



4K TV BOX



Your User Manual

WELCOME

to a world of great TV

This user manual tells you all about your new 4K TV Box and how to get the best out of it.

Our latest 4K TV Box enables you to have the best experience of subscription-free satellite TV including:

- ✓ Over 100* of your favourite channels
- ✓ 4K ready with over 20 picture perfect High Definition channels
- ✓ Popular On Demand players including BBC iPlayer, ITVX, My5, U and YouTube
- ✓ Optional paid On Demand players including Netflix and Prime Video
- ✓ Simple setup – your Box is compatible with most UK satellite dishes and should work with your existing setup (including where you previously received UK satellite TV from a different provider)

Getting the most out of your 4K TV Box

Connecting your Freesat TV Box to your broadband ensures you have the latest software and access to all the services that require an internet connection. See page **18** for a step by step guide to getting connected.

As new features and channels are added, we will also update this manual, so make sure you are reading the latest version by checking [freesat.co.uk/manuals](https://www.freesat.co.uk/manuals).

Freesat is a satellite TV service for viewers in the UK only.

If you don't have a dish, you will need to speak to a satellite installer to get one fitted. For more information visit [freesat.co.uk/dishinstall](https://www.freesat.co.uk/dishinstall)

Need help?

Visit the help section of the Freesat website at www.freesat.co.uk/help where you can find help on the most frequently asked questions, or contact our Customer Service team by email at customerteam@freesat.co.uk or call us on **0345 313 0051** (Opening hours Mon-Fri 09:00 to 18:00).

*Number correct at time of printing, including SD, HD and regional TV variants, and radio channels.

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Jargon buster



Some of the technical terms and phrases used in this manual are explained below:

SD

Standard Definition picture resolution. This refers to the quality of your picture and is measured by the number of pixels that make up a frame of video. The greater the pixel height, the crisper and more detailed that picture appears. An SD quality picture has an image height of 576 pixels.

HD

High Definition (720 or 1080 pixels). There are over 20 HD channels on Freesat.

4K/UHD

4K is another name for Ultra High Definition (also known as UHD and featuring an image height of 2160 pixels). 4K content is currently available via selected apps including YouTube and Netflix*. You'll need a 4K TV with HDMI input to view 4K/UHD content.

A 4K-ready HDMI cable is supplied with your Box. You can check if your TV is 4K-ready in the Settings menu (page 16).

LNB

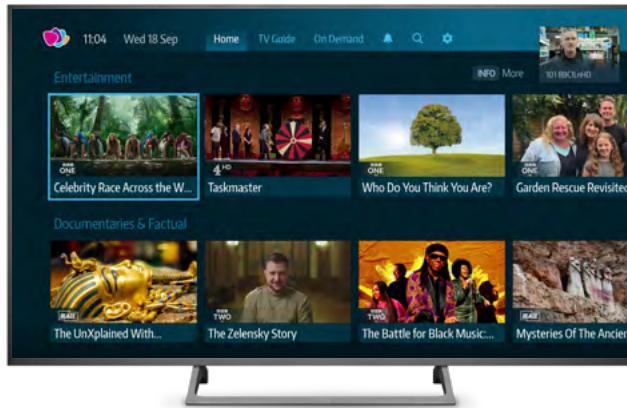
A Low-Noise Block downconverter is the receiving device on a satellite dish (the bit that sticks out from the middle of the dish).

HDCP

High-bandwidth Digital Content Protection is an anti-piracy protocol that prevents digital audio and video content from being copied as it travels across connections such as HDMI cables. In some older smart TVs the HDCP doesn't support 4K, so they are unable to play back 4K content.

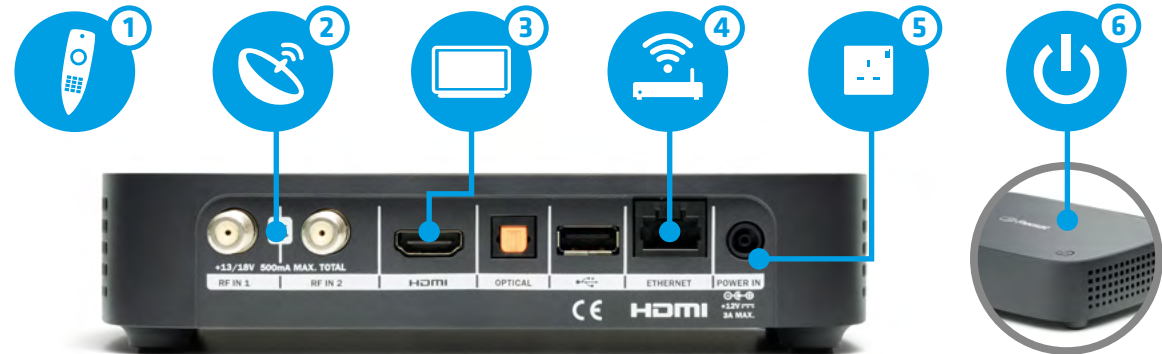
*Requires paid third party subscription and may require faster broadband speeds. See service providers' recommendations for details.

Getting started



Check you have everything in your box:


- Freesat 4K TV Box
- Remote control
- 2 x AAA Batteries
- Power Supply Unit with power cable
- HDMI cable
- Quick Start Guide
- Safety Notice



Connecting your Freesat TV Box to your TV:

Please refer to the Safety Notice (supplied separately) before installing your Box.

Do not plug your Box into the wall socket until you have completed these steps.

- 1 Start by inserting the batteries into the remote control unit, as shown by the markings inside the battery compartment.
- 2 Next, connect the cables from your satellite dish to the sockets labelled RF IN 1 and RF IN 2 on the back of your Box by screwing them in. If your satellite dish cable only has one connector, it can be connected to either socket.
- 3 Now, connect your Box to your TV using the HDMI cable provided.
- 4 If you are connecting your Box to your broadband router using an Ethernet cable (not included) please do so now, or you can connect wirelessly later during the start-up process.
- 5 Finally, connect the power supply unit to the POWER IN socket, then plug it into the wall socket and switch it on (the light on your power supply unit will illuminate when the power is on).
- 6 Power up your Box by pressing the button on the top of the Box or by pressing  on your remote control. Turn on your TV and you're ready to go!

