



**TalkTalk**

A brighter home for everyone

**READ ME FIRST**









**Your setup guide**

**youview**

# Welcome

This simple step-by-step guide will help you set things up so you can start getting the most from your YouView box.

## What's included


<p>YouView box</p>  <p>Connects your YouView box to your HDTV</p>	<p>Power cable</p>  <p>Provides power for your YouView box</p>	<p>Remote control</p>  <p>Controls your YouView box and TV</p>	<p>Remote control batteries</p>  <p>Powers your remote control</p>
<p>HDMI cable</p>  <p>Connects your YouView box to your HDTV</p>	<p>SCART cable</p>  <p>If you don't have a HDTV, you should use this cable instead of the HDMI cable</p>	<p>Aerial cable</p>  <p>Connects your YouView box to your aerial socket, so you can get your Freeview channels</p>	<p>User guide</p>  <p>Find out how to take advantage of everything your YouView box has to offer</p>

### If you ordered Powerline Adapters

<p>2 Powerline Adapters</p>  <p>Remove the need for extra cabling when connecting your YouView box to your TalkTalk router</p>	<p>2 yellow Ethernet cables</p>  <p>Attach your adapters to your YouView box and TalkTalk router</p>
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OR

### If you HAVEN'T ordered Powerline Adapters

<p>Grey Ethernet cable</p>  <p>Attaches your YouView box to your router</p>
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**Connect your box to your TalkTalk router and catch up on past episodes of your favourite series**

Follow the simple steps in this guide to set up your YouView box:

<b>Get your TalkTalk router ready for TV</b>	4
<b>Connect the box and cables WITHOUT Powerline Adapters</b>	6
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# Get your TalkTalk router ready for TV

Your router already connects you to the internet, now it will also bring TV entertainment into your home through your YouView box.

First, you'll need to ensure your TalkTalk router is set up to receive the full range of channels.

## **If you have been sent a new TalkTalk router**

Set it up using the router set-up guide. Make sure that your TalkTalk router is connected to the internet before you start.

## **If you don't have a new TalkTalk router**

Update your current router by following the instructions opposite.

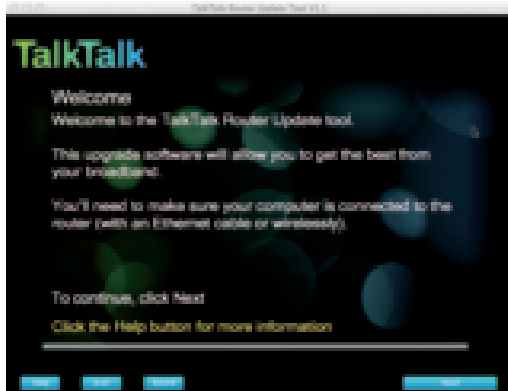


If you were recently sent a new TalkTalk router, you do not need to update it

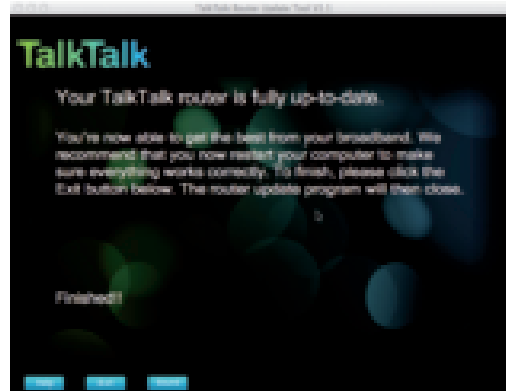
## Download the update from the website

- First, make sure your TalkTalk router is connected to the internet. To speed things up, we recommend you connect it to your computer using the yellow Ethernet cable.
- Go to **talktalk.co.uk/routerupdate** and click on 'Download now'. The download will not currently work on Tablets.
- Then simply follow the instructions screen by screen:

First you'll see this Welcome screen...



When you see this screen, you're ready to set up your YouView box



Get your TalkTalk router ready for TV



# Connect the box and cables **WITHOUT** Powerline Adapters

To connect the box and cables **WITHOUT** Powerline Adapters

Follow pages 7 to 10

OR

To connect the box and cables **WITH** Powerline Adapters

Follow pages 12 to 17

Connect your box to your TalkTalk router for:

- Catch-up TV
- On demand players including BBC iPlayer, ITV Player, 4oD and Demand 5
- The latest blockbusters available to rent

Connect within 90 days or you may be asked to return your box to us.

