

Your YouView user guide

✓ 7 of the most popular Sky entertainment channels

✓ 7 day catch-up

✓ The best players on your TV



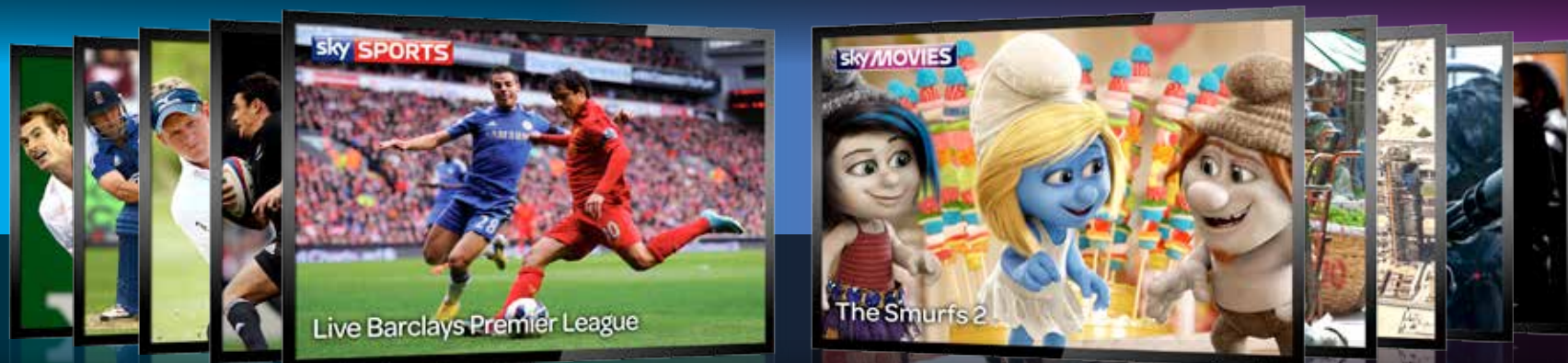
✓ Sky Sports and Sky Movies with a one month commitment

✓ Rent the latest blockbusters



Dip in and out of Sky Sports and Sky Movies

one month at a time



sky SPORTS



5 channels for £30 a month
Channels 501-505

sky MOVIES



11 channels for £15 a month
Channels 530 -540



Sky On Demand

Now included with our
Sky Movies Boost

To add instantly go to the channel and press

OK

talktalk.co.uk/tvboost

*You'll need to have a minimum broadband speed of 5Mb to add TV Boosts.

What's inside?

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All information and prices in this guide are correct at time of going to print and subject to change.

Get the most from your YouView box

✓ **Access all your favourite Freeview channels**
You'll need a working TV aerial to get your Freeview channels. Your YouView box will automatically tune in to the standard channels including some in HD. Your YouView box will allow you to, pause, fast forward and rewind while you are watching.

✓ **Connect your box to your TalkTalk router**
Get set up to watch BBC iPlayer, ITV Player, 4oD and Demand 5 all on your TV. You'll need to connect your YouView box within 90 days or you may be asked to return it to us.

✓ **Find your 7 inclusive Sky channels**
Your Plus TV package comes with 7 of the most popular Sky entertainment channels available. You can also access hundreds of hours of on demand shows from Sky 1, Sky Living and Sky Arts.

TIP

You can adjust the Eco-Mode in Settings for a much faster start up time. See page 23 for more info.

✓ **Use your TalkTalk PIN to watch more**
Sign up to our great value Boosts for a month at a time – perfect for the school holidays or the sports season. Rest assured that you'll always be prompted to enter your TalkTalk PIN before you're charged. You'll find it online at talktalk.co.uk/tvpin

✓ **Keep your details up to date and never miss out**
To hear about the latest box sets and movies just log in to talktalk.co.uk/myaccount, check we've got your details right and sign up for updates.

For more help visit talktalk.co.uk/tvhelp

Got a question?

Ask the community –
Ask questions, get advice, share answers and help others at
community.talktalk.co.uk

TalkTalk
Community

Enjoy all this:

- 7 day catch-up from the YouView Guide
- 7 of the most popular Sky entertainment channels
- The best players on your TV
- Monthly Sky Sports and Sky Movies with a one month commitment
- The latest blockbusters available to rent



(This schedule is for illustrative purposes only and does not reflect the current schedule.)

7 day catch-up

Catch up on the last 7 days TV by going backwards in the programme guide. Search, watch, pause and rewind a range of shows on over 70 Freeview channels like Dave, ITV, Channel 4 and Channel 5.



Rent the latest blockbusters

Press TalkTalk on your remote and explore the TalkTalk Player. It's exclusive for TalkTalk customers and where you can rent the latest blockbusters (using your TalkTalk PIN) – many on the same day as the DVD release.



