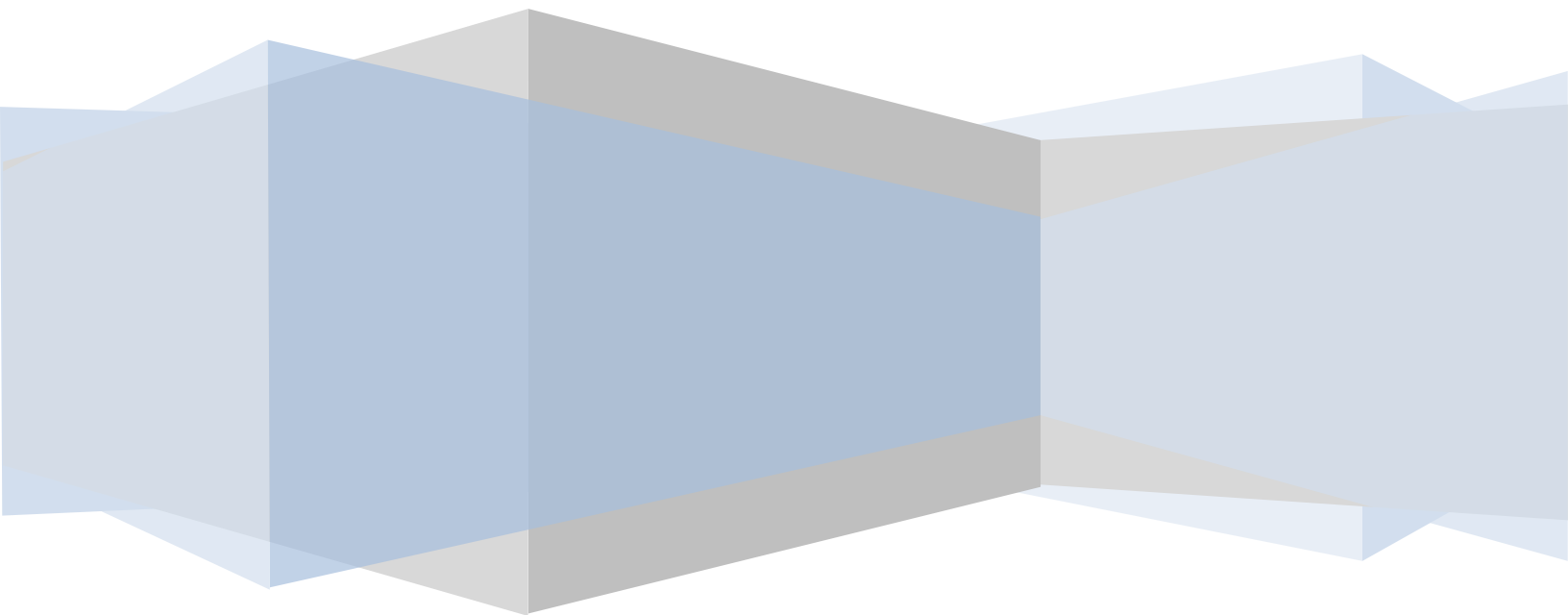


ViaNetTV

Set Top Box

User's Guide



Contents

Your Safety.....	5
1. Introduction	5
2. Setup.....	5
2.1 Carton components.....	5
2.2 Connection	5
2.2.1 Connecting to Internet.....	5
2.2.2 Connecting Power.....	7
2.2.3 Connecting Video.....	7
3. Usage & Navigation.....	7
3.1 Activation	7
3.1.1 On-screen keyboard.....	8
3.1.2 Character Picker.....	8
3.2 Main Menu.....	9
3.3 Watching TV.....	9
3.3.1 Live and PVR TV	10
3.3.2 Control panel	11
3.4 Video on Demand.....	13
3.4.1 VOD Function list	13
3.4.2 Quick Search	14
3.4.3 Favorites	14
3.4.4 Video Control Panel	14
3.5 Radio	15
3.5.1 Radio controls.....	16
3.5.2 Quick Search	16
3.6 VoIP	17
4. Settings	17
4.1 Personal Info	18
4.2 TV Settings.....	18
4.2.1 My packages	18
4.2.2 Stream zone	19
4.2.3 Time zone.....	19
4.3 Billing History	20
4.3.1 TV.....	20

4.3.2	VoIP	20
4.4	Preferences	20
5.	Troubleshooting	20
5.1	Box setup.....	20
5.1.1	Network settings.....	20
5.1.2	Wireless Network Settings.....	21
5.1.3	TV Settings	21
5.1.4	Network Check Setting	22
5.2	Version upgrade	22
6.	Useful Info.....	23
6.1	Remote control	23
6.2	What is Wi-Fi adapter	23
6.3	What is home plug	24
6.4	FAQ.....	24

