

DYNALINK



Google TV



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Dynalink 4K Streaming Box FAQ

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Dynalink 4K Streaming Box FAQ

1. BEFORE YOU BUY

1.1. What is Dynalink 4K Streaming Box Google TV?

Dynalink 4K Streaming Box Google TV offers an exciting entertainment experience with 4K HDR. Plus Google TV™ brings together movies, shows, and more from across your apps and subscriptions and organizes them just for you.

Dynalink 4K Streaming Box Google TV requires a TV with an HDMI, Wi-Fi, a Google Account, a nearby electrical outlet, and also a compatible mobile device. To view content in 4K, a 4K-capable TV and reliable broadband internet connection are also required. Even more, if you want to have an immersive sound experience, the Dolby sound system is also required.

Dynalink 4K Streaming Box Google TV is compatible with almost any TV that has an HDMI port. Just plug it in, connect to Wi-Fi, and enjoy it.

1.2. What is the difference between Android TV™ and Google TV?

Google TV is the new, personalized experience that comes built-in to smart TVs and streaming devices from top brands. Google TV is powered by an underlying operating system called Android TV OS. Some smart TVs and streaming devices are powered by Android TV OS but do not have the Google TV interface. These devices are referred to as Android TV devices.

1.3. What is streaming?

Streaming refers to watching videos or listening to music directly from the internet, instead of downloading files in your computer.

1.4. What is 4K Ultra HD (4K UHD) resolution?

4K (K stands for kilo) means the resolution of the TV of approximately 4,000 pixels. It indicates how clarity you can see from your screen. 4K has surpassed the likes of HD and Full HD.

1.5. What is HDR? Can I turn off it?

HDR stands for High Dynamic Range. HDR screens provide a wider range of brightness and colors that making the video more realistic.

If you want to disable HDR function, the path is: Press the Dashboard  button or Dashboard icon in upper right > Settings > Display & Sound> Dynamic range & Color format> HDR disable.

1.6. Are there additional costs?

Dynalink 4K Streaming Box Google TV does not charge any rental fee or monthly service subscription, device fees.

You will only be charged a subscription for certain services or channels, such as Netflix.

1.7. What can I watch?

Browse 400,000+ movies and TV episodes, from across 10,000+ apps.

Note:

1. Some apps, content, and/or features may not be available in all countries. Subject to availability.
2. Dynalink 4K Streaming Box Google TV is intended for consumer use and should not be used by developers. The Apps that requires advanced certification are not available on Dynalink 4K Streaming Box Google TV.

1.8. Can I control my Dynalink 4K Streaming Box Google TV with my voice?

Yes. Ask Google for a little help on the big screen. Use your voice to find entertainment, get answers, control your TV and smart home devices, and more. Just press the Google Assistant button on your remote to get started.

1.9. Do I need an extra Dynalink 4K Streaming Box Google TV for each TV at my place?

A Dynalink 4K Streaming Box Google TV is created to work with one TV at a time. We recommend getting an extra Dynalink 4K Streaming Box Google TV device for additional TVs.

2. How do I get started?

2.1. Do I need a special TV for Dynalink 4K Streaming Box Google TV?

Any TV with an HDMI connection will work with the Dynalink 4K Streaming Box Google TV.

2.2. Do I need a high-speed internet connection?

Dynalink 4K Streaming Box Google TV performs well with most broadband service. It is not necessary to have a high-speed internet connection. However, a slow connection may cause video playback issues when streaming.

3. "HOW TO": using Dynalink 4K Streaming Box Google TV

Exploring Dynalink 4K Streaming Box Google TV features

3.1. How to update the system to the latest Software version?

Please follow the steps to check update:

Step1. Press the Dashboard  button or Dashboard icon in upper right > Settings > System.
Step2. Go to the "**About**" item and then select "**System update**".

Step3. Press the "**Check for update**" button to check if there is a newer version of Software.

