

youview



Your YouView Guide

Welcome to YouView

Version 1.2

Before you settle down to watch your favourite show, why not take a few minutes to explore what YouView can do? This guide will introduce you to its features and customisation options, and help create the viewing experience that's right for you.

To set up your YouView+ box, please see the Getting Connected guide. If you'd like to stay up to date with the latest developments and news, please register your details at youview.com or find us on Twitter @youview or Facebook at facebook.com/youview

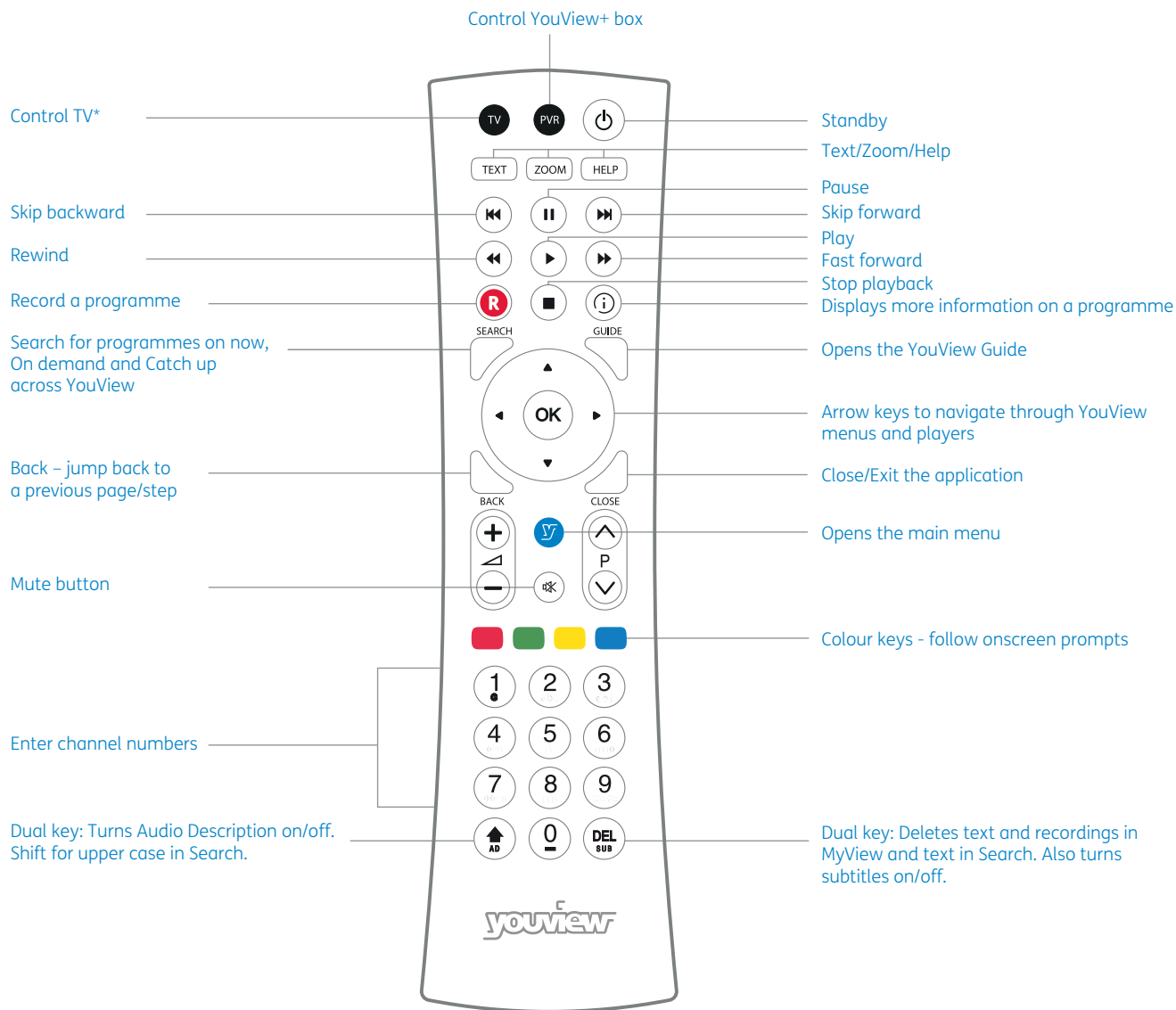
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NOTE The latest version of the YouView user guide is available to download at support.youview.com

Your Remote Control



*To programme your universal remote control to operate your TV please visit www.humaxdigital.com/global/support/rcucodelist.asp and see MDB1.3 for a complete list of supported codes.

Browsing Programmes

YouView has an amazing variety of TV and films to choose from, but where to start? Well, we've made it easy for you to find your favourites and discover what's new: let's take a closer look.



The Guide

The Guide is your electronic TV listings companion. It not only shows you what's on over the next 7 days, but also lets you catch up on what you may have missed in the past week.

See page 5 for more info.



On Demand

Oh no! Forgot to record your favourite programme? Relax – it's probably waiting for you in On Demand, along with lots of other great films and TV shows.