# Connect the box and cables WITHOUT Powerline Adapters



## 1. Connect your YouView box to your TalkTalk router

Using the grey Ethernet cable

- Connect one end of the Ethernet cable into one of the yellow sockets on your TalkTalk router where it says **LAN**
- Connect the other end into the socket on your YouView box where it says **ETHERNET**

Don't forget, if you haven't been sent a new TalkTalk router you'll need to update your current one first. Find out how on page 5.

If you are using Powerline Adapters **go straight to page 12**

Connect the box and cables WITHOUT Powerline Adapters

# Connect the box and cables WITHOUT Powerline Adapters



If you have a High Definition TV, you should use the HDMI cable to connect your YouView box to your TV. If not, use the SCART cable.

## 2. Connect your TV to the YouView box

### Using the HDMI cable

- Connect one end of the HDMI cable into your TV
- Connect the other end into the HDMI socket on your YouView box



HDMI cable

### OR

### Using the SCART cable

- Connect one end of the SCART cable into your TV
- Connect the other end into the TV SCART socket on your YouView box



SCART cable





You'll need an aerial so you can get all your Freeview channels.

### 3. Connect the aerial to your YouView box

Using your existing aerial cable

- Remove your existing aerial from your TV and connect it into the socket on your YouView box where it says **ANTENNA IN**

**OR**

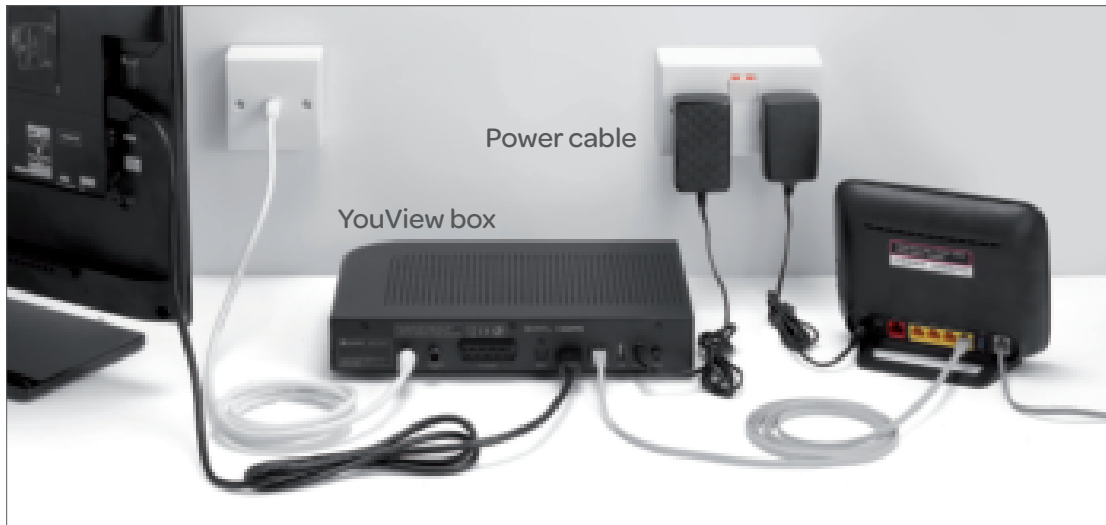
Using the white aerial cable supplied

- Connect one end of the white aerial cable into your aerial wall socket
- Connect the other end into the socket on your YouView box where it says **ANTENNA IN**

If you are using Powerline Adapters **go straight to page 12**

Connect the box and cables WITHOUT Powerline Adapters

## Connect the box and cables WITHOUT Powerline Adapters




### 4. Connect the power cable and switch on

- Connect one end of the black power supply cable into your YouView box
- Connect the other end into a power socket near your YouView box
- There are two On/Off switches on your YouView box. Press the On/Off switch at the back of the YouView box, then press the I/O button at the front. Then switch on your TV
- When the middle light on your YouView box comes on, you are ready to set up YouView

**When everything is set up WITHOUT Powerline Adapters, it should look like the picture above**

You're now ready to set up YouView. Go straight to page 18 for help.



