Freesat

YOUR QUICK START GUIDE

4K TV Box

WELCOME
to a world of great TV

Over the next few pages we'll take you through some simple steps to get your Freesat TV box up and running.

Freesat is a satellite TV service for viewers in the UK only.

If you already have a satellite dish and cabling installed, your Freesat TV box should work with your existing set-up (including where you previously received UK satellite TV from a different provider).

If you don't have a dish you will need to speak to a satellite installer to get one fitted. For more information visit **freesat.co.uk/dishinstall** or call our UK based call centre on the number below.

In an effort to save some trees the full user manual is available online at **freesat.co.uk/manuals**. If you don't have access to the internet, or have any questions, please call our help line.

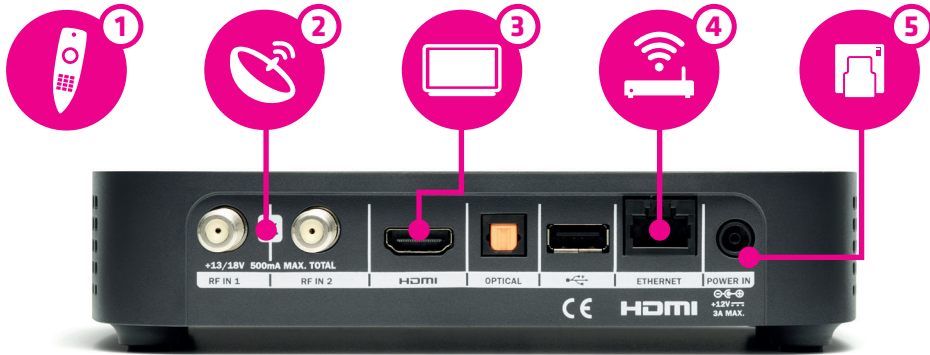**Getting the best from your TV box**

Connecting your Freesat TV box to your broadband ensures you have the latest features available on Freesat and access to all the services that require an internet connection.

Need help?

Call our UK based call centre on **0345 313 0051** and one of our fully trained colleagues will be happy to help.

Check you have everything you need to get started:

- Freesat TV box
- Remote control
- 2x AAA batteries
- Power supply unit & power cable
- HDMI cable
- Safety notice
- Quick Start Guide

+13/18V 500mA MAX. TOTAL
RF IN 1   RF IN 2   ᕼᗤᗰ։   OPTICAL   ⟲   ETHERNET   POWER IN
CE ᕼᗤᗰ։   +12V
3A MAX.

Connecting your Freesat TV box to your TV and satellite dish

Please refer to the Safety notice (supplied seperately) before installing your box.

Do not plug the box into the wall outlet until you have completed these steps.

1 Start by inserting the batteries into the remote control unit, as indicated by the markings within the battery compartment.

2 Next, connect the cables from your satellite dish into the ports labelled **RF IN 1** and **RF IN 2** on the back of your box by screwing them in. If your satellite dish cable only has one connector, it can be connected to either port.

3 Connect your box to your TV using the HDMI cable supplied.

4 If you are connecting your box to your broadband router using an Ethernet cable (not supplied) please do so now, or you can connect wirelessly later during the start-up process.

5 Finally, connect the power supply unit into the **POWER IN** port, then plug into the wall outlet and switch on (the light on your power supply unit will illuminate when the power is on). Power up your box by pressing the button on the top or by pressing the power button on your remote control, turn on your TV, and you're ready to go!

SET UP
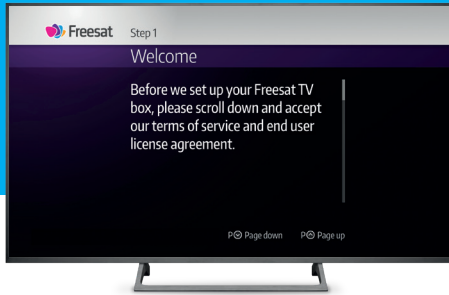
STEP 1
Getting started!

When you first start up your box you will see a Welcome message from Freesat along with the terms of service and end user licence agreement that you will need to read and accept by scrolling to the bottom of the screen and clicking where indicated. A copy of these can also be found at **freesat.co.uk/terms-of-service**

STEP 2
Connecting to the internet

Your Freesat TV box will automatically look for available wireless networks and list them on screen.