BBC iPlayer and much more

Connect your box to your TalkTalk router to get up to date on thousands of shows from the best Players like BBC iPlayer, ITV Player, 4oD, Demand 5 and Dave, all ready to watch on your TV.



Flexible Boosts available a month at a time

With our great value TV Boosts you can dip in and out of Sky Sports, Sky Movies or our Entertainment Boosts including some of the best entertainment channels like Fox, Watch, Comedy Central, Discovery and many more.

One remote is all you'll need


You can set up your TalkTalk remote to control both your TV and YouView box.

Press  until the  button flashes 3 times and stays lit.

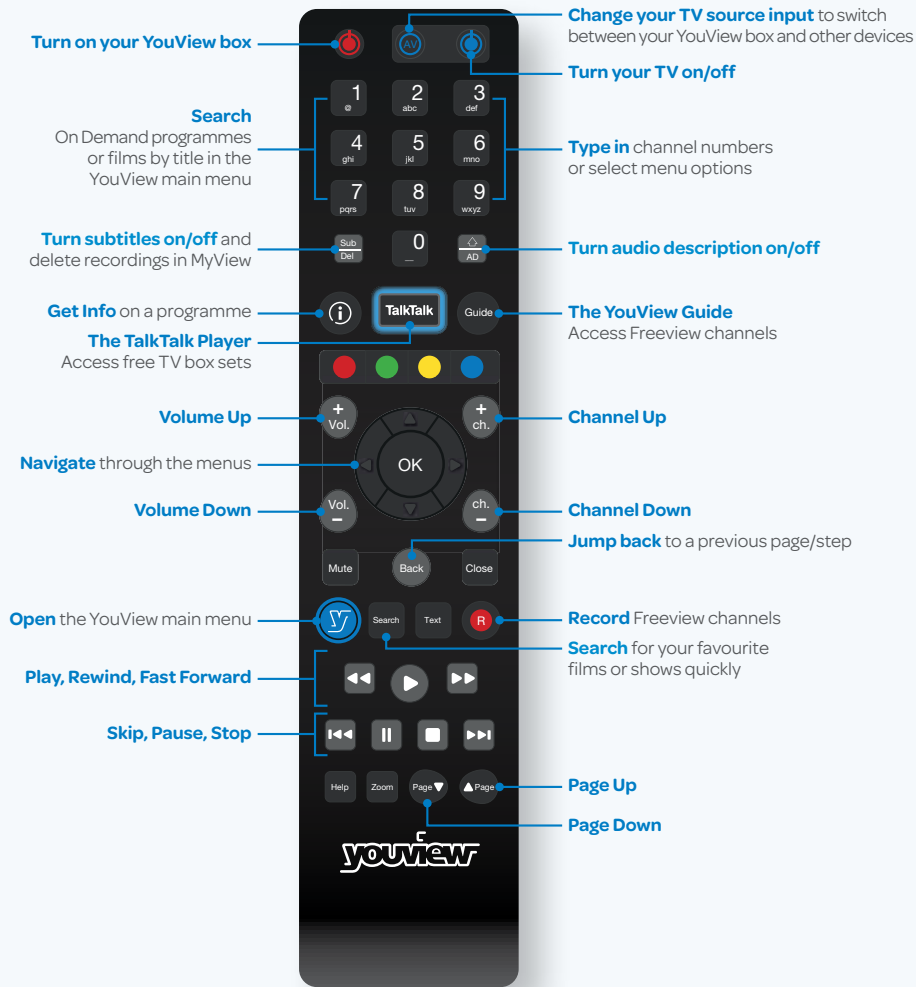
Press and hold the number on your TalkTalk remote for your TV brand until your TV switches itself off.

Grundig	1	Samsung	6
JVC	2	Sharp	7
LG	3	Sony	8
Panasonic	4	Thomson	9
Phillips	5	Toshiba	0

After your TV switches off, release the number button.

Switch your TV on again when the  button on your remote flashes twice.

If your TV is not one of the 10 brands listed above you will have to manually tune your remote control to your TV. Find out how at talktalk.co.uk/tvhelp.




Main features





You'll find your way to the main features quickly and easily with your remote

Browse the YouView Guide




Find your favourite channels easily all in one place. Press  to access channels including some in HD.

Find extra channels quickly. Press  to filter by genre such as Children's, Entertainment or Films or easily find anything you have subscribed to. You can go straight to a channel by pressing the number keys on your remote.

Catch-up on TV from the last 7 days


Go backwards and forwards in the YouView Guide by pressing the   buttons and watch your favourite shows at a time that suits you. To jump a day at a time press  or .

Browse TV On Demand

Connect your YouView box to your TalkTalk router to catch up on episodes from your favourite series – all ready and waiting for when you are. Press  to go to the main menu and use   to scroll across to On Demand.



Search for your favourites

Find what you want to watch quickly and easily. Just press  to start looking.