Setting up your Box (first time install)



STEP 1

Welcome

When you first turn on your Box, you will see a welcome message along with the terms of service and end user licence agreement. You will need to read and accept these by scrolling to the bottom of the screen and accept these terms by pressing the **OK** button on your remote.

A copy of these can also be found at:

freesat.co.uk/terms-of-service



STEP 2

Connecting to the internet

Your Box will automatically look for all available wireless networks and list them on screen.

Select your wireless network and enter your wireless password.

If you are connecting to your broadband via Ethernet cable and haven't done so please plug this into your Box and connect it to your router now. If you are already connected via an Ethernet cable you will see a message saying 'Great, you're connected' and you can carry on setting up your Box.



STEP 3

Enter your postcode

Your Box will now do a signal test which can take up to a few minutes. If you are in a multi-dwelling unit and your building uses older equipment this may fail. An option to 'Manually Enter Userbands' will show if this is the case. This option should only be used by the professional in charge of the building satellite equipment, so please do not use this menu unless qualified.

After the signal test you will be asked to enter your postcode so that your Box can tune into the correct BBC and ITV channels for your region. Your Box will then start a channel scan which will take less than a minute.



STEP 4

Parental controls

The final step is to set up a parental control PIN if you want to.

The PIN is pre-set to 0000.

You can choose to keep that PIN or you can change it to any four-digit number.

For more information on how to set your PIN during set up or at a later date, and what it enables you to control, please see page **18**.

Alternatively, you can skip this section by selecting the skip button at the bottom of the screen. If you choose to skip this section the PIN will remain 0000.

For more information about Parental Controls please see page **18**, and for information about hiding channels see page **17**.

PLEASE NOTE:

Your Box must be connected to the internet for you to enjoy features including:

- Free and paid On Demand players including BBC iPlayer, ITVX, Netflix and YouTube
- Top TV picks

- Watch from Start function (selected channels only)
- Faster loading of icons and information

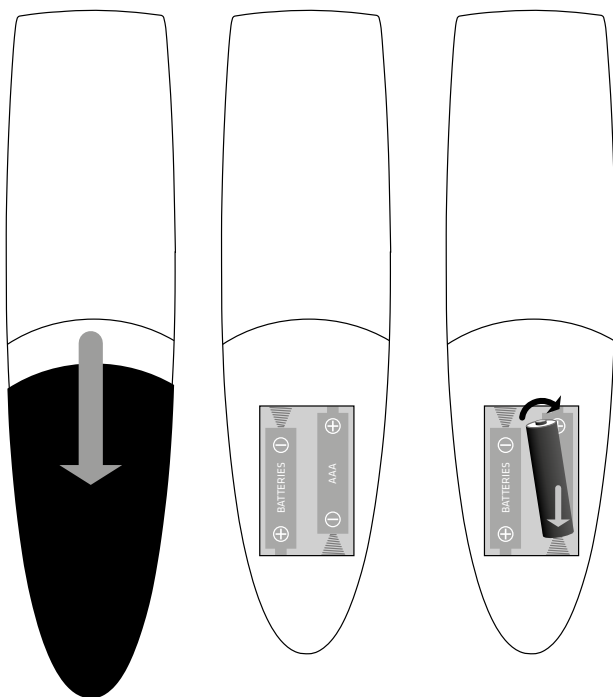
- Backwards Guide
- For more information please see page **18**.

Remote control

The remote control requires two AAA batteries (supplied) that should be inserted as shown by the markings inside the battery compartment.

You can safely remove the batteries as shown below.

Please note: when your batteries need replacing please dispose of them responsibly. Please see the safety notice or website for more details.



SMART TIP

You can use your Freesat remote control to turn your TV on and off, and to control the TV volume. For more information see page 27.

Home – takes you to the Home menu

TV Guide – opens the TV Guide

Up, down, left, right arrows – move around the TV Guide and menus. Use the left and right arrows to skip forward by 1 minute at a time while watching On Demand shows.

OK – confirms your selection

Back – goes back one step

Rewind – rewinds up to 32 times faster

List – more options for viewing the TV Guide

SUB – turns subtitles on or off

Power – turns the Box on and puts it into standby mode

Colour buttons – give you more options on screen

Search – brings up the Search screen

Info – gives you more info about a programme

Exit – returns to live TV

Fast forward – fast forwards up to 32 times faster

Stop – stops On Demand playback

Pause – pauses On Demand playback

On Demand – opens the On Demand menu
Use one of the other buttons to jump straight to your favourite player

Number buttons – to enter channel numbers

AD – turns Audio Description on or off



The Box display



The blue light
means the Box is on.

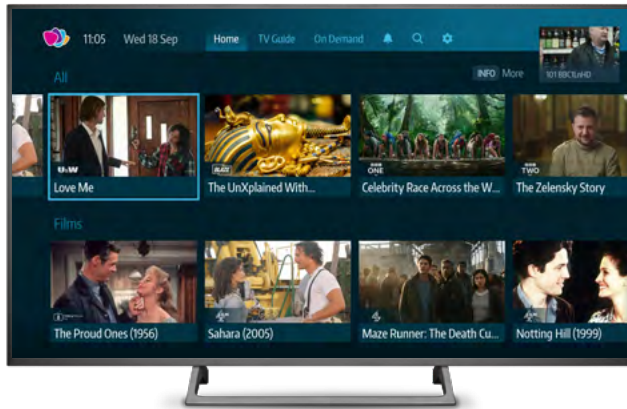


The purple light
means the Box is transitioning
between standby and on.



The red light
means the Box is in standby.