Select your wireless network and enter your wireless password.

If you are connecting to your broadband via Ethernet cable and haven't done so, please plug this into your box and connect it to your router now.

Once connected, your box may perform a software update if one is available. This will ensure that it is loaded with the latest features for the very best Freesat experience. If your box is not connected to the internet, it will periodically update whilst in standby mode.

Need help?

For help troubleshooting your first time installation please visit **freesat.co.uk/help**
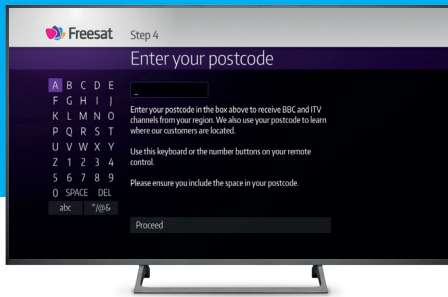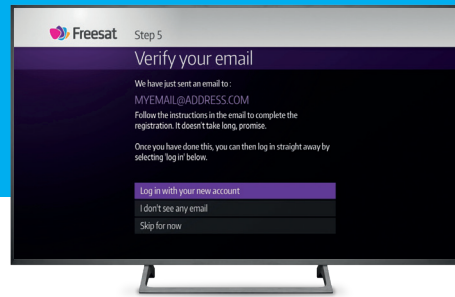
STEP 3
Enter your postcode

Next, enter your postcode in the box shown so that your box can tune into the correct BBC and ITV channels for your region. Don't forget to include the space in your postcode!

Your box will then initiate a channel scan for all of your national and local channels.

STEP 4
Setting up your Freesat account

A Freesat account is required to pair your box with the Freesat App (for more information about the App please see page 10). Once paired, you can use the App to set reminders, and it can even be used as a remote control.

If you already have a Freesat account please log in when prompted.

Alternatively, you can create a Freesat account by entering your email address on screen and we will immediately send you a registration form to complete on your phone or computer.

Once your Freesat account is set up you can log in straight away by following the on screen prompts.

SET UP

STEP 5
Parental controls

Finally, you will be given the opportunity to change the parental control PIN to limit access to content which may be inappropriate for children. The PIN is pre-set to 0000. You can choose to keep that PIN or to change it to any four-digit number.

For more in depth details on how to set your PIN during first time install or at a later date, and what it enables you to control, please see your user manual.

Alternatively, you can skip this section by selecting this option at the bottom of the screen.

Your set-up is now complete and you're ready to go – happy watching!

REMOTE CONTROL

Home – takes you to the main menu

TV Guide – opens and closes the TV Guide

Up, down, left, right arrows – move around the TV Guide and menus

OK – confirms your selection

Back – goes back one step

Rewind – rewinds On Demand playback

List – sorts the TV Guide into channel categories

On Demand – opens the On Demand menu, or use one of the other buttons to jump straight to your favourite player in just one click

SUB – turns subtitles on or off

Power – turns the box on and puts it into standby mode

Colour buttons – give you more options on screen

Search – brings up the Search screen

Info – gives you more info about a programme

Exit – returns to live TV

Fast forward – fast forwards On Demand playback

Stop – stops On Demand playback

Pause – pauses On Demand playback

Number buttons – to enter channel numbers

AD – turns audio description on or off

TV GUIDE

Freesat's TV Guide is the best place to find out what's on.

The TV Guide shows you what's available to watch right now and what's coming up next. You can scroll up and down to see what's on all of the channels, or filter them to a specific genre by using the 'List' button on your remote control.

To find out more about a programme, highlight it and press the info button on your remote control to see a brief description of the show at the top of the screen.

If you are connected to broadband you can use the left arrow on your remote to roll back the TV Guide to see what was on in the last seven days and is available to watch now On Demand.

