

TouchTV



Interface Navigation Guide

Welcome to nTouchTV IPTV!

We've included simple step-by-step instructions so that you can quickly begin watching your favorite nTouchTV channels as well as VOD and other premium content. Throughout this guide, we used screenshots from the actual service to help you understand how to use your new nTouchTV IPTV set-top-box and service.



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The Remote

STB stands for **Set-Top-Box**

NOTE: Your remote requires two "AAA" batteries.

Press the POWER button to turn On or Off your set-top box.



Press the HOME button to bring you to the home menu screen.

In the virtual keyboard, pressing SHIFT will display additional letters such as capital letters, symbols, and numbers.

The number keys can be used to access channels directly while watching a program.

Press the RETURN button to bring you to the previous menu.

The DELETE key is not currently used.

While navigating menus, use the arrow buttons to choose and the PLAY button to select where you go. You can change the channel via the UP and DOWN arrow buttons directly while viewing a program.

Press the STOP button while watching a program to return to the TV Channels/EPG page

Use the REW, PAUSE & FF during VOD playback and time-shifting

The VOL - and VOL + buttons
--Change volume when playing a program.
--Scroll the page up and down in the program list.

Press the MUTE button during a program to mute the sound.

Press the INFO key to show the current and remaining play-time while viewing a VOD or time shifted program. The INFO button is also used to find your wireless network name.

Press the TEST button 3 times while on the MAIN MENU screen to start a one-minute network speed test.

Press the SETUP key to go to the "System Configuration" screen.

To change the channel while staying on the program you are watching, press the "up" or "down" arrow button firmly then remove pressure and tap to move the channel numbers one by one until the desired channel is found. Once you stop pressing the "up" or "down" button, the channel will change to the channel number shown in the upper left hand corner of the TV screen.

While on the TV Channel page, press PREV & NEXT to scroll quickly through the channel pages.

The SUBTITLE, LANG and FAV keys are not currently used.

The Home Menu



The Home Menu



The home menu is the first screen you will see when you power on the set-top box after completing installation. This screen is your gateway to exciting TV, current VOD selections, both free and cost. To access the home menu page from a program, press the red “STOP” button on the remote control, then press the “HOME” button. If you are on a sub menu, simply press the “HOME” button on your remote. To navigate use the up and down arrow keys on your remote and then press the “Play” button to select. You will see different menu selections on the home menu depending on what is available in your service. The two most common menu items are TV Channels and Video On Demand.

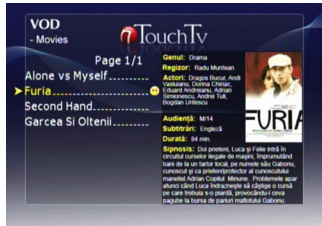
The following are the items available and their description:

- **TV Channels** - Access to LIVE broadcasted channels.
- **Video On Demand** - Access to the Video On Demand (VOD) library.
- **nTouchTV News** - Get important technical tips and announcements about your nTouchTV IPTV service.
- **Local Weather** - Based on your zip code, you can get 5 day weather forecast.
- **My Playlist** - Gives you access to your previously viewed VOD selections and allows you to continue, replay or cancel.
- **My Account** - Gives you the ability to change your account password, upgrade your subscription package, Refer-a-Friend and access to other service related information.

Navigating Your IPTV Service: How to Make Selections



Title Confirmation



Title and cost of selection



Continue or Replay past selections

Using your remote control makes it is easy to select your favorite VOD selection, TV or radio channel or navigate through the nTouchTV IPTV service.

TV and radio channels:

- To choose a TV or radio channel, choose TV Channels or Radio Channels from the Main Menu, then use the arrow keys on your remote to highlight menu items and press the PLAY button to make a selection.

Entering into the Video on Demand area:

- Within this area will be many categories for selection. Use the up/down arrow buttons on the remote to move through VOD categories then press PLAY to make selection.

