

Thank you for purchasing a UKTV Portugal IPTV system. Below you find all the required information on using the system.

Using your IPTV Box

Contents

1. The MENU
 - a. Television
 - b. Radio
 - c. TV Guide
 - d. Recordings
 - e. YouTube
 - f. Settings
2. Recording
 - EPG
 - a. What is the EPG?
3. The IPTV Remote Control (button functions)
4. 7 day catch-up
5. Terms and Conditions
6. Troubleshooting – If you are having viewing problems



The MENU

Press the MENU button on your IPTV remote to bring up the menu. From here you will have access to all the boxes main functions. You will also see the MENU screen after the box loads.

ALWAYS USE THE ARROW KEYS TO SCROLL AND THE 'OK' KEY TO SELECT ANYTHING

Option 1 – Television: Select the **TELEVISION** option to bring up all the available TV channels in an easy-to-navigate grid format.

Option 2 – Radio: Select the **RADIO** option to gain access to the various British Radio stations such as BBC Radio 1, 2, Heart, Gold etc.

Option 3 - TV guide: The **TV GUIDE** option is the same as pressing the **EPG** button on your remote. It will give a list of the channels on the left of the screen and tell you what is currently playing on each channel as well as the programs that have been missed and the programs coming up on the right side of the screen.

Option 4 – Recordings: Select the **RECORDINGS** option to view your recorded programs. An external device such as a USB pen or hard drive must be connected to the IPTV box in order to record and view the recordings (We do not advise using the record function, hence the 7 day catchup).

Option 5 – Youtube: Select this option to view Youtube videos as if you were using a tablet or computer. (You will need to purchase an external wireless keyboard from us to use this function).

Option 6 – Settings: Select the **SETTINGS** option to change settings such as time, date, screen resolution, network settings etc. We advise all clients to not change the settings unless they know what they are doing. Please call or email us if you need any assistance.

Recording

The IPTV box allows the user to record their favourite programs to an external device such as a USB pen drive or external hard disk.

How to record

To start recording press the red button on your remote whilst watching the channel you wish to record from, you will then see a red circle appear at the top right of the screen. **If an external drive is not connected you will not be able to record.**

NOTE: You cannot change the channel after recording has started.

You cannot turn off the IPTV box when recording as it will not record, however you can turn off your television set.

Viewing your recordings

To view your recordings the external device you recorded to must be connected to the IPTV box. On the main **MENU**, scroll down to the **RECORDINGS** option and a list of your recordings will appear. Select the recording to wish to see and it will play. To exit the play mode press the **MENU** button on the IPTV remote.

EPG

What is the EPG?

The EPG (**E**lectronic **P**rogramming **G**uide) is a menu that will show you the programs that are playing on each channel as well as the ones that have been missed, and the programs that will play later on.

NOTE: You cannot program the EPG to record a program at a certain time.

The IPTV Remote

PAGE 3

POWER BUTTON

MUTE VOLUME



EPG (Electronic Programming Guide)

CHANNEL +/-

VOLUME +/-

MENU BUTTON

BACK

MENU SCROLL AND SELECT BUTTONS

-24 HOURS

FOR 7 DAY CATCHUP

+24 HOURS

RECORD

PLAY/PAUSE

(WHEN WATCHING RECORDINGS)

REWIND / FAST FORWARD
(WHEN WATCHING RECORDINGS)

7 DAY CATCH-UP

The IPTV box comes with a **7 day catch-up** function allowing you to view programs you have missed within the last 7 days.

How to use the 7 day catch-up function

Press the **EPG** button on your IPTV remote or select the **TV GUIDE** option on the **Main Menu**, and scroll the channel list until you find the channel with the desired program shown within the last 7 days. Pressing the **YELLOW BUTTON** on the IPTV remote will make the **EPG** go back by 24 hours (1 day) and pressing it again 48 hours (2 days) etc etc.

Pressing the **BLUE BUTTON** you will move the **EPG** forward by 24 hours (1 day),) and pressing it again 48 hours (2 days) etc etc.

Continue until you reach the desired day. The date will appear on the program description.

NOTE: REMEMBER YOU CAN ONLY SCROLL BACKWARDS TO A MAXIMUM OF 7 DAYS

NOTE: We advise all our clients to not use the settings function as this can reset the box and will result in the client having to re-purchase the IPTV box.



ENJOY

Terms & Conditions "UK TV Portugal"

1. Parties to the Agreement:

This agreement is made between UKTV Portugal and the party named on the order Schedule ("the Customer/Client")

2. Scope of the Agreement

The Customer agrees to purchase the goods & services referred in the Schedule, the Company's service (the Service) on the terms set out below and contained in the schedule to this agreement (the "Agreement"), if any, which together, subject to any variation allowed by these conditions, constitutes the whole agreement.

3. Date of Agreement

This Agreement is only binding on the Company when signed in acceptance by its duly authorized representative servant or agent.

4. Consumer Protection

Nothing in these conditions shall affect the statutory rights of the Customer.

5. General

- a) All prices quoted by the Company are based upon these conditions and reflect the limitations upon the Company's liability, which they contain.
- b) Any quotation is merely an invitation to treat and no order whether based on a quotation or otherwise shall create a binding contract between the Company and the Customer until the Company has accepted such order in writing.
- c) In the absence of any special arrangement, which shall not bind the Company unless made in writing and accepted in writing on the Company's behalf by a director of the Company, these Conditions shall apply to all quotations given by the Company and all agreements made between the Company and the Customer and shall supersede and override any other terms and conditions proposed or stipulated in the order or otherwise by the Customer.
- d) The Company shall be under no liability whatsoever for any advice it has given or views it has expressed to the Customer whether or not such advice is given or such views expressed at the Customer's request unless they are confirmed in writing as part of this Agreement.
- e) The Customer must hold an up-to-date TV license for the UK. The Company accepts no liability for the Customer's UK TV licensing.