Your Safety

IMPORTANT SAFETY INSTRUCTIONS

- Read these instructions.
- Keep these instructions.
- Heed all warnings.
- Follow all instructions.
- Do not use this apparatus near water.
- Clean only with a dry cloth.
- Do not block any ventilation openings.
- Do not install near any heat sources, such as radiators, heat registers, stoves, or other apparatus (including amplifiers) that produce heat.
- Do not defeat the safety purpose of the polarized or grounding-type plug. A polarized plug has two blades with one wider than the other. A grounding type plug has two blades, and a third grounding prong. The wide blade or the third prong is provided for your safety. If the provided plug does not fit into your outlet, consult an electrician for replacement of the obsolete outlet.
- Protect the power cord from being walked on or pinched, particularly at plugs, convenience receptacles, and the point where they exit from the apparatus.
- Only use attachments/accessories specified by the manufacturer.
- Do not position the TV receiver near any external heat source that could raise the temperature around the unit. Do not place the terminal on top of another heat-producing electronic device.
- Allow for adequate ventilation around the STB to maintain normal operating temperature. Do not place it in a sealed enclosure without providing for adequate airflow.
- Do not plug the AC power cord into a switched power outlet.

1. Introduction

Congratulations on purchasing Set Top Box (STB) and welcome to an exciting world of IPTV. We hope your experience with our company will be pleasant and long lasting. Enjoy watching your favorite channels.

This Guide outlines features, options and benefits of IPTV Set Top Box. It offers simple, step-by-step instructions to help you use your digital box to its full potential.

2. Setup

2.1 Carton components

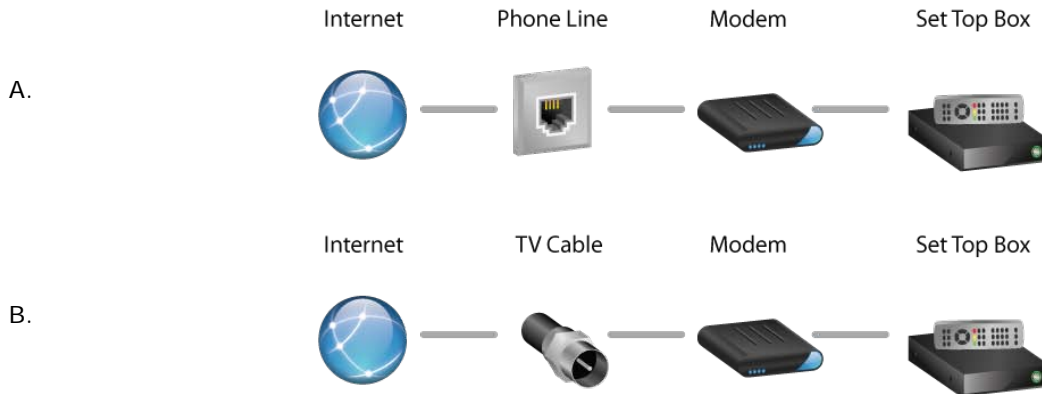
- User's Guide
- Set top box
- Remote Control
- 2x Batteries
- Power cable
- LAN cable
- Audio/Video cable


2.2 Connection

2.2.1 Connecting to Internet

Your Internet Service Provider (ISP) delivers you Internet via either telephone line (A), also known as DSL, or via TV cable (B) to a modem. You can connect your STB directly to a modem, or if you have other devices that require connection to the Internet (i.e. desktop pc, laptop) you will need a router connected to your modem (B.). Router is a device that works as a splitter and redistributes internet

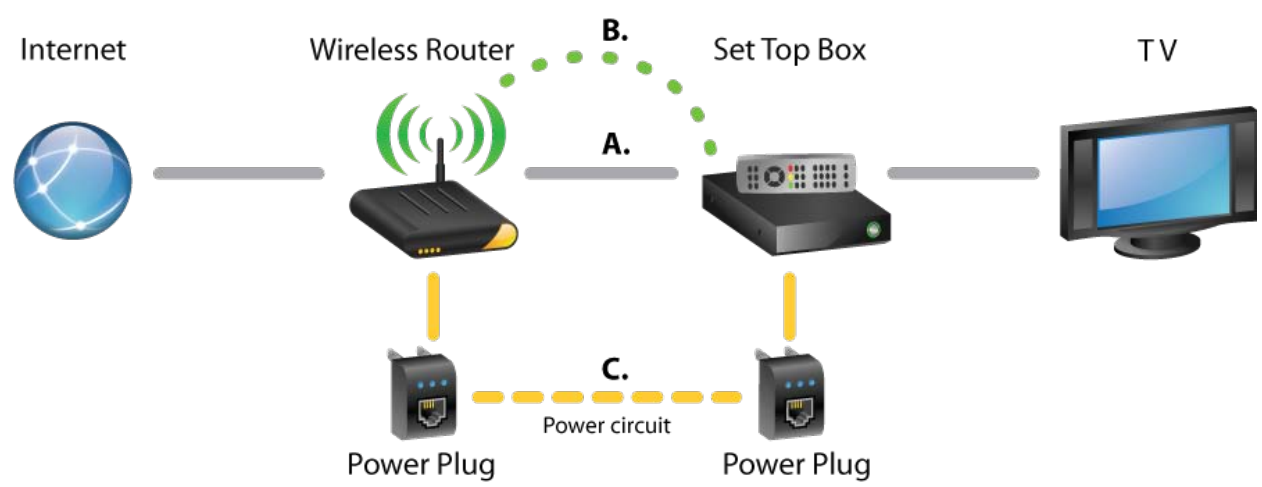
connection to multiple devices. However in most cases (with DSL Internet) your modem is a router at the same time and has more than one output.