3.2. How to set up the Google TV app?

Please download the Google TV App from the Google Play Store. Ensure the Box and the phone with Google TV App are on the same Wi-Fi network. In your Google TV App, please find your box name to connect it.

3.3 How to take Google TV wherever you go?

With the Google TV app, find and watch movies and shows from your favorite streaming apps wherever you are. Browse personalized recommendations, add new discoveries to your watchlist, and stay up-to-date with a personalized feed of news, reviews and more inspired by the entertainment you love. Available now on Android™ and iOS.

3.3. How to do the factory reset on Dynalink 4K Streaming Box Google TV?

Please follow the following steps to do the factory reset:

Step1. Press the Dashboard  button or Dashboard icon in upper right > Settings > System.
Step2. Go to the "**About**" item and then select "**System update**".

Step3. Select "**Factory Reset**" to start.

Note: All data will be erased.

3.4. How to connect Micro USB Cable?

Please connect the Micro USB Cable to power on your Dynalink 4K Streaming Box Google TV.

3.5. How to pair BT Remote Control?

Step1. Press the Dashboard  button or Dashboard icon in upper right > Settings.

Step2. Select the "**Remotes & Accessories**".

Step3. Select the "**Onn-Remote**" and un-pair it.

Step4. Press "**Home**" and "**Back**" key on the BT Remote Control to trigger the re-pair process.

4. What more can I do?

4.1. Can I Connect a Bluetooth device to Dynalink 4K Streaming Box Google TV?

You can connect Dynalink 4K Streaming Box Google TV to a smartphone, computer, or tablet via Bluetooth.

4.2. Do more on your TV with your voice, with a little help from Google

Your TV is more helpful than ever. Ask Google to find movies, stream apps, play music, and control the TV - all with your voice. Even get answers, control smart home devices, and more. On your Dynalink 4K Streaming Box Google TV, press the Google Assistant button to get started.

Enjoy entertainment with help from Google:

1. Use your voice to find entertainment

Use your voice to easily find movies, shows, videos, music, and more across your favorite apps. With personalized results that improve over time, you can get to what you want to watch - faster. Ask Google to search by title, genre, or by mood across your subscriptions, entertainment you own, and content available to you.

2. Control your TV with your voice

Use your voice to control your TV. Pause, play, fast forward or rewind, set the volume to a specific level, install apps, and launch games - all with your voice.

3. Control your smart home

Use your voice to create the perfect viewing environment. Control smart home devices throughout your home. Adjust room temperature, lighting, see who's at the front door, and more.

4. Plan your day & manage tasks

With your permission, ask Google to help you manage tasks and get a clear picture of your day. You can schedule events, view reminders, and add items to your shopping list without needing to grab another device.

5. Ask Google

Ask Google questions and see answers on screen. Get answers related to what you're watching, favorite shows, characters, and actors. From information on local businesses to flight details and game scores, Google is ready to help.

4.3. Choose what & when kids can watch

Allow or hide apps

1. From the Google TV home screen, in the top right, go to the profile icon and select **Settings**.
2. Go to **Accounts & Sign In** and select your kid's profile.
3. Select **Manage apps**.
 - **To allow apps:** Next to the app, check the blue box. Apps are installed automatically.
 - **To hide apps:** Next to the app, uncheck the blue box.

Allow or block content based on rating

You can restrict what movies and shows appear in a kids profile when you set content restrictions for their account.

1. From the Google TV home screen, in the top right, go to the profile icon.
2. Select **Settings > Accounts & Sign In > your kid's profile > Content restrictions**.
3. Set the ratings limits for **Movies** and **TV**.

What these content restrictions apply to:

- Google TV's movie and show recommendations, which include the "Popular movies" and "Popular shows" recommendations, on kids profiles.
- Content shared through your Family Library. Learn more about Family Library.

What they don't apply to:

- Content recommendations directly provided by apps
- Search results from apps

Tip: Apps may offer their own content restriction options.