Confirming a VOD selection:

- When selecting a VOD program, you will be prompted with a screen. Select Yes to proceed or No to cancel.

Keeping Track of Viewed Selections:

- A symbol will appear next to selections you have started viewing. This marker lets you know which titles you have selected. This marker expires after 30 days. For titles you didn't finish watching this marker lets you continue from where you left off. Go to My Bookmark to access these already viewed VOD selections quicker.

Continuing or Replaying Viewed Selections:

You may have the option to stop playing a selection and finish watching it later, the system will remember where you left off and place a symbol next to the title. For titles with this symbol, a menu prompt with the following options will appear:

- **Continue**- Continue watching where you left off.
- **Replay**- Replays the title from the beginning.
- **Return**- Exit and watch the title again later.

Choosing TV Channels



From Main Menu – Choose TV Channels



48-hour time-shift

The TV page provides you access to the nTouchTV channels available in your programming package. From the TV page screen, you can access program back up to 48 hours.

To Choose TV Programs:

1. Select TV channels from the Main Menu.
2. You are now ready to scroll to the right and/or back to the left, through the channels within your package.
3. To scroll quickly through the channel pages, press the Vol+ or Vol -
4. Once you have found a program on a certain channel you want to view, press PLAY on your remote, the currently scheduled show for the selected channel will begin playing. You can easily change channels without going back to the menu by pressing the UP and/or DOWN arrows on the remote or keying in the channel number using the number pad on the remote.
5. If you want to go back to the **EPG (Electronic Program Guide)**, press STOP on the remote.

Program Schedule

1. Choose specific channels by using the right and/or left arrow. As you move left or right, new channel program information will appear.

Selecting Programs from the past 48-hours

1. You can watch programs up to 48-hours past the current time.
2. With the programming guide on the screen, press the arrow button down once then up on the remote to view past programs that are available to watch.
3. You can also use the VOL - and VOL+ buttons to quickly move page by page for more choices. Press PLAY to start the program.
4. The available programs will appear in bold white lettering.
5. Once you are viewing a program that has already aired, you can use the fast forward, rewind and pause buttons as an added feature of watching previously aired programs.

Choosing TV Programs From the Past 48 Hours



The Electronic Program Guide (EPG) gives you direct access to broadcast channels showing the content based on the program schedule. Don't worry if you are not around to see your favorite news, show or drama. nTouchTV IPTV provides you with the option of selecting past shows that you may have missed to watch at you leisure (up to 48 hours).

To Choose a Missed Program:

1. Select **TV Channels** from the home menu.
2. You will be taken to the "TV Channels" screen. The top of the screen shows the different broadcast Channels. If you highlight a channel using the left and right arrow keys on your remote you can see the current schedule of shows on that channel. (All Times displayed are in Eastern Standard Time).
3. You can choose specific news or shows by using the program schedule on the lower part of the screen.
4. Press the down arrow key on your remote to access the schedule. You will see the current selection highlighted in the program schedule.
5. Press the up and down arrows on your remote to select a program. You can also use the "Vol+" and "Vol-" buttons to quickly move by page up or down the schedule. Press "Play" to start the program. The programs written with white are available for viewing. The programs written with blue are too recent to be available for viewing. Note: While scrolling up through passed programs and get to the midnight program, if you press up again it will skip over to midnight the day before. It will keep skipping 24 hours until programs are no longer available for viewing. You then have to scroll down from midnight of that day to be able to choose a program that was aired that day. The date of the day you're currently on is displayed at the top of the EPG.
6. To go back to selecting different channels, press the left or right arrow key.



Choosing Video On Demand (VOD)



For VOD – Choose VOD



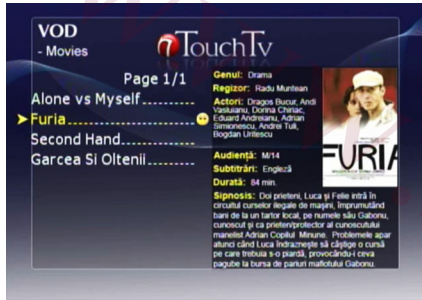
From the VOD menu, select a category

Video On Demand (VOD) lets you choose from broad range of programs to watch at any time. It could be the latest series, kids show, health program, bible study, music video and more.

