



NVIDIA Shield Pro

Customer Setup & User Guide

Welcome to **WeaselTV** — thank you for joining us! This guide walks you through everything from first-time use to advanced features, one step at a time.

Your box was **fully set up before it was delivered to you**. Every app is already installed and signed in. To start watching, you only need to do three easy things:

- **Plug in** your box to the TV and to power.
- **Connect** it to your home Wi-Fi (we show you exactly how).
- **Open an app** and enjoy.

Please read this first

- Your box is already programmed. Do **not** factory reset it, sign out, delete apps, or change playlist settings.
- You should **never** be asked to create an account or sign in. If any screen asks you to log in, **stop and call WeaselTV support** — do not enter anything.

What's Inside This Guide

- Getting to know your remote
- Step 1 — Plugging in your box
- Step 2 — Connecting to Wi-Fi
- Your Home screen
- Watching live TV with TiviMate
- Watching movies & shows with Plex
- Which app should I open?
- Troubleshooting & restarting
- Getting help from WeaselTV

The Two Apps You'll Use

WeaselTV uses two apps. It helps to know what each one is for.

TiviMate — your live TV

TiviMate is your main app and the heart of your WeaselTV service. Use it for **live TV channels, sports, pay-per-view and special events**, the on-screen **TV guide**, and **movies and shows** included with the service. If you want to watch something live, this is the app to open.

Plex — your movie & show library

Plex connects to the WeaselTV media server and is a large **library of movies and TV shows** you can start at any time. Think of it like a private on-demand library. It is separate from TiviMate.

Not sure which to open?

Want something **live** (a channel, a game, an event)? Open **TiviMate**. Want to pick a **movie or show on demand**? Open **Plex**. There's a full quick-reference near the end of this guide.

Get to Know Your Remote

Below is your **remote**. Throughout this guide we use the button names shown here, so you always know which button we are referencing. Keep this page handy until the buttons feel familiar.

NVIDIA Shield Pro Remote

Get to know the buttons on your WeaselTV remote



Short press = press and release. Long press = hold for about one second.
WeaselTV — your NVIDIA Shield Pro remote

Your NVIDIA Shield Pro remote with each button labeled

The buttons you'll use most

- **Navigation Ring** — press the edges Up, Down, Left, or Right to move around the screen.
- **Select (OK)** — the center of the ring. Press it to choose whatever is highlighted.
- **Back** — go back one screen.
- **Home** — leave any app and return to your Home screen.
- **Settings button** — opens the box's settings (you'll use this for Wi-Fi).
- **Voice Search** — press it, then speak to search instead of typing.
- **Volume Up / Down** and **Play/Pause**, **Rewind**, **Fast-Forward** for everyday control.
- **Power** puts the box to sleep or wakes it. The **Netflix** button isn't used for WeaselTV.

Short press vs. long press

A **short press** means press the button and let go right away. A **long press** means press and **hold** the button for about one second before letting go. Throughout the guide, these terms describe the action you should take.

What's in the Box & Before You Start

Inside the box you'll find your **NVIDIA Shield Pro**, the **remote** (with batteries), and a **power adapter**.

Find your HDMI number first

Look at the HDMI ports on your TV. They're usually labeled **HDMI 1**, **HDMI 2**, **HDMI 3**, and so on. Pick an open one and **remember its number** — you'll select it on your TV in Step 1.

Step 1 — Plug In Your Box

1. Plug one end of the **HDMI cable** into the back of your NVIDIA Shield Pro.
2. Plug the other end into an **open HDMI port** on your TV, and remember that **HDMI number**.
3. Plug the **power adapter** into the box, then into a wall outlet or power strip.
4. Turn on your TV. Using your **TV's own remote**, press the **Input** or **Source** button and choose the **HDMI number** from the step above.
5. Wait for the WeaselTV Home screen to appear. **The very first start-up can take a few minutes** — this is normal.