Set a daily screen time limit

1. From the Google TV home screen, in the top right, go to the profile icon and select **Settings**.
2. Go to **Accounts & Sign In** and select your kid's profile.
3. Select **Screen time > Daily limit**.
4. Select the days you'd like to schedule a daily limit.
5. Choose how many hours your kid can watch TV each day.
 - You can set limits in intervals of 15 minutes, up to 8 hours.

Set a daily bedtime

1. From the Google TV home screen, in the top right, go to the profile icon and select **Settings**.
2. To select the kid's profile, go to **Accounts & Sign In**.
3. Select **Screen time > Bedtime**.
4. Select the days you'd like to schedule a bedtime.
5. Select when your kid's TV time should start and end.
 - Times are available in intervals of 30 minutes.

Add bonus time

When the daily watch time for your kid ends, you can add bonus time:

1. From the timeout screen, select clock icon to add more screen time.
2. Select how much bonus time to add.
 - You can add bonus time in intervals of 15 minutes, up to 8 hours.
3. To confirm the bonus time, enter your Google Account PIN or password.

Manage your child's watchlist

Parents in your Google Family Group can add or remove movies and shows to their child's watchlist to easily find content you want them to watch later. This can be done from the parent profile, kids profiles, or on a web browser that is signed in with your Google Account. Watchlists update across all of the devices you are signed in to when you add something to it.

Find your child's watchlist

Use one of the following options to find your child's watchlist:

- In a parent profile, go to the "Library" tab.

- In the kids profile home screen, find the “Watchlist” row.
- In a web browser signed in with your Google Account, search for: my watchlist.

Tip: A watchlist must at least have one movie or show to appear.

Add or remove movies & shows to a child’s watchlist

From a parent profile on Google TV

1. From the home screen, find a title you want to add to their watchlist.
2. On your remote, press and hold the **Select** button.
3. Select Add to Watchlist .
4. Choose which kids profile on the device you wish to add your movie or show to.
 - The added movie or show will appear on the Watchlist row in the kids profile you specified and to all of the devices you are signed in to.
5. To remove a kids profile, select Add to Watchlist  > the kids profile.
 - The movie or show will be removed from the Watchlist row in the kids profile you specified and to all of the devices you are signed in to.

From kids profiles on Google TV

1. From the home screen, find a title you want to add to their watchlist.
2. On your remote, press and hold the **Select** button.
3. Select Add to Watchlist .
 - The added movie or show will now appear on the Watchlist row and across all of the devices you are signed in to.
4. To remove, select Watchlisted .
 - The movie or show will now be removed from the Watchlist row across all of the devices you are signed in to.

In a web browser signed in with your Google Account

1. On your web browser, go to google.com.
2. Search for a title.
3. Select Watchlist .
 - The added movie or show will appear on the Watchlist row and to all of the devices you are signed in to.

5. DEVICE ISSUES & TROUBLESHOOTING

5.1. Can remote control be used to turn off TV as well?

We can use box remote control to control TV via HDMI CEC option. The path is: Press the

Dashboard  button or Dashboard icon in upper right > Settings > Display & Sound > HDMI-CEC > CEC Switch on.

Note: Each manufacturer implements the HDMI-CEC standard in different ways, so devices don't always understand each other and supported features vary between devices. Please refer to below link for Google HDMI CEC behavior to get more information :

<https://source.android.com/devices/tv/hdmi-cec>

5.2. Can I use USB driver/Micro SD card by USB hub/dongle?And max size?

We recommend using USB port for power supply only. We can't guarantee Dynalink 4K Streaming Box Google TV can recognize any extend USB accessory. Please refer the QSG or contact customer service if need.

5.3. Is it possible to use Ethernet function by USB hub/dongle?

We recommend using USB port for power supply only. We can't guarantee Dynalink 4K Streaming Box Google TV can recognize any extend USB accessory. Please refer the QSG or contact customer service if need.

