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Swisscom TV einrichten  
Installer Swisscom TV  
Installare Swisscom TV  
Swisscom TV installation



**swisscom**

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## Packungsinhalt



Swisscom TV-Box

## Contenu de l'emballage



Netzgerät (Stromkabel)  
Câble d'alimentation électrique  
Cavo di alimentazione  
Power cable



TV-Box Fernbedienung und Batterien  
Télécommande de la TV-Box et piles  
Telecomando del TV-Box e batterie  
TV-Box remote control and batteries

## Contenuto della confezione



HDMI-Kabel  
Câble HDMI  
Cavo HDMI  
HDMI cable

## Package contents



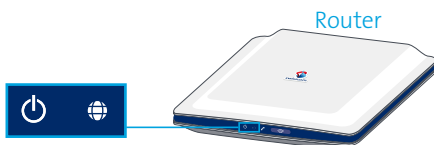
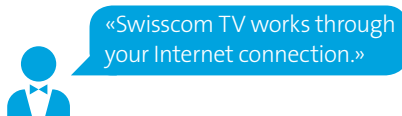
Ethernet-Kabel (gelbe Stecker)  
Câble Ethernet (prise jaune)  
Cavo Ethernet (connettore giallo)  
Ethernet cable (yellow connectors)

# Installing Swisscom TV

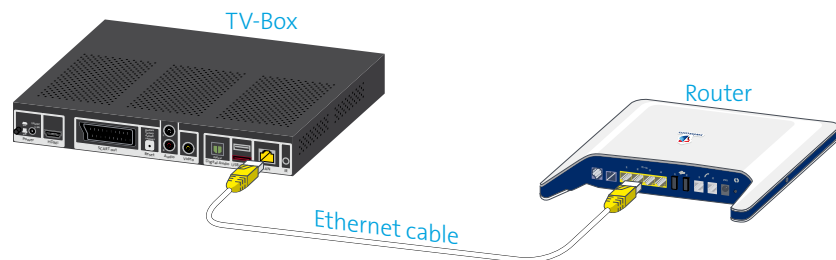
1. Place your TV-Box in immediate proximity to your TV set.  
**Warning:** do **not** place any devices on the TV-Box.



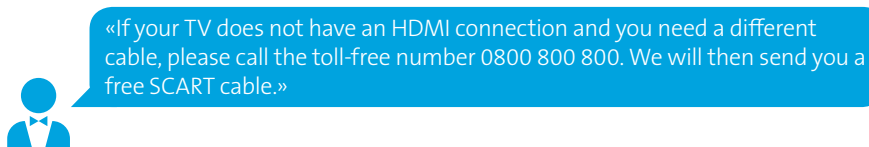
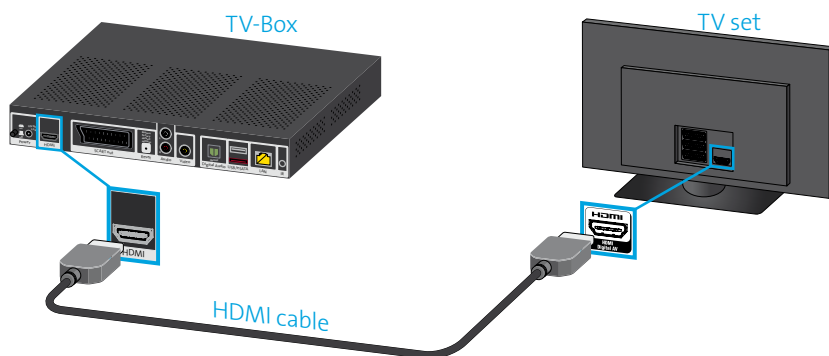
2. The router must be installed and on.



3. Connect the TV-Box to the router with the Ethernet cable.



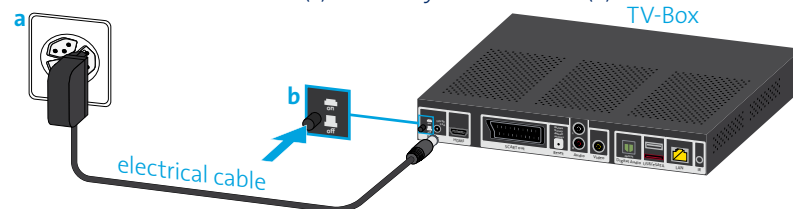
4. Connect the TV-Box (HDMI) to your TV set (HDMI 1 if possible) with the HDMI cable.



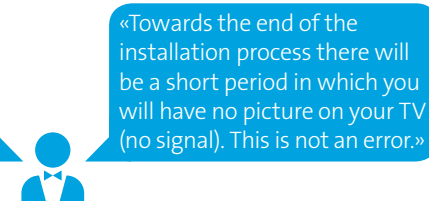
5. Turn the TV set on.