Back of the NVIDIA Shield Pro showing the HDMI and power connections

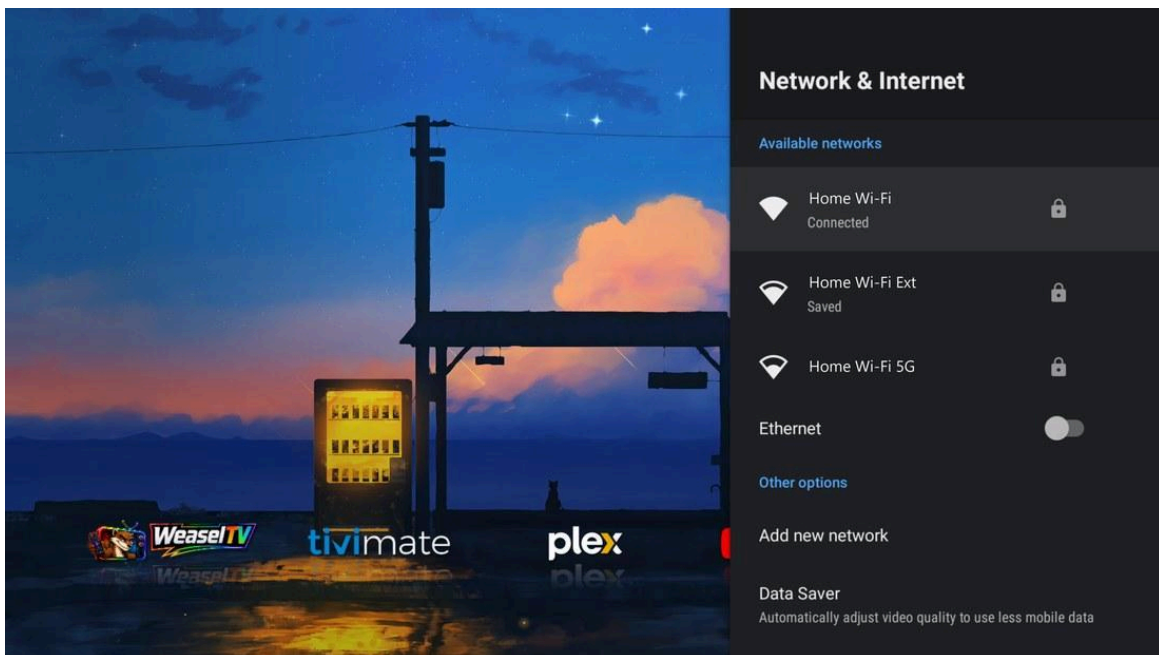


Selecting the correct HDMI input on the TV

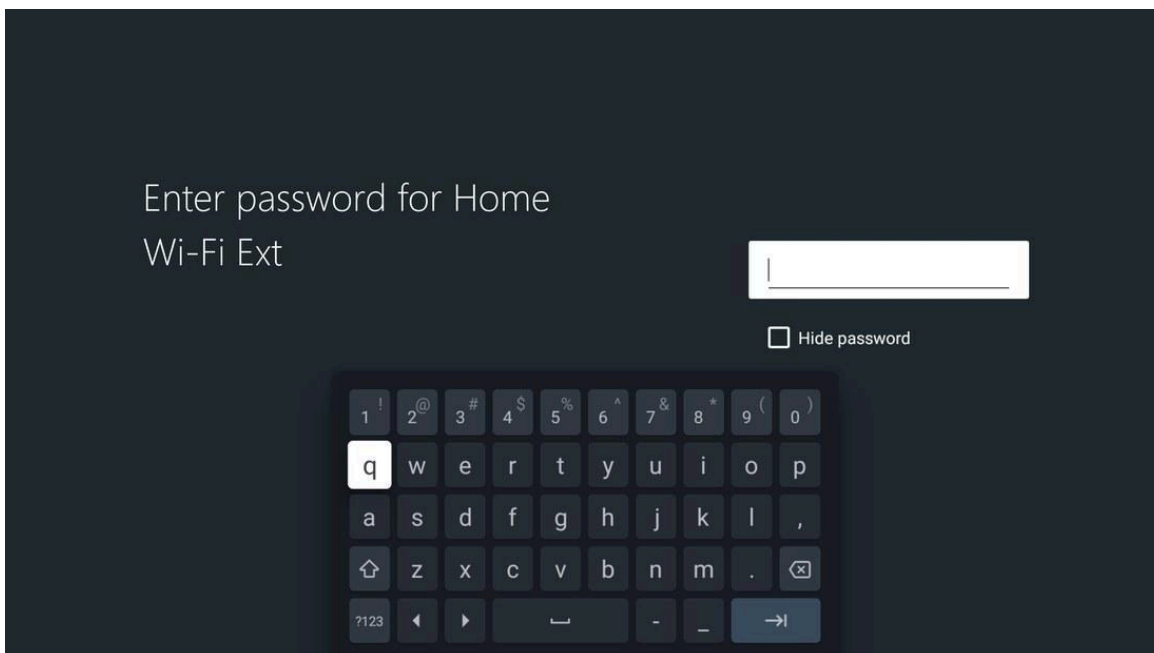
Step 2 — Connect to Wi-Fi

Your box needs Wi-Fi to work. Have your **home Wi-Fi name and password** ready. The password is **case-sensitive**, so capital and lowercase letters must be typed exactly.

1. On the Home screen, use the **Navigation Ring** to move to the **gear (Settings)** icon in the **top-right corner**, then press **Select (OK)**. (You can also press the **Settings button** on the remote.)
2. Go down to **Android settings** and press **Select (OK)**.
3. Open **Network & Internet**.
4. Make sure **Wi-Fi** is turned on, then choose **your Wi-Fi network** from the list of available networks.
5. Type your Wi-Fi password using the on-screen keyboard. Move with the **Navigation Ring** and press **Select (OK)** on each letter. Take your time — it is **case-sensitive**.
6. Choose **Connect** and wait until it says **Connected**.
7. Press **Home** to return to the Home screen.