To Choose Video On Demand:

1. From the Main Menu, select Video On Demand using the arrow buttons on the remote.
2. You will be taken to the Video On Demand menu showing the different categories you can choose.
3. Choose a category, for example “Movies & Series”, by selecting it and pressing PLAY on your remote.
4. Under each of the categories, you will see more sub-categories. Choose a sub-category, for example, Movies.
5. You will see a list of titles. Use the arrows to highlight different titles. You can also use the VOL- and VOL+ buttons on your remote to quickly move through the menu. You will then see a brief description of the currently selected title on the screen.
6. To select the title press PLAY on your remote.
7. You may be prompted with a screen showing the cost of the VOD selection. Select Yes to proceed or No to cancel.
8. During the program, you can rewind, pause, or fast forward with the remote. To play normally again press PLAY on the remote.
9. To stop the program and return to the previous menu, press the STOP button on the remote and then RETURN.

Video On Demand Highlights



Movies Titles & Description



If you choose a selection with a cost, select Yes to play or press No to cancel

nTouchTV VOD content will change from month to month, so keep checking the categories as well as checking online at www.nTouchTV.com.

Selecting VOD program:

1. Choose a category
2. When you select a nTouchTV VOD program and press PLAY on your remote, there will be a list of available choices or you will be taken directly to your selected program.
3. Use the arrows on your remote to select a program.
4. Press PLAY on your remote.
5. You may be prompted with a screen showing the cost of the program. Select Yes to proceed or No to cancel using the arrow keys and PLAY button on your remote.
6. During the program you can rewind, pause, or fast forward with the remote. To play normally again press PLAY.
7. To stop the program, press the STOP button on the remote.
8. Press RETURN to go back to the previous menu.

Refer A Friend



The Home Menu



Each existing nTouchTV subscriber will receive a unique **RAF** (“Refer A Friend”) **Code**. This code can be found on the My Account page displayed on the nTouchTV Set Top Box.

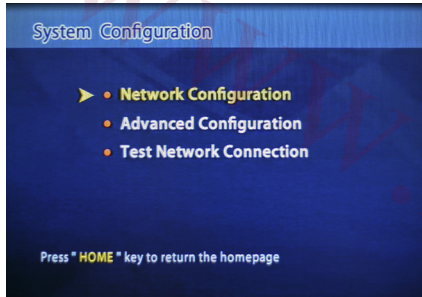
An existing subscriber gives the RAF Code to friends or family members that are not currently nTouchTV subscribers their RAF Code and tells them to order nTouchTV using the RAF Code via the nTouchTV website, the nTouchTV toll free number or their local reseller.

Then when the order is entered with a valid RAF Code, the existing nTouchTV subscriber with that RAF Code will automatically receive a credit for one month’s subscription fee for their existing subscription plan.

To Find Your RAF Code:

1. From the Main Menu, select My Account using the arrow buttons on the remote.
2. You will be taken to the My Account menu.
3. Select Refer A Friend.
4. You are then taken to the Refer A Friend screen and will display your RAF Code.

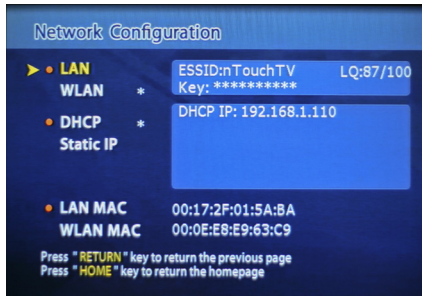
The STB Configuration Screen



System Configuration Screen

The System Configuration is where your nTouchTV set top box settings are stored. This screen is always accessible using the SETUP key on your remote.