Using Home



Home

Press the Home button on the remote control to see the Home Menu. From here, see recommendations for programmes coming up and find all features of the box.

If you are connected to the internet you will see the Home Screen (shown above) that includes a selection of shows recommended by our telly experts.



Top TV recommendations

You can use the arrow keys on your remote control to scroll through the rows of suggestions to see recommendations for the next few days, or select **TV Guide** from the options at the top to see the full TV guide.

When you select a pick from this Home recommendations screen you will be shown an Action Menu where you can select a number of options including setting a reminder, link to more episodes of the programme and information on when it is showing again (if this is available).

Using the TV Guide



TV Guide

Freesat's TV Guide is the best place to find out what's on.

What's on?

You can select the TV Guide from the menu options at the top of the Home Menu or by pressing the **GUIDE** button on the remote control.

The TV Guide shows what you can watch right now and what's coming up on every channel. You can scroll through the channel list using the **▲** and **▼** arrow buttons on your remote.

SMART TIP

Use the **▲** and **▼** buttons to quickly scroll through the channel list one page at a time. Press **▶▶** to jump 24 hours into the future and **◀◀** to go back by 24 hours. To return to the current time, just press the **GUIDE** button.

What's on later?

You can see what's on over the next seven days by scrolling to the right.

Find out more about a programme

Highlight a programme and press **INFO** to see a short synopsis. Press **INFO** again to exit.

For more options, select a programme and press **OK** to open the Action Menu (see next page for details), press **BACK** to return to the TV Guide.

SMART TIP

Accessibility features are available in the TV Guide to make the text larger, or highlight shows that provide subtitles and audio description. Press the **LIST** button whilst viewing the TV Guide to see the options. See page **20** for more information.

Backwards Guide

The Backwards Guide lets you scroll through the TV Guide for the past 7 days and in some cases, watch a programme that you've missed. To search the Backwards Guide simply scroll to the left from the TV Guide using the **◀** button on your remote. Any programme that marked with **▶** is available to watch by selecting the programme and pressing **OK** and then choosing **Watch Now** from the Action Menu. Your TV Box needs to be connected to the internet for this service.

Using the TV Guide



Action Menu

Select a programme to find out more about it and access numerous options.

Press **OK** on your remote control to see a list of actions, including:

Watch Live

Takes you straight to the show as it's being broadcast.


Watch From Start

Where available, this takes you to the beginning of the show (even if it has already started). Your Box must be connected to the internet to use this feature.

Watch Live in HD

In some cases, if the show you've selected is in SD but an HD version is available on another channel, selecting this option will take you to the HD broadcast instead.

Live restart from TV

Tuned to a programme with the  icon next to the programme name? Simply press **OK** on your remote and select **Watch From Start** from the options at the bottom of the screen. (Your box must be connected to broadband and you'll need to be logged in to the relevant On Demand app before the programme will play).

Finding programmes by channel genre

Pressing the **LIST** button on the remote control displays a menu of options for the TV Guide. You can choose to view channel genres including Entertainment, Lifestyle, Children and News & Sport.

Selecting a genre will display all the channels within that category when you exit the menu and return to the TV Guide.

You can go back to the full channel list by returning to the List Menu and selecting **All Channels** at the top of the Channel Categories list.

SMART TIP

The **LIST** function can also be used to filter any channels that you have marked as Favourites, or to hide channels that you don't want to appear in the TV Guide. See page 17.

Using the TV Guide



More Episodes

More Episodes makes finding your favourite programmes even easier. Simply highlight a programme in the TV Guide and select **More Episodes** to see when other episodes of the series are scheduled over the next 7 days, or if you are connected to the internet, available to watch On Demand.

Showing Again

Select **Showing Again** to see when that particular episode of a programme will be broadcast again over the next 7 days.

Browsing the Guide while watching TV

You don't have to stop watching TV to see what else is on. For a quick snapshot of what's on now and next, press any of the arrow buttons on your remote.

To scroll through the channel list press **Left** and **Right** and to see what was on earlier or later on that particular channel, press **Up** and **Down**.

To go back to watching full screen live TV, Press **EXIT**.

SMART TIP

Press **INFO** to see information about the programme you have highlighted.


Reminders



Setting reminders for the shows you don't want to miss.

You can set a reminder for a show that's on later by highlighting it in the TV Guide, pressing **OK** and selecting **Set Reminder** from the menu.

If the show is also available in HD you will be asked to choose whether you would like the reminder to be set for the programme in HD or SD.

You can review your reminders by selecting the bell icon  from the Home Screen. You can then choose to view them by Most Recent or in alphabetical order.

On Demand



Find hundreds of hours of programmes that are ready to watch any time by selecting On Demand from the Home menu.

You can scroll through our recommendations and select the show you'd like to watch from the rows of suggestions. Select one of the On Demand shows featured and press **OK**. This will open an Action Menu with a synopsis about the show and options to start watching.

There are a selection of popular On Demand players at the top of the screen. Select one of the player icons and press **OK** to open that player. To browse all of the players available, select **All Apps & Players** and use **Left**, **Right**, **Up**, **Down** then **OK** to select one.

You can also get to the On Demand menu directly by pressing the **ON DEMAND** button on your remote control.



Your remote control also features buttons for BBC iPlayer, ITVX and Netflix. Pressing these buttons will launch each player immediately.


While watching an On Demand programme, you can use the playback buttons **Play**, **Pause**, **Stop**, **Next**, **Previous**.

NEED TO KNOW

Your Box must be connected to the internet to view programmes On Demand.

Some On Demand services require a paid subscription.



Some On Demand services such as Netflix, Prime Video and YouTube allow you to cast content from your mobile phone or tablet to your TV through your Box. To do this first check that your mobile phone or tablet, and your Box, are connected to the same wireless network. Then open the On Demand app on your mobile phone or tablet and select what you want to watch. Tap the cast button , which is usually found at the top of the app or video, and choose 'Freesat TV Box' from the list. Your chosen content will then open on the service and play on your TV.