See page 6 for more info.



Mini Guide

Use the Mini Guide to scroll quickly through channels while watching TV. To display the Mini Guide and see what's on now, what's available in catch up or what's coming up, press **OK** or any arrow button on your remote control. You can scroll up to 12 hours backwards or forwards to find something to watch without the need to construct your own TARDIS.



High Definition

You can access high definition channels through your YouView+ box. There's something for all the family. Channels include: BBC One HD, BBC Two HD, ITV HD, Channel 4 HD, BBC Three HD, BBC Four HD and BBC News HD, plus children's channels CBBC HD and CBeebies HD. Some shows are also available to watch in HD on catch up.


NOTE TARDIS is the trademark of the British Broadcasting Corporation and is used under licence.




Browsing Programmes: Guide



With the YouView Guide, you can check out what's on TV and radio right now, what's coming up over the next week, or scroll back to catch up on the favourites you missed over the past 7 days. And that's not all: you can even set programme reminders and record shows via the Guide.







Browse


Press  on the remote to access the Guide, then use the left and right arrow buttons to move backwards and forwards through time (Take that, Doctor!).

Use  and  to select a programme, then press **OK** to watch (where content is marked with a  icon).


To move up and down by channel, press  and .

To move up and down by page, press  and .









Press  and  to skip backwards and forwards by 24 hours. This can help you see things you may have missed or plan future recordings.

Use  to return to the TV and press the green button to see what's on now.


Catch up

With our catch up services you can scroll back. To watch a programme that's already been on, use the left arrow button to go backwards. Catch up programmes are available for the past week and are indicated by white text with a  icon.

Hiding channels

You can personalise the Guide by hiding the channels you don't watch. Press  and then the yellow button  to edit the listings. Enter your PIN and use  and  to scroll through the channels. Press **OK** to select one and the yellow button  to apply the change. To unhide channels, press  and the yellow button , then enter your PIN and hit the red button .

Filter by genre

In a similar vein, YouView allows you to filter channels by genre: just press the blue button  to see all programmes related to, say, News and nothing else. You can remove the filter by closing the Guide, revisiting the blue button or touching the red button – simple.

NOTE You can also find programmes that have been on TV recently in the On Demand menu. See the next section, On Demand, to learn more.

Browsing Programmes: On Demand

Head to YouView's on demand area to find a great selection of TV and film. We've organised it so that you can see at a glance freshly added shows and the most popular programmes. If you're looking for inspiration, you can browse by genre instead – it's up to you.



Search by player

To access these services, press **⏏** to bring up the main menu. Highlight On Demand and press **OK**.

To see all the content available from a particular platform (for example, 4oD), press the up arrow button to move on to the list of players, then highlight one and press **OK**.

Search by genre

Press **⏏** to bring up the main menu. Highlight On Demand and press **▲**. Scroll left or right through the categories until you find the one you want (for example, TV). Press **OK** to see the top content in that category and scroll through the genres (for example, Comedy). Once you've found what you are looking for, highlight it using the arrow buttons and press **OK**.

Information Panel

Whenever you see **i**, you can use the remote **ⓘ** to bring up the Information Panel and find out more about a programme, the rating and whether subtitles are available. You can also play more episodes from the same series, and set recordings and reminders.

NOTE Please note: on demand and catch up viewings will count towards any monthly broadband data allowance you may have. Visit support.youview.com for further details.

Browsing programmes: Players

YouView has a great range of free and pay players which we're adding to all the time. There are plenty of great On Demand shows that won't cost you a penny, but if you want to spend a little extra to watch the latest Hollywood blockbusters, you've come to the right place.

Let's take a look at what's on offer...



Free players

BBC iPlayer

Access the best of the Beeb's content, contemporary and classic, from Walford's worst to Louis XIII's finest.

ITV Player

Watch Britain's Got Talent, Coronation Street and the rest of ITV's big hitters at the touch of a button, plus blasts from the past such as Faith in the Future (highly appropriate, now that it is actually the future).

4 on Demand

Programmes from Channel 4, E4, More4 and 4Music, all available on 4 On Demand. You can access boxsets of the channel's best shows such as The IT Crowd ("Have you tried turning it off and on again?"), browse by category, or watch bite-sized extras, clips and exclusives.

Demand 5

Everybody needs good Neighbours, don't they? Watch full episodes of your favourite Channel 5 programmes, such as The Mentalist and Home and Away, as and when it suits you. Your wish is their demand, as the channel puts it.

UKTV (Dave, Really, Yesterday)

Expand your mind with QI, search for paranormal activity with Ghost Adventures or take off your tie and watch Suits via the UKTV Player. All this and Dave Gorman, too!

Milkshake!

Channel 5's Milkshake! is home to some of the world's favourite preschool characters. There is a range of engaging programmes that include strong story led animation, genuine documentaries for pre-schoolers and presenter led high quality musical entertainment.

S4C

Top quality drama, sport, news, entertainment and children's content – all in the Welsh language. English subtitles regularly available.

