

HaiFen Q PLUS

Q PLUS Android TV Box User Manual

Model: Q PLUS (H616 Quad-Core)

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1. INTRODUCTION

Thank you for purchasing the Q PLUS Android TV Box. This device is designed to transform your television into a smart entertainment hub, offering access to a wide range of applications, streaming services, and multimedia content. Featuring the latest Android 10.0 operating system, a powerful H616 Quad-Core processor, 4GB RAM, and 32GB ROM, the Q PLUS TV Box delivers stable and smooth performance for all your viewing and gaming needs. Please read this manual thoroughly before using the product to ensure proper operation and to maximize your user experience.

2. SAFETY INFORMATION

To ensure safe and optimal operation of your Q PLUS Android TV Box, please observe the following safety guidelines:

- Do not expose the device to water, moisture, or extreme temperatures.
- Avoid placing the device near heat sources such as radiators, heat registers, stoves, or other apparatus (including amplifiers) that produce heat.
- Use only the power adapter supplied with the device. Using unauthorized power adapters may damage the device and void the warranty.
- Do not block any ventilation openings. Install in accordance with the manufacturer's instructions.
- Protect the power cord from being walked on or pinched, particularly at plugs, convenience receptacles, and the point where they exit from the apparatus.
- Unplug the device during lightning storms or when unused for long periods of time.
- Refer all servicing to qualified service personnel. Servicing is required when the apparatus has been damaged in any way, such as power-supply cord or plug is damaged, liquid has been spilled or objects have fallen into the apparatus, the apparatus has been exposed to rain or moisture, does not operate normally, or has been dropped.

3. WHAT'S IN THE BOX

Upon opening the package, please verify that all the following items are included:

- 1 x Q PLUS Android TV Box
- 1 x Power Adapter
- 1 x HDMI Cable
- 1 x Remote Control
- 1 x User Manual (this document)



Image: The Q PLUS Android TV Box package contents, including the main unit, power adapter, HDMI cable, remote control, and user manual.

4. PRODUCT OVERVIEW

Familiarize yourself with the Q PLUS Android TV Box and its various ports and indicators.



Image: The Q PLUS Android TV Box, a sleek black square device with a colorful 'Q' logo and an RGB light strip, shown alongside its black remote control with blue navigation buttons.

4.1 Ports and Connections

Excellent Built-in Configurations



Image: A detailed view of the Q PLUS Android TV Box's side, illustrating its various ports: SD card slot, two USB 2.0 ports, HDMI port, Ethernet port, AV port, SPDIF port, and Power input.

- **SD Card Slot:** For expanding storage with a Micro SD card.
- **USB 2.0 Ports (x2):** For connecting USB devices such as external hard drives, USB flash drives, keyboards, or mice.
- **HDMI Port:** For connecting the TV Box to your television or display using the provided HDMI cable.
- **Ethernet Port (RJ-45):** For a wired internet connection.
- **AV Port:** For connecting to older televisions using an AV cable (not included).
- **SPDIF Port:** For digital audio output to a home theater system or soundbar.
- **DC 5V Power Input:** For connecting the power adapter.

5. SETUP GUIDE

Follow these steps to set up your Q PLUS Android TV Box for the first time:

1. **Connect to TV:** Connect one end of the HDMI cable to the HDMI port on the Q PLUS TV Box and the other end to an available HDMI input on your television.
2. **Connect Power:** Plug the power adapter into the DC 5V Power Input port on the TV Box, then plug the adapter into a wall outlet.
3. **Power On:** The TV Box should automatically power on. If not, press the power button on the remote control.

4. **Select Input:** On your television, select the correct HDMI input source using your TV's remote control.
5. **Initial Setup Wizard:** Follow the on-screen instructions to complete the initial setup, which typically includes language selection, screen calibration, and network connection.
6. **Network Connection:**
 - **Wi-Fi:** Go to Settings > Network > Wi-Fi, select your network, and enter the password.
 - **Ethernet:** Connect an Ethernet cable from your router to the Ethernet port on the TV Box. The connection should be established automatically.
7. **Google Account:** Sign in with your Google account to access Google Play Store and other Google services. If you don't have one, you can create one.