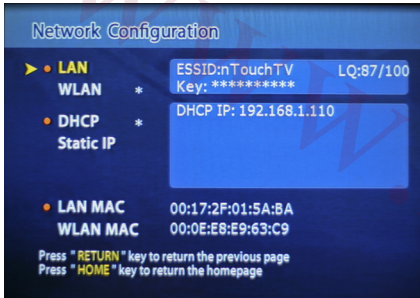
- **Network Configuration** – Select this to change your network status and IP configuration. Within this category, you will also find the MAC address of the box along with the wireless MAC address. **See page 37**
- **Advanced Configuration** – This option displays the nTouchTV Homepage – **DO NOT CHANGE THIS WEB PAGE ADDRESS!** Also found on this page is the current software version running on your set-top box. This gets updated from time to time. It's recommended that you turn off your nTouchTV IPTV box when not viewing or at least overnight. Also on this page is where you change the video settings if you are using Component video cables. **See page 38**



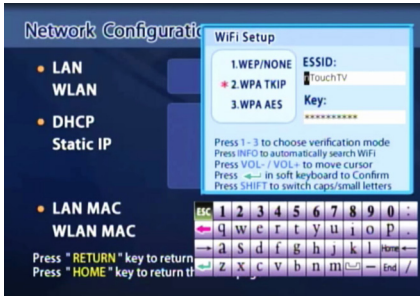
Network Configuration screen

- **Test Network Connection**– Choose this to test your connectivity and overall wellness of your system. **See page 39**

Network Configuration Screen



Network Configuration Screen



Setup Wireless ESSID screen

The Network Configuration is where you can set up your network connections. This screen is always accessible by choosing the Network Configuration option in the previous screen. An asterisk next to an item indicates that it is the current setting.

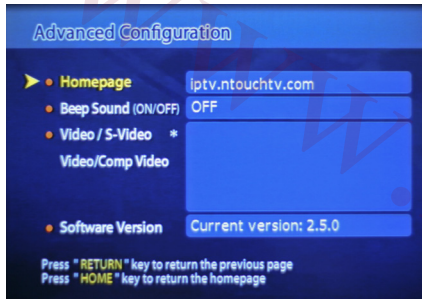
Network type

- **LAN** – Select this to see your current LAN setting, press “play” to modify. LAN should be selected if you have hardwired your nTouchTV IPTV set-top box to your router or modem.
- **WLAN** – Select this to see your current wireless settings. WLAN should be selected if you are using a wireless router in order to get your Internet signal to your nTouchTV IPTV set-top box. Press “Play” to modify your settings, change your ESSID or WEP key here.
 - You can see your wireless signal strength next to “LQ:” You will see two numbers separated by a “/”. The closer the left number is to the right number, the better your signal strength. According to the manufacture of the set-top box, this number should be at least 60/100 for optimal use. You can adjust the antenna on either the set-top box or the router in order to improve this signal or move the router or IPTV set-top box closer to each other.

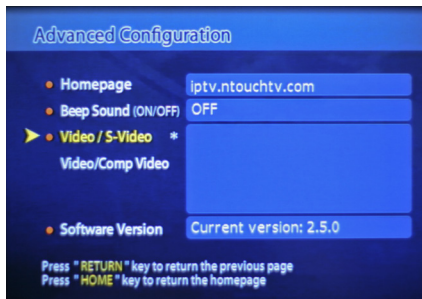
DHCP/Static IP (See Appendix A: For information on how to modify these settings)

- **DHCP** – Set this if you are using DHCP (Dynamic Host Configuration Protocol)
- **Static IP** – Set this if you are using a static IP address

Advanced Configuration Screen



Advanced Configuration Screen



Choose Video/Comp Video for Component connectio

This screen should only be accessed if you are using Component video to connect your set-top box to a high-def TV. Match the colors on your TV cables and the set-top box, making sure the same are put into each input/output. An asterisk next to an item indicates that it is the current setting.