The Network & Internet screen with the list of Wi-Fi networks



Typing the Wi-Fi password on the on-screen keyboard

If your network isn't listed

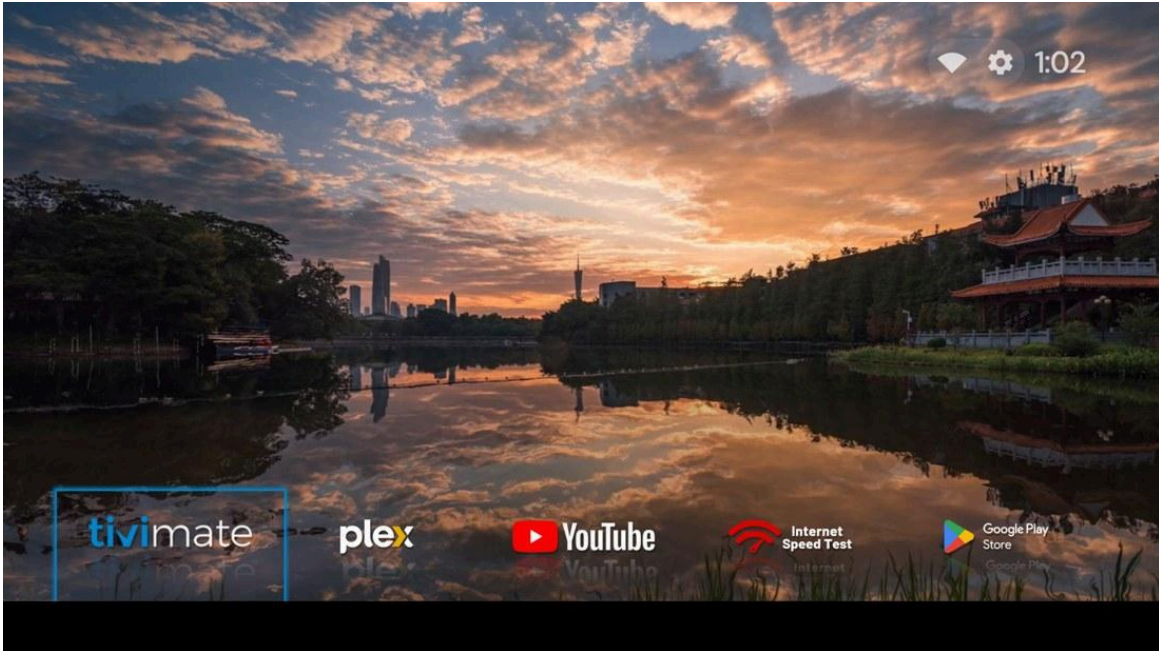
Wait about 30 seconds and look again, or move the box closer to the router. Still not showing? Give WeaselTV support a call.

Your Home Screen

After Wi-Fi is connected, you'll see your **Home screen** with a row of apps across the bottom. You'll use these:

- **TiviMate** — live TV, sports, events, and the guide.
- **Plex** — the on-demand movie & show library.
- **YouTube** — the regular YouTube app.
- **Internet Speed Test** — check your internet speed if video is slow.
- **Google Play Store** — download additional apps.

Use the **Navigation Ring** to move left and right along the row, and press **Select (OK)** to open the highlighted app. Press **Home** at any time to come back here.



The WeaselTV Home screen with the TiviMate, Plex, YouTube, Internet Speed Test, and Google Play Store apps

Watching Live TV with TiviMate

TiviMate is the app you'll use most. When you open it, it goes straight to the **last channel you were watching**, playing full-screen.

Open TiviMate and start watching

1. From the Home screen, use the **Navigation Ring** to highlight **TiviMate**, then press **Select (OK)**.
2. Wait a few seconds. Live TV will begin playing automatically.
3. To change channels while watching, press **Up** or **Down** on the Navigation Ring.



TiviMate playing a live channel, full-screen

The quick menu (press OK while watching)

While a channel is playing, press **Select (OK)** once to open the **quick menu** along the bottom of the screen. It shows the program playing now, plus handy shortcuts.

- **TV guide** — overlays the full channel guide (see below).
- **History** — overlays a list of the channels you've watched recently, so you can jump right back to one.
- A row of your **recently watched channels** showing what's on now — press **Left** or **Right** to browse, then **Select (OK)** to switch. (This is a quicker shortcut to the same channels you'd find under History.)

There's no need to press **Back** — the quick menu closes on its own after a few seconds of no activity.

