

Frequently Asked Questions

Do I need Cable or Satellite for K5-K8 Android TV box to work?

No, all you need is an internet connection 5MB download speed or faster.

Is there a warranty?

1 year warranty, and a year of technical support are included with the purchase of a TV Box

We offer an extended warranty for an additional 1 year for \$59

We offer an extended warranty for an additional 2 years for \$89

How many TV's will K5-K8 Android TV box work on?

Each device works on one TV at a time, but the device is so small that it can easily be moved from room to room. You can take it to a friend's house, to the cottage, or even on vacation anywhere in the world, as long as you have an internet connection.

Is K5-K8 Android TV box safe to use?

Absolutely! Streaming media is the ability to view content that is already on the internet. Some people get confused between streaming and downloading. Downloading content and making a permanent copy of content to which you don't have a license is illegal. K5-K8 Android TV box does not download, upload, copy or store any media. We are not associated with any of the websites or servers that store any media content. K5-K8 Android TV box simply provides the navigation interface that connects to the servers and temporarily streams the data. Although you can watch just about any TV Show or Movie, the data passes through your device and is never copied, stored or retained.

Are there any fees or subscriptions?

NO! We only charge you for the purchase of the K5-K8 Android TV box device. We do not have any affiliations or connections to the streaming media that you are viewing, it is coming from the internet via third party servers, and there is never a charge or subscription fee.

Do you Guarantee the Quality of the Streams?

NO! As we do not provide the content, we cannot guarantee the quality, durability or longevity of the streams. The streams originate from third party entities and are completely independent of us. With that being said, as long as you have a good internet connection, you will usually be able to experience a satisfactory stream. Most streams of TV Shows and movies are available in HD, and even most SD streams are of a fairly good quality. If the quality of a stream you are watching isn't very good, please choose another server to connect to, there are usually hundreds to choose from.

Should I cancel my current Satellite or Cable TV provider?

That is entirely up to you. Your K5-K8 Android TV box can provide all the same viewing material and much more, but it has a different user interface and may require different viewing habits than you are used to. Many of our customers keep their current provider, but cut their service back to a less expensive package, while others cut the cord outright. K5-K8 Android TV box has no recording or playback features built into the device, however most popular shows are recorded in the cloud and you can access them at your convenience, commercial free. A massive amount of content can be viewed on your K5-K8 Android TV box as long as you have a good internet connection.

What do I do if the stream keeps buffering or freezing?

There are two main reasons for this: 1. The server you are trying to log onto is overloaded with traffic and does not have enough bandwidth to deliver the stream adequately. The solution is to stop that stream and select another one. 2. Your Internet or WiFi connection is too slow. The solution is to upgrade your internet connection or replace your router. Newer routers tend to work much faster, and many times they will be upgraded for free by the internet service provider.

What if I already have a smart TV?

A smart TV works with streaming services like Netflix and there is a charge or subscription associated with getting content. The K5-K8 Android TV box will work on any TV, as long as it has an HDMI input. The K5-K8 Android TV box makes any TV into a Super Smart TV, allowing you to go online, get your Emails, access Facebook or Twitter, and install any of hundreds of thousands of apps. It is a mini Android computer which allows you to do anything you can do on a smart phone or tablet, only straight on your TV.