


**IN THIS GUIDE  
YOU WILL LEARN  
HOW TO CHANNEL  
HOURS OF  
ENTERTAINMENT  
TO YOUR TV**

# OPTUS TV WITH FETCH. WHAT YOU WANT, WHEN YOU WANT IT.

Optus TV with Fetch puts a whole world of home entertainment at your fingertips. Take control of your TV with the latest and greatest features.

- **Total control:** Pause, rewind and record live TV.
- **In-house movies:** Rent and view the latest releases.
- **Extra entertainment:** Add on premium and international TV channel packs.
- **Never miss a thing:** Record up to two TV shows and watch a third.

This is a simple guide to everything you'll ever need to know about Optus TV. It walks you through the main menu functions and every single button on your remote control.

**Help, I'm stuck.** Press  on your remote at any point for on screen assistance.

**Recordings and TV Guide:** Check out these super helpful guides, they'll change the way you watch, record and access TV content for the better.

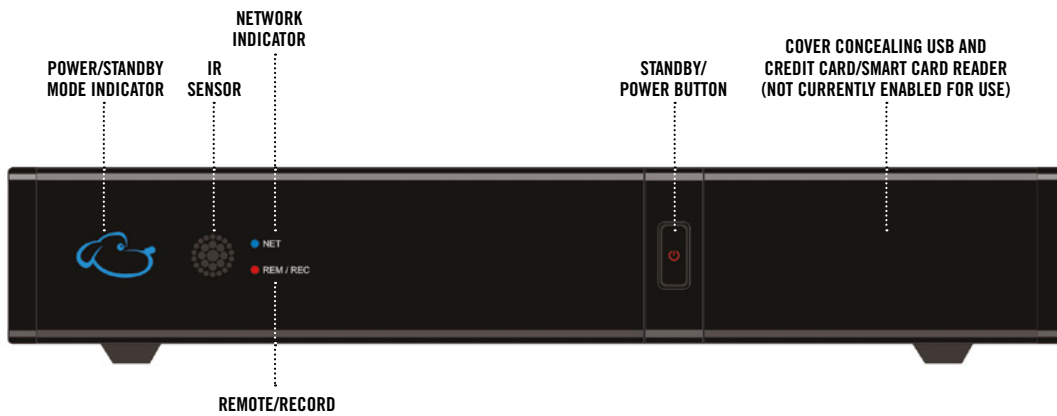
# SKIP TO THE GOOD BITS

<b>HARDWARE</b>	<b>4</b>
Gen 1 STB	
Gen 2 STB	
Remote Control	
<b>SETUP</b>	<b>9</b>
Tips and maintenance	
HDMI	
Composite	
S-Video and analogue stereo audio (Gen 1 Only)	
RF Pass-through to other devices	
Connecting to a Home Theatre	
<b>ACTIVATION</b>	<b>15</b>
Screens & descriptions (Gen 2)	
<b>MAIN SCREEN NAVIGATION (GEN 2)</b>	<b>19</b>
<b>MY STUFF</b>	<b>22</b>
Recordings	
My Movies	
My Media Hub	
<b>MOVIES</b>	<b>29</b>
Movie Rentals	
Movie Box	
By Genre	
By Provider	
<b>TV</b>	<b>33</b>
Watch Live TV	
TV Guide	
TV Shows	
Catch-up TV	
<b>APPS</b>	<b>40</b>
Featured	
<b>MANAGE</b>	<b>41</b>
Subscriptions	
Messages	
Settings	
<b>OPTUS</b>	<b>51</b>
<b>TROUBLESHOOTING</b>	<b>54</b>
<b>TECH SPECS</b>	<b>55</b>

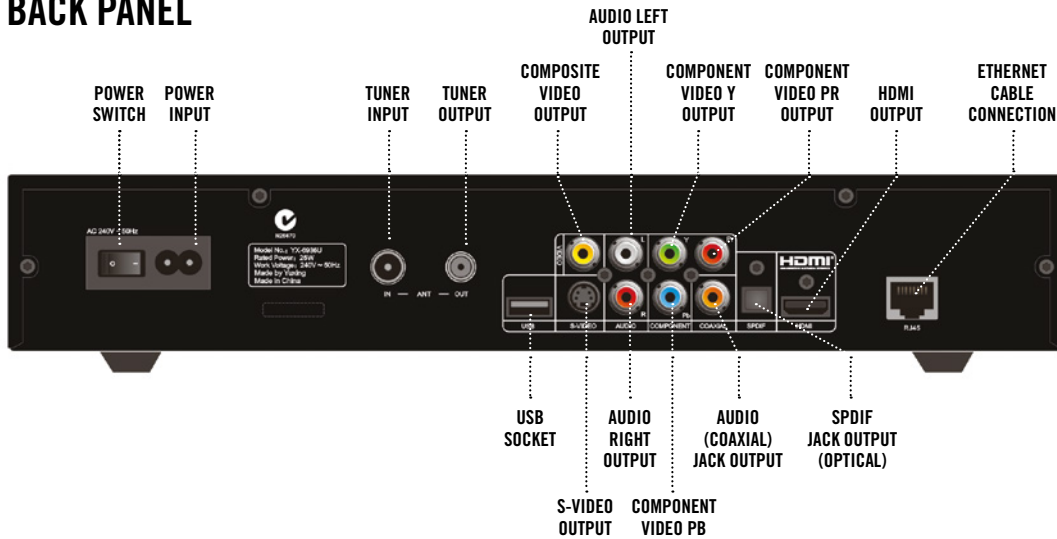
# GETTING TO KNOW YOUR SET-TOP BOX

## OPTUS TV SET-TOP BOX (STB) GEN 1

### FRONT PANEL

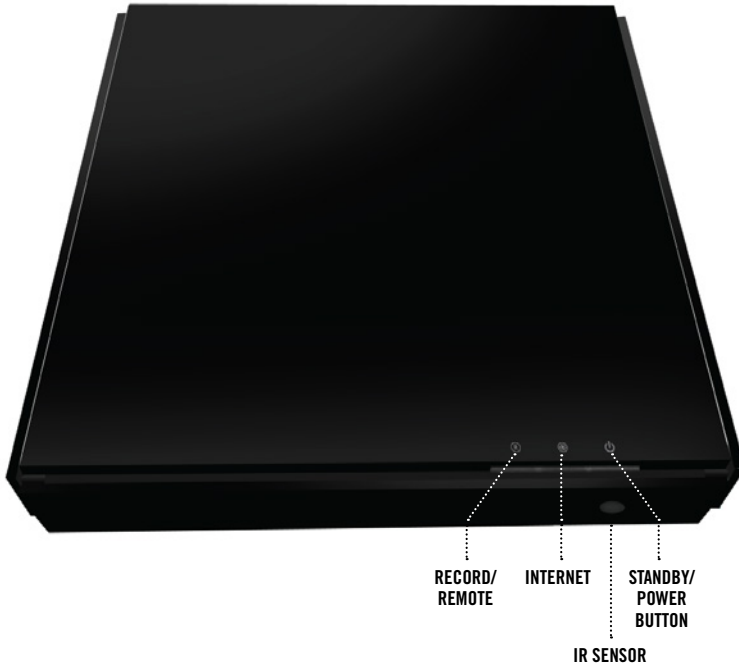


### BACK PANEL

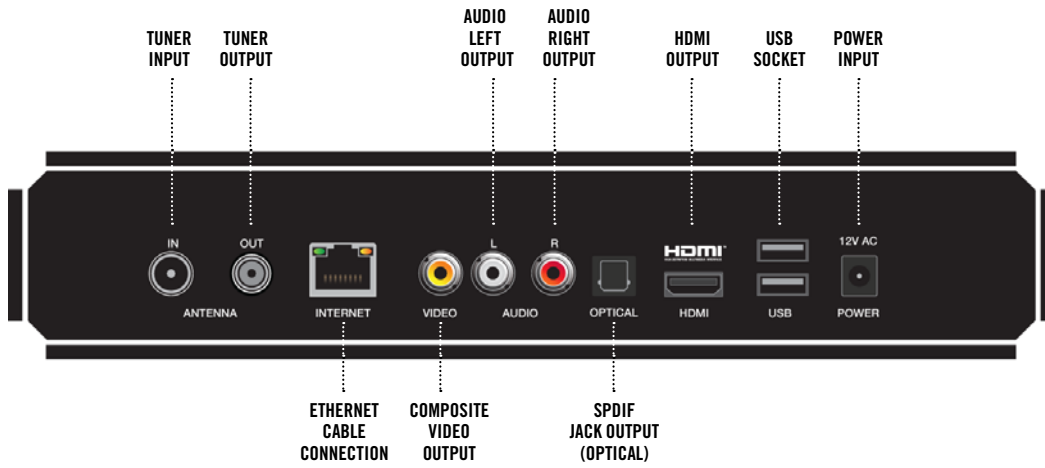


## OPTUS TV SET-TOP BOX (STB) GEN 2

### FRONT PANEL

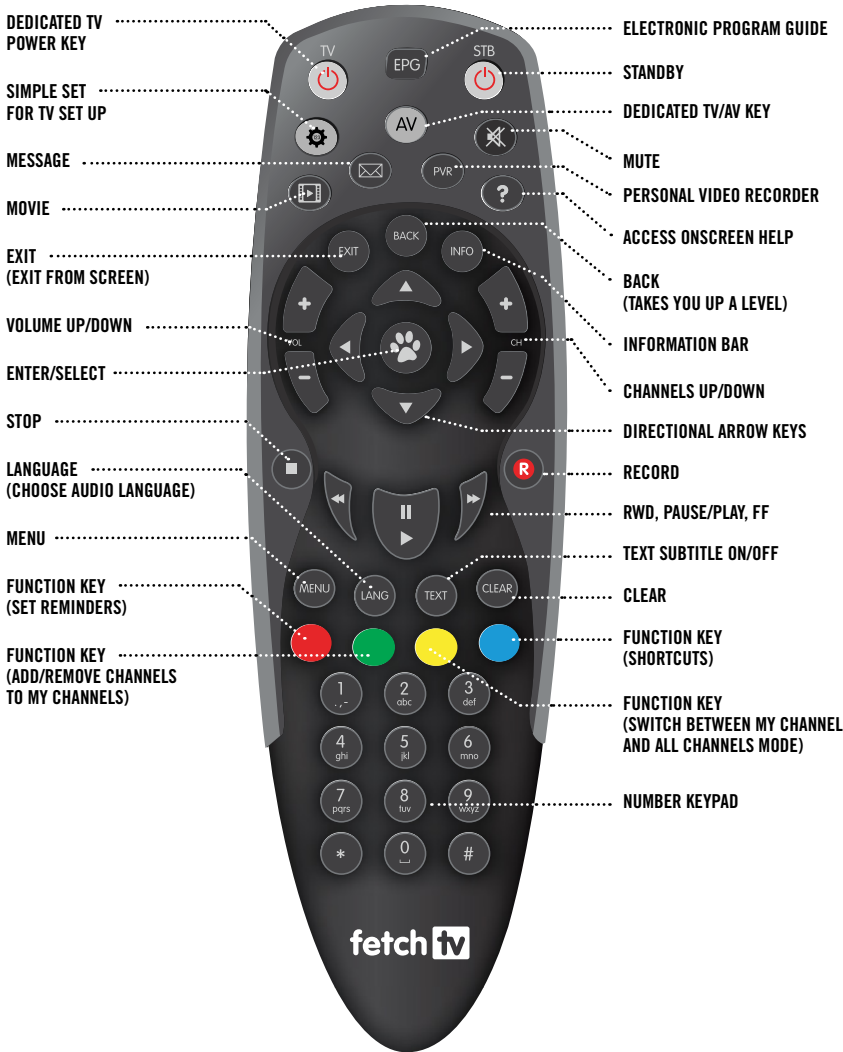


### BACK PANEL




# YOUR MAGIC WAND

Consider your remote an access all areas to Optus TV with Fetch. You can do absolutely anything with this handy device from the couch – guard it with your life.




## SET UP FOR UNIVERSAL REMOTE

You can use this remote control to operate your TV as well as your Optus TV set-top box.


- STEP 1** Press  and hold for 3 seconds until the set-top box LED illuminates. Your TV will now show a table of brands.
- STEP 2** Press and hold the matching number on the remote control for your brand of TV.
- STEP 3** As soon as the TV turns off, stop pressing the remote. The LED will blink twice. Your TV is now set up!

## 2 BOXES WITH 1 REMOTE

Here's how to set up your remote to control both your Optus TV set-top box and your TV.

1. Press  and hold for 3 seconds until the set-top box light comes on.  
A table of brand names should pop up on your TV screen.
2. Press and hold the matching number of your TV brand.
3. As soon as the TV turns off, stop pressing the remote. The light will blink twice.  
Your TV and remote are now connected.






### **HOT TIP:**

To set your remote to control the volume on your TV, press  and VOL+ at the same time on your Optus TV remote until the light blinks twice on your remote.

## MOST HANDY BUTTONS



## WHEN TO PRESS THEM

-  to navigate anywhere on Optus TV
-  to select an item
-  for on screen help
-  to show on-screen shortcuts
-  to go back a screen

You can also navigate Optus TV from your mobile phone or tablet if you've downloaded the Optus TV with Fetch remote app (see page 49).

# KEEPING YOUR SET-TOP BOX HAPPY

## DO

---

- Do sit it horizontally on a clean, dry, steady surface and give it a bit of space (5cm should do the trick).
- Do keep it away from direct sunlight, carpet, heating and cooking sources.
- Do set it up close to the TV and/or home theatre it's being connected to, and of course the remote needs to be close by too.
- Do connect your antenna cable directly from the set-top box to the antenna socket on the wall. If you have another device (eg. TV, DVD player, VCR) which needs an antenna connection, connect it to the Antenna Out port on the set-top box.
- Do use a clean, dry cloth (ONLY) to clean the set-top box and remote control.
- Do change the batteries in the remote control when needed.

## DON'T

---

- Don't stack it on anything hot like audio/visual appliances – they can mess with it.
- Don't place it in closed cabinets, on vibrating surfaces or on loudspeakers.
- Don't use solvents or cleaning agents of any kind.
- Don't open the set-top box in any way. (It's kinda like sticking your fork in a toaster and you may lose out on a replacement unit).

**Tune in:** After connecting your set-top box, don't forget to hit the Source/Input/AV button on your TV remote to get your TV totally tuned in.

# AND NOW A SAFETY MESSAGE

## (SERIOUS STUFF)

---

- The Optus TV set-top box is designed for a 100V-240V 50Hz AC power source only.
- Connect all cables prior to switching on the power to the set-top box. Likewise, switch off the power to the set-top box before unplugging any cables.
- Use only the original power cord (and power adapter) supplied and ensure it is fully inserted into the back of the set-top box before turning the power on. Check that the cord isn't blocked in any way.
- If the cord is damaged, turn the power off and contact Optus TV Customer Care.
- Before cleaning, always disconnect the power at the wall and back of the set-top box. Never remove the plug by yanking the cord.
- Keep the set-top box away from babies, children and sharp objects.
- Do not place drinks or liquid of any kind near or on top of the set-top box and do not push anything through the ventilation holes in the cover.

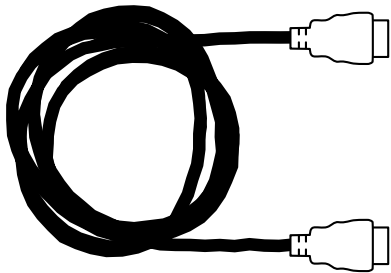


# HOOK YOUR TV UP WITH YOUR SET-TOP BOX

Have a quick squiz through the following options to find the best set up for your set-top box and TV.

