youview

TODAY

| MON 07 | TUE | WED 07 | THU 08 | FRI 09 | SAT 10 | SUN 11 | MON 12 | TUE 13 | WED 14 | THU 15 | | TUE 27 | WED 28 | THU 29 |

Your YouView Guide

Hello and welcome to YouView

Version 1.0

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 array of features and customisation options and help create the YouView experience that's right for you.

If you'd like to stay up to date with all the latest developments and news, please register your details at youview.com.

What's inside

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

Your Remote Control

Control YouView Box

Control TV*

Skip backward

Rewind

Record a programme

Search for On Demand and Catch Up
programmes across YouView

Back – jump back to
a previous page/step

Mute button

Enter channel numbers

Dual key: Turns Audio Description on/off.
Shift for upper case in Search.

Standby

Text/Zoom/Help

Pause
Skip forward
Play
Fast forward
Stop playback
Displays more information on a programme

Opens the YouView Guide

Arrow keys to navigate through YouView
menus and players

Close/Exit the application

Opens the main menu

Colour keys - follow onscreen prompts

Dual key: Deletes recordings in MyView and text
in Search. Also turns subtitles on/off.

*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

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.

Browse

Press [GUIDE] 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 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.

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

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.

Browsing Programmes: On Demand

Head to the On Demand area of YouView to find a great selection of TV programmes, films and series. 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.

By provider

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

To see all content 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 [y] 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 content 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 and 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.

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 ▶ .
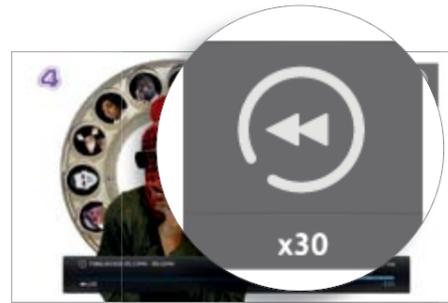
Rewind

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 ▶ .
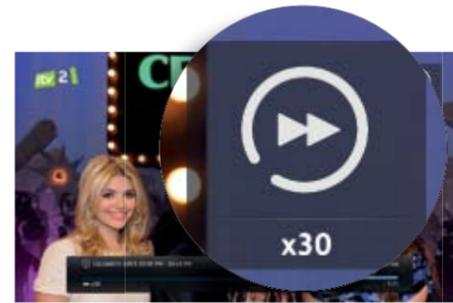
Fast forward

If you've paused live TV, you can fast forward it 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 and Catch Up programmes using the keypad on your remote control.
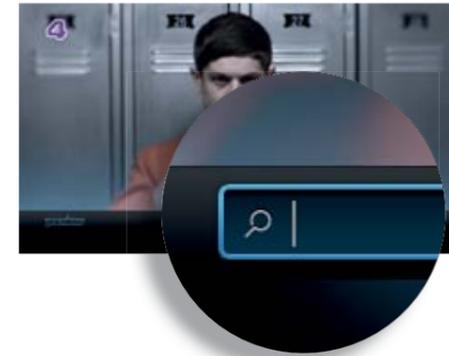
Searching

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 DEL .

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.
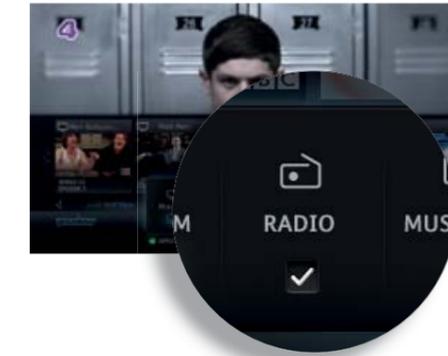
Filtering

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 13 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

Mini guide

Guide
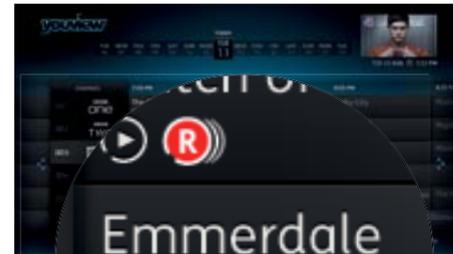
Information panel

Recording: Extras

Recording two programmes

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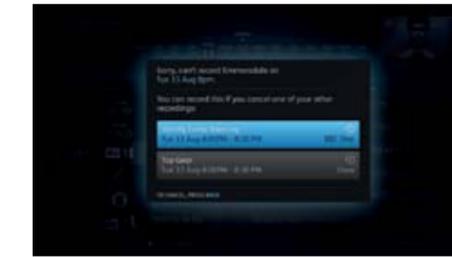
Recording clashes

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).
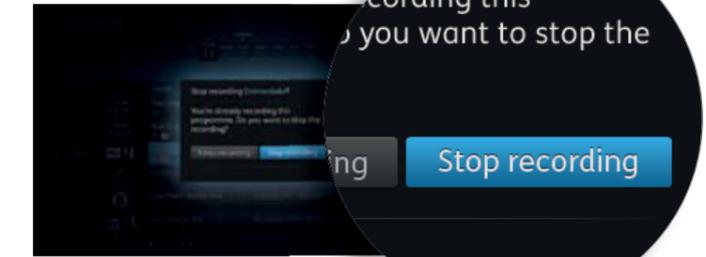
Cancelling a recording

