



KAON Android Box Troubleshooting:

So, you have a problem with your android television box, eh? Well do I have some steps for you.

1. Force Stop and Clear Cache of the NITCO TV app.

- 99% of the issues seen on these android boxes so far can be solved with this step. (This step can also be used on any app you are having an issue with, not just the NITCO TV app.)
 - A. Make sure you are on the home screen of the Android box. You should be able to see the current time at the top right corner of the screen.
 - B. Navigate to the Settings of the android box. It is marked with a gear icon right next to the time on the top right of the screen. Click “Okay.”
 - C. The Setting menu should pop out from the right side of the screen. Scroll down to the option that says “Apps” marked by a bug icon. Click “Okay.”
 - D. In the Apps page, scroll down to the NITCO TV app and click “Okay” on it.
 - E. In the NITCO TV app settings page, select “Force Stop” and then “Okay” when it asks if you want to force stop the app.
 - F. Then navigate to the Clear Cache option of the NITCO TV app settings and click “Okay.”
- Go back to the NITCO TV app on the home screen and open it back up. The issue you were having is usually solved. If not.....



2. Powercycle the Android Box

- A. Unplug the power cable from the android box, count to 10, and plug it back in.
- B. This should cause the android box to restart and possibly clear out your issue.

3. Log out and log back in to the NITCO TV App.

- A. In the NITCO TV app, navigate to the side bar that gives you the “Home”, “Live TV”, and “Recordings” options. Navigate down to the character with the account name on it and click “Okay.”
- B. Navigate to “Log out”. This will log the current account out of the app.
- C. Automatically, the app will ask you to sign in again. Use the correct username and password to sign back in to the app. This rarely fixes issues but it is something to try.

4. Delete and Re-install the NITCO TV app from Google Play.

- A. From the Android box home screen, navigate to the settings gear located next to the time in the top right corner of the screen. Click “Okay.”
- B. Navigate to the “Apps” label in the settings menu. It is marked by a bug icon. Click “Okay.”
- C. In the Apps setting page, scroll down and select NITCO TV.
- D. In the NITCO TV settings, select the “Delete” or “Uninstall” option. This will remove the NITCO TV app from the device.
- E. Return to the Android box home screen, scroll down to the red circle that is labeled “Apps”. Click “Okay.”



- F. Select the Google Play app out of the list of apps.
- G. Locate the search icon and type in “NITCO” into the search queue.
Click “Okay.”
- H. The NITCO TV app should show up in the search results. Select it and click “Okay.”
- I. Click “Download.” The NITCO TV app will then download to the android box.
- J. Return to the android box home screen and select the NITCO TV app. It will automatically ask you to sign in to your account.

5. Factory Reset the Android Box

- **STOP: Make sure you have the relevant Google Account username and password along with the Wi-Fi password to the network. This step will entirely wipe the devices info and is usually a last resort.**
- A. On the Android box home screen, navigate to the Settings gear on the top right of the screen next to the time. Click “Okay.”
 - B. On the settings screen, navigate down to “Storage.” Click “Okay.”
 - C. Select the option that says “Factory Reset.” Click “Okay.”
 - D. The box will ask you if you are sure. You are sure.
 - E. The box will wipe the system and then begin the new set up process.
You will be asked to connect to Wi-Fi (or ethernet) and to log in to the Google account.
 - F. Once the box is set up, follow steps E through J on part 4. This will get you to install the NITCO TV app on the android box.

For further assistance, call our 24/7 Help Desk at 219-996-7000.