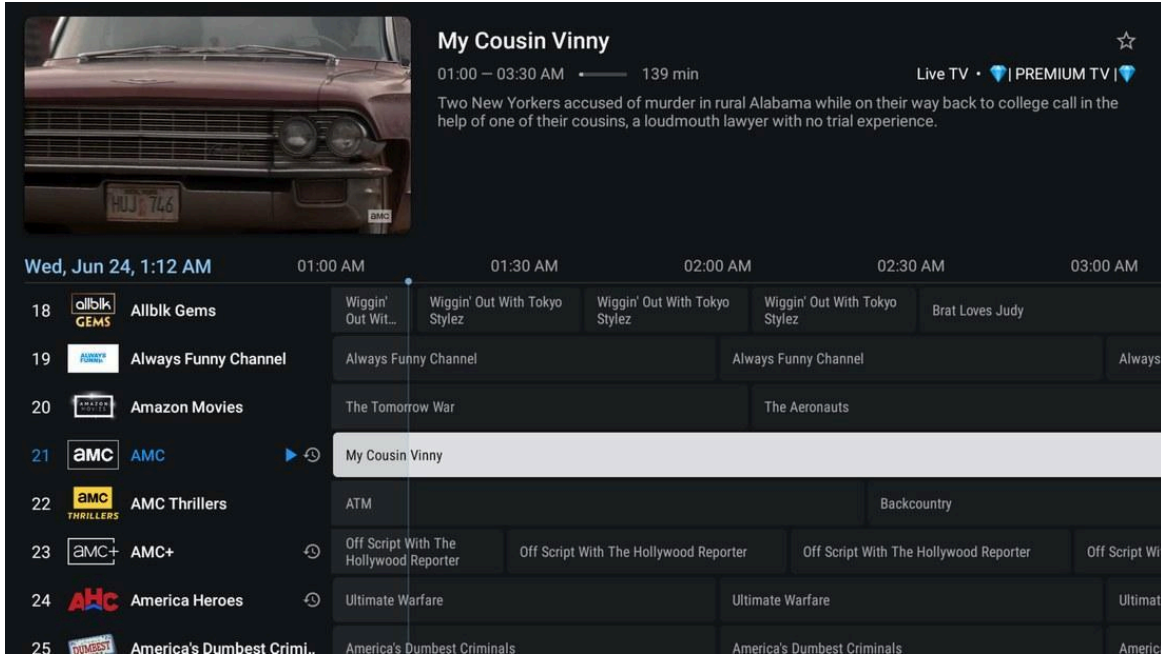


The TiviMate quick menu with TV guide, History, and the channel row

Using the TV guide

The TV guide looks like a classic cable guide: channels run down the left, and programs run across the screen by time.

1. While watching live TV, press **Back** once to open the **TV guide**.
2. Press **Up** or **Down** to move through the channel list.
3. Press **Left** or **Right** to see what's on now and later.
4. Press **Select (OK)** on a program to start playing in the small preview at the top of the guide — the guide stays open. Press **Select (OK)** again to watch it full-screen.
5. If you've scrolled ahead to look at future programs, press **Back** once to jump the guide back to right now.
6. To jump straight from the guide to full-screen, press and **hold Back**.

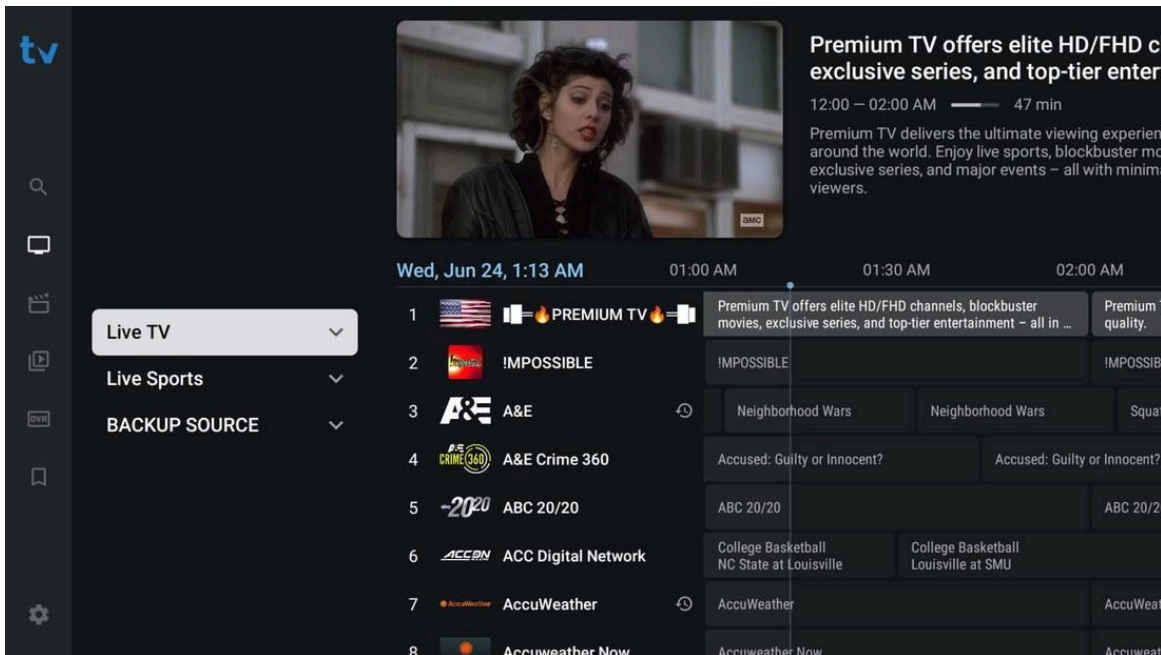


The TiviMate TV guide grid (channels, times, and programs)

