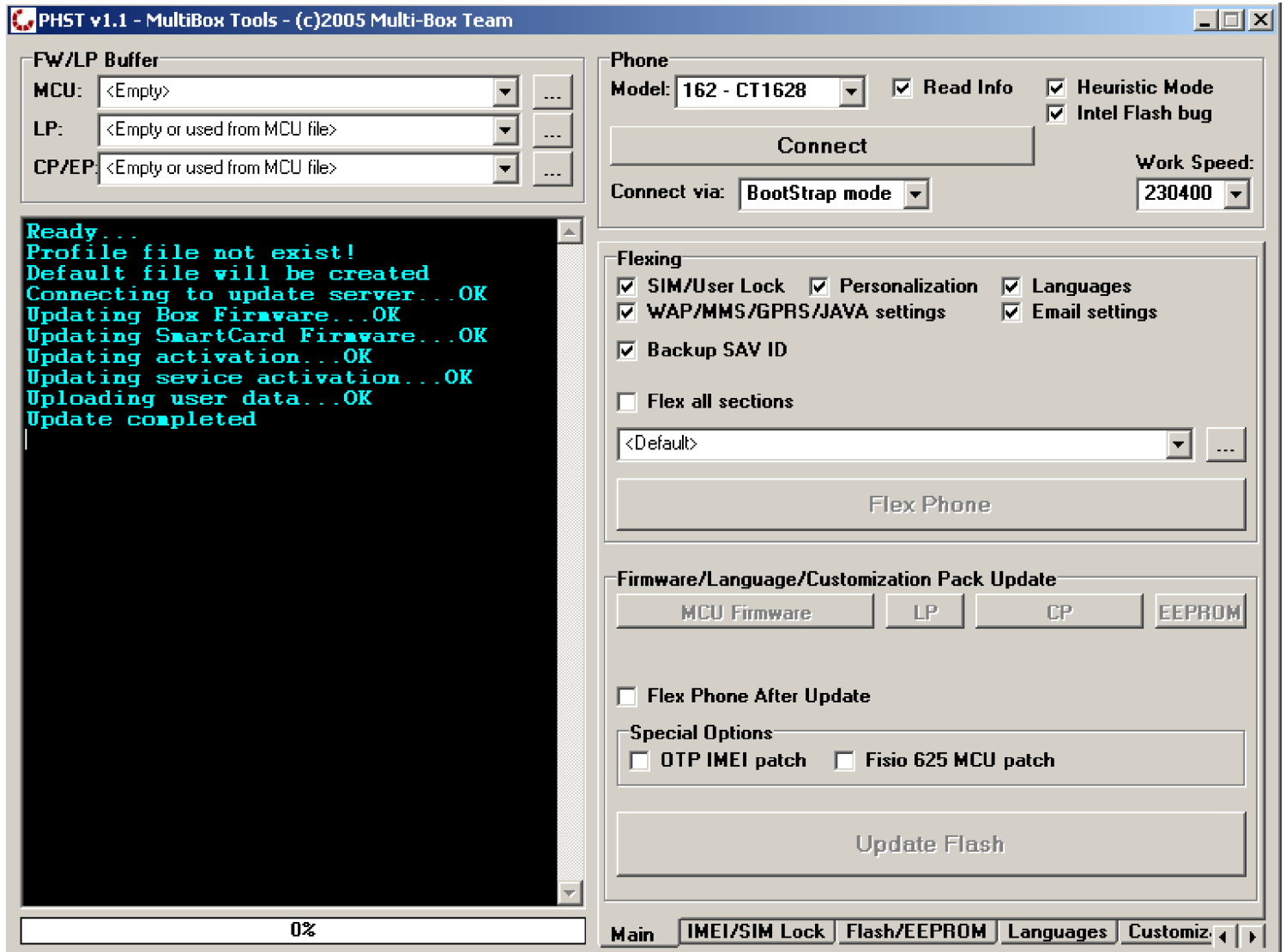
