## Remote Control






1. **POWER**
2. **OK / ENTER:** Mini-guide / Confirm
3. **NAVIGATION BUTTONS:**
   Up, Down, Left, Right or
   Volume up / down & Channel up / down
4. **/ BACK:** Home / Previous screen
5. **COLOR BUTTONS:**
   Function selections / Video playback
6. **NUMBER BUTTONS**
7. **/ CLEAR:** Audio Selection / Clear
8. **/ EXIT:** Back to TV channel

*Only applicable to specific remote control model

**Tips Box**

You are assigned a PIN (0000 by default), with which you can manage the <Parental Lock> or subscribe to new channels and on-demand service. We strongly recommend that you change your PIN and perform the same on a regular basis, for maximum security.

## Getting Started

### Basic Features

You may access the following functions with your remote control:



- or : Channel browsing
- or : Adjust volume
- Mini-guide
- Home

### Mini-Guide

Press to enter the mini-guide. You will then be able to review information of current and upcoming programs and control audio and subtitle functions.



- or : Channel browsing
- or : Select function
- Exit mini-guide

**Display full-guide**

Display full-day schedule

Step 1: Press to enter the mini-guide
Step 2: Press to enter the "Full-guide"

**Audio selection^**

Switching between different language options

Step 1: Press to enter the mini-guide
Step 2: Press or to select "Audio"
Step 3: Press to switch audio selection
or press / to switch audio selection

**Subtitle on/off^**

Display subtitles for individual program

Step 1: Press to enter the mini-guide
Step 2: Press or to select "Subtitle"
Step 3: Press to select subtitle on/off

**Record a program^**

To record a program via now TV network

Step 1: Press to enter the mini-guide
Step 2: Press or to select "Record"
Step 3: Press to record the program

^ Only available on selected channels/programs. *Only applicable to specific remote control model

### Home

Press to enter the home screen on any now TV channels. You will then be able to access various now TV services and functions in an easy and convenient manner.



Press or to select between Guide, now Select, Interactive and Settings

Press "Numeric Keys" to access program promotion or other information

Press to go back to the channel

### Home Menu

| Guide | now Select | Interactive | Settings |
|---|---|---|---|
| 1. Full Guide<br>2. All Channels<br>3. Sports<br>4. Program Search | 1. All<br>2. now Video Express<br>3. Sports<br>4. Movie / Drama<br>5. Travel / Documentary<br>6. Kids<br>7. Entertainment / Leisure<br>8. Music<br>9. News / Info<br>10.Adult<br>11.Others | 1. now Record<br>2. Interactive Ad^<br>3. now Ticketing<br>4. Money Management | 1. Billing Inquiry<br>2. Channel Management<br>3. My now DOLLAR<br>4. Connect now ID / Mobile Remote<br>5. Stock Quotes Enquiry<br>6. Parental Lock<br>7. Change PIN<br>8. Channel - browsing Mode<br>9. Language<br>10.System Settings<br>11. Info Desk |

^ Only available on selected channels.

### Program Guide

You can check program schedules[1] for the next seven days.



Step 1: Press on any now TV channels
Step 2: Select "All Channels" under "Guide"
Step 3: Press to enter EPG

[1]Program schedules are subject to change without prior notice.

### Program Search

TV programs* will be recommended, according to your preferences, from a quick and simple search.



Step 1: Press on any now TV channels
Step 2: Select "Program Search" under "Guide"
Step 3: Press to enter searching engine
Step 4: Program search by selecting:
i. Category (Single selection)
ii. Genre & Date (Multiple selections)
Step 5: Press to start searching

* Only applicable to now TV channels' programs, but excluding TVB Pay Vision programs.

### now Select

This on-demand service enables you to watch your favorite programs anytime you like, such as MOOV Concert • MV for music trendsetters, HBO on Demand & SCM choice for movie lovers and Watch n Learn for kids.