 *If you are connected to Internet with ViaNetTV, then you have DSL connection and have both modem and router in one box.*

There are 3 way to connect your STB to Internet.

- A. If your router is positioned close to your TV, then you can connect STB directly to the router using LAN cable included with the box
- B. If you have wireless router, then you can use USB Wi-Fi adaptor to connect your STB to Internet wirelessly. Wi-Fi adaptor is not included by default and can be purchased from your provider. Please note, not all Wi-Fi adaptors work with your current STB and need to be purchased from ViaNetTV.com [See more](#)
- C. If you don't have wireless router and your router is not in the same room with your TV or positioned so, that it makes it impossible to connect using LAN cable, then you can use power plugs and connect STB to Internet using your house power circuit. [Read more about Home Plugs](#)

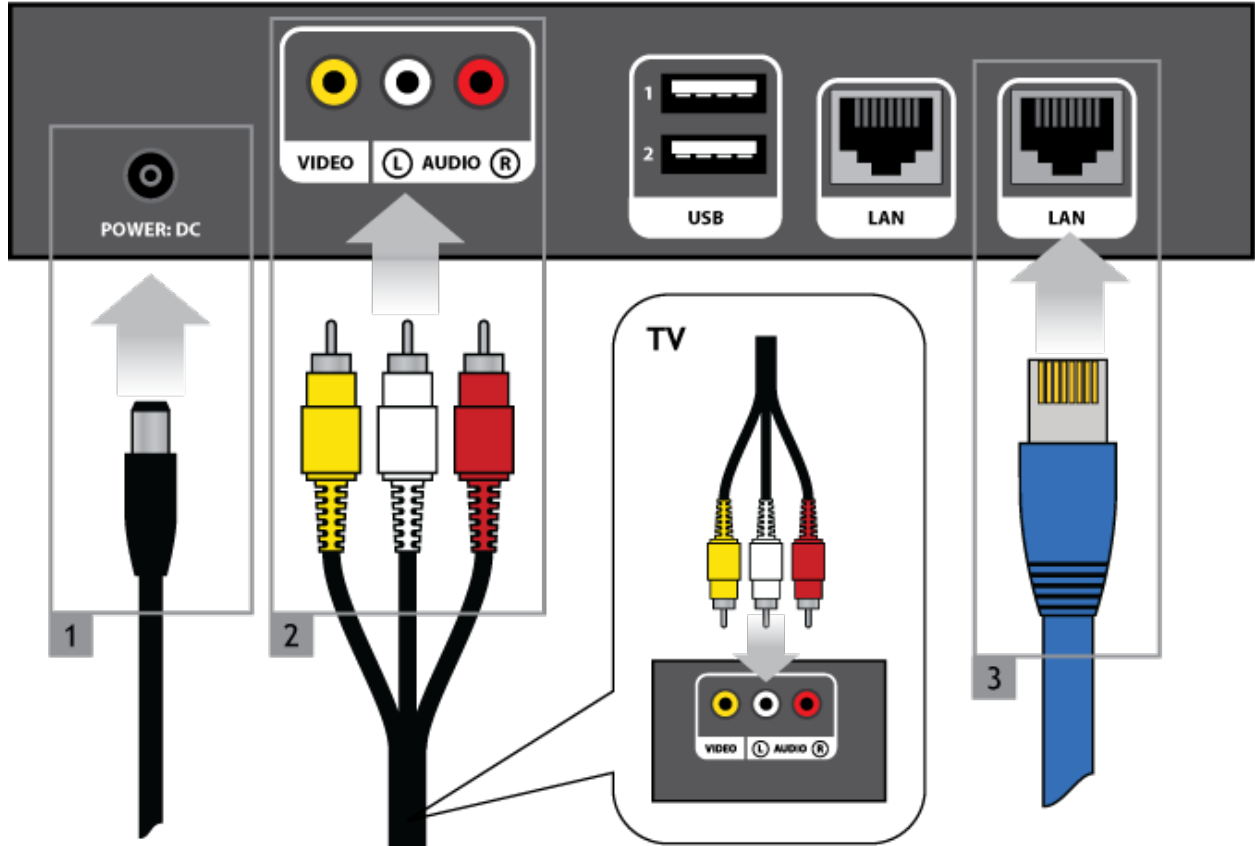


2.2.2 Connecting Power

Connect power cable to the first jack on the rear panel of the STB.