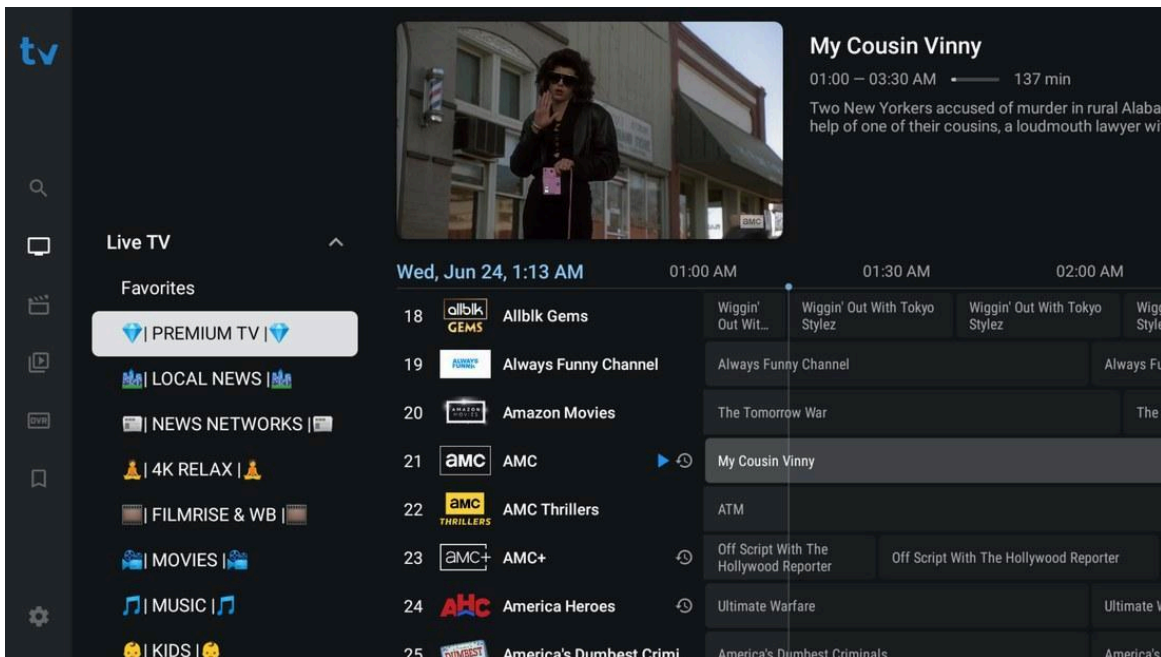
Playlists & channel groups

Your channels are organized into two **playlists** — **Live TV** and **Live Sports**. Each playlist contains different **groups** such as Premium TV, Local News, Network Sports, and Pay-Per-View. Playlists and groups make it easy to find what you want.

1. Open the **TV guide** (press **Back** from live TV).
2. Press **Left** until the list of group names appears on the far-left side. The two playlist names — **Live TV** and **Live Sports** — show as headings, with their groups listed underneath.
3. Press **Up** or **Down** to highlight a group, then press **Select (OK)** — this opens that group's channel list.
4. To return to the playlists and groups list, press **Back** or **Left**.



The playlists in the side menu — Live TV and Live Sports



The groups inside a playlist (Favorites, Premium TV, Local News, and more)

Favorites — your go-to channels

If you mostly watch a handful of channels, **Favorites** keeps them together so you don't have to scroll, and there are two ways to add channels to the list.

- Way 1:** While watching a channel, press and hold **Select (OK)** to show the options along the bottom of the screen. Press **Right** until you reach the star marked **Add to Favorites**, then press **Select (OK)**.

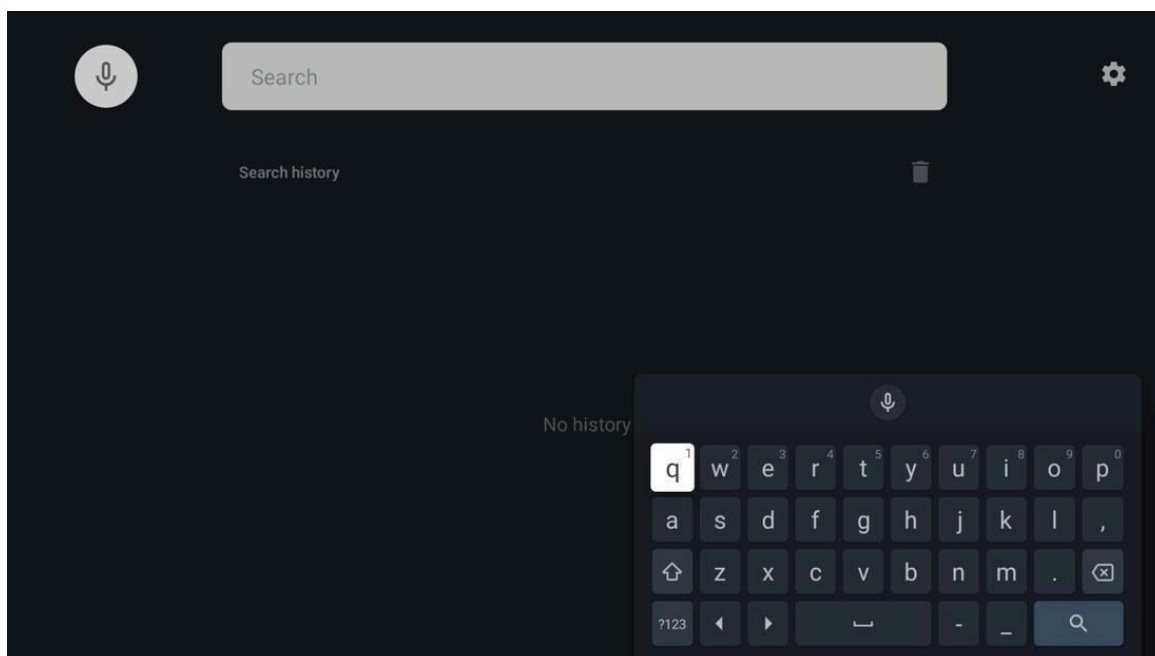
2. **Way 2:** From the TV guide, highlight the channel you want and press and hold **Select (OK)** to open the side menu. Press **Down** until you see **Add to Favorites**, then press **Select (OK)**.
3. To watch your favorites later, open the **playlists and channel groups menu** and choose the **Favorites** group near the top of the group list.

