



Sonera Home TV installation manual and user guide

Thank you for choosing Sonera Home TV!

Thank you for choosing Sonera Home TV! We hope that the service proves both useful and fun to you. This installation manual and user guide provides a short introduction to the installation of the service equipment and the adoption and use of the service. Before you start the installation, make sure you have received all the required devices and PIN codes, as well as the user name and password for the service. Make sure you store the user name and password in a safe place because you may need them later when using the service.

For guidance and up-to-date service bulletins, go to our website at www.sonera.fi/asiakastuki/TV Sonera TV guide gives you the programming information.

Our problem hotline is available to you at **0206 90101** (Inc/mcc) between Mondays and Fridays from 8am to 10pm and on Saturday from 9am to 8pm.

Helpson assists you with all your home entertainment related problems. Help is available both directly by phone, or you can book a home visit. Helpson is available at **0600 10100** (€1.99/min + Inc/mcc) on weekdays between 8am and 9pm and on Saturdays between 9am and 5pm.

Content

1. How to check the content of the package	4
2. Digital set-top box features	5
3. Service router features	6
4. Equipment installation	10
5. How to start-up the equipment	12
6. How to use the equipment after the first time	13
7. How to operate the remote control	14
8. Service menu	16
9. TV guide	17
10. Recording	18
11. How to use the video rental service	25
12. Settings	27
13. Troubleshooting	31

1. How to check the content of the package

Before you begin the installation, make sure that the package Sonera sent you contains all the required devices in addition to this manual.

We have delivered you a digital set-top box for your Sonera Home TV service. Connect the box to the modem you have at home. Depending on the technology underlying your broadband connection, a service router may also be required for your Home TV in addition to the set-top box. If this is the case, we have sent you the router. It replaces your modem, so you will no longer need it.

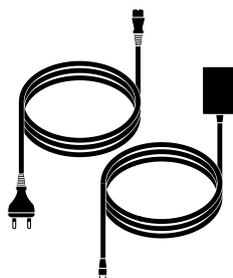
All the Ethernet cables we include in the packages are so-called through coupling cables and they are all equal despite possible colour differences (/colour codes).

A Sonera Home TV digital set-top box set contains the following:

1 st
Digital set-top box



1 st
230VAC power supply



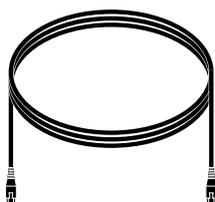
1 st
Remote control



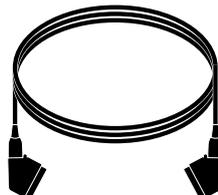
1 st
Remote control
batteries (AAA)



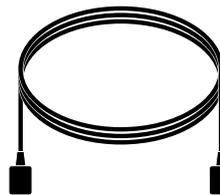
1 st
Ethernet network cable



1 st
SCART cable



1 st
HDMI cable (for HD TV)

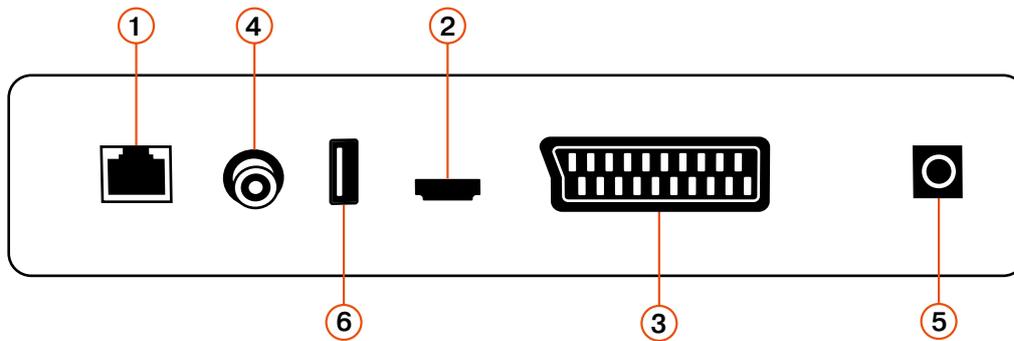


The Sonera Home TV service router set contains the following:

- The device
- 1 power cord
- 1 Ethernet network cable
- 1 telephone cable
- Wall mounting accessories

2. Digital set-top box features

Motorola 1003



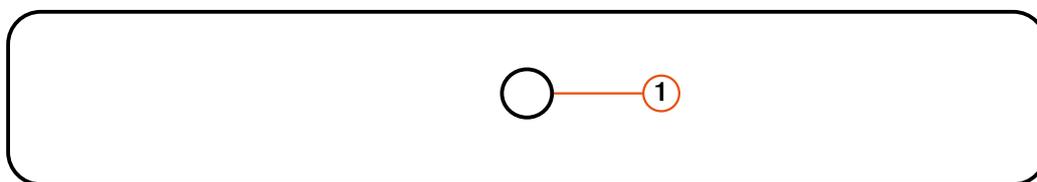
1. **Ethernet** port for broadband
2. **HDMI** for TV output (digital HDTV)
3. **SCART** (TV) socket (analogue television)
4. **SPDIF** For connecting digital audio equipment (for example home entertainment systems)
5. **POWER 5 V** voltage (for connecting the included power cord)
6. **USB** for connecting external devices

3. Service router features

Thomson TG784

Thomson TG784 is a terminal device for Broadband ADSL and Extra (optical fibre) sites, enabling a broadband connection for a computer, for example. The device contains a router, an ADSL modem and it is WLAN-enabled.

Front panel of the service router



- 1. WPS-button** – If you have Wi-Fi Protected Setup compatible devices, use this button to automatically set up an encrypted wireless LAN.



Back panel of the service router



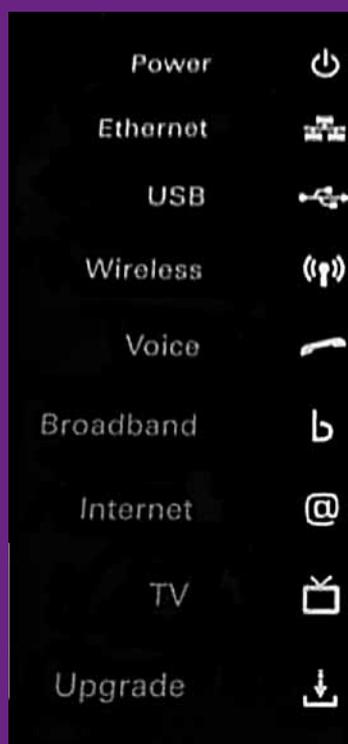
1. **VoIP interfaces** – use these to connect any VoIP devices you may have.
2. **PSTN** – A socket for a separate phone line.
3. **DSL-port** –if you have an ADSL, connect your telephone line to this port.
4. **Ethernet-ports**–Use these to connect your PC, digital set-top box or other equipment.
5. **WAN-port** –If you subscribe to an Ethernet solution, connect the network cable here.
6. **Power switch**
7. **Connector** –connect the power supply here.
8. **WLAN antenna**

For further information for example on how to change WLAN settings, please see our website at www5.sonera.fi/ohjeet/Thomson_TG784

Thomson TG789

Thomson TG789vn is a terminal device for Sonera Broadband Extra (optical fibre) sites, enabling a broadband connection for a computer, for example. The device contains a router, an ADSL modem and it is WLAN-enabled.

