



## Setup & User Guide



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# Welcome to NeuLion IPTV

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This guide will show you how to connect and use your NeuLion IPTV set top box. We've included simple step-by-step instructions so that you can quickly begin watching your favorite TV shows and movies.

For Swedish please visit [svt.se/svtworld](http://svt.se/svtworld)



# Equipment

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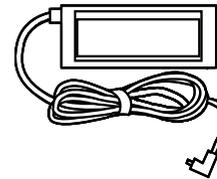
The following items come with your IPTV service:



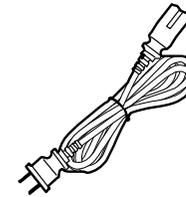
**Set Top Box**



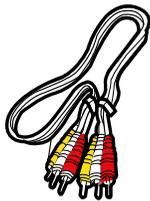
**Remote Control**



**AC Adapter**



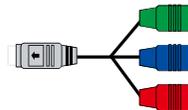
**Power Cord**



**Audio / Video Cable**



**Ethernet Cable**



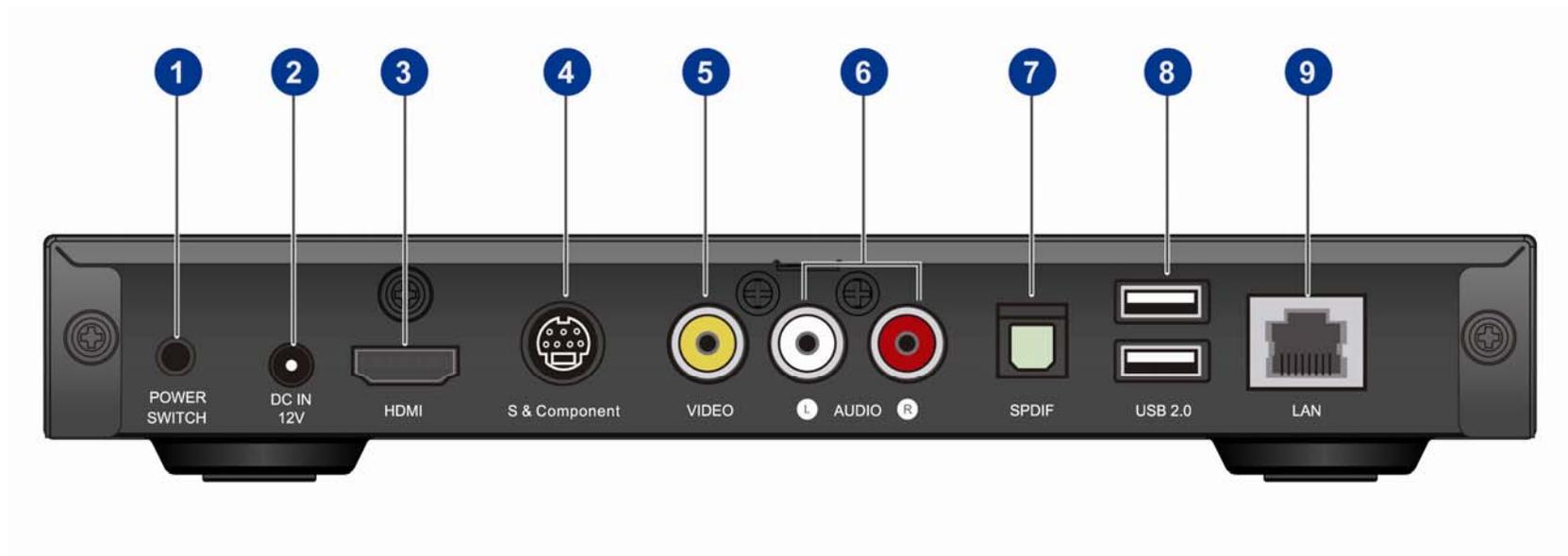
**S & Component Cable**



**Y/Pb/Pr Cable**

# The Set Top Box (Rear Panel)

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**1 POWER SWITCH**

**2 DC IN 12V**

**3 HDMI**

**4 S & Component**

**5 VIDEO**

**6 AUDIO**

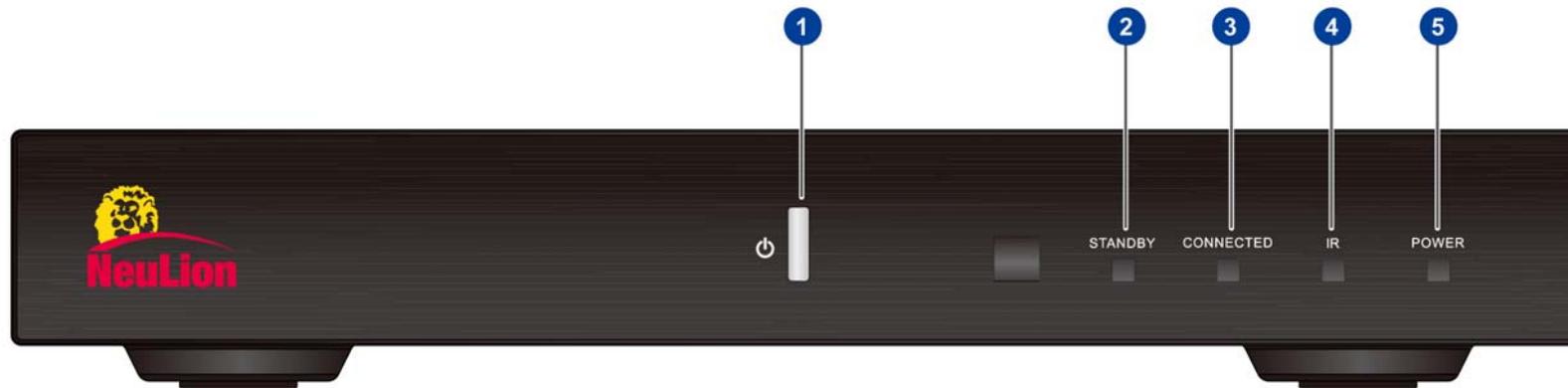
**7 SPDIF**

**8 USB 2.0**

**9 LAN**

# The Set Top Box (Front Panel)

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- 1 **POWER:** Pressing this button turns the signal to the TV on and off.
- 2 **STANDBY:** This red light illuminates when the set top box is in standby mode.
- 3 **CONNECTED:** This amber light illuminates when the set top box detects network traffic.