Favorites are saved on each box

Your Favorites list is stored on the box itself, not on your WeaselTV account. If you have more than one box, you'll need to build your Favorites list separately on each one.

Search for a channel, show, or movie

1. Open the **TV guide**, then press **Left** twice to open the main side menu and highlight **Search**.
2. Press **Select (OK)** to open Search.
3. Search opens ready for your **voice** — just start talking and say the channel, show, or movie you're looking for.
4. Prefer to type? Select the **search bar** to bring up the on-screen keyboard.
5. Highlight a result and press **Select (OK)** to open it.



The TiviMate search screen with the on-screen keyboard

Movies & shows in TiviMate

TiviMate also includes on-demand **Movies** and **Shows**. You'll find them in the main side menu on the left, alongside **TV** and **Search**.

1. Open the **TV guide**, then press **Left** twice to open the main side menu.

2. Highlight **Movies** or **Shows** and press **Select (OK)**.
3. Choose a category on the left and press **Select (OK)**, then scroll right to a title and press **Select (OK)** again.
4. Choose **Play** to start watching.

Two places to look

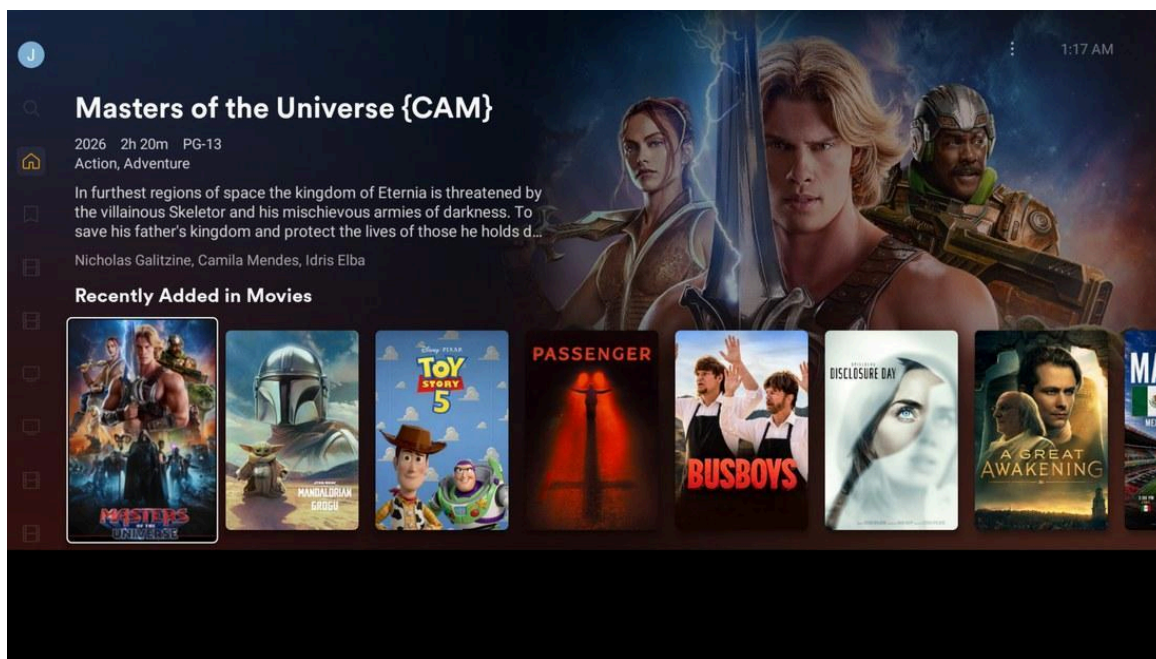
If you can't find a movie in Plex, check TiviMate's Movies and Shows too — and the other way around. Between the two apps, there's a lot to watch.

Watching Movies & Shows with Plex

Plex is your on-demand library from the WeaselTV media server. Open it any time you want to pick a movie or show rather than watch live.

Open Plex

1. From the Home screen, highlight **Plex** and press **Select (OK)**.
2. Wait for the Plex home screen to load. At the top you'll see a featured title, with rows like **Recently Added in Movies** and **Recently Added in TV Shows** below.