Pilot lights on the front panel of the device



Power – light indicating whether power is on or off.

Ethernet –light indicating whether the LAN is active

USB –light indicating that a USB device has been connected to the USB port of TG789

Wireless –light indicating that wireless LAN access is available

Voice – – Light indicating that the VoIP service is available

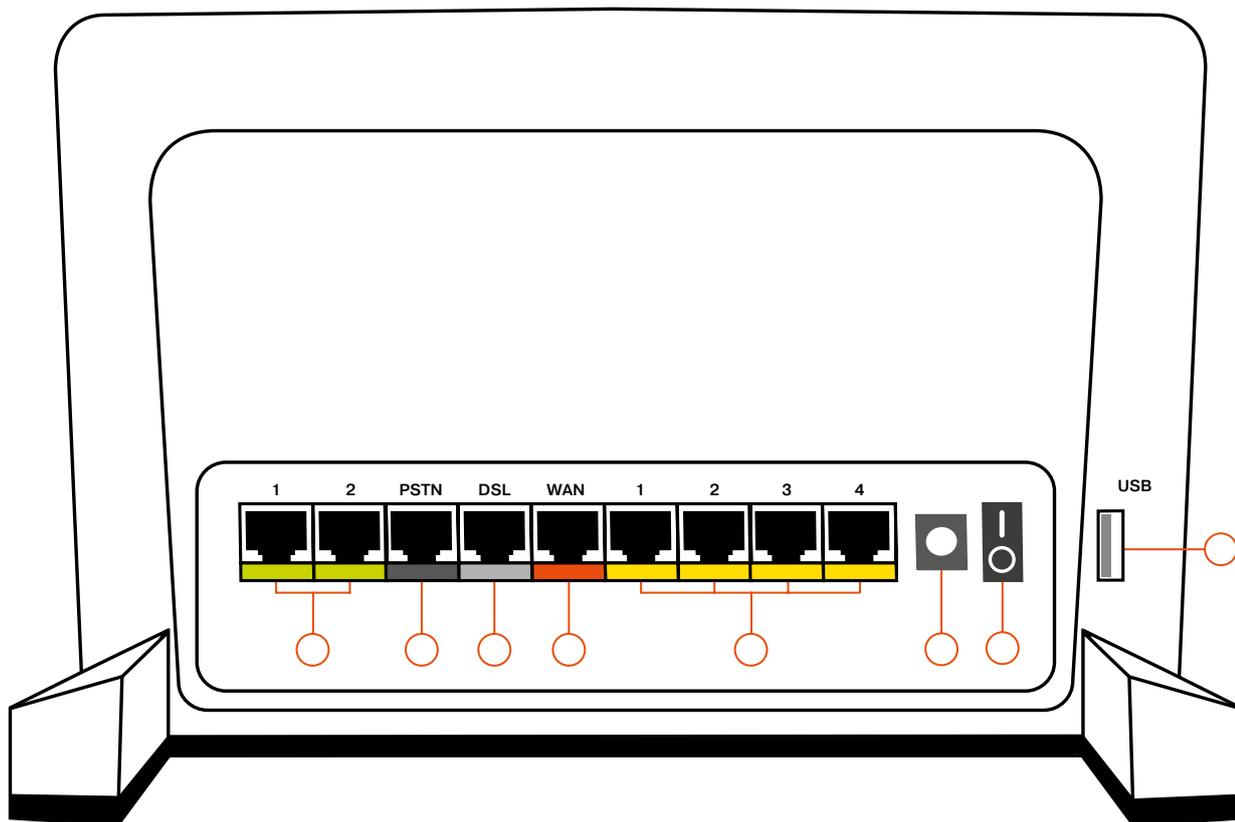
Broadband –light indicating the status of the DSL line

Internet –indicates the status of your Internet connection

TV – light for an external digital set-top box

Upgrade –indicates ongoing system updates

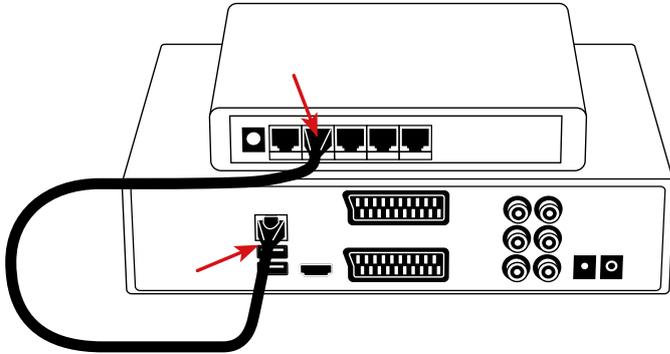
Features of the back panel of the device



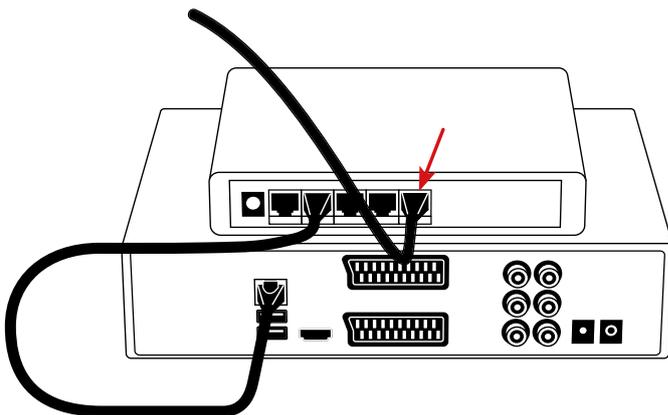
1. **VoIP interfaces** – use these to connect any VoIP devices you may have.
2. **PSTN** – A socket for a separate phone line.
3. **DSL-port** – if you are subscribing to ADSL or VDSL, connect your phone line to this port.
4. **WAN-port** – If you subscribe to an Ethernet solution, connect the network cable here
5. **Ethernet-ports** – Use these to connect your PC, digital set-top box or other equipment.
6. **Connector** – connect the power supply here.
7. **Power switch**
8. **USB ports-** NOT IN USE

For further information for example on how to change WLAN settings, please see our website at www5.sonera.fi/ohjeet/Thomson_TG789.

4. Installation of the equipment



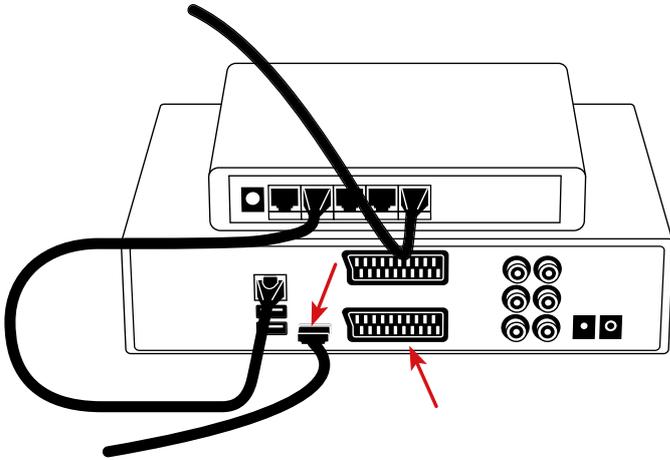
Connect the Ethernet cable between the Ethernet port of the digital set-top box and the Ethernet port of the broadband modem or the service router.