5.4. Can I use the Bluetooth accessory with Dynalink 4K Streaming Box Google TV?(ex. Keyboard/Mouse/earphone/speaker)

We recommend only using the Bluetooth function for the onn. remote control that is included in the same package. We can't guarantee Dynalink 4K Streaming Box Google TV can pair any Bluetooth device except the onn. remote control.

5.5. Can I change the resolution and position of box?

If you want to change the resolution or display size, the path is:

Press the Dashboard  button or Dashboard icon in upper right > Settings > Display & Sound> Resolution.

5.6. Can I use Dynalink 4K Streaming Box Google TV in other country? (Except USA)?

Yes, but there are few things need to know.

1. The power adapter is for USA socket, different country has different socket type.
2. The application may not use due to different country.
3. Some RCU functions may not fully support due to different country.

5.7. May I change the language to Spanish or others?

Yes, please follow the path: Press the Dashboard  button or Dashboard icon in upper right > Settings > System> Language, and choose what language you want.

5.8. Can I download apps on Google Play?

Yes. Access movies, shows and more from across 10,000+ apps. Some apps, content, and/or features may not be available in all countries. Subject to availability.

5.9. If the Dynalink 4K Streaming Box Google TV is unstable, play stream not smooth.

Ex. Freeze , slowly, hang up , Wi-Fi issue , BT issue , sound issue , video issue , remote issue.

1. The TV USB port may not support enough current rating to Dynalink 4K Streaming Box Google TV, it may increase the risk of damaging or let it unstable, please check followings:

- ✓ Please use the original accessories in the package.
 - ✓ Please remove USB hub, **OTG cable**, USB drive if Dynalink 4K Streaming Box Google TV not stable.
 - ✓ Suggest using the included power adapter.
2. Please check to confirm the Dynalink 4K Streaming Box Google TV is updated to the newest version.
- ✓ You can confirm by following path:
Settings | System | About | System update
3. Suggest perform factory reset.
- ✓ You can execute by following path:
Settings | System | About | Factory reset

5.10. When issue happening, please check the SoftWare version.

Please confirm TV's software version and execute FW upgrade.

- ✓ Opearting path:
Settings | System | About | System update
- ✓ Please execute SW upgrade.

If any new software version can be upgrade, it will download new SW and take 5-10 minutes to finish software upgrade.

5.11. Different reset and pair methods

Factory reset of remote control

There are two methods, please choose one to operate:

1. On remote control: Hold "OK and "Mute" key together around 3-4 seconds until the green light blank 3 times.
2. Use Reset Button: Long press the reset button on the streaming box for 5 seconds then follow on-screen instructions to pair the remote.

Bluetooth Pair of remote control and box

Press "Home" and hold the "Back" button for up to 3 seconds for BT pairing.

Factory reset of box

There are two methods, please choose one to operate:

1. On Home Launcher: Press the Dashboard  button or Dashboard icon in upper right, go to "Settings"-> "System"-> "About"-> "Factory reset".

2. Use Reset Button: When the device's system cannot be accessed, you can use the following physical reset methods.

Step 1: Turn on your TV and select HDMI Input, e.g. HDMI1.

Step 2: Connect the streaming box to TV with an HDMI cable. Check what HDMI Input you are connecting to, e.g. HDMI1.

Step 3: Long press the reset button on the streaming box.

Step 4: Hold the press(do not release) and connect the power adapter to start the Dynalink 4K Streaming Box Google TV.

Step 5: Hold the press for about 5 to 10 seconds until the onn. logo appears on the screen. At this time, you can release the press and enter a reset interface. Then, please follow on-screen instructions.

