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clear>stream
Zoomtak T8+
Quick Start Guide

@clearstream2013

/clearstream.freeTV

Preface

Thank you for purchasing a Triotech Media product. This quick start guide will help you get the most out of your new media unit. Please read it carefully before using and keep it for future reference.

Statements

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Contents

Chapter 1 System Introduction

1.1 Key Features

- OpenELEC embedded Linux, or Android operating system with ARM Multicore Processing
- Multiple format support including VC-1, H.264, MPEG-2, MPEG-1, MPEG-4, DIVX
- Video formats include avi, mpg, vob, mkv
- Audio Formats include MP3, WMA, AC3, DTS and AAC
- Support for SD/SDHC/MMC cards
- 3 x USB 2.0 host connectors
- Gigabit Ethernet and Dual band wireless network connections
- Infrared remote controller

1.2 Environment for System

Operation: Temperature limitation: 0-40˚C; Humidity: 20-80%
Storage: Temperature limitation: -20-50˚C; Humidity: 10-90%
It is recommended to not operate the unit in an enclosed space or to stack the unit directly on top of another heat producing device.

1.3 Package Contents

Accessories	
Power Adaptor 3Pin UK	1
HDMI Cable	1
Ethernet Cable	1
User Manual	1
Remote Controller	1

Chapter 2 Connecting Your System

Rear View
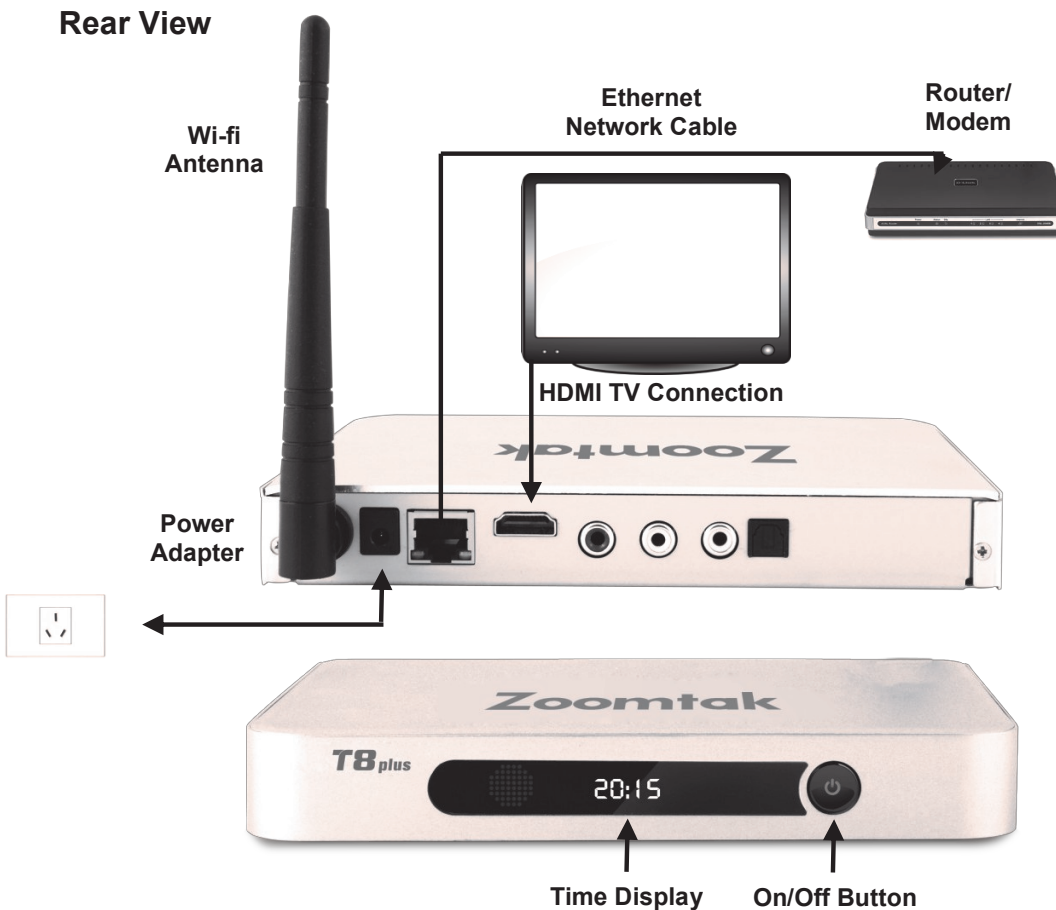
The ports on your unit may differ in terms of location/order on the unit.

