Quickstart Guide

iQHD

iQHD

1. The FOXTEL iQHD remote control

FOXTEL

Takes you from the TV Guide (or any FOXTEL screen) to the last channel you were watching. Takes you back to FOXTEL after you have been using 'AV mode'

av mode

Switches to 'AV mode', to use your VCR, or other equipment connected through the FOXTEL iQHD.

on demand

On Demand programmes including HD pay-per-view movies, plus FBO On Demand movies, sports and events pay-per-view

tv guide

Displays programme listings

setup

Displays the setup screen, to alter the FOXTEL iQHD settings

vol + and –

Changes the volume up or down

mute

Turns the sound on or off

back

Jumps back to the previous screen

rewind

Rewinds the programme

pause

Pauses the programme or starts a 'Live Pause' recording

play

Plays a recorded programme

fast forward

Fast forwards the programme

stop

Stops playback of the programme

record

Records the programme

power

Puts the set-top unit into or out of standby

active

Displays the active menu for FOXTEL's range of interactive services and system setup

planner

Displays your Personal Planner where you can access your recorded programmes

information

Displays more information about a programme

ch + and –

Changes channel and pages up and down through listings in the TV Guide and Personal Planner

arrow buttons

Moves the highlight around the screen

select

Confirms a choice or makes a selection. Also displays the i-search banner on-screen

help

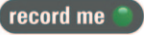Tunes to help information about your Optus TV featuring FOXTEL

Colour buttons

Use these buttons when prompted on-screen

number buttons (0-9)

Use to change channel, enter numbers and select on-screen options

2. Watching FOXTEL

How to search for programmes	Press the TV Guide button on the remote to view available programming for up to seven days in advance. You can search by channel or genre. From the TV Guide, press the red button to search by screening time. You can also search by programmes (A-Z), Closed Captions or HD programmes.	tv guide ●
How to set your PIN for parental control and channel restrictions	If you are worried about your kids seeing shows not suitable for them, you can block certain channels or set viewing restrictions by the classification. Remember to personalise your PIN (the default is 1234). Simply press the Setup button on the FOXTEL iQHD remote, select System Setup then Parental Control and follow the prompts. Adults Only and R rated programming requires PIN access by default.	setup
Keep watching while you search	Use video view to see what else is on, or search for shows to record, without switching over from what you're watching. In your TV Guide, just press the red button on the remote. The last show you were watching will play in the video grid. To close video view and return to the grid, press the red button again.	●

3. Recording programmes

How to record a programme	To record a programme, highlight the programme in the TV Guide and press the record button. With FOXTEL iQHD you can record **two** programmes at once, while watching a third live or pre-recorded programme.	®️
How to Manual Record	To manage your own recording settings, access Manual Record under the Setup menu. Follow instructions to manually set the channel number, start time, end time and recording frequency. To store the recording, highlight Add manual recording and press select.	setup
How to link your favourite series	When you select a programme in the TV Guide and press the record button, the FOXTEL iQHD shows that this programme will be recorded by taking you to the Personal Planner. If you can see the green Series Link button then you can record all future episodes of this programme by pressing the green button. The Series Link icon will appear to confirm your linked series. To remove a Series Link, highlight an entry in the planner and press the green button again.	planner ●
How to watch a recorded programme	To watch a recording, highlight the programme in the Personal Planner then press select. Use left or right arrows to follow the prompts to make your selection.	planner
How to delete a recorded programme	To delete a recording, highlight the programme in the Personal Planner then press the yellow delete button.	planner ●
How to keep a recorded programme	To prevent a recording from being deleted automatically as your FOXTEL iQHD recording space fills or to ensure you keep your favourite show, highlight the programme in the Personal Planner and press the blue button to 'Keep'. Note: there are circumstances (as explained in the Digital TV Subscription Agreement) where you may not be able to keep a programme.	planner ●
How to use Record Me	Whenever you see the green 'record me' icon appear in a trailer for a show you think you'll like, just press the green button on the remote. It will instantly book the show into your Planner to be recorded.	record me ●

4. Pausing and rewinding Live TV

How to pause Live TV	FOXTEL iQHD lets you pause a show at any time. To pause viewing, press the pause button. Both live and recorded viewing can be paused. To continue viewing, press play.	⏸▶
How to rewind and fast forward	When watching a recording (or a paused live programme) you can fast forward or rewind at four different speeds (x2, x6, x12, x30) by briefly pressing the fast forward or rewind button. To return to normal speed press play. If you hold the button down continuously the FOXTEL iQHD will take you to the start or end of the programme.	◀◀ ▶▶