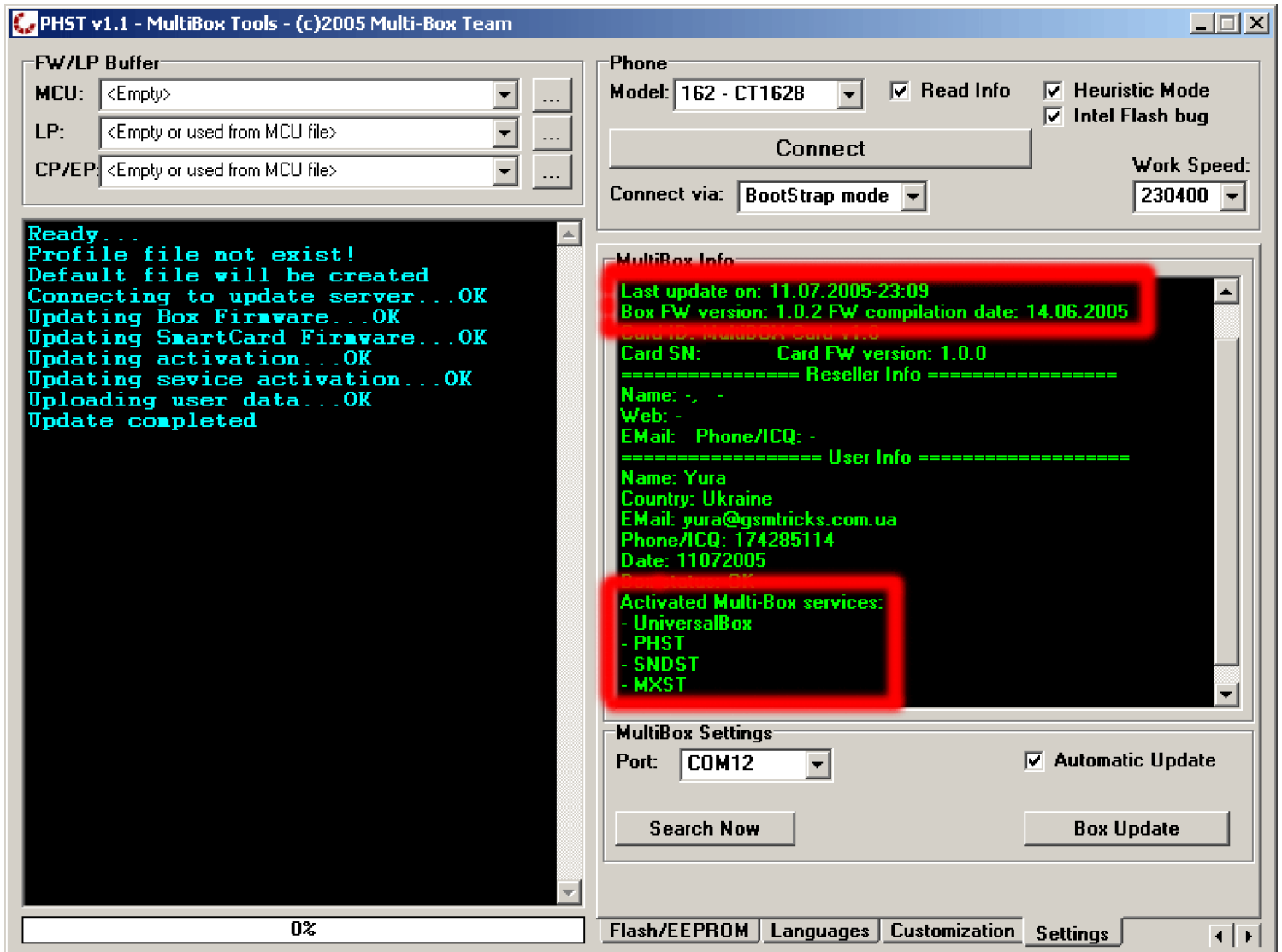


