USER MANUAL

TapShare
Wireless Presentation System

⚠️ IMPORTANT SAFETY INSTRUCTIONS

- Read and retain all instructions.
- Follow all warnings and guidelines.
- Keep this manual for future reference.
- Do not operate the device near water or in damp environments.
- Clean only with a dry, soft cloth. Avoid using liquids or sprays.
- Do not obstruct ventilation openings. Ensure proper airflow according to installation guidelines by Aniston.
- Keep the unit away from heat sources, such as radiators, heaters, stoves, or amplifiers.
- Use only the supplied polarized or grounding-type plug. If it doesn't fit your outlet, contact a qualified electrician.
- Protect the power cord from damage—especially at plugs, connectors, and where it exits the device.
- Use only accessories and attachments recommended by Aniston Technologies LLP.
- Unplug the unit during lightning storms or extended periods of disuse.
- Servicing should only be performed by qualified professionals if the device is damaged, exposed to liquids, or fails to operate normally.
- Do not expose the unit to dripping or splashing liquids. Avoid placing containers such as vases on or near the device.
- To completely disconnect from AC power, unplug the power cord from the wall outlet.
- Ensure the disconnect device (plug or appliance coupler) remains accessible at all times.
- Avoid overloading wall sockets or extension cords. This may lead to fire or electric shock.
- If installed in a rack, ensure:
- Adequate ventilation to prevent overheating
- Even mechanical loading to avoid tipping or imbalance
- Proper circuit load management to prevent overcurrent issues
- Reliable grounding, especially when using power strips or surge protectors
- Ensure the ambient temperature around the unit does not exceed the specified limits, especially in enclosed racks.

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1. PRODUCT OVERVIEW

1.1 Introduction

The Aniston TapShare Wireless Presentation System is a next-generation, professional-grade wireless collaboration solution engineered to transform meeting spaces into highly efficient, cable-free environments. With support for multi-device connectivity, seamless 4K content transmission, and enterprise-grade security, TapShare redefines how content is shared and presented during business meetings, training sessions, and educational interactions.

Designed with user-friendliness at its core, TapShare enables instant screen sharing from laptops, smartphones, and tablets to any HDMI-enabled display, without the need for complicated setups, drivers, or software installations on most devices. The system delivers exceptional performance across platforms like Windows, macOS, Android, and iOS—making it a universal tool for modern workplaces and learning environments.

Whether deployed in a boardroom or a classroom, TapShare fosters interactive communication, enhances productivity, and enables a more streamlined workflow for presenters and participants alike.

1.2 Core Functionality

TapShare robust architecture is based on an embedded Linux system designed to provide 24/7 stability and reliability. The device supports up to 64 simultaneous wireless connections, with the ability to split the display into 9 screens for collaborative sessions involving multiple participants.

The system utilizes dual-band Wi-Fi technology and is compliant with Wi-Fi 6 standards (2T2R), providing high-speed wireless transmission of up to 1200 Mbps with a stable coverage radius of up to 50 meters. This ensures low-latency screen sharing and consistent audiovisual performance even in high-density wireless environments.

Integration with BYOM (Bring Your Own Meeting) protocols and native support for platforms like AirPlay, Miracast, and conferencing software such as Zoom and Microsoft Teams ensures TapShare adapts to all professional ecosystems with minimal configuration

.1.3 Key Features

- True Wireless Collaboration: Cable-free screen sharing from laptops and mobile devices via USB dongles, native protocols, or the TapShare mobile app.

- Multi-Platform Support: Fully compatible with Windows 10/11, macOS 11+, iOS, and Android operating systems

- 4K Ultra HD HDMI Output: Supports up to 4096×2160 @ 60Hz via HDMI 2.0 for ultra-clear image delivery.

- Multiple Presenter Support: Allows seamless handover between presenters without disconnecting or restarting sessions.

- Split-Screen Display: View up to 9 presenters on one display simultaneously, enhancing collaboration and content comparison.

- Peripheral Integration: Plug-and-play support for USB or HDMI-based cameras, microphones, and speakers for a complete AV solution.

- Interactive Touch & Control: Enables remote control of connected laptops via touchscreen or USB mouse when plugged into the TapShare host.

- Advanced Wireless Technology: Wi-Fi 6 transmission with auto-switching between 2.4GHz and 5GHz bands ensures high data throughput and reduced interference.