2.1 Cabling Your System

1.   Connect the HDMI cable supplied into the interface marked HDMI on your media unit and the other end into a HDMI socket on your TV.
2.   Connect your Ethernet cable from the T8+ unit to a free port on your router/modem.*
3.   It is highly recommended that you plug the power supply into the unit last of all.

●   It is **strongly recommended** that you use an Ethernet connection rather than a wireless connection to your router. If the cable will not reach the location of your router, then a longer cable can be purchased, or a powerline Ethernet adapter that will use your household electrical wiring to establish the connection can be purchased via our website www.triotechgroup.com.

If you do decide to use a wireless connection, configuration details are give in section 2.5

2.2 Powering on/Off

Once your unit is plugged in, the on/off button on the front of the unit will turn red. You can switch the unit on and off by either pressing the button or using the power button on your remote. By selecting the appropriate HDMI source on your television remote, you should see Clearstream Home Screen as below.

2.3 Check Your Network Connection

If you are using a wired Ethernet connection, your network should be automatically configured. To check you are online, check the system time in the top right of the Home Screen. If it is correct then you are already connected and able to watch some TV.

Should your time be incorrect, please follow the procedure in the next section to connect your Ethernet or Wi-fi network.

2.4 Enabling SMART DNS for access to UK Only Services

Most UK content can be viewed via Addons that do not require a SMART DNS service. However, If you do require access to ITV player catch-up services, go to the ONDEMAND section on our website at www.triotechgroup.com/ondemand, or go to the HELP icon from the Video Addons tab on your Home screen and look at the FAQ section for instructions on how to set the service up.