## DIGITAL HIGH DEFINITION (HDMI)

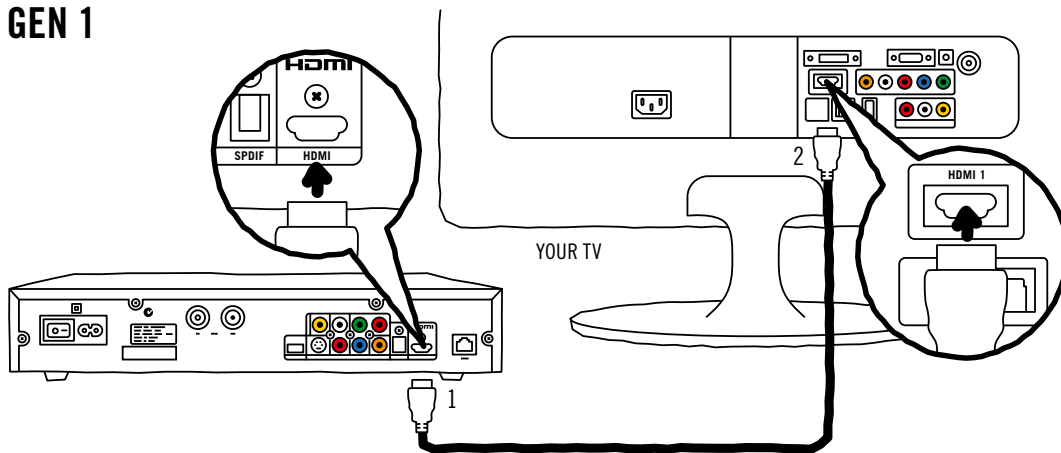
This is as good as it gets for High Definition picture and audio quality – all you'll need is the HDMI cable.



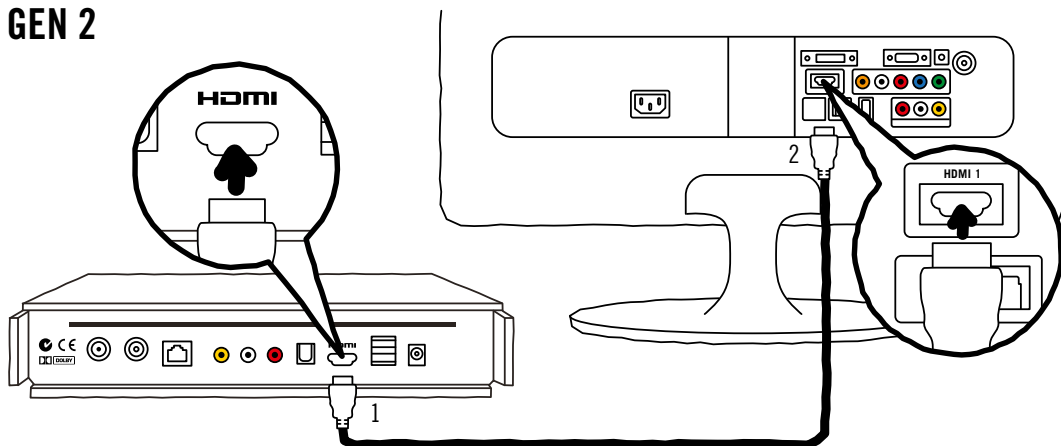
1. Plug the HDMI cable into the HDMI port (it says HDMI) on the back of your set-top box.
2. Plug the other end into an HDMI port on your TV.

It should look something like this:

### GEN 1



### GEN 2



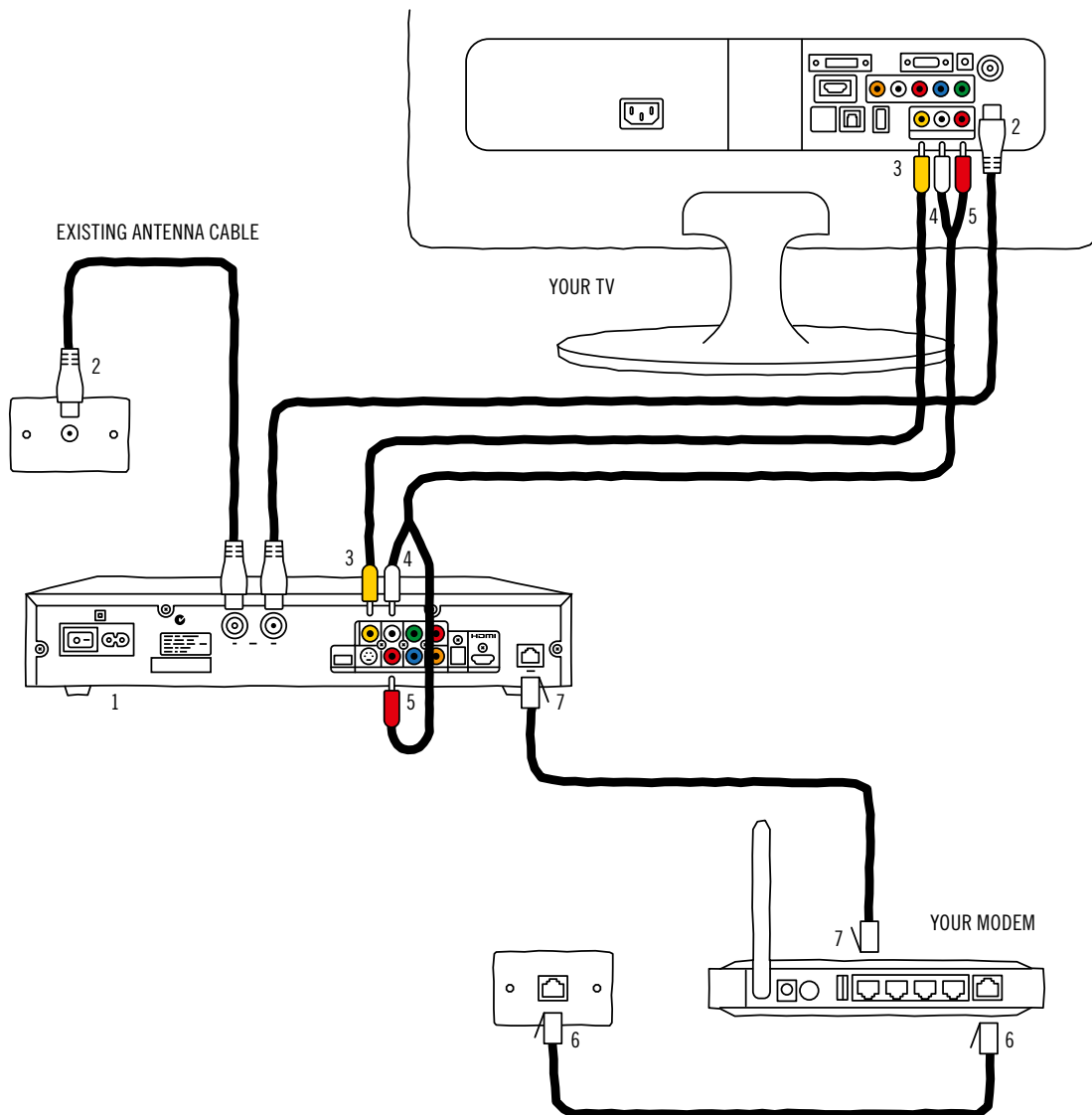
## ANALOGUE COMPOSITE VIDEO AND ANALOGUE STEREO AUDIO (GEN 1)

If your TV display doesn't have any other video input types, this is the mode for you. Use the Yellow/Red/White cable when connecting.

### Plug in all your bits and bobs:

1. Power cord connection.
2. Your own TV antenna cable from wall socket to set-top box (ANT-IN).  
Optus TV antenna (came with set-top box) from set-top box (ANT-OUT) to TV.
3. Yellow jack – video.
4. White jack – audio (left).
5. Red jack – audio (right).
6. Connect your own Internet connection to modem/router or powerline adapter.
7. Connect your ethernet cable from the modem/router/powerline adapter to the set-top box network (RJ-45) port.

### It should look something like this:



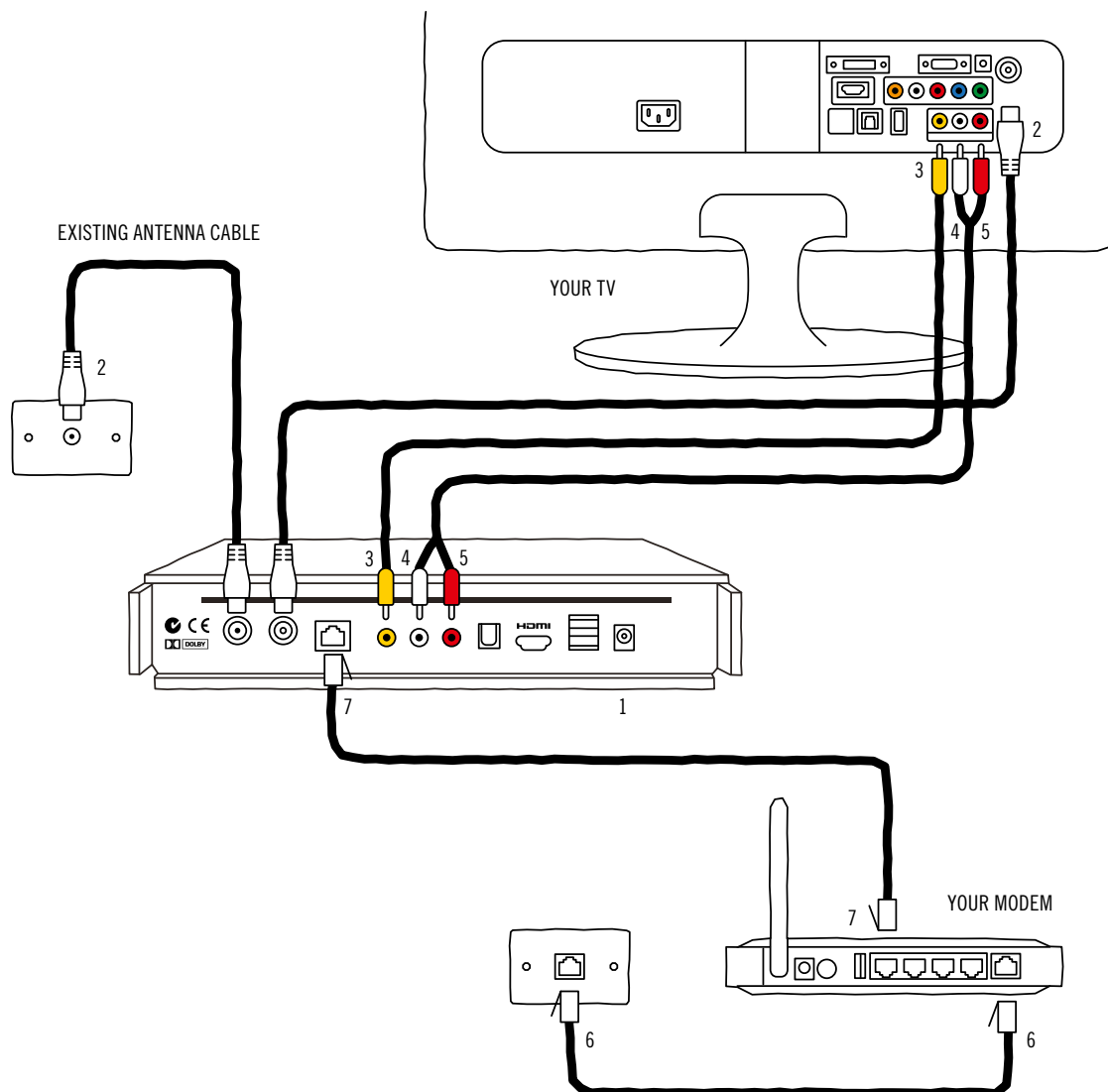
## ANALOGUE COMPOSITE VIDEO AND ANALOGUE STEREO AUDIO (GEN 2)

If your TV display doesn't have any other video input types, this is the mode for you.  
Use the Yellow/Red/White cable when connecting.

### Plug in all your bits and bobs:

1. Power cord connection.
2. TV antenna cable.
3. Yellow jack – video.
4. White jack – audio (left).
5. Red jack – audio (right).
6. Your own Internet connection to modem/router or powerline adapter.
7. Connect your Ethernet cable from the modem/router/powerline adapter to the set-top box network (RJ-45) port.

It should look something like this:



\*ADSL or cable modem

## S-VIDEO AND ANALOGUE STEREO AUDIO (GEN 1 ONLY)

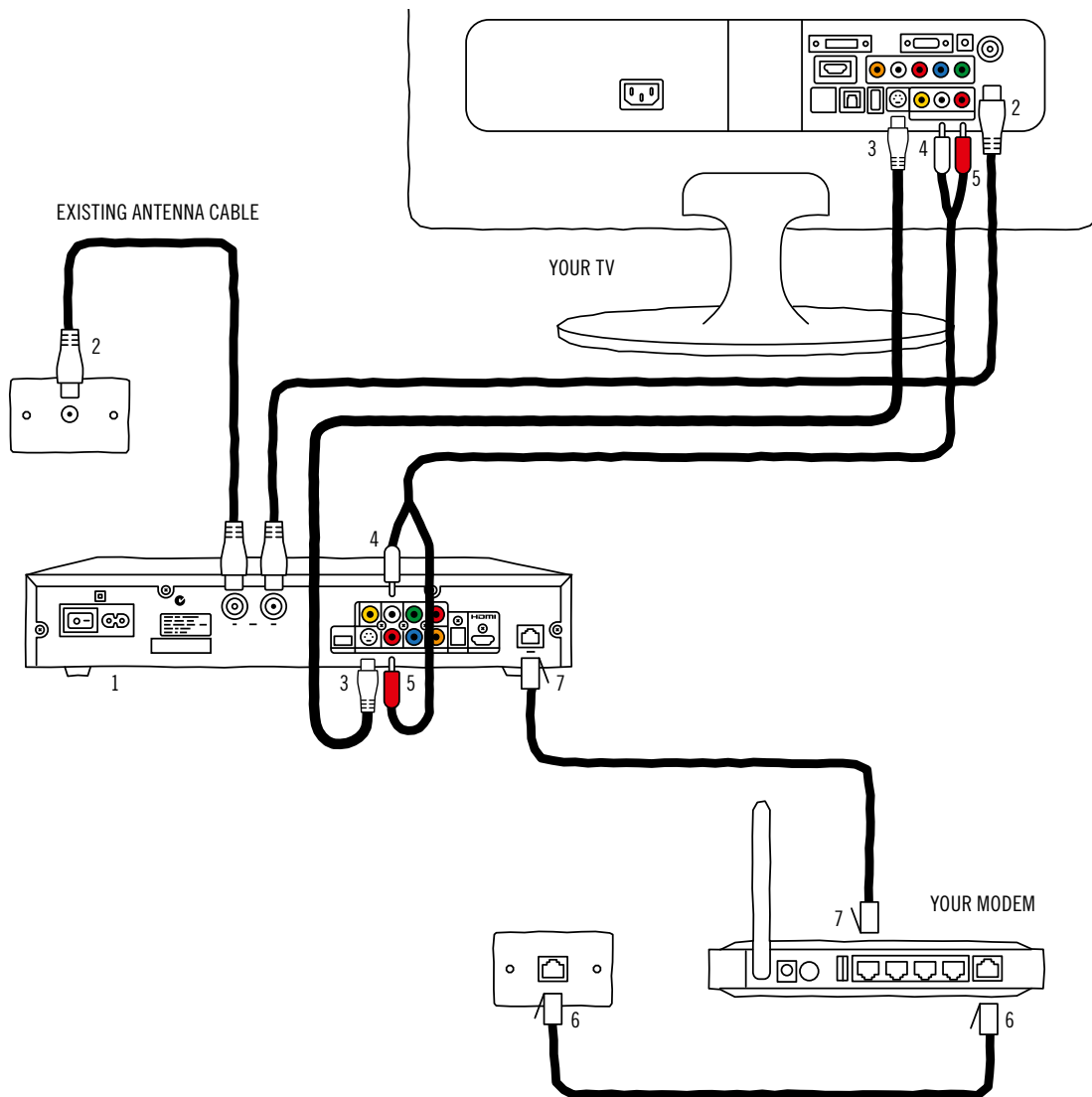
You'll get good old Standard Definition in this mode. You'll need to pick up an S-Video cable (your local Electrical Retailer might have one) because it doesn't come with your set-top box. The Red and White analogue audio cables also need to be plugged in.