1. Before doing a update multi-box firmware you should be already registered on a site www.multi-box.net in Support section. **If you are not registered - the update of box is impossible!**
2. Download the latest version of any software (Alcatel, Philips, Sendo) in Support section.
3. Run software, for example a Philips (PHST_v11.exe). The software automatically will begin updating box.



4. All done.



5. If you have problem – read FAQ.

F.A.Q.

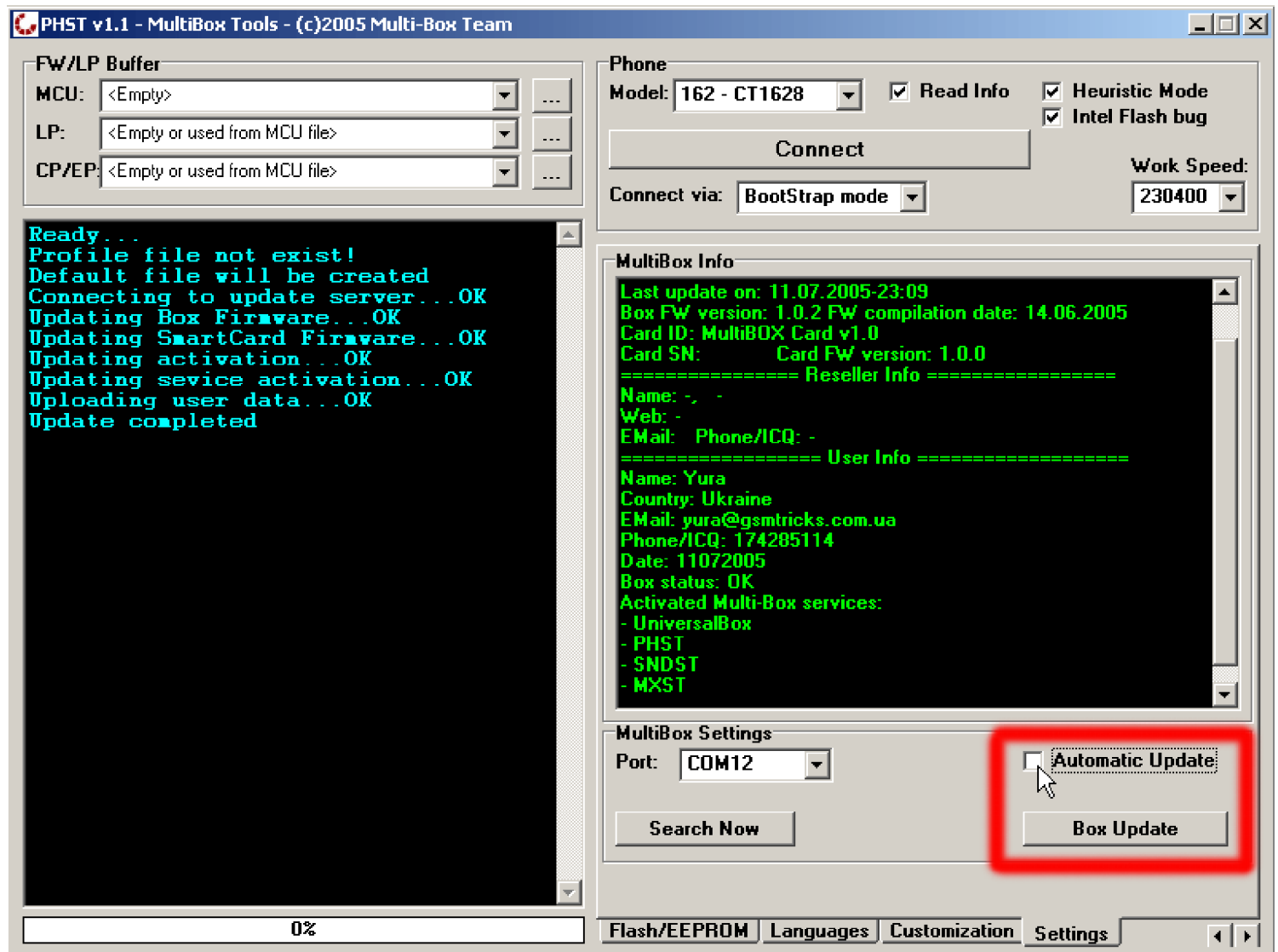
Q: "Connecting to update server...Error!"

A: Check up your Internet connection. You must configured properly or disabled firewall on your computer or your LAN. Close antivirus software.

Same error if you are not registered in Support area - the update of box is impossible!
Please first use "User Registration Tool".

Q: Each start of the program the box again tries to be updated. It is correct?

A: Yes, it is made for your convenience that you always had the latest version of updating. If it does not arrange you, you can uncheck the option "Automatic Update" in Settings. But then it will be necessary for you to make the update in manual having pressed the button "Box Update".



Q: For me a problem with update. No answer in this FAQ.

A: You may write us the application to e-mail support@multi-box.net . You must specify in your application:

- Your reseller
- Box SN
- Email address which you have specified at registration
- The detailed description of your problem

Take into consideration: Your application will not be considered, if you don't specify one of above mentioned items!