2.5 Configure your Network

You can access the network settings by choosing the Home Screen **OpenELEC Configuration Icon**. Select the **NETWORK** section as below and ensure the blue radio button is showing next to either **WIRED** or **WIRELESS** options depending on how you intend to connect your system. The Icon is also available from the PROGRAMS heading on the Home Screen.
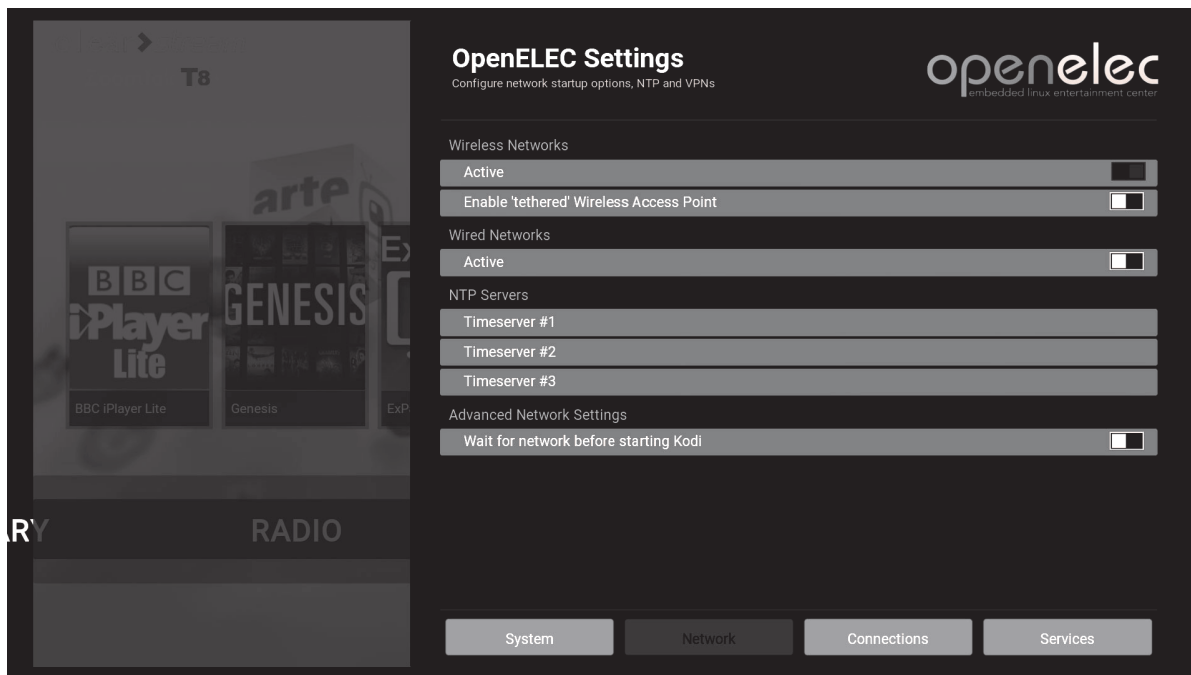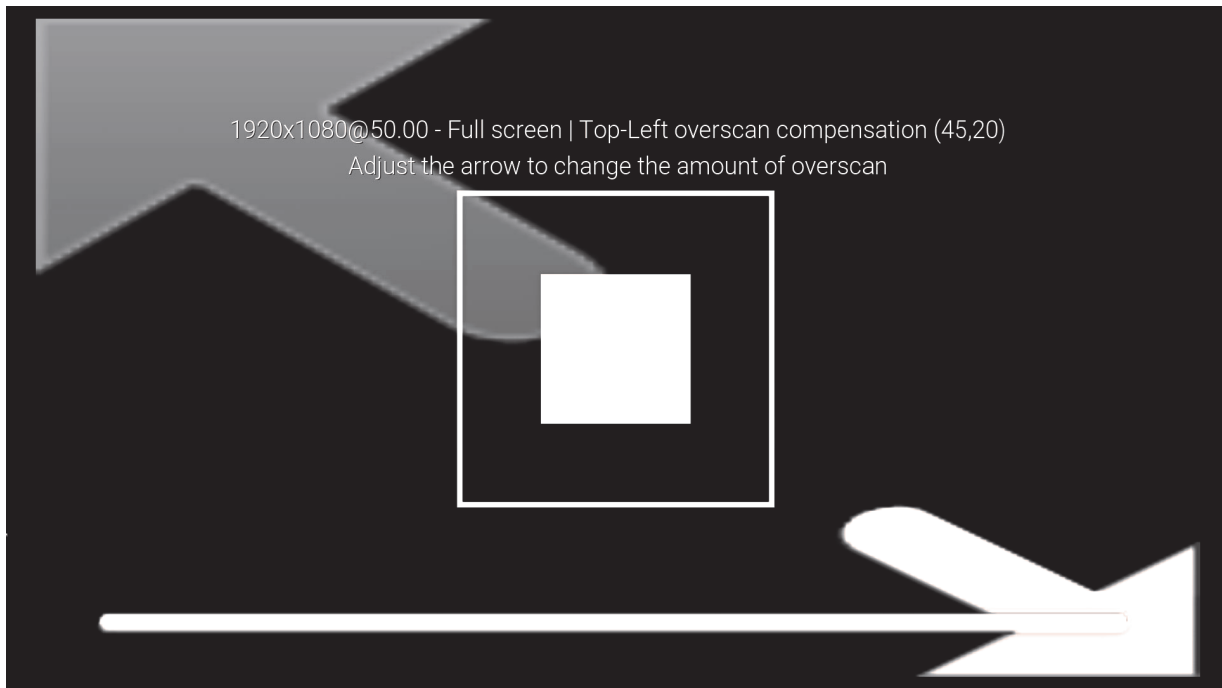

