

# Quick Start **iPlayer+** Guide

Congratulations on buying the iPlayer+, the only Digital TV device with a combination of exciting entertainment and communications features.

Please take a moment to check that all of the components listed below are in your package, and also read the safety instructions on page 3, before installation.

iPlayer+



Power cable



Aerial lead



SCART cable



Remote control and two AAA batteries



Phone cable and splitter



- 1** Insert the batteries into the remote control as shown below.



- 2** Connect the power cable supplied, to your mains supply, but do not switch on yet.



- 3** Connect the SCART lead supplied from the TV socket on your iPlayer+ to the main SCART socket of your TV. You may need to disconnect your VCR or DVD player, this should be connected to the AUX SCART socket of your iPlayer+



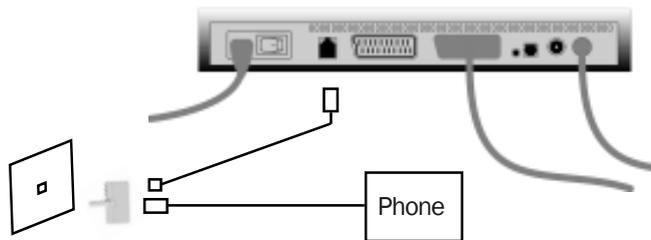
Main TV SCART



- 4** Connect your main incoming aerial to the socket marked antenna on your iPlayer+ and use the aerial cable supplied to connect from the RF out to your VCR if required

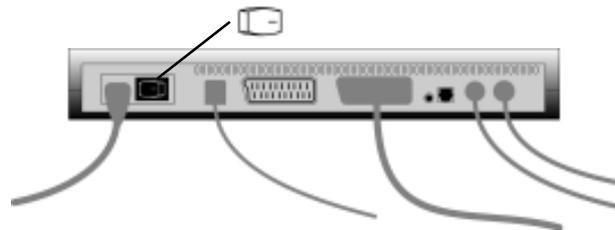


- 5** Connect the phone cable supplied to the phone socket on your iPlayer+, then to the phone splitter supplied, and into your phone wall socket.

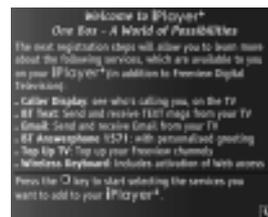
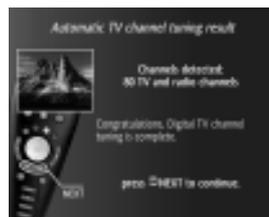


**NOTE: To receive all services on your iPlayer+ you must keep it connected to your phone line.**

- 6** Now switch on your TV, then switch on your iPlayer+. If the Welcome screen does not appear, please press the AV, (sometimes marked AUX or EXT) button on your TV remote control.

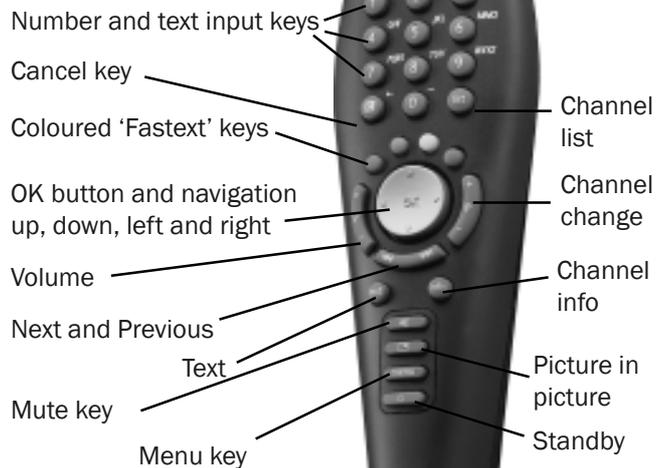


- 7** You will now see the iPlayer+ Welcome screen and a series of on-screen instructions, follow these through to tune in your channels and configure your service the way you want it.



- 8** Once you have successfully completed the registration process you will be able to access all the entertainment and communications services of the iPlayer Plus. Please take time to go through the on screen menu to find out what is available. We will constantly be updating services which you can upgrade via the internet.

## Remote Control Guide



## Safety Guide

Your safety is important to us, please read carefully

Do not try to open the iPlayer+, as there is a risk of electrical shock.

Install the iPlayer+ on a firm and flat surface.

Allow a minimum of 1 cm around each side of the iPlayer+ for cooling.

Only use the cables supplied with the iPlayer+.

The adapter must not be exposed to dripping or splashing and no objects filled with liquids, such as vases, should be placed close to it.

Do not place naked flame sources, such as lit candles near the iPlayer+.

Keep the iPlayer+ away from domestic heating equipment, direct sunlight or humidity.

Always disconnect the iPlayer+ from the wall socket before cleaning it. Use a soft cloth and mild solution of washing-up liquid to clean casing.