Drama, chwaraeon, newyddion, adloniant a chynnwys plant o'r safon uchaf – a'r cwbl yn y Gymraeg.

STV (Scotland only)

Catch up with your favourite ITV shows on the STV Player plus Scottish news, sport, weather and competitions.

Browsing programmes: Players

Pay players



Sky Store

Sky Store is now available on your YouView+ box. Bringing same day DVD release blockbusters and all time classic movies straight to you at the touch of a button. With new movies available to rent every week and over 1200 titles to choose from, there's something for everyone.

Simply set up an account on the Sky Store website, log into the Sky Store player on your YouView+ box and select the movie you want to watch.

To find out more or set an account visit www.SkyStore.com

BT Player and TalkTalk Player

And that's not all. If your YouView+ box is connected to BT or TalkTalk broadband, additional shows, films and players will be available through the BT/TalkTalk players.

So whether you're after *The Good Wife*, *EastEnders* or *The Ugly Face of Prejudice*, a comprehensive library of viewing, classic and contemporary, is at your fingertips. That's the evening sorted.



NOW TV



Watch unlimited movies on your TV through your YouView+ box with NOW TV. NOW TV's Sky Movies Month Pass lets you stream over 800 movies with up to 16 new premieres added every month. Visit NOWTV.com to set up your account.


Search

With YouView, you can search for specific on demand and catch up programmes using your remote control keypad. Let's take a closer look...



Seek and you shall find

Press  on the remote control, or select  to display the main menu, then use the arrow buttons to scroll to Search and press **OK**.

Your remote's number keys allow you to enter a search term, such as a programme title, using multi-tap functionality. For example, tap the '2' key once for 'a', twice for 'b', three times for 'c' and four times for '2'. If you make a mistake, you can press .




Auto suggestions

As you type, YouView will suggest the content it thinks you're looking for – use the up arrow button to select the showing you want and press **OK**. If the suggestions don't match what you are after, continue entering your search term, then press **OK** to look for it.



On Demand/ On Now & Next


Once you've completed your search terms, you will be presented with 2 tabs: On Demand and On Now & Next. (When there are no results, neither will be displayed.)

On Now & Next contains the results for live TV. If the programme is on now, pressing **OK** will take you to it. If it hasn't started yet, **OK** will set a reminder and  will set a recording. You can set up series recordings via the tab, too.

And if you want to watch a show On Demand, you can do so straight away.



Filtering



You can also filter your results: press the green button  then use the arrow buttons to select a genre – TV & Film, Radio or Music Videos. Once you've applied a filter, use the arrow keys to navigate to the item you want. Press **OK** to watch or to get more information. Press the blue button to clear your search and start again.

Pause, rewind, fast forward

YouView gives you total control over the way you interact with live TV, catch up, on demand and recorded programmes.





Pause

Need time out from the telly? To pause live TV for up to 2 hours, press . When you are ready to resume watching, press .




Rewind

To rewind live TV, press . You can do so at different speeds (from tortoise to hare) by pressing again, up to 4 times. When you are ready to watch once more, press .



Fast forward


If you pause or rewind live TV, you can fast forward by pressing , accelerating by pressing again, up to 4 times.


In addition, the fast forward and rewind buttons can also be used to scroll 24 hours through the Guide.

Recording

Torn between a big night out and the big season finale? YouView makes it easy to record your favourite programmes, so now you can have your cake and eat it.

Setting a recording

To record what you're watching, press  on the remote control.

You can also set recordings now or in the future via the Guide, the Mini Guide or the Information Panel (see pictures on the right). Use the arrow keys to locate your programme, then press . (See page 13 for how to play your recordings.)

Series links

If the programme is part of a series, you will be given the option to record the selected episode or the whole series. If you choose the latter, every episode that airs on the channel will be recorded, even if the time slot changes.

Everything recorded or scheduled to be recorded is listed in MyView. For more information, see the MyView section.

Live TV



Mini Guide



Guide



Information Panel



Recording: Extras



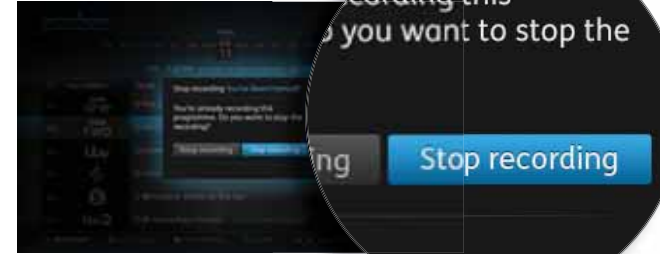
Recording two programmes

Your YouView+ box lets you watch one programme while recording another. You can even record two at the same time while watching another from via scroll back, On Demand or MyView.



Recording clashes

If you try to record too many programmes at the same time, they will clash. YouView will let you know and suggest how to resolve it – for example, by cancelling another scheduled recording.