If you are connecting via Wi-fi, choose the **CONNECTIONS** option and then select your Wi-fi network and press **OK** on the remote to enter your pass key.
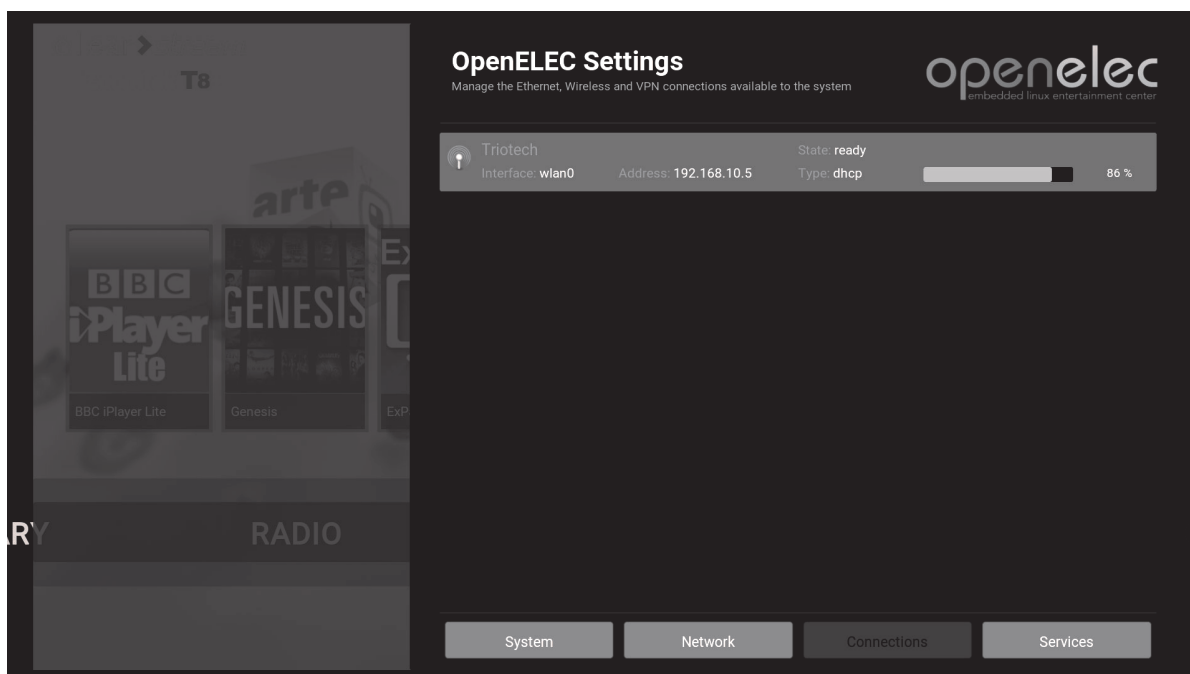
2.6 Calibrating Your Screen

If you find that some of the text is missing in the corners of your Home screen, your system needs to be calibrated to your TV. To do this, from the Home screen, go **RIGHT** to the **SETTINGS** heading and press OK. Then choose the **SYSTEM** heading, then **VIDEO OUTPUT**, then the **VIDEO CALIBRATION** option on the right. This will go to the screen as shown below.

1920x1080@50.00 - Full screen | Top-Left overscan compensation (45,20)
Adjust the arrow to change the amount of overscan

You will then go through a process of moving the arrow to the top left corner of your TV screen until it's fits top and left, and press the **OK** button. The same process is carried out in the bottom right of the screen, followed by selecting where the subtitles should appear. Finally you will see a square in the centre of the screen. Use the **LEFT/RIGHT** buttons on your remote to make it a perfect square and press return. You can exit the menu back to the home screen using your **BACK or RETURN** button on your remote Your screen is now calibrated.

3. Using your Remote Controller

Please refer to the **REMOTE KEYCARD** sheet that came with your unit for details on how your particular remote functions. All remote guides can also be found online by going to www.triotechgroup.com/remotes.

4. System Overview

Your Clearstream model is based upon an award-winning free and open source (GPL) software media player and entertainment hub for digital media. It was designed for network playback, so you can stream your multimedia from anywhere in the house or directly from the internet using practically any protocol available. This software is provided pre-configured and at no charge with your system.

In addition to this, we have also provided our unique Clearstream management software that provides automatic updates when required, directly to your unit each time you switch on. It also provides several tools to check Internet speed, maintain your system and includes a RECOVERY option which will download and install a default image to your unit to bring it back to the state when purchased.