- 4 **IR:** This blue light illuminates when the set top box receives a command from the remote control.
- 5 **POWER:** This green light illuminates when the set top box is on and sending a signal to the TV.

LED STATUS	DESCRIPTION
POWER light on/STANDBY light off	TV receives the signal.
POWER light off/STANDBY light on	There is no signal to the TV.
POWER light off/STANDBY light off	There is no electrical power to the set top box, perhaps because it is unplugged.

# The Remote

Press the "POWER" button to put the Set Top Box in Standby mode. This will turn the signal to the TV on and off.

When using the virtual keyboard, pressing the "SHIFT" button will display additional characters such as capital letters, symbols, and numbers

Press the "A" function key to go to the "System Settings" screen

When you are navigating menus use the arrow buttons to navigate and "OK" to make selections  
Pressing the "BACK" button moves you back one page (if applicable)

The "VOL+" and "VOL-" keys are used to adjust the volume levels

Pressing the "INFO" button shows the current playing channel

Not applicable

Not applicable

Not applicable



Pressing the "HOME" button brings you to the main screen

The number keys can be used to switch channels for TV or radio

Not applicable

Press the "D" function key to stop playing the current content

Pressing the "NEXT" button moves you forward one page (if applicable)

The "CH-UP" and "CH-DOWN" keys can be used to switch channels for live TV or radio