6. OPERATING INSTRUCTIONS

This section covers the basic operation and key features of your Q PLUS Android TV Box.

6.1 Navigating the Interface

Use the provided remote control to navigate the Android TV interface. The directional pad (D-pad) is used for moving between items, and the "OK" button confirms selections. The "Back" button returns to the previous screen, and the "Home" button takes you to the main launcher screen.

6.2 Android 10.0 Operating System

The Q PLUS TV Box runs on Android 10.0, offering enhanced performance, improved user interface, and better privacy controls. This version ensures a smooth and stable experience for streaming and app usage.

Android 10.0 TV Box



Android 10.0

Android 9.0

Android 8.1



Image: A visual representation of the Q PLUS Android TV Box's interface, highlighting its Android 10.0 operating system and integration with Google Play, with an arrow indicating an upgrade path from older Android versions.

6.3 App Installation and Management

Access the Google Play Store to download and install a wide variety of applications, including streaming services, games, and utilities. With 4GB RAM and 32GB ROM, the device provides ample space and speed for multiple applications.

- **Install Apps:** Open the "Play Store" app, search for your desired application, and select "Install".
- **Manage Apps:** Go to Settings > Apps to view, open, force stop, or uninstall applications.
- **Expand Storage:** You can expand the storage by inserting a Micro SD card into the dedicated slot.

6.4 Multimedia Playback (6K & 3D Support)

The Q PLUS TV Box supports decoding and playback of almost all popular audio and video formats, including ultimate 6K HD video, which offers superior clarity compared to 4K. It also supports 3D video playback, allowing you to enjoy immersive content.

Q+ Smart Box



6k

ULTRA HD

Q+ Fully supporting Premium 6K UHD contents with a powerful 64bit CPU and T720 MP2 GPU combination in place to handle 6K graphics and offers strikingly realistic pictures.

Image: A vibrant image depicting a cat exhaling flames, with "6K ULTRA HD" text, illustrating the Q PLUS TV Box's capability to support premium 6K UHD content for realistic pictures.



Supporting 3D outputs, Enjoy your 3D movies at your private home theater.

Image: A dynamic scene of a red sports car appearing to emerge from a screen, with a "3D" logo, demonstrating the Q PLUS TV Box's support for 3D outputs for a private home theater experience.

6.5 Screen Mirroring (AirPlay & Miracast)

The device supports AirPlay and Miracast, allowing you to mirror content (video, music, photos) from your Android or iOS devices directly onto your big screen TV. This feature enhances your gaming and entertainment experience.

Q+ Smart Box



AirPlay

Enjoy it on the big screen
and the best speaker



Your video/ music/photo from your Android devices /ios devices through
DLNA /Airplay/onto big screen.
Enjoy the best gaming& entertainment experience



Image: A visual showing a smartphone mirroring its screen content, a racing game, to a large television via AirPlay or Miracast, emphasizing the ability to enjoy content on a big screen.

7. MAINTENANCE

Proper maintenance ensures the longevity and optimal performance of your Q PLUS Android TV Box.

- **Cleaning:** Use a soft, dry cloth to clean the exterior of the device. Do not use liquid cleaners or aerosol sprays.
- **Ventilation:** Ensure the ventilation openings are not blocked to prevent overheating.
- **Software Updates:** Periodically check for system updates in the Settings menu to ensure you have the latest features and security patches.
- **Power Off:** If the device will not be used for an extended period, unplug it from the power outlet.