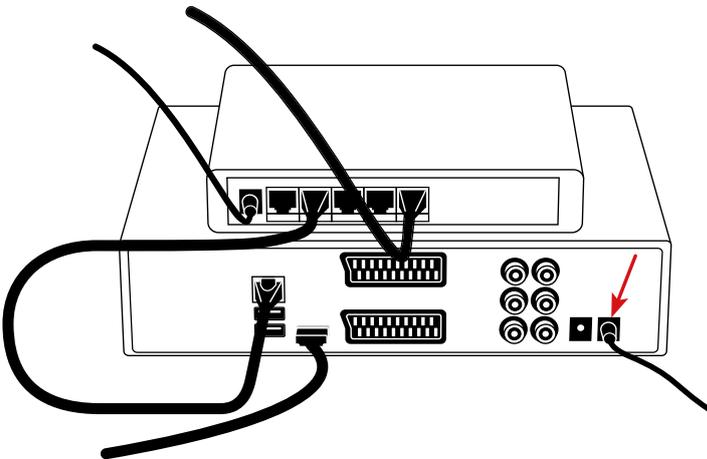
ADSL: Connect the telephone cable between the DSL port of the broadband modem and a telephone socket on the wall of your apartment. If necessary, use the phone adapter delivered with the device.

Fibre Ethernet: Connect the Ethernet cable from the WAN port to the Ethernet socket on your wall.

- **Please note:** If your apartment has its own MDF (main distributing frame), connect the service router that was delivered to you directly to it. Do as follows:
 1. Connect the Ethernet cable from the WAN port of the service router to the appropriate socket in the MDF.
 2. Connect the other Ethernet cable to the Ethernet port of the service router.
 3. Connect the Ethernet cable to the socket in the MDF that matches the correct room.
 4. Next, connect the Ethernet cable from the digital set-top box to the Ethernet socket on the wall of your apartment.
- If you do not have a separate service router, just connect the Ethernet cable from the digital set-top box to the Ethernet socket on the wall of your apartment.



Connect the HDMI cable that was included in the installation package between the HDMI output of the digital set-top box to the HDMI input in the television. If you do not have an HDMI input, link the SCART cable between the TV SCART socket of the digital set-top box and the SCART socket of the TV.



Turn on the TV. Plug in the power supply for the broadband modem and the power cord of the power supply to the service router. Connect the power supply to an electricity socket and the power cord to the digital set-top box. The device will not start to download the required software. The configuration may take minutes.

5. How to start up the equipment

Launch

When you turn the digital set-top box on, five dots appear in a row on the screen (see picture). Wait until the dots have turned green one by one. At first, all the dots are grey. A flashing yellow light tells you that downloading is underway. A green dot tells you that the download has been completed. All five dots are green when the software of the digital set-top box is ready for use. The digital set-top box tunes the channels automatically. You may now activate your Sonera Home TV. If one of the dots turned red during the download, see the “problem situations” table at the end of the manual to fix the problem.

The instructions in the table may come in handy during the installation and also later on. First, you should reboot the digital set-top box by unplugging and reconnecting its power cord. If this does not help, see the “Problem situations” table for more suggestions on how to solve the problem.

Start



Completed



How to activate Sonera Home TV

After the installation of the digital set-top box is completed, a menu will appear, prompting you to enter a user name and a password. Home TV is activated using the remote control. You received your user name and password in two messages from Sonera. This is the only time you have to enter the user name and password. If you accidentally enter a wrong number, you can always return back using the navigation buttons on the remote control.

1. Enter the user name (10 characters) using the number buttons on the remote control. There may be a short delay before the number appears on the screen after you have pressed a number button. After you have entered the code, you will be transferred on the next line automatically.
2. Enter the password in the same manner.
3. Press OK on the remote control and wait a short while. The Home TV service is now available to you.

6. Next time you use the equipment

Watching TV

Use the remote control of the digital set-top box to manage the TV. For more information on the functions of the remote control and how to use it, see “The remote control” chapter below. If for some reason you have turned off one of the devices included in your Home TV package, remember to follow the order referred to in the beginning of this manual when turning devices on again. You may have to, for example, turn off the digital set-top box first before you have turn on the service router. When you turn the device on again, you no longer need to enter the user name or the password. You only have to do this once, when you turn the equipment on for the first time.