Search



The Search function makes it easy to find what you love to watch.

By selecting **SEARCH** from the Home menu, or by pressing the **SEARCH** button on your remote control, you can quickly discover the best of Freesat, whether you are looking for the latest live TV coming up over the next week or want to find the content you missed on catch-up using our internet enabled enhanced search, your 4K Box has you covered!

Simply type the first two letters of a title using the on-screen keyboard and a list of options will appear on the right. If you can't see the title you're looking for, keep typing the name and with each letter the list will update with matching items.





When you find what you are looking for, scroll across and select it to see what's available on TV or On Demand.

The next time you visit the Search screen, you'll see a list of previous shows that you've searched for. Select one to search for that show again, or select **Clear All** to delete the list.

Settings




The Settings menu lets you set up your Box exactly how you want it

Select the cog icon  from the Home menu and use the arrow keys     on the remote to select the following options:

- Picture & Sound
- Freesat Channels
- Internet Connection
- Parental Controls
- Help
- Accessibility & Language
- System Settings
- System Information

Choose an option by highlighting it and pressing .

When you're ready to exit the section press the  button on the remote to go back to the Home menu.



Picture & Sound

Find out the resolution of your TV, and see if it is 4K ready. During setup, your Box will automatically configure itself to use the best picture resolution that your TV can show:

- 576 – SD (Standard Definition)
- 720 – HD (A lower standard of High Definition)
- 1080 – HD (High Definition)
- 2160 – 4K (Ultra High Definition)

If you can't see the 2160 (4K) option then your TV isn't 4K ready.

By selecting "Auto", your Box will automatically detect the highest resolution that your TV can support. You can choose to downgrade your picture, but you cannot select a resolution greater than your TV is able to display.

If you have a 4K TV with HDCP less than 2.2 you will have problems playing content in Netflix. See page **24** for more details.





Digital Audio Output

If you have external speakers, such as a soundbar, amplifier or AV receiver connected to your Box via the Optical output, you can use this option to set the audio output to Stereo or Surround according to your speaker capabilities.

Lip sync

Connecting external speakers to your Box can cause the sound to fall slightly out of sync. If this happens, choose Lip Sync and change the delay setting until the sound and picture align again.

SMART TIP

Don't forget to press . If you press  without saving your settings it will cancel anything you have set up.

Settings



Freesat Channels

Freesat Channels allows you to rescan channels, set Favourite and Regional Channels, and also hide particular channels if required. You will need to confirm your PIN before you enter this section – the default pin is 0000.

Channel Scan

While new channels will appear in your TV Guide automatically, if you have recently moved house you may want to do a manual channel scan to set your new local channels.

Manually Enter Userbands

This option should only be used by the professional in charge of the satellite equipment in a multi-dwelling unit. Do not use this menu unless qualified.

Favourite Channels

You can mark a channel as a favourite so it's easier to find by selecting it within this section and pressing **OK**.

SMART TIP

You can access your favourite channels by pressing the **LIST** button on your remote whilst viewing the TV Guide and selecting **Favourites** as the channel category.

Regional Channels

Some BBC channels have regional variants. Your Box will automatically select the region matching your postcode during set up, but you can manually change your region in the Settings menu.

Within Settings, select **Freesat Channels** and then scroll down to **Regional Channels** and press **OK**.

Now select **Edit Regional Channels** to see a list of available regional channels and choose the region you want.

Hide Channels

As part of our parental control settings you can choose to hide channels. Hidden channels will no longer be seen within the TV Guide.

You can hide a channel by selecting it within this section and pressing **OK**.

To reinstate hidden channels, go to your Hidden Channels list within the **Freesat Channels** section of Settings and select **Edit Hidden Channels**.

Settings



Internet Connection

Connecting your Freesat 4K TV Box to the internet enables you to make the most of your Box.

You can connect your Box to the internet wirelessly, or by using an Ethernet cable.

If you are connecting to your broadband via an Ethernet cable (not supplied), simply plug the cable into your Box and connect it to your router, then select **Use Wired Connection** in Settings.

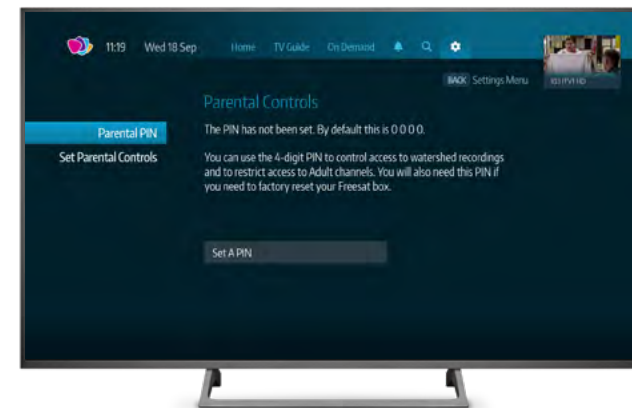
To connect your Box to the internet via a wireless connection, go to the Settings section, select **Internet Connection** and then **Network Setup**. Your Box will automatically look for all available wireless networks and list them on screen.

Select your wireless network and enter your wireless password.



Please note that your Box must be connected to the internet for you to enjoy features including:

- Free and paid On Demand players including BBC iPlayer, ITVX, Netflix and YouTube
- Watch from Start function (selected channels only)
- Faster loading of icons and information
- Enhanced search
- The Full Home Menu where you can see selected TV picks



Parental Controls

Parental Controls allow you to manage your children's viewing and restrict access to certain channels.

By default, your Box's PIN is set to 0000, but you can change this by selecting the Set a PIN option within the Parental Controls menu. You will also need this PIN to factory reset your Box.

For more information about how to hide specific channels please see page 17.

Many On Demand services come with their own parental control settings, these operate separately from the PIN you have set on your Box. Where available, you can choose to enable these settings directly through the services on your Box or online, depending on the service provider.