# Connect the box and cables WITH Powerline Adapters

To connect the box and cables WITH  
Powerline Adapters

Follow pages 12 to 17

OR

To connect the box and cables WITHOUT  
Powerline Adapters

Follow pages 7 to 10, then go straight to page 18  
to set up YouView

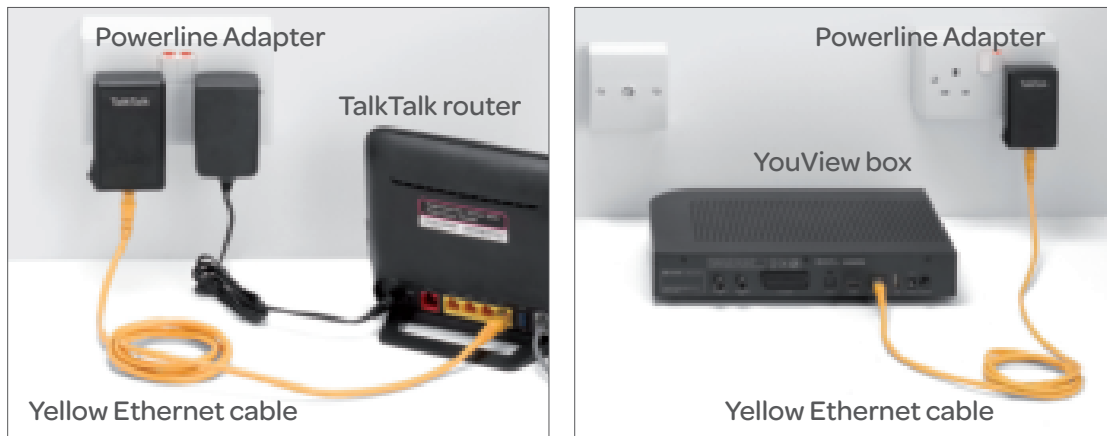
Connect your box to your TalkTalk router for:

- Catch-up TV
- On demand players including BBC iPlayer, ITV Player, 4oD and Demand 5
- The latest blockbusters available to rent

Connect within 90 days or you may be asked to  
return your box to us.

Don't forget, if you haven't been sent a new TalkTalk  
router you'll need to update your current one first.  
Find out how on page 5.

# Connect the box and cables WITH Powerline Adapters



**Please note** you should plug your Powerline Adapters directly into the wall - using extension cables will affect their performance.

## 1. Connect your TalkTalk router to the YouView box

### Using the two Powerline Adapters

#### Connect one Powerline Adapter to your router

- Connect one end of the yellow cable into the Powerline Adapter; connect the other end into one of the yellow sockets on your router where it says **LAN**.
- Plug the Powerline Adapter into a power socket close to your router and switch on the power. The lights on the front of your Powerline Adapter will then come on.

#### Connect the other Powerline Adapter to your YouView box

- Connect one end of the yellow cable into the Powerline Adapter; connect the other end into the socket on your YouView box where it says **ETHERNET**.
- Plug the Powerline Adapter into a power socket close to your YouView box and switch on the power. The lights on the front of your adapter will then switch on. Please note: The Powerline Adapter is NOT the power supply for your YouView box.



If you have a High Definition TV, you should use the HDMI cable to connect your YouView box to your TV. If not, use the SCART cable.

## 2. Connect your TV to the YouView box

### Using the HDMI cable

- Connect one end of the HDMI cable into your TV
- Connect the other end into the HDMI socket on your YouView box



HDMI cable

OR

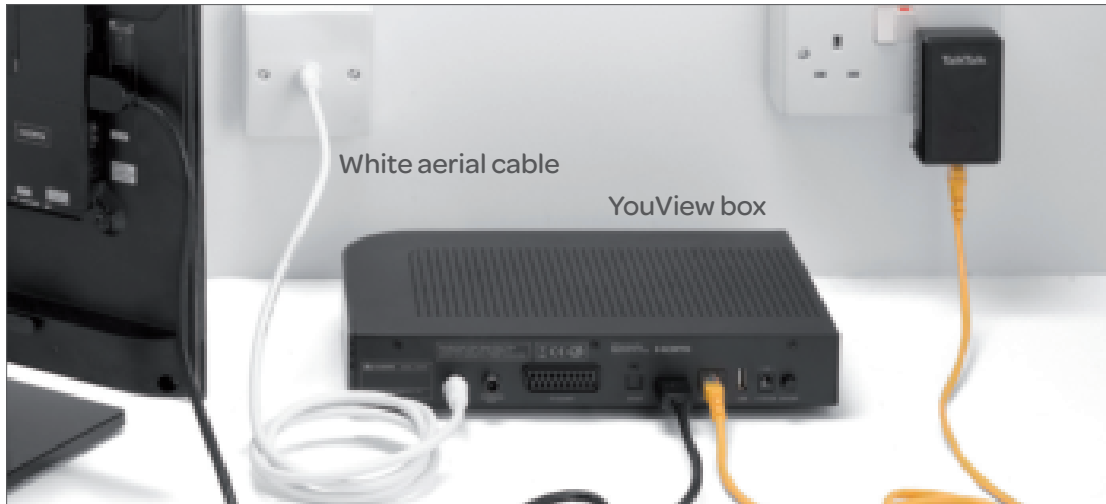
### Using the SCART cable

- Connect one end of the SCART cable into your TV
- Connect the other end into the TV SCART socket on your YouView box