6. Order Acceptance

The Customer's written order can only be validly accepted by the signature of a person duly authorized on behalf of the Company.

Created by: Tom Hayes

7. Prices

The Company reserves the right to change the Monthly Service Fee (the "Service Fee"/"subscription") from time to time as is necessary in line with both interest rates and inflation in the country of origin of the Service.

8. Warranty

The Customer warrants to be the entitled to enter into this agreement.

9. Delivery of the Service

a) The Company shall incur no liability for delay in commencement of the Service where such delay is caused by shortage of materials or labour, strikes, lockouts, inclement weather, war, Government act or omission, whether local or national, act of God or other reasonable cause.

b) Any date given for the commencement of the Service given by the Company is an estimate and whilst the Company will use its best endeavours to adhere to the dates given, time shall not be of the essence of this Agreement unless a Director of the Company has agreed this in writing.

c) UK TV Portugal is the trading name of Sweet & Mata LDA. UK TV Portugal has no control over the delivery or the content on the IPTV system supplied. As a reseller of the content for a UK registered company we cannot be held responsible for any loss of service, for whatever reason, by the service provider.

10. Payment

a) The Customer shall pay in full for the set-top box prior to delivery of the equipment by the Company.

b) The Customer warrants that the Service Fee shall be paid promptly each month and any payment shall be provided from their own resources and will not expect the Company to provide or procure any loan or other financing.

11. Finance

It is hereby agreed that this is neither a hire purchase nor a conditional sale agreement.

12. Cancellation

a) The customer has the right to cancel this Agreement at any time either by writing to the Company expressing their desire to do so, or by terminating their payment method for the Service. Should the Service not be paid for it will initially be suspended by the Company. Should the Customer fail to make two or more consecutive monthly payments, the Company shall be obliged to terminate the Service and cancel the Agreement.

b) The Company has the right to cancel this Agreement at any time if it shall be prevented or hindered from providing the Service by any event beyond the control of the Company. The Company shall not be under any liability to the Customer except as provided by statute.

13. Ownership

All Products supplied or installed by the Company to or to the order of the Customer shall remain the property of the Company until they have been paid for in full and value has been received through cleared funds in the Company's bank account.

14. Risk

The risk in the Products shall pass to the Customer upon delivery to the customer premises.

15. Exclusion of Liability

The Company shall not be liable in any manner whatsoever whether in contract, tort misrepresentation or otherwise for any indirect or consequential loss, damage or injury however caused which arise out of or in connection with the supply of, or installation of, the products. This clause applies equally to any products supplied or installed under the terms of the guarantee.

16. Warranty

The Company will at its discretion repair or replace Products which are deemed by the Company to be defective by reason of faulty material or workmanship provided that the Customer has notified the Company in writing of the defect within 12 months of the date of installation. The warranty shall only cover the set-top box. The Company shall not be liable for any failure in the Customer's Internet connection which prevents them from being able to access the service. Any device damaged due to electrical surges and "spikes" are not covered under the guarantee. We encourage all our customers to connect the Set Top Box to their electric supply via a surge protector, this will minimise the risk of the unit being damaged by electrical outages etc.

17. Update/Change Terms & Conditions.

Customer/Clients confirm that they have read, understand, agree and accept all the terms and conditions, and as may be amended from time to time.

18. Law

These conditions and this contract shall be governed by and construed in accordance with the laws of England. The parties hereto further agree to submit to the jurisdiction of the Courts of England and Wales.

Troubleshooting - If you have viewing Problems

All hardware supplied by UK TV Portugal is fully covered by a Portuguese guarantee.

The IPTV service is supplied by a third party, IPTV for you Ltd a UK registered company. UK TV Portugal cannot be held responsible for content supplied by a third party.

Before contacting the service provider or UK TV Portugal please try the following.

Problem:- No Service at all or will not connect

- Turn the box off/on by disconnecting the power cable. Physically disconnect the power supply, wait 5 seconds and then reconnect. Turn box on.
- Check that you have a **blue light on your** box, if it is **red** then press the power on button on the top of your remote, the light should turn **blue**.
- Check you have 2 small bright LED lights (one green, one yellow) just above the Ethernet connection at the back of the IPTV box.
- If you have power line adaptor check that all the 3 lights are lit on both boxes
- Check all Ethernet and HDMI connections, disconnect and reconnect all cables.
- Check your internet connection and speed.
- Check you have set the correct "source" setting on your TV. ie HDIM 1, HDMI 2, AVG etc.
- Contact UKTV Portugal for advice.

Problem:- Bad Picture/Freezing/Pixilation/Channel loss

1. This problem predominantly occurs when your internet is very slow (below 2Mbps) or the internet service is fluctuating.
2. Check all your Ethernet and HDMI connections.
3. Check your internet speed using speed test on our web site www.uktvportugal.com.
4. Check for on-screen messages on the Menu page.
5. Contact the service provider via the "report a problem" page on our web site. This will send your query directly to the service provider in the UK.

Problem:- None of the above has solved the problem

1. Contact UKTV Portugal for advice.

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