

# Setting up your TV-Box.



**Start** The package includes:

TV-Box      Remote control

Power cable      Leaflet «Using Swisscom TV»      Batteries AA

HDMI cable      Ethernet cable

**1** Your router must be installed and switched on.

**2** Remove your old TV-Box and disconnect your old HDMI cable or your cable connection (if you have one).

Return your old device to Swisscom free of charge. You will find a return sticker attached to the delivery note. (Please no longer use the devices/ cables marked with X)

**3** Connect the TV-Box to your TV set using the new HDMI cable.

Place your TV-Box in close proximity to your TV set. If possible, use the HDMI 1 socket on your television set.



**Installation overview**

TV-Box      Router

**4** Insert the batteries into your Swisscom TV remote control.

To open the remote control battery compartment, press down on the back of the cover with your thumb and slide it away from you.

**11** You have now finished setting up Swisscom TV. Have fun watching your favourite shows!

For important tips on how to use your remote control, please refer to the enclosed leaflet «Using Swisscom TV».

**5** Plug in the power cable and connect the TV-Box to your router with the Ethernet cable.

All Ethernet connections are the same.

Do not turn on your TV-Box yet. For information on how to connect wirelessly, please refer to the back page of this leaflet.

**6** Turn on your TV.

**9** Hold your remote control up to the TV-Box and press «OK».

Once the remote control has been detected, you will receive a notification on the screen. Follow the additional step-by-step instructions on the television screen.

**8** Turn on your TV-Box.

The LED on the front of the TV-Box will light up white.

**7** Select the right HDMI channel using your TV set's remote control.

or HDMI, AV, Input, Source, V-tape

With most TV remote controls you can do this by pressing one of the following buttons: **HDMI, AV, Input, Source, V-tape** or . The HDMI channel corresponds to the TV port into which you inserted the HDMI cable (see step 3).

**6** Turn on your TV.

## TV-Box LED status lights



**LED lights up white:** the TV-Box is switched on.

**LED lights up red:** the TV-Box is on standby, or has no Internet connection.

**LED does not light up:** the TV-Box is switched off.

## Buttons and connections



**1 On/off button:** turn device on/off

**2 Power:** connect power (power cable)

**3 Audio:** connect audio equipment  
Digital: Home-cinema system (mini TOSLINK cable)  
Analogue: Hi-fi equipment or TV set (3.5 mm cinch cable)

**4 HDMI:** connect TV set (HDMI cable)

**5 Micro USB**

**6 USB**

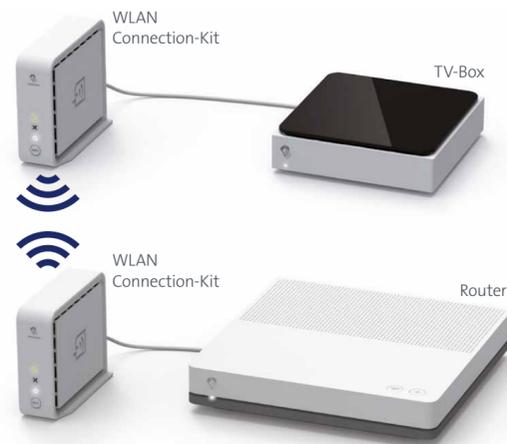
**7 Ethernet:** connect router (Ethernet cable)

**8 WPS:** connect device to the TV-Box

**9 Reset:** press button to restore factory settings  
**Note:** only press the button if advised to do so by customer service.

## Connecting wirelessly to the router

We recommend using a cable to connect your TV-Box to the router. If this is not possible, connect the device wirelessly as follows:



Connect your TV-Box to the router according to the instructions enclosed with the connection kit.

## Connecting an audio system

You can connect a digital home-cinema system to the TV-Box using a **mini TOSLINK cable**. Connect the cable to the audio system (see no. 3 in the column «Buttons and connections»):



You can connect analogue hi-fi equipment to the TV-Box using a **3.5 mm cinch adapter cable** (see no. 3 in the column «Buttons and connections»):



## Connection between the TV-Box and remote control

**There does not need to be a clear line of sight between the TV-Box and the remote control.**

The remote control and the TV-Box are connected via Bluetooth, with the advantage that a clear line of sight is not required between the devices. You can, for instance, store your TV-Box in a cupboard beside your TV set (not in metal cabinets or containers).

## Using the multifunctional remote control Harmony

In order to use an infrared multi-functional remote control, you will need an **USB infrared receiver**. This device is available in the Swisscom Shop. Connect the USB infrared receiver to the USB interface on the TV-Box.



## Troubleshooting Remote control is not working

### LED on the remote control

Upon pressing any button, the LED lights up ...

a) ... does not light up

b) ... red

c) ... white



### a) The LED does not light up

Replace the batteries.