**Heads up!** Connecting with S-Video isn't something Optus TV Customer Care can help with, but you'll do just fine.

### Plug in all your bits and bobs:

1. Power cord connection.
2. Your own TV antenna cable from wall socket to set-top box (ANT-IN).  
Optus TV antenna (came with set-top box) from set-top box (ANT-OUT) to TV.
3. S-Video jack – S-Video input.
4. White jack – audio (left).
5. Red jack – audio (right).
6. Your own Internet connection to modem/router or powerline adapter.
7. Ethernet cable from modem/router/powerline adapter to set-top box network (RJ-45) port.

It should look something like this:



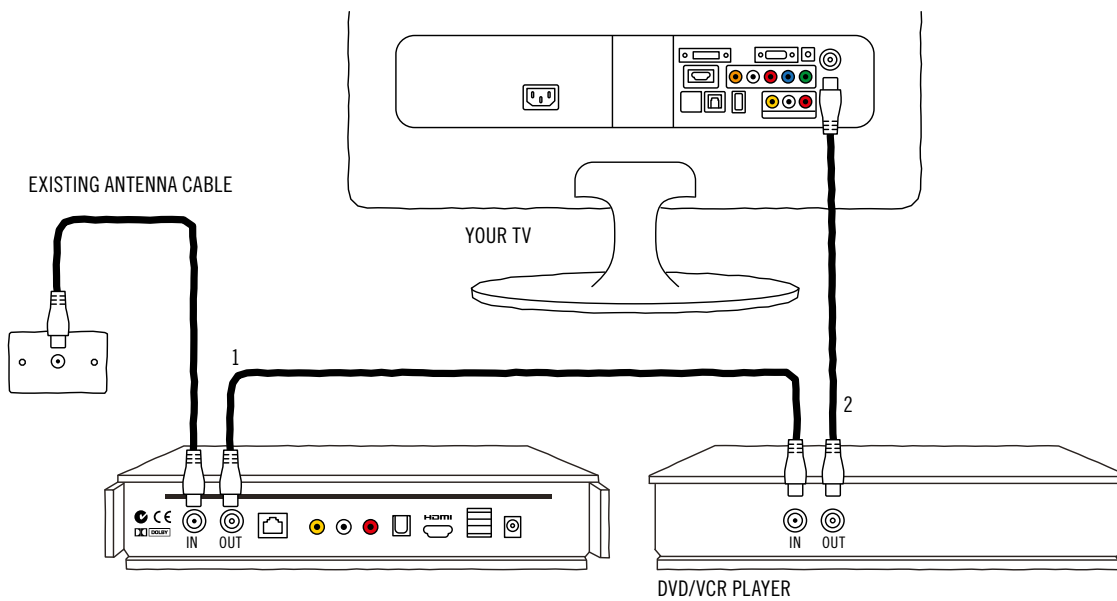
# BRING ALL YOUR GEAR IN ON THE ACTION

To ensure you receive all available channels on your set-top box, the TV antenna cable should run from the antenna wall socket to the ANT-IN socket on your set-top box.

## HOOK UP TO OTHER DEVICES (LIKE YOUR DVD/VCR PLAYER) WITH THE ANTENNA SIGNAL

1. Connect the Optus TV antenna cable to the ANT-OUT socket on the set-top box, other end into the ANT-IN (or RF-IN) socket on your DVD player (or other device).
2. Connect the TV to the other device by plugging another antenna cable into the ANT-OUT (or RF-OUT) socket on the DVD player and the other end into the ANT-IN (or RF-IN) socket on the TV.

It should look something like this:



# LIGHTS, CAMERA, ACTION!

Great news. You can hook up your **Home Theatre** to your set-top box as it has both coaxial and optical digital audio outputs (you'll need to grab the cables from an electrical store). So stock up on popcorn because you'll be enjoying an in-house cinema experience with all kinds of surround sound modes. Get in touch with your home theatre supplier for more details.

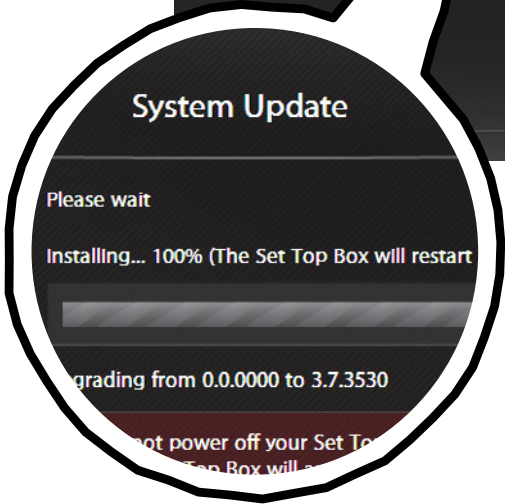
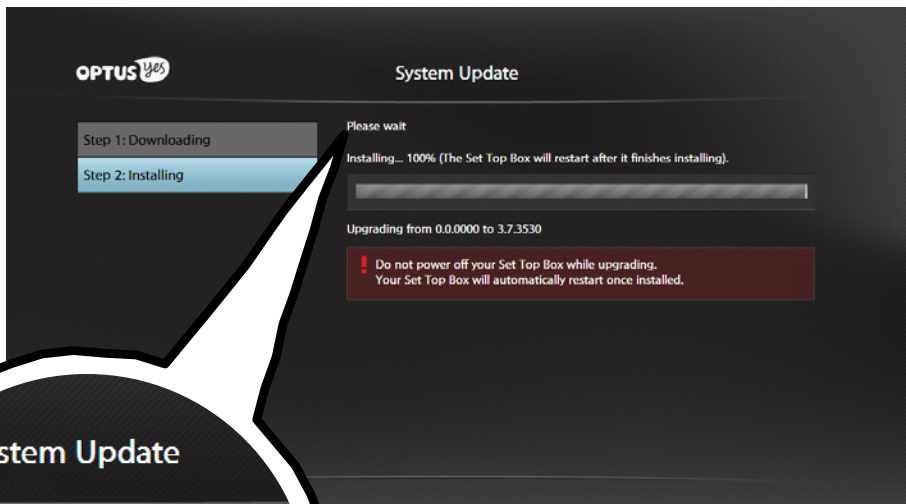
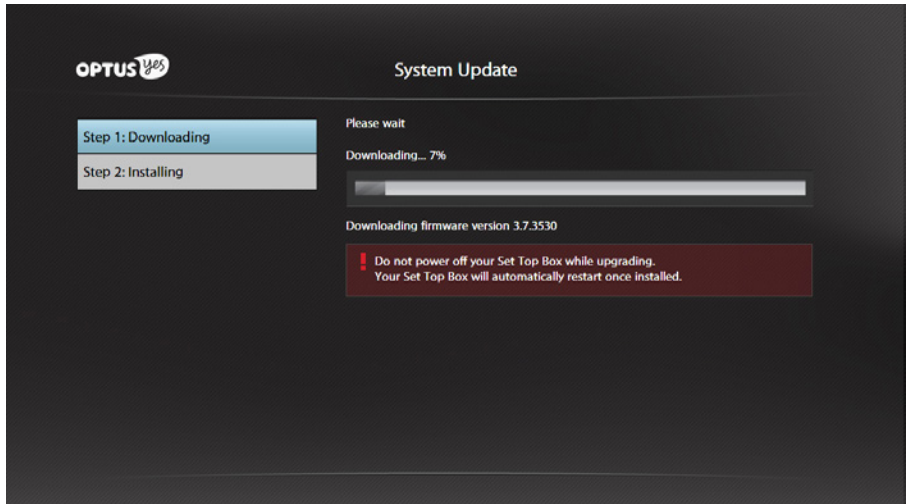
**FYI:** Your digital sound won't be affected by the volume control setting on the set-top box, but you can mute it using your remote.

**Please Note:** Optus TV Customer Care provides support for the set-top box connected directly to a TV, and DOES NOT support additional audio-visual devices.

# READY, SET-TOP BOX, GO.

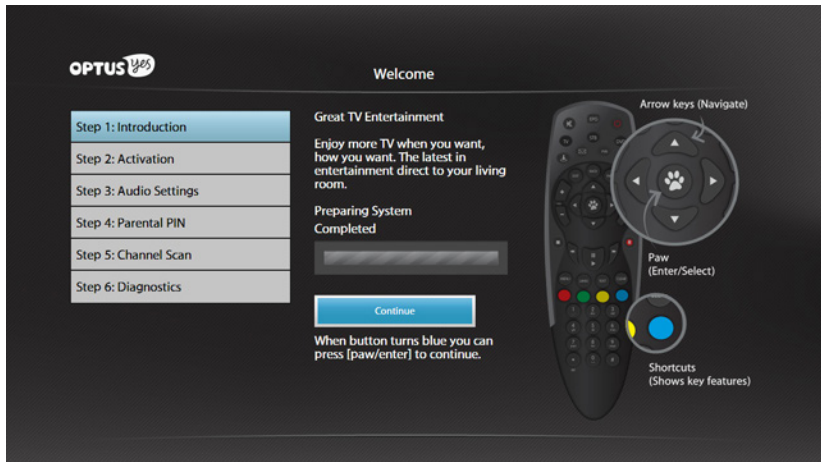
## STEP 1

Your clever little set-top box knows to check if a newer version of firmware is available, and if so, will download and update it for you. Just follow the prompts, let it do its thing and don't interrupt or turn it off until the installation is 100% finished.




## STEP 2

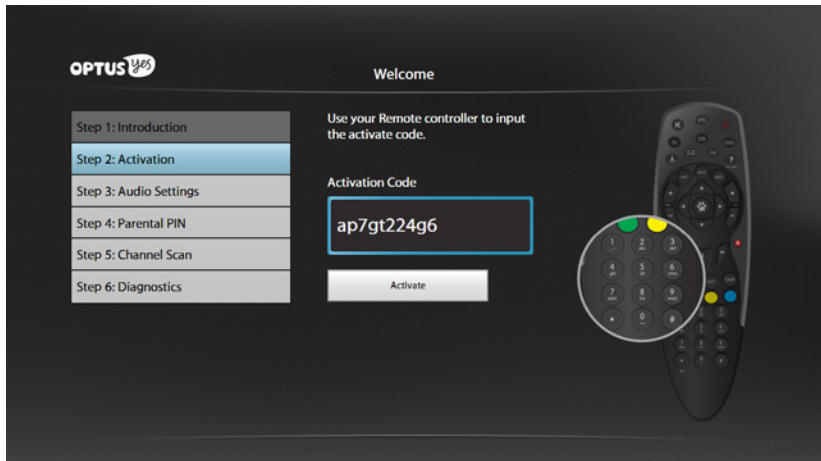
The Welcome screen will introduce you to the remote control and show you how easy it is to get your set-top box up and running.



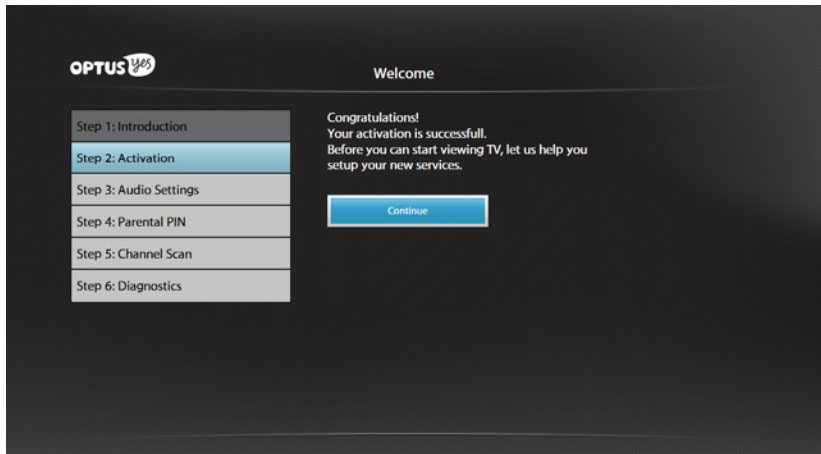
## STEP 3

Enter the Activation Code we sent you for your Optus TV service using the number keys on your remote (press  to delete). Then select **Activate** when you're done.

**Hint:** You can find your Activation Code on the Welcome Letter included with your set-top box delivery.



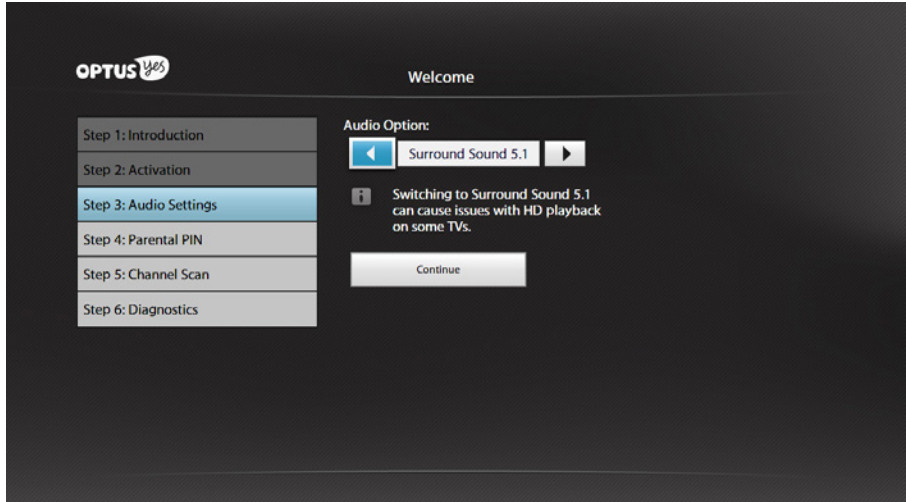
If you messed up entering your code, you'll see a message on screen to re-enter it. You'll see the following screen when it's all sorted – then select **Continue**.






## STEP 4

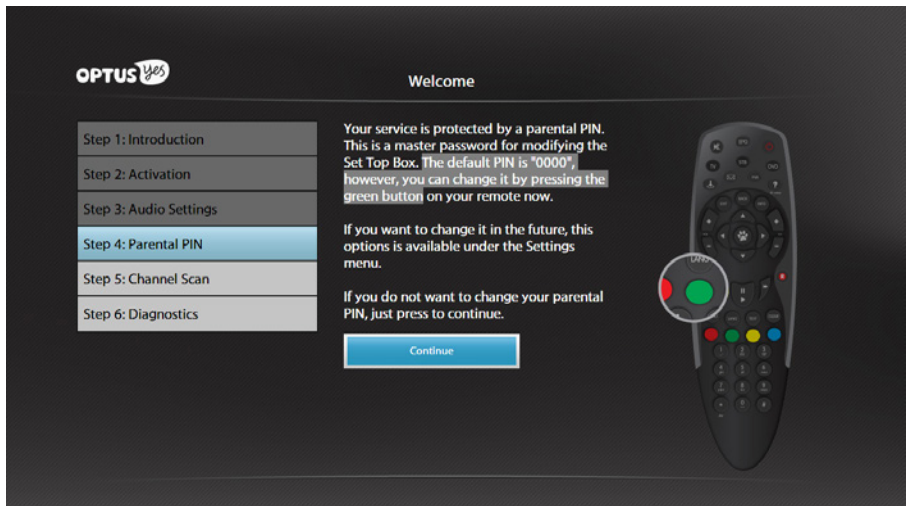
The Audio Option will automatically be set to Stereo. You can set it to Surround Sound 5.1 if you have a compatible system by selecting the right arrow on the screen. If you're not sure what kind of system you have, leave it on Stereo for now (you can change it any time under Settings – see page 45).



