

# THE DRAGON BOX

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## Background and Device Summary

The DragonBox is a piece of hardware that runs Android software as the main operating system (OS) just like Windows on your computer. The main “User Interface” running on top of the Android OS is the DragonBox program. This interface is what you interact with using the remote control.

The DragonBox program installs many “apps” that are freely available on the internet – just like on the Google Play and Apple Stores. These “apps” are essentially search engines that scour the internet looking for the items listed in the apps. Once the items are found, the various sources for the search are displayed, and you then select a source and enjoy the content that is then “streamed” to your TV. Nothing is stored locally, nor is it made available for other users.

The “apps” are maintained by various individuals and organizations throughout the world. Some are maintained better than others (meaning some “work” better). Sometimes a good working app stops working because the individual or group behind that app just stops supporting it or they have an update that is required.

Occasionally there are updates to this main OS and that is performed in the OTAUPDATE section on the Main Screen. Instructions for [checking on updates](#) and installing are further down in this document. Additionally, sometimes the DragonBox app needs to be updated or they have added new Apps. This is accomplished by running the [Dragon Wizard](#), which is described later in this document.

Finally, this is a technology product, and like a Windows PC, it needs to be reboot or reset occasionally. Those instructions are in the [Troubleshooting](#) section in this document.

## General Usage Advice

1. Have a MINIMUM Internet Bandwidth of 15 Mbps. Do a speed test at <http://www.speedtest.net/> or using the DragonBox itself (under Apps on Home Screen).
2. Wired connection to the router/modem is BEST
3. Wireless can be used if you have a good Wi-Fi router. Cheap Wi-Fi routers built into boxes like AT&T U-Verse are not recommended.
4. Keep your box Up-To-Date. The best way to accomplish this is to leave it on all the time. The apps will continually update.
5. If you are having issues with an app not running or doing anything when clicking on it, try pressing the **Round RED button** on the remote 2 times. This will restart the box.
6. If the issue is not fixed by doing number 5, move further down in this document to the “Dragon Wizard” section for instruction on running that, or the [Troubleshooting](#) section for further pointers.
7. The main buttons on the remote that you will use are:
  - a. The round button in the middle with the 4 arrows along with the OK button in the middle. Used for making selections
  - b. The “return” button just above the round button and on the right side of the remote. Used for going back one screen on each click

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- c. The “android” man button above the round button on the left side of the remote. Take you to the Home Screen of Android.
  - d. The volume button on the remote is for the volume on the box. You most likely have another volume source on either your TV, Sound bar, or Audio/Video receiver.
8. “ALWAYS” hit the “STOP” button on your remote (square icon) when you exit a stream. This keeps the bandwidth down and allows for moving quickly into other Menu items.

## Finding Content

**\*\*THESE MAY CHANGE AS APPS GO UP AND DOWN\*\***

Regarding support - For direct streams questions we have to direct everyone to the Discord app because of FB Rules: <https://discordapp.com/invite/k4Ssx> See the [Getting Support](#) section of this document for more information.

### Movies

The best apps are: EXODUS, SALTS, SPECTO, PHOENIX, RELEASE HUB, YES MOVIES, M4U, PARAGON

### TV Shows

These are show series and not considered Live TV.

The best apps are: EXODUS, SALTS, RL SERIES, M4U, PHOENIX

### Live TV

Generally, Live TV is best experienced with an over the air HD Antenna which is FREE after you get the antenna. If, however, you do not want to get an HD Antenna or cannot, these apps can be used.

**Since it is Live TV, they tend to go up and down regularly.** The best apps for Live TV will have an annual subscription, which is generally \$20-\$60 per year – so not much cost, and they stay up and buffer much less.

The best apps are: CHANNEL UP and AREA 51( Paid Subscriptions), PHOENIX, VIDTIME, SPORTSDEVIL, CLOUD, LIVE MIX, UKTURKS,

\*\*\*If you purchased a CHANNEL UP (or other) Subscription, DO THIS. Click Add-ons Tab under Videos. Scroll down and highlight the subscribed App. Hit the Info Button on the Remote and then Click on the Configure link. Input the Username and Password there.

### Sports

The best apps are: DRAGON STREAMS, CASTAWAY, SPORTSDEVIL, MONEY SPORTS, RED BULL

### NFL

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The best apps are: DRAGON STREAMS, SPORTSDEVIL, CASTAWAY, PRO SPORTS

## Baseball

The best apps are: DRAGON STREAMS, CASTAWAY, SPORTSDEVIL, PRO SPORTS

## Hockey

The best apps are: DRAGON STREAMS, SPORTSDEVIL, CASTAWAY, PRO SPORTS, VIDTIME

## NCAA

The best apps are: SPORTSDEVIL AND CASTAWAY - LIVE SPORTS

## PPV

The best apps are: DRAGON STREAMS, SPORTSDEVIL, CASTAWAY, and CHANNEL UP

On the Main Menu go to: Sports > Dragon Streams > Dragon Sports

## Workout Videos

The best apps are: DIJ ENTERTAINMENT, PHOENIX THEN GO INTO “HER PLACE”, UK TURKS

## Adult

The best apps are: VIDEO DEVIL, WHITE CREAM, Plenty of other ones in the “Get More” section of Add-ons.