2.2.3 Connecting Video

Connect the video and audio outlets (A/V cable provided with STB) to your STB on one end and TV on the other.





3. Usage & Navigation

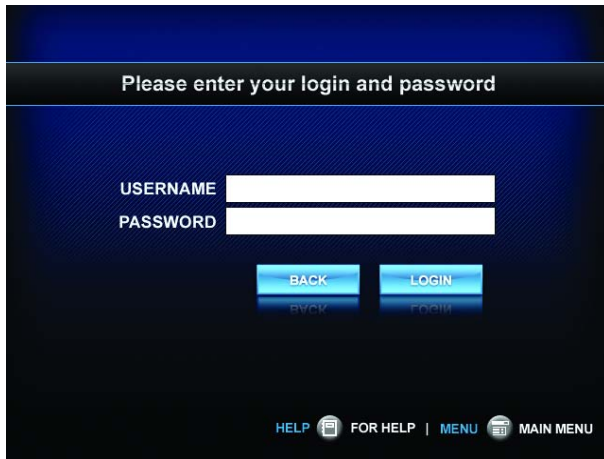
To make your experience more flawless, please take a look at the remote control and its [functions](#). Remembering buttons and their location will make reading this manual more comfortable and easy.

3.1 Activation

Once you connected your STB to a TV and Internet, turn on your TV first and then STB, by pressing power button on the front panel. If everything was connected properly, you will see a loading screen with ViaNetTV logo.

 *If your TV and Set Top Box are turned on and you see black screen or your cable TV, then you have to change TV input settings respectively to audio/video connection of the STB to the TV.*

 *If instead of login screen you see an error message, then your STB is not connected to the Internet. Go to [Troubleshooting section](#) for possible solutions.*





If this is the first time you use STB and it wasn't activated before, you will be asked to enter your username and password. Your username and password comes in a package with STB or sent to you by e-mail (if ordered online). Please use your remote control to enter username and password.

This info goes to Useful Info section

To enter username and password you can use internal on-screen keyboard, digital user name and password can be entered using digits of the remote control. Also you can use character picker function designed for your convenience.





3.1.1 On-screen keyboard



To activate on-screen keyboard press  **Keyboard** on your remote control, then use cross-like arrows and **CLICK** button from the lower part of your remote control to move through the keyboard and input characters. If mistake is made, use backspace on the keyboard. When done press  **Keyboard** again to hide the keyboard.

To switch between fields use  **arrows** (from the circular pad).

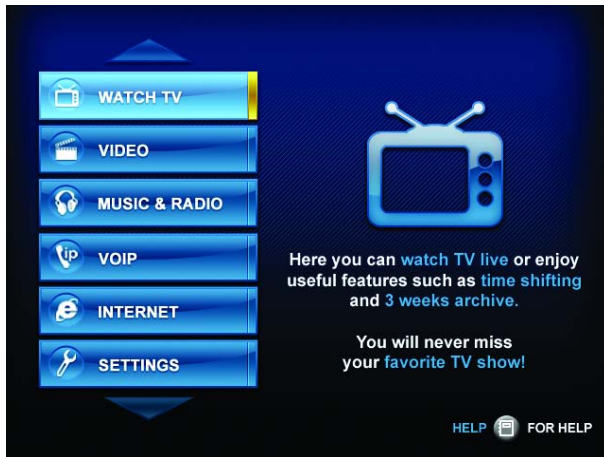
3.1.2 Character Picker

When a field is highlighted you can press   **Channel Up /Channel Down** multiple times to scroll through characters till you get a needed one, then press  to move forward. If mistake is made, press  on the remote control to remove previous character.



To switch between fields use **arrows** (from the circular pad).

3.2 Main Menu



Main menu is a start point of your STB experience. Choose what you want to do:

- [Watch TV](#)
- [Watch videos](#)
- [Listen to radio](#)
- [Make a call](#)
- [Settings](#)


Menu options may vary, depending on your subscription.




Make your selection using **vertical arrows** and press **OK**.

3.3 Watching TV







Starting point of your TV experience is TV Guide; you can get here from the main menu or by pressing  **EPG button** on your remote control at any time. Here you can select a TV channel and program you want to watch.

One screen contains information only about 30 minutes range for 6 TV channels, please use  **arrows** to scroll the screen and see more.








3.3.1 Live and PVR TV

There are two major types of TV content: Live, highlighted in yellow and PVR (Personal Video Recorder). PVR - is pre-recorded content (archive) available up to three weeks back and highlighted in blue.

To start watching Live TV, just move the cursor on a channel that you would like to watch and press  . If you want to see pre-recorded TV-show or a movie, please select it using  **arrows** and then press  **Play** to start watching.