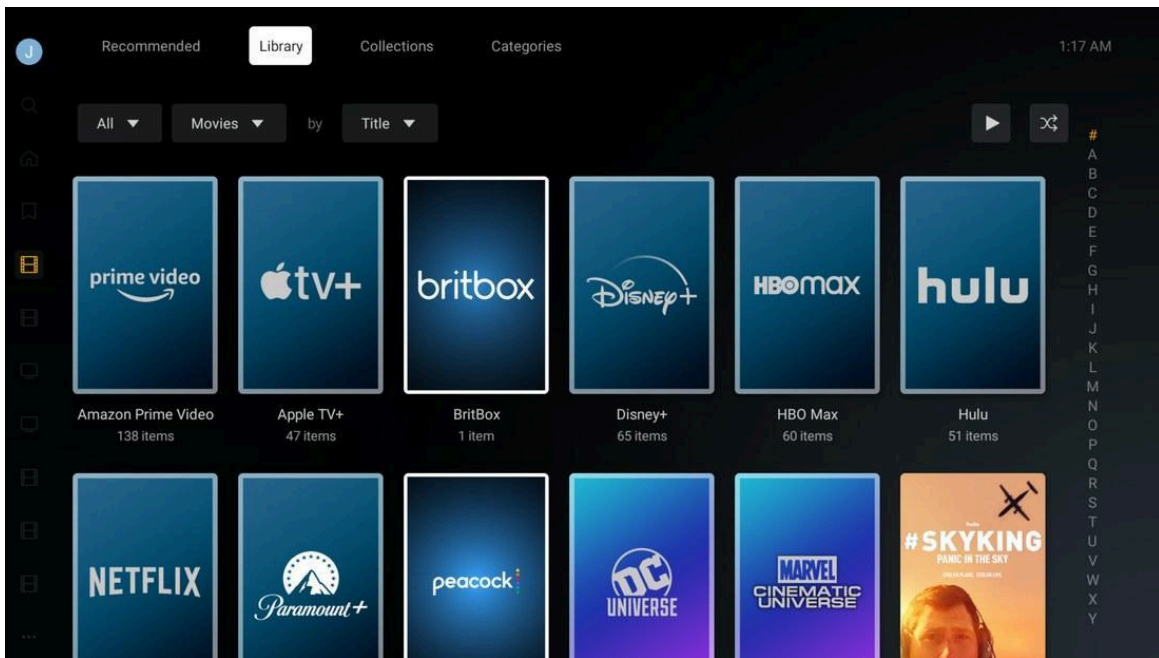
The Plex home screen (featured title and Recently Added rows)

Browse the libraries

Press **Left** to open the menu along the left edge. Your libraries include:

- **Movies**
- **TV Shows**
- **Stand Up Comedy**

- **Boxing**
- **UFC**
- 1. Press **Up** or **Down** to highlight a library, then press **Select (OK)**.
- 2. Press **Right** to move into the library. You'll land on the **tabs** across the top — **Recommended**, **Library**, **Collections**, and **Categories**. Press **Left** or **Right** to move between them and press **Select (OK)** to open one.
- 3. Press **Down** from the tabs into the posters, then use the **Navigation Ring** to move through them.
- 4. Highlight a poster and press **Select (OK)** to see its details.



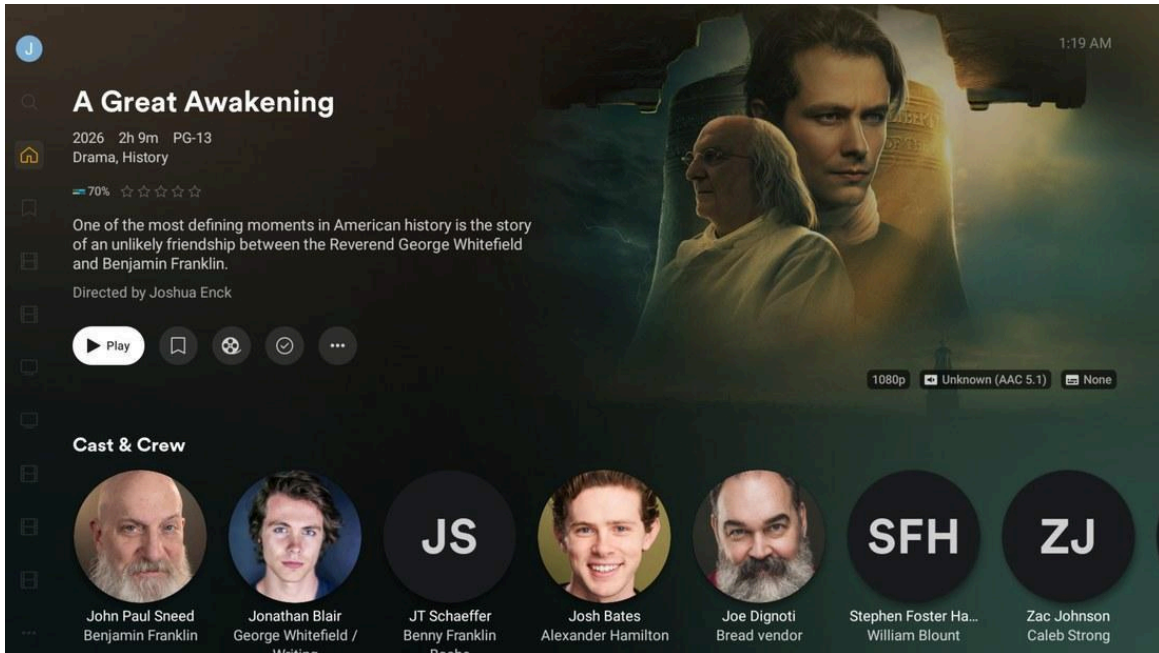
A Plex library with the Recommended, Library, Collections, and Categories tabs across the top

What the four tabs do

- **Recommended** — the view you land on first: a large featured title at the top with rows such as **Recently Added** below.
- **Library** — the full A-to-Z grid of everything in that library. Use the drop-downs at the top to sort or filter, or the **A-Z** strip on the right to jump to a letter.
- **Collections** — titles grouped into sets, such as all of one actor's movies or a series of related films.
- **Categories** — browse by genre, such as Action, Comedy, Drama, or Family.