Home page – the IPTV service home page address. **DO NOT MODIFY THIS SITE ADDRESS!** (This address on your box may be different than what is shown in this diagram)

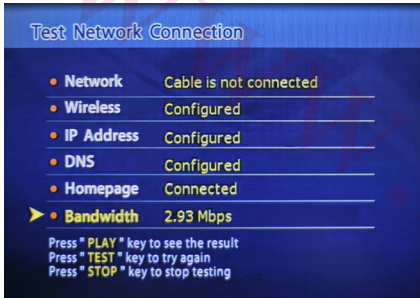
ADSL/PPPoE – It is not recommended to connect directly to your DSL modem, instead please use your wireless network or connect via an Ethernet cable router.

Video Settings

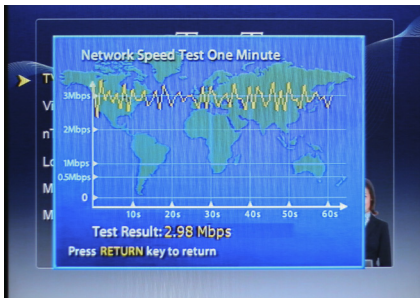
- **Video/S-Video** – If you are using the S-Video cable, you must have this setting enabled. Select "Video/S-Video" by pressing Play on your remote. An asterisk will appear, indicating that it is the current setting.
- **Video/Comp Video** – If you are using a Component Video cable, you must have this setting enabled. Select "Video/Comp Video" by pressing PLAY on your remote. An asterisk will appear, indicating that it is the current setting. **This is the recommended setting if you have a hi-def TV. Please note, the nTouchTV programming is not hi-def.**

Software Version – This tells you what your current set-top box version number is, for example, 2.4.6.

Test Network Connection Screen



Test Network Connection Screen

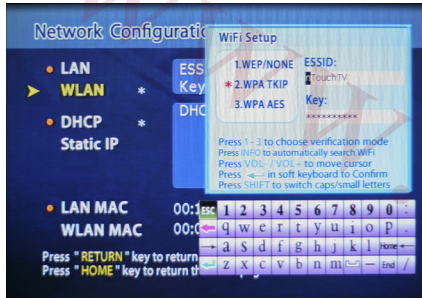


Detailed bandwidth-testing graph

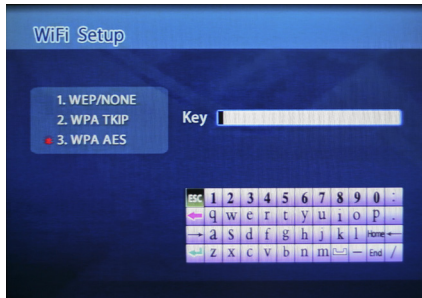
The screen shows the test result of your connectivity. You can always view your current status here. For a bandwidth test results graph, press Play.

- **Network** – Test the WLAN connection
- **Wireless** – Test the Wireless connection
- **IP Address** – Click play will show the configured IP address. The STB needs IP address in order to connect to the Internet.
- **DNS** – DNS is the Domain Name Server to convert server name to IP address, usually the value is assigned from your router or your wireless access point.
- **Home page** – This is testing the STB can connect to the nTouchTV IPTV server.
- **Bandwidth** – This shows you the network speed. Please allow one minute for result. Click on PLAY to show the detailed bandwidth-testing graph.
 - To complete a bandwidth test from the MAIN MENU, press the TEST button three times consecutively.

The Virtual Keyboard



The Virtual Keyboard appears whenever you need to enter information



KEY screen

When input is required, the Virtual Keyboard will appear allowing you to enter information via your remote. The Virtual Keyboard is an on screen representation of a keyboard that allows you to select characters via your remote. The following sections detail how to use the Virtual Keyboard.