8. TROUBLESHOOTING

If you encounter issues with your Q PLUS Android TV Box, refer to the following common problems and solutions:

Problem	Possible Cause	Solution
No power/Device not turning on.	Power adapter not connected properly; Power outlet issue.	Ensure the power adapter is securely connected to the device and a working power outlet. Try a different outlet.
No display on TV.	Incorrect HDMI input selected on TV; Loose HDMI cable connection.	Verify your TV is set to the correct HDMI input. Check if the HDMI cable is securely connected to both the TV Box and the TV. Try a different HDMI cable or port.
Wi-Fi connection issues.	Incorrect Wi-Fi password; Router too far; Interference.	Double-check the Wi-Fi password. Move the TV Box closer to the router. Restart your router and the TV Box.
Apps are slow or freezing.	Too many apps running in the background; Low storage space.	Close unnecessary background applications. Clear app caches (Settings > Apps > [App Name] > Clear Cache). Consider uninstalling unused apps or adding an SD card for more storage.
Remote control not responding.	Low battery; Obstruction between remote and device.	Replace the batteries in the remote control. Ensure there are no obstructions between the remote and the TV Box.

9. SPECIFICATIONS

Detailed technical specifications for the Q PLUS Android TV Box.

Configuration Table

Android 10.0	CPU H616	RAM 4G	ROM 32G	
GPU Mali-G31 MP2	USB 2.0	WIFI 2.4G	Ultra HD 6K	HDMI 2.0



Image: A configuration table summarizing key specifications of the Q PLUS Android TV Box, including Android 10.0, H616 CPU, 4GB RAM, 32GB ROM, Mali-G31 MP2 GPU, USB 2.0, 2.4G WiFi, 6K Ultra HD, and HDMI 2.0.

Feature	Detail
Operating System	Android 10.0
CPU	H616 Quad-Core Cortex-A53
GPU	Mali-G31 MP2
RAM	4GB
ROM (Internal Storage)	32GB
Wi-Fi	2.4Ghz

Feature	Detail
LAN Ethernet	Standard 10/100M RJ-45
Video Output	HD max. 6K pixel, 3D Graphics Acceleration
HDMI	HDMI 2.0
USB Host	2 High-speed USB 2.0
Card Reader	SD/SDHC/MMC cards
Supported Media Formats	Avi, Rm, Rmvpb, Ts, Vob, Mkv, Mov, ISO, wmv, asf, flv, dat, mpg, mpeg, HD MPEG1/2/4, H.264, HD AVC/VC-1, RM/RMVB, Xvid/DivX3/4/5/6, RealVideo8/9/10
Supported Music Formats	MP3, WMA, AAC, WAV, OGG, AC3, DDP, TrueHD, DTS, DTS HD, FLAC, APE
Supported Photo Formats	HD JPEG, BMP, GIF, PNG, TIFF
HDD File System	FAT16, FAT32, NTFS
Subtitle Support	SRT, SMI, SUB, SSA, IDX+USB

10. WARRANTY AND SUPPORT

The Q PLUS Android TV Box comes with a standard manufacturer's warranty. Please refer to the warranty card included in your package for specific terms and conditions, including the warranty period and coverage details.

For technical support, troubleshooting assistance, or warranty claims, please contact your retailer or the manufacturer's customer service. Contact information can typically be found on the product packaging or the manufacturer's official website.

We are committed to providing 100% customer satisfaction and lifetime technical support. If you have any questions or concerns, please do not hesitate to contact us, and we will resolve your issue promptly.

ASK A QUESTION ABOUT THIS MANUAL

Ask about setup, troubleshooting, compatibility, parts, safety, or missing instructions. Manuals+ will review the question and use this page's manual context to help answer it.

Name

Anonymous

Email

you@example.com

After a successful submission, we securely hash the supplied account or form email before sending it to Microsoft Advertising for conversion attribution. [Privacy details](#).

Question

Example: How do I reset this device or fix this error?

Details

Model number, symptoms, what you tried, or the section of the manual you are using.

Submit question

Answered questions about this manual

I bought the HaiFen Q PLUS Android TV Box from Lazada Philippines, and it was advertised with lifetime support. The Movie HD app has stopped working; is there a newer version or a different app that provides the same service?

The HaiFen Q PLUS Android TV Box runs on Android 10.0, which allows you to install and update applications through the official Google Play Store. If a specific pre-installed app like "Movie HD" has...

[Read full answer](#)