## STEP 5

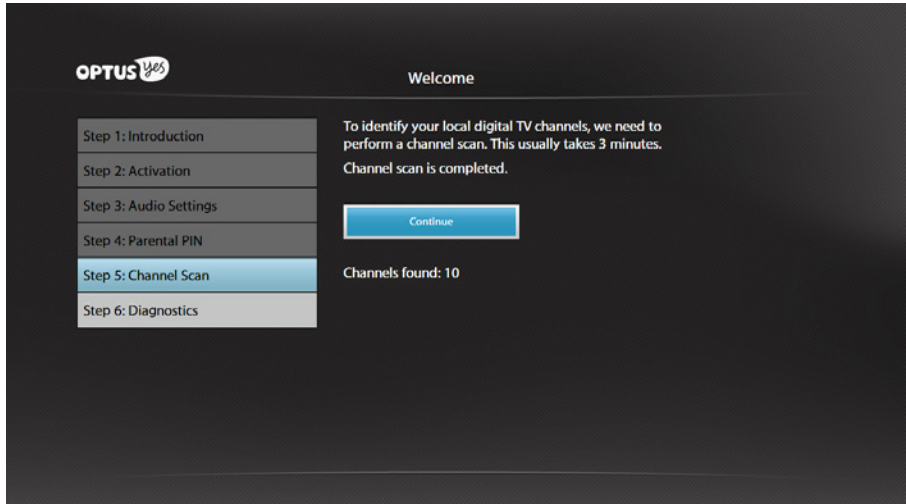
The Parental PIN gives you control over all settings and functions on your set-top box, including purchasing movies and subscribing to packs.

No buts! To choose your own PIN (from the default), press the  on your remote and enter your new PIN. To leave the PIN as it is (0000), select **Continue** on this screen. (You can also change the Parental PIN at any time in the **Settings** menu – see page 47).



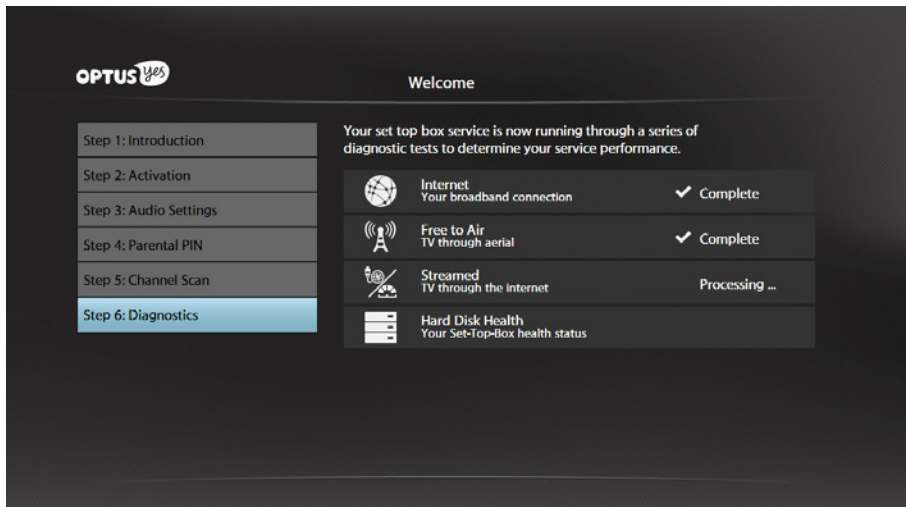
## STEP 6

Hang tight. Give your set-top box a few minutes to scan your free to air reception. Then select **Continue** once it's done.



## STEP 7

Nearly there! We'll just check that your setup has been completed successfully. If a check should fail, just follow the instructions in the **Troubleshooting** section on page 54. When the checks have been completed successfully, select **Finish**. Your set-top box will restart and you and your couch can enjoy some quality TV time.

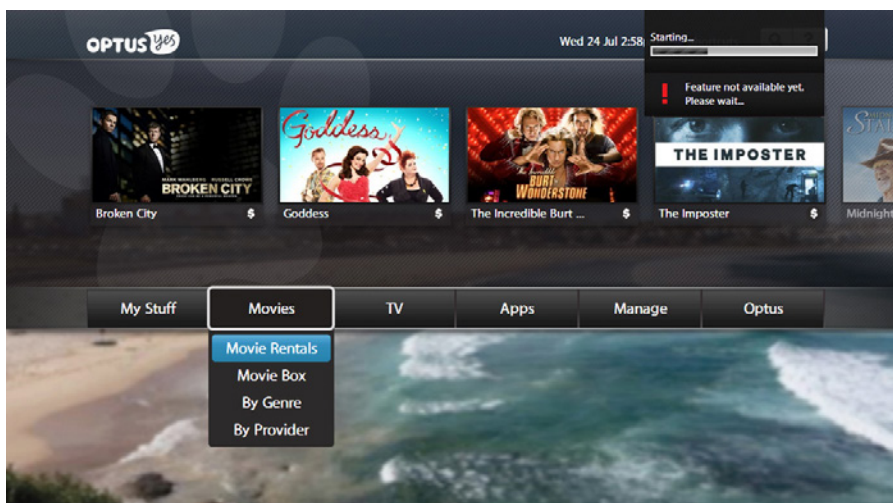


# THE MAIN MENU

Once your set-top box has restarted, you can access the **Main Menu**. You can hit **MENU** at any time to view or hide it. The following pages (19 to 53) will be dedicated to each awesome Optus TV function found in the **Main Menu** bar.



If you can see a **Starting** panel in the top right hand corner of the screen (as per below), it means your set-top box is still warming up and you might have to wait a minute to use some of the features. We'll let you know if the features are not ready when you select them.



The **Info Bar** sits above the Main Menu.



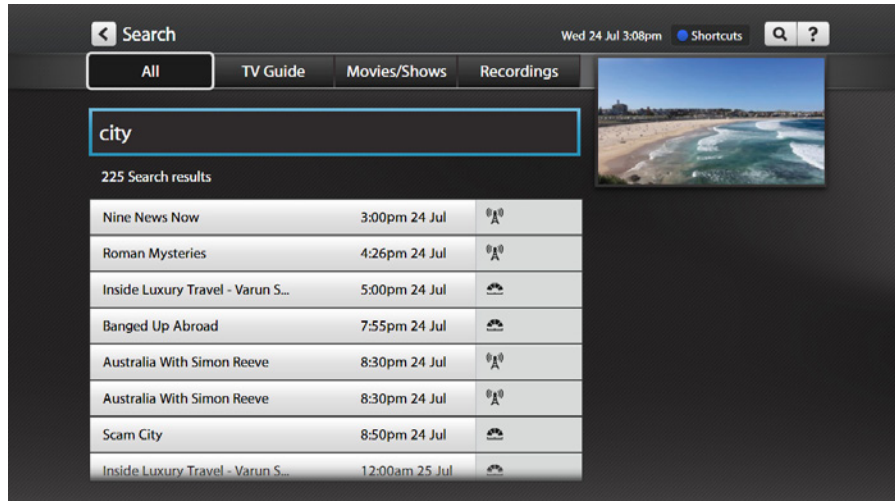
## SHORTCUTS

**Want to speed things up?** Press **SHORTCUTS** on your remote at any time to reveal the shortcuts relevant to the set-top box function you are using.

## SEARCH

To find programs faster, enter a keyword from the program name or synopsis.

1. Use arrow keys to select  then press .
2. Use your remote's keypad to type. Or press  to use the on screen keyboard, then select **Done**.
3. Your search starts as soon as you type three or more letters/numbers.



## SEARCH ICONS



**Free to Air TV Program** – select to view (if currently on air), set a series tag, record or set a reminder (if not on air).



**Subscription TV** – channel is being received via the Internet. The graph indicates the quality of the Internet stream (4 being the highest quality available).



Free to Air or Subscription program that you're currently recording.



**On Demand** – select to get more info on the movie.




**Movie Rental** – On Demand movie available for rent. Select for movie and rental info.



**Movie Rental** – On Demand movie included with your base or you've already rented. Select to see the info page.

**'On Disk'** Recorded Program – select to play or set series tag (if not already set).

**Need details on Recording, Series Tags or On Demand movies?** Head to the Contents page to find them.

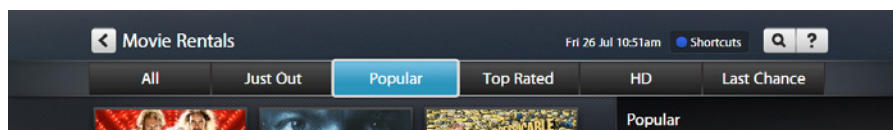
**Wait, I need Help!** Just press  on your remote.

The Help information that pops up will explain the screen or menu that is currently showing on your TV.

## FINDING YOUR WAY AROUND

---

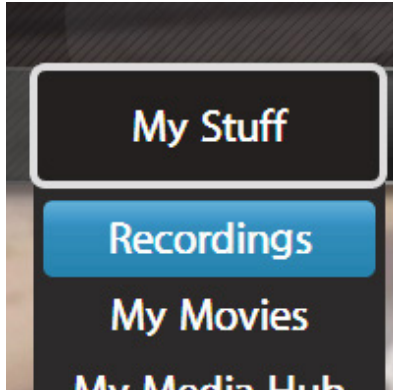
Most menu items contain multiple pages, which are listed underneath the **Info Bar** in the **Pages List** section.



When selecting from a menu, you'll notice your current page highlighted in blue in the **Pages List**.

- Use ▼ on your remote to enter the page and ◂ to navigate around the items on the page.
- Pressing **BACK** will take you back into the **Pages List** (or press ▲ until you get back to the **Pages List**).
- Press **BACK** again to return to the previous page or **Main Menu**, or just hit **MENU** to head straight to the **Main Menu** from any page.

# MY STUFF



## RECORDINGS

---

This is where you record, schedule recordings or tag an entire series to be recorded. So you never miss an episode of your favourite TV programs again!

## RECORDING ICONS

---



**Series Tag** – a recording is part of a series tag.



**Recording** – a program that is currently being recorded.



**Watched** – a recording that you have already watched.



**Protected** – a recording (or series tag) that is protected from automatic deletion.




**Grouped** – a folder containing all recordings of an individual series.





**Pending Deletion** – a recording marked to be automatically deleted when you need more space for future recordings.


## RECORDED

---

This is where you'll find all of your recorded TV shows. Recordings from the same series are automatically grouped together in folders under the  icon.

You can scroll through your recordings using the up and down buttons on your remote, or use  or  to scroll through whole pages at a time.

### Want to order your recordings a different way?



Just hit  on your remote and choose from any of the following options.


1. Recorded Date (default)
2. Unwatched
3. Program Name
4. Pending Delete
5. Channel
6. Duration
7. Last View
8. View Count
9. Folders

## PLAY AND PLAYBACK

---



Use the arrow keys to highlight the recording, then either:

Press  to playback your recording from the start, or resume playback from where you left your most recent viewing session (pressing  once playback has commenced will take you straight back to the start).

Press  for the option to play (if not partially viewed), resume (if partially viewed), set series or modify tag or adjust recording options. For more info on recording options, refer to page 48.


## DELETE

---

Highlight the recording and either press  on the remote, or press  for the Options pop-up, then select Recording Options and Delete Recording.

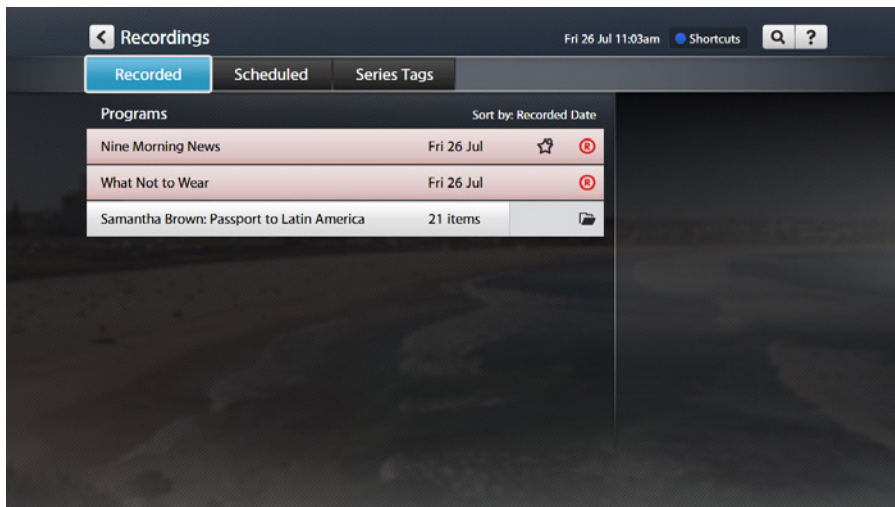
### **HOT TIP:**

**If you are recording a program, but can't wait to start watching it you can play, rewind, pause, and fast forward through the recording to catch up to the program in real time.**

Press  on the remote control from any screen to access your Recordings page.

## SCHEDULED

Any program you have set to record in the next 7 days will appear on the **Scheduled** page.



To edit a scheduled recording:

### STEP 1

Use your arrow keys to select the recording.


### STEP 2

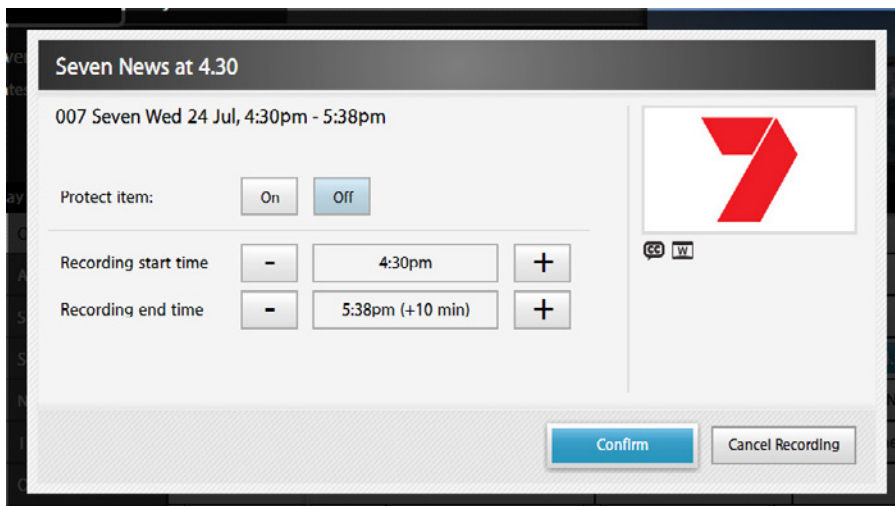
Press  for the Options pop-up menu.

### STEP 3

Use the + or – options to set the recording start and end times, or select **Cancel Recording**.

### STEP 4

Select **Confirm** and press  to save changes and exit the pop-up.





## SERIES TAGS

You can Series Tag and record an entire series without having to set individual recordings. Your set-top box will recognise each new episode of the series that appears in the EPG and will automatically record it (unless it has previously been recorded) – very handy.

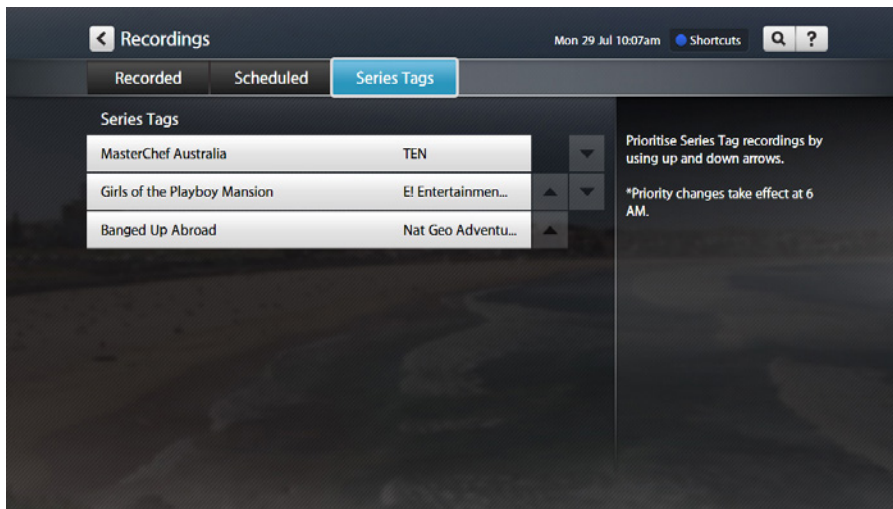
Here are a few important things to keep in mind when using and scheduling **Series Tags**:

1. Series Tags are listed in order of priority under **My Stuff>Recordings>Series Tags**. So if there are recording conflicts (eg. more than 2 series tags are scheduled to record at the same time), programs higher on the list will be recorded ahead of programs lower in the list. See **Make a priority list** notes below.
2. If you see an **i** (info symbol) next to one of your scheduled recordings in the EPG, it means that episode has already been recorded and won't be re-recorded. The only reason it would be re-recorded is if the existing recording is more than 10 minutes longer or shorter than the scheduled episode.
3. Where back-to-back recordings are scheduled on the same channel, the **Recording Stop Time** will automatically be removed from the end of the first recording and the **Recording Start Time** will be removed from the start of the second recording to avoid a recording conflict. For more information on **Recording Start** and **Stop Time** refer to page 48.

