



# youview



Your Guide to YouView+





# Hello and welcome to YouView

Before you settle down to watch your favourite programme, why not take a few minutes to get to know what YouView can do?

This guide will introduce you to YouView's features, customisation options and help create the YouView experience that's right for you.

For help setting up your YouView box please see the Getting connected guide.

If you'd like to stay up to date with all the latest developments and news, please register your details at [youview.com](http://youview.com).

YouView service requires broadband connection. YouView service subject to terms of use and suitable broadband speed, TV aerial and coverage, see [www.youview.com](http://www.youview.com) for details. YouView design, user interface, specifications and content services available on YouView subject to change without notice. Software contained in this device is licensed on a limited basis. All other rights reserved. YouView and the YouView logo are registered trade marks of YouView TV Limited and are used under licence. (c) YouView TV Limited 2013. All logos and content images are trademarks and/or copyright of their respective owners.



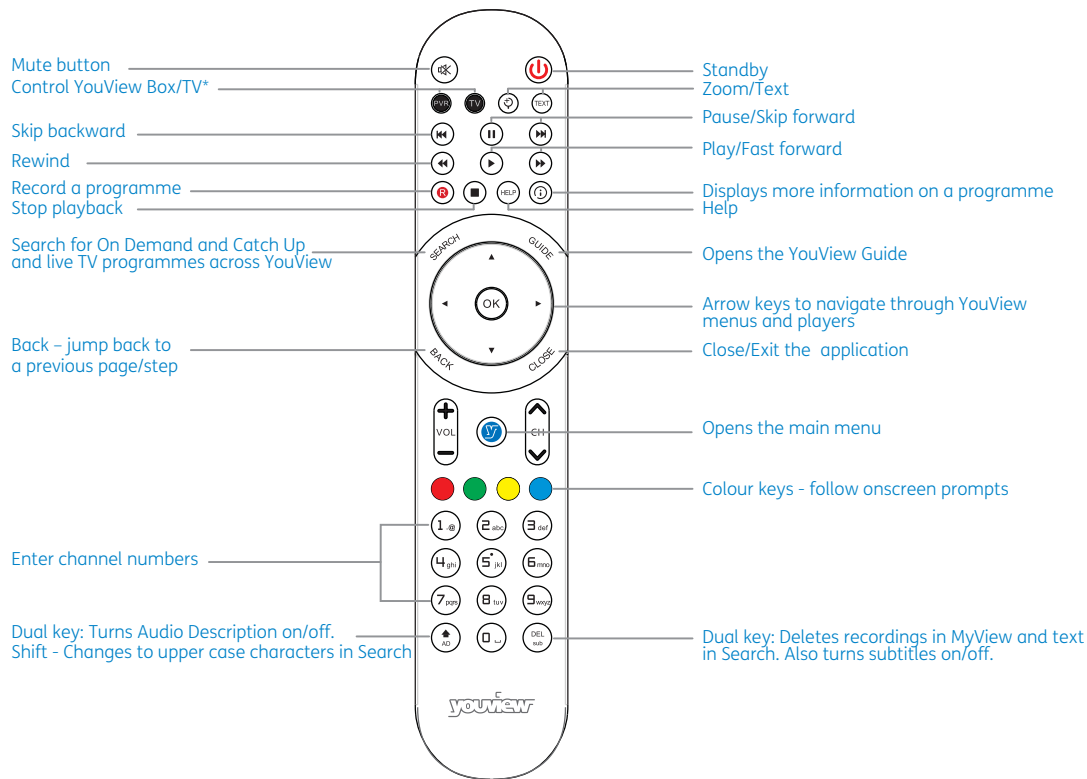
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## NOTE

The latest version of the YouView user guide is available to download at [www.youview.com/support](http://www.youview.com/support).

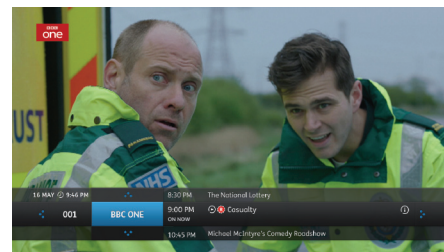
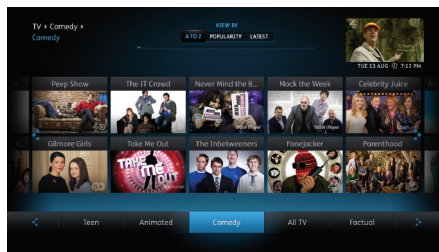
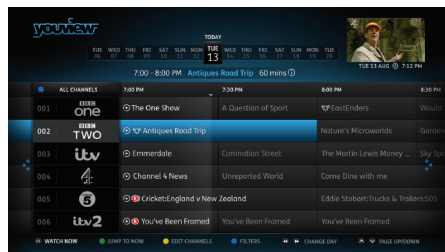
# Your Remote Control



\*To programme your universal remote control to operate your TV please visit <http://consumer.huawei.com/en/>. Enter **DN371T** in the website search box and press **Enter**.

# Browsing Programmes

Having a great variety of TV shows, films and radio to choose from is a good thing, but it can also make it hard to know where to start. That's why YouView has made it easy to find your favourites and discover what's new.



