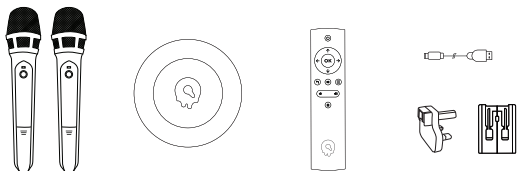POPSICAL
REMIX

USER MANUAL

TV with HDMI port
• The HDMI port is necessary to connect to the music videos.
• A good sound system with A 3.5mm AUX cable connection.

Cables
• A USB-C cable (provided) to connect Popsical to a power source.
• A HDMI cable to connect Popsical to your TV (sold separately).
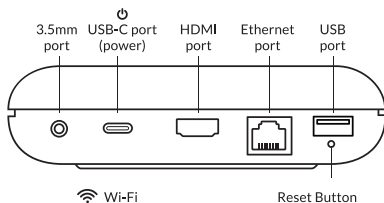• A 3.5mm AUX cable to connect Popsical to a sound system.

Network
• A broadband Internet connection that is Wi-Fi enabled, or a router with a LAN port, and LAN cable (Ethernet).

Software and Accounts
• A Popsical account
• Android or iOS Remote App (optional)

*Visit our online store at **www.popsical.com** to purchase any missing components.*

3.5mm port   USB-C port (power)   HDMI port   Ethernet port   USB port

🛜 Wi-Fi   Reset Button

| Ports	Functions
3.5mm port	Connect Popsical audio output to a sound system using a 3.5mm audio cable.
USB-C port	Connect Popsical to a power source via the USB-C cable provided.
HDMI port	Connect Popsical to the HDMI port of a TV using the HDMI cable.
Ethernet port	Connect to your broadband router via a LAN (Ethernet) cable.
Built-in Wi-Fi	Connect Popsical to your wireless network.
USB port	Connect a mouse or keyboard to the USB port if the remote control does not work or if you've left it at home.

Step 1: Power

Connect one end of the USB-C cable to the 3-pin plug adaptor and plug it into a power outlet.
Next, connect the other end of the same cable to the Popsical's USB-C port.
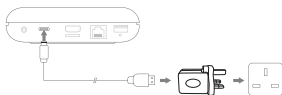
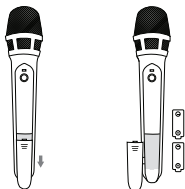**Step 2: Connecting Popsical to a TV**

Connect your HDMI cable to the Popsical's HDMI port and the TV's HDMI port.
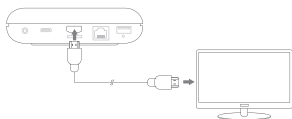
Step 3: Connecting Popsical to a sound system

Connect the 3.5mm audio cable to the Popsical and the sound system.
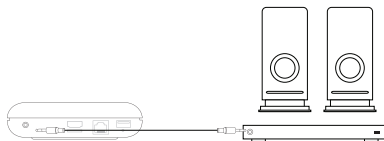
Step 4: Step 4: Turning on the Microphone

Remove cap and insert two AA batteries as shown in picture, negative side on top. Press the circular
LED button to turn on the microphone. When you are not using it, remember to turn it off.

*Note: Please refer to **www.popsical.com/manuals** for more information.*

SYMPTON	CAUSE	REMEDY
Popsical won't turn on.	1. USB-C cable is loose on either end. 2. 3-pin plug adapter has an incompatible voltage. 3. 3-pin plug adapter is not plugged in or main's switch is off. 4. USB-C cable is faulty, non-certified. 5. Popsical is in sleep / off modes.	1. Check that the USB-C cable is plugged in on both ends. 2. Check that the 3-pin plug adapter voltage is 5V 2A. 3. Check that the 3-pin plug adapter is plugged in, and that power is on at your main switch. 4. Ensure that you're using the certified USB-C cable. 5. Press and hold that power button on your remote.
Popsical won't connect to Wi-Fi.	1. Password is incorrect. 2. Signal is too weak / intermittent. 3. Your WiFi network is hidden.	1. Ensure that you have typed the correct password. 2. Move the Popsical closer to you WiFi router. 3. Plug a USB mouse into your Popsical, click "Advanced", open the "More Options" menu on the upper right of the network screen, click "Add Network". Enter SSID and password, press "Connect". Press "Back" on your remote to exit the network screen.
Popsical says the WiFi network has no internet.	1. Your WiFi router has no intretnet. 2. Your WiFi router is not setup with DHCP. 3. Your WiFi router is behind a corporate firewall/ captive portal.	1. Ensure that your router is plugged into your modem, and that the modem is turned on and connected to your ISP. 2. Ensure that your router's DHCP server is enabled. 3. Plug a USB mouse into your Popsical, click "Open Browser", refresh the page, input your username / password to login to the gateway, press back on your remote to exit the browser.
Video and audio continuously buffer and do not play.	1. Popsical's WiFi connection is unstable. 2. Popsical has disconnected from WiFi. 3. Popsical has crashed.	1. Move Popsical closer to your WiFi router. 2. Go to "Settings" ≡ then select "Network Settings" > press icon ✿ to enter Android WiFi Settings. Select your network and press "Forget" and re-authenticate with your wifi network. You might need a mouse or keyboard to do the above. 3. Restart Popsical by unplugging and replugging the USB-C cable, reconnect it to WiFi.