Pressing the "GUIDE" button brings up the channel program guide

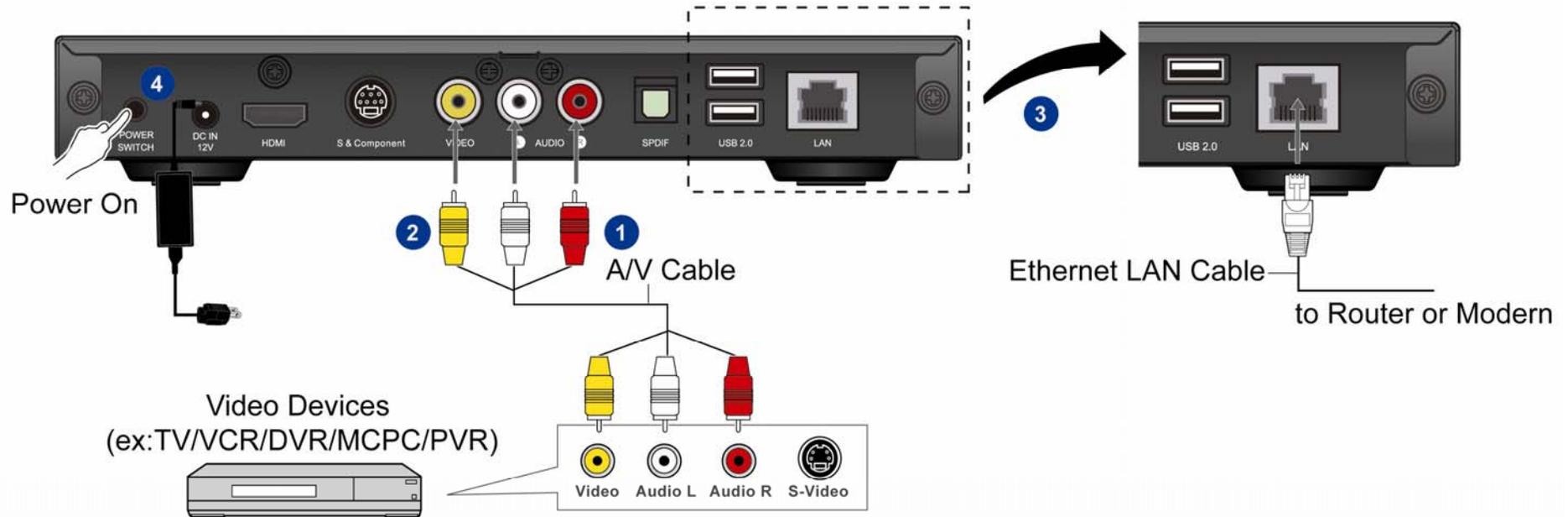
Mutes the sound

Not applicable

Not applicable

Not applicable

# Quick Setup



- 1 Plug the included audio cables (white, red) cables to the back of your set top box. White cable plugs to white outlet. Red cable plugs to red outlet. Then connect the other ends to your TV's **"AUDIO LINE IN"**, making sure to match the cable colors to the same cable colored outlets on Audio Line In.
- 2 Plug the included yellow Video cable to your set top box. Yellow cable plugs to the yellow outlet. Then connect the other end to your TV's **"VIDEO LINE IN"** yellow outlet.
- 3 Plug the included Ethernet network cable to **"LAN"** on your set top box. Then connect the other end to your Cable/DSL modem, or Internet router.
- 4 Connect the power cable to a power outlet. Turn the power switch on the back of the set top box to **"ON"**. In the future leave the switch in the ON position and use the remote control to power on and off.

# Step 1: Connecting the Set Top Box to your TV

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The following page will show you how to connect the set top box to your TV for the following types of situations:

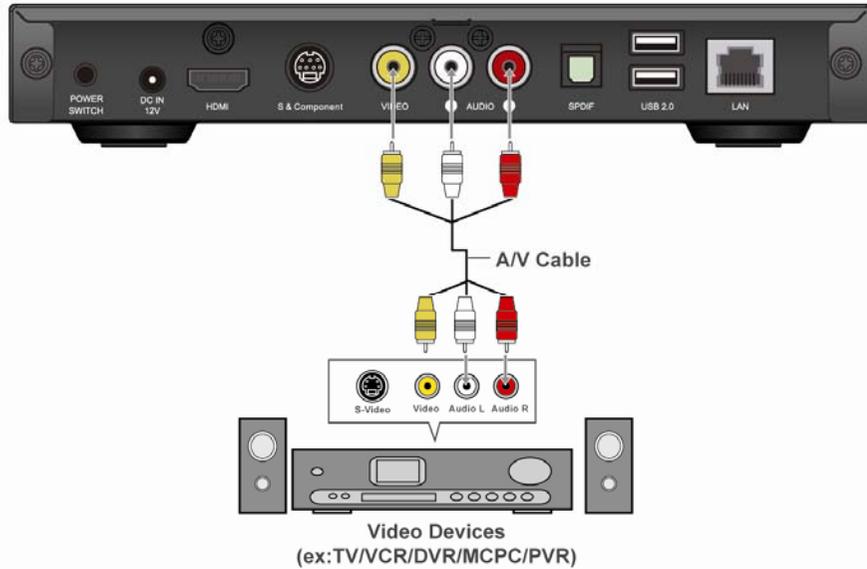
- Connecting Analog AV
- Connecting Analog Component
- Connecting Analog S-VIDEO \*
- Connecting Digital AV (HDMI) \*\*