## TV guide

The Guide is your electronic TV and Radio listings. It not only shows you what's on TV and radio for the next 7 days, but it also lets you catch up on many programmes you may have missed in the past 7 days.

See page 5 for more information.

## On demand

Forgot to record your favourite programme? Don't worry - it's probably already waiting in On Demand, along with lots of other great films and series.

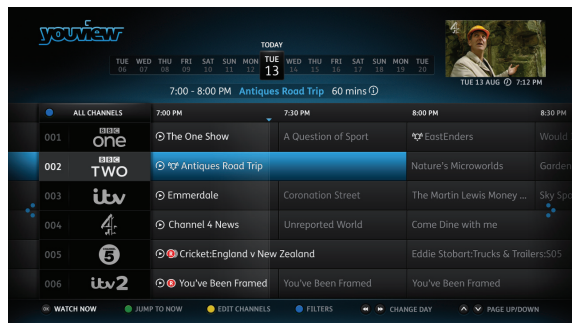
See page 6 for more information.

## Mini guide

Use the Mini Guide to scroll quickly through channels whilst still watching TV. To display the Mini Guide and see what's on now, what's available in Catch Up TV or what's coming up, press **OK** or any arrow button. You can then scroll up to 12 hours backwards or forwards to find something to watch.

# Browsing Programmes: Guide


With the YouView Guide, you can check out what's currently on TV or Radio, what's going to be on for the next 7 days and you can scroll back 7 days to catch up on your favourite programmes. You can even set programme reminders and record programmes from the YouView Guide.








## 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.

## Browse


Press  on the remote to bring up the Guide, then use the left and right arrow buttons to move backwards and forwards through time.


Press  and  to select a programme. Then press **OK** to watch, where a programme is marked with a .

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.

To return to the TV, if you have not selected a programme to watch, press .






Press the green button  as a shortcut in the guide to what's currently showing on live TV.

## Catch up


To watch a programme that's already been shown, use the left arrow button to go back in time. Catch up programmes are available for the past 7 days and will be shown in white text and have a  icon.

## Hiding channels

You can personalise the YouView guide by hiding the channels you don't watch.

Press  and then the yellow button  to edit channels. Enter your PIN\* and use  and  to scroll through the channels. Press **OK** to select a channel and the yellow button  to apply.

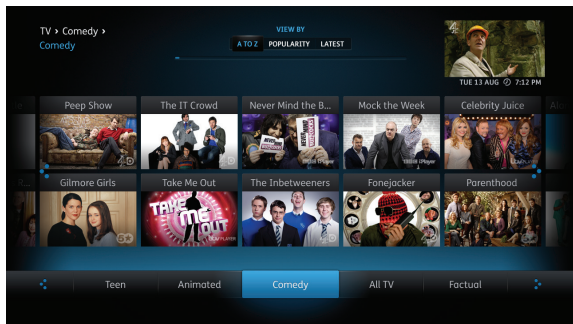
To unhide channels, press  and then the yellow button .

Enter your PIN and press the red button  to restore channels.

\*Please reference the section later in the guide where the pin is given.

# Browsing Programmes: On Demand


Head to the On Demand area of YouView to find a great selection of TV programmes, series and films. We've organised it so that you can see at a glance which programmes have just been added and which ones are the most popular. Of course, if you're just looking for a bit of inspiration or want to see what else is available, you can browse by genres instead - the choice is yours.



## NOTE


Please note: Watching On Demand and Catch Up programmes will count towards any monthly broadband data allowance you may have. Please go to [youview.com/](http://youview.com/) support for more detail.

## By provider

Press  to bring up the main menu. Highlight On Demand and press **OK**.

To see all programmes available from a particular entertainment provider, press the up arrow button to move into the list of players, then highlight one and press **OK**.



## By genre

Press  to bring up the main menu. Highlight On Demand and press **OK**.

Scroll left or right through the list of genres until you find one you want. To see all the programmes available in that genre (e.g. TV Comedy) press the up arrow button.

Once you've found something that looks good, highlight it using the arrow buttons and press **OK**.

## More about a programme

Anywhere you see , you can press  on the remote control to bring up the Information Panel and find out more about a programme. This includes the ratings guidance information, and if subtitles are available.

You can also play more episodes from the same series, set recordings and reminders from the Information Panel.

# More Information: Information Panel

Watched a great programme and want to find another episode? Easy. Whether you're watching a show on live TV, a recording or just browsing on demand, with the simple press of a button you can find and watch all related episodes.



## More episodes

Press **ⓘ** to bring up the Information Panel and see if more episodes of the programme you've selected are available.

1. Press **➡** (Right arrow) to select "More Episodes"
2. Highlight the episode you'd like watch and press **OK**

## Manage recordings

Press **ⓘ** to bring up the Information Panel. You can set, play or cancel a recording and set reminders. Use the up and down arrow keys to select the required action and press **OK**.

## Programme information

Press **ⓘ** to bring up the Information Panel to get more information about a programme.

### NOTE



Please note: Watching On Demand and Catch Up programmes will count towards any monthly broadband data allowance you may have. Please go to [youview.com/](http://youview.com/) support for more detail.