**FYI:** The removal of start and end times only happens for the global **Recording Start and Stop Time**.

Don't worry if you have adjusted the start or end time of an individual series tag or adjusted the start or end time for an individual recording, the start and end times will not be removed for back-to-back recordings on the same channel.

All series you have tagged to record will appear on the **Series Tag** page.





## MAKE A PRIORITY LIST



List your Series Tags in order of priority – favourites at the top. They will always be recorded, even if there's a time clash with other recording.

- STEP 1** Use **Left Arrow** on your remote to select the series tag you want to move.
- STEP 2** Highlight **Up Arrow** to move it up in priority or **Down Arrow** to move it down in priority.
- STEP 3** Press **Right Arrow** to move the series tag up or down the list to your preferred order.
- STEP 4** Press **Red** once you are happy with your priority list, all recordings will now be prioritised based on this new list.

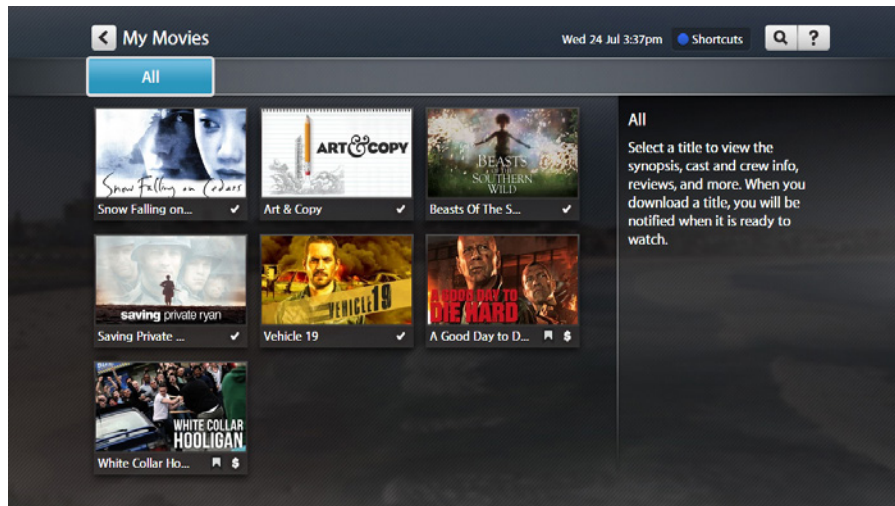
## MY MOVIES

Movies that you've rented or added to your wishlist will appear on the **My Movies** page.













Movies last for 7 days from the time of rental, or 48 hours from the first time you watch it – you'll notice a . Press  on a selected movie to see the movie's title page and you can start (or resume) watching the movie.

If you see this  next to a movie on your wishlist, it's a reminder that you haven't rented it yet. To watch it, just select and press  to go to the title page and rent it.

Head to page 31 for how to add movies to your wishlist.



## MY MOVIES ICONS

-  **General Exhibition** – suitable for everyone.
-  **Parental Guidance** – Not recommended for children under 15; may contain material which some children find confusing or upsetting.
-  **Mature** – Not recommended for children under 15; may include moderate levels of violence, language or themes.
-  **Mature Audiences** – unsuitable for persons under 15; may contain strong content.
-  **Trailer** – trailer available to view.
-  **High Definition** – movie is available in high definition quality.
-  **Surround Sound** – movie is available in surround sound.
-  **Downloaded** – movie has been downloaded to your set-top box.
-  **Rental** – movie can be rented and charged to your Optus Fixed Broadband or Postpaid Mobile account.
-  **Rented** – movie has been rented and can be watched without further charges (but it will change back to  after 48 hours of starting playback or download completion – whichever comes first).
-  **Wishlisted** – movie has been added to your wishlist.

## MY MEDIA HUB

---

**My Media Hub** lets you view or play your own videos, photos, and music to your TV using your set-top box.

With **My Media Hub** you can:

- browse and play media content from a portable USB device, like an External Hard Drive or Camera – hook it up to your set-top box through a USB port.
- browse and play media content from compatible devices, like PC or Mac, which are shared on your home network.
- see the same folders, album artwork, playlists in My Media Hub as on your device.
- play a slideshow of photos.
- play your music or videos with total playback control.

## ABOUT MEDIA SHARING

---

**My Media Hub** uses an open technology called DLNA to share media files from a PC or Mac with your set-top box and connected TV. As long as all your devices support DLNA and are on the same home network as your set-top box, you should be able to hook them up right now. If it's not working, you probably need to install one of the available DLNA server applications for your platform. If you need more info, check out the **My Media Hub Quick Start Guide** available on [www.fetchtv.com.au](http://www.fetchtv.com.au)

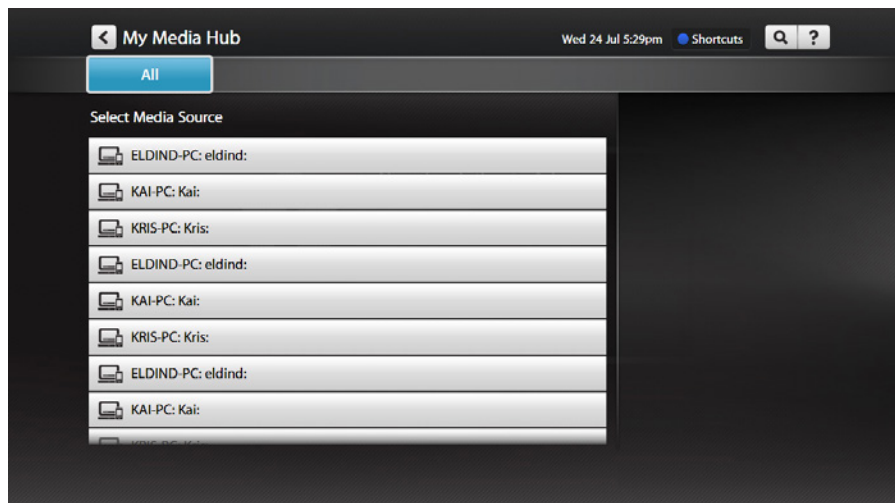
**Heads up!** Optus Customer Care provides limited support for **My Media Hub** and is unable to assist with issues relating to home network sharing, including support for any DNLA server applications and software, including their installation and configuration.

## USING MY MEDIA HUB

---

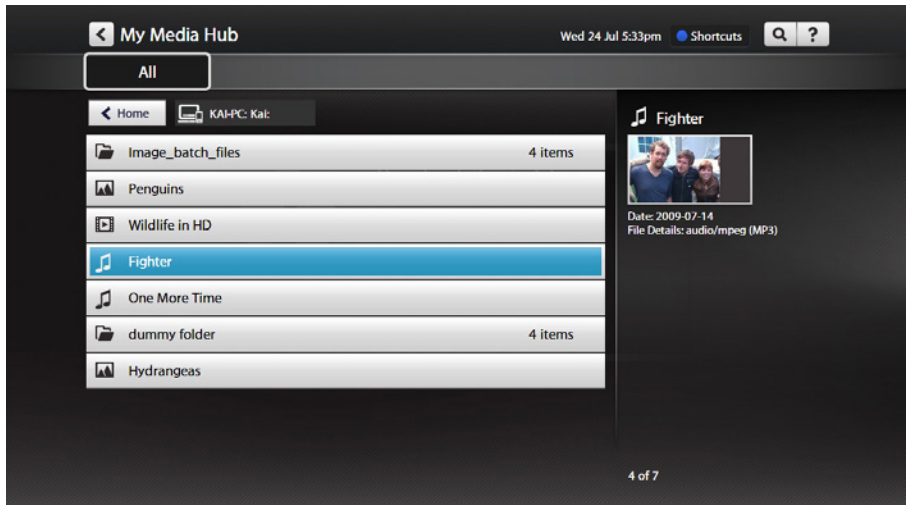
### STEP 1

Select your media source and the content you wish to view in **My Media Hub**.

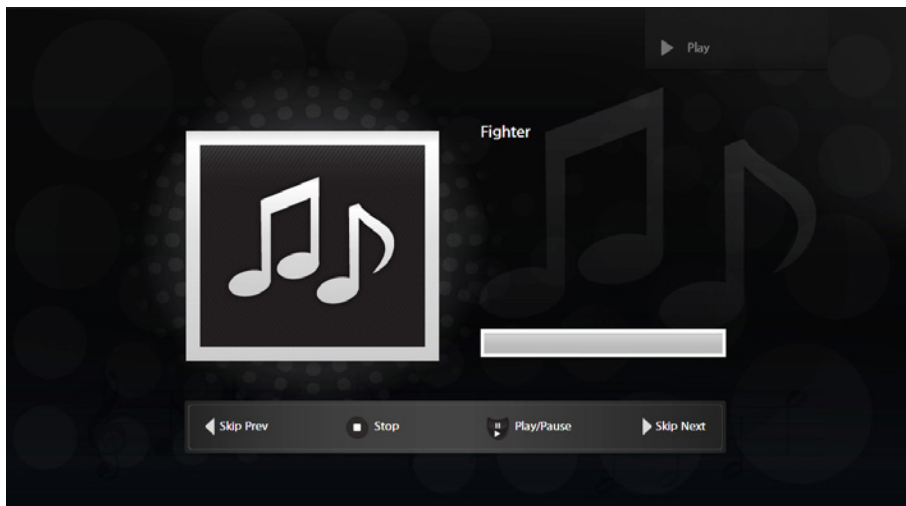


## STEP 2

Select the file you're after.



Media Hub will load and play the file.



**Select** – Select a highlighted item.



**Back** – Go back to the previous selection.



**Shortcuts (Blue)** – Show or hide My Media Hub options.



**Play** – Play the currently selected audio or video file.



**View** – View the currently selected audio or video file.



**Play All (Yellow)** – Plays all audio files or videos in the current folder you are viewing. While playing multiple files, you can pause/play, rewind, fast forward, skip to the next or previous file.



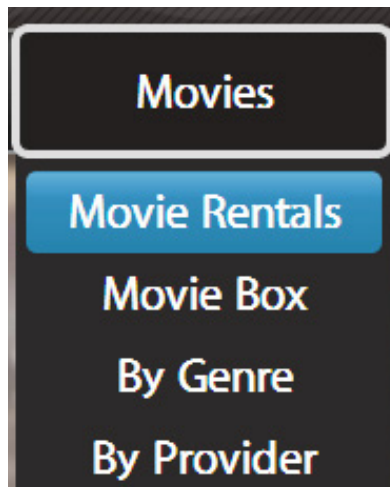
**Slideshow (Yellow)** – Plays a slideshow of all images in the current folder you are viewing. You can pause/play, or skip to the next or previous image.



**Folder with media content** – Select to view content. The folder structure is inherited from your media source.

For more info on setting up media sharing on your home network, using Media Hub and supported file types, check out the **My Media Hub Quick Start Guide** available at [www.fetchtv.com.au](http://www.fetchtv.com.au)

# MOVIES



## MOVIE RENTALS

You have 7 days from rental to start watching your movie, and then 48 hours to watch it as many times as you like! Rentals will be charged to your Optus Fixed Broadband or Postpaid Mobile account.

Use to navigate and to make a selection.

## RENT A MOVIE

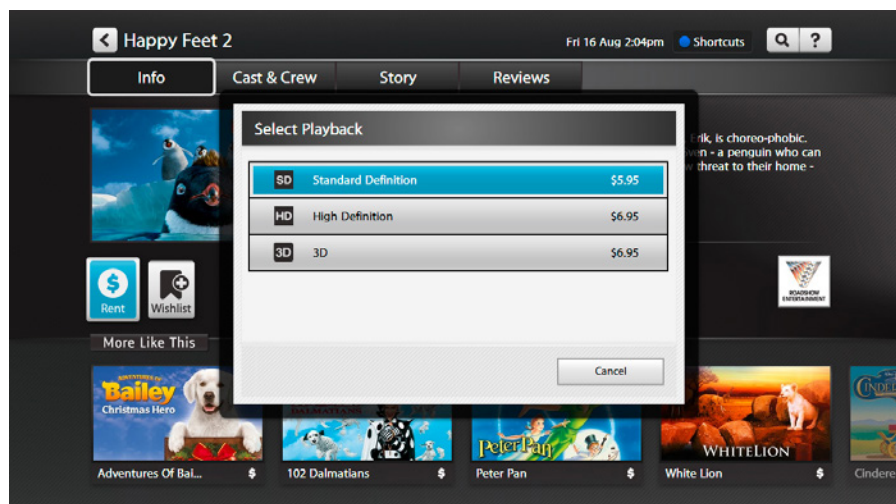
**STEP 1** Use to select a movie and press .

**STEP 2** From the movie title screen, you can select to watch the full screen trailer (if available), rent the movie, read reviews or add the movie to your wishlist (page 31).

**STEP 3** When you select to rent a movie you can choose your playback preference: Standard Definition, High Definition or 3D (where available for a title).

**Heads up!**


SD, HD and 3D file sizes vary, so they will download at different speeds (SD is smaller than the others).



**STEP 4**

Enter your Parental PIN.



**STEP 5**

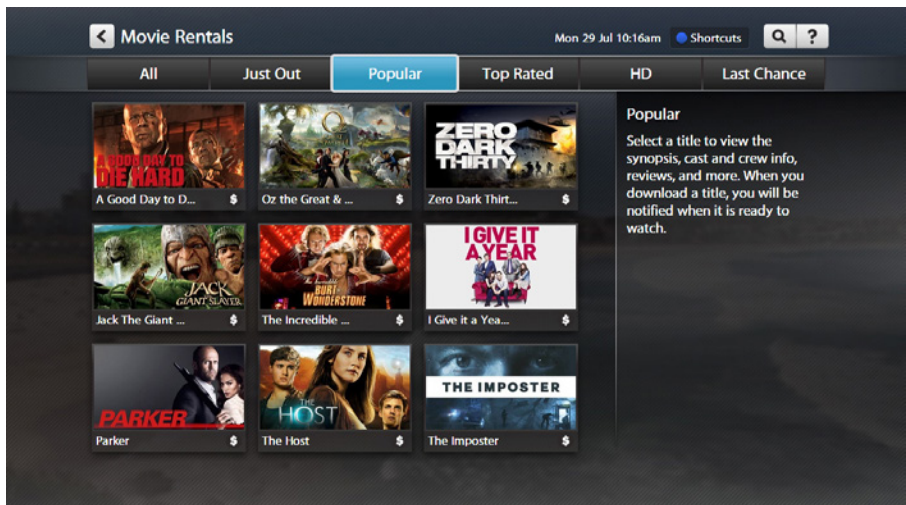
Use  to select **Confirm** to download and watch the movie (in selected playback preference – SD, HD, 3D), or **Cancel** to stop the rental and download.

You can start watching your **Movie Rental** as soon as your set-top box has downloaded enough of the file to avoid buffering (time taken will depend on your Internet connection and movie file size). When the movie is ready to be watched, the **Rent** icon on the movie information page will change to **Play** and a pop-up message will give you the go ahead.




**FYI: Multiple downloads**

- If you want to download a second **Movie Rental**, the first download will be paused to allow the second movie to start downloading.
- If you are watching the first movie, a message will pop up asking if you want to stop watching the first movie and download the second movie immediately. To do so, select **Download Now**. To continue watching your movie without affecting the download, select **Cancel** (the second rental will commence downloading once the existing download has completed).
- To pause the existing download in order to start downloading the second rental, select **Download Now** (the existing download will be paused, allowing the second rental to commence downloading).
- To adjust download priorities, refer to the **Downloads** section on page 42.