- Enterprise-Ready Security: Encrypted data transmission ensures content privacy and network integrity.

- User-Centric Interface: On-screen display (OSD) with dynamic device info, QR-based app access, and easy web configuration.

2. TYPICAL APPLICATIONS AND USE CASES

2.1 Corporate Environments

In enterprise meeting rooms and boardrooms, TapShare provides a plug-and-play solution for senior executives, department leads, and clients to present ideas quickly and without disruption. The wireless functionality eliminates messy cabling and reduces setup delays, ensuring meetings start on time and remain focused on content—not connectivity.

2.2 Educational Institutions

TapShare enhances learning environments by giving educators the flexibility to share lecture content, presentations, or videos directly from their devices. It supports interactive classrooms, group projects, and student participation without technical barriers. The multi-screen capability is especially beneficial for side-by-side content analysis.

2.3 Government & Public Sector

Secure and reliable wireless transmission is essential in public sector spaces. TapShare ensures data protection while offering ease of use across departments. Whether for training sessions, inter-departmental presentations, or public briefings, TapShare ensures consistency, clarity, and control.

2.4 Co-working and Huddle Spaces

Designed for flexibility, TapShare adapts to shared workspaces by supporting multiple users in fast-paced environments. Its ease of use means even non-technical staff or visitors can cast content confidently.

2.5 Healthcare, Architecture & Engineering

In data-intensive environments, such as healthcare diagnostics or CAD-based design studios, TapShare enables real-time image casting and collaboration with minimal latency. Present high-resolution images, blueprints, or real-time simulations to teams and stakeholders without distortion or delay.

2.6 Benefits at a Glance

Feature	Benefits
64 Device Support	Ideal for large-scale meetings and workshops
9 Way Split-Screen	Collaborative brainstorming and multi-user display
4K HDMI Output	Clarity for detailed images, charts, and diagrams
Native Protocol Support	Easy access for Apple, Android, and Windows users
Plug & Play USB Dongle	Zero configuration sharing on laptops
External AV Integration	Streamline hybrid conferencing setups
Touch Control & Screen Navigation	Presenter control from touchscreen for added flexibility
BYOM (Bring Your Own Meeting)	Works with Teams, Zoom, Webex and others via laptop AV Input

3. PACKAGE OF CONTENTS

3.1 Included Items

S.No	Item Description	Quantity
1	TapShare Wireless Presentation Device	1 Unit
2	External Antennas (Dual-Band)	4 Pieces
3	USB Wireless Dongles	2 Pieces
4	HDMI Cable (Standard, Short Length	1 Pieces
5	Power Adapter (12V DC, 2A)	1 Pieces
6	User Manual (Printed)	1 Copy

3.2 Note:

- TapShare USB dongles enable plug-and-play wireless presentation on laptops without requiring software installation

- All antennas must be attached securely before powering on the device for optimal wireless performance.

- Only use the provided original power adapter to ensure safety and reliable operation.

- The HDMI cable supports Full HD / 4K output depending on your display's capability.

4. PRODUCT DIAGRAM

The TapShare Wireless Presentation System is designed with a user-friendly interface and a compact form factor, making it easy to install and operate in any AV environment. The following diagrams illustrate the product dimensions, front and rear panel layouts, and connectivity overview.

4.1 Front View

The front panel provides essential indicators and ports for quick access:
- Power & Status LEDs: Indicate power status, network activity, and device readiness.
- USB Interface (Type-A): For connecting TapShare wireless dongles or external USB peripherals.
- Type-C Interface: (if enabled) For future firmware upgrades or power input.
- Branding & Model Display: Clearly labeled with the Aniston TapShare branding.