# Pause, Rewind, Fast Forward

YouView gives you complete control over the way you interact with live TV, Catch Up, On Demand or recorded programmes.






## Pause

To pause live TV for up to two hours, press . When you are ready to continue watching the programme you have paused, press .





## Rewind

To rewind live TV, press . You can rewind at different speeds from slow to fast by pressing  again, up to 4 times. When you are ready to continue watching the programme you are rewinding, press .



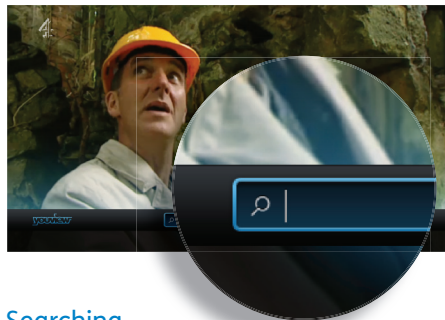
## Fast forward

If you paused or rewound live TV you can fast forward through the recording by pressing . You can forward at different speeds from slow to fast by pressing  again, up to 4 times.





# Search


With YouView, you can search for specific On Demand, Catch Up, and Live TV programmes across YouView, using the keypad on the remote.

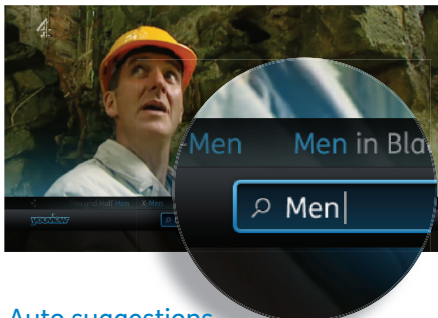


## Searching

Press  on the remote control. Otherwise, you can press  to display the main menu, then use the left arrow button to select Search and press **OK**.

The number keys on your remote allow you to enter a search term (e.g. 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'.

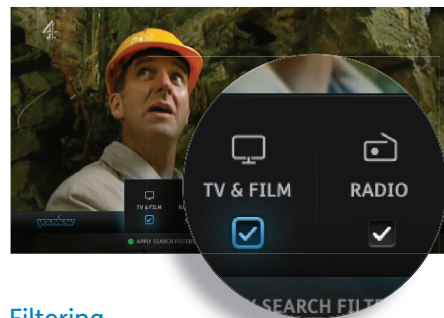
If you make a mistake whilst searching using your remote, you can press .




## Auto suggestions


As you type, YouView will suggest programmes or films it thinks you're looking for – use the up arrow button to select the one you want and press **OK**.

If you haven't seen the programme you want, just keep entering your search term, then press **OK** to run your search.



## Filtering

To filter your search results, press the green button  then use the arrow buttons to select a programme type: TV and Film, Radio or Music Videos.

Once you've filtered your results, 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.

# Recording

Torn between a big night out and that big season finale? Don't be. YouView makes it easy to record your favourite programmes.

## Setting a recording

To record the programme you're currently watching, press **R** on the remote control.

You can also set a recording now or in the future within the Guide, Mini Guide or the Information Panel (as shown in the pictures on the right). Use the arrow keys to locate your programme, then press **R** (See page 11 for details of how to play a recorded programme.)

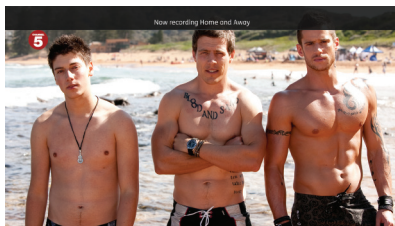
## Series recording

If the programme you want to record is part of a series, you will be given the option to record the selected episode or the whole series.

If you choose to record the whole series, every episode that then airs on the channel will be recorded, even if the time slot changes.

Any programmes you have recorded or that are scheduled to be recorded are listed in MyView. For more information, see the MyView section.

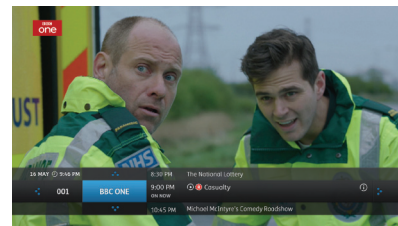
## Live TV



## Guide



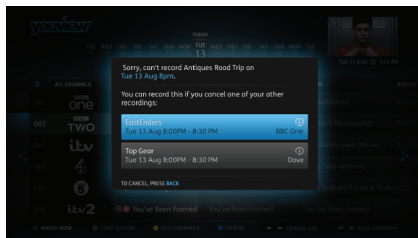
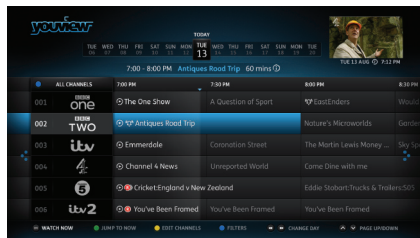
## Mini Guide



## Information Panel



# Recording: Extras



## Recording two programmes

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

## Recording clashes

If you try to record too many programmes at the same time, it will create a clash. YouView will let you know if there is a clash and suggest how you can resolve it (e.g. by cancelling another scheduled recording).