 Please note that you can subscribe to additional channels, adjust time shifting and local time zone in **Settings>TV Settings** section. [Learn more](#)

3.3.1.1 Classic EPG Controls

	Use arrows to navigate through the screen
	Press OK button to start watching selected channel live . If you have video playing in preview section and playing content is selected OK will return you to playing content.
	Press play button to start watching a selected program
	Press red rewind key to go 3 hours back. Or press rewind key and then number (within 2 seconds) to go back a certain amount of hours.
	Press green fast forward key to go 3 hours forward. Or press fast forward key and then number (within 2 seconds) to go forward a certain amount of hours.
	Press CH up key to go 1 day back. Or press CH up and number, to go back on certain amount of days.
	Press CH down key to go 1 day forward. Or press CH down and number, to go forward on certain amount of days.



Press Menu button to get to the main menu at any time




Use Page Up and Page Down for faster browsing. Shows next/previous 6 channels


You have an option to use “modern style EPG”.

3.3.2 Control panel



Pressing  during playback, shows control panel where you can add a channel to favorites (only in Live mode) and see what’s playing on this or other channels. In PVR mode you can also rewind and fast forward using



and  by setting the minute you want to jump to and then pressing

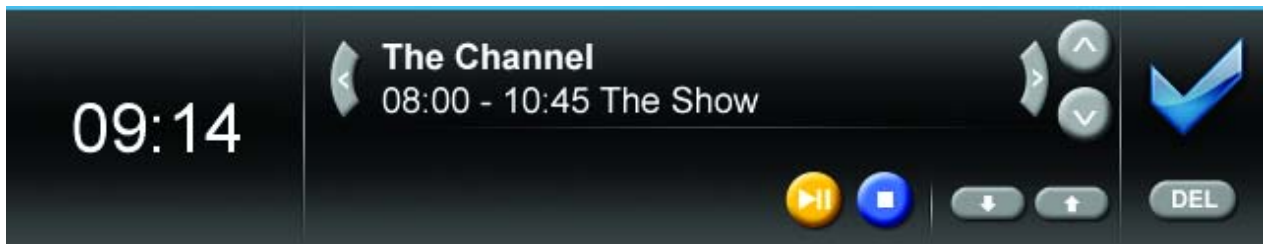


Play to start playback. See full function list below.



Please note that live TV programs are marked yellow, recorded programs (RVR) are marked blue and programs that currently are not available for viewing are marked grey.

3.3.2.1 Control Panel - Live Controls



Press OK to show/hide control panel



Use arrows to view details for the previous/next program



Use arrows to view what’s on the previous/next channel



Use channel up to switch to the previous channel



Use channel down to switch to the next channel



Press play button to start watching currently displayed program (if available)



Use stop to return to EPG



Press DEL to add/remove channel from favorites



Press Page UP to get to the previous favorite channel



Press Page Down to get to the next favorite channel

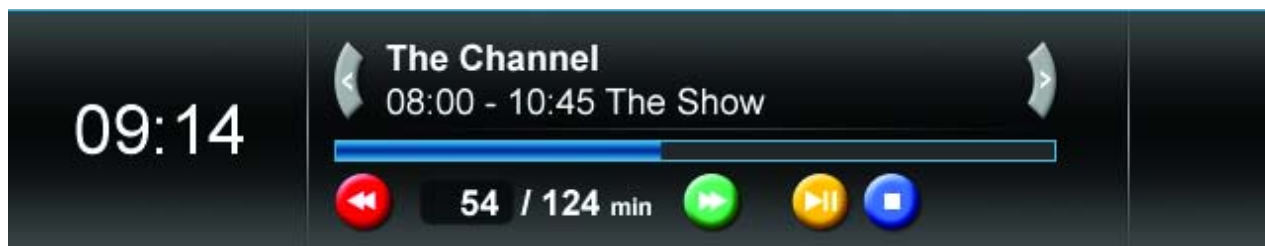


Press Menu button to get to the main menu at any time



Press EPG button to access the program guide at any time. Current programming is displayed

3.3.2.2 Control Panel - PVR Controls



Press OK to show/hide control panel



Use arrows to view previous/next program



Press play button to start watching currently displayed program (if available) or start playing after rewind/fast forward



Press to rewind



Press to fast forward



Use stop to return to EPG




Press Menu button to get to the main menu at any time



Press EPG button to access the program guide at any time. Current programming is displayed

3.4 Video on Demand

 This section might not be available if you are not subscribed to the VOD package. [Learn how to add more services.](#)



Here you can enjoy the freedom of Video on Demand service, pick any movie or tv-show that you would like to see from our vast variety. Categories such as Top 100 or newest will help you to find the most popular and recent content.

3.4.1 VOD Function list



Use vertical arrows to navigate through the screen



Use horizontal arrows to go back and forward through categories



Press OK button to selected an item



Press play button to activate quick search panel



Press Menu button to get to the main menu at any time






Press EPG button to access the program guide at any time. Current programming is displayed

 Use Page Up  and Page Down  for faster browsing.

3.4.2 Quick Search












This useful feature allows you to find specific content among thousands of options. To activate Quick Search Panel

press  **Play**, then using  **arrows** and  (you can also use USB keyboard) type any word from a title of a movie or a TV-show that you are looking for.