Find what you want to watch

Connect your box to your TalkTalk router to catch up on many programmes that you haven't had time to watch over the past 7 days.

The programme guide lets you catch up by going back in time, so you can watch your favourite shows at a time that suits you.








You'll find your favourite channels available to search, pause or rewind at the touch of a button.



(This schedule is for illustrative purposes only and does not reflect the current schedule.)

See what's available in the YouView Guide





ON YOUR REMOTE PRESS:

-  To bring up the YouView Guide
-  To go straight to what's on now
-  To move up and down by channel
-  To skip through what's listed a page at a time
-  To bring up information about a programme
-  To select something to watch
-  To exit out of the YouView Guide

Catch-up

If you've missed something that was on last night or last week, it may be waiting in the YouView Guide ready for you to watch when you want.


ON YOUR REMOTE PRESS:

-  To bring up the YouView Guide
-  To catch-up on TV from the past 7 days. Any programmes highlighted in white with a  next to it can be watched straight away.
-  To jump backwards or forwards a day at a time

Search

Search for your favourite films and shows quickly and easily in the YouView guide.






ON YOUR REMOTE PRESS:

-  To bring up the search bar

Pause, rewind, fast forward

For up to 2 hours while watching a programme on one of the Freeview channels.



ON YOUR REMOTE PRESS:

-  To pause what you're watching
-  To continue watching the programme from where you left off
-  To rewind and fast forward
-  To increase the speed that you rewind or fast forward keep pressing to get to the speed you want
-  To continue watching






Plan what to watch, wherever you are

Browse your TV guide and set reminders with our free TalkTalk TV App on your Android phone, when you are out and about. It's easy to download, just visit the Google Play Store and search for 'TalkTalk TV'.

TO LOG IN:

-  Open the TalkTalk TV App and type in your PIN – you must be connected to a wireless network or 3G
-  The App home screen will appear

TO CREATE A WATCH LIST:

-  Select On Demand
-  Select which category you would like to watch
-  Press the  symbol in the top right corner to add the film or show to your **Watch List** in the TalkTalk Player
-  When you next open the TalkTalk Player, you will see the film or show in your **Watch List**

Record TV shows on Freeview channels

Record a show or a whole series at the touch of a button.

You can record two programmes at the same time and still watch something that's showing in catch-up, on demand or that you've previously recorded.










All of the TV shows and films that you've chosen to record from any of the Freeview channels will be stored in MyView.



Record or set a reminder for live TV

Record films, shows or entire series from the Freeview channels.








ON YOUR REMOTE PRESS:

-  To access the YouView Guide
-  Select the show you want to record or set a reminder for
-  To record
-  Select **Set Recording**
-  OR
-  Select a show or set a reminder
-  To access information on a show
-  When a reminder has been set,  will appear. When the show is about to start, a reminder will appear on your TV screen

Find your recordings

Everything you've recorded will be stored in the same place.







ON YOUR REMOTE PRESS:

-  To access the main menu
-  Scroll across to **MyView**
- 
-  Scroll up or down to find a show
-  To move between pages
-  For more information on the shows you've recorded
-  To watch

Protect your favourite recordings

There may be shows and films you want to keep and watch over again.



ON YOUR REMOTE PRESS:

-  To access the main menu
-  Scroll across to **MyView**
- 
-  Jump up to list of shows
-  **To lock a show.** This protects it from Auto-Delete, which automatically deletes your recordings, starting with the oldest first, when there is no more space to record new programmes
-  To unlock a show that was locked






Set a recording away from home

Our free TalkTalk TV App allows you to record shows on the move. It's easy to download, just visit the Google Play Store and search for 'TalkTalk TV'.

TO LOG IN:

-  Open the TalkTalk TV App and type in your PIN – you must be connected to a wireless network or 3G
-  The App home screen will appear

TO SET A RECORDING AWAY FROM HOME:

-  Navigate to the film or show you would like to record using the YouView guide
-  Press the  symbol in the top right corner
-  To record a single episode, select **Record episode**. To record the whole series, select **Record series**
-  Your recording will be confirmed, ready for you to enjoy when you're at home.

TalkTalk Boosts

with only one month commitment it's easy to try them all out!



From **£5** a month

See our TV Boosts at talktalk.co.uk/tvboost | To add instantly go to the channel and press **OK**

*You'll need to have a minimum broadband speed of 5Mb to add TV Boosts and receive Sky channels.

Extra Channels

Search and add some of the UK's most popular channels to your package, a month at a time. Enjoy shows from the best entertainment channels including Fox, Watch, Comedy Central, Discovery and many more. You'll quickly find them listed in the YouView guide from channels 401-599.