6. Connect the **electrical cable** (a) and turn your **TV-Box** on (b).



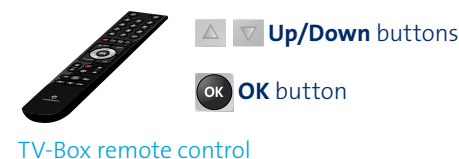
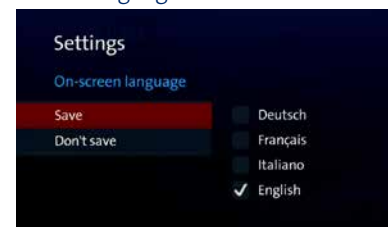
7. Can you see on your TV screen that **Swisscom TV is being installed**? No? > select the right HDMI or AV channel on your TV set. Most TV remote controls have **one** of the following buttons allowing you to do the selection:



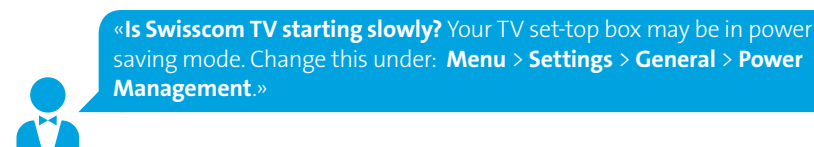
**Important:** Do not turn your TV-Box off, as long as the latest software version has not been downloaded. This requires about 30 minutes. In case Swisscom TV is still not working after 45 minutes, switch the TV-Box off and on again.



8. Continue only if this image appears. Take the **TV-Box remote control** and select your screen language.





9. Accept the general terms and conditions for using Swisscom TV. Your TV-Box will restart automatically. This will take ca. 5 minutes. You can now watch Swisscom TV.



# HDTV reception

## Configure Swisscom TV for HDTV reception

HDTV means «High Definition Television» and allows the reception of High Definition (HD) channels with a better image quality. In order to watch HD channels, you have to observe the following:

- > **Availability:** when you order Swisscom TV you are informed about whether HDTV channels are available or not at your location.
- > **TV set:** in order to receive HD channels, you need a TV set that is either «HD ready» or «Full HD».
- > **Waiting time:** if you have just installed your internet connection by yourself, you will have to wait approximately one week before you can receive HD channels and view them in the  **TV GUIDE**.
- > **Cabling:** your TV-Box must be connected to your TV set with an HDMI cable.
- > **Screen aspect:** the screen format for Swisscom TV must be set on an HD aspect ratio (720p or 1080i):  **MENU** button > **Settings** > **General** > **Screen aspect ratio and resolution**.

## Finding and identifying HD channels in the TV Guide

If all requirements are fulfilled, you will find all HD channels at the end of the channel list in your TV Guide. All HD channels are marked by the «HD» symbol in the TV Guide.

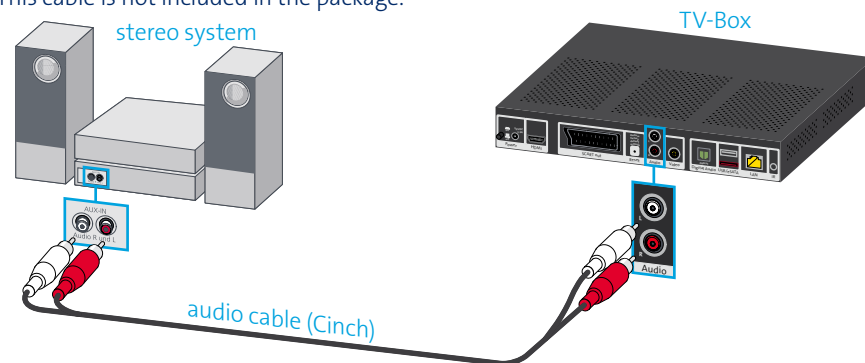


«You can change the channel sequence by logging into the customer center or directly on your TV screen. Please refer to the instructions in the manual **Using Swisscom TV**, chapter **Customer Center**.»

# Connecting other devices

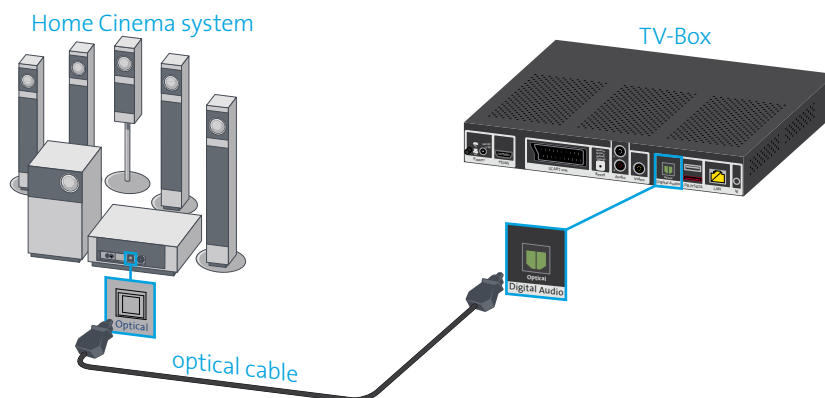
## Connecting your stereo system

If you wish to hear the TV sound through your stereo system, connect your stereo system to your TV-Box. Use an **audio cable (Cinch)** to connect your **TV-Box** to your **stereo system**. This cable is not included in the package.