3.4.3 Favorites






You can add several movies to favorites and watch them later without browsing through the vast lists every time.











Simply locate a movie and press  **DEL** when it's selected, this will add it to favorites list, to remove a movie from favorites select it and press  **DEL** again. Another way to add movie to favorites is to press  **DEL** during playback, pressing  **DEL** again will remove it from favorites. Movies that added as favorites marked with a checkmark. You can see all your favorites movies in **Video>Favorites** category and switch between them by pressing  page up,  page down during playback.

 *Note, if you want to add a whole sequel of series to favorites, press  **DEL** when the main entry (sequel name) is selected and if you want to add specific episodes, simply enter the sequel by pressing  **Ok** and mark series one by one.*

3.4.4 Video Control Panel





Pressing  during playback, shows control panel where you can add a movie to favorites by pressing  also you can rewind and fast forward using  and  by setting the minute you want to jump to and then pressing  **Play** to start playback. See full function list below.

	Press OK to show/hide control panel
	Press play button to start watching after rewind/fast forward
	Press to rewind
	Press to fast forward
	Press to stop. Press twice to return to EPG
	Add/remove from favorites
	Press Page Up to get to the previous favorite movie
	Press Page Down to get to the next favorite movie
	Press Menu button to get to the main menu at any time
	Press EPG button to access the program guide at any time







3.5 Radio

 This section might not be available.







In this section you have access to dozens of different radio station from all over the world. Simply browse through the menu by choosing genre, and radio station that you would like to listen, press  to start playing and  **stop** to stop playback.

3.5.1 Radio controls


	Use vertical arrows to navigate through the screen
	Use horizontal arrows to go back and forward through categories
	Press OK button to selected an item
	Press play button to activate quick search panel
	Press Menu button to get to the main menu at any time
	Press EPG button to access the program guide at any time

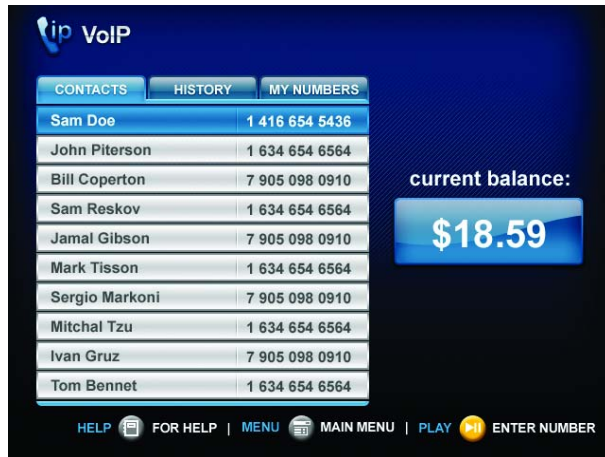
3.5.2 Quick Search



Quick Search will help you to find radio stations faster. To activate Quick Search Panel press  **Play**, then using  **arrows** and  (you can also use USB keyboard) type a name of radio station that you are looking for. Press OK button on the search panel when you done and start listening by pressing  on your remote.






3.6 VoIP

 This section might not be available if you are not subscribed to the VoIP package. [Learn how to add more services](#)



VoIP or Internet telephony with innovative call back feature allows you to save money not only on making long distance calls, but also by allowing you to use your mobile phone without paying for outgoing minutes. [To learn more about rates and features please visit our website.](#)

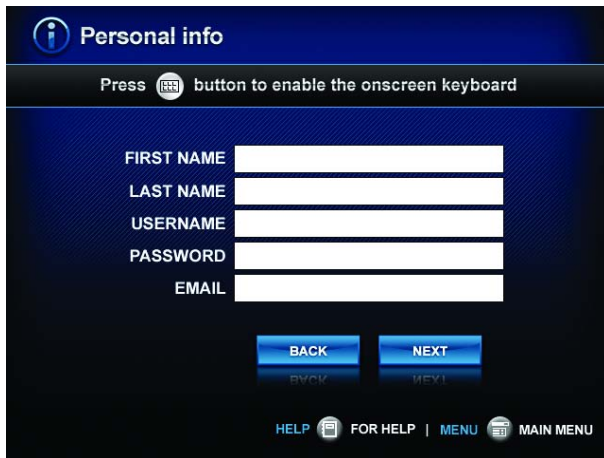
In order to use this feature you have to:


1. **Register your phone number.** Using   horizontal arrows select **MY NUMBERS** tab and press . Enter the number that you would like to use for making/receiving calls. Select **ADD NUBER** button and press OK. Name the number (e.g. Home phone or Cell Phone) and press OK again.  *By default we use a number that was provided during subscription. All calls will be directed to that number. Please double check the number and add another one if necessary. To make a number your default for making VoIP calls, please select it from "MY NUMBERS" list and press OK.*
2. **Enter a number you would like to call.** To make a call, return to **CONTACTS TAB**, press play and enter the number you would like to call.  *You can save this number to your contacts book by pressing add to contacts.*
3. Press **DIAL THE NUMBER** button to make a call. You will receive a call on the number entered in My numbers panel in few seconds. After you pick up the phone you will be automatically connected to the number you are calling to.
4. Press **HANG UP** after you are done. [To learn about your current balance and account status please visit our website.](#)

4. Settings

Enhance your TV experience by customizing the set top box to fit your needs. In this section you will learn how to give TV a personal touch – add/edit subscription packages, change time or stream zone, see your billing history and modify your personal information.