Settings



Accessibility & Language

Accessibility and language services make programmes more accessible to visually impaired and hard of hearing viewers. Use this menu to set your Preferred Language for Subtitles and Audio Description, set an audio beep or change the picture contrast to high contrast mode.

Audio Description

Audio Description is an additional audio track on a programme that includes a spoken description of what is happening on screen, including language, movements, actions and expressions. You can turn Audio Description on or off within the Settings menu, or by pressing the **AD** button on your remote control.

Audio Beep Assistance

Audio Beep Assistance is an audio service where, when activated, a beep will sound when you are navigating around the TV Guide and come across a programme or channel that has Audio Description.

Subtitles

Subtitles provides a text version of the dialogue in a show. You can turn Subtitles on or off within the Settings menu, or by pressing the **SUB** button on your remote control.

SMART TIP

Remember to **Save & Close** before exiting this section otherwise your selections will not be saved.

Please note

Subtitles and Audio Description are provided by the broadcasters, not Freesat, so if the language you have selected isn't available, your Box will default to the first available language supplied.

If Subtitles or Audio Description are not available on a particular programme or channel, it is because the broadcaster has not provided them.

Settings



High Contrast Mode

High Contrast Mode is an accessibility feature that increases the picture contrast to make it easier for visually impaired viewers to read text on screen.

To enable this feature select On and then press **Save & Close**. To turn this feature off simply navigate back to Settings, Accessibility & Language, High Contrast Mode and select Off. Remember to Save & Exit.

SMART TIP

Programme recommendations that appear on the Home screen and On Demand pages can be made smaller or larger. Select **Settings** from the home menu to go to Settings, then select **Accessibility & Language** then **Tile Size** to make a change. Remember to select **Save & Exit** to save your changes.



Enlarged TV Guide

Text on the TV Guide page can be made larger for easier viewing.

Press **TV GUIDE** then press the **LIST** button. Select the Accessibility option. You then have the option to enlarge the TV Guide text by 125% or 150%. Select your chosen option and press **OK** to confirm it.

Press the **LIST** button again to exit the menu and see the larger text.

To return the text to its standard size, repeat the steps above and deselect the enlarged text option that was previously selected.



Highlighting accessibility supported programmes

The TV Guide can be set to only show programmes with features that support accessibility services.

Press **TV GUIDE** then press the **LIST** button. Select the Accessibility option. You then have the option to choose:

- Show only programmes with audio description
- Show only programmes with subtitles
- Show only programmes with audio description and subtitles

Select your chosen option and press **OK** to confirm it. Press the **LIST** button again to exit the menu.

To disable the feature and show all programmes in the TV Guide, repeat the steps above and deselect the chosen accessibility option.

Settings



System Settings

This section enables you to reset your box, if needed.

Auto Power Down

If your Box has been on without any interaction from you (such as pressing any button on the remote) for your chosen time period, it will automatically go into standby mode. Don't worry, an on screen warning will be displayed a minute before this happens in case you are still watching. You can press any button on your remote to restart the Auto Power Down timer again.

You can choose how long the Box is on before it goes into Auto Power Down, the default time is set to 4 hours.

Power usage

Pressing the power button on your Box or remote control will either turn your box on or put it into standby mode.

The power used by your Box depends on which mode you are using.

Standby Mode	Connected to a network	Not connected to a network
Standby	1.06 Watts	0.32 Watts
In full operation	9.1 Watts	9.1 Watts



Resetting your Box

If your Box is unresponsive or stops working as expected, then you may need to Reboot or Reset it to get it up and running again.

There are a few options for this (please note that your PIN is required to activate any of these options):

Reboot Box

Activate by selecting the Reboot option from the System Settings menu, or by holding down the power button on the Box for five seconds.

Full Factory Reset

This action is only advisable if resetting or rebooting your Box hasn't fixed the problem you were experiencing. Please note that performing a Full Factory Reset will delete all of your settings on the Box.

Settings



HD Prompt

If you do not want to be told that the programme you are watching in SD is available in HD, you can use this setting to disable the popup.

Non-Freesat Mode

Choose this mode only if you wish to watch free to air satellite channels that are not included within Freesat's channel listing.

It is important to note that entering this 'Manual Mode' will restrict most Freesat features. You can change back to normal mode at any time by selecting the 'Back to Freesat' option on the Home menu.

Scheduled Reboot

In order to keep your Box in optimal condition it will automatically perform a reboot whilst in standby overnight. If you'd like to turn off this feature, you can do so by selecting **Turn Off Scheduled Reboot**.

Reset Netflix Settings

This will clear any Netflix data from your Box. When you next use Netflix, you will need to log in to your account.

SMART TIP

If you are looking to give your Box to someone else or resell it, we recommend performing a Full Factory Reset to ensure that all of your personal information is deleted.

Settings



System Information

The System Information menu in Settings contains some important details about your Box, including your Box's model number, device ID and serial number, as well as satellite signal and network information that our Customer Service team may need to help diagnose and resolve any issues you might have.

SMART TIP

To find out how to tell what type of LNB you have on your satellite dish, see the Smart Tips section on page 24.

Smart tips



How to tell if your TV is 4K-ready

Your Box can show 4K or UHD content when available. However, if your TV isn't 4K-ready, it won't be able to show 4K content.

If you have a 4K TV with HDCP of less than 2.2 you will have problems playing content from Netflix. If this occurs try changing your screen resolution to HD 1080 to resolve it.

Why does my box sometimes restart?

While in standby your Box will regularly check for updates issued by Freesat to fix bugs and introduce new features. When it finds a new update your Box will automatically restart to install it. During this process you may notice that the light on the front of your Box changes colour. Once the update is complete your Box will operate as normal.



How to identify your satellite dish's LNB type

An LNB (Low-Noise Block downconverter) is the receiving device on a satellite dish (the bit that sticks out from the middle of the dish).