## Cancelling a recording

To cancel a recording, go to the Guide, find the programme you'd selected to record and press **Ⓡ** again on the remote control.

You can also cancel a recording through MyView or the Mini Guide – find the programme in your list of scheduled recordings, press **Ⓡ** to open the Information Panel and then select Stop or Edit Recording.

# 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.



## Setting a reminder

Find the future programme you want to be reminded about in the Guide, Mini guide or by using Live search. Then, press **OK** on the remote control.

You can also set a reminder from a programme's Information Panel. Press **ⓘ** to open the Information Panel and select Set Reminder.

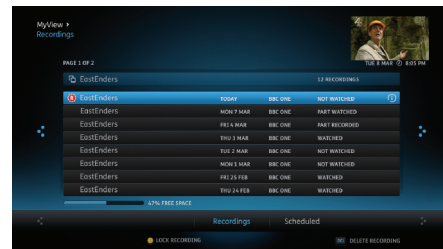
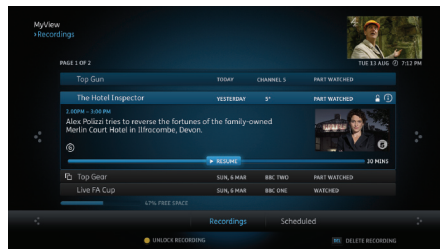


## Cancelling a reminder

To cancel a reminder that you have previously set, select the programme on the YouView Guide or Mini Guide. Then, press **OK** on the remote control.

You can also cancel a reminder from the Information Panel. Press **ⓘ** to open the Information Panel and select cancel the reminder.


Managing your programmes is really easy. Just press  at any time and select MyView to access all your recordings.




## Viewing your recordings

The Recordings area of MyView lists all your watched and unwatched recorded programmes.

If you have a lot of recordings, they will be split across two or more screens. To scroll between them, just use the left and right arrow buttons on your remote control.


MyView also gives you other ways to find a specific recording. For example, at the top of the screen, you can choose to view by date or alphabetically. Or, you can press the green button  on your remote control to filter programmes by watched or unwatched.



## Playing your recordings

Highlight the recording you want to watch. Press  on the remote control.

Depending on your parental control settings, you may be asked to enter a PIN before playback of the recording will begin (see the Parental Controls section for more details).

## Series Recording

If you have recorded a series you will see  next to the programme title. Selecting the programme will reveal all recorded episodes of the show. Select the episode using the arrow keys and then press **OK**.

You can press **OK** to play the recording from the start or use the  and  to select your preferred start time on the play bar. Press **OK** when you are ready to watch your recording.

# MyView: Extras

## Auto deleting recordings

If your hard disk becomes full and there isn't enough space to record a new programme, YouView will automatically delete a recording, starting with the oldest watched recorded programme. Note that locking a recording ensures it won't be auto deleted.

You can also turn auto delete off. To do this, press **ⓘ**, go to Settings and use the arrow key to scroll right to Device Management. Press **OK** on Auto Delete Recording and select OFF. If the hard disk is full you may find that new programmes won't be recorded.



## Finding out more about a recorded programme

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

If available, you may find more episodes from the same series.

## Deleting a recording

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

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

# Security

For complete peace of mind, your YouView box lets you restrict access to any programmes you believe are unsuitable for younger members of your household.

## PIN protection

Your YouView box comes with a default PIN: 1234. We recommend you change this when you set up your YouView box. However, you can change the PIN at any time via the Settings menu.

You can set up PIN protection on different types of programmes so you can control who can see what. For more information, see the section on Settings.

Note that you may also have to enter a different PIN if you want to watch paid for programmes. The programme provider will advise you at the point of purchase.

## Hiding adult programmes

By default, access to the Adult section of the On Demand menu is PIN protected, but you can also hide this type of programme from view so it doesn't even appear in On Demand. For more information, see the section on Settings.

## Sharing information with entertainment providers

Your parental control settings will be passed to other programme providers so they can implement the same programme restrictions. They may also wish to apply their own restrictions within their players. For more information, see the section on Settings.

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



# Settings

We've made YouView as easy as possible to set up and start using. You can change many of YouView's 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.

## Language

Some programme soundtracks and subtitles are available in more than one language. If you would prefer to hear a programme or read subtitles in a different language, you can change your language settings.

Go to Settings and select Language to change your Audio Language. The default language is English. You can change this to another language, e.g. Welsh.

You can also change the language of any subtitles. See the Accessibility section for more information.

## TV signal and quality

### Re-tune

Occasionally, you may need to re-tune your live digital TV channels. For example, you may have moved house or you could be experiencing problems with your reception.

1. Make sure your aerial is connected, then go to Settings and select TV Signal and Quality.
2. Select Re-tune Channels to begin the re-tune.

### Synchronise picture and sound

Connecting your YouView box to speakers or a surround sound system may cause syncing issues (i.e. the programme sound isn't in time with

the action on screen).

If this happens, you will need to adjust the audio delay.

1. Go to Settings and select TV Signal and Quality.
2. Select Synchronise Picture and Sound and use the left or right arrow keys to select the correct audio delay.