\* Analog S-VIDEO cable not included

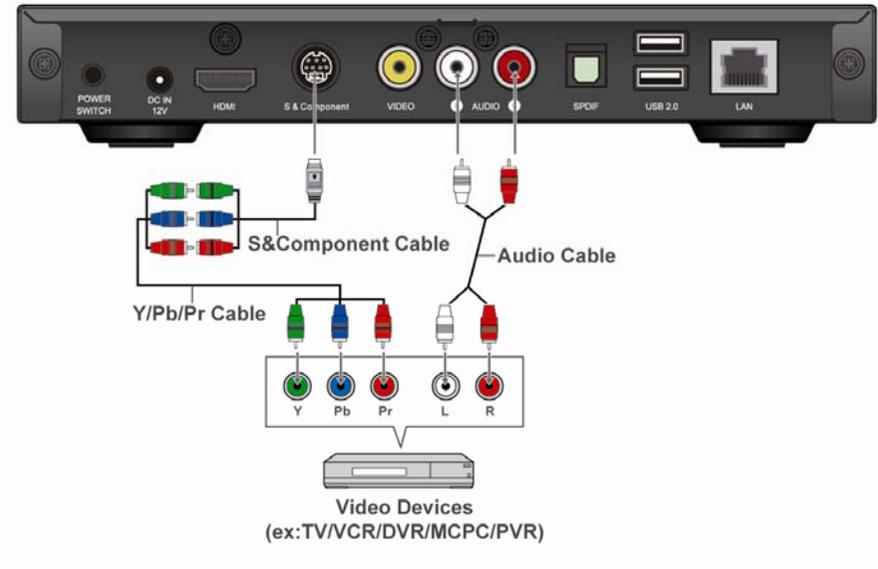
\*\* Digital HDMI cable not included

# Connecting Directly to your Television

## Connecting Analog AV

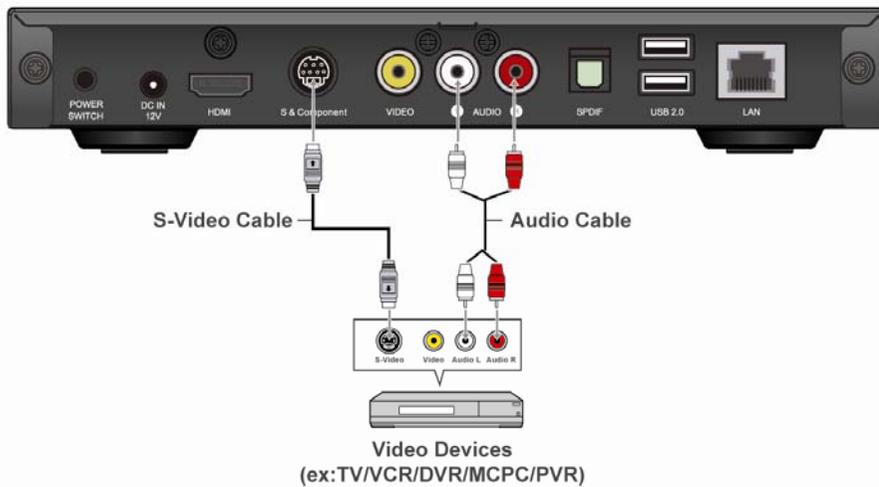


## Connecting Analog Component

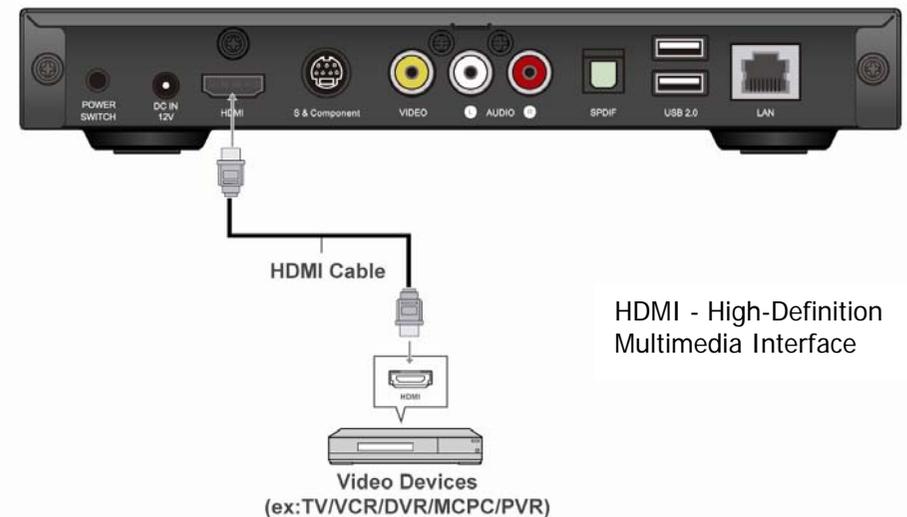


or

## Connecting Analog S-VIDEO



## Connecting Digital AV (HDMI)

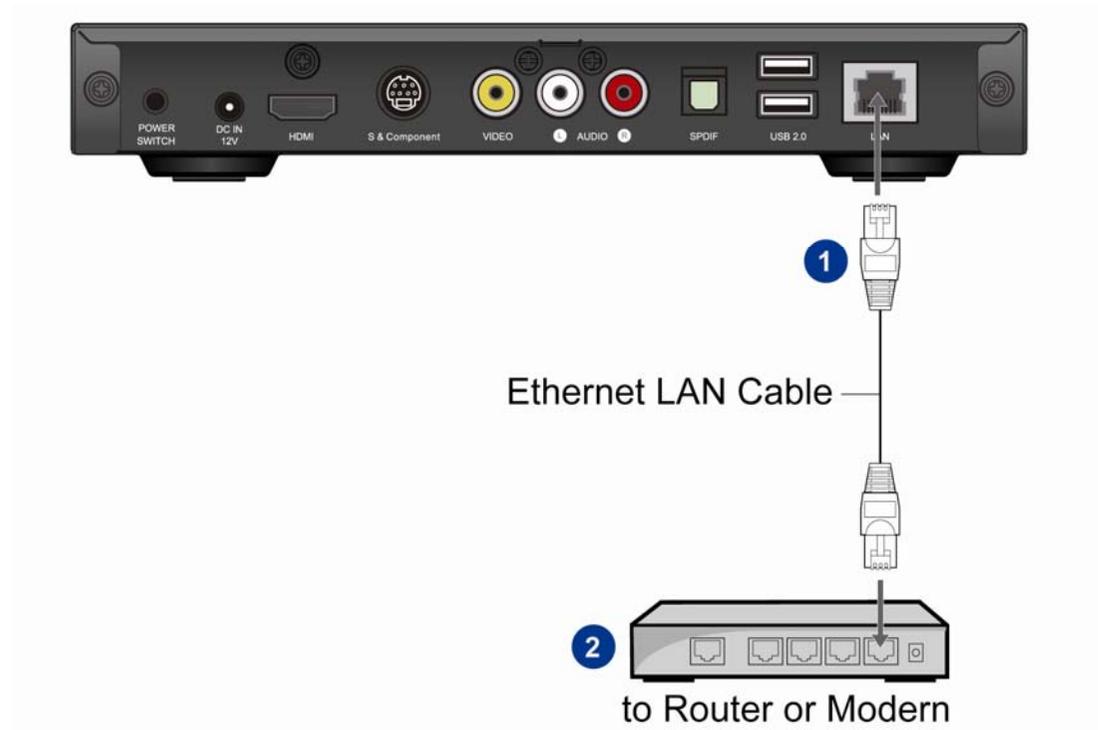


HDMI - High-Definition Multimedia Interface

or

## Step 2: Connecting to the Internet

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- 1 Plug one end of the supplied Ethernet network cable into the “LAN” port on the rear of the set top box.
- 2 In most instances, your Cable/DSL modem’s Ethernet port is not available and is already connected to another network device called a router. The router enables you to connect additional devices to the Internet such as your PC. Simply plug the other end of the network cable into any available port on your router.

You are now connected and are ready to begin watching.

## Step 3: Start Watching IPTV

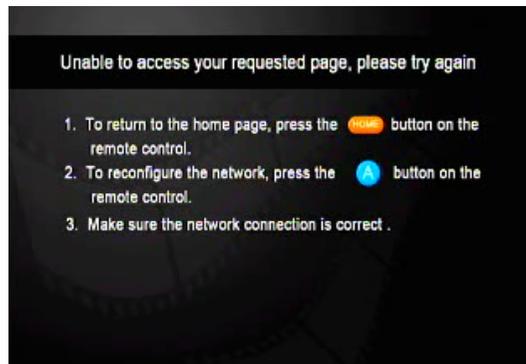
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*The home menu*

This section will confirm that the setup of the NeuLion set top box is complete.