Your 4K TV Box works with most UK satellite dishes (including where you previously received UK satellite TV from a different provider).

You can check what LNB you have by looking in the System Information menu in Settings. Go to the Signal Strength menu and next to 'Type' your LNB information is displayed as follows:

- Wideband LNB
- Standard LNB (1 cable)
- Standard LNB (2 cables)
- MDU
- MDU 2

Smart tips



Changing your TV region

You can change your TV region by following the instructions within the Freesat Channels section on page 17.

Please note that some regional channels cannot be changed manually.

If you are receiving the wrong regional channels you should complete a channel scan entering your correct postcode.

Remember to press **Save & Close**.

Connecting your soundbar, amplifier or AV receiver

You can connect an audio device to your Box using an Optical cable (not supplied). Connect one end of the optical cable to your audio device and plug the other end into the Optical socket on the back of the Box.



Lip Sync

Connecting external speakers to your Box can cause the sound to fall slightly out of sync. If this happens go to Settings, select **Picture & Sound** and then Lip Sync where you can change the setting to realign the audio to the picture.

Alternatively, connect the soundbar to your TV and audio will be sent via your HDMI cable.

Remember to press **Save & Close**.

Problems with internet features

If you have any issues with features that require internet connectivity such as On Demand, Watch from Start or Freesat account, check that your Box is still connected to the internet by going to Settings and selecting **Internet Connection**.

If the screen says 'You are not currently connected to the internet' check that your internet is working by using it on another device such as a smartphone, tablet or computer.



If your internet isn't working on any other devices and your Box is connected wirelessly, then try resetting your router, or turn it off and on again.

If your Box is connected via Ethernet, check that the cable hasn't come loose. Then go to **Settings and Internet Connection** and if you see a 'use wired connection' button press **OK**.

If this doesn't solve the problem then you will need to get in touch with your internet service provider for further assistance.

If your internet is working correctly but you are still having issues connecting your Box, then please call our Call Centre who may be able to assist further.

Smart tips



Forgotten PIN

Your Box's default PIN is 0000.

If you have changed your PIN but cannot remember it then you will need to perform a Full Factory Reset.

Turn off at the mains socket, then holding down the 'On' button on the Box, turn the mains socket back on. Continue holding down the 'On' button for ten seconds and then release it.

Please note that performing a Full Factory Reset will wipe all settings from the Box.

Default PIN

Your Box's PIN is set to 0000, but you can change this by selecting the Set a PIN option within the Parental Controls menu.

The Box has frozen

If your Box stops functioning or 'freezes' and doesn't reactivate itself within a few minutes, you can manually reboot it by holding down the Power button on the top of your Box for five seconds.

My remote control has stopped working

Check your remote control's batteries are charged and inserted correctly.

Please also check that there's nothing blocking the infrared receiver (the shiny black square) on the front of the Box.

The audio is out of sync

Connecting external speakers to your Box can cause the sound to fall slightly out of sync. If this happens choose Lip Sync in the Picture and Sound menu and try changing the setting to one that realigns the audio to the picture.

Please see the Lip Sync section within Settings on page 16.

My Box keeps losing satellite signal

Check that your satellite cables are connected securely and that your dish isn't obscured (by scaffolding or fallen branches or similar) or that it hasn't been moved out of alignment by strong winds or bad weather. You can check your signal strength and quality in the System Information menu within Settings.



If your satellite signal appears to be good, try rebooting your Box by holding down the Power button for five seconds.

I can't see anything on my TV

First check that your Box's power supply unit is working correctly (a green light should be illuminated). Next, check that the HDMI cable is connected to your Box and try disconnecting and reconnecting the HDMI cable to your TV.

Next, check that your Box is powered on (there should be a blue light on the Box). Finally, check that your TV is working by using the TV remote and going to the settings of the TV.

My Box is not receiving a satellite signal

Go to Settings, and then System Information and then Signal Info to check your signal quality and strength.

Next you could try doing a channel scan by going to Settings, then Freesat Channels and then Channel Scan. This will check for any LNB changes and search for a signal.

Please note:

Heavy snow or rain can disrupt satellite signals to your satellite dish. If this is the case, once the weather has passed, the satellite signal should be restored.



Programming the Freesat remote control to control your TV

You can use your Freesat remote control to turn your TV on and off, and to control the TV volume.

To do so, your Freesat remote control needs to discover which brand of TV you have. Follow these steps to set this up.

1. Turn your Box and TV on.
2. Set the volume of your Box to maximum (you might want to turn down your TV's volume a bit first).
3. Press and hold both the **REDOUBLED** and **AD** buttons on your Freesat remote control for three seconds then release the buttons. The LED will light up and stay on to show that the remote is ready to be programmed.
4. The remote control contains a list of different TV remote control signal codes. Use the **P** and **P** buttons to go through that list. When your TV turns off, you have found the right code.
5. Press the **OK** button to tell the remote control to save this code.

If this doesn't work, you can manually program your Freesat remote control.

1. Turn your Box and TV on.
2. Set the volume of your Box to maximum (you might want to turn down your TV's volume a bit first).
3. Press and hold both the **REDOUBLED** and **AD** buttons on your Freesat remote control for three seconds then release the buttons.
The LED will light up and stay on to show that the remote is ready to be programmed.
4. Look at the TV Code table overleaf, or on our website (freesat.co.uk/universalremote) and find the code for your TV. There may be more than one code. If the first one you try doesn't work, you'll need to repeat these steps trying each code in turn until you find the right code for your TV.
5. Keep your Freesat remote pointing at your TV. Enter the four digit code from the table. The remote will blink its LED briefly and then try to send a "Power button" signal to your TV.

6. If your TV turns off, you have found the right code. Press **OK** to tell the remote control to save this code.
If your TV doesn't turn off, you will need to go back to step four and try a different code.

SMART TIP

The remote control will exit programming mode after 30 seconds.