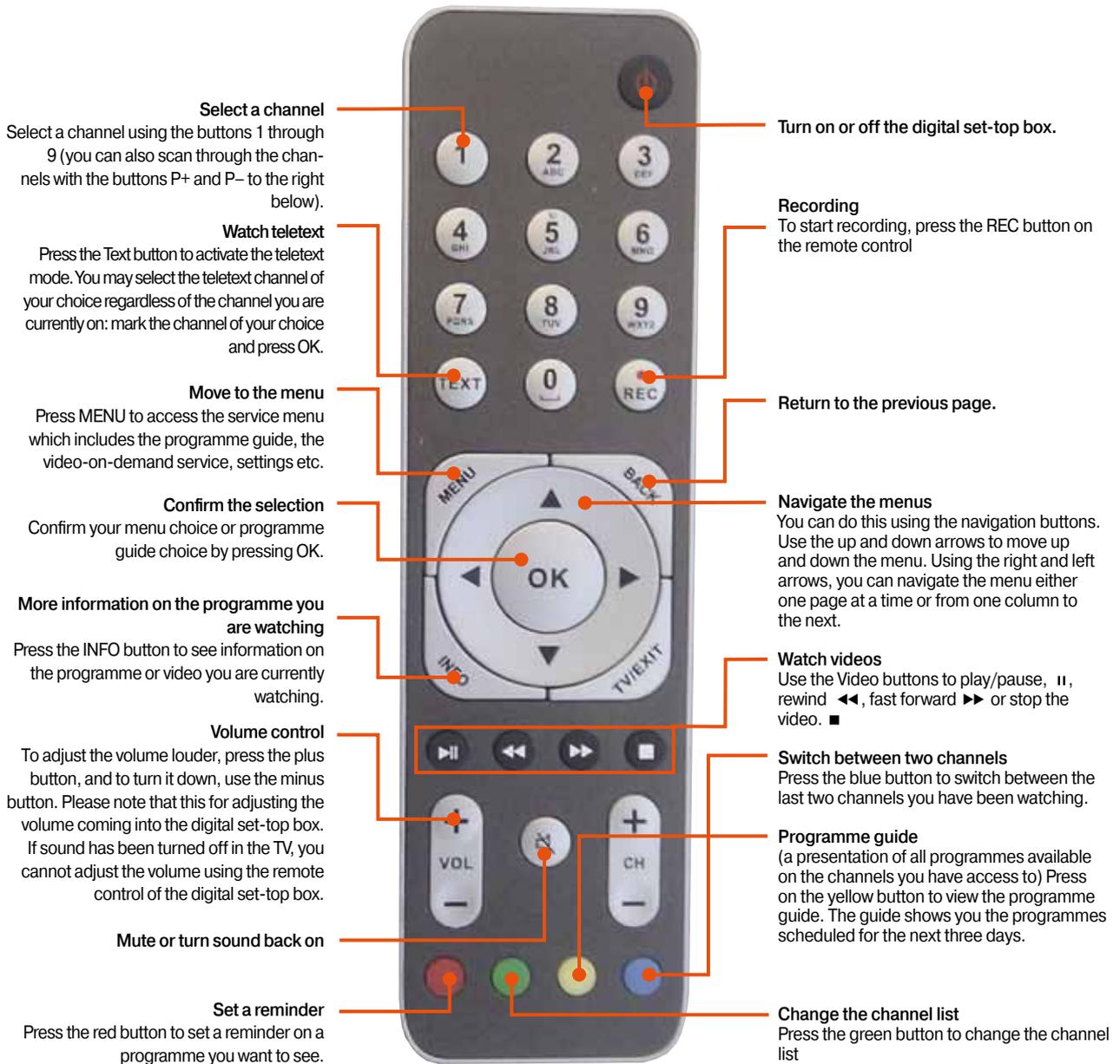
7. Remote control

Always direct the remote control towards the set-top box. The green light of the set-top box needs to always turn red when you press the buttons of the remote control – it confirms that you have directed it right.

Remote control model 1:



Remote control model 2:



To write, use the letter keys A to Z (for example when you search for information in the programme guide). To access the second, third or fourth letter, press the button the respective number of times. If you want to enter the same letter or two letters on the same button twice, wait a few seconds between the letters in order to let the cursor move forward (or move the cursor to the right using the right-pointing arrow of the navigation button before typing the next letter).

8. Service menu

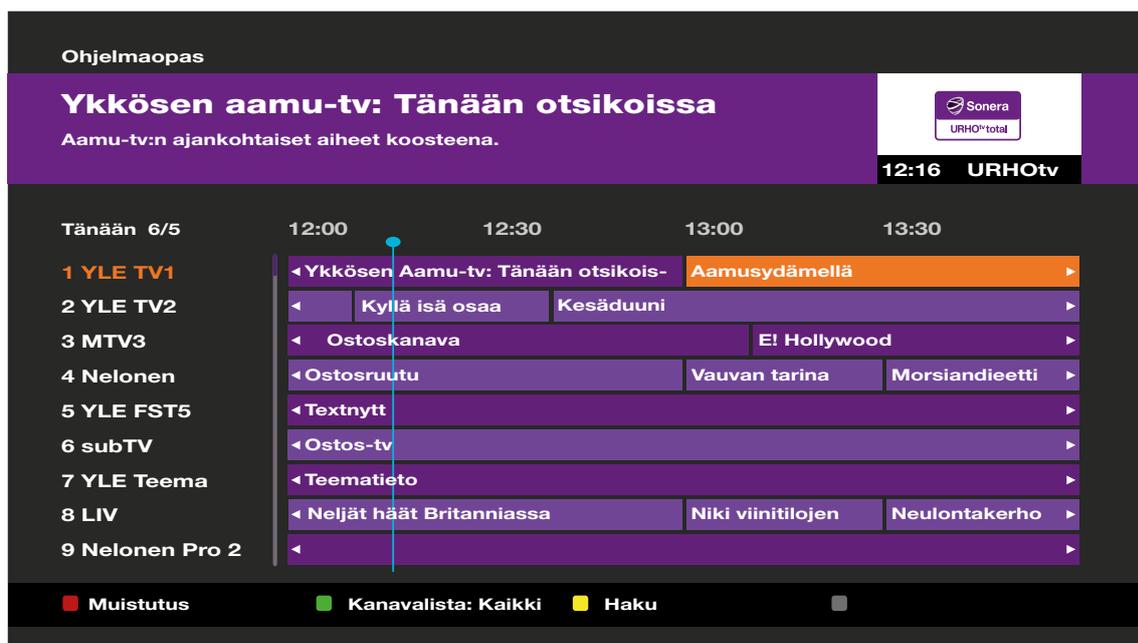
The service menu is the starting point of the Home TV services. Access the content of the service through the service menu. To access the service menu, press on the MENU button on the remote control.



To move in the service menu, use the arrow buttons in the middle of the remote control. Use the OK button to select a function.

9. Programme guide

To open the programme guide, either press the yellow key on the remote control or select “ohjelmaopas” (programme guide) from the service menu and press the OK key. The programme guide then shows the TV guide information of the channel you are watching.



Use the red button on the remote control to set a reminder on a programme. You will get a notification of the programme starting approximately 30 seconds before it starts. The yellow button opens a search menu where you can search for programmes using keywords. Use the green button to select your personal channel lists. For more information on channel lists, see 12. Settings.



Tip:

When the TV is on, you can switch between the last two channels you have been watching by pressing the blue button.

10. Recording

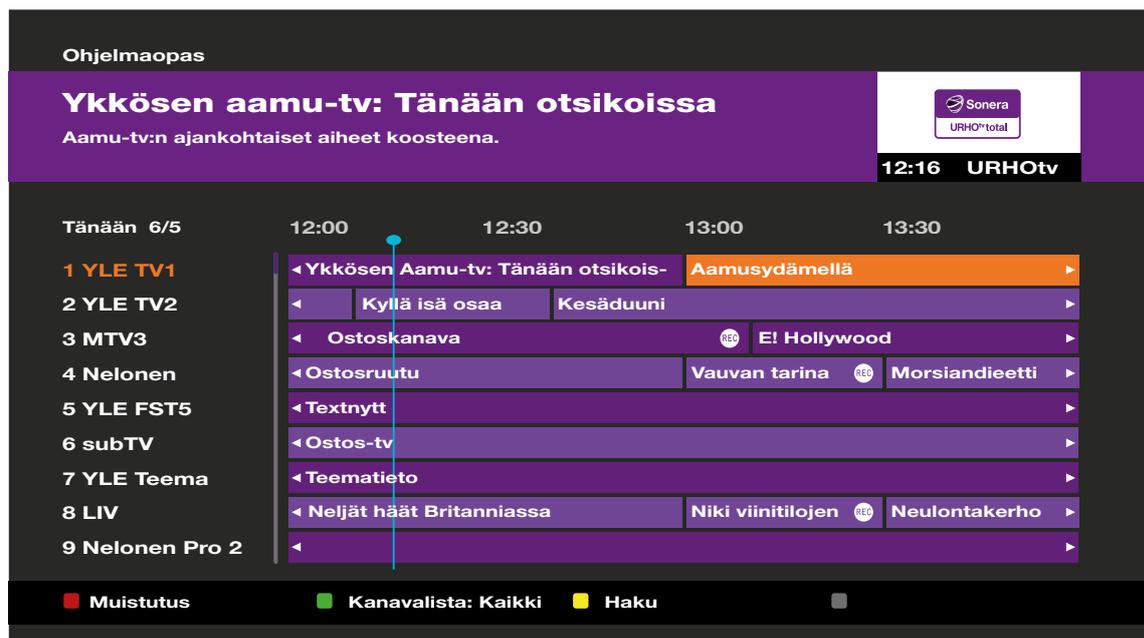
All Home TV customers have access to an online recording function. The online recording function has 3,000 hours worth of storage space. The recordings are available for 90 days from the recording moment, after which they are removed automatically. You may record several standard channels at the same time using the online recording function. For more details, please see www5.sonera.fi/ohjeet/verkkotallennus.