Dimensions:
- Width: 180 mm
- Depth: 110.9 mm
- Height (with antenna): 196 mm
- Height (device only): 40 mm
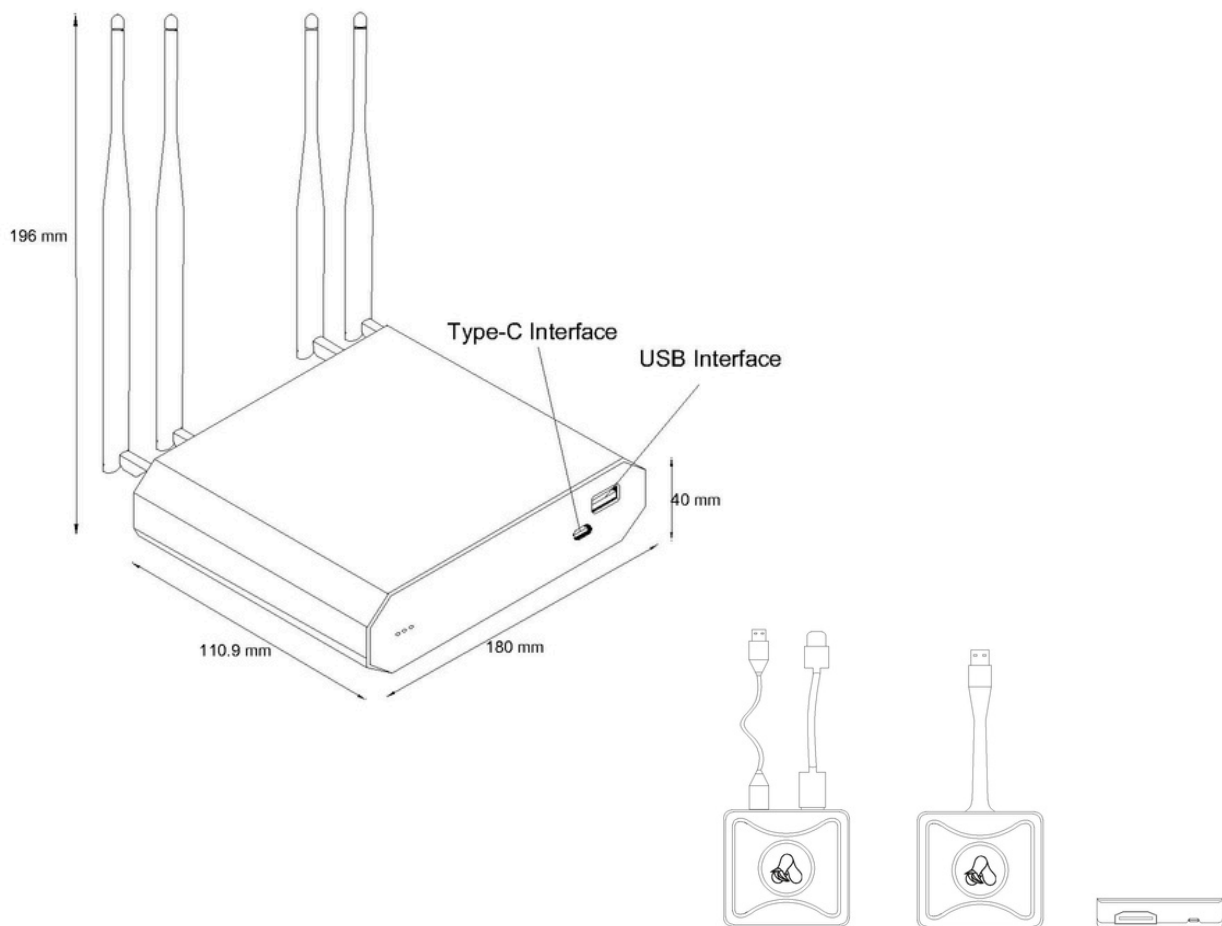
TapShare Click Drop

4.2 Rear Panel & Ports

The rear panel includes essential connectivity options for integration with AV systems:

Port/ Interface	Description
• Antenna Slots (x4)	Screw-in high-gain antennas for extended wireless transmission range.
• Lan Interface	Connect to a wired network for secure internet or intranet access.
• HDMI Input	Accepts input from a PC..., media player, or document camera.
• HDMI Output	Send video output to a projector, TV, or LED display (up to 4k).
• Audio Interface (3.5mm)	Connect external speakers or audio systems.
• USB Interface	Additional port for USB-based devices or dongles.
• Reset Button	Press and hold to restore factory setting.
• Power Switch	Physical on/off switch for main power control.
• DC Power Port	Connect the included 12V-2A power adapter.
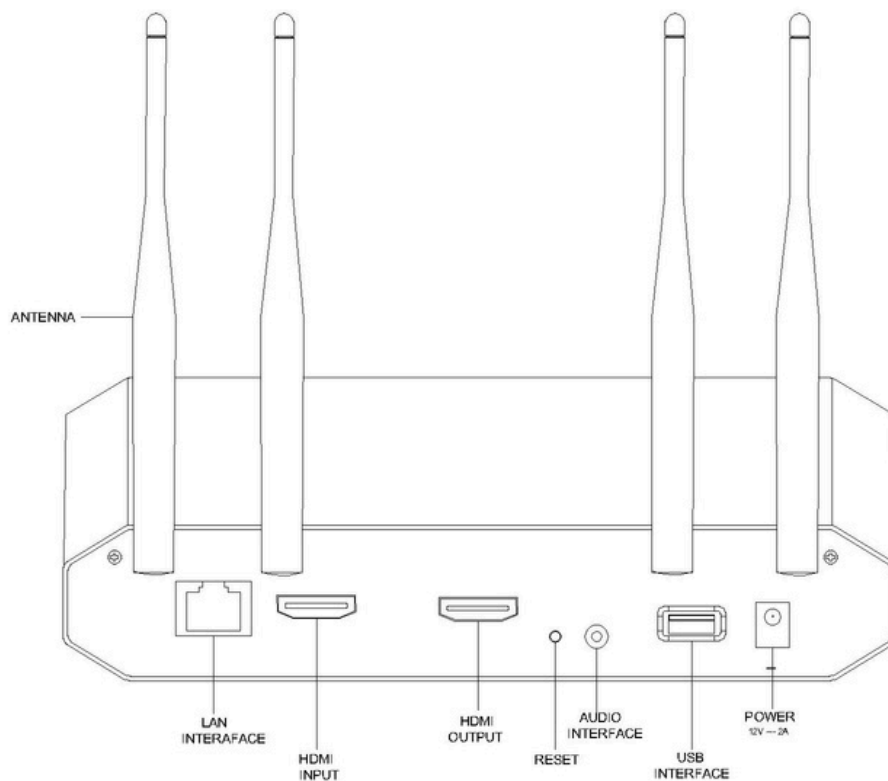
4.3 Connection Diagram

Below is an overview of how TapShare connects wirelessly to various devices and outputs to display equipment:

Supported Devices (Input):

- Android Phones
- iPhones/iPads
- Windows Laptops & PCs
- MacBooks

Connection Methods:

- Wireless casting via Wi-Fi 6 (2.4GHz/5GHz)
- USB Dongle Plug & Play
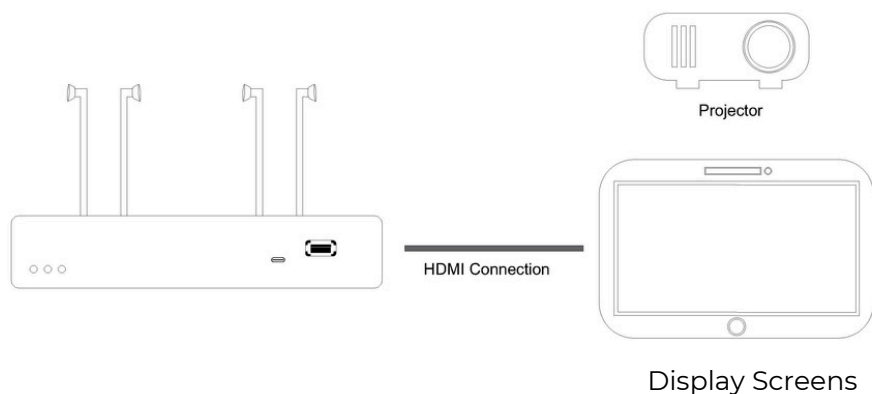- HDMI Input (Optional wired source)

Output Display Devices:

- Televisions / LED Screens
- Projectors

Signal Path Overview:

Mobile or PC → TapShare (via Wi-Fi / USB Dongle) → HDMI Out → Display Screen

Audio & Video Signal Sources

Display Screens

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5. TECHNICAL SPECIFICATIONS

The TapShare Wireless Presentation System is engineered to deliver professional-grade performance, high-resolution output, and robust compatibility across platforms. The following technical specifications outline the core capabilities of the device:

5.1 Model

TapShare Wireless Presentation System

5.2 Input / Output

Parameter	Specification
Input Signal type	HDMI
Output Signal Type	HDMI
Input/Output Format	2 Channel LPCM
HDMI Output	1 x HDMI 2.0, Max 4k@60Hz
Maximum Input Resolution	3.81 mm detachable Euroblock, 6-pin
Latency	< 150 ms
Reach	Adjustable with signal strength; up to 30 m
Transmitter Interfaces	USB-A / Type-C / HDMI
Ethernet Port	16 balanced, line level, < 150ms latency
Audio Output	+24 dBu
Background & Logo Support	-118 dB at 44 dB gain setting