SYMPTON	CAUSE	REMEDY
iOS / Android Phone App does not work.	1. Popsical and Phone are not on the same WiFi network. 2. Popsical is unable to display a party code. 3. Popsical has disconnected from WiFi. 4. Phone App's party code has expired. 5. Phone App has crashed/ frozen. 6. Phone has disconnected from WiFi.	1. Ensure that both the Popsical and your Phone are connected to the same WiFi network. 2. Restart your Popsical, ensure it is connected to WiFi, and NOT to Ethernet (see point 3). 3. From the "Main Menu", go to "Settings", select "Network Settings", select your wifi-network, press "Forget", then re-enter your wifi password and click "Connect". Press the "Back" button to return to the "Main Menu". 4. Reconnect the Popsical App to the TV with a new party code. 5. Reconnect the Popsical App to the TV with a new party code. 6. Reconnect your Phone to the same WiFi-network as your Popsical device.
TV screen is black, there is no image, image is frozen.	1. Your TV's HDMI cable is loose or faulty. 2. Your TV is turned off, or in the wrong input mode. 3. Popsical has gone into sleep / off mode. 4. Popsical has crashed / frozen. 5. Popsical's WiFi connection is unstable.	1. Ensure that the HDMI cable is securely plugged in on both ends, and that it is certified and functional. 2. Ensure that your TV is on, and is receiving video input from the correct port e.g. HDMI. 3. Press and hold the "Power Button" on the Popsical remote. 4. Restart your Popsical by unplugging and replugging the USB-C cable, which is providing the electrical input. 5. Press back to exit the "Karaoke Screen", from the "Main Menu" go to "Settings", click "Network Settings", forget and rejoin your WiFi network, and move Popsical closer.
Popsical fails to start, stuck at a blank screen, hangs while playing a song.	1 Using a power adapter that has less the 2A (Ampere) power output.	1. Use the standard power adapter that was provided to you in your Popsical box.
Microphones won't turn on or with buzzing noise or LED indicator is flashing.	1. Battery is low.	1. Change the AA batteries.
Microphone has no sound.	1. Microphone has no batteries 2. Microphone is too far away from the Popsical device. 3. Aux 3.5mm cable is not connected.	1. Put in 2 AA batteries inside the microphone. 2. Make sure you are within 3 meter from the Popsical device. 3. Connect the Popsical to a sound system using the AUX 3.5mm cable.

SERVICE AND WARRANTY

Popsical devices are ensured with a 1 year limited warranty from date of purchase as shown on your purchase receipt. Please bring the purchase receipt with you when making a warranty/servicing claim.

What are not covered under our Limited Warranty?

- Physical exterior damage to the plastic shell, but with no associated loss of product functionality; cosmetic-damage.

- Physical exterior damage to the plastic shell, and with loss of product functionality; human-damage.

- Physical damage to the interface ports, but with no associated loss of product functionality; cosmetic-damage.

- Physical damage to the interface ports, and with loss of product functionality; standard port wear-and-tear.

- Product malfunctions have been due to out-of-date software; please keep your Popsical device up-to-date.

What are covered under our Limited Warranty?

- Loss of product functionality; malfunction of internal components with no visible physical exterior damage to the plastic shell.

- Popsical is unable to boot when the correct power supply is attached, yet no visible physical exterior damage.

- Malfunction and/or connectivity loss of interface port with no visible physical damage to the interface ports.

- Popsical displays errant behaviour, such as repeated crashes, unable to play songs, even when connected to a stable WiFi network within our service centre, and updated with the latest software with no visible physical exterior damage.

- Microphones produce intermittent vocals and/or no transmission of vocals with no visible physical exterior damage.

- Popsical devices are unable to produce any sound, unable to deliver command (buttons not working) and bluetooth functionality fails with no visible physical exterior damage.

*Note: Please go to **www.popsical.com/support** to chat with a customer support representative. Charges may apply for servicing if the warranty period has ended.*