In addition to having an online storage space, you can buy a digital set-top box with a recording function for the Home TV service. On the recording set-top box, you may store pay-TV programmes in addition to standard programming.

Recording instructions

Recording is quick and easy. There are four ways to do it:

Recording using the programme guide:



Select the programmes you wish to record in the channel list by pressing the REC button on the remote control (or the e button on older remote control models).

Recording using the mini programme guide and when watching something:



To access the mini programme guide, press on the INFO button when a TV programme is on. To browse the programmes shown on the channel in the mini guide, use the upward- and downward-pointing arrow buttons on the remote control. To view the programmes of another channel in the mini guide, use the left- and right-pointing arrow buttons on the remote control. After finding the channel and programme you want, initiate recording by pressing the REC or e button. You can record the programme you are watching by pressing the REC or e button on the remote control.

After you have selected a programme for recording, the digital set-top box will prompt you to confirm that you have chosen the right programme.

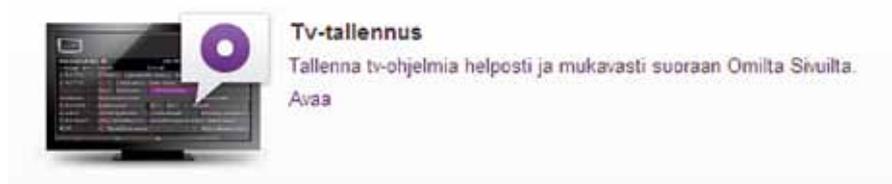


The programmes you have selected for recording are indicated by the  -symbol in the programme guide.

How to make a remote recording using Omat sivut (My Pages)

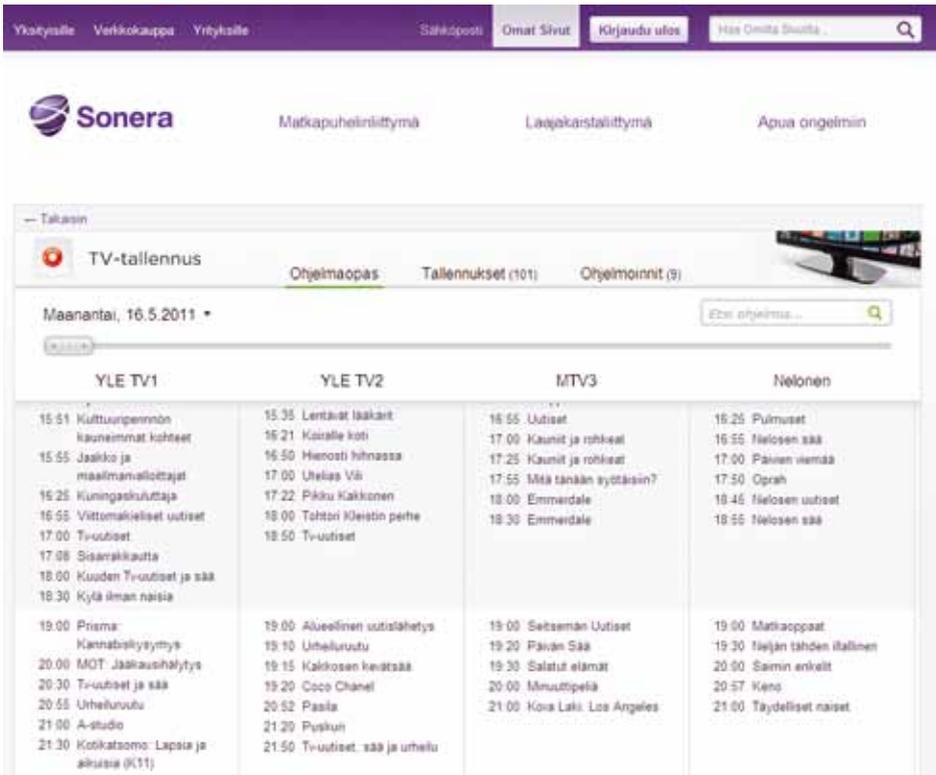
You may also record programmes online. Log into Omat sivut by either typing www4.sonera.fi/kirjaudu into your browser or by going to www.sonera.fi and selecting the Omat sivut link on the page. To time a remote recording, log in using your broadband user name and password.

Go to the TV-tallennus (TV recording) section of Omat sivut to access Home TV recording management.



Programme guide

The programme guide displays upcoming programmes and allows you to record programmes from the standard channels. If you have acquired a digital set-top box with a recording function (available separately), you may also time pay-TV channels on the box. To do that, your recording digital set-top box has to be connected to the broadband and electric networks. The box can be on standby.



Yksityisille Verkkokauppa Yrityksille Sähköposti Omat Sivut Kirjaudu ulos Hae Omilta Sivuilta

Sonera Matkapuhelinliittymä Laajakaistaliittymä Apua ongelmiin

Takaisin

TV-tallennus Ohjelmaopas Tallennukset (101) Ohjelmoitit (9)

Maanantai, 16.5.2011

YLE TV1 YLE TV2 MTV3 Nelonen

YLE TV1	YLE TV2	MTV3	Nelonen
15:51 Kulttuuripennon lauseimmat kohteet	15:35 Lentävät laakat	16:55 Uutiset	16:25 Pölymuset
15:55 Jaakko ja maailmanvalloittajat	16:21 Kärrällä koti	17:00 Kaunit ja rohkeat	16:55 Nelosen sää
16:25 Kuningaskuuttaja	16:50 Hierosti hinnassa	17:25 Kaunit ja rohkeat	17:00 Päivän viemää
16:55 Viittomakieliset uutiset	17:00 Uutias Väi	17:55 Mä tänään syttäsini?	17:50 Oprah
17:00 Tv-uutiset	17:22 Pikku Kakkonen	18:00 Emmerdale	18:45 Nelosen uutiset
17:08 Sisarekkautta	18:00 Tahtiri Kieistin perhe	18:30 Emmerdale	18:55 Nelosen sää
18:00 Kuuden Tv-uutiset ja sää	18:50 Tv-uutiset		
18:30 Kyä ilman näisiä			
19:00 Prima: Kannattavuus	19:00 Alueellinen uutislähetys	19:00 Seitsemän Uutiset	19:00 Matkappaat
20:00 MQT Jääkausiälytyt	19:10 Uutisurutu	19:20 Päivän Sää	19:30 Neijan tähden ilallinen
20:30 Tv-uutiset ja sää	19:15 Kakkosen hevostää	19:30 Salatut elämät	20:00 Samin enklit
20:55 Uutisurutu	19:20 Coco Chanel	20:00 Muuttipetä	20:57 Keno
21:00 A-studio	20:52 Paasia	21:00 Kova Laki: Los Angeles	21:00 Täydelliset naiset
21:30 Kotikatsomo: Lapsia ja aikuisia (K11)	21:20 Pyskui		
	21:50 Tv-uutiset, sää ja uutelu		

When you select a programme, a recording window will appear prompting you to confirm the recording and to select a location for storing the recording. If you do not have a digital set-top box with a recording function, you only see the “Tallenna verkkoon” (Store online) option.