If you see the “Home” screen, congratulations, you are now ready to start watching your IPTV channel. Please turn to the next page to learn how to navigate your new IPTV service.



*Error screen*

If you see the error screen, your set top box is unable to connect to the IPTV service provider. Please reset your set top box with the Power Switch. If that does not work this may be caused by a problem with your Internet connection. To check your network settings, simply select the blue “A” function key to navigate to the system settings screen. Please check the Frequently Answered Questions at the end of this guide for additional help.

# The Home Menu

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*The home menu*

The home menu is the first screen you will see when you start the set top box. You can access it at any time by pressing the "Home" button on your remote. To navigate use the left and right arrow keys on the remote and then press "OK" to select.

**Kanaler** – Access to the broadcast channel and news flashes from SVT´s teletext

**Inställningar** – "System Settings" (network and systems configuration) and "Personal Settings" (language, time format, and time zone)

**Kontakt: programfrågor** – Contact regarding programming SVT World, +46 (0)8 7842500, [svtworld@svt.se](mailto:svtworld@svt.se)

**Kontakt: abonnemang & support** – Contact regarding subscription and technical support ConNova TVX, +46 (0)141 203930 weekdays 08.00-17.00 CET, [svtworld@connova.se](mailto:svtworld@connova.se)

# Choosing Broadcast Programs

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*Electronic Program Guide (EPG)*

## To Choose Broadcast Programs:

Programming will begin by playing the channel viewed during your last session. You can switch channels using the "CH+" and "CH-" keys. Alternatively, if you know the number for the channel you want to watch, you can enter this using the number keypad on the remote control; then select the "OK" button to switch directly to that channel.

To view the program guide at any time while watching TV channels, select the "GUIDE" button on the remote. The default style for the program guide is a conventional grid with the channels displayed on the left and the show times displayed on the top. Programs with a blue background are currently playing live. Programs with a gray background are not currently available. Use the navigational arrows to navigate (yellow) and press the "OK" button to start playing. To navigate more quickly through the guide, you can use the "CH+" and "CH-" keys to page up and down. Selecting the yellow "B" function button at any time will play the current program being broadcast for the channel row that is currently highlighted.

# Configuring Settings

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The set top box can be customized using functionality provided by the Settings screens. System based settings include network and systems configuration. Personal settings include language, time format and time zone.

To begin, select the "Settings" item from the home menu screen. The "Settings" menu page will be displayed.

### To Change Personal Settings:

Select "Personal Settings" from the settings menu. Some of the personal settings available include the default language, time format, and time zone. Navigate the items in the personal settings menu using the Up / Down directional arrows. When the item is highlighted, simply select the Right directional arrow to enable the selection menu for the setting you want to modify.



**Language:** Selected by all user interactive menus for the set top box service.

**Time Format:** The time format used in the program guide. The possible values are 24 hour and 12 hour.

**Time Zone:** The default time zone for the location of the set top box. All programming times displayed in the channel program guide will adjust accordingly.

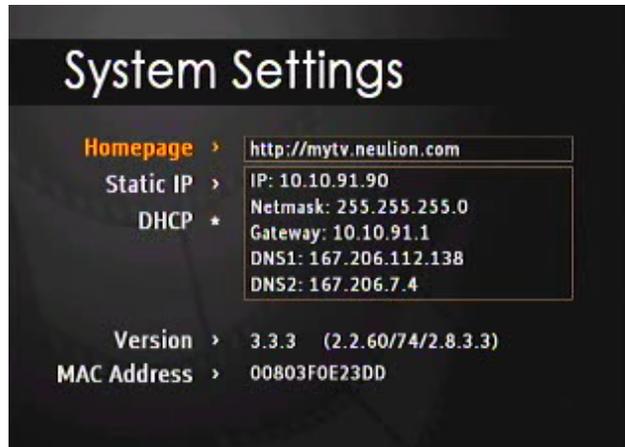
Once the new setting is selected, press the "OK" button to confirm the change.

Select the "Home" button on the remote control to return to the home menu when finished.

*Changing the default language*

# System Settings

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*System settings*

## To Change System Settings:

Select "System Settings" from the main settings menu. Alternatively, the "System Settings" page is always immediately accessible by selecting the blue "A" function button on the remote control. Navigate the items in the system settings menu using the Up / Down directional arrows. When the item is highlighted, select the "OK" button to modify the value.