### Play in High Definition

The default setting for Play in High Definition is NO. If YES is selected, YouView will automatically look for and play High Definition versions of On Demand programmes, when possible, until the setting is changed back to NO. Viewing On Demand programmes in HD may require a

faster broadband speed and use more broadband data.



To turn HD on:

1. Go to Settings and select TV Signal and Quality
2. Select Play in High Definition and use the left or right arrow keys to select YES.

### S/PDIF Audio format

YouView can be connected to a surround sound

system using the S/PDIF connection. To change

the audio format use the  or  arrow to select SURROUND and press OK.

# Settings: Parental Controls

The parental control settings allow you to restrict access to rated programmes. When turning restricted rated programmes on, you will be asked to enter a PIN to access rated programmes before the watershed.

## Changing your PIN

Your YouView box comes with a default PIN: 1234. For improved security, we recommend you change this, especially if you have selected Parental Controls.

To do this in Settings, select Parental Controls, then press **OK**. Select the Change PIN option and follow the on screen instructions.

## Restricting access to adult on demand programmes

By default, the Adult On Demand category is PIN protected. You can opt to turn this off but you must have also turned off restrictions on rated programmes (see right).

You can also choose to hide adult programmes completely. Choose the Restrict Adult On Demand Category option to set this control.

## Changing your security question

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

## Restricting access to rated programmes and films

You can restrict access to programmes and films that have a rating, such as 15 or 18 or that have guidance labelling (e.g. programmes shown outside the watershed).

If you set the Restrict Rated Programmes option to ON, restrictions will be in place outside the watershed when accessing programmes rated 15, 16, 18, and programmes that are Guidance labelled. You can customise the rating level at which these restrictions apply.


# 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 their programmes, the subtitles will be available on YouView.

To turn subtitles on, either:

Press  on the remote control when watching live TV; or

1. Go to Settings and 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**.

Note: Subtitles will stay on until turned off.

If you want to turn subtitles off, repeat the steps or press  on the remote control again.

You can also set a preferred language for subtitles to be shown where available. In the Subtitles and Accessibility section of the Settings menu:

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, e.g. Welsh.
3. Press **OK** to confirm your selection.

## Audio description

Like a narrator telling a story, audio description (AD) is an additional commentary describing body language, expressions and movements. AD gives you information about the things you might not be able to see, meaning you can keep up with the action.

You will be able to see if AD is available for a programme in the Information Panel.

To turn AD on, either:


Press  on the remote control; or

1. Go to Settings and 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 (when available) until turned off.

To turn AD off, repeat the steps or press  on the remote control again.

You can also adjust how loud AD is compared to the normal programme soundtrack.

In the Subtitles and Accessibility section of the Settings menu:

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**.

# Settings: Subtitles and Accessibility

## Sign language

Sign language is available on some On Demand programmes on YouView. If a programme has been produced with sign language and this setting has been enabled, signed versions of a programme will be played in preference to non-signed versions.

To turn sign language on:


1. Go to Settings and 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**.

## 'Zooming' the screen

If you're finding it difficult to read some of the text on the YouView screens, you can use the Zoom tool to enlarge it.

Simply press  on the remote control when using the YouView menus and guides, and use the left, right, up or down arrow keys to move around the screen. Once you've finished reading, press Zoom again to go back to normal view.

Please note: Other keys such as **OK** do not work when zoomed.

# Settings: System Information

## Device information

This option tells you the manufacturer, model and serial number of your box.

## Software version

This option tells you which versions of software you currently have installed. This will change from time to time as YouView updates software on your behalf.

## Number of channels

This tells you how many channels you have tuned. Check here if you think you have missing channels.

## TV signal quality

If you're having reception problems, you can check the quality and strength of the channel you're watching. In Settings, use the arrow key

to scroll left to the TV Signal and Quality option, then press **OK**.

## Network connection status

If you are using a broadband router, this setting will show you the status of your connection. It will also give you information about that connection, such as the IP address. You can change this information in Network and Internet settings.

# Settings: Device Management

## 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 select ON or OFF.

## Software update

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

## Update on demand players

Checking for updates to On Demand players is performed automatically. However, you can check for updates yourself by selecting Check Now.

## Reset your YouView box

Use this option if you want to reset your YouView Box and restore it to its factory settings. However, this will also reset your PIN, any preferences you have set, delete your postcode and all your current and future recordings and reminders.

Note: Resetting your YouView box will delete all your recordings. Make sure you have watched all the programmes you want to see before you reset your box.

## Automatic standby time

This option controls when or if your YouView box should go into standby mode. By default, it will go into standby after 3 hours if you have not interacted with it.

To change the default setting, press **OK** on Automatic Standby Time and use the arrow keys to select 2, 3, 4 or 12 hours.

## Eco mode

Use this option to manage the energy settings for your YouView box. By default this is set to HIGH, the most energy efficient mode. By changing this setting to LOW your YouView box will only go into active standby, which is less energy efficient but will reduce the start up time.

## RF loop through

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

## Settings: Network and Internet

Access this section if you want to check your Wired Connection settings. If they are set to Automatic, your YouView Box will detect your settings. This option is the default setting and is considered to be appropriate for most users.