SCART cable

# Connect the box and cables WITH Powerline Adapters



**You'll need an aerial so you can get all your Freeview channels.**

## 3. Connect the aerial to your YouView box

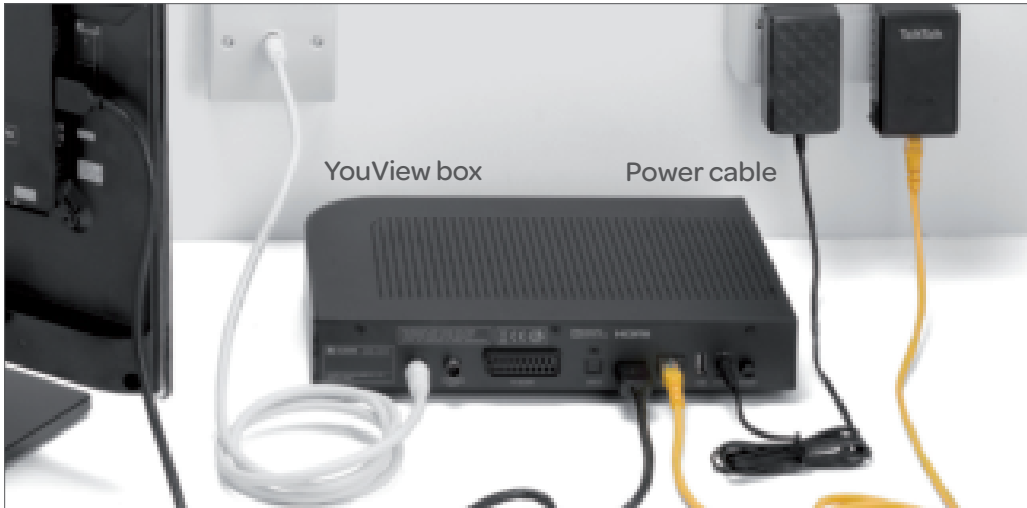
Using your existing aerial cable

- Remove your existing aerial from your TV and connect it into the socket on your YouView box where it says ANTENNA IN.

**OR**

Using the white aerial cable supplied

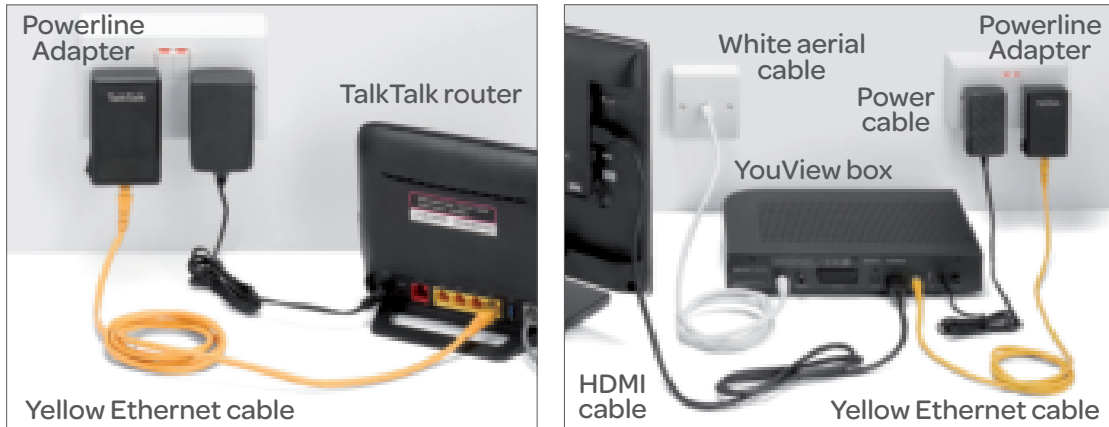
- Connect one end of the white aerial cable into your aerial wall socket.
- Connect the other end into the socket on your YouView box where it says ANTENNA IN.