Cancel a recording

To cancel a recording, go to the Guide, find the programme you'd selected to record and press **R** again on the remote control. You can also do so through MyView or the Mini Guide: find the programme in your list of scheduled recordings, press **i** to open the Information Panel and then select Cancel or Edit Recording.

MyView: Extras

Auto deleting recordings

If your hard disk is full and there isn't enough space to record anything new, YouView will automatically delete recordings to make room, starting with the oldest watched programme.

Note that locking a recording ensures it won't be auto deleted: to lock, select the recording in MyView and press the yellow button. Locked recordings have a padlock icon displayed next to them. To unlock, highlight the recording and press the yellow button again.

You can also turn auto delete off. Press **Y**, go to Settings and use the arrow key to scroll to Device Management. Press **OK** on Auto Delete Recording and select OFF. If the hard disk is full, new programmes won't be recorded.

Finding out more about a recorded programme

1. Highlight the recording.
2. Press **OK**.
3. Press **i** to open the Information Panel.

You can find more episodes from the same series if available.

Deleting a recording

1. Highlight the recording.
2. Press **DEL** on the remote control.

Locking a recording

To prevent automatic deletion of a recording, you can lock it.

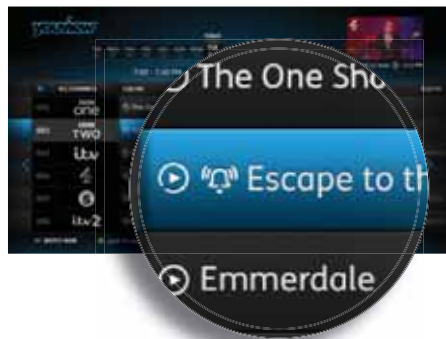
1. Highlight the recording.
2. Press the yellow button **LOCK** on the remote control.

To unlock a recording, highlight it and press the yellow button again.



Reminders

Don't miss the start of that exciting new TV drama series. You can set reminders for all your favourite programmes and YouView will let you know they're about to start.



Just a little reminder

You can set reminders for all your favourite programmes and YouView will let you know they're about to start. Intrigued by that new drama series? Now you won't forget it's on.



You must remember this

Find the programme you want to be reminded about in the Guide or Mini Guide, then press **OK** on the remote control. You can also set a reminder from a programme's Information Panel. Press to open the panel and select Set Reminder.



Forget about it

To cancel a reminder, select the programme on the Guide or Mini Guide, then press **OK** on the remote control. Alternatively, open the Information Panel and select Cancel the Reminder.


YouView app: Record on the go

We've all been there. On the way to work or dropping off the kids, you get a nagging feeling you've forgotten something. Keys? Check. Wallet? Check. Phone? Check. Then it hits you: you've forgotten to put the Cup Final on record.

Don't panic, for help is at hand. With the free YouView App, all you need is your phone or tablet and you won't miss a thing.

The app allows you to programme recordings on your YouView+ box remotely via your mobile device. Whether it be on your iPhone®, iPad®, or Android™ device just search for it in the relevant store. It also tells you what's on now and next, and provides daily listings per channel.

Connect to your box

Pairing your mobile with the YouView+ box is simple. Simply press  to bring up the menu, scroll right to Settings, then access Device Management. Select Mobile Devices from the sub-menu, then Connect device. Press the Enter Connection Code button in the app, at which point you'll have 2 minutes to enter the 8-digit code displayed on your TV screen (the time limit isn't a test, but rather a security measure). You can also connect a maximum of 5 devices to each box.

All done. Now you are free to record on the go.




NOTE

Android is a trademark of Google Inc. Google Play is a trademark of Google Inc. Apple, the Apple logo, iPhone and iPad are trademarks of Apple Inc., registered in the U.S. and other countries. App Store is a service mark of Apple Inc.

Settings

We've made YouView as easy as possible to set up and use. You can change the settings at any time to personalise your TV experience.

To access any of the options covered in this section, press  and select Settings, then use the arrow keys to move back and forth through the menu options.

For more information on how to set parental controls, including changing your PIN, restricting age rated and adult content, please see page 21.

YouView has a range of accessibility features which make it easier to enjoy the TV you love. To find out more see page 19.

To manually connect YouView to the Internet or check the connection and IP address, head to the Network & Internet section on your box.

Use this section to change your language preferences for Audio Description and Subtitles. More information can be found on page 19.

Parental Controls

Subtitles &
Accessibility

Network & Internet

Language

The Your Info and Legal section allows you to view and edit your data sharing preferences, review the YouView Data Promise and Terms of Use.

You can also view and edit your postcode. Your postcode lets us tailor services based on your location and is shared with our trusted partners if you have opted in.

Your Info & Legal

Use the Device Management settings to keep your box software up to date. You can also manage auto deletion of recordings, reset your YouView+ box and to pair a mobile device. Find out more on page 22.

Device Management

This section provides system information such as: box manufacturer, model and serial number, software version, number of channels available, TV signal quality & strength, Internet connection status and IP address.

System Information

This section provides information relating to channel display and sound. You can retune channels, restore hidden channels, synchronise picture and sound, connect YouView to a surround sound system and set your box to play on demand programmes in HD where possible.


