1. **How to reset to factory settings**

The factory setting (reset) can often solve the main problems. Beware your applications and settings will not be kept. You will have to reinstall your applications.

Go to "Settings" (gear icon at the top right of the screen), OK / Device Preferences / OK / About /OK

Reset

OK

2. **The remote control does not respond and the batteries have been checked what to do?**

Restart the Leap S1 using the switch button on the back and then press the OK and - flight buttons on the remote control simultaneously for 20 seconds.

3. **Why can't I find Dolby sound at the S/PDIF optical digital audio output? Why can't I get Dolby sound at the S/PDIF optical digital audio output?**

The Leap S1 does not directly render DTS or DD formats through the Optical Audio output, but the PCM format rendered allows all DTS/DD digital amplifiers to decode the signal and render this format.

In other words, the signal at the SPDIF output is given back raw and it is your digital audio amplifier that will decode the DD or DTS signal if it has the capability.

4. **I do not have the image in 4K (UHD) while the content is well broadcast with this resolution, what to do?**

The Leap S1 box is designed to transmit 4K streaming platform content. You must have the corresponding subscription and the connected TV must be 4K compatible and the transmission settings must be set to the highest 4K/2160P resolution.

The default resolution of the box is set to 1080P. This is done because most TV models support it.

If a 4K compatible TV is connected to the Leap S1, there will be automatic communication via HDMI between the box and the TV to determine the maximum possible resolution.

If you find that this communication via HDMI with some TVs does not work as it should, the cause may be the HDMI protocol (CEC) or an entry-level HDMI cable, which is very often the case. The resolution is then maintained at 1080P. In this case you need to go to the "Display" menu and manually select the highest resolution 4K / 2160P.

5. **Why are some applications not present in the Play Store?**

The lack of some applications is beyond our control. Indeed, Android TV application and content developers are free to make their own technological choices. The Leap S1 is certified Android TV and perfectly meets the standards required by Google. We invite you to get in touch with the editor of the missing application.

6. **How to add or remove an application on the home screen?**

To add an application on the home screen, go to the + icon located at the end of the list of applications already on the home page, press "OK", the list of applications opens, select the application of your choice.

To remove an application from the home screen, in the list of applications already on the home page, go to the application you want to remove, long press the "OK" button, a window appears, select "Remove from favorites".

7.   I have connected an AZERTY keyboard via USB but the QWERTY is recognized.

Go to Settings / Device Preferences / Keyboard / Settings / Languages / set active input mode to English.

If the problem persists, then you should contact the support department of the keyboard manufacturer.

8.   How do I play and record multimedia content with the Leap S1?

The SD card port and the USB port of the Leap S1 allow the playback of multimedia files via the media player application you choose via the Play store. Search for "media player" in the Play store, a large choice is available.

The SD card and USB ports also allow you to record content using an appropriate application, search "record" in the Play store.

Also many streaming applications allow you to resume playback where you left off.

9.   What are the specifics of the SD card and USB ports on the Leap S1?

The USB ports support NTFS or FAT formatted devices up to 1TB.
The SD card port supports SD cards up to 128Mb

10.   Does the Leap S1 have a USB 3.0 port?

The Leap S1 is equipped with 2 USB ports, only one is USB3.0, the one located in the middle on the following diagram (blue insertion tab)

THOMSON
THA 100 | androidtv

MICRO SD CARD
USB 3.0
USB 2.0
POWER BUTTON
POWER ADAPTER
LAN / INTERNET
TV
AUDIO/VIDEO OUTPUT
DIGITAL AUDIO
INFRARED

11.   How do I access the Internet with the Leap S1?

Via Google Play store, make a search with the terms: "internet web browser". There are many applications available to browse the Internet.

If a specific application is missing, it is beyond our control. Indeed, developers of Android TV applications and content are free to make their own technological choices. The Leap S1 is certified Android TV and perfectly meets the standards required by Google. We invite you to get in touch with the editor of the default application.