5.3 System Compatibility & Features

Parameter	Specification
Supported OS	Window 10, 11;macOS 11+
Supported Conferencing	Microsoft Teams, Zoom
Native Protocols	AirPlay, Miracast.
Split-Screen Display	Up to 9 screens simultaneously
Simultaneous Connections	up to 64 devices
BYOM Support	USB/HDMI Cameras, USB Mics, Speakers
Wi-Fi	Dual-band, < 150ms latency

5.4 Power & Environment

Parameter	Specification
Power over Ethernet	IEEE 802.3af Class 4 PD
Power Pack (Optional)	Input: 100-240V AC, 50/60Hz
	Output: 1.25A @ 24V DC
Power Consumption	< - 105 dB @ +4 dBu, 1 KHz input signal
Temperature Requirements	8 low latency (<21us), 48KHz (Cat 5/6)
Humidity Tolerance	Type A-B, free driver
Heat Dissipation	Type A, reserved for future use

5.5 Control & Connectivity

Parameter	Specification
Inputs (control)	8 low latency (<21 us), 48 KHz
Analog Input Voltage	Type A-B, free driver
Digital input Voltage	Type A, Reserved for future use

6. INSTALLATION INSTRUCTIONS

6.1 Mounting Guide

🔧 Device Placement

- Desktop Use: TapShare is designed with a compact and stable base, allowing it to be placed directly on flat surfaces such as AV racks, podiums, or conference tables.
- Ventilation: Ensure a minimum of 5 cm (2 inches) of clearance on all sides for proper airflow. Avoid placing the unit inside closed cabinets unless adequate ventilation is provided.
- Avoid Interference: Keep the unit away from heavy electronic equipment that may interfere with wireless transmission (e.g., microwave ovens, dense power supplies).

📡 Antenna Installation

- Remove the antennas from the package.
- Attach each antenna to the designated SMA connector on the rear of the TapShare unit.
- Tighten gently by hand (do not over-tighten).
- Adjust antennas vertically for optimal signal range.

6.2 Cable Connection Overview

Connect your TapShare device using the following steps:

🔌 Step 1: Power Connection

- Connect the supplied 12V DC power adapter to the DC input port on the rear of the device.
- Plug the adapter into a reliable AC wall outlet.
- Switch on the power using the side-mounted power switch.
- The front LED indicators will illuminate to confirm startup.

🔗 Step 2: HDMI Display Connection

- Use the included HDMI cable to connect the HDMI OUT port on TapShare to your display device (monitor, TV, or projector).
- Ensure the input source on your display is set to the correct HDMI port.

🌐 Step 3: Network Setup

- Wired (LAN): Connect a standard Ethernet cable to the LAN port for stable network access.
- Wireless (Wi-Fi): Wi-Fi setup will be performed during the initial configuration via on-screen instructions.

🎥 Step 4: Optional HDMI Input

- Connect an external device (such as a laptop or media player) to the HDMI IN port for local wired sharing if required.

🔈 Step 5: Audio Output (Optional)

- Use the 3.5mm audio out port to connect to external speakers or an amplifier for enhanced audio performance.

🖥 Step 6: USB Dongle Connection

- Insert the TapShare USB wireless dongle into a laptop's USB port.
- The built-in application will auto-launch (no software installation required).
- Press the dongle's button to start wireless screen sharing.

🔄 Step 5: Reset Device (If Required)

- Press and hold the RESET button (rear panel) for 5–10 seconds.
- The LED will blink and the system will reboot to factory defaults.

🔧 Advanced Tip: Access Web Configuration

- Connect your device to the TapShare Wi-Fi.
- Open a browser and go to the on-screen IP address (e.g., 192.168.118.1).
- Login with:
  - Username: admin
  - Password: admin
- You can now customize:
  - Wi-Fi SSID & Password
  - Output resolution
  - Channel (2.4G/5G)
  - Update firmware

7. QUICK START GUIDE

The TapShare Wireless Presentation System is designed to deliver an intuitive plug-and-play experience. Follow these steps to get started quickly with your TapShare device for both laptop and mobile screen sharing.