Search	Add channels	Hide channels
<p>Search for your favourite premium entertainment easily. Look for the channels with three blue dots under the number 401</p>	<p>Use your remote to easily and securely add channels to your package.</p>	<p>Hide channels so you'll easily find your favourites.</p>
<p>ON YOUR REMOTE PRESS:</p> <ul style="list-style-type: none"> To bring up the YouView Guide To filter by genre To go to Children's, Entertainment or Films etc or find what you are already subscribed to To run through the complete listings 	<p>ON YOUR REMOTE PRESS:</p> <ul style="list-style-type: none"> Type in the channel number on your remote to jump straight to it To select. You will be prompted to enter your TalkTalk PIN before you are charged for anything 	<p>ON YOUR REMOTE PRESS:</p> <ul style="list-style-type: none"> To bring up the YouView Guide Enter your YouView PIN Go to the channel you want to hide X will appear to show the channel is hidden To save changes

*You'll need to have a minimum broadband speed of 5Mb to add subscription channels and receive Sky channels.

Catch up on your TV

Connect your box to your TalkTalk router and catch up on past episodes of your favourite series.

You'll be able to choose from a selection of TV, films and music from BBC iPlayer, ITV Player, 4oD, Demand 5 and Dave all on your TV.

With more Players being added all of the time there will always be something for the whole family to enjoy.



Accessing the On Demand libraries

ON YOUR REMOTE PRESS:

- To get to the main menu
- Scroll across to **On Demand**
- To bring up all of the players
- Scroll up, down or across to a Player
- To open a Player
- Scroll across to categories including A-Z Listing and Most Popular
- To bring up a list of programmes
- To watch something

Browse by type of content

Lets you browse all of the entertainment across the Players by categories such as Romantic Films or Kids TV.

ON YOUR REMOTE PRESS:

- To get to the main menu
- Scroll across to **On Demand**
- To bring up all of the Players
- Scroll through the genres until you find the one you want such as Films, TV and Radio
- To access sub genres such as comedy or romance
- To go to programmes

Search

Search through the On Demand libraries for your favourite films and shows.

ON YOUR REMOTE PRESS:

- To bring up the search bar
- OR
- To go to the main menu
- Scroll across to **Search**
- Press the letter keys to type out words. As you type a list of suggested programmes will appear based on the letters you key in, e.g. if you type "EAST" then "EastEnders" will appear as a suggestion
- To scroll through the episodes
- To watch something

TalkTalk Player



Explore the TalkTalk Player for free and rent the latest blockbusters for the weekend.










Also in HD

Browse by type of content

When you are in the TalkTalk Player you will see all of the entertainment like Kids, Factual, Film and Sport across the top of the screen. Underneath there will be highlights.










ON YOUR REMOTE PRESS:

-  To access the TalkTalk Player
-  Scroll across to a genre like Kids, Sports, Film
-  Jump down to see programme highlights
-  Scroll through the programmes
-  Scroll up to go back to the category listings, eg film
-  To select a category and choose from one of the channels available
-  To go back to the TalkTalk Player homescreen at anytime

Channel hop

There are lots of ways to discover what else is on while you are watching something in the TalkTalk Player.


ON YOUR REMOTE PRESS:

-  To bring up the Mini Guide while you are watching a programme in the TalkTalk Player
-  Scroll through channels
-  To see what's on
-  To watch
-  To close the Mini Guide
-  To go back to the homescreen in the TalkTalk Player
-  Bring up the YouView Guide from the TalkTalk Player.
-  Scroll through channels
-  To exit the TalkTalk Player and watch that channel

Pause, rewind and fast forward

For up to 2 hours while watching a film or show in the TalkTalk Player.

ON YOUR REMOTE PRESS:

-  To pause what you're watching
-  To continue watching the programme from where you left off
-  To rewind and fast forward
-  To choose a different amount of time to jump forwards or backwards
-  To jump backwards or forwards

Renting films and adding flexible Boosts

Rent films for up to 48 hours or add premium channels to your package with only a one month minimum commitment.

With our great value TV Boosts you can dip in and out of Sky Sports, Sky Movies or our Entertainment Boosts including some of the UK's best channels including some of the best entertainment channels like Fox, Watch, Comedy Central, Discovery and many more.

Rent the latest blockbusters

Renting a film is simple and secure. What you've paid to watch will be clearly shown on your bill and you will always be asked to confirm your purchases using the TalkTalk PIN, so nothing can be bought by mistake.

Add a Boost

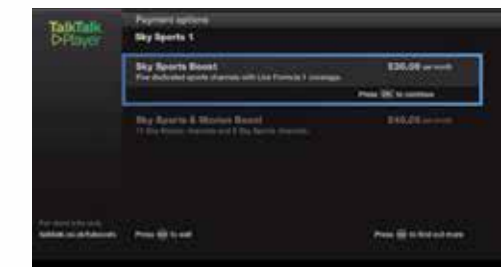
Add TV channels instantly to your package using your remote. Type in the channel number and follow the on screen instructions (remember to have your TalkTalk PIN handy). Don't be afraid to explore, it doesn't cost anything, so make sure you have a good look around.