5. On Demand

How to access On Demand programming	FOXTEL First puts the newest and best FOXTEL shows all in one place. New shows appear every week, and you've got instant access at the touch of a button. There's no extra charge to view programmes on FOXTEL First. Plus, you can access FBO ON Demand Pay Per View movies in both HD and SD. To enjoy a range of movies that start instantly, go to "FOXTEL Box Office Recent" or "FOXTEL Box Office HD" in your menu. Then select your title, press play, and the movie starts. Once purchased, you can watch the movie as many times as you like for 48 hours. On Demand is not available to some subscribers. Pay-Per-View On Demand requires a landline telephone connection to order.	on demand

6. Ordering Pay-Per-View programmes

How to order Pay-Per-View movies, sports, events and adult entertainment	Want to watch FBO ON Demand Movies or MAIN EVENT Pay-Per-View? FOXTEL iQHD subscribers can access FBO ON Demand High Definition or recent release Standard Definition movies instantly. To order*, simply press the 'On Demand' button on the remote control and follow the prompts. FOXTEL iQHD subscribers can also order scheduled FOXTEL Box Office movies by selecting "FOXTEL Box Office New" in the On Demand menu** or call 133 311. MAIN EVENT programmes can be ordered by selecting "Main Event" in the On Demand menu** or call 133 311. Pay-Per-Views can also be recorded to the FOXTEL iQHD Planner. Once viewing of a recorded movie has commenced you will have 48 hours to watch it – if ordered using the remote^. If ordered via phone or online and then recorded, you have a minimum of 24 hours to watch it^^. If ordered via phone or online and not recorded, you will have until 5:59am the morning following your order to view the movie^^. * Ordering a FOXTEL Box office SD or HD On Demand movie requires a landline telephone connection and working return path. ** FOXTEL Box Office and MAIN EVENT not available to some subscribers. Ordering a FOXTEL Box Office or MAIN EVENT programme via the remote control requires a landline telephone connection and working return path. ^ Movies which have been ordered via remote and recorded - but not viewed - will delete (without charge) from your Planner. ^^ Movies ordered via phone are charged immediately upon confirmation of the order.	on demand

7. Accessing Active Services

How to access Active Services	Press the Active button and select the service you want to watch*: **iSuggest** – record the best of FOXTEL to your Planner. Choose what you want to watch from a range of poster images by pressing the Record button for that show. It will then be recorded for you to watch later. **Weather ACTIVE** – check your local weather instantly any time with access to our unique 10 day forecast. And with the 'my Weather' feature, you have 24/7 access to the weather in any Australian postcode. **Sky News Multiview** – access 8 screens of national and international news videos, live events and on demand news text stories. **Sky News Local Multiview** – your own local video news service 24/7 – available for Melbourne, Sydney, Brisbane, Adelaide and Perth. **Air Active** – amplify your music collection with 30 digital audio channels – huge choice, all at the touch of a button! **Fox SPORTS News ACTIVE** – become a sports expert in the blink of an eye. It's now possible to watch the latest sports news, when you want it. When you see the red button displayed on a show you're watching live, press the red button to access free interactive programming. *Some active services not available to all subscribers.	active

8. Personalise your viewing

How to personalise the FOXTEL iQHD setup	You can change your personal settings while watching a specific programme by pressing the Setup button. Then select the relevant menu. Programme Display allows you to make temporary changes to how you view regular or widescreen pictures. Closed Captions allows you to temporarily use subtitles on a programme (where available). System Set Up lets you change your Parental Control PIN, explore your Planner settings or set manual recordings – to name a few of the available options.	setup
How to create your own TV Guide with My Favourites	You can store up to 50 of your favourite channels in My Favourites to have presented back to you as your own personalised TV Guide. To set your favourites whilst in the FOXTEL guide, press the Setup button on your remote, select option 4, then select option 5, and choose all your favourites. To view your favourites, press the yellow button from the TV Guide.	