🔩 Step 1: Hardware Setup

- Attach Antennas:
  - Connect all 4 antennas to the SMA ports on the rear panel.
- Connect to Display:
  - Use the included HDMI cable to connect the HDMI OUT port to your TV/projector.
- Power the Device:
  - Plug in the included 12V DC adapter and turn on the unit.
  - Wait 30–40 seconds for the standby screen to appear on the connected display.

💻 Step 2: Laptop Sharing (Using USB Dongle)

Works with Windows and macOS laptops.
- Insert USB Dongle into a USB-A port on your laptop.
- For first-time use, the built-in software (eshow.exe) may launch automatically. If not:
  - Manually open it from the USB drive that appears (named: ESHOW).
  - macOS users will be prompted to enter login credentials.
- Wait for the LED Indicator:
  - Blinking Blue = Connecting
  - Solid Blue = Ready
  - Solid Red = Screen Sharing Active
- Press the Button on the dongle to start screen casting.
  - Press again to stop sharing.

🔄 Note: HDMI and Type-C dongles do not require software installation.

📱 Step 3: Mobile Device Sharing

✅ For iOS (iPhone/iPad):
- Connect to the TapShare Wi-Fi network shown on the display screen.
- (Default SSID: ANISTON_XXXXXX, Password: 12345678)
- Open Control Center → Tap Screen Mirroring.
- Select the TapShare device name and start casting.

✅ For Android:
- Option 1 (Recommended):
- Use your phone's native Wireless Display / Screen Cast feature.
- (Compatible with Miracast-enabled devices.)
- Option 2 (Wi-Fi Network Mode):
  a. Connect your phone to the TapShare SSID.
  b. Open a browser and enter the IP displayed on screen (e.g., 192.168.118.1).
  c. Use the Web GUI or download the app via QR code.

🔄 Step 4: Switching Between Presenters

- TapShare supports multi-user connections.
- To switch presenters, simply stop sharing on one device and start on another.
- Only one active video stream will be shown at a time unless split-screen mode is used.

8. OPERATING INSTRUCTIONS

TapShare is designed for simplicity and performance. Once installed and powered on, the system enables seamless screen sharing, presenter control, and device configuration without requiring technical expertise. This section explains the basic and advanced operation modes for different types of users.

8.1 Using the USB Dongle (Laptop Users)

The TapShare dongles (USB-A / Type-C / HDMI) offer a true plug-and-play wireless casting experience for Windows and macOS devices.

📲 **Steps:**
- Plug the TapShare dongle into your laptop.
- Wait for automatic software launch:
- If prompted, run eshow.exe manually from the USB drive.
- macOS users may need to enter the device password for first use.
- Dongle Indicator Lights:
- 🔵 Flashing Blue: Connecting to Base Unit
- 🔵 Solid Blue: Ready to share
- 🔴 Solid Red: Active screen sharing
- Click the dongle's button to start screen casting.
- Click again to stop sharing.

8.2 Using Mobile Devices

TapShare supports screen mirroring via AirPlay, Miracast, and Web Interface, making it compatible with most smartphones and tablets.

✅ For iOS (iPhone/iPad)
- Connect to TapShare's Wi-Fi (SSID shown on display screen).
- Open Control Center → Tap Screen Mirroring.
- Select the TapShare device and begin casting.

✅ For Android Devices
- Use the device's built-in Wireless Display / Cast Screen function (Miracast protocol).
- Alternatively, connect to TapShare's Wi-Fi and use the Web Interface to start mirroring or file sharing.

8.3 Touchback & Mouse Control

TapShare supports interactive touchback control via:
- USB Mouse
- Touchscreen Display (HID-compatible)

🔄 To Enable:
- Begin casting from a laptop.
- Connect a USB mouse to the TapShare host.
- You can now control the casting laptop screen from the shared display—ideal for presenters, teachers, and demo sessions.

8.4 Audio Output Options

Audio can be transmitted:
- Through HDMI to the display
- Via 3.5mm AUX port to external speakers

🛠️ Ensure the display volume is up or connect the AUX OUT to powered speakers for enhanced performance.

8.5 Split Screen & Multi-User Mode

TapShare allows up to 9 participants to share screens simultaneously in split-screen mode.

How to Use:
- Each user connects and clicks to share their screen.
- The Base Unit auto-adjusts to show multiple feeds side-by-side.
- Ideal for team comparisons, multi-presenter sessions, or collaborative reviews.