Do not insert objects in openings and connectors of the iPlayer+.

You can use an external surge protection device to protect the iPlayer+ from thunderstorm.

A 3-amp fuse is fitted in the iPlayer+ three-pin mains plug. If replacement is needed, always use a 3-amp rated fuse approved by ASTA or BSI to BS1362. Check for the BSI mark on the body of the fuse.

If the fitted plug has a removable fuse cover you must ensure that it is refitted when the fuse is replaced. If you lose the fuse cover the plug must not be used until a replacement cover is obtained.

If the fitted plug is replaced, the fuse should be taken out and the cut-off plug disposed of safely. There is danger of severe electrical shock if the cut off plug is inserted into any 13amp socket.

If a new plug is to be fitted please observe the wiring code as shown below. If in any doubt please consult a qualified electrician.

How to replace the fuse:

Lift out the removable fuse compartment with a screwdriver and replace the fuse, then refit securely into the mains plug.

**IMPORTANT:** The wires in the mains lead of this appliance are coloured in accordance with the following code: blue = neutral, brown = live

As the colours of the wires in the mains lead of this appliance may not correspond to the markings identifying the terminals in your plug, proceed as follows:

1. The blue wire must be connected to the terminal marked 'N' or coloured black. 2. The brown wire must be connected to the terminal marked 'L' or coloured red.

Important note: Under no circumstances should either of these wires be connected to the Earth terminal of the three-pin plug, marked with the letter 'E' or the earth symbol.

If you encounter problems using the iPlayer+ you should never try to repair the iPlayer+ by yourselves, please follow the instructions listed in the troubleshooting section of the manual.

This product is for use in the United Kingdom

## Troubleshooting

**NO PICTURE:** Make sure you have your iPlayer+ switched on and that there is a red and green light on front of iPlayer+. Make sure your TV is tuned to the AV channel.

**TUNING PROBLEMS OR BLOCKS IN PICTURE:** If this is a regular problem you should try to ensure that the signal reaching your iPlayer+ is optimised. Make sure the cable connecting to your iPlayer+ is coming direct from your aerial, not via a VCR or other machine. Ensure that all cables and connectors are in good condition. If this does not solve the problem you may consider either using a signal booster - ensuring that it is compatible with Digital TV, or having your aerial upgraded. You can contact the Confederation of Aerial Industries for advice on this

**GREEN, RED, YELLOW or SCROLLING PICTURE:** This will be due to a poor SCART connection. Please remove the SCART lead, check all of the pins and carefully reseal, making sure that it's fully inserted in both TV and iPlayer+

### **PROBLEMS CONNECTING TO INTERNET - DIAL - UP:**

Please make sure that you have connected your iPlayer to the phone line using the cable and splitter provided. If the problem persists please try connecting directly to the phone socket without the splitter or phone.

- **BROADBAND:** To connect the iPlayer+ to a broadband connection you will require the correct equipment. Please check the information on our website [www.iPlayer.co.uk](http://www.iPlayer.co.uk).

**PROBLEMS WITH SPECIFIC WEB SITE:** Certain websites make content for computers only, please contact the web master of the particular site and report the problem.

**NO RESPONSE TO REMOTE:** Make sure you are pointing at the iPlayer+, that the front panel is not covered and that the red and green lights are on. The red light should blink on each press. If not switch box off and on and check your batteries are correctly installed and new.

## Help

If you have problems at any time with your iPlayer+ and the Troubleshooting guide above has not solved it you should first try the HELP section of the screen menu on your iPlayer+ this will take you to our regularly updated help section, or see the support page at [www.iplayer.co.uk](http://www.iplayer.co.uk). If this does not resolve the problem, please send an email detailing your problem to [support@iplayer.co.uk](mailto:support@iplayer.co.uk) you will receive a detailed reply usually within 24 hours. You can also send us your box details by going to channel 999 and sending your remote diagnostics. If you have no email or internet access you can call **0870 021 0009** where you can leave a message detailing your problems, we will look into the problem and get back to you. Calls are charged at National Call rates.

## Warranty

Your iPlayer+ has a 12 month manufacturer's warranty when purchased new. This warranty is a return to base warranty and covers parts and manufacture. Netgem will repair or replace any parts, components or peripheral devices returned to our warehouse, that are found to be faulty within 12 months of purchase. Items damaged by misuse will not be repaired or replaced.

This warranty does not effect your statutory rights.

Details of an extended warranty are in your welcome letter and on our website [www.iPlayer.co.uk](http://www.iPlayer.co.uk)

WE DECLARE UNDER OUR SOLE RESPONSIBILITY THAT THE PRODUCT the iPlayer+ IS IN CONFORMITY WITH THE PROVISIONS OF THE FOLLOWING COUNCIL DIRECTIVES: Europe: 89/336/EEC, 73/23/EEC, 93/68/EEC.