Rented movies will appear on the **Movie Rentals** pages with a  (instead of a ) and will also appear on the **My Movies** page (see page 26).
















## ADD A MOVIE TO YOUR WISHLIST

Highlight the movie on the **Movie Rentals** page and press   
 or  
 Go to the movie **Info page** select  and press .



## MOVIE RENTALS ICONS

-  **General Exhibition** – suitable for everyone.
-  **Parental Guidance** – Not recommended for children under 15; may contain material which some children find confusing or upsetting.
-  **Mature** – Not recommended for children under 15; may include moderate levels of violence, language or themes.
-  **Mature Audiences** – unsuitable for persons under 15; may contain strong content.
-  **Trailer** – trailer available to view.
-  **High Definition** – movie is available in high definition quality.
-  **Surround Sound** – movie is available in surround sound.
-  **Downloaded** – movie has been downloaded to your set-top box.
-  **Rental** – movie can be rented and charged to your Optus broadband or mobile account.
-  **Rented** – movie has been rented and can be watched without further charges (but it will change back to  after 48 hours of starting playback or download completion – whichever comes first. So get watching!).
-  **Wishlist** – add movie to your wishlist.
-  **Wishlisted** – movie has been added your wishlist.

## MOVIE BOX

These movies are included as part of your subscription (woohoo).

Each movie is available for 30 days, at which time it is removed and replaced with a new movie.

Use  to navigate and  to make a selection.

## WATCH MOVIE BOX

**STEP 1** Use  to select a movie and press .

**STEP 2** From the movie title screen, you can select to watch the full screen trailer (if available), read reviews or watch the movie.

**STEP 3** Select **Start** to download and watch the movie.

You can start watching your **Movie Box** movie as soon as your set-top box has downloaded enough of the file to avoid buffering (time taken will depend on your Internet connection and movie file size). When the movie is ready to be watched, the **Start** icon on the movie information page will change to **Play** and a pop-up message will give you the go ahead.

### FYI: Multiple downloads

- If you want to download a second **Movie Box** movie, the first download will be paused to allow the second movie to start downloading.
- If you are watching the first **Movie Box** movie, a message will pop up asking if you want to stop watching the first movie and download the second movie immediately. To do so, select **Download Now**. To continue watching your movie without affecting the download, select **Cancel** (the second rental will commence downloading once the existing download has completed).
- To adjust download priorities, refer to the **Downloads** section on page 42.

## MOVIE BOX ICONS



**General Exhibition** – suitable for everyone.



**Parental Guidance** – Not recommended for children under 15; may contain material which some children find confusing or upsetting.



**Mature** – Not recommended for children under 15; may include moderate levels of violence, language or themes.



**Mature Audiences** – unsuitable for persons under 15; may contain strong content.



**Trailer** – trailer available to view.



**High Definition** – movie is available in high definition quality.



**Surround Sound** – movie is available in surround sound.



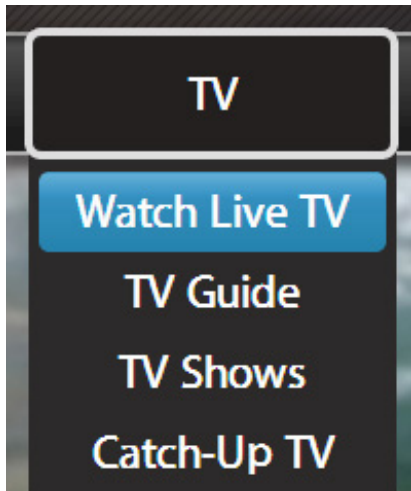
**Downloaded** – movie has been downloaded to your set-top box.



**Widescreen** – program is broadcast in widescreen format.



# TV



## WATCH LIVE TV

To watch free-to-air or Subscription TV channels, select Watch Live TV from the main menu.

## LIVE TV INFORMATION BAR

The TV Information Bar will appear anytime you change channel, pause, rewind or resume live TV, or when you press **INFO** on your remote.



### TV Information Bar

- To see programs on later for the highlighted channel press **▶**.  
To see what's on other channels press **▲** or **▼**.
- Press **🐾** to change to the channel or program you want to watch.
- To record a program, highlight the show in the **TV Information Bar** and press **Ⓡ**.  
To enable a **Series Tag** press **Ⓡ** twice.
- To set a reminder that tells you when a show is about to start, press **●**.
- Press **INFO** again to toggle between timeline and the synopsis of the selected show.
- Press **INFO** or **BACK** to close the **TV Information Bar**.

**HOT TIP:**  
Use these buttons to  
move between channels.



## LIVE TV INFO BAR ICONS

---



**Free-to-air TV** – channel received via free-to-air broadcast.



**Subscription TV** – channel received via the Internet.

The graph highlights the quality of the Internet stream (4 being the highest available stream).



Program currently being recorded or scheduled to be recorded.



**Series Tag** – a show that's part of a series tag.



**My Channels** – indicates that you are currently viewing channels in **My Channels** mode.




Pressing  on your remote will toggle between **All Channels** and **My Channels** modes.

For further information on **My Channels** refer to the following section.

## MY CHANNELS

---

You can manage **My Channels** listings from the **Live TV Information Bar**.

- Press  to add a new channel.
- Press  to remove a channel.
- Press  to switch between **All Channels** and **My Channels** mode.




For more info on managing your channels, refer to the **Channels** settings section on page 44.

## PAUSE, PLAY AND REWIND LIVE TV



---

You can pause a TV program you're watching at any time and resume playback of it later, as long as you stay on the same channel.



### PAUSE

1. Press  to pause.
2. Press  again to continue watching.
3. Press  to exit Pause Live TV.

### REWIND

1. To rewind press  for 2x speed, press it again to go faster.
2. Press  to start watching again.

### FAST FORWARD

1. To fast forward press  for 2x speed, press it again to go faster.
2. Press  to start watching again.

**NOTE:** Changing channel while watching paused live TV will immediately cancel the live pause.

## TV GUIDE

The **TV Guide** or Electronic Program Guide (EPG) shows you what's on TV over the next 7 days. From here you can schedule recordings, series tags and set reminders for future shows.

All channels from the Entertainment pack will be automatically displayed in the EPG, even if you aren't a subscriber. Although the channels are listed in the EPG, you will only be charged for the Entertainment Pack if you elect to subscribe to it. If you are not subscribed to the Entertainment Pack and attempt to view, record or set a reminder on any of the Entertainment Pack channels from the EPG, you will be prompted to subscribe to the pack. You can choose to hide the Entertainment Pack channels from your EPG by changing your **Channel** settings.

## SEE WHAT'S ON IN THE NEXT 14 DAYS

### STEP 1

Select **TV Guide** from the **TV** menu, or press **EPG** on the remote control.

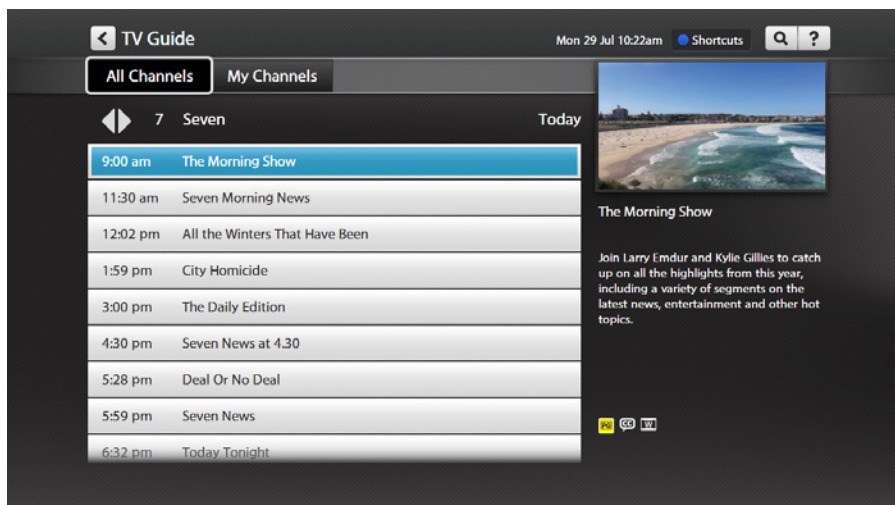
### STEP 2

Press **▼** and **▲** to scroll up and down through channels and **▶▶** or **◀◀** to skip forward and back 24 hours in the TV Guide.

Press **○** on your remote to switch between List and Grid view. Both views use **▼** and **▲** to move up and down listings or **◀** and **▶** to move across screen.

### Select your EPG format

**Grid view:** sets all channels down the screen and the programs by time across the screen.




**List view:** displays one channel at a time with all programs listed down the screen in time blocks.









## MY CHANNELS LISTING


Use **My Channels** to view listings only for your favourite channels.

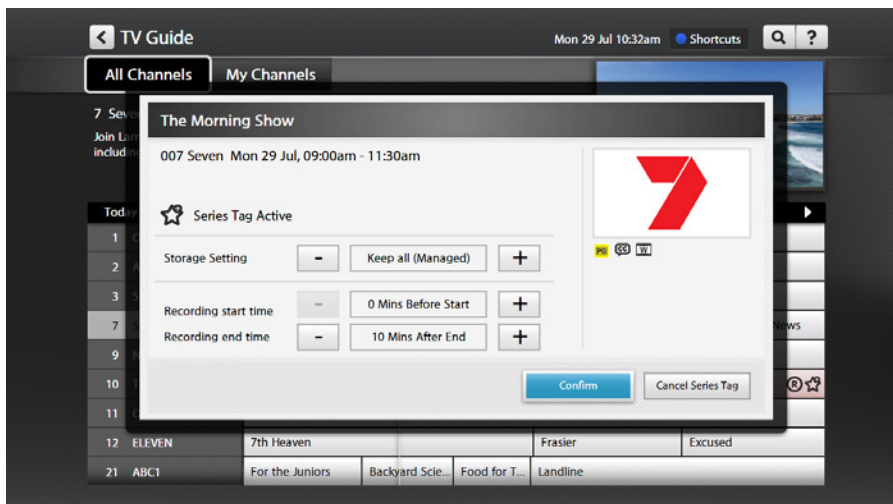
1. Set up your **My Channels** list in the **Settings** menu (Page 42).
2. To toggle between **All Channels** and **My Channels** press .

You can remove a channel from your **My Channels** list via the **Live TV Information Bar** (Page 33).

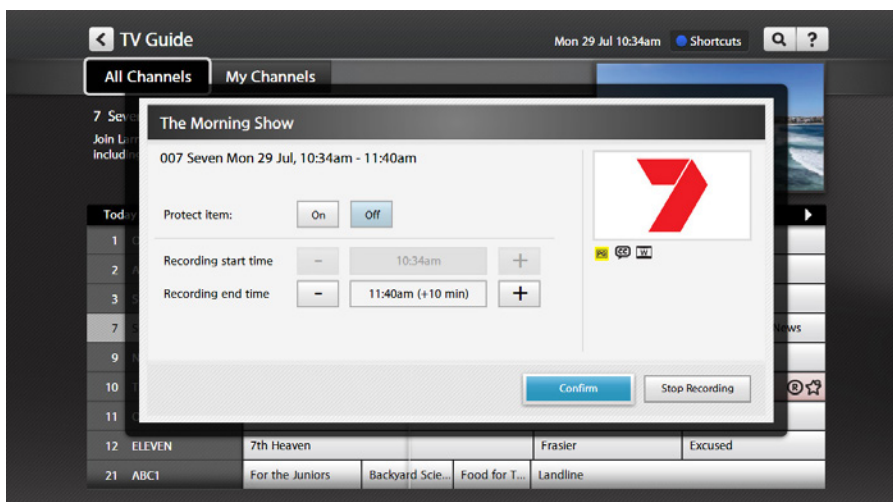
## SET UP RECORDINGS AND SERIES TAG RECORDINGS

1. To record current and future programs via the TV Guide, use  to find the channel and program you want to record.
2. To record press . To set a series tag press  twice which will place a  icon next to the  icon.
3. To cancel a recording or series tag press .



Alternatively, press  to display recording options and to set a reminder.



Select **Series Tag** to adjust the Storage Setting (see page 49 for details) along with lead and lag times. In the recording or series tag options, simply select + or – to adjust the start and end times and then select **Confirm** to save. These settings will apply to all recordings within the series tag.



Select **Record Item** to adjust the settings for an individual recording that is not part of a series tag including setting protection and adjusting the recording's start and end times. In the recording options, simply select + or – to adjust the start and end times and then select **Confirm** to save. These settings will only apply to this recording and will not change the universal **Recording Options** settings (page 48).

Select **Set Reminder** to create a reminder against the selected program, you'll see this  icon pop up next to the program. You can also set a reminder by pressing  on the remote after selecting the program in the EPG. Reminders can be cancelled using the same steps.

**FYI:** You can set multiple reminders for programs with differing start times, but only one reminder per time slot.

## TV GUIDE ICONS

---



**General Exhibition** – suitable for everyone.



**Parental Guidance** – Not recommended for children under 15; may contain material which some children find confusing or upsetting.



**Mature** – Not recommended for children under 15; may include moderate levels of violence, language or themes.



**Mature Audiences** – unsuitable for persons under 15; may contain strong content.



Program currently being recorded or scheduled to be recorded.



**Series Tag** – a show that's part of a series tag.



**Reminder** – a show that has a reminder set.



**Closed Captioning** – a show with closed caption text available.



**Surround Sound** – program is broadcast in surround sound.



**Widescreen** – program is broadcast in widescreen format.





**High Definition** – program is broadcast in high definition quality.

## TV SHOWS

You need to subscribe to our Entertainment pack to watch TV Shows' On Demand episodes and free or exclusive content that may be made available. If you are not subscribed, you'll see a friendly message prompting you to subscribe in order to download any TV Shows that are part of the pack.

## WATCH TV SHOWS

**STEP 1** Select a channel from the **Page List** and use  to highlight the series you want to watch, then press .

**STEP 2** Select the episode you want to watch and press  to download and play or  to play all downloaded episodes one after the other starting from the first episode.

You can start watching your **TV Shows** as soon as your set-top box has downloaded enough of the file to avoid buffering (time taken will depend on your Internet connection and movie file size). A pop-up message will give you the go ahead as soon as the show is ready to watch.

### FYI: Multiple downloads

- If you want to download a second **TV Show**, the first download will be paused to allow the second TV show to start downloading.
- If you are watching the first **TV Show**, a message will pop up asking if you want to stop watching the show and download the second show immediately. To do so, follow the prompts.
- If you rent a **Movie Rental** whilst a **TV Show** episode is downloading, the rental download will automatically pause the **TV Show** download.
- To adjust download priorities, refer to the **Downloads** section on page 42.



## TV SHOW ICONS



**General Exhibition** – suitable for everyone.



**Parental Guidance** – Not recommended for children under 15; may contain material which some children find confusing or upsetting.



**Mature** – Not recommended for children under 15; may include moderate levels of violence, language or themes.



**Mature Audiences** – unsuitable for persons under 15; may contain strong content.



**Closed Captioning** – a show with closed caption text available.



**Surround Sound** – program is broadcast in surround sound.



**Widescreen** – program is broadcast in widescreen format.



**High Definition** – program is broadcast in high definition quality.



**Download** – show will be downloaded when selected from the episodes list.

## CATCH-UP TV

Catch-up on shows you've missed recently with ABC iView & SBS On Demand.

### Heads up!



Catch-Up TV content is not unmetered and will count towards your monthly broadband download quota.