Smart tips

TV Codes

TOSHIBA

0769 0768 0729 0711 0616 0615 0614 0613 0523 0522 0520
0284 0268 0250 0249 0232 0208 0203 0202 0100 0092
0063 0050 0049 0048 0047 0045 0043 0042 0037 0036
0027 0026

SONY

0825 0824 0823 0822 0814 0739 0538 0217 0216 0215 0214
0213 0212 0211 0072

SAMSUNG

0843 0819 0743 0738 0712 0693 0692 0607 0601 0550 0514
0506 0505 0284 0268 0257 0237 0220 0171 0159 0126 0108
0086 0045

PANASONIC

0851 0812 0808 0639 0740 0595 0508 0254 0168 0167 0148

LG




0844 0840 0816 0815 0708 0707 0634 0592 0553 0512 0511
0509 0504 0503 0502 0501 0288 0286 0283 0263 0250 0181
0110 0108 0090 0069 0038 0015 0014 0013

SMART TIP

If your TV manufacturer is not listed here, visit our webpage to see the full list:
[freesat.co.uk/universalremote](https://www.freesat.co.uk/universalremote)

How to find out which TV code is programmed into my Freesat remote control





You can find out which TV code is programmed into your Freesat remote control by following these steps:

1. Press and hold both the  and  buttons on your Freesat remote control for three seconds then release the buttons.
2. Press and release the  button. The LED will flash once.

Your remote control's LED will now show four bursts of blinks. Count the blinks in each burst to discover the code. (Note that a zero is represented as ten blinks)

How to reset my Freesat remote control

You can remove the TV code programmed into your Freesat remote control by following these steps:

1. Press and hold both the  and  buttons on your Freesat remote control for three seconds then release the buttons.
2. Press and release the  button. The LED will blink once.
3. Press and hold the  button for five seconds. The LED will blink five times to confirm that the remote control has removed the TV code.

If you have any problems that are not covered in the manual, or you have attempted the suggested troubleshooting fixes and this has not helped then please call our call centre on **0345 313 0051** or email customerteam@freesat.co.uk

Smart tips



Changing your remote frequency code

If you find that your remote control inadvertently controls other devices with an infrared receiver in your home, you can reprogram your remote to a different frequency to prevent this from happening.

How to change the frequency of your remote control:

1. Ensure that the steps from page 27 have been carried out.
2. Press and hold the **REDOUBLED** and **AD** buttons on your Freesat remote control for three seconds then release the buttons. The LED will light up and stay on to show that the remote is ready to be programmed.
3. Press **HOME** on your remote control.
4. There are 6 frequency codes available to program your Freesat remote to. Press and release the number button for the frequency that you wish to set (1 to 6), note that code 1 is also the default set-up.
5. The TV will then turn off to confirm that the code has been set.
6. Press the **OK** button on your remote control to save this code.

If you experience interference with a code that you have selected, try another until you get the right set-up for you and your device.

Notices

IMPORTANT SAFETY INFORMATION

FREESAT.CO.UK
Customer Service
0345 313 0051
customerteam@freesat.co.uk

Please read the following safety information carefully before using the TV Box and follow any instructions. Please keep this notice for your and others' future reference.

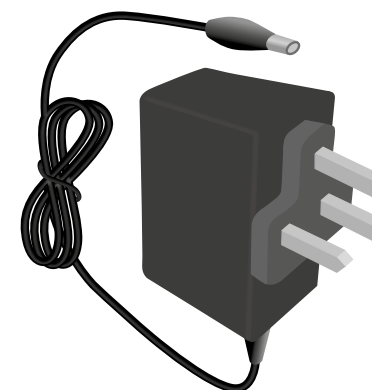
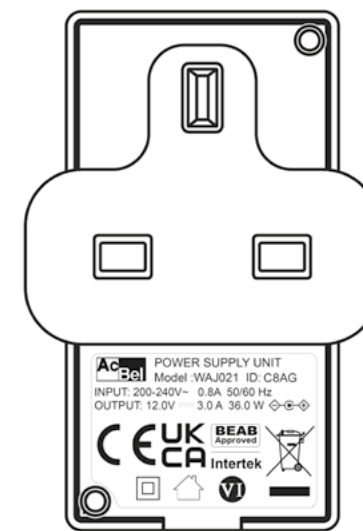
GENERAL SAFETY NOTICES

- Check the TV Box after removing it from the packaging. If it has suffered any externally visible damage in transport, do not connect the TV Box to the power supply. Contact Freesat Customer Services.
- Do not use the TV Box if it or any of its accessories appear not to be working correctly or are damaged in any way (e.g. power supply unit or power cable are damaged), there has been exposure to liquid of any kind or it has been dropped.
- Failure to follow the instructions, or use of the TV Box or any of its accessories when defective, could lead to damage or injury to property or person and may void the manufacturer's warranty. Contact Freesat Customer Services or your retailer for support.

CONNECTING POWER

- Only use the 12V, 3A power supply unit supplied with the TV Box.
- First connect the power supply unit to the TV Box, before connecting to the UK mains socket.
- Only connect the power supply unit to a UK 3-pin mains socket supplying 220 - 240V AC, 50 Hz.
Do not connect to any other electrical supply.
- The power supply unit is a safety disconnection device. Therefore, ensure that the mains socket is always accessible so that the TV Box can be disconnected from the electricity supply if necessary.
- Where possible, put the TV Box into standby five minutes before disconnecting from the mains socket.
- When disconnecting the TV Box, first remove the power supply unit from the mains socket before removing the power cable from the TV Box.
- Disconnect the TV Box from the mains socket before you move or relocate it.
- Do not overload the mains socket, extension cord or use a mains adapter as this may result in an electrical fire or shock.
- Unplug the TV Box from the mains socket when left unused for long periods of time.
- Never attempt to open the power supply unit, as there are high-voltage live parts inside.
- There are no user-serviceable parts inside the TV Box.
- There are no user-serviceable parts inside the power supply unit.
- Do not modify the power supply unit or power cable.
- Do not damage the power cable. If it does become damaged, replace the complete power supply unit. Contact Freesat for support.
- Do not bend, pinch, twist, or walk on the power cable.
- Keep heat sources, such as heating appliances, away from the TV Box, power supply unit, power cable and other accessories.
- Do not place heavy items on the power cable.