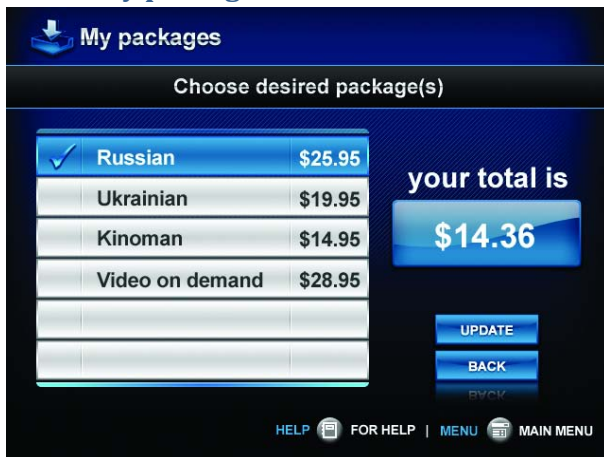
4.1 Personal Info





This is your profile where you can change your username, password, address, e-mail and other personal information. Please keep this information up to date, it helps us to provide high-quality support. To update your information you can use on-screen keyboard by pressing , or character picker function.

4.2 TV Settings


4.2.1 My packages



In this section you will be able to subscribe to additional packages. Using  **vertical arrows** you can select any of our packages. There might be more than 6 packages displayed on the first screen, simply scroll up and down to see all available options. Blue indicators on the top and the bottom of the list show if you can scroll any further.

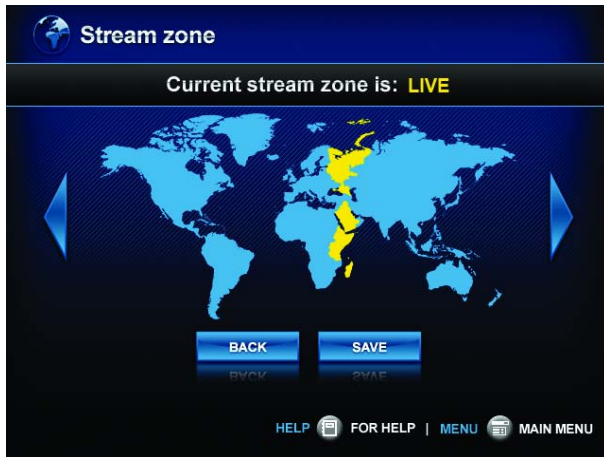
Pressing  **Ok** will mark selected item and add it to a shopping cart. Monthly payment will be updated automatically on the right side of the screen. You can add as much packages as you want, after you are done select

UPDATE button and press  **Ok**.

 *To uncheck an item press Ok again. However you are not able to uncheck and unsubscribe from packages you already have. To do that, please contact our customer service.*


After updating your subscription you will be asked to enter your personal and credit card information. Use on-screen keyboard or character picker function to fill up all fields. New services will appear on your next monthly bill

4.2.2 Stream zone



Stream zone is your default broadcasting zone and directly effects live broadcasting time. Stream zone can be set to:

- GMT -8:00 (Pacific Time - US & Canada – Los Angeles, San Francisco)
- GMT -5:00 (Eastern Time - US & Canada – New York, Toronto)
- GMT +3:00 (Moscow)
- GMT: +10:00 (Australia)

 *Stream zone settings might not be available with some service providers.*

4.2.3 Time zone



Please set your time zone to display proper local time in TV Guide. If you live in Toronto or New York, select GMT – 5 (Eastern Time). If your Time Zone is set to Eastern Time and Stream Zone is set to Eastern Time, then you will be watching tv channels shifted by 8 hours from Moscow. For example, program Vremia will be shown 9:00 pm your

time. If you live in Chicago, you have to set your Time Zone to GMT – 6, thus program Vremia will start at 8:00 pm your time and that will be shown in your TV Guide.

If you decide to watch a sports event in Live stream, you can set a Stream Zone to GMT +3 and your Stream Zone remains GMT -5, your TV Guide will show program Vremia at 1 pm your time.

Time Zone – should be set to your current time zone – EST, PST, CST etc and is used to show TV Guide in your local time

Stream Zone – time shifted video signal that can show EST, PST, Live or GMT+10

4.3 Billing History

4.3.1 TV

Here you can see a list of transactions for you TV subscription.

4.3.2 VoIP

In this section you will find your VoIP usage bills.

4.4 Preferences

On this screen you are able to change interface language and color theme. Choose a language of convenience and a color of preference to get more pleasure from using our system.