TV Quality & Signal

Settings: Subtitles and Accessibility


If you're hard of hearing or visually impaired, your YouView+ box comes with some helpful additional features to ensure you get the most out of your TV experience.

Subtitles

Subtitles are a textual version of the dialogue in shows. If a broadcaster has subtitled its content, the results will be available on YouView.

To turn them on, either press  on the remote control when watching live TV, or:

1. Go to Settings, select Subtitles and Accessibility and press **OK**
2. Scroll up the list of options and choose Subtitles
3. Use the left or right arrow key to select Subtitles ON, then press **OK**


Please note: subtitles will stay on until they are turned off. If you want to remove them, repeat the steps or press  on the remote control again.

You can also set a preferred language for subtitles. In the Subtitles and Accessibility section:


1. Scroll through the list of options and choose Subtitles Language
2. Use the left or right arrow key to select your preferred language. You can choose English (default) or another language (for example, Welsh)
3. Press **OK** to confirm your selection

Audio description

Audio description (AD) is an additional commentary recounting body language, expression and movement, like a narrator telling a story. AD provides information about the things you might not be able to see, giving you a more complete experience. The Information Panel will let you know whether it is available for a specific programme.

If it is and you want to activate it, either press  on the remote control, or:

1. Go to Settings, select Subtitles and Accessibility and press **OK**
2. Scroll up the list of options and choose Audio Description
3. Use the left or right arrow key to select AD ON and press **OK**

Please note: AD will stay on until it is turned off. If you want to remove it, repeat the steps or press  on the remote control again.

You can also adjust the AD volume compared with the normal programme soundtrack. In the Subtitles and Accessibility section:

1. Select Audio Description Volume from the list of options
2. Use the left or right arrow key to select the desired volume level and press **OK**

NOTE Subtitles and Audio Description are automatically recorded even if you have them switched off at the time of the recording. To activate them during playback, simply follow the instructions above.

Settings: Subtitles and Accessibility

Sign language

Sign language is available for some on demand content. If a programme has been produced with sign language and this setting has been enabled, signed versions will be played in preference to non-signed editions.

To turn sign language on:

1. Go to Settings, select Subtitles and Accessibility and press **OK**
2. Scroll up the list of options and choose Sign Language
3. Use the left or right arrow to select ON and press **OK**

Zoom with a (better) view

Finding it difficult to read some of the YouView on-screen text? Why not use the zoom tool to enlarge it? Simply press **zoom** on the remote control to make the change.

Pressing the button once will magnify the screen, but you can still interact with the on-screen options. If you press it again you can use the arrow buttons to move around the screen, pressing **OK** to return to the interactive mode when you have found what you are after.

Pressing **zoom** in pan mode will return you to the normal zoomed-out view.

High contrast colour scheme

An alternative high contrast colour scheme is available to help partially sighted users better navigate YouView. It offers white text on a black background and opaque graphic overlays to make the user interface a more user-friendly experience.

To enable this feature, press **Y**, access Settings, click on Subtitles and Accessibility and open Colour Scheme. You can navigate left and right to select the Default or High Contrast option, then press **OK**.

YouView will display a message saying that the modification can take up to 60 seconds. Press Continue to confirm and the box will restart so the changes can take effect.



Mini TV screen

When navigating the YouView user interface and Guide, a mini screen showing what you are watching on TV can be seen in the corner of the display. However, some people find the moving image distracting when reading the text, so if you want you can turn it off.

To do so, press **Y** then go to Settings, enter Subtitles and Accessibility, navigate to Mini TV Screen, then press **OK**. You can navigate left or right to turn it ON or OFF. Easy.

Keyboard control

Some users with mobility issues can find the remote control tricky to use, so YouView now allows you to plug in a UK USB keyboard to act as an alternative. Let's look at the details:

1. Keyboard key mapping is optimised to support popular accessible keyboards
2. Certain keys are mapped to replicate the buttons on the remote control
3. The standard alphabet keys can be used for text entry
4. The '1' key also cycles through punctuation

5. The number keys on your keyboard's number pad mimic the remote control's multi-tap number buttons

6. The keyboard can be used in conjunction with the remote control or as a substitute

7. Content provider players are supported. However, in most instances the number pad will need to be used to enter text and numbers

Keyboard mapping is available on the site: search.support.youview.com for more.



Settings: Parental Controls

For peace of mind, your YouView+ box allows you to restrict access to any programmes you believe are unsuitable for younger members of your household. You will be asked to enter a PIN to access such content before the watershed.

PIN protection

The box comes with a default PIN, 1234: we recommend you change this when you set it up (although you can do so at any time via the Settings menu). To change your PIN in Settings, select Parental Controls, then press **OK**. Select the Change PIN option and follow the on-screen instructions.

You can set up PIN protection on different types of programmes to control who can see what.

You may also have to enter a different PIN if you want to watch paid for content: the provider will advise you at the point of purchase.