#### 4. Connect the power cable and switch on

- Connect one end of the black power supply cable into your YouView box.
- Connect the other end into a power socket near your YouView box.
- There are two On/Off switches on your YouView box. Press the On/Off switch at the back of the YouView box, then press the I/O button at the front. Then switch on your TV.
- When the middle light on your YouView box comes on, you are ready to set up YouView.

When everything is set up WITH Powerline Adapters, it should look like the picture below



If you can't get your Powerline Adapters to connect, you should try the following:

1. Press the Pair button on one Powerline Adapter for 2-3 seconds (the Power LED will start blinking after you release the button). Within 2 minutes press the Pair button on the second Powerline Adapter between 2-3 seconds. Your Powerline LED should then appear solid.
2. If that doesn't work, press the Reset button (using a safety pin or something similar) on each adapter for 1 second, then repeat step 1.



# Your lights guide

Here is a brief description of the lights that appear on the front of your Powerline Adapters:



## Mains Power LED

**Solid** – The Powerline Adapter is receiving electrical power.

**Blinking** – The Powerline Adapter is setting itself up after the reset button was pressed.

**Off** – The Powerline Adapter is not receiving electrical power. You should check that your power socket is turned on.



## Powerline LED

**Solid** – The Powerline Adapter is connected to a Powerline network.

**Blinking** – The Powerline Adapter is transmitting data.

**Off** – The Powerline Adapter has not found any compatible Powerline Adapters. Visit [talktalk.co.uk/help/powerline](http://talktalk.co.uk/help/powerline) for tips on how to fix this.



## Ethernet LED


**Solid** – The Ethernet port is linked but there is no data being transmitted.

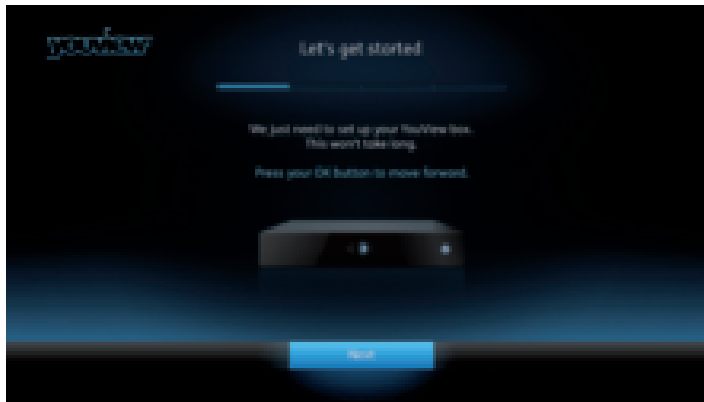
**Blinking** – The Powerline Adapter is transmitting data.

**Off** – There is no Ethernet connection. This means the yellow Ethernet cable connected to your router may be unplugged, or not working.

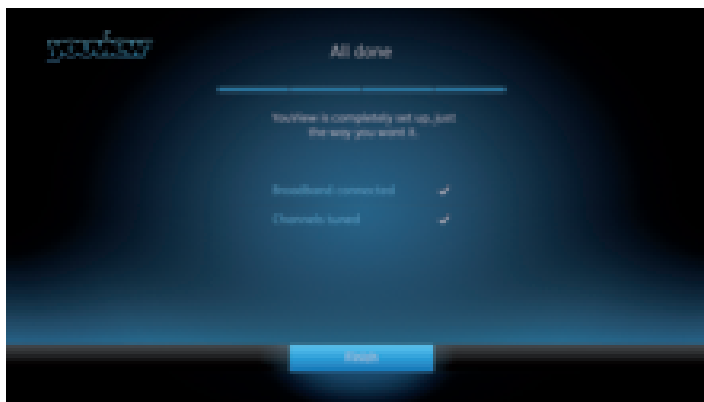
# Set up YouView

## All you need to do now is set up YouView

- Press the TV Source input button  on your existing TV remote (this is not your TalkTalk remote)
- **Select** the number of the port you connected your HDMI or SCART cable to, e.g. HDMI1. You can find out this number by looking next to where the cable is connected to your TV.
- **Follow the instructions** screen by screen using the arrow keys and OK button on your remote.



First you'll see this Welcome screen...



Once you've been through the screens and are successfully set up, you will automatically be taken to BBC 1.

## Watch YouView

1 Check the On/Off switch is switched on at the back of the YouView box.

2 Press  on your TalkTalk remote

3 Your YouView box will now power up. When the purple light switches to solid, your TV will switch on (if it supports this functionality) and then you'll see the YouView screen.