## Initial Box Setup / OTAUPDATE

After an OTAUPDATE, everything on the box is wiped clean. This is good, it is like reinstalling the OS on your computer – everything works better and runs faster.

If your reseller did not perform the initial setup before delivery, these first 6 steps are presented and must be selected before going to Step 7.

1. Turn box on and you come to the Welcome screen. Click “OK”
2. Choose Language and Click “OK”
3. Choose display size and Click “OK”
4. Choose “Ethernet” or “Wi-Fi”. Ethernet is the default and if you use WiFi, after an OTAUPDATE it will default back to Ethernet.
5. If choosing WiFi, pick your home WiFi name (be patient while it refreshes) and then enter the password. Hit OK to pull up the keyboard on the screen
6. Once it says “WiFi Connected” Click “OK”
7. On the **Home Page** (image below), go to “OTAUPDATE” and Click “OK” button. Verify the latest version is running. If there is an update available, follow the direction in this document (this section). If there are no updates available, continue on.

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Home Page

8. If there IS and update, select that and Download. Follow the prompts and Make Sure you select “Wipe Data” and “Wipe Cache” – there should be a check mark in each box.

The main “User Interface” running on top of the Android OS is the DragonBox program. Since everything is wiped out with an OTAUPDATE (or on a new box not previously setup) we need to install this User Interface. The first screen that appears after the OTAUPDATE will look like this (select “Dragon” on the screen above if that is presented first):



This is where the User Interface gets installed.

9. Click on the DragonBox icon in the App Store and press OK button on remote.
10. Next page click on **Download**
11. Click on **Install** in bottom right hand corner
12. Next page hit **Open** at bottom of the screen
13. The screen will say “**Preparing First Run**” and task bar will move across the bottom of the screen. Once it’s done the screen will go blank (rebooting) and will come up to the screen shown below.

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**Dragon Home Screen**

You will notice that there are NO applications installed yet. You have to run the Dragon Wizard to install the various Apps.

14. Use the down arrow on the remote to go to **Add-ons** under the **Videos** menu item and click OK on the remote. You will then see this screen:



15. On the Remote, Down arrow to **“Dragon Wizard”** and select OK, then Yes on the next screen.
16. Choose **“Initial Setup (New Boxes Only)”** and OK
17. You will be prompted to install XXX ADULT XXX – Yes or No. Make your selection then OK.
18. Let the apps install. This will take about 10 minutes or so – there are many apps installing. When it is finished it will reboot automatically and come to the **Dragon Home Screen** shown below. Notice there are now App Icons.

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Dragon Home Screen

During the install if you see the dialog box saying “Add-on is incompatible...” (above), just click “no” and let the system move on.

Under each **Main Menu** Item (Sports – 4k Moves – Videos – IPTV – etc) there are pre-installed apps from Dragon. If you want more apps, go to **Add-ons** under the **Video** menu item, and the entire list is there.

If what you are looking for is not there, go to the bottom of Add-ons and there is a “**Get more...**” app icon where you can add many more applications.



## Troubleshooting

Here are additional pointers for troubleshooting your box. Best to look here before posting on Facebook or other support areas (described in next section).

## Video Resolution

Matching DragonBox output to your TV Screen size is very important. Generally, this is “Auto” detected and configured, but I have found you need to perform the following steps sometimes:

1. On the remote press the “Home Button” – which is the little Android icon mentioned in the first section of this document.
2. Navigate to the right to “**Settings**”
3. Select “**Display**”

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4. Move down to “**Display Position**”
5. Follow the prompts and instructions on the screen.
6. Back arrow out or hit the Home button again.

## Dragon Wizard

If you are experiencing annoyances and issues such as Apps not playing or missing, You can re-run the Dragon Wizard occasionally. The DragonBox programmers install new apps occasionally also and perform bug fixes.

The Dragon Wizard can be found in a couple places:

1. Under Videos on the Main Menu in the Add-ons section
2. Under Programs on the Main Menu then Program Add-ons.

Once you run the wizard you will be prompted to hit OK. The box will reset and reboot. Let it sit for about 10 minutes so that the Apps can re-install and update.

## Setting Time and Date

Generally, the box should be able to determine you current location time and date. If, however it does not for some reason you can:

1. On the remote press the “Home Button” – which is the little Android icon mentioned in the first section of this document.
2. Navigate to the right to “**Settings**”
3. Scroll right to “**Other**”
4. Click on “**More Settings**”
5. Select “Date and Time”

## Slow Box

It happens usually when the cache is full or corrupted. Take these steps to clear:

1. On the remote press the “Home Button” – which is the little Android icon mentioned in the first section of this document.
2. Navigate to the right to “**Settings**”
3. Scroll right to “**Other**”
4. Click on “**More Settings**”
5. Scroll over to “**More Settings**” and select that
6. Click on “**Apps**”
7. Click on “**Kodi**” or “**Dragon**”
8. Scroll down to “**Clear Cache**” and select that
9. Scroll up to “**Force Stop**” and select that
10. The screen may say “**I may misbehave**” – just click OK if available
11. Press the Home button on the remote when finished.

