TabletTV
TPod Troubleshooting Tips for Android users

TabletTV

motive television

Created by Motive Television

BASIC FUNCTIONS

Q: How do I turn my TPod on and off?

A: The TPod is turned on and off with the power button on the upper left-hand side of the TPod, as shown in the diagram below. Make sure that you have properly charged your TPod.

To turn on your TPod, press and hold the power button on the upper left-hand side of the TPod for 3 seconds.

To turn off your TPod, press and hold the power button on the upper left-hand side of the TPod for 6 seconds, until the light goes off.

Q: What do the lights on my TPod mean?

A: There are two LEDs that illuminate on the bottom area of the TPod. The left light glows when the device is plugged in. The right light glows when the TPod is powered ON.

The left-hand LED indicates that the TPod is being charged using the USB power adapter. The LED glows RED when the battery is being charged and switches to GREEN when the battery is fully charged. When the USB power adapter is not plugged into the TPod, the left-hand LED will not be visible.

The right-hand LED indicates that the TPod is ON. It also shows the battery status. The LED glows GREEN when the battery has a charge between 50%–100%, RED when the battery is between 20%–49%, and blinking RED when the battery charge level reaches 10%. If the light is blinking red and you want to continue viewing/recording, you will need to either plug it in and allow it to recharge the battery while you're using it, or close the app, and turn the TPod off.

When the TPod is plugged in to the charger, and is turned ON, and is fully charged, both GREEN lights will be illuminated.

Q: How do I charge my TPod?

◆ Connect the micro USB cable to T-Pod and
to the charging unit, as shown in the illustration.
Then connect the charging unit to a power outlet.

🖑 The T-Pod can be charged via the USB port on a computer
only when the T-Pod is in turned off.
Charging through the USB port will take longer
than charging with the USB charging unit.

🖑 The charging unit's output voltage
is DC 5V, 2A.
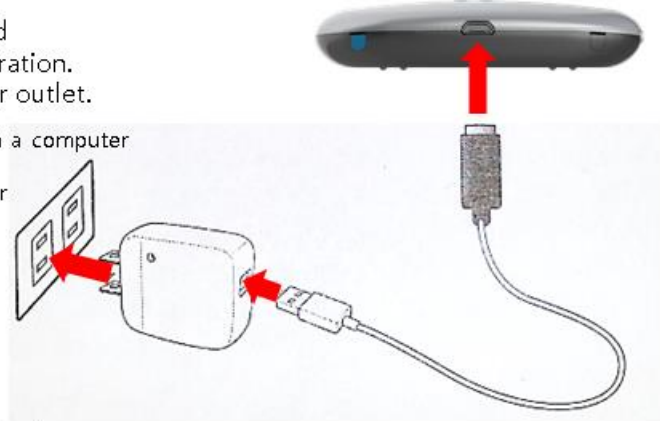
◆ The battery charging status of the T-Pod is shown
in the illustration on the right side.

🟩 LED : Battery Full Charged Status

🟥 LED : Battery Charging Status

Q: How long does the TPod battery run when not plugged in?

A: The TPod's battery lasts approximately 3 hours when fully charged.

Q: My TPod does not start. What do I do?

A: This could be because your TPod is not charged. Try pressing the power button at the top left-hand side of the unit for a minimum of 3 seconds. If the unit does not power ON and the LEDs do not light up, make sure the power adaptor is connected to the micro USB port at the top of the unit, and press the ON button at the top left of the unit for 3 seconds.

Q: How do I insert the SD card into the TPod?

A: When inserting the micro SD card into the TPod, remember that the "gold teeth" (metal contacts) should be facing UP, not DOWN.

MICRO SD CARD (8GB)
TARJETA MICRO SD (8GB)

Insert Micro SD Card in slot
with "gold teeth" facing up

CONNECTIVITY

Q: My tablet does not see the TPod in my list of Wi-Fi networks. What do I do?

A: It sometimes takes a short time until the tablet "sees" the TPod's Wi-Fi signal. If it does not appear, you might try switching your tablet's Wi-Fi setting off and then back on again.

There are three possible reasons why you cannot see the TPod in your Wi-Fi network list. To resolve this, please ensure that:

       1. The TPod is switched on.

       2. The TPod is within range of the tablet (within 30 feet is recommended).

       3. Your tablet is not in airplane mode.

Q: I lost the connection to the TPod. What do I do?

A: If your tablet loses connection to your TPod, a screen like the one at right will appear. Before re-establishing a connection by clicking on "Try Again," check the following:

1. Be sure your tablet is within 30 feet of your TPod.

2. Ensure your TPod is still powered on.

3. Open your tablet's Wi-Fi settings and make sure it is connected to your TPod.

4. To connect to the TPod network device, enter the password (the default TPod password is the name of the TPod: "TPod_XXXXXX"). Note that the password is case sensitive.
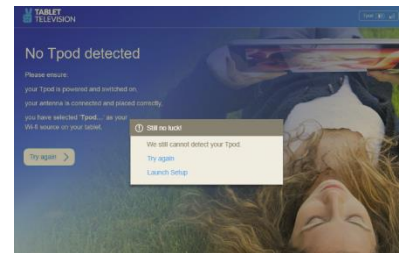
THE APP AND ITS FEATURES

Q: I can't find the TabletTV app on my tablet screen.

