



Razer Forge TV Manual and FAQ

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Razer Forge TV Support



Common Questions

How do I find additional content in the Google Play Store?

In addition to feature applications on the Android TV Google Play Store home page, a massive selection of content can be discovered by using the search menu found in the top left of the Google Play Store.

Does Razer Forge TV require a credit card to purchase content?

Forge TV does not require a credit card to function, however, some applications on the Google Play store require a credit card to purchase.

Does Razer Forge TV require an internet connection?

Yes, Forge TV requires internet connectivity to experience the rich features of the device.

Is a Google account required for the micro-console of the Razer Forge?

A valid Google account is required to complete the micro-console setup.

Troubleshooting

How can I improve the performance of my wireless controller?

The Razer Serval and other Android TV game controllers use 2.4 GHz radio technology, which can be a crowded wireless spectrum in many households. Connecting your Forge TV to your home network via 5 GHz WiFi or Ethernet may help to reduce congestion of the 2.4 GHz band and may help to improve the performance of wireless devices such as controllers.

Why won't the Forge TV iOS remote connect to the Forge TV?

Wireless interference can impede the connection to Forge TV. Try eliminating additional wireless sources or move closer to the Forge TV. You can also try resetting Bluetooth in the iOS settings by turning Bluetooth off and then on.

Hardware

Will the Forge TV work in other regions?

Forge TV works in regions where Google is available. Region locking is based on the application being used. See the list of available applications for more information.

How can I reset Razer Forge TV?

Forge TV is an always-on device, just like most set-top boxes. To reset the micro-console, disconnect the power cable from the device and re-insert.

How can I restore Forge TV to factory settings?

You can restore Forge TV to factory settings by going to Settings > Device > Storage & reset > Factory data reset > Factory data reset > Erase everything.

If you have flashed a custom image on Forge TV using the Android Open-Source Project, visit Razer Forge TV Update for instructions and files needed to restore Forge TV to factory settings.

What peripherals are compatible with Forge TV?

Forge TV is compatible with the Razer Serval controller as well as compatible Android TV Bluetooth and USB controllers.

What is the function of the USB port?

The USB port allows the connection of compatible external peripherals such as the Razer Serval controller to Forge TV.

Is it possible to adjust the green under glow light on the Forge TV?

The configuration of the light is currently not possible. During sleep mode, the light will automatically dim when the device is in a low power mode.

What is the default output resolution of Forge TV?

Forge TV outputs at 1920p x 1080p @ 60Hz.

Does Forge TV have 4K support?

Forge TV does not currently support 4K resolution.

Software

What audio-media formats are supported on Forge TV?

The following are tested as a part of the Google CTS test cases and have all passed on the Forge TV.

- Adaptive Multi-Rate Wideband (encode and decode)
- FLAC (encode only)
- MP3 (decode only)
- AAC (encode and decode)
- Vorbis (decode only)

- Adaptive Multi-Rate Narrowband (encode and decode)

What video-media formats are supported on Forge TV?

The following are tested as a part of the Google CTS test cases and have all passed on the Forge.

- AVC or H.264 (encode and decode)
- 3GPP or H.263 (encode and decode)
- mp4v-es (decode)
- VP8 (decode)
- VP9 (decode)

Will additional codecs be supported in the future?

Yes, we are looking into adding additional codec support to Forge TV. Share with us specific codecs you would like to see supported on Forge TV.

Are Bluetooth audio devices supported?

Bluetooth audio devices are currently not supported.

How do I wake up my Razer Forge TV using the Forge TV Remote app?

Once the app has successfully connected, press the “Back” arrow to wake up the Forge TV.

Why do some games that work on my smartphone do not work on Forge TV?

Forge TV is designed to play controller-enabled games developed for Android TV. Refer to the Android TV section of the Google Play Store for a complete list of games and apps.

Is there a way to uninstall apps?

Yes. From the Forge TV micro-console, go to Settings > Applications > Uninstall.

Does Forge TV support additional operating systems?

Forge TV runs on the Android 5.0 (Lollipop) operating system and currently does not support additional operating systems.

Can I cast content from my smartphone or tablet using Google Cast?

Yes, although application support may vary.

Is Netflix currently supported on Forge TV?

Netflix is currently unavailable.

Where can I download the Android version of the Forge TV Remote App?

Download the Android version from Google Play Store. Requires Android 4.1 and up.

Why does the Android Forge TV Remote take a long time to establish a connection?

The Forge TV Remote will use Bluetooth to create a peer-to-peer connection if the Wi-Fi connection can't be established. This Bluetooth connection can take longer to establish a connection because of the inherent limitations of Bluetooth. During the initial setup of Forge, the Android Forge TV Remote will use the Bluetooth connection since the network is not yet configured.

How do I use voice search?

Voice search is compatible with the Android Forge TV remote app that can be downloaded to your compatible mobile device.

Where can I download the iOS version of the Forge TV Remote App?

Download the iOS version from the App Store. Requires iOS 7.0 or later. Compatible with iPhone, iPad, and iPod touch.

Why won't the onscreen iOS keyboard appear when needed?

The keyboard is only available when the phone is set to English, and the Forge TV is set to English. Any other combinations of languages that will result in the keyboard is disabled or hidden.

I have two iOS Forge TV Remote Apps connected at the same time trying to use Forge TV, but only one remote is working. What happened?

The Forge TV Remote App was designed to be used with a single remote at a time. However, if this happens, close and swipe away all connected iOS Remote apps, then launch one.

Why doesn't the iOS remote have a microphone input functionality like the Android remote?

The iOS remote uses Bluetooth Smart (also known as Bluetooth Low Energy). Bluetooth Smart has a lot of benefits for a remote, including low latency, point-to-point connection, and low battery usage.

Unfortunately, the Bluetooth Smart bandwidth is too low to support real-time voice functionality. You can use the voice function of the iOS keyboard to dictate text entry into text fields on Forge TV. To do this, navigate to the Search text field, select it, open the iOS keyboard, select Voice and speak.

How can I make my Android Forge TV Remote connect to Forge faster?

Make sure the Android phone and Forge are on the same Wi-Fi network. If the Forge is connected to Ethernet, make sure the Forge is connected to the same router as the Android phone.

Downloads

Razer Forge TV Manual Master Guide (English) – [Download](#)