Step 1: Press on any now TV channels
Step 2: Select "now Select" from menu bar and choose your favorite genre via the or navigation buttons
Step 3: Press to enter the genre page
Press to select another genre

### Set Favorite Channel*

Once the channel is set as your favorite channel, you can switch between your favorite channels by using or under the mini-guide.



Step 1: Press on any now TV channels and choose "Channel Management" under Settings. Use or to select a channel, then press to confirm.
Step 2: Choose "Channel-browsing mode" under Settings and press to select "Favorite Channels Mode".
Step 3: Press /Exit to go back to TV channel. Then press to enter the mini-guide and use or for favorite channel browsing.

* Only applicable to now TV channels.

### Settings

You can access billing inquiry or configure preferred service settings such as Language, Change PIN and Parental Lock.



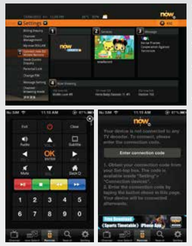
Step 1: Press on any now TV channels
Step 2: Select "Settings" from the menu bar and choose one of the settings via the or navigation buttons
Step 3: Press to access the function

**Tips Box**

You can select the following functions under "Settings"
1. "Billing Inquiry" – Check your last 3 now TV monthly bills
2. "Channel Management" – Check subscribed channels and renewal date
3. Activate "Parental Lock" – prevent children accessing programs that are restricted to adults

### Mobile Remote

It only takes a few simple steps for you to enjoy full control over your now TV decoder through your smartphone!



Step 1: Download now TV Program Guide App from App Store or Google Play.
Step 2: Press on any now TV channels
Step 3: Select "Setting" and choose now ID / Mobile Remote then press
Step 4: Press to choose "Mobile Remote" and press to get a connection code
Step 5: Enter the Connection Code at "Remote" category in the app to complete the process.

## Screen Icons

| | | | |
|---|---|---|---|
| **Audio selection**<br>To switch between different language options under the channel. | | **Mute**<br>To switch the audio off. | |
| **Subtitle available**<br>To display subtitles for individual program. | | / | **Parental Lock on/off**<br>To give parents the control they need over their children's TV viewing. |

## Trouble Shooting Table

If the following situation occurs, please follow the procedures stated below.

| Problem Encountered/ Error Code | What can you do? |
|---|---|
| Black screen/80061B | Step 1: Switch off the modem and decoder<br>Step 2: Check all cables<br>Step 3: Switch on modem 15 seconds later; and wait for LED signal to become stable (around 2-3 minutes)<br>Step 4: Restart the decoder |
| Frozen screen/80062A-H | Step 1: Switch off the modem and decoder<br>Step 2: Switch on modem 15 seconds later; and wait for LED signal to become stable (around 2-3 minutes)<br>Step 3: Restart the decoder |
| 80061A | Step 1: Check all cables<br>Step 2: Press the Power On/Off button on the decoder box to restart |

## FAQ

**1. What is the activation key?**
This consists of the first 4 digits of your HKID/passport number, and is used for first-time service activation. You only need to input the activation key once.

**2. Can I make continued attempts to enter my PIN after a few failures? Will the menu functions be disabled?**
The menu functions will not be disabled. We highly recommend that you call now TV Customer Service Hotline 1833 888 to reset the PIN.

**3. How can I check my bill?**
You can check your bill by:
i) Accessing <Billing Inquiry> under Settings;
ii) Calling our now TV Customer Service Hotline 1833 888;
iii) Visiting http://nowtv.now.com (only applicable for NETVIGATOR customers)

**4. What should I do if my remote control does not work properly?**
i) Please check if you are aiming the remote control at the decoder's signal receiver.
ii) Please check if the remote control contains new batteries.
iii) Please turn off the decoder and reboot after 15 seconds.
iv) If the problem persists, please call now TV Customer Service Hotline 1833 888 for assistance.

For FAQ details, please refer to our website http://nowtv.now.com.
All contents are subject to change without prior notice. Please refer to http://nowtv.now.com for the most updated user guide.
The new user interface is best viewed with HDMI or Component output.

For more details, please contact now TV Customer Service Hotline at 1833 888.

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