## WATCH CATCH-UP TV


### STEP 1

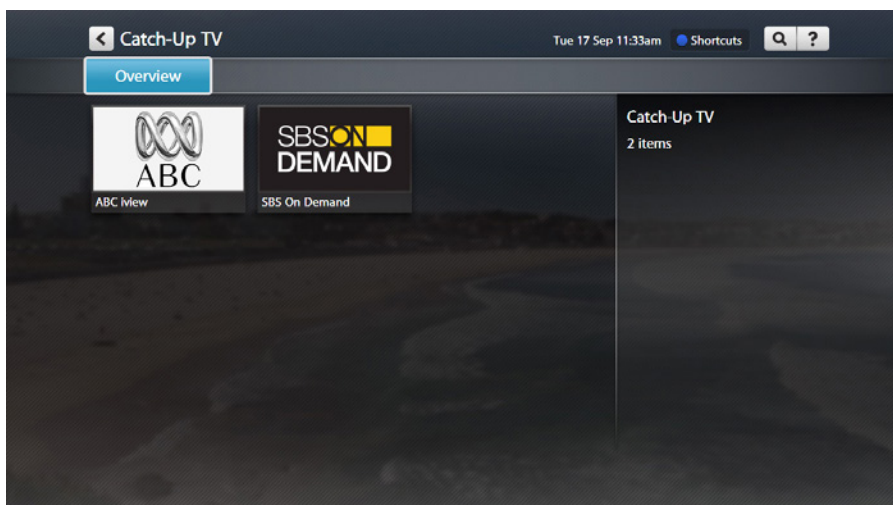
Select a service from the Overview page, such as ABC iView.

### STEP 2

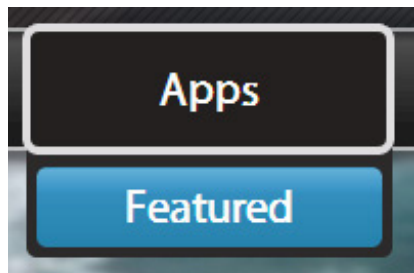
Use  to select the series that you want to watch, then press .

### STEP 3

Use the arrow keys to select the episode you want to watch and press  to play.



# APPS



We've got heaps of great apps for you to explore and enjoy.

## Heads up!

Applications are not unmetered and will count towards your monthly broadband download quota. Unfortunately our Optus Customer Care team are unable to provide support for any set-top box hosted applications.

## FIND APPS

---

### STEP 1

Select **Apps** from the main menu.

### STEP 2

Use  to select the application you're after, then press .

### STEP 3

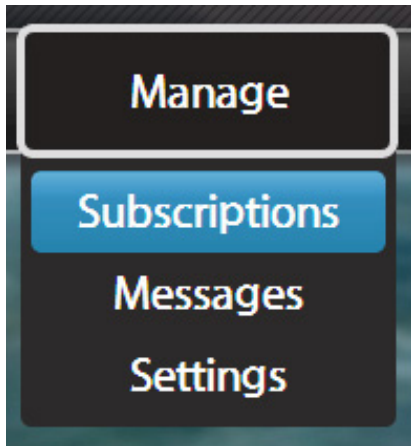
Follow on screen prompts to use application.

## HOT TIP:

Enter numbers and letters via your remote control keypad.



# MANAGE






This is where you really make your set-top box your own. You can customise settings, read messages from us and see what your subscriptions are up to.

## SUBSCRIPTIONS – SIGN ME UP

Here's where you add or remove packs to and from your Optus TV service. Packs are charged to your Optus Fixed Broadband or Postpaid Mobile account and can be added at any time, either via the Subscriptions pages on your STB or online through the **Manage** section at [www.optus.com.au/optustv](http://www.optus.com.au/optustv)



### ADD A PACK TO YOUR SUBSCRIPTION

- STEP 1** Select Manage from the **Main Menu** and then choose **Subscriptions**.
- STEP 2** Use  to highlight the pack you want to add.
- STEP 3** Either press  to select and view the pack channels available, or press  to subscribe to the pack.
- STEP 4** Enter your **Parental PIN**.

The set-top box will work its magic and add the new channels into your **TV Guide**. If something's up, and you can't see the new channels in your **TV Guide**, you probably just need to restart your set-top box. You'll be charged each month on the day you first subscribed to the pack.

**Keep in mind:** If you chose to subscribe online, you'll need to refresh your packs using the **Pack Refresh** page in **My Plan** (page 52).

### REMOVE A PACK FROM YOUR SUBSCRIPTION

- STEP 1** Use  to highlight the pack you want to unsubscribe from.
- STEP 2** Press  to unsubscribe and enter your Parental PIN.

Don't worry. The pack will stick around until its final monthly billing period is up.




## MESSAGES – YOU’VE GOT MAIL

Your messages will tell you what your set-top box has been up to.

- **Recordings.**
- **Series Tags.**
- **Movie Rental** purchases.
- **Movie** and **TV Show** Downloads.

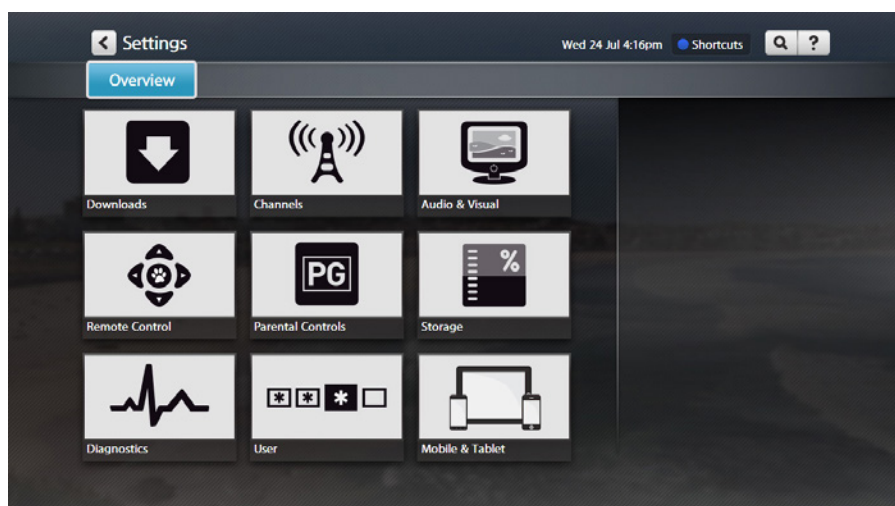
There'll be a little number next to **Messages** in the **Manage** menu telling you how many messages you've got to read.

## READ YOUR MESSAGES

1. Select **Messages** from the **Main Menu**.
2. Use  to select the message you want to view.
3. Press  to highlight **Delete** and then  to delete a message.

## SETTINGS

You can control exactly how your set-top box functions and how it interacts with your other devices in the **Settings** menu. This is important stuff, so you'll probably need to enter your **Parental PIN** to change settings.



## DOWNLOADS

Check out the status of your downloads. If you have more than one on the go, there will be a queue, and you can choose to either remove downloads or change the priority order of downloads or even pause downloads from this page.

## DELETE A DOWNLOAD

### STEP 1


Use  to select the download you want to remove.





### STEP 2


Press the  button on your remote control.

**Oops!** If you delete a Movie Rental movie while it is still downloading, you can resume the download by selecting to play the movie from the **My Movies** or **Movie Rentals** pages. You will only be charged to resume the download if your rental period has expired.


## PRIORITISE A DOWNLOAD


**STEP 1** Use  to select the download that you wish to move.


**STEP 2** Press  to select  or  and press  to move the download up or down the list.


To pause and continue downloads, press  or select **Pause All** or **Start All** if already paused.

## DOWNLOADS ICONS


 **Downloading** – indicates the file which is currently downloading to your set-top box.

 **Paused** – download of this file has been paused.

 **Queued** – file which is queued for download.

 **Failed** – the file has failed to download.

### HOT TIP:

Press  to get to the **Downloads** page from the **Movie Rentals, My Movies, TV Shows and Movie Box** pages.

## CHANNELS: MANAGE CHANNELS

Play around with your TV channels so they appear exactly how you want them in your TV Guide. You also have the ability to hide and un-hide channels. (Hidden channels will not appear in your **TV Guide**).

## ADD, REMOVE, HIDE OR VIEW CHANNELS

**STEP 1** Go to your **My Channels** list.

**STEP 2** Use  to select a channel.

**STEP 3** Press  to select the **Hide Channel** box and press  to hide or unhide (Parental PIN required). A  means the channel has been hidden.

**STEP 4** Press  again to select the **Add To My Channels** box and press  to add or remove the selected channel to your **My Channels** list. A  means the channel has been added to the list.

**FYI:** A hidden channel can't be added to your **My Channels** list. If you hide a channel that's in your **My Channels** list it will be automatically removed. Likewise, adding a hidden channel to **My Channels** will automatically unhide the channel.

# PUT YOUR CHANNELS TO THE TEST

## CHANNELS: FULL CHANNEL SCAN

---

You can do a complete scan of free to air channels to see what channels are available to your set-top box.

### DO A CHANNEL SCAN

---

#### STEP 1

Use  to highlight **Start Channel Scan** and press .

#### STEP 2

Enter your **Parental PIN** to start.

**Hang tight.** Your set-top box will take about 3 minutes to scan, and you'll have to wait until it has finished before you use any other functions. Once the scan is done, check out the results by selecting the **Manage Channels** or **FTA Channel Test** pages.

## CHANNELS: FTA CHANNEL TEST


---

The **FTA Channel Test** checks individual free to air channels to make sure their performance is up to scratch.



### TEST A CHANNEL

---

#### STEP 1

Use  to select the channel you want to check.

#### STEP 2

Press  to select **Measure** then  to start the test.

The channel frequency, signal strength and quality results should pop up on screen. If signal strength or quality is less than 50%, you might have a few issues watching or recording the channel. Head to the **Troubleshooting** section for tips on improving your reception.

## CHANNELS: IP CHANNEL TEST


---

Find out if your individual subscription channels are performing properly.

### TEST A CHANNEL

---

#### STEP 1

Use  to select the channel you want to check.

#### STEP 2

Press  to select **Measure** then  to start the test.

The current and maximum quality available for the channel will appear on screen.

The results will display the current and maximum quality available for the selected channel. This depends on the speed of your broadband connection, whether you're using the Internet for other things (like downloading Movie Rentals or recording a subscription channel) and how many devices are accessing your home network at any given time. If your current quality is a bit low, head to the **Troubleshooting** section for ways to improve it.




## AUDIO & VISUAL: VIDEO

---

You can change the way you see things on screen by adjusting the video settings.

### DISPLAY RESOLUTION

---

- Default: 720p @ 50hz.
- Choose the highest resolution for your TV by pressing  on  or  then select **Confirm**.
- You'll see a pop-up asking you to confirm the new setting. If it's picture perfect, select **OK**. If you're not happy with the picture, select **Cancel**.

**FYI:** You'll have 10 seconds to select an option before it reverts to the original setting.




### ASPECT RATIO

---

- Default: 16:9 (widescreen).
- Change to 4:3 by pressing  on  or  the screen will automatically update when selected.

### DISPLAY MODE

---

- Default: Letterbox.
- Options:
  - Pan & Scan (adjusts 4:3 images to 16:9 – might end up with some cropped images).
  - Full/Stretch (enlarges 4:3 images to 16:9 – might end up with some cropped or stretched images).
  - Zoom (increases 4:3 images to 16:9 – might end up with some cropped or over-sized images).
  - Change setting by pressing  on  or  – mode will automatically update when selected.




## AUDIO & VISUAL: VIDEO

---

**Listen up.** You can adjust exactly how the sound is played from your set-top box.

### AUDIO OPTIONS

---

- Default: Stereo.
- Options:
  - Surround Sound 5.1.
  - Change setting by pressing  on  or  – mode will automatically update when selected.

**Heads up.** Switching to Surround Sound 5.1 can cause issues with HD playback on devices that aren't designed for 5.1. If you're losing sound after switching to Surround Sound 5.1, you'll need to switch back to Stereo.

## REMOTE CONTROL


---

Hook your remote up with your TV and DVD player.

### PROGRAM YOUR REMOTE

---

#### STEP 1

Use  to select the remote you'll be using.

#### STEP 2

If your TV brand is listed below, select **Simple Remote Set Up** and follow the steps on-screen.

- LG
- NEC
- Palsonic
- Panasonic
- Samsung
- Sanyo
- Soniq
- Sony
- Hisense
- Teac

#### STEP 3

If your TV brand isn't on the list, select **Direct Remote Set Up** and follow the steps on-screen

#### Direct Remote Set Up:

You will need the Universal Remote Set Up Guide available at [www.fetchtv.com.au](http://www.fetchtv.com.au) to access the unique codes for your TV or DVD player. If there's more than one code listed you'll need to try each one to find the best fit for your equipment.

**FYI:** Because there are too many TVs and DVD players to keep up with these days, Optus Customer Care doesn't offer technical support for universal remote control features.

#### HOT TIP:

Use your remote to choose whether you control volume on your TV or set-top box.

For TV volume, press  and VOL+ simultaneously until the remote light blinks twice.

To switch back to set-top box volume, press  and VOL – simultaneously until the remote light blinks twice.

## PARENTAL CONTROLS: BLOCK CHANNELS

---

You can choose to block FTA or Subscription channels for viewing. Once a channel is blocked, it can't be viewed unless the 4 digit **Parental PIN** is entered – so keep that PIN to yourself.

### BLOCK A CHANNEL

---

#### STEP 1

Use  to select the channel.

#### STEP 2

Press  to select the Block Channel box and press  to block or unblock.




#### STEP 3

Enter your **Parental PIN** – a  indicates that the channel has been blocked.

## PARENTAL CONTROLS: PARENTAL LEVEL

You can set **Parental Levels** based on program and movie classifications to make sure everyone's watching the right kind of shows. Once set, you'll need to enter the **Parental PIN** to watch anything classified above the Parental Level.

### SET THE PARENTAL LEVEL





- STEP 1** Use  to select the highest level of classification to be watched WITHOUT needing the **Parental PIN**.
- STEP 2** Press  to set the **Parental Level** – the Parental PIN will be needed for anything classified above this level. You'll see a  next to shows that are accessible to anyone.

## PARENTAL CONTROLS: PARENTAL LOCK

The **Parental Lock** lets you set a time frame for watching any blocked channels or channels classified above the Parental Level.



The **Parental Lock** is automatically set to 0 minutes, so you'll need to enter the Parental PIN every time you access restricted or blocked content, regardless of whether the Parental PIN has previously been entered.

#### Set the time for Parental Lock

- Change setting by pressing  on  or  next to Unlocked Time Period.
- To relock the **Parental Lock** at any time, press  on Lock Now.

## STORAGE: OVERVIEW

Check out the used and available space on your hard drive and get a breakdown on how the disk space is being used. The hard drive stores your recordings and On Demand content in separate areas.

- To delete all content from one area select it and press  on **Delete All**.
- To delete all content from both press  on **Delete All** next to the **Total** section.



**Heads up!** Select carefully because you won't be able to recover any deleted content.


## DIAGNOSTICS: OVERVIEW


If you think there's a few areas that your set-top box could improve on, head to the **Diagnostics Overview** page to suss out any issues. You can run a series of diagnostics tests to check the following key areas of your device:

- Internet – checks that your STB has a connection to the Internet.
- Free To Air – checks that your set-top box is receiving a free to air signal.
- Streamed TV – checks that your set-top box is able to receive subscription channels.
- Hard Disk Health – checks the performance of your set-top box's hard drive.

#### To run a diagnostics check:

- STEP 1** Use  to select the component of the service you would like to test – to test all components, select **Run All Tests**.
- STEP 2** Press  start the test.

If a test completes successfully, a  will be displayed next to the test to indicate that no problems were found.

If a test fails for any reason, a  will be displayed next to the test – highlight the test to get further information about the failure.

Please refer to the **Troubleshooting** section of this guide for more information on troubleshooting your service.

## USER: RECORDING OPTIONS

---

You can manage all settings for your recordings, including the default additional time at the start and end of each recording. To create enough space on your hard drive for any new recordings, the set-top box will automatically delete recordings based on the **Manage Storage** setting. So make sure the setting is right because it will be automatically applied to each new recording.

### Manage Storage options




- **Keep All (Managed)** – default setting. Recordings will be deleted automatically if additional space is needed for a new recording.
- **Keep All (Protected)** – recordings won't be deleted automatically, but if the hard drive is full you'll get a message prompting you to manually delete recordings from the **Recordings List**.
- **Keep 5 Most Recent** – the 5 latest recordings of a series tag will be safe, all other recordings in the series tag folder will be deleted. When a new episode is recorded, the oldest recording in the series folder will be deleted.
- **Keep 2 Most Recent** – the 2 latest recordings of a series tag will be safe, all other recordings in the series tag folder will be deleted. When a new episode is recorded, the oldest recording in the series folder will be deleted.
- **Most Recent only** – only the latest recording of a series tag will be safe, all other recordings in the series tag folder will be deleted.