9. Common questions

I get an on-screen message saying 'Recording Clash'. What should I do?	When you select a programme to record, FOXTEL iQHD checks whether you have already selected other programmes to record at the same time. If this is the case, there may be a clash and a message appears informing you and asks you what you'd like to do. You cannot record three programmes at once. However you can watch a third live or pre-recorded programme from your Planner, including On Demand programmes while recording two programmes. You can only record two programmes at once while watching a third live or pre-recorded programme. If you have a recording clash, you can either cancel the suggested recording so that you can record your new selection, or cancel the new selection and keep previous selections.	planner
Why is the beginning or end of a programme I recorded missing?	FOXTEL regularly updates programme schedules, however there may be occasions where we are not kept up to date or where live broadcasts run over time. We suggest using the Manual Record feature (see How to Manual Record) to add additional time either side of the programme. Alternatively you can add an extra 20 minutes to the end of a programme by pressing the red button in the Planner.	setup

10. Troubleshooting

Before calling for help, please run through the following:	1. Check that the power lead from the FOXTEL iQHD is connected to the power point and that the power point is turned on. 2. Check that your television is on your FOXTEL channel. If it is, ensure you have pressed the FOXTEL button on the FOXTEL iQHD remote. 3. Check that the Smartcard is inserted correctly – the gold chip is facing down and the arrow on the top of the Smartcard is pointing into the FOXTEL iQHD. 4. Check that the FOXTEL cable from the wall plate to the FOXTEL iQHD is tightly secured. 5. Check that the leads from the FOXTEL iQHD to the TV are connected. 6. Perform a re-boot of the FOXTEL iQHD. Locate the "back" and "select" buttons on the FOXTEL iQHD front panel and press together for three seconds or press the "reset" button for three seconds (located behind the smartcard access panel labelled "reset"). If these options do not respond, switch the FOXTEL iQHD off at the power point. After 30 seconds turn the power back on, wait a further 90 seconds and press the FOXTEL button on the FOXTEL iQHD remote to restore pictures. Please make sure that you don't move the FOXTEL iQHD when switching off the power.
Important TV care information	Do not allow a still image to be displayed on your TV screen for an extended period of time. This can cause a permanent residual image (burn-in) to remain on your screen. Plasma, rear projection and LCD televisions are at a higher risk of burn-in. Always consult your television manufacturer's manual for proper operating instructions.
For your safety	FOXTEL iQHD has been manufactured to meet Australian and international electrical and safety standards. Never tamper with the FOXTEL iQHD. Make sure that all electrical connections are safe and secure and have been properly installed. Disconnect the FOXTEL iQHD from the power supply at the power point before you disconnect any other equipment from its rear panel.
Where to find out even more about your Foxtel iQHD	Check our FAQs at **optus.com.au/customerhelp** for further assistance. The Help Channel gives you a thorough, step by step approach to understanding everything there is to know about FOXTEL, the FOXTEL remote and more. To display the Help Channel, simply press **help** on the FOXTEL remote, or go to channel 999. For your complete entertainment and listings guide you can view the Online TV Guide at **optuszoo.com.au** If you have any questions about your Optus TV featuring FOXTEL service please call us on 131 344. We are ready to take your calls 24 x 7.

FOXTEL iQHD setup

Please keep this information handy, as you may need to reference for assistance or troubleshooting.

In my...				room

On my TV FOXTEL is tuned to...				
I can find this channel by pressing...				on my TV remote

On my DVD/VCR, FOXTEL is tuned to...				
I can find this channel by pressing...				on my DVD/VCR remote

On my ampilfier, FOXTEL is on...			

On my TV, I access my DVD/VCR channel by pressing the AV button on the FOXTEL remote. ☐ **Tick if applicable**

OR

My DVD/VCR is tuned to...				on my TV
I can find this channel by pressing...				on my TV remote

Telephone landline connected to FOXTEL iQHD	Yes/No	Yes/No	Yes/No
Digipath connected	Yes/No	Yes/No	Yes/No

Parental Control PIN			

It is recommended that you change your PIN from the default 1234. Keep this PIN private and in a safe place.

Caution

Do

✔ Allow at least 10cm of space above and around the FOXTEL iQHD to ensure a free flow of air around the FOXTEL iQHD.

✔ If the FOXTEL iQHD is placed with other items of audio/video equipment in a cabinet, make sure all items have sufficient space all around them, to allow ventilation and prevent overheating.

Don't

✘ Don't pick up or move the FOXTEL iQHD while it is connected to the mains supply. If you want to move the FOXTEL iQHD, first disconnect it, then wait at least 30 seconds before continuing.

✘ Don't stand the FOXTEL iQHD on soft furnishings or carpets. Do not cover any ventilation slots.

✘ Don't place the FOXTEL iQHD in an unventilated cabinet or on top of a unit which emits heat (e.g. a TV).

✘ Don't stack items of audio/video equipment in a crowded space.

✘ Don't use or store the FOXTEL iQHD in hot, cold, damp or dusty places.

✘ Don't put anything on the FOXTEL iQHD which might melt, drip or spill into it. Never stand objects filled with liquids, such as vases, on top of your FOXTEL iQHD.

✘ Never place naked flame sources, such as lighted candles, on top of the FOXTEL iQHD.