## Connecting your Home Cinema system

In order to have a better sound quality, you can connect your Home Cinema system to your TV-Box. Connect your **Home Cinema System** to your **TV-Box** with an **optical cable**. This cable is not included in the package.



«If you have connected a stereo or a Home Cinema system, you can listen to Swisscom TV Radio without having to turn on or connect your TV set. For more information please read the **Using Swisscom TV** manual.»

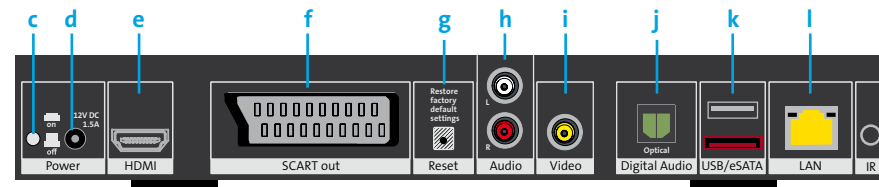
# Buttons and connections



**a POWER button:** puts the TV-Box in sleep mode (standby)



**b** The **REC signal** is lit if you are a Swisscom TV plus customer and are recording on your other Swisscom TV-Box.



- c ON/OFF button** Turn the device on and off
- d Power** Connect to electrical power (electrical cable)
- e HDMI** Connect an HD TV set (HDMI cable)
- f SCART out** Connect the TV set or monitor (SCART cable)
- g Reset** Push the button to restore factory settings
- h Audio** Connect your stereo or TV set with analog audio ports ([Cinch] audio cable)
- i Video** Connect your TV set (S-Video cable)
- j Digital Audio** Connect your Home Cinema System with the digital audio port (optical cable)
- k USB/eSATA** Connect additional devices (for service purposes)
- l LAN** Connect the router (Ethernet cable)
- m IR** Connect the Remote Control Signal Receiver allowing you to control the TV-Box when it's not in your immediate visual field (you can purchase this product from your Swisscom Shop).

# Troubleshooting

## Swisscom TV is not working

### Are the devices not properly connected?

- > Please refer to the [graphical overview on pages 36 – 37](#) in order to check this.

### Are the devices connected to a power source and switched on?

- > Router 
- > TV-Box 
- > TV set

### Did you select the correct HDMI/AV channel on your TV set?

- > Please take your TV set remote control in your hand and select the correct HDMI or AV channel on your TV set (see page 29, step 7).

## The TV-Box remote control is not working

### Are you using the black remote control that has been delivered with your TV-Box?

- > Only this remote control works with your TV-Box.

### Did you insert the batteries correctly?

- > Each time you push a button on your remote control, the green light goes on.



### Are you aiming the remote control correctly?

- > Are you aiming your remote control correctly at your TV-Box (in case you are using a Signal Receiver, you should aim at it)?

## Picture and sound issues

### Re-start the following devices (by pushing the ON/OFF button or by pulling the electrical cable out and putting it back in):

1. Router
2. Connection Kit, if available (device used between router and TV-Box)
3. TV-Box

**Important:** Maintain the sequence at which the devices are switched on and always wait until they are ready again.

# Usage and safety instructions

## Placing the TV-Box

- > Do not block the air openings and install the TV-Box according to the instructions in this manual.
- > The TV-Box must be placed at least 5 cm from any other device.
- > Don't place the TV-Box
  - > standing,
  - > next to a heat source,
  - > directly in the sunlight,
  - > next to devices that might cause magnetic or mechanical interferences.
- > Don't place any objects on the TV-Box and at all cost avoid recipients containing liquids such as vases or bottles.
- > The TV-Box must not be used outdoors.
- > Place all cables in an accident-proof manner.

## Care and repair

- > Clean your TV-Box with a dry cloth.
- > Your TV-Box should only be repaired by Swisscom. Repair is necessary
  - > if electrical cords and plugs are damaged,
  - > if liquids or any other object have infiltrated the device,
  - > if it has been subjected to rain or humidity,
  - > if it is working abnormally
  - > if it has been dropped on the floor.

## Further help

Internet: [www.swisscom.ch/help-tv](https://www.swisscom.ch/help-tv)

Toll-free number: 0800 800 800

Specialist: By calling the toll-free number, you can also have a specialist come to your home to install and configure Swisscom TV. Those services are not free and the price depends on the required effort.

# Übersichtsgrafik / Aperçu graphique / Rappresentazione grafica / Overview illustration