Play a movie or show

1. On a title's details page, highlight **Play** (or **Resume** to continue where you left off) and press **Select (OK)**.
2. For a TV show, choose a **season** at the top, then highlight the **episode** you want and press **Select (OK)**.



A Plex title details page with the Play button

Controls while watching

- Press **Select (OK)** or **Down** to show the playback controls.
- Highlight the **Pause/Play** button and press **Select (OK)** to pause or resume.
- Use the **skip** buttons or the **Left/Right** ring to move back and forward.
- Need **subtitles** or a different **audio** track? Open the controls and choose the matching icon.
- Press **Back** to stop and return to the previous screen.



Plex playback controls (progress bar, pause, skip, subtitles)

Search in Plex

1. Press **Left** to open the menu, highlight **Search** (the magnifying glass), and press **Select (OK)**.
2. Type a movie, show, or actor name, then highlight a result and press **Select (OK)**.

Which App Should I Open?

When in doubt, use this quick guide.

If you want to...	Open this app
Watch a live channel	TiviMate
Watch sports or a live event / PPV	TiviMate
See a cable-style TV guide	TiviMate (press Back from live TV)
Watch an included movie or show	TiviMate → Movies or Shows
Browse the on-demand library	Plex
Watch stand-up, boxing, or UFC	Plex
Pick up a movie where you left off	Plex (choose Resume)

If Something Isn't Working

Most issues are fixed in under a minute. Try these in order before changing any settings.

No picture on the TV

- Make sure the TV is set to the **correct HDMI input** (the same HDMI number your box is plugged into). Use your **TV's own remote** to change the input.
- Unplug the box's power for **10 seconds**, plug it back in, and wait for the Home screen.

The remote isn't responding

- Point it at the box and press **Select (OK)** once.
- Make sure nothing is blocking the box.

Re-pair the remote

1. Make sure the Shield Home screen is visible.
2. Press and hold the **Select** button until the light flashes.

3. Wait 30–60 seconds for it to reconnect automatically — pressing a few buttons can help trigger re-pairing.

Replace the batteries

1. Flip the remote over so the back faces you.
2. Find the small triangle (or indented tab) near the bottom of the back cover.
3. Press down firmly on the top edge of the cover, right above the triangle, with your thumb.
4. While pressing, slide the cover straight down toward the bottom of the remote — it should pop or slide off easily.
5. Remove the old batteries.
6. Insert two new **AA** batteries, matching the **+** and **–** markings inside the compartment.
7. Line up the cover and snap it back into place until it clicks securely.

After replacing the batteries

- Test the remote right away.
- If it still doesn't respond or won't pair, hold the **Home + Back** buttons together for 10–15 seconds until the light flashes.
- Keep the remote within about a foot of the Shield and wait up to 60 seconds for it to reconnect.
- If needed, power-cycle the Shield (unplug the power cord for 1–2 minutes), then try again.

No internet / Wi-Fi dropped

- Open **Settings** → **Network & Internet** and reconnect to your Wi-Fi.
- Re-type your Wi-Fi password slowly — remember it is **case-sensitive**.
- Restart your home router, then restart the box.
- Open the **Internet Speed Test** app on the Home screen to check your connection. For smooth WeaselTV playback we recommend a download speed of at least **50 Mbps**. If you are well below that, restart your router or contact your internet provider.

Channels or videos keep buffering

- Wait 30 seconds, or try a different channel or title.
- If many channels buffer, your Wi-Fi signal may be weak — move the box closer to the router, or restart both the router and the box.
- You can check your speed with the **Internet Speed Test** app on the Home screen.
- If buffering continues after trying these steps, **contact WeaselTV support** — we can check your line and playlist from our end.

No sound

- Check the TV volume and make sure it isn't muted.

- If you use a soundbar or receiver, make sure it's on the right input.

An app is frozen

- Press **Home** to return to the Home screen, then open the app again.

Still frozen? Force-close the app:

1. Press the **Home** button on your remote.
2. Open **Settings** — press the **Settings button** on the remote, or pick the **gear icon** on the Home screen.
3. Select **Apps**.
4. Choose **See all apps** (or **App info**).
5. Scroll to and select the frozen app.
6. Select **Force stop**, then confirm.
7. Open the app again, or return to the Home screen and relaunch it.

This clears the app from memory and usually fixes freezing.

- If that still doesn't help, restart the box (below). **Do not** clear app data or uninstall anything.

Restarting your box safely

1. Press the **Settings button** on the remote (or open the gear icon from the Home screen).
2. Choose **Reboot** (sometimes under Quick Settings).
3. Wait for the box to restart, then open TiviMate or Plex again.

Still stuck?

If a restart doesn't fix it, simply unplug the box's power cable, wait **10 seconds**, and plug it back in. Never use a factory reset.

Getting Help from WeaselTV

We're happy to help — there's no such thing as a silly question. Call or text any time you're unsure.

WeaselTV Support

Phone / Text: 757-269-0149

Email: iptvservices2026@gmail.com

Website: weaseltv.cloud

Support Page: weaseltv.cloud/support — *coming soon (our online help page and new features are not yet available).*

When you call, it helps to have ready: your name, which box you have (NVIDIA Shield Pro), which app you were using, the channel or title, and exactly what the screen says.

Call us before changing anything

If a screen ever asks you to sign in, says a playlist is expired, or doesn't match this guide, call us first. It's almost always a quick fix on our end.