The enter the Key screen is only seen when first turning on the box after the wireless network was found and you selected your network that has a appropriate key associated with it. In future attempts to obtain your wireless network address and enter the KEY, you will see only asterisk as you enter the KEY.

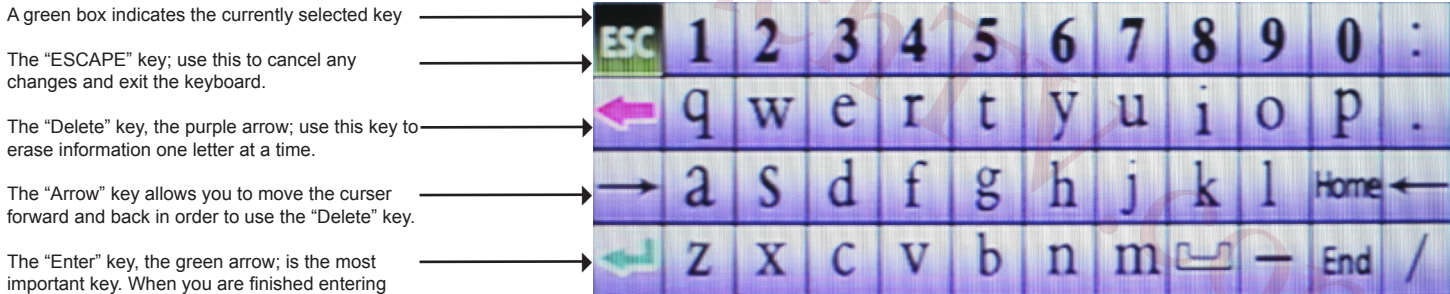
If your set-top-box does not respond when entering in the KEY on this screen and enter the Network Configuration screen, choose WLAN and press INFO in order to find your wireless network. Now choose your network, making sure it has no spaces in it prior to selecting it. Now press the Vol- button on the remote and enter your KEY then press the green enter key.

See next page "How to use the virtual keyboard."

How To Use The Virtual Keyboard

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 PLAY on your remote to select a key to “type”.
- To move the cursor to different input fields use the VOL- and VOL+ buttons on your remote.
- The most important keys are highlighted in the picture below:
 - To complete and save your input, use the remote to select the “Enter” key on the Virtual Keyboard. The “Enter” key is the blue arrow, which is the lower left most key.
 - To delete a character use the “Delete” key on the screen, not the remote.
 - To cancel all changes and exit from the Virtual Keyboard, select the “ESC” key.
- There are more keys available, such as capital letters and symbols. Press “SHIFT” on your remote to access these keys. Turn to the next page to see all the keys available on the virtual keyboard.
- Turn to “Using The Virtual Keyboard to Enter Wireless Network Settings”, for a walkthrough that teaches you how to use the virtual keyboard using your wireless network setup as an example.

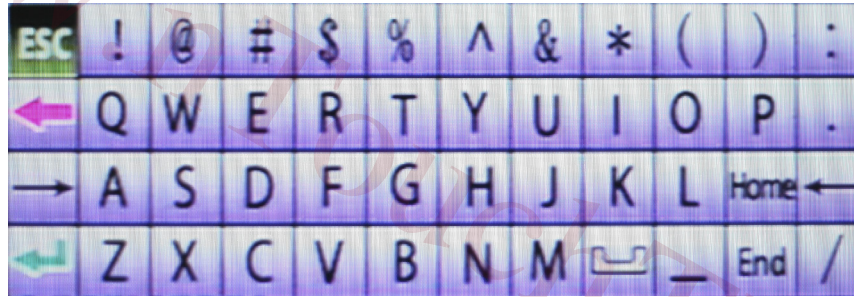


To clear the KEY in order to start over or when going from 128 bit to 64 bit, use the “End” key then “Delete” key to make sure you’ve cleared the entire text box.

Additional Virtual Keyboard Keys

Additional Keys:

- Press the SHIFT button on your remote to access an additional keyboard. Press the SHIFT button again to switch back.



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