*You'll need to have a minimum broadband speed of 5Mb in order to add TV Boosts.



Your TalkTalk PIN

This provides you with a simple and secure way of purchasing entertainment – you'll find yours online at talktalk.co.uk/myaccount. For extra security if you forget your PIN or want to change it you can do this easily by logging into My Account and following the step by step instructions.



Renting films

Select the film you want to watch

You'll be taken to the payment screen where you'll see what options are available, for example you can purchase a film on a one-off basis or you may prefer to add it to your package as a Boost and pay monthly.

You can keep anything that you've rented for up to 48 hours and can watch it as many times as you like within that period.

The price is shown on screen and **you'll only be charged when you enter your TalkTalk PIN.**

Enter your TalkTalk PIN when prompted.

As soon as you enter your TalkTalk PIN the film or show will start and you will see the charge on your next bill.


Flexible Boosts

We have a wonderful selection of great value kids, sports and entertainment Boosts that you can add to your package with just a one month minimum commitment – you can remove them anytime after that.

Add Boosts to your package quickly and easily with your remote control. They'll be active on your account straightaway – this is ideal for watching the latest movies or sports.

OR

Add or remove Boosts online at talktalk.co.uk/myaccount where you'll also be able to see a list of all the Boosts available. If you add Boosts through My Account they can take up to 24 hours before they become active.

You can easily find anything that you have subscribed to in the YouView Guide. Just press  to filter the channels and search through them quickly.

Watch hours of award-winning
drama and must see TV

one month at a time

From
£10
a month



See our TV Boosts at talktalk.co.uk/tvboost | To add instantly go to the channel and press **OK**

*You'll need to have a minimum broadband speed of 5Mb to add TV Boosts.

Parental controls

Here at TalkTalk we take safety very seriously and understand that you can't always be in the room to monitor what your children are watching. With Parental Controls you can choose which programmes are restricted, with peace of mind that any unsuitable programmes are PIN protected.

Use your YouView PIN to protect children by limiting access to what they can see by age rating. This is different to your TalkTalk PIN which is used to rent films and shows and buy Boosts in the TalkTalk Player.

Your YouView PIN – protect children from seeing anything inappropriate

Your YouView box comes with a YouView PIN (1234) already set. We recommend that you change this to make it more secure. You may want to make it the same as your TalkTalk PIN which is used to rent films and shows in the TalkTalk Player and buy Boosts, so you've got less things to remember.

Manage your parental controls

ON YOUR REMOTE PRESS:




- To go to the main menu
- Scroll across to Settings
- Select Parental Controls and follow the instructions on the screen

To hide adult content so it can't be seen in On Demand.

ON YOUR REMOTE PRESS:

- To go to the main menu
- Scroll across to Settings
- Select Parental Controls
- Select Restrict Adult category

Manage your YouView settings

You can change any of your YouView settings at any time to personalise your TV experience. To access any of the options covered in this section, press  and select Settings, then use the   to move backwards and forwards through the menu options.

Changing Languages

The default language is English. If you would prefer to hear a programme in a different language, you can change your language settings.

ON YOUR REMOTE PRESS:



To get to the main menu



Go to **Settings** select **Language** to change your audio or subtitle languages

Re-tuning

Occasionally, you may need to re-tune your live digital TV channels. For example, you may have moved house or you could be experiencing problems with your reception.

ON YOUR REMOTE PRESS:

Make sure your aerial is connected



To get to the main menu



Go to **Settings** and select **TV Signal & Quality**



Select **Re-tune Channels** to begin the re-tune

Synchronise picture and sound

Connecting your YouView box to speakers or a surround sound system may cause syncing issues. If this happens, you will need to adjust the audio delay.

ON YOUR REMOTE PRESS:



To get to the main menu



Scroll across to **Settings**



Select **TV Signal & Quality**



Select **Synchronise Picture & Sound**



Use the left or right arrow keys to select the correct audio delay

System information

Device information This option tells you the manufacturer, model and serial number of your YouView box. You may need this if your YouView box has a fault.

Software version This option tells you which versions of software you currently have installed. This will change from time to time as YouView updates software on your behalf.

Number of channels This tells you how many channels you have tuned. Check here if you think you have missing channels.

TV signal quality In YouView, if you're having reception problems, you can check the quality and strength of the channel you're watching. In Settings, use the arrow key to scroll right to the TV Signal & Quality option, then press OK.

Network connection broadband status This setting will show you the status of your connection. It will also give you information about that connection, such as the IP address. You can change this information in Network and Internet settings.

Network and Internet

Access this section if you want to check your Wired Connection settings are set to "Automatic" and your YouView box will detect your settings. This option is the default setting and is considered to be appropriate for most users.