A: Depending on your tablet, it's possible that the TabletTV app "icon" (see picture at right) is on a different home screen page. Try swiping left to right (or right to left) to find the app on a different page. Alternatively, go to the App Store, type "TabletTV" in the search window, and check the results. If the TabletTV app isn't already installed on your tablet, you will have the option to download it.
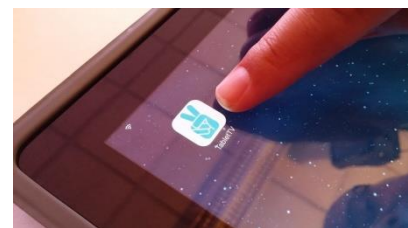
Q: I installed the TabletTV application, but it does not start.

A: Delete the application, go back to the App Store, and download/install the app again. There is no cost for doing this.
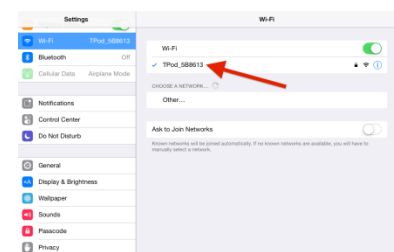
Q: In the Wizard, the TabletTV app can't find the TPod.

A: If the app cannot find the TPod, please go to Settings and check that the Wi-Fi feature is turned ON.

Q: Sometimes when updating the Program Guide information, the TabletTV app crashes.

A: You didn't do anything wrong. Please check that your iOS device has the latest version from Apple. Upgrading to the most current iOS release will ensure that you've got the most compatible versions of both iOS and TabletTV.

Q: Do I need different TPods for iOS and Android tablets?

A: No. The TPod for the Apple and Android versions is exactly the same, so there is no need for new or different TPod. The TabletTV app version is still in development and will soon be ready and available on Google Play.

SCANNING FOR CHANNELS AND WATCHING LIVE TV

Q: The initial scan that I ran found few or no channels.

A: If the initial scan results are less than favorable, try movng the TPod to a different location (closer to a window, for instance) in order to improve reception of the TV signals. After you've changed locations, close and then restart the TabletTV app.
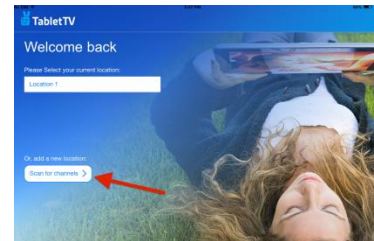
Q: The channel I am watching pixelates constantly and I can't get a clear picture. How can I improve that?

A: Check that the TPod antenna is fully extended. You may find adjusting the antenna to a more horizontal angle will improve the signal reception. Or you can try repositioning your TPod to a better location.

Q: If I go to a different location, should I scan again?

A: Yes, you will want to perform a new scan whenever you are in a different location where channel lineups can be different from your previous scans.

Q: Why does the TPod find more channels in different parts of my home?

A: Channel reception and signal strength can vary anywhere you use TabletTV, depending on the location's line of sight to broadcast transmitters. Therefore, placement of the TPod in your home will often result in varying TV reception. We recommend finding the optimal location and placement in your home to receive the maximum number of channels, then saving that location as your preferred one, so you can easily return to that saved scan.

Q: How far away can the TPod be from my tablet?

A: When your tablet is paired directly with your TPod (i.e., not via your home Wi-Fi network), we recommend that you keep your tablet and TPod within 30 feet of each other for optimal viewing. If you are using your home or shared Wi-Fi network, you can operate anywhere within the range of that network. Please note that the thickness of the walls in your home and other interfering Wi-Fi sources can affect the quality of the video signal and thus the viewing experience.

RECORDING AND CONTENT STORAGE

Q: Can I schedule multiple recordings at the same time?

A: No, you cannot schedule multiple recordings to occur at the same time. The TPod has a single ATSC tuner, so it can record only one program at a time.

Q: Can I watch one channel while recording a different one at the same time?

A: Your TPod has a single ATSC tuner, so you can only record the channel that you are watching.

Q: My TPod indicates that there is no more space to record and I cannot store any more programs on it. What do I do?

A: Your TPod has 7 GB of storage + an additional 8 GB from your MicroSD card. If you've filled up your SD card, there are 3 options:

1. Move some stored content from the TPod to your tablet memory, freeing up space on your TPod.

2. Delete some stored content on the TPod. If you go to the Recorded tab, you can indicate which programs you want to delete.

3. Purchase an additional MicroSD card from your local consumer electronics store. Please remember to find *either* a"Class 10" MicroSD card and/*or* "UHS Speed Class 1" MicroSD card.

OTHER

Q: What does the parental control tab do, and how does it work?

A: The parental control function allows you to lock the TabletTV app via use of a password to prevent unauthorized viewing. As shown in the screen shot at right, the steps are:

1. Click on "Enable Parental Control."

2. Click on the "Parental Control" button.

3. Enter a password.

4. Click "Save."

Q: I can't remember my parental control password. What do I do?

A: Delete the TabletTV app from your tablet, then download and reinstall the TabletTV app from the App Store.

Q: I lost my USB charger cable and/or adapter.

A: You can find a replacement micro USB charger cable and/or adapter at any local or online consumer electronics store.

Q: I lost my SD card. Where can I get a new one?

A: If you've lost your micro SD card, you can replace it at any local or online consumer electronics store. Be sure to ask for a "Class 10" MicroSD card or a "UHS Speed Class 1" MicroSD card. MicroSD cards come in a variety of memory sizes; the one supplied with your TPod has 8 gigabytes (GB) of memory.

Q: Is there a provision for an external antenna?

A: There is no provision for an external antenna.