Purple light switches to solid

4 If that doesn't work, press one of the buttons below on your existing TV remote:



Press again to select the number of the port you connected your HDMI or SCART cable to. This number will be printed next to the cable that connects your TV e.g. HDMI1 or HDMI2.

5 On your TalkTalk remote, press the  button to select a programme.

## One remote is all you'll need


You can set up your TalkTalk remote to control both your TV and YouView box.

Press  until the  button flashes 3 times and stays lit.

Press and hold the number on your TalkTalk remote for your TV brand until your TV switches itself off.

Grundig	<b>1</b>	Samsung	<b>6</b>
JVC	<b>2</b>	Sharp	<b>7</b>
LG	<b>3</b>	Sony	<b>8</b>
Panasonic	<b>4</b>	Thomson	<b>9</b>
Phillips	<b>5</b>	Toshiba	<b>0</b>

After your TV switches off, release the number button.

Switch your TV on again when the  button on your remote flashes twice.

# Renting films and adding flexible Boosts

You can rent films on a one-off basis or choose one of our great value TV Boosts for a flexible way to personalise your package. You can see all of our TV Boosts at [talktalk.co.uk/tvboost](http://talktalk.co.uk/tvboost)

To take advantage of our exciting choice of TV Boosts, there are two main PIN numbers you'll need to remember:

## Your YouView PIN

This allows you to manage Parental Controls and protect younger viewers across the whole of the TV service, including all On demand players and live TV. The default PIN number is 1234.

## Your TalkTalk PIN

This provides you with a simple and secure way of purchasing entertainment – you'll find this in your Welcome Pack, or online at [talktalk.co.uk/tvpin](http://talktalk.co.uk/tvpin)

## Renting films

- Select the film you want to watch.
- You'll be taken to the payment screen, and asked to enter your TalkTalk PIN.
- As soon as you enter your TalkTalk PIN the film will start and you will see the charge on your next bill.

## Add a Boost

With only one month commitment, it's easy to try them all out.

- To add instantly go to the channel and follow the on screen instructions (remember to have your TalkTalk PIN handy).

## OR

- Add or remove Boosts online at [talktalk.co.uk/myaccount](http://talktalk.co.uk/myaccount)  
If you add Boosts through My Account they can take up to 24 hours before they become active.

# Get help

Find the latest info and a step by step setup video at [talktalk.co.uk/tvselfinstall](http://talktalk.co.uk/tvselfinstall)

The user guide provided will also give you more help with using and getting the most from your TV service.

## Troubleshooting

### **Why do I need an aerial?**

All Freeview channels are delivered through your TV aerial. If you currently receive a good signal with stable picture and sound, you'll be able to receive Freeview using your existing TV aerial.


### **My TalkTalk router is in a different room to my TV**

We strongly recommend you use TalkTalk Powerline Adapters, in order to support the channels in our TV Boosts (e.g. Entertainment Extra, Sky Sports, Sky Movies). You can order these from [talktalk.co.uk/shop](http://talktalk.co.uk/shop)

### **There is a problem with my picture quality**

Check that all the cables are connected securely, or try retuning your Freeview channels. If that doesn't work you may need a new aerial or repair work to your existing aerial. You can find a qualified engineer from the Confederation of Aerial Engineers at [cai.org.uk](http://cai.org.uk) or the Registered Digital Installers at [rdi-lb.co.uk](http://rdi-lb.co.uk)

### **There is no sound when I am watching TV**

Check that your HDMI or SCART cable is connected securely. You should also make sure you press the  button on your TV remote.

**I am unable to watch On demand programmes**

Check that your TalkTalk router is connected to broadband. You can also switch your router and YouView box on and off again, to see if this fixes the problem.

**My internet seems slow when I'm watching TV**

Check how many devices are connected to your TalkTalk router, such as an iPad or Tablet, phone, games console or laptop. Avoid using them all while watching TV to improve your broadband speed.

**I want to book an engineer to install my YouView box**

It's not too late to arrange for a BrightSparks engineer to install your YouView box. You can book your appointment by calling us on **0800 1444 440**, please note you will be charged £50 for the installation.

**I am unable to run the router update CD**

You can download the latest router software by visiting <http://help2.talktalk.co.uk/broadband-wireless/get-best-your-broadband>



## For help:

Please visit:

[talktalk.co.uk/tvselfinstall](http://talktalk.co.uk/tvselfinstall)

Or call:

0870 444 1820