However, if you prefer, you can change this setting to 'Manual'. You can then enter the IP address, Subnet Mask, Default Gateway, Primary DNS Server and Secondary DNS Server yourself. (If you don't have this information, please go to talktalk.co.uk/tvhelp)

Device Management

Auto delete recordings By default, your YouView box is set to delete old recordings automatically when the hard disk runs out of space. However, to prevent this, use the arrow keys to select ON or OFF.


Software update YouView will automatically update your software. You can use this setting to check for updates manually.

Update On Demand players Checking for updates to On Demand players is performed automatically. However, you can check for updates yourself by pressing CHECK NOW.

Reset your YouView box Use this option if you want to reset your YouView box and restore it to its factory settings. However, this will also reset your PIN, any preferences you have set, delete your postcode and all your current and future recordings and reminders.

Warning Resetting your YouView box will delete all of your recordings and cancel any reminders that you've set.

Automatic standby time This option controls when or if your YouView box should go into standby mode. By default, it will go into standby after 3 hours if you have not interacted with it.

Change default settings: Press  on Automatic Standby Time and use the arrow keys to select 2, 3, or 4 hours.


Eco mode Use this option to manage the energy settings for your YouView box. By default, this is set to HIGH, the most energy efficient mode.

By changing this setting to LOW, your YouView box will only go to active standby which is less energy efficient but will ensure **the start up time from standby is greatly reduced.**

RF loop through Use this option to enable the Antenna Out connection on your YouView box. By default, this is set to OFF.

FAQ's

1. My YouView box takes a while to start up

By default the Eco mode on your YouView box is set to HIGH as this is the most energy efficient mode. By changing this setting to LOW, your YouView box will only go onto active standby. This is less energy efficient but **the start up time from standby will be greatly reduced**. Adjust this setting by pressing  to access the YouView main menu, scroll across to Settings, select Device Management and then select Eco Mode.

2. An error message has appeared on the screen

Make a note of the error code and follow the on screen instructions. Most issues can be fixed by switching your YouView box and broadband router off and on again. If you are still having problems visit talktalk.co.uk/tvhelp

3. There is a problem with my picture quality


Your entertainment is delivered through your TV aerial and your broadband connection. If you are experiencing problems with YouView you may need to re-tune your live digital channels, you can find out how on page 24 of this guide. If you are experiencing problems watching On Demand TV try switching your YouView box and broadband router off and on again. If this doesn't fix the problem visit talktalk.co.uk/tvhelp

4. Why do I need 2 different PIN numbers?

The TalkTalk PIN and YouView PIN are used for different reasons. The YouView PIN (set by default to 1234) is used to confirm age restricted programming you have set up as part of your Parental Controls. It's easier to change your YouView PIN to the same number as your TalkTalk PIN. The TalkTalk PIN is used to confirm any payments you make in the TalkTalk Player.

5. I've forgotten my YouView PIN

If you did not set a PIN number during set up, the default PIN is 1234. If you can't remember your PIN,

you can reset it by answering your security question. Go to Settings > Parental Controls > Change PIN and enter the answer to your security question. If you can't remember your PIN number and security question you will have to reset the box. (Note: Resetting your YouView box will delete all your preferences and recordings). To reset your box, press  on your remote control and go to Settings > Device Management > Reset YouView Box. Once you reset the box, you will need to go through the set up process again and create a new PIN number.

6. I've forgotten my TalkTalk PIN?

Your TalkTalk PIN is printed inside your Welcome Pack. If you have mislaid your Welcome Pack you can view and change your PIN online at talktalk.co.uk/tvpin

7. I want to record more than one programme

You can watch one programme while recording another. You can also record two programmes at the same time and still watch a recording that's showing on catch-up, On Demand or that you've stored in MyView. Live premium channels like Sky Movies and Sky Sports currently can't be recorded in the TalkTalk Player.

8. Is everything available for free?

There is a huge selection of free entertainment available in the YouView Guide and through the TalkTalk Player. As a TalkTalk customer you can also customise your package with our flexible TV Boosts. These have a minimum commitment of one month so you won't be tied into lengthy contracts and you can easily remove them any time after the first month at talktalk.co.uk/myaccount

9. How long can I keep a film for once I've rented it?

Rented films are available for different lengths of

time – usually between 24 and 48 hours. You'll be told how long something is available for before you rent it and will only be charged once, regardless of how many times you watch it.

10. Is it possible to watch YouView through more than one TV?

Currently, we do not support multi-room viewing. Connecting more than one YouView box to a single broadband line may impact the quality of the TV service that you receive as some of the programmes you watch are delivered via your broadband service.