4.1 Video Addons

Some popular Addons have been pre-installed on your unit. The shortcuts to some of these can be found on the main Home Screen above the TV heading.

All of the Addons can also be accessed from the **VIDEO Addons** heading on the Home Screen menu bar.
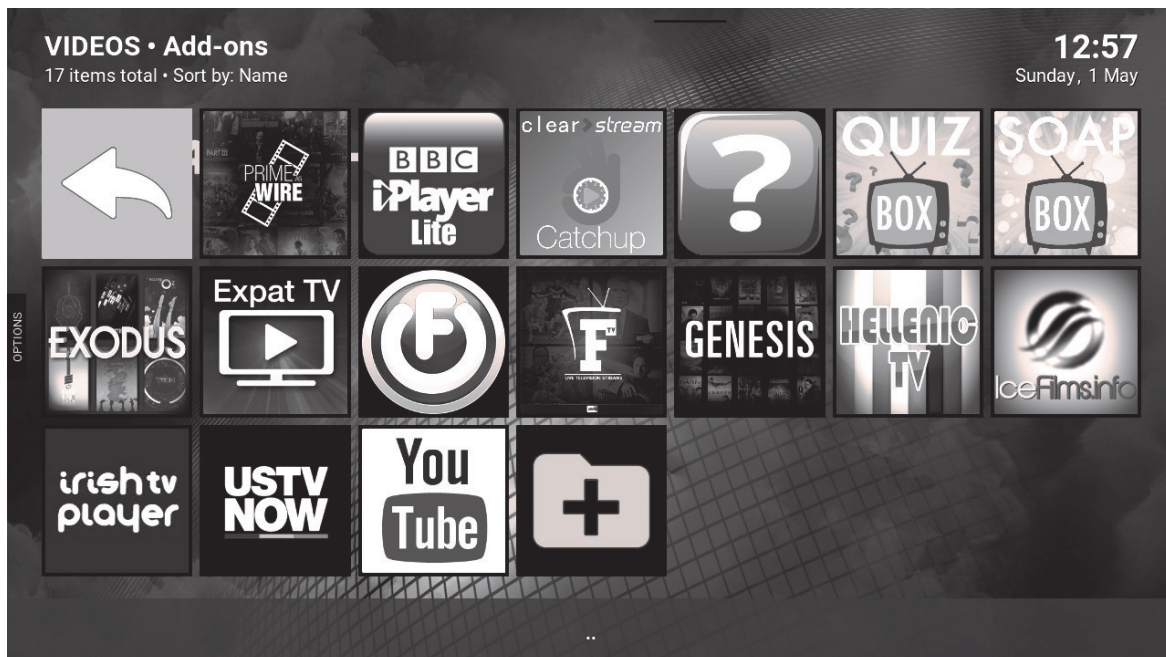
4.1 Video Addons Cont..

There are literally hundreds of video addons available that provide Live TV, Movies, TV Catchup , Radio and much more.

For UK Live TV

Live UK TV. Usually in higher resolution than Filmon. Our first choice for live TV and written in house. You will find the Expat TV icon on your Home screen, and in the Video Addon's section. 14 Day Catchup for UK Soaps and Quiz shows is available within the Expat addon via the Soapbox and Quizbox icons.

The FTV Guide offers a familiar and easy way to view and plan your live TV schedule. As well as showing what is currently being broadcast, it offers program detail on each channel programming for the next three days. Once you have selected a channel, simply use the menu button on your remote to toggle between full screen and picture-in-picture to change channel.

UK Catchup Services

A traditional TV 7 Day Catchup solution. Watch programming you have missed from the last 7 days across 24 TV Channels.

Catch up on BBC channel broadcasting, showing the last 7 days programming plus more

Free content from your favourite ITV channels, available anytime.

Currently, a Smart DNS service is required for the ITV Player Addon to work. Please see page 6 of this guide or go to www.triotechgroup.com/ondemand for details.