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12. Go back into “**Dragon**”

## Missing Apps in Dragon

Run the Dragon Wizard. Steps outlines above.

## Box Locks Up or Flickers

1. On the remote press the “Home Button” – which is the little Android icon mentioned in the first section of this document.
2. Navigate to the right to “**Settings**”
3. Scroll right to “**Other**”
4. Click on “**More Settings**”
5. Scroll over to “**More Settings**” and select that
6. Click on “**Apps**”
7. Click on “**Kodi**” or “**Dragon**”
8. Scroll down to “**Clear Data**” and select that
9. Scroll up to “**Force Stop**” and select that – wait a few moments
10. Press the Home button on the remote when finished.
11. Go back into “**Dragon**”
12. Run “Dragon Wizard” – instructions above

## Script Error

If you get this message, check another Add-on to make sure it just isn’t the one you are trying. If you still get this, check internet connection.

## Dragon Stream Error

If you get an “Authorization Failed” error do this:

- Hit the Red Media Button on the Remote 2 x. This will reset Dragon/Kodi and should fix the issue. You may need to do this more than once.

## Buffering or No Stream Available

When this happens, just try another stream/app. There will be many streams available in different apps for each Movie or TV show.

Keep trying! This may get frustrating at first, but learning which apps are most reliable, have the content you want, and you know how to navigate to them is important. You will find one that works. Explore your box!

In TV shows, “LQ” streams are just about as good as the “HD” streams.

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## Factory Reset

1. On the remote press the “Home Button” – which is the little Android icon mentioned in the first section of this document.
2. Navigate to the right to “**Settings**”
3. Scroll right to “**Other**”
4. Click on “**More Settings**”
5. Select “**Reset / Storage**”

## Toothpick Reset

This is a **LAST RESORT** action to take on a Box.

1. Power Off the box
2. Pull power cable from back of box
3. Insert a toothpick in small hole on the right side of the box – located near the Antenna
4. While the toothpick is inserted, plug the power cable back in
5. Keep the toothpick in hole until you see the little Android Guy laying on his back. This is the Reset screen
6. Scroll down to Factory Reset and Clear Data
7. A screen will come up with a bunch of “No” and one “Yes” – click Yes
8. Let it do its thing for a few minutes and then click on ‘Reboot System”
9. The Box will then start from the beginning – See above in this document [“Initial Box Setup”](#)

## Getting Support

You can pose questions and get answers at these site. There are tons of videos and lots of great advice.

1. Get added to the closed group on **Facebook – Dragon Box Support**. Your reseller should be able to add you. This is used for technical and hardware questions only, if you need help finding streams and knowing apps etc., please join the groups mentioned below!
  - a. We are trying to make sure this group doesn't get shut down with too many folks asking about all the 3RD PARTY APPS, that we don't own nor service!
2. Another group on **Facebook – Dragon Box Movie/ Show Reference**. The page operates as a sharing what you found environment. It is not here for question and answers as to where something can be found. The page rules are simple:
  - a. Post the movie, tv show or event you found. where you found it and quality of the stream. You are welcome to add your personal review..
  - b. NO QUESTIONS ---- YOU WILL BE REMOVED FROM THE GROUP. THIS IS NOT TECH SUPPORT. IT IS TO SHARE WHAT YOU FOUND.
  - c. Top RIGHT corner under the cover photo is a box that says "**Search this group**". Simply type in the movie/show or actor you are looking for. It will then populate all posts that have been shared for that topic. If no posts come up NOTHING has been shared.

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3. For direct streams questions we have to direct everyone to the Discord app because of FB Rules. Discord is a Chat Room monitored live.
  - a. PLEASE JOIN DISCORD (<https://discordapp.com/> )! After you create a user name and password you will get a verification email. After verification and login, open the App or web browser and type or click this link (<https://discord.gg/DXx396V>) to the server to join our group support page! We are trying to send our customers to discord for one on one help with our customer service people! Below is a Screen shot from Discord App with how to join.



4. Download VOXER App for your mobile phone or login on their website (<http://voxer.com/> ).



Click Add Participant in a chat ( ) and search for “**TheDragonboxHQ**”. Add them to your chat and then ask to be added to DragonBox support group. This is a FREE service and gets great results.

5. Contact Us on the corporate website
6. Corporate Dragon Box Facebook Page ( <https://www.facebook.com/TheDragonBox/> )
7. The reseller that sold you the Dragon Box
8. When on Facebook Dragon Box Support – Private message these guys for Streams/App/What to use, or how to Navigate Apps.
  - a. [Jeff Williams](#)
  - [Nick Orozco](#)
  - [Ryan Vanness](#)
  - [Casey Donaldson](#)
  - [Sal Rodriguez](#)
  - [Leo Torres](#)
  - [Edgar Moncada](#)
  - [Julio Campero](#)

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## Warranty

1 Year Hardware Warranty. You can register your box for warranty at:

<http://www.thedragonbox.com>

Support Line: 1-877-494-8956 Option 2

Many times your reseller will just send you a new box if you return the original to them first. Just Ask!