Changing your security question

If you have forgotten your PIN, you can opt to change it by answering a security question. To modify the query, select Change Security Question and follow the instructions.

Make sure you memorise your PIN and security questions. If you forget them, you will need to perform a factory reset to access the box and will lose your recorded programmes and reminders.

Hiding adult content

By default, access to the Adult section in On Demand is PIN protected, but you can also hide such content from view so that it doesn't even appear in the menu. You can deactivate this but first you must turn off the restrictions on rated programmes.

Restricting Rated Programmes

You can limit access to programmes with certain ratings (such as 18) or that has guidance labelling (for example, programmes shown after the watershed). If you set the Restrict Rated Programmes option to ON, restrictions will be in place before the watershed when accessing content rated 15, 16, 18, plus programmes and films that are guidance labelled. You can customise the rating at which restrictions apply.

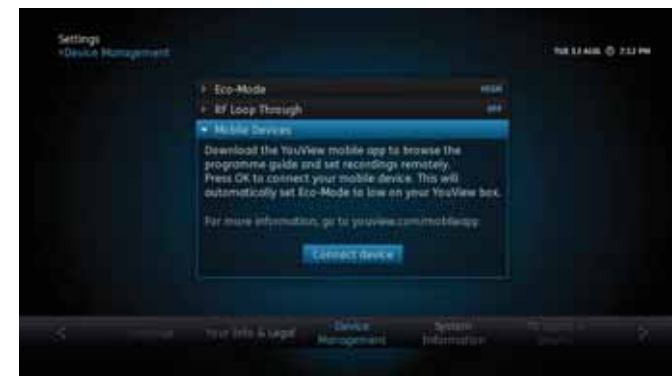
Sharing information with entertainment providers

Your parental control settings will be passed to other content providers so that they can implement the same content restrictions. They may also wish to apply their own constraints within their portals.



Settings: Device Management

Use the Device Management settings to customise your YouView experience and to check that your box is up to date.



Auto delete recordings

By default, your YouView+ box is set to delete old recordings automatically when the hard disk runs out of space. However, to prevent this, use the arrow keys to change the setting from ON to OFF.

Delete recordings confirmation

This option is defaulted to OFF. When activated, you will be asked to confirm that you want to delete a recording. This is designed to avoid accidental deletions.

Software update

YouView will use the internet to automatically update your software overnight if the box is left in standby. However, you can use this setting to check for updates manually.

Update On Demand players

Update checks are performed automatically. However, you can do them yourself by selecting Check Now.

Reset your YouView+ box

Use this option if you want to reset your box and restore its factory settings. However, please bear in mind that doing so will reset your PIN, remove your preferences, delete your postcode, all your recordings and reminders.

Automatic standby

This option controls when your YouView+ box goes into standby mode. By default, it will do so after 3 hours if you have not used it. To change the setting, press **OK** on Automatic Standby Time and use the arrow keys to select one of the available options: 2, 3, 4 or 12 hours.

Eco mode

Use this option to manage the box's energy settings. By default this is set to HIGH, the greenest mode. By changing it to LOW, your YouView+ box will go into active standby, which is less energy efficient but will reduce start-up times.

RF loop through

If you wish to supply your aerial signal to another TV, use this option to enable the Antenna Out connection on your YouView+ box. By default, this is set to OFF.

Mobile Devices

Use this setting to pair your mobile device to your YouView+ box to enable remote recording from the YouView app. To pair your device select Connect Device on the YouView+ box and enter the connection code in the app. You will then have 2 minutes to enter the 8-digit code displayed on your TV screen. You can connect a maximum of 5 devices to each box.

You can unpair by uninstalling the app or removing the data from your mobile. Alternatively, you can do so via Settings to automatically unpair your app the next time you try to use it to set a recording. This can take up to 15 minutes. After that time, if you restart the app or try to use it to record, you will be prompted to pair your device with the box.

Troubleshooting

Need a bit of help? This section identifies some of the more common problems you may encounter with the service and offers suggestions to help you fix them.


1. Setting up


When you switch the box on for the first time, you'll need to run through the on-screen setup to tune the available TV channels. If the screen setup doesn't start or freezes, or the All Done screen is not displayed at the end, try the following fixes:

- a) Check the power cable is connected securely to the box and the power is switched on at the wall
- b) Check your TV is ON and not in standby
- c) Choose SOURCE or INPUT on your television remote and select the option that matches the port number on the back of your TV (for example, HDMI 1). For more details on selecting the correct input, please refer to your TV user guide
- d) If the setup screen has frozen, check that both the aerial cable between your TV and box, and the ethernet cable between your box and router, are connected correctly and securely. If not, reconnect any loose cables. If you have used powerline adapters, check their cables, too

e) Restart the YouView+ box. Press and hold the standby button on the front of the box for 8 seconds. The setup screen should then restart


If the screen setup has finished but your box did not connect to your broadband, try the following steps:

- a) Check that all your cable connections, in particular the ethernet line from your box to your router or powerline adapters, are connected correctly and securely. If they are not, reconnect any loose cables, restart your router and turn the power off and on to reset the powerline adapters
- b) Press  on your remote control, go to Settings > Network and Internet > Wired Connection and select Automatic. This should enter your broadband settings automatically. If this does not happen, restart your router and try again. If you need to enter values manually, select Manual. (Your broadband provider can give you the values)
- c) If you did not accept the Terms of Use at the end of the screen setup, you will not

be able to use the On Demand or Search features. To change this, press  on your remote control and go to Settings > Your Info and Legal > Terms of Use. Select Accept then press **OK**. The On Demand and Search features should now be available to you

2. Poor picture: live TV – if your picture is pixelated or breaking up:

This is likely to be a problem with the signal reaching your box. Try the following fixes:

- a) Check all your cables are connected correctly and securely (in particular, the aerial cable's connection to the wall socket and your box)
- b) Restart the YouView+ box. Press and hold the standby button on the front of the box for 8 seconds. It should then restart itself
- c) If restarting your box didn't fix it, try a channel re-tune. Using your remote control, press , go to Settings > TV Signal and Quality > Re-tune Channels

d) Have there been any recent changes inside or outside your home? For example, have you placed any electrical appliances near the box? Is there any building work taking place or has there been any extreme weather? These can sometimes cause electrical interference with your equipment. Try moving any electrical appliances away from the vicinity of your YouView+ box to see if this helps


- e) To find out if there is a problem with the box, connect it to another known working aerial. If you are still experiencing problems, please contact Humax Support
- f) If there appears to be a problem with your aerial, you may need to contact an aerial engineer. Please visit support.youview.com for further information

3. Poor picture: On Demand – experiencing buffering, jittery or frozen picture

If you're having trouble watching on demand or catch up, try the following:

- a) Check to see if there are any other household devices connected to the internet, such as laptops or games consoles. These can slow your broadband speed, especially during peak periods. Disconnecting or reducing these devices' usage may resolve the issue
- b) Check that all your cables, in particular the ethernet connection from your box to your router or powerline adapters, are connected correctly and securely. If not, reconnect any loose cables, restart your router and turn the power off and on to reset the adapters
- c) If the problem persists, you may need to contact your broadband provider or an engineer. For more details, visit support.youview.com

4. On Demand: if a player is missing or a programme won't play

- a) Press  on your remote control, go to Settings > Network and Internet > Wired Connection, then select Automatic. This should enter your broadband settings automatically. If this does not happen, restart your router and try again. If you need to enter values manually, select Manual. (Your broadband provider can give you the values)
- b) If you did not accept the Terms of Use at the end of the screen setup, you will not be able to use the On Demand or Search features. To change this, go to Settings > Your Info and Legal > Terms of Use. Select Accept then press **OK**. The On Demand and Search features should now be available

5. Error Messages:

Error messages will appear if a problem with YouView is detected, for example a weak or lost TV signal. For more details on error codes, visit support.youview.com

6. Can't remember my PIN number

If you did not change your PIN during setup, the default is 1234. If you can't remember your number, you can reset it via your security question. Go to Settings > Parental Controls > Change PIN and enter the answer.

If you can't remember your PIN and security question, you will have to reset the box, which will delete all your preferences and recordings.

To reset, go to Settings > Device Management > Reset YouView+ box. Once you do so, you will need to go through the setup again and create a new PIN


7. Using the YouView App

If you are experiencing problems with setting recordings from the YouView app, please check you have connected your mobile device to your YouView+ box. To do so, go to Settings > Device Management > Mobile Devices

8. Difficulty in entering postcode

If you encounter any issues entering your postcode, here's what to do:

- a) Check the postcode has been entered correctly and that numbers have not been used instead of letters by mistake or vice-versa (for example, the numeral 0 instead of the letter O)
- b) Check the spacing is correct and remove any spaces between letters. Use only one space between the first and second part of your postcode, for example, AB1 2CD or AB1C 2DE
- c) Don't use a space after the postcode

You can remove any unnecessary spaces by pressing the  button on your remote control

Customer support

Got a question or need more help with your YouView+ box? The team at Humax will be happy to help. Here's how to contact them:

tel: 0344 318 8800

hours: Mon-Fri 09:00-17:30

email: uksupport@humax-digital.co.uk

website: humaxdigital.com/uk/

For any other questions about YouView services, please go to support.youview.com.

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Instruction about the 'WEEE' Symbol



This product should not be disposed with other household wastes at the end of its working life. Please separate this from other types of wastes and recycle it responsibly to promote the sustainable reuse of material resources. This will prevent possible harm to the environment or human health from uncontrolled waste disposal.

- Domestic users: Please contact either the retailer where you purchased this product or their local government office for details of where and how they can take this item for environmentally safe recycling.

- Business users: Contact your supplier and check the terms and conditions of the purchase contract. This product should not be mixed with other commercial wastes for disposal.