However, if you prefer, you can change this setting to 'Manual'. You can then enter the IP address, Subnet Mask, Default Gateway, Primary DNS Server and Secondary DNS Server yourself. (If you don't have this information, please contact your broadband provider.)

## Settings: Your Info and Legal

The Your Info and Legal section allows you to view and edit your postcode. Your postcode lets us tailor services based on your location and is shared with our trusted partners.

This section also allows you to review the Terms of Use for the YouView service.

## Your Broadband Provider

You may see a button appear on your main menu from your broadband provider. If this button does appear, it will give you access to additional services.

# Troubleshooting

**Need a bit of help with your YouView box? This section identifies some of the more common problems you may encounter 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 TV channels available to you.

If the screen setup doesn't start, freezes or the 'All Done' screen is not displayed at the end, try the following steps to resolve this:

- a) Check the power cable is connected securely to the box and power is switched on at the wall.
- b) Check your TV is ON and not in standby.
- c) Choose 'source' or 'input' on your TV remote control and select the option which matches the port number on the back of your TV (e.g. HDMI). For more details on selecting the correct input please refer to your TV user guide.
- d) If the setup wizard has frozen, check your aerial cable between your TV and box and also your ethernet cable between your box and router are connected correctly and securely. If not, re-connect any loose cables. If you have used powerline adapters, check these cables too.
- e) Restart the box. Switch OFF the power supply to the box and then switch it back ON. The setup wizard should restart.

If the screen setup has finished but your box did not connect to your

broadband, try the following steps to resolve this:

- a) Press the YouView button on your remote control, go to Settings > Network and Internet > Wired Connection and select Automatic. This should enter your broadband settings for you automatically. If this does not happen, restart your router and try again. If you need to enter values manually, select Manual. (Note: Your broadband provider can provide you with these 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, 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 YouView box. Try the following steps to resolve this:

- a) Check all your cables are connected correctly and securely. In particular, check your aerial cable's connection to the wall socket and your YouView box.



# Troubleshooting

b) Restart your YouView box. Switch OFF the power to the box and then switch it back ON again.

c) If restarting your box didn't fix the issue, try a channel re-tune. Using your remote control, press the YouView button, go to Settings > TV Signal and Quality > Re-tune Channels.

d) Have there been any recent changes in 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 your YouView box, connect it to another known working aerial connection. If you're still experiencing problems with picture quality, please contact Huawei Support.

f) If there appears to be a problem with the aerial in your home you may need to contact an aerial engineer. Please visit [youview.com/support](http://youview.com/support) for more 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 devices connected to the internet e.g. laptops or games consoles. These can slow your broadband speed,


especially during peak periods. Disconnecting or reducing usage of these devices may resolve this issue.

b) Check that all your cable connections, in particular the ethernet connection from your box to your router or powerline adapters, are connected correctly and securely. If not, re-connect any loose cables, restart your router and turn the power off and then on to reset powerline adapters.

c) If the problem persists, you may need to contact your broadband provider or an engineer. For more details, visit [youview.com/support](http://youview.com/support).

## 4. On demand: if a Player is missing or an on demand programme won't play

a) Press the YouView button on your remote control, go to Settings > Network and Internet > Wired Connection and select Automatic. This should enter your broadband settings for you automatically. If this does not happen, restart your router and try again. If you need to enter values manually, select Manual. (Note: Your broadband provider can provide you with these 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, 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.

If you are having problems accessing or watching catch up or on demand TV, please check all of the cables are connected and ensure your broadband

connection is working. For more information, visit [www.youview.com/support](http://www.youview.com/support).

If you are experiencing problems with finding Players, please ensure you disconnect and reconnect the aerial cable and manually retune the channels by going to Settings>TV Signal & Quality>Re-tune Channels.

## 5. Error Messages:


Error messages will appear if an issue with YouView is detected, e.g. reduced or lost digital signal. For more details on an error code please visit [www.youview.com/support](http://www.youview.com/support)

## 6. Sound problems: no sound

If you can't hear anything while watching TV or during a recording playback, try the following:

- a) Check whether the mute or volume control button on your TV and / or YouView remote control has been accidentally pressed.
- b) Check all your HDMI / SCART cables are connected securely.
- c) If connected to a surround sound system, check that the system is on and cables are connected correctly and securely.

### Syncing between picture and sound


If you have connected your YouView box to a surround sound system, you can adjust the synchronisation between the sound and picture manually. To do this, press  on your remote control and go to Settings > TV Signal and Quality > Synchronise Picture and Sound, then select the appropriate value.

## 7. Can't remember my PIN number



If you did not change your PIN number during setup, the default PIN is 1234.

If you can't remember your PIN, you can reset it by answering your security question. Go to Settings > Parental Controls > Change PIN and enter the answer to your security question.

If you can't remember your PIN number and security question you will have to reset the box. (Note: Resetting your YouView box will delete all your preferences and recordings).

To reset your box, press  on your remote control and go to Settings > Device Management > Reset YouView Box. Once you reset the box, you will need to go through the set up process again and create a new PIN number.

## 8. Cannot record programmes due to disk space

The most likely reason for this is a full hard disk. To free up space for new recordings, you'll need to delete some of your old ones. To do this, press  on your remote control, select MyView, then select the recordings you want to delete, and press .

