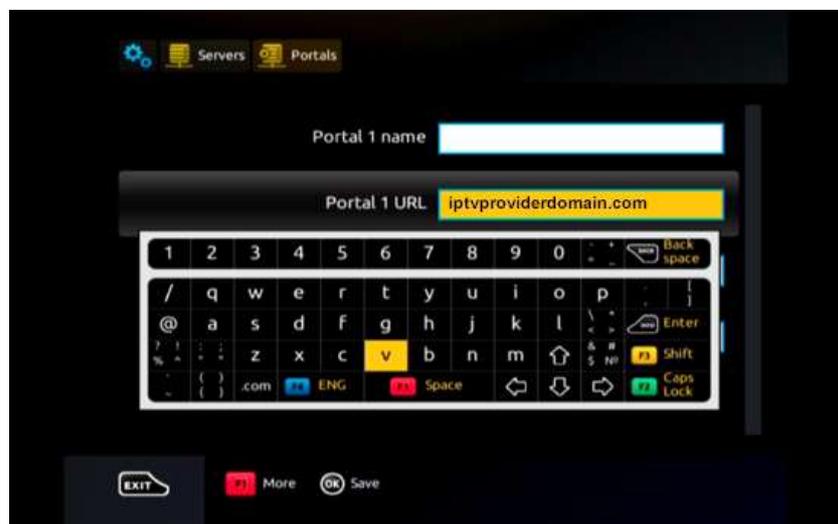
Adding Your IPTV Service



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



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



25. 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.

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



27. Finally, highlight "**Restart portal**" and press **OK** using your remote. Press **OK** once again to confirm. The portal will then restart.

29. If configured correctly, your MAG box should 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 sometimes caused by counterfeit boxes that appear to be genuine MAG boxes, which are not "flashable" and do not accept firmware upgrades.

If this is the case, it is highly likely you will need to replace your box with a genuine OEM Infomir MAG box.