### TV and Movies On Demand Addons

Lots of Addons that provide literally thousand of Movies and TV shows, available on demand. Classic Movies and shows from yesteryear to the latest episodes from yesterday. Many in High Definition. For tips and details on how to use Addons, please go to: www.triotechgroup.com/quick-tips or go to the HELP icon from the Home screen.

4.2 Main Playback Screen

The main video playback screen is the same regardless of which addon you are using. This can be accessed by pressing the **MENU** button on your remote. Here you can adjust settings such as audio offset, aspect ratio and subtitles.
Note: This is not available whilst using the FTV TV Guide.

SUBTITLES

VIDEO OPTIONS
Aspect Ratio, Filters

PLAY/PAUSE

AUDIO OPTIONS
Audio Offset, Boost

STOP
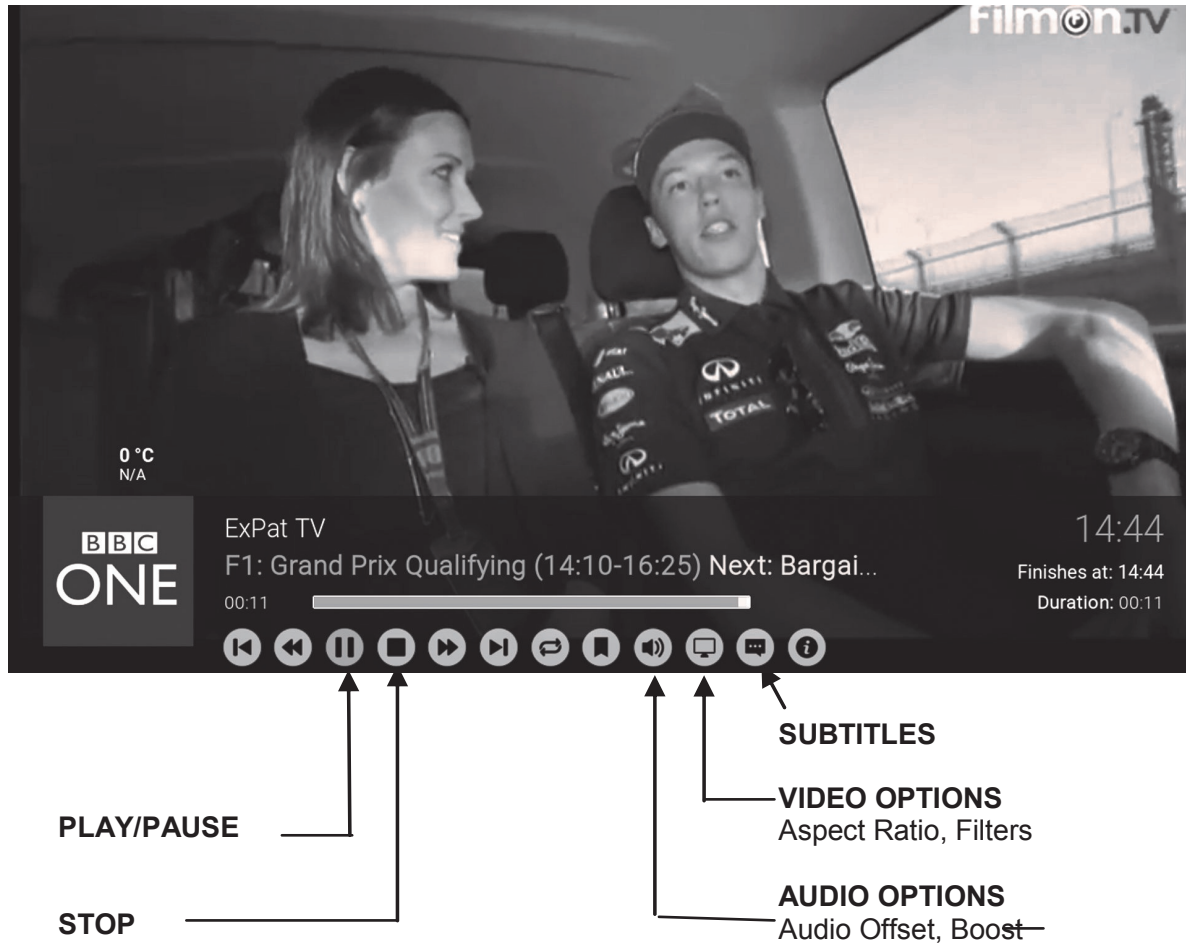
FFWD/REWIND are currently not supported for streaming. Instead, use the **LEFT/RIGHT** arrows on your remote to skip forward/backwards 30 sec, and the **UP/DOWN** arrows to skip forward/backwards by 10 Mins. **This is not supported with live TV streams.**