## 9. Using the YouView app

If you are experiencing problems with using the YouView app please check you have connected your YouView app, on your mobile device, to your YouView box. To check go to settings>Device Management>Mobile Devices.

# Customer support

Got a question or need more help with your YouView box? call your local Huawei support representative:

**tel:** 0844 800 6800

**hours:** Mon-Fri 9am to 5pm

Please visit [www.huaweidevice.com/worldwide/support/hotline](http://www.huaweidevice.com/worldwide/support/hotline) for recently updated hotline and email address in your country or region.

For any other questions about YouView services, please see the User Guide or go to [www.youview.com/support](http://www.youview.com/support)

# Specification

## Power Supply

**Power Type:** SMPS

**Power Consumption:** Max. 20W

**Input Voltage:** AC 90-250 volts, 50/ 60Hz

**Protection:** Separate Internal Fuse & Lightning protection

## Physical Specification

**Size (W x H x D):** 345mm x 200mm x 50mm

**Weight:** 1Kg (approx.)

### NOTE

YouView service requires broadband connection. YouView service subject to terms of use and suitable broadband speed, TV aerial and coverage, see [www.youview.com](http://www.youview.com) for details. YouView design, user interface, specifications and content services available on YouView subject to change without notice. Software contained in this device is licensed on a limited basis. All other rights reserved. YouView and the YouView logo are registered trade marks of YouView TV Limited and are used under licence. (c)YouView TV Limited 2012. All logos and content images are trademarks and/or copyright of their respective owners.

# Safety Information

This section contains important information about the operation of your device. It also contains information about how to use the device safely. Read this information carefully before using your device.

## Environmental consideration

Do not use the device where flammable or explosive materials are stored (for example, in a petrol station). Using your device in these environments increases the risk of explosion or fire. In addition, follow the instructions indicated in text or symbols.

Do not store or transport the device in containers with flammable liquids, gases, or explosives.

## Operating environment

Avoid dusty, damp, dirty environments and strong magnetic fields. Using the device in these environments may result in malfunctions.

Before connecting and disconnecting cables, turn off the device and disconnect it from the power supply. Ensure that your hands are dry during operation.

Place the device on a stable surface.

During thunderstorms, turn off your device and remove all cables connected to it to protect against lightning strikes.

Ideal operating temperatures are 10 °C to 30 °C. Ideal storage temperatures are -20°C to 50°C. Extreme heat or cold may damage your device or accessories.

Keep the device and accessories in a well-ventilated and cool area away from direct sunlight. Do not enclose or cover your device with towels or other objects. Do not place the device in a container with poor heat dissipation, such as a box or bag.

To protect your device or accessories from fire or electrical shock hazards, exposing them to rain and moisture.

Keep the device away from sources of heat and fire, such as a heater, microwave oven, stove, water heater, radiator, or candle.

Do not place any object, such as a candle or a water container, on the device. If any foreign object or liquid enters the device, immediately stop using it, power it off, and remove all cables connected to it. Then, contact an authorized service center.

Do not block ventilation openings, and ensure it is used in a well ventilated area. Reserve a minimum of 10 cm around the device to dissipate heat.

Stop using your device or applications for a while if the device overheats.

Do not allow children or pets to chew or suck the device or accessories. Doing so may result in injury.

## Child's safety

Comply with all precautions with regard to child's safety. Letting children

play with the device or its accessories may be dangerous. The device includes detachable parts that may present a choking hazard. Keep away from children.

## Accessories

Using an unapproved or incompatible power adapter, charger or battery may cause fire, explosion or other hazards.

Only use accessories approved for use with this model.

## Power adapter safety

The power plug is intended to serve as a disconnect device.

For pluggable devices, the socket-outlet shall be installed near the devices and shall be easily accessible.

Unplug the power adapter from the electrical outlet when not in use.

Do not drop or cause an impact to the power adapter. If the power adapter is damaged, immediately disconnect it from the supply using the switch on the plug or the main electrical circuit breaker. Return the adapter to the authorised service centre for inspection.

If the power cable is damaged (for example, the cord is exposed or broken), or the plug becomes loose, stop using it at once. Continued use may lead to electric shocks, short circuits, or fire.

## Battery safety

Do not short circuit battery terminals, with items such as keys. Doing so may short-circuit the battery and cause injuries.

Keep the battery away from excessive heat and direct sunlight. Do not place it on or in heating devices, such as microwave ovens, stoves, or

radiators. Batteries may explode if overheated.

Do not attempt to modify or remanufacture the battery, insert foreign objects into it, or immerse or expose it to water or other liquids. Doing so may lead to fire, explosion, or other hazards.

If the battery leaks, ensure that the electrolyte does not make direct contact with your skins or eyes. If the electrolyte touches your skins or splashes into your eyes, immediately flush with clean water and consult a doctor.

If the batteries show any sign of distortion, colour change or overheating, immediately stop using the device and remove the battery. Continued use may lead to battery leakage, fire, or explosion.

If the battery is improperly replaced, it may explode. Replace the battery with the same or equivalent type only. Old batteries must be disposed of in accordance with local regulations and must not be put in a fire due to a risk of explosion.