Or move it forward, to see what's on in the next seven days.
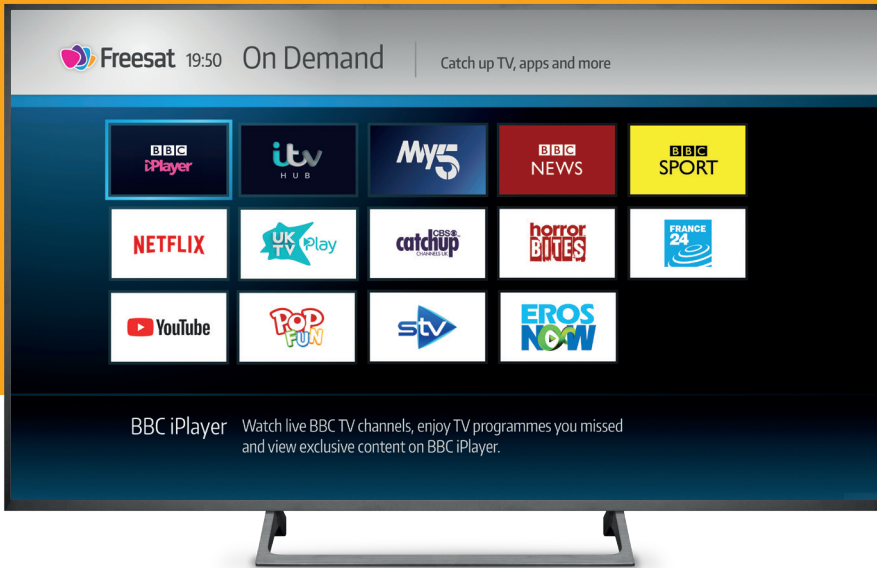
Thousands of hours of entertainment that's ready to watch when you are.

There's a great choice of On Demand players offering free services available with your Freesat TV box. If you want a little more, you'll also find a selection of On Demand players offering services on a subscription or other payment basis.

The On Demand button on your remote launches the On Demand menu, or click straight through to BBC iPlayer, ITV Hub or Netflix.

Your Freesat TV box will need to be connected to your broadband to access On Demand services.

FREESAT APP

The Freesat App is available on iOS, Android and Kindle Fire devices.

With the Freesat App you can plan your viewing with the TV Guide, get inspiration for what to watch with Showcase and even use it as a remote control.

Download on the **App Store**

GET IT ON **Google Play**

available at **amazon appstore**

ACCESSIBILITY

If a show has digital subtitles or audio description, you can easily enable them using the remote control buttons shown here.

For a full set of accessibility features please see your user manual.

Digital subtitles

Audio description

WARRANTY

Thank you for purchasing this Freesat TV box. Freesat offers consumers a one year warranty on the hardware from the date of purchase.

Full terms and conditions relating to your warranty can be found at **freesat.co.uk/manuals**. Alternatively, you can obtain a copy via email by submitting a request to **customerteam@freesat.co.uk**, or by calling the customer service team on **0345 313 0051.**

The warranty is offered in addition to and without affecting your consumer rights. Please keep your proof of purchase as this will be needed in the event of a warranty claim.

KEEP IN TOUCH

Online

Keep up to date **freesat.co.uk**
Follow us **twitter.com/Freesat_TV**
Find us **facebook.com/Freesat**

Support

For help with installation or using
your new Freesat TV box, call us on
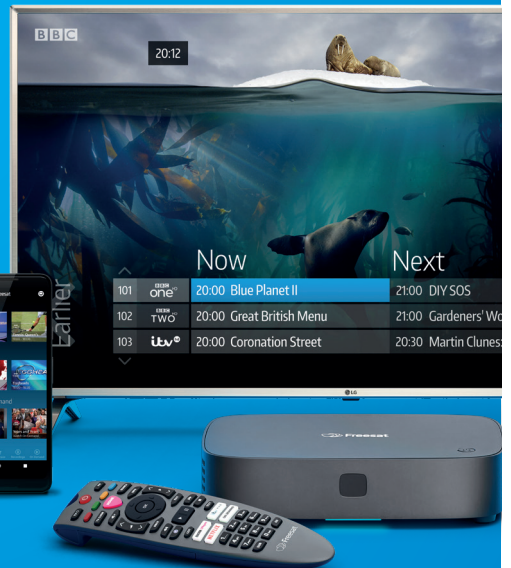**0345 313 0051** (local call rate)
or visit **freesat.co.uk/help**

Email updates

Sign up for personalised updates about all the best and latest TV, and to be the first to find out about new channel and On Demand player launches, competitions and offers.

Visit **freesat.co.uk/keepintouch**

For the full manual please visit
freesat.co.uk/manuals
or call our customer service team on
0345 313 0051.

If you have any questions about set up, installation or Freesat, the team are here to help on **0345 313 0051**
customerteam@freesat.co.uk