From this screen you will be able to set the network configuration for the set top box, as well as the homepage of the content provider.

**Homepage:** The IPTV service homepage address

NOTE: The set top box is preconfigured with the appropriate homepage setting for your service provider. Do **NOT** modify this value unless directed to by the service provider.

**DHCP / Static IP** (See Appendix A for more information on how to modify these settings)

**DHCP:** Set this if you are using DHCP

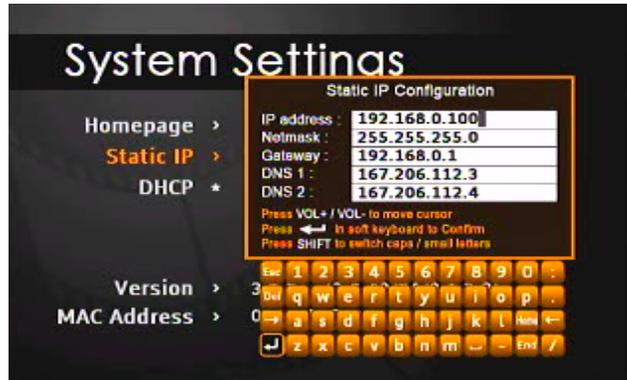
**Static IP:** Set this if you are using a static IP address.

**Version:** This tells you the current version of the set top box software (read only)

**MAC Address:** The unique identifier for the set top box (read only)

# The Virtual Keyboard

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*Virtual keyboard for entering IP settings*

When input is required, the virtual keyboard will appear allowing you to enter information via your remote control. The virtual keyboard is an on-screen representation of a keyboard that allows you to select characters via your remote. The following section provides more details on how to use the virtual keyboard.

# How to Use the Virtual Keyboard

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## Using the Virtual Keyboard:

Use the up, down, left, and right arrow keys on your remote to move around the keyboard and highlight keys. Press "OK" on your remote to select a key to "type". To move the cursor to different input fields, use the "VOL+" and "VOL-" keys on your remote.

The most important keys are identified below:

- To complete and save your input, select the "Enter" key on the keyboard. The "Enter" key is the return arrow which is located in the lower left corner of the keyboard.
- To delete a character, use the "Del" key.
- To cancel all changes and exit from the virtual keyboard, select the "Esc" key.
- There are more keys available, such as capital letters, numbers and symbols. Press the "SHIFT" button on the remote control to access these keys. Selecting "SHIFT" again, toggles between the two keyboards.

The "**Esc**" key; use this to cancel any changes and exit the keyboard. \_\_\_\_\_

The "**Del**" key; use this key to erase information one letter at a time. \_\_\_\_\_

The "**Enter**" key; when you are finished typing in information, use this key to save your information and exit the keyboard. \_\_\_\_\_



# Frequently Asked Questions

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## GENERAL

**Q.** My box will not turn on.

**A.** Make sure the power switch on the back of the STB box is set to the “ON” position and check all cords.

**Q.** I get an “error” screen when I start the box.

**A.** Your STB is not able to access the service provider. This is usually caused by an error establishing a connection to the Internet. Please see “My STB is not connecting to the internet” below.

## INTERNET CONNECTION

**Q.** My set top box is not connecting to the internet.

**A.** If your set top box is not able to connect to the Internet it will display an error screen. Make sure you have connected the set top box to your cable/DSL modem or home router.

1. If you are using a router:

- a) Check if other devices connected to the router can access the Internet; for example your PC.
- b) Check that all the cables are connected firmly.

2. If you are connecting a cable modem directly to the STB:

- a) Whenever you plug or unplug different devices to a cable modem, you may have to restart the cable modem. When you turn it on, wait for the lights to stop blinking before attaching any devices.
- b) Check that the cables are connected firmly.

**Q.** I am getting an error screen that states “Access Denied” after turning on my set top box (STB).

**A.** The STB has not been activated in the Operations Support Systems (OSS). First try to reset your set top box with the power switch. If that does not work, please contact our customer service ConNova TVX [www.connova.se](http://www.connova.se). Have your customer details including the MAC address ready. Your MAC address can be found on the box.

# Frequently Asked Questions (Continued)

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**Q.** “Retrieving” is appearing constantly when I try to watch a program. Sometimes the program abruptly ends when “Retrieving” appears.