### Manage Storage Settings

- Press  on  or  next to Manage Storage.

**Recording Start and Stop Time:** you can set how much extra time is added to the start and end of each recording. This is really handy for shows that start or finish at a different time to the time shown in the EPG.

### Edit Start and Stop time

- Press  on  or  next to Start Recording or Stop Recording to adjust the amount of time added to your recording.

### HOT TIP:

A speedy way to adjust settings is to press  on the recording or series tag in the EPG (see page 25), or just change them in the Recordings pages (see page 36).

## USER: STREAMED CHANNELS

---

You can choose how many subscription channels you want to record and watch at the same time. Just keep in mind that if your Internet connection can't keep up with it all, you might need to adjust the number.

**FYI:** Each subscription channel needs about 2 Mbps to run smoothly. So if you want to watch a subscription channel and record a second subscription channel, you'll need a total Internet speed of up to 4 Mbps to support both channels. If your Internet isn't up to speed (below 4Mbps) you'll probably end up with unfinished or poor quality recordings. We'll let you know if your Internet isn't coping with what you are watching or recording, in which case you'll need to lower the **Streamed Channel** setting.



### Bandwidth Setting Options

- **1 Channel (2 Mbps)** – view or record 1 subscription channel at a time.

**Heads up.** If you're watching a subscription channel when a subscription channel recording is set to start, we'll shoot you a message with the option to continue watching (and cancel the recording) or to switch to a non-subscription channel (and go ahead with the recording).

- **2 Channels (4 Mbps)** – default setting. Watch a subscription channel whilst recording a second subscription channel, or record 2 subscription channels whilst watching a non-subscription channel.

### Change Streamed Channel Setting

- Press  on  or  next to the Bandwidth Setting.







## USER: PIN CHANGE

---

The Parental PIN is used to control who watches what on your Optus TV, and to purchase **Movie Rentals** or **Subscriptions** (charged to your Optus Fixed Broadband or Postpaid Mobile account).

### Change your Parental PIN

- Use  to get into the page. You'll see a pop-up window asking for your current Parental PIN (unless you entered it on a previous page).
- Use the numbers on your remote to enter your new Parental PIN and press .
- Use the numbers on your remote to confirm your new Parental PIN.
- Press  and press  on **Save**.

**Oops! I forgot my Parental PIN.** Restore it to the default PIN (0000) by logging into your account at [www.optus.com.au/optustv](http://www.optus.com.au/optustv) via the **Manage** section.

## USER: HARDWARE HEALTH

---


You can choose the amount of buffering time your set-top box needs for you to use pause and rewind on live TV, thus reducing the amount of space your hard disk uses for live TV pause and rewind.

### Options

- Managed (default) – sets a 3 hour limit on the live TV buffer for pause and rewind.
- Never Stops – continuous buffer of live TV without time limits.

**Heads up.** This could mess with your recordings and make it tough for your set-top box to work as quickly as possible.

### Change Hardware Health Settings

**STEP 1** Use  to select the option you want to select.

**STEP 2** Press  to set the desired option with a .

## MOBILE & TABLET: CONNECT MOBILE



---

Sync your set-top box up with the **Optus TV with Fetch Mobile App** on your mobile phone or tablet.

### Pair your mobile and set-top box

**STEP 1** Download the Optus TV with Fetch Mobile App to your phone or tablet.

**STEP 2** Open the Settings >> Set-Top Box >> Connection screen on the app.

**STEP 3** On your set-top box go to Manage >> Settings >> Mobile & Tablet >> Connect Mobile >> Connect Mobile, use  to select Connect and press .

**STEP 4** Enter the 6 digit number into the Mobile App settings. You will be presented with the Terms and Conditions. To continue, press the Accept button.

For more info check out the Remote App Reference Guide available at [www.optus.com.au/optustv](http://www.optus.com.au/optustv)

## MOBILE & PC: MANAGE MOBILE

---

Here's where you manage and remove any mobile or tablet devices that are currently paired with your set-top box.


## NETWORK: IP SETTINGS



---

This page is for people who know about techy **IP Settings** stuff. If that's you, then this is where you change the way your set-top box obtains its IP address – it will be set to Automatic by default. Only change your **IP Settings** if you know how to manually configure your home network settings.

### Change IP Settings

**STEP 1** Use  to select **Manual** and press .

**STEP 2** Use  to select the setting you wish to change and enter the new setting using the number pad on your remote.

**STEP 3** Use  to select **Save** and press  to save the new settings (your set-top box will automatically restart to apply the new settings).

## DEVICE INFO: OVERVIEW

---

This page shows the current status and configuration of your Optus TV set-top box to assist in troubleshooting issues.

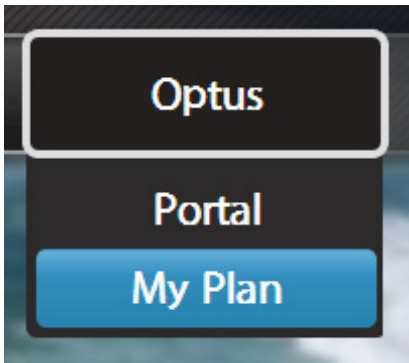
## DEVICE INFO: OVERVIEW

---

Allows you to reset your set-top box using the following options:

- **Factory Settings – Reset:** restores all settings back to default (Parental PIN will not be reset, recordings and series tags will not be lost).
- **Set-top Box – Restart:** set-top box will shut down completely (won't change your current settings, recordings or series tags, but your active recordings will stop when the set-top box restarts).
- **Format Disk – Reformat:** reformats the hard drive in your set-top box (all settings, series tags and recordings will be lost and you'll need your activation code to activate the set-top box once it restarts).

# OPTUS



## PORTAL

---

These pages are filled with invaluable content that's customised to suit your tastes, likes and dislikes. It's also where you'll find all of your Optus TV service info and our insider tips. Make sure you check in regularly for our latest updates and offers.

## AVAILABLE NOW

---

Find recommendations that are relevant to you based on your past rentals and preferences.



### STEP 1

Use  to move through the movies and press  to select a title.

### STEP 2

From the movie title page you can watch the full screen trailer (if available), rent the movie or add the movie to your wishlist.




### HOT TIP:

If we've recommended a movie that's not for you, highlight the movie and press  to give it the boot. Likewise if we've totally knocked your socks off with a movie recommendation, press  to make sure we recommend more movies like that one.

## COMING SOON

---

Check out any up and coming Movies and TV Shows that will be available for your viewing pleasure in the very near future.

Use  to scroll through the Movies and TV Shows, and to see The Movie Synopsis, Running Time and Available Dates next to each one. Use  to **Like** and  to **Dislike** as you go.

## SEARCH


---

Search the Movie and TV Show catalogue.

**STEP 1** Use  to get to the Enter Search Text Here.

**STEP 2** Use the number keys on your remote to enter a title, actor, director or keyword.

**STEP 3** Press  on your remote to clear text.

**STEP 4** Press  to select a title.

**FYI:** Your search will include Movies and TV Shows available for download, but not free to air or linear channels (scheduled in the EPG or stored in Recordings).

## MY PLAN

---

Keep tabs on your Optus TV subscription and usage here.

## SUMMARY

---

Get an overview of your monthly subscription and a run down on your Base Plan or monthly Optus TV subscription costs.

**I want my free TV.** If your Optus Broadband Bundle includes free Optus TV, but the Base Plan still shows a monthly charge value, don't worry! You'll be automatically credited for the same value each month on your Optus bill – you can double check your bills at [www.optus.com.au/myaccount](http://www.optus.com.au/myaccount)

## CHANNEL PACKS

---

This tab lists each Channel Pack you are currently subscribed to (including packs which are pending unsubscription) and their monthly cost.

**It's not over 'til it's over:** If you've recently unsubscribed from a Channel Pack, it will stay listed until the end of the pack's existing monthly period. Don't worry. You won't be billed again for that pack unless you re-subscribe (see page 41 for **Subscriptions**).

## MOVIE RENTALS

---

Had many movie marathons lately? There'll be a list of every single movie you rented from your set-top box over the last 30 days right here.

## SPEED TEST

---


See how fast your set-top box can download using your broadband Internet connection.

The **Speed Test** works in two ways:

1. Internet Connection – tests the speed of your general Internet connection and performance of your set-top box to run apps.
2. Optus TV Connection – tests the connection speed to the servers where your set-top box downloads On Demand movies and streams subscription channels.

### Run a Speed Test

**STEP 1** Use  to select Run Speed Test.

**STEP 2** Press  to start the test.

You'll see the speed test results on screen when it's done.

- **GOOD** – the speed was over 3 Mbps.
- **ACCEPTABLE** – the speed was between 1 and 3 Mbps.
- **POOR** – the speed was below 1 Mbps.

**Need more speed?** Head to the **Troubleshooting** section on page 54.

## TV PACK REFRESH

---

If you subscribed to a TV Pack through the Manage section at [optus.com.au/optustv](https://optus.com.au/optustv) or if an Optus Customer Care representative sorted you out, you'll need to refresh your TV Pack subscriptions through the **TV Pack Refresh** page to see the new channels on your set-top box.

### To refresh TV Packs:

**STEP 1** Use  to highlight Refresh TV Pack Subscriptions.

**STEP 2** Press .

**STEP 3** You'll see the progress of each refresh on screen. The dialogue box will disappear when it's done and you'll be all set to watch your new TV Pack channels.

## GOT ANY ISSUES, PROBLEMS, OR HEAD-SCRATCHERS?

If your set-top box is playing up, before you toss it out the window, check out the very handy tips below or visit the troubleshooting guides at [optus.com.au/optustv/help](http://optus.com.au/optustv/help)

PROBLEM	CHECK
<p><b>The picture from my STB doesn't appear on my TV.</b></p>	<ul style="list-style-type: none"> <li>• Is your STB switched on?</li> <li>• Is your TV set to the correct input for the STB?</li> <li>• Are the cables between your STB and TV connected correctly (pages 9 to 13)?</li> <li>• Have you tried switching your STB off and back on?</li> </ul>
<p><b>My STB has no Internet connection.</b></p>	<ul style="list-style-type: none"> <li>• Is your modem switched on?</li> <li>• Is the Ethernet cable connected to the STB?</li> <li>• Are you able to access Internet sites on your computer or laptop?</li> <li>• If using powerline adapters, are these both switched on and are all the lights on?</li> </ul>
<p><b>I'm unable to view free to air channels.</b> Or <b>I get poor free to air channel reception.</b></p>	<ul style="list-style-type: none"> <li>• Is the antenna cable connected correctly to the STB and the wall socket (pages 9 to 13)?</li> <li>• Have you tried rescanning the channels (page 44)?</li> <li>• Are you using quad-shield antenna cables?</li> <li>• Is there anything interfering with your antenna?</li> </ul>
<p><b>It takes a really long time to download and start watching a Movie Rental, Movie Box Movie or TV Show.</b> Or <b>I get low quality images on subscription channels.</b> Or <b>I get a message saying that I cannot view a subscription channel due to low bandwidth.</b> Or <b>I get a message saying the recording of a subscription channel failed due to low bandwidth.</b> Or <b>I get a POOR result when running a speed test via the STB.</b></p>	<ul style="list-style-type: none"> <li>• Are there any other devices in your house currently using your broadband connection?</li> <li>• What speed is your STB connecting at (page 53)?</li> <li>• What speed is your modem connecting at?</li> <li>• Have you restarted your modem?</li> <li>• Are you downloading Movies and TV Shows and at the same time watching or recording a subscription channel?</li> <li>• Have you tried changing the Streamed Channels setting to the lowest option (page 48)?</li> <li>• If you are using powerline adapters, are the adapters plugged directly into a power socket and not into a powerboard or extension cord?</li> </ul>
<p><b>My recording failed to record.</b> Or <b>One of my recordings has disappeared.</b></p>	<ul style="list-style-type: none"> <li>• Were there conflicting recordings with a higher priority scheduled at the same time (page 25)?</li> <li>• If you were recording a subscription channel, what Streamed Channels option is selected (page 48)?</li> <li>• What setting do you have selected in Recording Options (page 48)?</li> <li>• Do you still have a Series Tag set for that show (page 25)?</li> </ul>
<p><b>My STB is not responding to the remote control.</b></p>	<ul style="list-style-type: none"> <li>• Have you tried new batteries?</li> <li>• Have you pressed the STB button on the remote?</li> <li>• Are you using the remote within six metres of the STB?</li> <li>• Are there any objects between the remote and the STB?</li> </ul>

# THE TECHY STUFF

## GEN 1 – SPECIFICATIONS

INPUT	CONNECTOR	SPECIFICATION	SIGNAL
Power	Figure 8 with Switch	D-Type Plug Figure 8 Socket	
Antenna	Belling-Lee UHF (IEC169)	75 Ohms	Channel Bandwidth 7 or 8 Mhz
Broadband	RJ-45	Ethernet	IPv4, IPv6
Composite Video	RCA Phono	1Vp/p 75 Ohms	PAL – Standard Definition
Analogue Audio	2 x RCA Phono	1V rms 600 Ohms	Left and Right channels
S-Video	4-pin Mini DIN		Y+ C Standard Definition
Analogue Component Video	3 x RCA Phono	1Vp/p (Y) 0.7Vp/p (Pr, Pb)	625i50 Standard Definition
Digital Video + Digital Audio	HDMI 1.3a	HDCP content protected	1080i50, 720p50, 1080p25 High Definition
Surround Audio	RCA Phono	S-P/DIF	Electrical
Surround Audio	TOSLINK	S-P/DIF	Optical
Antenna	Belling-Lee UHF (IEC169)	75 Ohms	Active loop-through
Data	2 x USB Type A	USB 2.0	Host

## OTHER

Dimensions	360x260x69mm
Max Weight	2.8g
Max Consumption	25W
Operating Temperature Range	+5 to +45 deg C
Storage Temperature Range	-20 to +70 deg C
Humidity	10 to 90% NC
Hard Drive Capacity	1TB
Tuners	3 x DVB-T
Video Decode	MPEG 2/4/H.264
Audio Decode	MPEG 1-II, AAC, HE-AAC
Surround Sound Support	Dolby Digital Downmix to Stereo
Interactive Applications Support	Adobe Flashlite for Digital Home

## GEN 2 – SPECIFICATIONS

INPUT	CONNECTOR	SPECIFICATION	SIGNAL
Power	DC Male Jack (5.5mm diameter)	Input 100-240V Output 12.0V 4A	
Antenna	Belling-Lee UHF (IEC169)	75 Ohms	Channel Bandwidth 7 or 8 Mhz
Broadband	RJ-45	Ethernet	IPv4, IPv6
Composite Video	RCA Phono	1Vp/p 75 Ohms	PAL – Standard Definition
Analogue Audio	2 x RCA Phono	1V rms 600 Ohms	Left and Right channels
Digital Video + Digital Audio	HDMI 1.4	HDCP content protected	720p50, 1080i60, 1080p50, 1080p60 High Definition
Surround Audio	TOSLINK	S-P/DIF	Optical
Antenna	Belling-Lee UHF (IEC169)	75 Ohms	Active loop-through
Data	3 x USB Type A	USB 2.0	Host

## OTHER

Dimensions	260x252x50mm
Max Weight	1.52g
Max Consumption	20W
Operating Temperature Range	+5 to +45 deg C
Storage Temperature Range	-20 to +70 deg C
Humidity	10 to 90% NC
Hard Drive Capacity	1TB
Tuners	3 x DVB-T
Video Decode	MPEG4 HD/H.264/AVC
Audio Decode	MPEG4 AAC, MPEG 4 HE-AAC v2
Surround Sound Support	Dolby Digital Surround 5.1 (AC3) and Dolby Digital Plus (Enhanced AC3)
Interactive Applications Support	Abobe Flashlite for Digital Home