### b) The LED lights up red

Connect your remote:

1. Switch the TV-Box off by pressing the switch, wait a second and then switch it back on again.
2. Wait until the TV-Box is completely switched on (TV image is displayed).
3. Press and hold the WPS button on the TV-Box for 3 seconds and then release it again.
4. Once this screen appears, press the OK button on the Swisscom TV remote. The LED will then flash white until the remote is connected.



### c) The LED lights up white

1. If you have multiple TV-Boxes in the same household, please make sure that you are using the correct remote control
2. Check the power cable. Turn off the TV-Box using the switch on the back, wait a second, then turn it on again.
3. If this does not help, press and hold the blue button on the remote control for three seconds. This restarts the remote control.



## Troubleshooting The TV only displays a black screen

### a) Check the power cable

Check the power cable and make sure the TV-Box is switched on.



### b) Check the HDMI channel

Check that the TV is set to the correct HDMI channel. With most TV remote controls, you can do this by pressing one of the following buttons: HDMI, AV, Input, Source, V-tape or . The HDMI channel corresponds to the port into which the HDMI cable is plugged on the back of the TV (see step 3 on the front of this instruction leaflet).

or HDMI, AV, Input, Source, V-tape



### c) Check the HDMI connection

Check whether the HDMI cable has been plugged in correctly.



### d) Check the HDMI cable

**Use the high-speed HDMI cable provided.**

Some older HDMI cables no longer fully support the current quality standard and will result in an inferior TV experience. If you already have a high-speed HDMI cable installed, you can also use this for your new TV-Box.



## Notes on use and safety

**Important – please read these instructions carefully before installing or using the device.**

**Warning: risk of electrical shock.**

The triangle with a lightning bolt and arrowhead symbol warns users of the presence of uninsulated high voltage within a product's enclosure which may present a risk of electrical shock.

The triangle with an exclamation mark indicates important operating and maintenance instructions.

### Introduction

Thank you for choosing this product. This manual provides instructions for the proper use of your device. Read this manual thoroughly before use. Please also read the corresponding instructions on electronic devices, even if you are familiar with the use of electronic devices. Please keep this instruction book for future reference.

### Safety Precautions

#### Power Source

The device should only be connected to a 220–240V AC, 50 Hz outlet. Ensure that you select the correct voltage setting.

**Warning:** Disconnect the power if the device will not be in use for a long time.

#### Power Cord

Do not place the device or furniture, etc. on top of the power cord and avoid pinching the cord. Handle the power cord by the plug. Do not disconnect the plug by tugging the cord and never touch the power cord when your hands are wet, as this could cause a short circuit or electrical shock. Never tie in the cord in a knot and do not bundle it with other cords. The power cord should be kept out of the way so it is not stepped on. A damaged power cord is a fire and electrical shock hazard. Check the power cord on a regular basis. If the power cord is damaged, ask for help at your Swisscom shop. The AC power cord should only be changed at a qualified service shop. Do not place the device in a location with direct sunlight, excessive dust or mechanical vibration and do not place it near heat sources. The device should be placed on a solid and secure base. Do not place the device on a soft surface, such as a rug, as this may block the ventilation openings on the bottom. Avoid placing the device in locations with high humidity, for example the kitchen, as the condensation may cause malfunctions or may damage the device. Placing the device on top of radiators or other heating elements may also cause malfunctions or damage. Ensure that there is sufficient air circulation around the device to prevent it from overheating. Do not place the device in closed spaces and do not cover it. Avoid exposing the device to water or humidity. Do operate the device near water. If an object falls on the device or liquid is spilled over it, unplug the device and have it checked by qualified service personnel before attempting to use it again. Do not place objects filled with liquid, such as vases, on the device. Use the mains plug to disconnect the device

#### Batteries

**Warning:** Installing batteries incorrectly may cause battery leakage and corrosion and damage the remote control. Do not mix old and new batteries or batteries of a different type. Dispose of old batteries by taking them to a recycling centre. Batteries may not be disposed of with normal household waste.

**Caution:** Insert the batteries/rechargeable batteries the correct way round. Do not try to recharge non-rechargeable batteries and under no circumstances dispose of batteries in a fire, as they may explode. Do not mix batteries (old and new, alkaline and carbon, non-rechargeable and rechargeable, etc.) If the device is not in use for a long time, remove the batteries and store the device in a dry and dust-free location. Improper use of batteries may cause an explosion or leakage. If the batteries have leaked, use gloves and clean the device thoroughly with a dry cloth. Do not expose batteries to excessive heat, for example direct sunlight, fire, etc.

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#### Help on screen:

You can find various help topics in the main menu by pressing ? ( button on your remote control).

#### Help online:

You can also find many answers to questions about the new Swisscom TV at [www.swisscom.ch/tvbox-faq](http://www.swisscom.ch/tvbox-faq)