Kotikatsomo: Äideistä parhain (K11)
YLE TV1, 13.05.2011 22:45 - 00:29, kesto 1h 44min

Klaus Härön elokuva sotalapsena Ruotsiin lähetetyn 9-vuotiaan Eeron matkasta tuntemattomaan maahan uuden äidin luo. N: Topi Majaniemi, Maria Lundqvist, Esko Salminen, Marjaana Majjala. Teksti-TV 333.

Tallenna verkkoon

 **Ei yhteyttä tallentavaan digiboksiin.**
Tarkista että kaikki johdot on kytketty ja virrat ovat päällä sekä palvelureitittimessä että digiboksissa.

If you have a recording digital set-top box but get an error message (see picture above) when attempting to record, check that the box and your service router are correctly connected to both the broadband and the electric network. The box can be on standby.

On the Tallennukset (Recordings) tab you can see all programmes (including duration and other details) recorded either online or on a digital set-top box with a recording function. Here you can also delete recorded programmes. Please note: the deletion is permanent so you cannot restore deleted programmes.

The screenshot shows the Sonera TV-tallennus (Recordings) interface. The page has a dark purple header with navigation links: 'Vieritysohjelma', 'Vieritysohjelma', 'Vieritysohjelma', 'Tallennukset', 'Omat listat', 'Ajankohtaista', and 'Häiriöraportit'. Below the header, the Sonera logo is visible, along with links for 'Matkapuhelintilitys', 'Loppukäsitellyt', and 'Apua ohjelmiin'. The main content area is titled 'TV-tallennus' and includes a search bar and navigation tabs: 'Digiboksiin (8)', 'Verkkoon (5)', and 'Tallennukset (108)'. The 'Tallennukset' tab is selected, showing a table of recorded programmes. The table has columns for 'Päiväys', 'Ohjelma', 'Kanava', and 'Kesto'. The table lists several recordings, including 'Ehdokkaat lähtevän haussa' and 'Eurovision laulukilpailu'.

Päiväys	Ohjelma	Kanava	Kesto
11.04.2011	Ehdokkaat lähtevän haussa	Hälsnes	2h 29min
12.04.2011	Eurovision laulukilpailu	MTV3	65min

On the Tulevat (Timed programmes) tab you can see the programmes you have timed to be recorded online or on your recording digital set-top box. You may also cancel timed recordings here.

How to view recordings

You can find all your past and future recordings in the Menu.



The Tallennukset (Recordings) menu lists past recordings and currently timed programmes.



Go to the Tallennetut (Recordings) tab to select recorded programmes for watching, edit recordings, group recordings for example on the basis of the expiry date or to delete recordings. To play a recorded programme, select the programme using the arrow buttons on the remote control and press OK.

Similarly, on the Ohjelmoinnit (Timed programmes) tab you may view, edit, group and delete timed programmes.

Tallennukset
6. Toukokuuta

17:15 URHOtv

Ohjelmoinnit

- 060511 **Matkapassi: Arktinen Kan...**
- 080511 Simpsonit
- 040511 Aamusydämellä

Kanava: YLE TV2
Aloitus: 11:15 **Kesto:** 00:55

Matkapassin suosikkisarjan uusinnat jatkuvat. Ian Wright suuntaa Kanadan Arktisiin osiin, jossa hän opettelee käsittelemään koiravaljakkoa ja yöpyy

Verkko 3000 h
7h

Muokkaa tallenn... Lajittele Poista

You may start watching a programme you are recording before the recording ends. If you stop watching a recorded show before it ends, you may start watching it again either from the beginning or pick up from where you left.

Tallennukset
6. Toukokuuta

17:15 URHOtv

Tallennetut

- 060511 **Matkapas...**
- 060511 Ultimate J
- 040511 Vain frend
- 280411 Se Oikea
- 270411 Asema 62
- 270411 Frasier
- 270411 Koirakuiskaaja
- 260411 Simpsonit

Palautus
Valitse toiston aloitus:

Edellisen katselun loppu
Ohjelman alku

Takaisin

Kesto: 00:55

sarjan uusinnat jatkuvat. Ian Wright suuntaa Kanadan Arktisiin osiin, jossa hän opettelee käsittelemään koiravaljakkoa ja yöpyy