11. How can I avoid having cables running round my house?

You will need a cable connecting your YouView box and TalkTalk router so that you can access On Demand libraries like BBC iPlayer and the TalkTalk Player. If you don't want extra cabling running round your house you can use our Powerline Adapters to connect your YouView box and TalkTalk router wirelessly. Powerline Adapters eliminate wires and immediately turn a plug socket into a network connection extending your broadband connection delivering your broadband to your set top box wirelessly. They are particularly useful if your TV and your TalkTalk router are in separate rooms. We have optimised our Powerline Adapters for use with TalkTalk TV, to support the channels in our TV Boosts. We do not endorse other vendors' Powerline Adapters for use with TalkTalk TV as we can not guarantee they meet the minimum specification necessary to support channels in our TV Boosts. You can buy our Powerline Adapters from the online shop and pay upfront with your debit or credit card.

Troubleshooting

1. Setting up

When you switch your YouView box on for the first time, you'll need to run through the set up wizard to tune the TV channels available to you. If the set up wizard doesn't start, freezes or the 'All Done' screen is not displayed at the end, try the following steps to resolve this:

a) Check the power cable is connected securely to your YouView box and power is switched on at the wall.


b) Check your TV is ON and not in standby.

c) Press INPUT or SOURCE on your TV remote control and check your TV display reflects the input YouView is connected to (e.g. HDMI).


d) If the set up wizard has frozen, check your aerial cable between your TV and YouView box and also your ethernet cable between your box and router are connected correctly and securely. If not, re-connect any loose cables. If you have used Powerline Adapters, check these cables too.

e) Restart your YouView box. Press the On/Off switch at the back of the YouView box, then press the I/O button at the front. The set up wizard should restart.

If the set up wizard has finished but your YouView box did not connect to your broadband, try the following steps to resolve this:

a) Press the  button on your remote control, go to Settings > Network & Internet > Wired Connection and

select Automatic. This should enter your broadband settings for you automatically. If this does not happen, restart your router and try again. If you need to enter values manually, select Manual.

b) If you did not accept the Terms of Use at the end of the set up wizard, you will not be able to use the On Demand or Search features. To change this, press  on your remote control and go to Settings > Your Info & Legal > Terms of Use. Select Accept then press OK. The On Demand and Search features should now be available to you.

2. Poor picture – Freeview channels

If your picture is pixelated or breaking up: This is likely to be a problem with the signal reaching your YouView box. Try the following aerial signal steps to resolve this:

a) Check all your cables are connected correctly and securely. In particular, check your aerial cable's connection to the wall socket and your YouView box.

b) Restart your YouView box. Press the On/Off switch at the back of the YouView box, then press the I/O button at the front.

c) If restarting your box didn't fix the issue, try a channel re-tune. Using your remote control, press the YouView button, go to Settings > TV Signal & Quality > Re-tune Channels.

d) Have there been any recent changes in or outside your home? For example, have you placed any electrical appliances near the YouView box? Is there any building work taking place or has there been any extreme

weather? These can sometimes cause electrical interference with your equipment. Try moving any electrical appliances away from your YouView box to see if this helps.

e) You may need to contact an aerial engineer if the problem persists as the quality of your home aerial may not be sufficient. You can find more details about this at talktalk.co.uk/tvhelp

3. Poor picture – On Demand

If you experience buffering, jittery or frozen picture whilst watching On Demand or Catch Up, try the following:

a) Check to see if there are any other devices connected to the internet e.g. laptops or games consoles. These can slow your broadband speed, especially during peak periods. Disconnecting or reducing usage of these devices may resolve this issue.

b) Check that all your cable connections, in particular the ethernet connection from your YouView box to your router or Powerline Adapters, are connected correctly and securely. If not, re-connect any loose cables, restart your router and turn the power OFF and then ON to reset Powerline Adapters.

c) If the problems persists, you may need to contact your broadband provider or an engineer. For more details, visit talktalk.co.uk/tvhelp

4. Sound problems: no sound

If you can't hear anything, try the following:

a) Check whether the mute or volume control button on your TV and / or YouView remote control have been accidentally pressed.

b) Check all your HDMI / SCART cables are connected securely.

c) If connected to a surround sound system, check that the system is ON and cables are connected correctly and securely.

Syncing between picture and sound If you have connected your YouView box to a surround sound system, you can adjust the synchronisation between the sound and picture manually. To do this, press **(y)** on your remote control and go to Settings > TV Signal & Quality > Synchronise Picture & Sound, then select the appropriate value.

5. System information

Device information This option tells you the manufacturer, model and serial number of your YouView box. You may need this if your YouView box has a fault.

Software version This option tells you which versions of software you currently have installed. This will change from time to time as YouView updates software on your behalf.

Number of channels This tells you how many channels you have tuned. Check here if you think you have missing channels.

TV signal quality In YouView, if you're having reception problems, you can check the quality and strength of the channel you're watching. In Settings, use the arrow key to scroll right to the TV Signal & Quality option, then press OK.

Network connection status This setting will show you the status of your connection. It will also give you information about that connection, such as the IP address. You can change this information in Network and Internet settings.