Specification

Power Supply

Power Type: Adaptor

Power Consumption: 12V \approx / 2.5A (Standby: under 0.5W)

Input Voltage: 100 – 240V a.c., 50/60Hz

Protection: Separate Internal Fuse & Lightning protection

Physical Specification

Size (W x H x D): 360mm x 245mm x 50mm

Weight: 2.03 kg

EU regulatory conformance

Hereby, HUMAX Co., Ltd, declares that this DTR-T2000 is in compliance with the essential requirements and other relevant provisions of EC Directives

- 2006/95/EC - LVD Directive
- 2004/108/EC - EMC Directive
- 2009/125/EC - ErP Directive
- 2009/65/EU - RoHS Directive

The product carries the CE mark applied onto it.



The Declaration of conformity made under EC Directives and is available for viewing at the following location in the EU community:

<http://www.humaxdigital.com/global/support/support.html>

Safety instructions and precautions

This box has been manufactured to comply with international safety standards. Please read the following safety precautions carefully.

1. Mains supply

a) Operate this box only from the type of power supply indicated on the marking label. If you are not sure of the type of power supplied to your home, consult your local power company.

b) Disconnect the box from the mains before you start any maintenance or installation procedures.

2. Overloading

Do not overload a wall outlet, extension cord or adapter as this may result in fire or shock.

3. Liquid

The box should not be exposed to liquid of any kind. In addition, no objects filled with liquid should be placed on the box.

4. Cleaning

a) Disconnect the box from the wall outlet before cleaning.

b) Use a light damp cloth (no solvents) to dust the box.

5. Ventilation

a) The ventilation slots on the box must be left uncovered to allow proper airflow.

b) Do not stand the box on soft furnishings or carpets.

c) Do not stack other electronic equipment on top of the box.

6. Attachments

Do not use any unsupported attachments as these may be hazardous or cause damage to the box.

7. Lightning storm or not in use

Unplug the box from the wall outlet and disconnect the aerial during a thunderstorm or when it will be left unattended and unused for long periods of time. This will prevent damage to the box due to lightning and power surges.

8. Extraneous objects

Do not insert anything through the openings in the box, where they can touch dangerous voltage points or damage parts.

9. Replacement of parts

When replacement of parts is required, be sure the service technician uses replacement parts specified by the manufacturer or those that have the same characteristics as the original part. Unauthorised substitution may result in additional damage to the unit.

10. Connection to the aerial

Disconnect the box from the mains before connecting or disconnecting the cable from the aerial. Failure to do so can damage the aerial.

11. Connection to the TV

Disconnect the box from the mains before connecting or disconnecting the cable from the TV. Failure to do so can damage the TV.

12. Location

a) Place the box indoors to avoid exposing it to lightning, rain or sun. Do not place it near a radiator or heater.

b) We recommend the box has 10cm clearance from any other appliances susceptible to electromagnetic influences, such as a TV or a VCR.

c) Do not block the openings and do not place the box on a bed, sofa, rug or other similar surface.

d) If you place the box on a rack or a bookcase, ensure there is adequate ventilation and that you have followed the manufacturer's instructions for mounting.

e) Do not place the box on an unstable cart, stand, tripod, bracket or table where it can fall. A falling box can cause serious injury, and serious damage to the appliance.

Safety instructions and precautions

Warning

1. To avoid damage to the power cord or plug

- a) Do not modify the power cord or plug.
- b) Do not bend or twist the power cord.
- c) Make sure to disconnect the power cord by holding the plug.
- d) Keep heating appliances as far as possible from the power cord in order to prevent the cover vinyl from melting.
- e) You should have easy access to the mains plug at all times.

2. To avoid electrical shock

- a) Do not open the main body of the YouView+ box.
- b) Do not insert metal or flammable objects into the box.
- c) Do not touch the power plug with wet hands.
- d) Unplug the box from the mains socket if there is severe lightning.
- e) Unplug the box to install the aerial cable.

3. To avoid damage to your YouView+ box

Do not use the box if it is out of order. If you continue to use it when defective, you might cause serious damage. Please contact your local box distributor if the box is out of order.

4. To avoid damage of the hard disk drive

- a) Do not move the box or turn the power off suddenly while the hard disk drive is running.
- b) The company shall not be liable for any corruption of data on the hard disk drive caused by carelessness or misuse.

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This option is useful when you wish to copy part of the code of the Library into a program that is not a library.

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If such an object file uses only numerical parameters, data structure layouts and accessors, and small macros and small inline functions (ten lines or less in length), then the use of the object file is unrestricted, regardless of whether it is legally a derivative

work. (Executables containing this object code plus portions of the Library will still fall under Section 6.)

Otherwise, if the work is a derivative of the Library, you may distribute the object code for the work under the terms of Section 6. Any executables containing that work also fall under Section 6, whether or not they are linked directly with the Library itself.

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c) Accompany the work with a written offer, valid for at least three years, to give the same user the materials specified in Subsection 6a, above, for a charge no more than the cost of performing this distribution.

d) If distribution of the work is made by offering access to copy from a designated place, offer equivalent access to copy the above specified materials from the same place.

e) Verify that the user has already received a copy of these materials or that you have already sent this user a copy.

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