4.3 Using Live TV Addons

When using Live TV Addons, navigate to a channel thumbnail or list with the remote arrows and press **OK/SELECT** on your remote to select your channel. Please be aware that Internet streams will take up to a few seconds to start, so repeated pressing of the OK button before the stream starts may cause the unit to fail to play the stream correctly.

To go back to your channel list, press the **STOP/RETURN** buttons, and then **RETURN** to go back to the main menu screen.

Alternatively you can use the pre-installed FTV guide from the home screen to access your Live TV schedule.

4.4 Using Movies/Recorded TV

When watching Movies or pre recorded TV, you can use the **PLAY/PAUSE** and skip functions during playback. The PAUSE function is very useful if for example you are experiencing stuttering or buffering on your connection. Simply press the **PAUSE** button and give the movie or show 30 seconds-1 minute before pressing **PLAY** again. This allows the units to download data in the background to give smooth playback. You can use the UP/DOWN/LEFT & RIGHT remote buttons to skip forward & backward though the program as detailed on page 11 of this guide.

Important: The PLAY, PAUSE & SKIP functions are unavailable whilst watching LIVE TV and may result in an error on your system.

It is important to note that with the volume of content available through these Addons, Triotech Media cannot be held responsible for either the reliability, suitability or legality of some content in terms of copyright. Some content may be unsuitable for young children. Viewer discretion is advised.

5.0 Clearstream Maintenance Addon

The Clearstream maintenance tool is designed to give you all the tools and support you need to keep your unit up to date and Functioning optimally. Here you will find all of the fixes, updates, and version upgrades as well as diagnostic tools such as checking your Internet connection. The Auto Update feature means that critical updates will be applied automatically when you switch the unit on.

You will find the Clearstream maintenance Addon by using the **RIGHT** button on the remote from the main screen. You will find the Icon by going to the **PROGRAMS** heading on the home screen and selecting **OK** on your remote.

You can also install new Addons on your system using the ADDON Installer icon which is also available by selecting the PROGRAMS heading from the main screen.

If an Addon is not functioning correctly, you can **RE-INSTALL it easily** by going to the **RE-INSTALL** section within Clearstream Maintenance.

5.1 Help and Support For Your Clearstream

One of the key differences between our system and many others is that we understand how important customer service is.
In addition to the standard hardware warranty, we provide lifetime technical support for your unit with online help, videos, & FAQ sections etc.