8.6 Switching Presenters

- Simply press Stop Sharing on one device and Start Sharing on another.
- TapShare auto-prioritizes the most recent sharing command for seamless handover.

9. ADVANCED CONFIGURATION

The TapShare system offers a user-friendly web interface and additional configuration tools for IT administrators, system integrators, and advanced users. This section covers how to access and modify network settings, device resolution, firmware updates, and security options.

9.1 IP Setup & Web Interface

🌐 Accessing the Web Interface

- Connect your laptop or mobile device to the TapShare Wi-Fi network.
- (Default SSID: ANISTON_XXXXXX / Password: 12345678)
- On the display screen, note the IP address shown in the upper corner (e.g., 192.168.118.1).
- Open a web browser (Google Chrome recommended) and enter the IP address.
- You will be redirected to the login page. Enter:
  1. Username: admin
  2. Password: admin

⚙ Web Interface Functions
Once logged in, you can configure the following settings:

Setting	Description
Wi-Fi SSID & Password	Customize the wireless network name and access password
Channel Selection	Switch between 2.4 GHz and 5 GHz bands; select optimal Channel for
Output Resolution	Stability
Mirroring Modes	Set HDMI Output From & 720 up to 4K UHD
Language & UI Theme	Adjust how split screen and full -screen modes behave
Network Bridging	Customize the system interface Modify login credentials and access
Security Options	permission

9.2 Firmware Update

Keeping your TapShare system updated ensures optimal performance, feature enhancements, and security patches.

🔄 How to Update Firmware:

- Download the latest firmware update from
- 🔗 www.anistonav.com/support (or QR code on device screen).
- Unzip the firmware package onto a USB drive (formatted as FAT32).
- Insert the USB drive into the USB port on the TapShare Base Unit.
- Navigate to the Web Interface → Firmware section.
- Click Browse to select the firmware file, then click Update.
- Wait for the update process to complete. Do not power off the unit during this stage.
- Once the update finishes, the device will reboot automatically.
⚠ Important: Always backup configuration settings before applying updates.

10. TROUBLESHOOTING GUIDE

If you experience issues while operating the TapShare Wireless Presentation System, refer to the troubleshooting guide below. Most problems can be resolved quickly by following the recommended solutions.

10.1 🔧 Common Issues & Solutions

Issue	Possible Cause	Recommended Solution
No Display on Screen	HDMI cable not connected properly or wrong input source selected	Ensure the HDMI OUT port is firmly connected to the display. Check that the display is set to the correct HDMI input.
	Device not powered on	Confirm that the power adapter is connected and the device is turned on. Check LED indicators on the front panel.
Dongle Not Connecting	USB port on laptop not detecting the dongle	Try another USB port or restart the laptop. Make sure the dongle's LED is flashing.
	Software didn't auto-launch	Manually open eshow.exe from the USB drive named ESHOW.
	Pairing lost	Insert the dongle into the TapShare USB port to automatically re-pair. Wait for solid blue light.
Cannot Connect via Wi-Fi	Incorrect password	Re-enter the Wi-Fi password carefully (default: 12345678).
	TapShare SSID not visible	Restart the TapShare device. Ensure antennas are securely connected.
No Audio Output	Volume too low or muted	Increase volume on the casting device and on the display.
	External audio not connected	If using speakers, ensure 3.5mm jack is plugged into the AUDIO OUT port.
	Audio routed to wrong device	ensure that TapShare is selected as the audio output device.
Lag or Poor Video Quality	Weak wireless signal	Move closer to the TapShare unit or switch to 5 GHz band via Web Interface.
	High-resolution video strain	Use 1080p or lower resolution for smoother playback. Close unused apps.
Device Not Responding	System crash or power issue	Unplug the power adapter, wait 10 seconds, and reconnect. Let the system reboot.

Touchback or Mouse Control Not Working	USB not recognized	Reconnect the USB mouse or touch device. Use another USB port if needed.
Multiple Users Can't Share Screens	Too many devices connected	Disconnect inactive devices. TapShare supports up to 64 devices but only 9 on-screen at once
Firmware Update Failed	Incorrect file or USB format	Ensure firmware file is correct and USB drive is FAT32 formatted. Retry from Web Interface.