5. Troubleshooting

5.1 Box setup



This section is for advanced users only. Please do not change any settings if you are not sure what you are doing.

5.1.1 Network settings

If you have problems connecting to internet or your router requires specific settings, you can choose:

- **DHCP** – dynamic IP address. Selected by default and recommended in most cases.
- **StaticIP** – If your router requires you to have static IP address you can specify it here along with subnet mask, default gateway and DNS server

- **PPoE** – used for connecting to Internet via DSL Modem manually. **ID** – your identification with your Internet Provider. **Password** – your password with internet provider. **Confirmation** – repeat your password with Internet provider.

5.1.2 Wireless Network Settings

Use this screen to connect to your router via Wi-Fi. On the left side of the screen you will see a list of all available wireless networks. If you don't see your network, try to refresh the list using refresh button bellow the list. Choose



your network and press **OK**. Name of the chosen network will appear in the first field on the right side of the screen. If you wireless is secured, chose the security mode in dropdown below.

- **WEP** (most common)
- **WPA-PSK**
- **WPA2-PSK**

Enter your network key using on-screen keyboard and authentication mode (for WPA-PSK and WPA2-PSK).

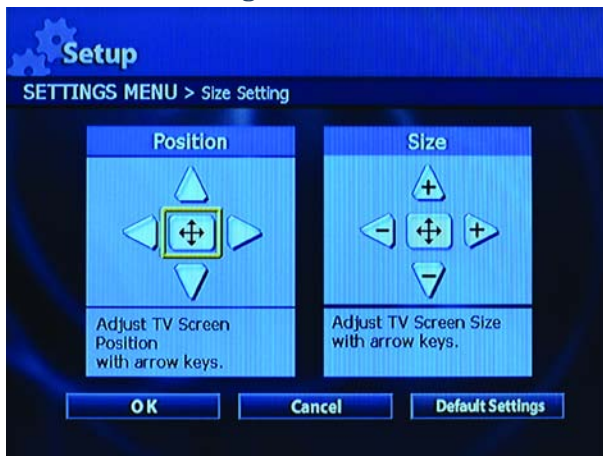
5.1.3 TV Settings

5.1.3.1 Type setting

NTSC - standard for television defines a composite video signal with a refresh rate of 60 half-frames (interlaced) per second. Each frame contains 525 lines and can contain 16 million different colors.

PAL - delivers 625 lines at 50 half-frames per second.

5.1.3.2 Size setting



Here you can adjust screen size and position. Use arrows as displayed on the picture to move and scale the screen.

5.1.4 Network Check Setting

(pic) Here you can see an IP address of the set top box in your home network. It will probably look like 192.168.0.100 or similar.

5.2 Version upgrade

Here you can get latest firmware updates for your STB. We strongly advise not to update your STB by yourself, rather only by advice of a technical support specialist following his detailed instructions.



DO NOT TURN OFF YOUR STB DURING UPDATE.

6. Useful Info

6.1 Remote control



6.2 What is Wi-Fi adapter



Wi-Fi USB adaptors allow you to connect your STB or laptop to a wireless network. Not all Wi-Fi USB adaptors will work with current STB and need to be purchased from your service provider. We recommend connecting your STB to a router with a physical Ethernet cable directly or use home plugs (see below) for a more reliable signal.

6.3 What is home plug



HomePlug - a network adaptor that transmits an internet signal over electrical sockets in your household. You need a minimum 2 adaptors, one to transmit a signal from your router and another to receive it from any socket in your house near STB. HomePlug adaptors are manufactured by different companies and you can purchase them either in electronics store or online (eg Ebay). Make sure you connect both adaptors directly to the wall socket and not an extender.

6.4 FAQ

Q: My STB is properly connected to the internet and TV but I still see a black screen when I turn it on.

A: Most probably there is no internet signal on your STB, please check the connection on your router and modem, reboot STB and see if it helps. If it does not help, contact customer service

Q: I purchased HomePlugs, connected them to the socket at my router and STB and there is no internet signal at STB.

A: Make sure you connect the adaptors directly to the wall socket and not an extender.

Q: Video signal is constantly freezing, what do I do?

A: This can happen due to multiple reasons. First, reboot your modem and then router, see if it helps. If it does not help, make sure nobody in your household is using P2P programs (torrent, eMule etc) to download movies, since they affect your internet connection greatly. If this still does not help, contact your service provider's technical support and follow their instructions. Please make sure you describe your problems in detail as this will help them to solve your problem faster.

Q: Every 3-5 minutes my video signal is interrupted and brings me back to the main menu.

A: If someone is watching TV on their computer using your login and password at the same time, it will kick you out of the system. Make sure the account is used only at one place at the same time.

Q: I forgot my login and/or password and system asks me to login

A: Contact your service provider, identify yourself and ask for your login information

Q: TV Guide does not show time correctly for all programs

A: Make sure you set a correct Time Zone and Stream Zone in STB settings. Please read section TV Settings/Time Zone for more information