For direct support, you can use the contact-us link to raise a support ticket or ask a question at:
www.triotechgroup.com/contact-us
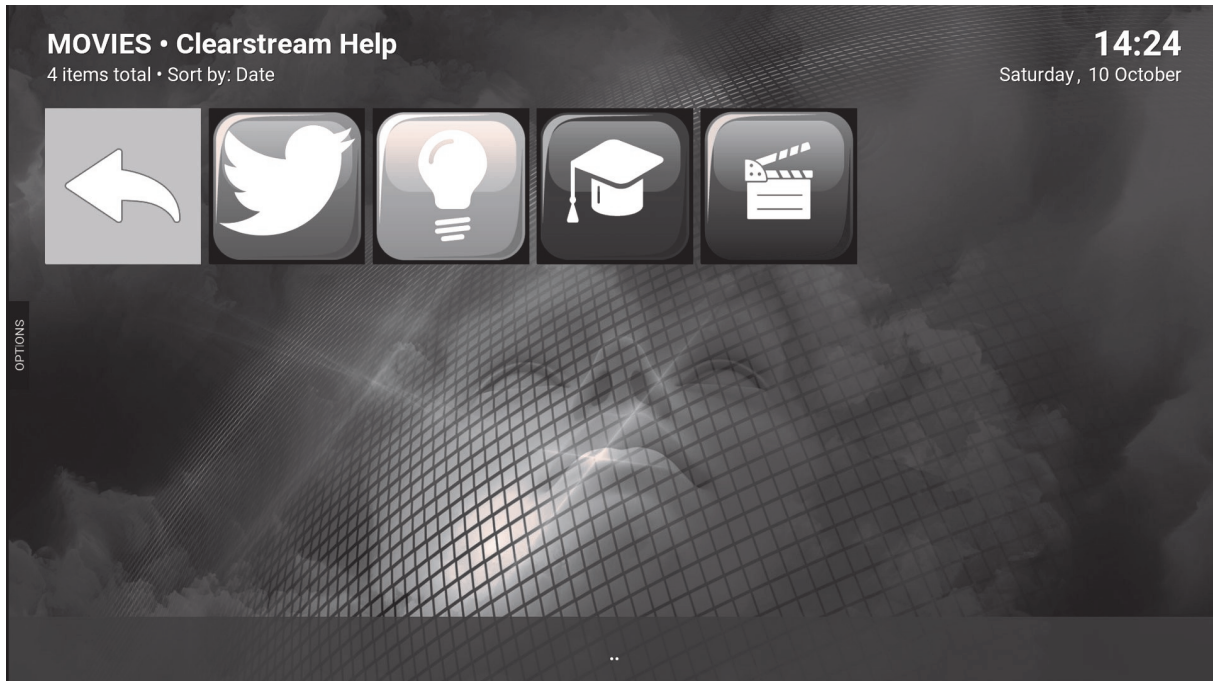
HELP

A series of Help Videos, latest news and quick tips are available directly from your unit by accessing the **HELP** Icon . You can find this in the Video Addon section from your menu.

You can also follow us on:

Twitter   @clearstream2013
Facebook   /Clearstream.freeTV
Website   www.triotechgroup.com

5.2 Troubleshooting

Q.   *I have an error' saying script failure' on my screen*.
A.   If all Addons are failing, it is likely you are not connected to the internet. Check connectivity using the Clearstream maintenance NET TESTER tool and reboot the media unit.

Q.   *My video stream keeps pausing and saying 'Buffering'*
A.   Some sources can be busy due to demand. Many issues can be fixed by pausing the stream for 30 seconds or so before resuming to allow the stream to buffer. (Not LIVE TV). If you still experience buffering then press the STOP key and choose another source as they will vary in speed. Many videos are available across different Addons as well, so give a different one a try.

Q.   *I cannot connect to the Internet*
A.   If you are wired then check whether the Ethernet port is flashing and check the router configuration is correct. If the problem persists, then switch off the router and the Clearstream unit. Switch on the router first and wait until it is fully active before switching on the Clearstream unit and try connecting again.

Q.   *UK On Demand services are not working with script failure or URL not found*
A.   Please go to www.triotechgroup.com/ondemand to fix your Smart DNS.
Q.   *One of my Addons is not working but the rest are fine*
A.   Try going to the re-install section of the Clearstream Maintenance Addon and select the Addon to re-install it. Reboot the Clearstream and try again.

Q.   *My media unit is not responding when using an Addon*.
A.   If it does not respond within a couple of minutes, then reboot with the power button on the remote.

Q.   *I cannot enter my serial number into the Clearstream Maintenance Addon*
A.   The serial number is printed on the underside of the media unit, starting 201.. The number can be entered without spaces or dashes. There is no need to use the S/N prefix when entering the number.

Support for Addons

With the exception of Triotech Media authored Addon's, all of the Addons are free public domain software and as such we do not offer direct support should an individual Addon stop working or malfunction. We will of course offer advice and fixes where we can, which you can get via our website at *www.triotechgroup.com/support* .
All available fixes are available via the Clearstream Maintenance Addon.

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If you are looking for a great business opportunity, you can become an official reseller or affiliate with no risk.

Check out our reseller and affiliate options at www.triotechgroup.com/partner.