Do not smash or pierce the battery, or expose it to high external pressure. Doing so may lead to a short circuit or overheating.

Do not drop the device or battery. If the device or battery is dropped, especially on a hard surface, it may be damaged.

## Cleaning and maintenance

During storage, transportation, and operation of the device, keep it dry and protect it from damage.

If the device is not going to be used for an extended period of time, power it off, and remove all cables connected to it.

If anything unusual occurs (for example, if the device emits smoke or any

unusual sound or smell), immediately stop using it, power it off, remove all cables connected to it, and contact an authorised service center.

Do not walk on, pull, or excessively bend any cable. Doing so may damage the cable, causing the device to malfunction.

Before you clean or maintain the device, stop using it, and disconnect all cables connected to it.

Do not use any chemical detergent, powder, or other chemical agents (such as alcohol and benzene) to clean the device or accessories. These substances may cause damage to parts or present a fire hazard. Use a clean, soft, and dry cloth to clean the device and accessories.

Keep the device and accessories dry. Do not attempt to dry it with an external heat source, such as a microwave oven or hair dryer.

Avoid collision, which may lead to device malfunctions, overheating, fire, or explosion.

Do not expose your device or accessories to extreme heat or cold. These environments may interfere with proper function and may lead to fire or explosion.

Do not dismantle or remanufacture the device and its accessories. This voids the warranty and releases the manufacturer from liability for damage. In case of damage, contact an authorized service center for assistance or repair.

### To avoid damage of the hard disk drive

Do not move the box or turn the power off suddenly while the hard disk drive is running.

The company shall not be liable for any corruption of data on the hard disk drive caused by carelessness or misuse

### Disposal and recycling information



■ This symbol (with or without a solid bar) on the device, batteries (if included), and/or the packaging, indicates that the device and its electrical accessories (for example, a headset, adapter, or cable) and batteries should not be disposed of as household garbage. These items should not be disposed of as unsorted municipal waste and should be taken to a certified collection point for recycling or proper disposal.

For more detailed information about device or battery recycling, contact your local city office, household waste disposal service, or retail store.

Disposal of the device and batteries (if included) is subject to WEEE Directive Recast (Directive 2012/19/EU) and Battery Directive (Directive 2006/66/EC). The purpose of separating WEEE and batteries from other waste is to minimize the potential environmental impacts and human health risk of any hazardous substances that may be present.

### Reduction of hazardous substances

This device is compliant with the REACH Regulation [Regulation (EC) No 1907/2006] and RoHS Directive Recast (Directive 2011/65/EU). Batteries (if included) are compliant with the Battery Directive (Directive 2006/66/EC). For up-to-date information about REACH and RoHS compliance, please visit the web site [www.huaweidevice.com/certification](http://www.huaweidevice.com/certification).

## EU regulatory conformance

### Statement

Hereby, Huawei Technologies Co., Ltd. declares that this device is in compliance with the essential requirements and other relevant provisions of LVD Directive 2006/95/EC and EMC Directive 2004/108/EC.

For the declaration of conformity, visit the web site [www.huaweidevice.com/certification](http://www.huaweidevice.com/certification).

The following marking is included in the product:



This device may be operated in all member states of the EU.

Observe national and local regulations where the device is used.

This device may be restricted for use, depending on the local network.

Hereby, Huawei Technologies Co., Ltd. declares that this device is in compliance with the essential requirements and other relevant provisions of Directive 2009/125/EC.



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## **WRITTEN OFFER**

If you would like a copy of the GPL source code contained in this product, please contact [mobile@huawei.com](mailto:mobile@huawei.com). a small charge will be made to cover the cost of supply.

# Warranty Notice


Your Set Top Box is guaranteed for 12 months and the remote control unit and power adapter are guaranteed for a period of 6 months from the date of purchase subject to normal use.

Customer service enquiry: +44 (0) 844 800 6 800

 Calls to this number are charged at a higher rate, approximately 5.1 pence per minute from landlines and will be considerably more from Mobiles.

Monday–Friday (Excluding public holidays)

9:00 am to 5:00pm

Purchase Date:
Owner's Name:
Contact Telephone Number:
Address:
Model Name:
Serial NO: 

Owner's Signature



## To the Customer

### 1. Warranty conditions:

- This warranty only applies to defects that occur within the warranty period.
- Proof of Purchase is provided.
- The equipment is returned to its place of purchase with the completed information and serial number.
- This warranty does not cover any fault or defects caused by accidents, misuse, fair wear and tear, neglect, tampering or any attempt to adjust or repair other than through the approved agent.

### 2. This warranty will be null and void in any of the following events:

- If the serial number or warranty seal on the equipment has been defaced or removed.
- If any term contained in this warranty has been altered or modified in any way without prior written consent of Huawei.
- An incorrect power adapter has been used.

Subject to the terms listed above, the warranty will provide for the repair of, or at Huawei's or its agents discretion, the option to replace the Set top box or any of its components (other than the batteries), which is identified as faulty or below standard, or as a result of inferior workmanship or materials. Products over 28 days from the date of purchase may be replaced with refurbished or repaired products.

This warranty does not affect your statutory rights