Verkko 3000 h
7h

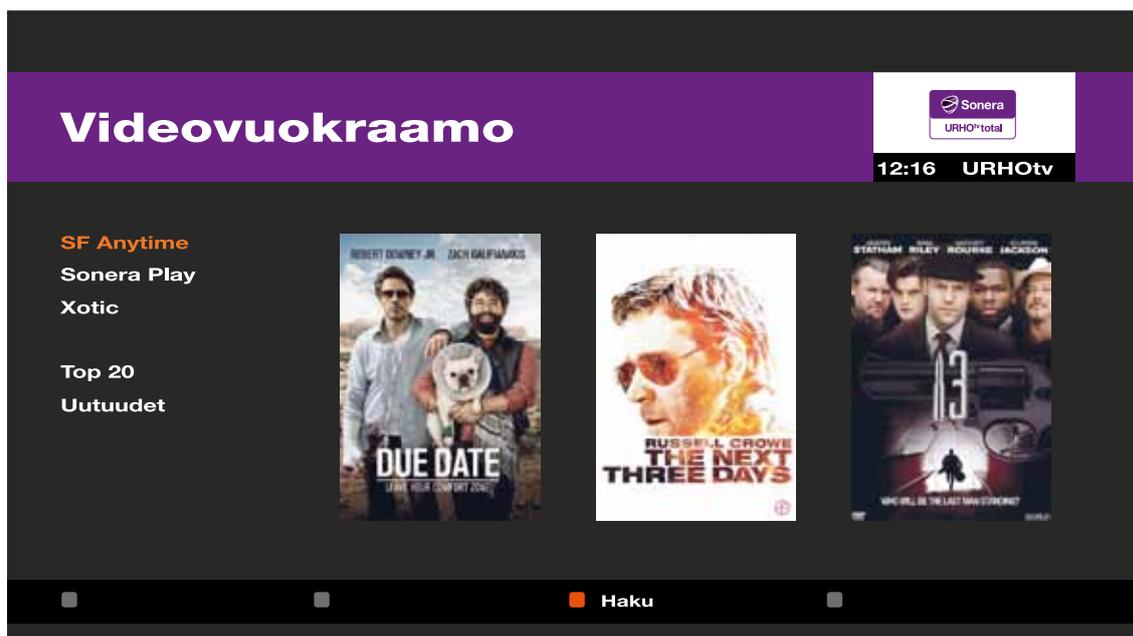
Muokkaa tallenn... Lajittele Poista

11. Video rentals

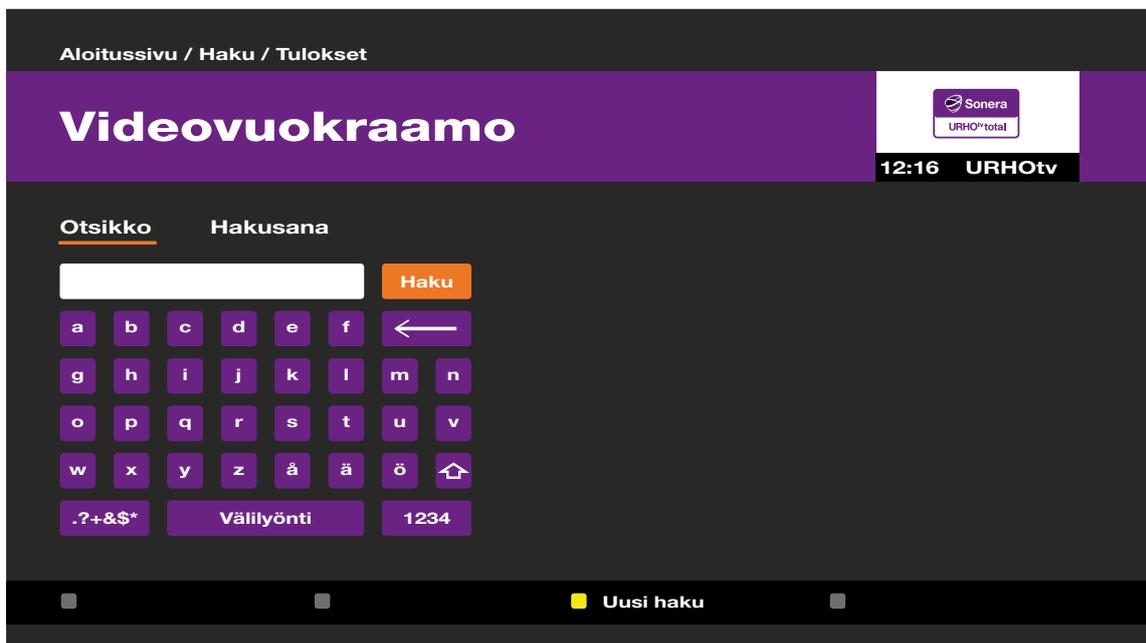
How to use the video rental shop



Press MENU on the remote control. Select videovuokraamo (video rental shop) from the menu. You may search for movies for example on the basis of their name or go directly to the SF Anytime video rental service, select a video and press OK. Enter the PIN code (PIN1) you received from Sonera with the number keys of the remote control and press OK. The PIN2 code is for adult entertainment, for example for renting movies from the Xotic video rental service. The charge for the rented video is shown on the TV screen when you order, and you are billed for it subsequently on your broadband bill.



If you want to search for a particular movie, press the yellow button on the remote control to use the search function. Use the arrow buttons on the remote control to search the letter you want from the letter table and press on OK until you have typed the entire text of your choice. You may search for movies using the name of the movie or with a search term (Hakusana). Search terms include the names of directors and actors and various other related words.



Tip:

You may enter the text also by using the number keys on the remote control. For example by pressing the number key 2 you may type the letters a, b or see depending on the number of times you press it.

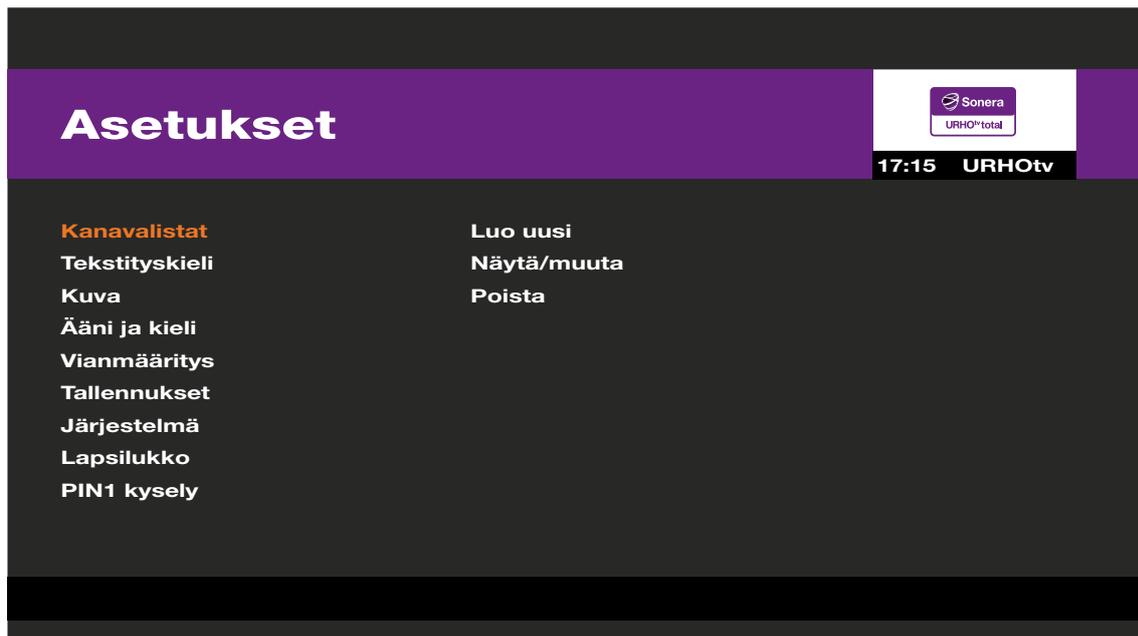
12. Settings



Use the settings to adjust the following Home TV features: channel list, subtitling language, aspect ratio, system settings and voice.

Channel lists

You may create and edit channel lists (kanavalistat). You may for example set up a channel list including only sports channels, children's channels, music or your favourite channels.



Subtitling language

Select a subtitling language (tekstityskieli) of the following options: Swedish (ruotsi), Finnish (suomi), Danish (tanska) or Norwegian (norja). You may also choose not to have subtitles.