10.2 💡 Additional Support

If the issue persists after following the above steps, please:
- Refer to the user manual sections for setup and configuration.
- Contact Aniston Support at ✉ support@anistonav.com
- Visit 🔗 www.anistonav.com/support for video tutorials, updates, and FAQs.

11. MAINTENANCE & CARE

Proper maintenance of the TapShare Wireless Presentation System ensures optimal performance, extends product life, and prevents potential hardware issues. Follow the guidelines below to keep your device functioning reliably and safely.

11.1 🧽 Cleaning and Handling

- Use a soft, dry, lint-free cloth to clean the exterior of the device.
- Avoid using solvents, alcohol-based cleaners, or abrasive materials.
- Avoid spraying any cleaning liquid directly onto the device.
- Clean vents and air grilles regularly to prevent dust buildup.

11.2 ⚠️ Operating Environment

- Ensure the device is placed on a flat, stable surface with adequate ventilation.
- Maintain operating temperature between 0°C to 45°C (32°F to 113°F).
- Avoid exposing the device to:
- Excessive moisture or humidity
- Direct sunlight
- Vibrations or mechanical shocks
- Flammable or corrosive environments

11.3 🔌 Power Safety

- Use only the original 12V DC, 2A power adapter supplied with the product.
- Disconnect the device during extended periods of non-use or electrical storms.
- Do not overload wall outlets or power strips to prevent electrical hazards.
- Inspect power cables regularly for signs of damage or wear.

11.4 🛠️ General Usage Tips

- Always connect and disconnect USB dongles and HDMI cables gently to avoid port damage.
- Ensure antennas are firmly secured but never over-tightened.
- Perform firmware updates via the official website to maintain security and performance.
- Avoid unplugging the device during boot-up or firmware installation.

11.5 🔒 Storage Recommendations

- If storing the unit for extended periods:
- Disconnect all cables and accessories.
- Place the device in a clean, dry, dust-free container.
- Store at temperatures between –10°C to 60°C (14°F to 140°F).

12. WARRANTY INFORMATION

The Aniston TapShare Wireless Presentation System is backed by a limited warranty to ensure product quality and customer satisfaction. Please read the warranty terms below to understand your rights and the coverage provided.

12.1 🛡️Limited Warranty Coverage

Aniston Technologies LLP provides a one-year limited hardware warranty from the date of original purchase. During this period, we will repair or replace, at our discretion, any TapShare unit that proves to be defective in materials or workmanship under normal use.

✅ This Warranty Covers:
- Hardware defects due to manufacturing issues
- Internal component failure under normal operating conditions
- Power adapter malfunction (if supplied by Aniston)
- HDMI, USB, or network port failure caused by standard usage
- Factory-installed firmware issues

❌ This Warranty Does Not Cover:
- Damage caused by misuse, abuse, improper installation, or negligence
- Physical damage due to dropping, impact, or exposure to liquids
- Use of third-party power supplies, accessories, or peripherals
- Unauthorized opening, modification, or repair of the device
- Cosmetic damage (scratches, dents, etc.)
- Damage caused by natural disasters or power surges
- Devices with tampered or removed serial numbers or labels

12.2 📃Warranty Claim Procedure

To initiate a warranty claim:
- Provide proof of purchase (invoice or sales receipt).
- Contact Aniston Support at:
- ✉️ support@anistonav.com or visit www.anistonav.com/support
- Describe the issue in detail and follow the steps advised by the support team.
- If hardware return is necessary, a Return Merchandise Authorization (RMA) number will be issued.
- Ship the product back in original or equivalent packaging, with the RMA label clearly marked.
📦 Note: Shipping costs for warranty returns may be covered by Aniston based on region and nature of the fault.

12.3 📝Important Notes

- Warranty service is available only to the original purchaser.
- The warranty period does not restart after a repair or replacement.
- Aniston reserves the right to inspect the product and make the final determination of coverage.

CONTACT & CUSTOMER SUPPORT

Need Help? We're Just an Email Away.

Aniston Technologies LLP is committed to providing prompt and professional support for all of our products. If you require assistance with installation, troubleshooting, warranty claims, or technical information, please reach out using the channels below.

📞 **Customer Support Channels**

HQ India / Asia

asia@anistonav.com
anistonav.com

Europe

europe@anistonav.com
anistonav.com/europe

United States

unitedstates@anistonav.com
anistonav.com/us

Middle East

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Thank You

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