5.12. When Dynalink 4K Streaming Box Google TV is unable to connect to Wi-Fi

- ✓ Please go to "Settings"(upper right corner)">"Network & Internet">Disable and enable Wi-Fi connection. Then connect the Wi-Fi AP that you want, if you can't see your Wi-Fi AP on list, please choose the "See all" and check again. Please make sure the Wi-Fi option has been enabled.
- ✓ Please restart Dynalink 4K Streaming Box Google TV and Wi-Fi AP and try again.
- ✓ Please try to use another device (ex. Phone/ NB) to connect same Wi-Fi AP to make sure Wi-Fi AP is fine.
- ✓ Factory reset the Dynalink 4K Streaming Box Google TV and try again, please DO NOT remove the power adapter directly when Dynalink 4K Streaming Box Google TV is ON, it is not the general behavior and may cause Wi-Fi issue.

5.13. TV has no sound or video when connect to Dynalink 4K Streaming Box Google TV

- ✓ Use the HDMI cable that included in package.
- ✓ Please ensure the HDMI cable is fully connected to the TV and the device and re-plug several times.
- ✓ If the cable is fully connected and there is still no video or sound, then the cable may be defective. Please try using another HDMI cable.
- ✓ Please connect Dynalink 4K Streaming Box Google TV to another TV/Monitor with same HDMI cable.
- ✓ Please try to play video in different APPs (ex, Youtube/Netflix/Disney+).

If still no sound, please go to "Settings" > "Display & Sound" > "Advanced sound settings", choose "None" and play again.

5.14. What to do if the App crashes or is not responding?

- ✓ Make sure the APP you can find on the Google Play Store and it is the newest build.
- ✓ Please reboot the device. After the device's reboot, check for system and App updates. If the App is still crashing or not responding, please force stop, clear cache and data, or uninstall and re-install the App.
- ✓ Please install or use another similar APP and try again. If it works fine, it may be caused by the particular APP issue.

5.15. When voice control isn't working

Check to confirm that you followed the setup wizard to complete the RCU BT pair. Try to cover the IR sensor (the front of RCU) and control box. If BT connected, the RCU should work.

Please ensure the device is already connected to the internet. If the device is connected to the internet and it is still not working, you may need to re-pair the BT Remote Control:

Step 1: Go to the "Settings" page, then select the "Remotes & Accessories".

Step 2: Select the "Onn-Remote" and un-pair it.

Step 3: Press "Home" and "Back" key on the BT Remote Control to trigger the re-pair process.

Note: If you cannot see "Onn- Remote" in the "Remotes & Accessories" list, please jump to Step 3 directly.

Google Assistant is not available in certain languages and countries. Please make sure you are using the Dynalink 4K Streaming Box Google TV in the USA.

- ✓ Please ensure the device is already connected to the internet.
- ✓ Please ensure you are logged into your Google Account.
- ✓ If it is still not working, you may need to repair the Remote Control:

Step 1: Check the battery voltage and replace new battery try again.

Step 2: Make sure the RCU to box close enough when pairing.(<50cm)

Step 3: Go to "Settings"->"Remotes & Accessories".

Step 4: Select the "Onn-Remote" and un-pair it.

Step 5: Press "Home" and "Back" key on the BT Remote Control to trigger the repair process.

Note: If you cannot see "Onn- Remote" in the "Remotes & Accessories" list, please jump to Step 5 directly.

- ✓ If it doesn't work, please try a factory reset of box and remote control. Then, try to repair the Remote Control again.

Step 1: Go to "Settings"-> "System"-> "About"-> "Factory reset", and select the box factory reset.

Step 2: Hold "OK" and "Mute" key together around 3-4 seconds until the green light blank 3 times.(make the Remote Control factory reset)

Step 3: Go to "Settings"->"Remotes & Accessories" ,then press the "Pair accessory" button on the screen to enter the pairing page. Please follow the pair steps that box indicate.

5.16. When 4K TV is showing in 1080P resolution

- ✓ Use the HDMI cable that included in package.
- ✓ Please ensure the HDMI cable is fully connected to the TV and the device and re-plug several times.
- ✓ If the cable is fully connected and there is still no video or sound, then the cable may be defective. Please try using another HDMI cable.
- ✓ Please connect Dynalink 4K Streaming Box Google TV to another 4K TV/Monitor with same HDMI cable.
- ✓ Please go to "Settings" > "Display & Sound" > "Resolution" > "Auto switch to best resolution" is enabled. Check the Display mode is 4K/2K.