**A.** Please go to your Internet-connected PC and open your preferred Web browser application. In the area designated for entering a URL (Web page address) enter the following:

[http://speed.neulion.com/neulion\\_tools.html](http://speed.neulion.com/neulion_tools.html)

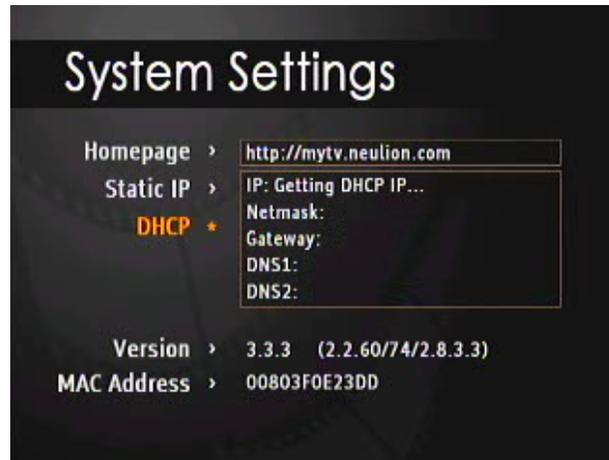
Select Neulion Speedtest and then the button labeled “Begin Test”.

Allow the test to complete. Note the value of the Download speed. If this value is less than 1000 Kbps, you more than likely do not have enough bandwidth to continue watching uninterrupted content. There are several possibilities that may cause this problem:

1. You have other devices using a lot of Internet bandwidth- check if your children are attempting to download music or movies while you are watching. These activities compete for your network bandwidth. Normal Internet surfing and chatting should be ok.
2. Your broadband connection is too slow- your broadband provider may be giving you low bandwidth. We recommend 1000 Kbps or more. You will have to call customer service for your network service provider to check the connection speed.

# Appendix A: Network Settings

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*Obtaining a DHCP address*

## Checking and Setting DHCP Settings:

DHCP is the default network setting. To set DHCP, use your remote to select the "DHCP" menu item and press the "OK" button. If the set top box can communicate with a DHCP server on your network, it will display an IP address. If an IP address could not be obtained, a message will be displayed notifying you that the DHCP process failed.

## Static IP Settings:

Select this menu item if plan on using a static IP address. Use the virtual keyboard to enter the information in the appropriate fields. To navigate between the fields, use the "VOL+" and "VOL-" keys on the remote.



*Configuring a static IP address*

# Important Safety

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## Safety Information

Before getting started, please read the important safety information below.



### AC Power Safety Warnings

The power supply is pre-set for the country/region in which you purchased the set top box. If you move to another country/region, please make sure you check its voltage requirements before plugging the set top box into an AC power outlet.

Install the set top box near an AC outlet. The AC power cord is the set top box's main AC disconnecting device and must be easily accessible at all times.

For your safety, the power cord provided with your system has a grounded plug. Always use the power cord with a properly grounded wall outlet to avoid the risk of electrical shock.

## Conventions used in this manual



**WARNING:** Information to prevent injury to yourself when trying to complete a task.



**CAUTION:** Information to prevent damage to the components when trying to complete a task.

## Electrical Safety

- To prevent electrical shock hazard, disconnect the power cable from the electrical outlet before relocating the system.
- DO NOT OPEN THE CHASSIS ANY TIME.

## Operation Safety

- Before using the product, make sure all cables are correctly connected and the power cables are not damaged. If you detect any damage, contact your Service Provider immediately.
- To avoid short circuits, keep paper clips, screws, and staples away from connectors, slots, sockets and circuitry.
- Avoid dust, humidity, and temperature extremes. Do not place the product in any area where it may become wet. Place the product on a stable surface.

- Slots and openings are provided for ventilation; to ensure reliable operation of the product and to protect it from overheating. These openings must not be blocked or covered. This product should never be placed near or over a radiator or heat register.

### **Federal Communication Commission Interference Statement**

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio / TV technician for help.

FCC Caution: Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate this equipment.

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

### **IMPORTANT NOTE:**

FCC Radiation Exposure Statement:

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment.

This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

## **Individually Licensed Code**

Certain components of the software included with the NeuLion set top box are subject to separate licensing terms. This includes both free and open source software. As required by the terms of their relative licenses, NeuLion makes this code, and any modifications made to this code, freely available for download on the NeuLion website (<http://www.neulion.com>).

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