Waste Electrical & Electronic Equipment

Each year in the UK we throw away over 1.2 million tonnes of electrical and electronic waste (WEEE). Over 75% of this waste finishes up in landfill, where lead and other toxins can cause soil and water contamination. This can have a harmful effect on natural habitat, wildlife and also human health.

Many of the electrical items that we throw away can be recycled and re-used. Recycling helps to save natural finite resources and also reduces the environmental and health risks. EU and UK regulations require us to collect as much WEEE as possible for treatment, recovery/re-use and environmentally sound disposal.

You can play an important part by ensuring that your TalkTalk equipment is recycled or given to a take-back scheme... not just thrown away. Please visit talktalk.co.uk/weeereturns for details of the TalkTalk take-back scheme.

Quick connection

Simply follow the step by step instructions to get set up easily.

1. Connect your TalkTalk router to the YouView box

using the grey Ethernet cable

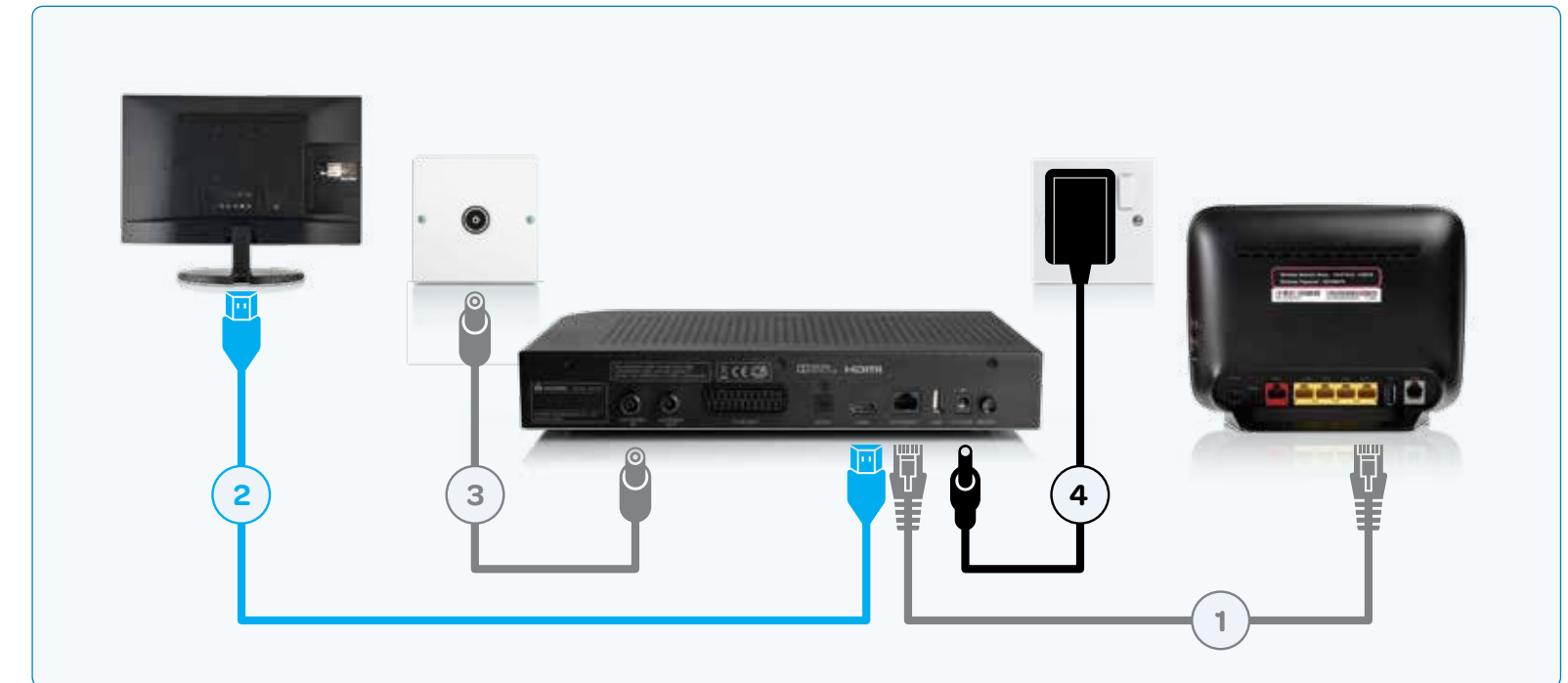
2. Connect your TV to the YouView box

using the HDMI cable OR using the SCART cable

3. Connect the aerial to your YouView box

using your existing aerial cable OR using the white aerial cable supplied

4. Connect the power cable and switch on



YouView service requires a broadband connection. YouView service subject to terms of use and suitable broadband speed, TV aerial and coverage, see youview.com for details. The YouView logo is a registered trade mark owned by YouView TV Limited and used under licence.

Rent the latest
Blockbusters and family films



Search for TalkTalk Box Office in The TalkTalk Player