Asetukset

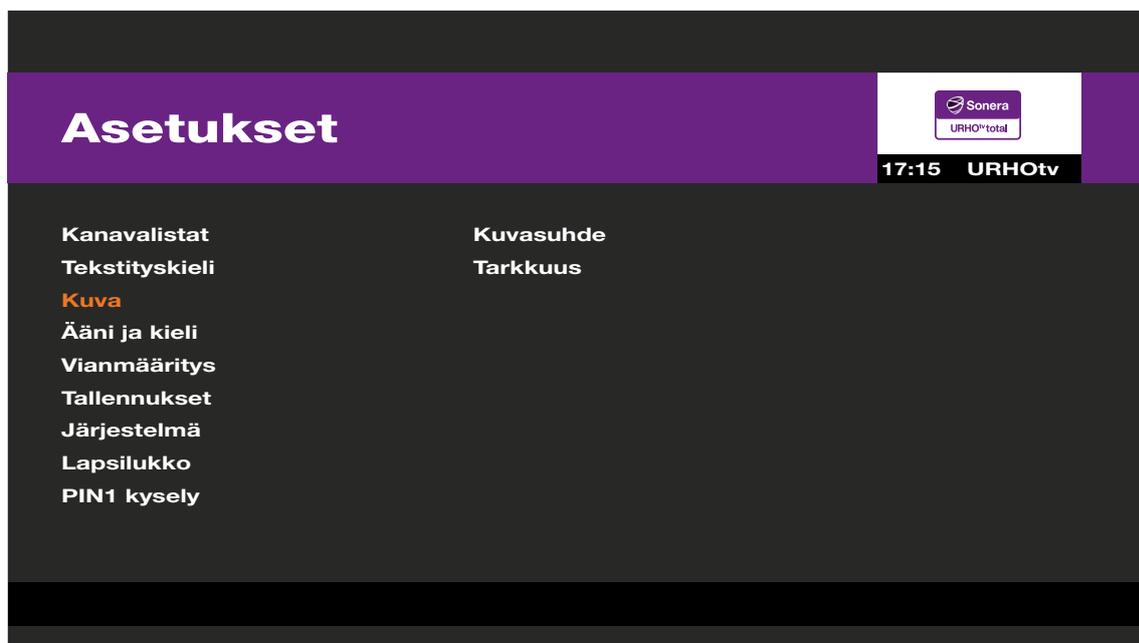
Sonera
URHO[®]total

17:15 URHOtv

Kanavalistat
Tekstityskieli
Kuva
Ääni ja kieli
Vianmääritys
Tallennukset
Järjestelmä
Lapsilukko
PIN1 kysely

Ei valittu
Ruotsi
✓ Suomi
Tanska
Norja

Image settings



Adjust the image settings (kuva) to change the aspect ratio: Normal (normaali) (4:3) is the aspect ratio of old televisions, for example, whereas widescreen (laajakulma) (16:9) – Fullscreen displays all TV programming in the full screen and laajakulma (16:9) Pillarbox retains the original aspect ratio of the programme in question.

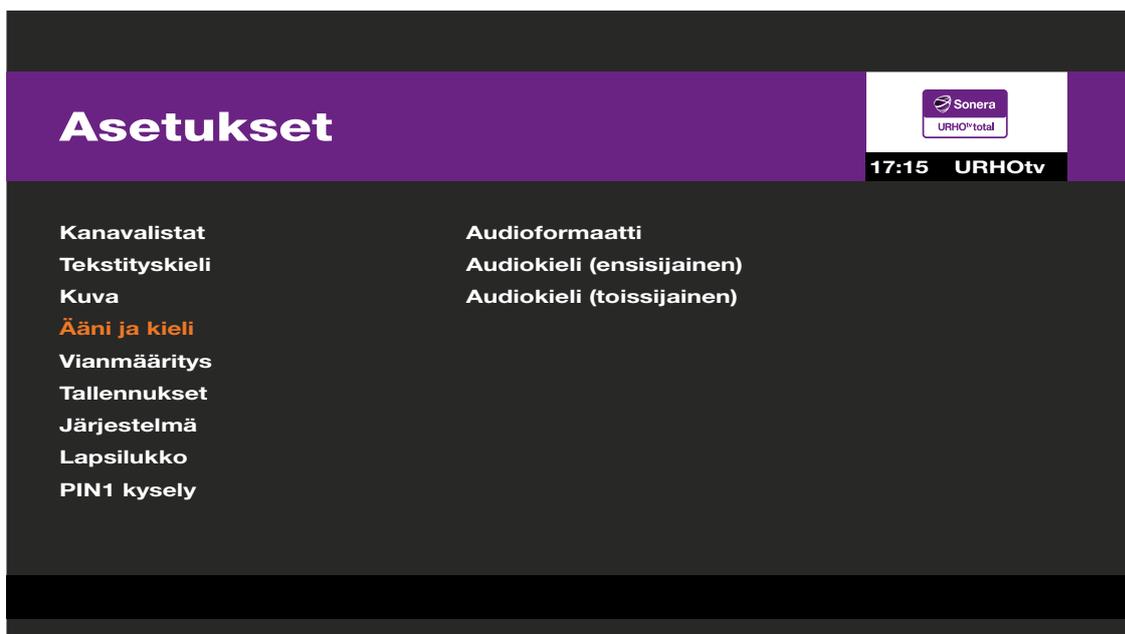


Resolution (tarkkuus) settings allow you to select between the resolutions 576p, 720p, 1080i, 1080p24, 1080p25 and 1080p50.



Tip:
The default resolution is 1080p.

Voice and language settings



Use voice and language settings (ääni ja kieli) to select the audio format (audioformaatti). The options are analogue (stereo sound) and digital sound. If your television supports digital sound or your digital set-top box is connected to an external sound source such as a home entertainment system, we recommend you select digital sound.



Tips:

The sound-related choices affect the sound of TV programmes, rented videos and programme library movies alike. Certain programmes and videos in the video rental shop are Dolby Digital. To enjoy them to the fullest, digital sound is recommended.

13. Problem situations

Problem	Solution
The yellow or the red light remains lit for a long time	Make sure you have connected the network cable to the yellow output of the service router. If it is connected properly, the 3 and WAN lights should be on in the back panel of the service router. The corresponding lights on the front panel are those for Broadband and Ethernet. The service router should be on and its WAN light should be lit or blinking. Are you sure your Sonera broadband has already been delivered?
Access right code problems	Try re-entering the codes.
Channels are missing or displayed incorrectly	Press the green button on the remote control and make sure that you have selected "kaikki kanavat" (all channels) in the channel list. Move between channel lists using the green button. To exit, press TV/EXIT.
Image or sound problems	Start by restarting the service router and the digital set-top box. Make sure that the PAL is selected in the settings of the digital set-top box (see "Info box, subtitles or Teletext extend beyond the screen") . If you have replaced the cable between your telephone socket and the service router with a longer one, switch it back to the cable you received with the installation package and use a longer Ethernet cable between the service router and the digital set-top box instead.
No image or sound	Restart the digital set-top box (by unplugging the power cord for about 10 seconds). Make sure that the SCART or the HDMI cable is connected to both the television and the digital set-top box.
The remote control does not work	Make sure you are pointing the front panel of the digital set-top box when using the remote control. Check that the batteries of the remote control have not ran out.

If you have any further questions, call our problem hotline at **0206 90101** (Inc/mcc) Mon to Fri between 8am and 10 pm or Sat to Sun between 9am and 8pm.

Or, call the Helpson hotline in any home electronics related questions. Help is available both directly by phone, or you can book a home visit. Helpson is available at **0600 10100** (€1.99/min + Inc/mcc) on weekdays between 8am and 9pm and on Saturdays between 9am and 5pm.