To cancel a recording, go to the Guide, find the programme you'd selected to record and press (R) 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 (i) to open the Information Panel and then select Cancel 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.
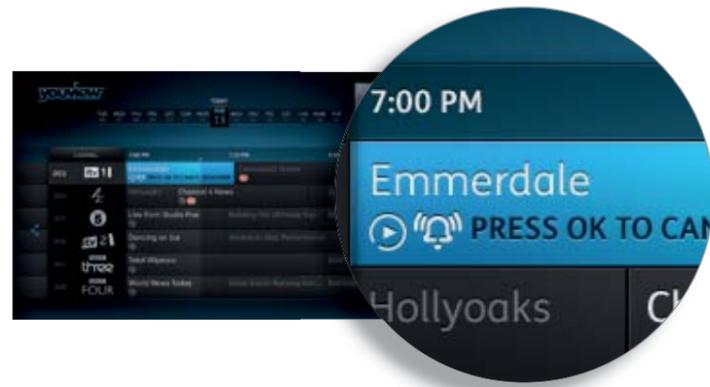
Setting a reminder

Find the future programme you want to be reminded about in the
Guide 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 Information Panel and select Set Reminder.

Cancelling a reminder

To cancel a reminder you've previously set, go to the YouView Guide
or Mini Guide. Once you've found the programme in your list of
reminders, press (ⓘ) to open the Information Panel and select the
option to cancel the reminder.

MyView

Managing your programmes
is really easy. Just press (y)
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.
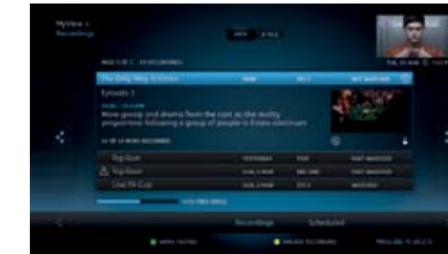
Playing your recordings

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).

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.

3. Confirm the deletion.

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 content. The content provider will advise you at the point of purchase.

Hiding adult content

By default, access to the Adult section of the On Demand menu is PIN protected, but you can also hide this type of content 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 content providers so they can implement the same content restrictions. They may also wish to apply their own restrictions within their portals. For more information, see the section on Settings.

Important: Make sure you memorise your PIN and security questions. If you forget it, 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.

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 content rated 15, 16, 18, and content that is 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 content, the subtitles will be available on YouView.

To turn subtitles on, either:

Press DEL SUB 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 DEL SUB 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 AD 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 AD 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**.

NOTE Subtitles and Audio Description are automatically recorded even if you have them switched OFF at the time of the recording. To switch them on while playing back a recording simply follow the instructions above.

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 ZOOM 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 right 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: 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: 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. 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, or 4 hours or Never.

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.

RF loop through

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

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 setup wizard to tune the TV channels available to you.

If the setup wizard 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 setup wizard 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 setup wizard, 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.

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 Humax 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 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 problems persists, you may need to contact your broadband provider or an engineer. For more details, visit youview.com/support.

4. 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.

5. 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.

6. 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 (DEL SUB).

Customer support

Contact

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: 0844 669 8800

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

email: uksupport@humax-digital.co.uk

website: www.humaxdigital.com/uk/

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

Specification

Power Supply

Power Type: SMPS
Power Consumption: Max. 24W (Standby: under 0.5W)
Input Voltage: AC 90-250 volts, 50/ 60Hz
Protection: Separate Internal Fuse & Lightning protection

Physical Specification

Size (W x H x D): 380mm x 246mm x 55mm
Weight: 2.75 kg

Safety instructions and precautions

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

1. Mains supply

a) Operate this product 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 product 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 product should not be exposed to liquid of any kind. In addition, no objects filled with liquid should be placed on the product.

4. Cleaning

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

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

5. Ventilation

a) The slots on top of the product must be left uncovered to allow proper airflow into the product.

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

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

6. Attachments

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

7. Lightning storm or not in use

Unplug the product 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 product due to lightning and power surges.

Safety instructions and precautions

8. Extraneous objects

Do not insert anything through the openings in the unit, 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 product 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 product 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 product indoors to avoid exposing it to lightning, rain or sun. Do not place it near a radiator or heater.

b) We recommend the product 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 product on a bed, sofa, rug or other similar surface.

d) If you place the product 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 product on an unstable cart, stand, tripod, bracket or table where it can fall. A falling product 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 or process the power cord or plug arbitrarily.

b) Do not bend or twist the power cord.

c) Make sure to disconnect the power cord 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 product.

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 product distributor if the product is out of order.

4. To avoid damage of the hard disk drive

a) Do not move the product 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.

Open source software notice