5.17. Why my Dynalink 4K Streaming Box Google TV cannot be powered on?

- ✓ Please check if the power cord is fully plugged into the device.
- ✓ If the device still can't be powered on, the power cord may be defective.
- ✓ Please change the power cord and try again.

5.18. What to do if my BT remote control cannot connect to Dynalink 4K Streaming Box Google TV?

- ✓ Please check if the remote control is out of the range of connectivity.
- ✓ Make sure you are close enough to the device.
- ✓ Changing batteries of the remote control may help.
- ✓ Press the button on device makes BT pairing again. Follow the steps to pair BT remote control.

5.19. What can I do if BT remote control cannot pair with Dynalink 4K Streaming Box Google TV at the first boot up?

- ✓ Please check if the remote control is out of the range of connectivity.
- ✓ Make sure you are close enough to the device.
- ✓ Changing batteries of the remote control may help.

If the steps above cannot solve the issue, please restart the device and try again.

5.20. What should I do if my Dynalink 4K Streaming Box Google TV is unable to connect to Wi-Fi?

- ✓ Please check if other devices can connect to Wi-Fi. If the Wi-Fi AP cannot be connected, please check with Wi-Fi AP troubleshooting guide.

If only Dynalink 4K Streaming Box Google TV cannot connect to Wi-Fi, please ensure the settings to connect to Wi-Fi is correct. If still not working as expected, try to reset the network setting of the device.

5.21. What can I do if I can't sign in to my Google Account during Dynalink 4K Streaming Box Google TV setup process?

Please ensure your password is correct. If you forget the password and no longer have access to your Gmail, please use another account and try again.

5.22. What can I do if the TV can't display with Dynalink 4K Streaming Box Google TV?

Please plug and unplug the HDMI cable several times. If it doesn't work, please find another TV/Display set to try again. It may be caused by elder TV or damaged EDID.

5.23. Why can't I connect to my Wi-Fi AP?

Dynalink 4K Streaming Box Google TV support Wi-Fi 802. 11ac (2.4 GHz / 5 GHz), if you can't connect Wi-Fi AP. Please follow the below steps.

Step 1: Double check your Wi-Fi password is correct.

Step 2: Restart the Dynalink 4K Streaming Box Google TV Box and your Wi-Fi AP and try again.

Step 3: Make sure another device can connect the WIFI AP. (Ex. cell phone.)

Step 4: If it doesn't work after step 1/2/3. Please try to factory reset (The path: Settings"-> "System"-> "About"-> "Factory reset").

Step 5: Contact customer service if step 1/2/3/4 can't fix the issue.

5.24. I find my Dynalink 4K Streaming Box Google TV remote can't control/pair the box. What can I do?

Please follow the steps and check again:

Step 1: Check the battery voltage.

Step 2: Make sure the RCU to box close enough when pairing.

Step 3: Go to "Settings"->"Remotes & Accessories".

Step 4: Choose the BT remote and choose "Un-pair" to repair the RCU.

Step 5: Restart the box.

Step 6: Hold "OK" and "Mute" key together around 3-4 seconds until the green light blinks 3 times.(make the remote control factory reset)

Step 7: Press the "Pair accessory" button on the screen to enter the pairing page. And follow the pair steps that box indicate.

Step 8: If it doesn't work after step 1->7. Please try to factory reset (The path: "Settings" -> "System" -> "About" -> "Factory reset") of box.

Step 9: Please contact customer service if you still have an issue.

6. Compliance

Google TV is the name of this device's software experience and a trademark of Google LLC.

Google, Android TV, Android, Google Play, and other marks are trademarks of Google LLC.

Google Assistant is not available in certain languages and countries. Availability of services varies by country and language.