- Do not use a damaged mains socket outlet.
- Do not touch the TV Box, power cable, power supply unit or other accessories with wet hands.



Notices

POWER SUPPLY

INFORMATION PUBLISHED	VALUE AND PRECISION	UNIT
Manufacturer's name or trade mark, commercial registration number and address	Acbel Polytech Inc. No. 159, Sec.3, Danjin Road., Danshui Dist., New Taipei City, 25144 R.O.C.	
Model identifier	WAJ021	-
Input voltage	200-240	V
Input AC frequency	50/60	Hz
Output voltage	12.0	V
Output current	3.0	A
Output power	36.0	W
Average active efficiency	89.3	%
Efficiency at low load (10 %)	83.3	%
No-load power consumption	0.05	W

BATTERY USE

The TV Box is supplied with a remote control which uses batteries. Please follow these instructions with regards to battery use:

- Batteries should be replaced correctly.
- Replace the batteries only with the type supplied.
- Do not mix old and new batteries or different types of batteries at the same time.
- Do not heat or expose batteries or the TV Box to flame.
- Do not leave the batteries exposed to heat or direct sunlight for a long period of time.
- Store the batteries in a cool, dark place.
- Remove the batteries if you do not intend to use the remote control for a long period of time.
- Do not take the batteries apart.

GENERAL USE, POSITIONING AND MAINTENANCE

- The TV Box and its accessories should not be exposed to rain, moisture or other liquid of any kind.
- No objects filled with liquid should be placed on or near to the TV Box.
- Do not use the TV Box outside; or position the TV Box in an area where condensation occurs.
- Disconnect the TV Box from the mains socket before cleaning it. Use a light dry cloth (no solvents) to dust the TV Box.
- The ventilation slots in the TV Box must be left uncovered to allow proper airflow into the unit. Do not place your TV Box in an unventilated cabinet.
- Keep 10cm of space around the unit to ensure the correct air flow into and out of the ventilation holes.
- Place the TV Box on a flat surface away from vibration.
- Do not stand the TV Box on soft furnishings or carpets or on other surfaces which could block the ventilation slots.
- Do not stack electronic equipment (e.g. TV, DVD Player etc.) on top of the TV Box or vice versa.
- Do not insert anything through the openings in the TV Box.

RECYCLING: PRODUCT AND BATTERIES



Recycling – Do not dispose of this product or the batteries used with the remote control with your domestic waste.

At the end of their useful lives, the product and batteries contain materials that, when processed correctly, can be recovered and recycled.

By participating in the responsible recycling of the product and batteries, you will be reducing the requirement for new raw materials and reducing the amount of material that would otherwise end up in landfill. You will therefore help to prevent potential negative consequences for the environment and human health. Please use your local community recycling centre, or contact your local authority, retailer or Freesat Call Centre or Customer Services for more information.

RADIO EQUIPMENT DIRECTIVE STATEMENT OF COMPLIANCE

Hereby, Freesat (UK) Limited, declares that this TV Box is in compliance with Directive 2014/53/EU. For a copy of the full text of the EU declaration of conformity please access the following URL: freesat.co.uk/productcompliance.

The following table shows the maximum radio frequency output power for this TV Box's wireless capability for the frequency bands in which the TV Box can operate:

Frequency Band (GHz)	Maximum RF Power
2.41- 2.48	+20 dBm
5.150-5.350	+23 dBm (indoor use only BE, BG, CZ, DK, DE, EE, IE, EL, ES, FR, HR, IT, CY, LV, LT, LU, HU, MT, NL, AT, PL, PT, RO, SI, SK, FI, SE, & UK)
5.470-5.725	+30 dBm

WARRANTY

Freesat warrants that your Freesat 4K TV Box will be free from defects in materials and workmanship under normal use for a period of one year commencing from the date of purchase. The warranty applies to the product hardware (not software) and is available to UK residents only. Proof of purchase required. For full terms, visit freesat.co.uk/warranty. The warranty is provided in addition to and does not affect your legal rights.

OPEN SOURCE SOFTWARE

Your Freesat 4K TV Box uses open source software. To find out more, go to: freesat.co.uk/legal-and-policies/open-source-licences

Notices

RADIO EQUIPMENT DIRECTIVE STATEMENT OF COMPLIANCE

Hereby, Everyone TV Devices Limited, declares that this TV Box is in compliance with Directive 2014/53/ EU and the relevant statutory requirements. For a copy of the full text of the UK and EU declarations of conformity please access the following URL: freesat.co.uk/productcompliance.

The following table shows the maximum radio frequency output power for this TV Box's wireless capability for the frequency bands in which the TV Box can operate:

Frequency Band (GHz)	Maximum RF Power
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5.150-5.350	+23 dBm (indoor use only BE, BG, CZ, DK, DE, EE, IE, EL, ES, FR, HR, IT, CY, LV, LT, LU, HU, MT, NL, AT, PL, PT, RO, SI, SK, FI, SE, & UK(NI))
5.470-5.725	+30 dBm

RESTRICTIONS: 5,150-5,350MHz for Indoor Use Only in the United Kingdom

UK CYBER SECURITY STATEMENT OF COMPLIANCE

This Statement of Compliance is issued under the sole responsibility of the manufacturer: ARRIS Global Limited, Victoria Road, Saltaire, West Yorkshire, BD18 3LF, United Kingdom.

Object of declaration

ARRIS FREESAT UHD-X, UHD-4X-500, UHD-4X-1000, UHD-4X-2000

Type(s)

F1908H41200, F1898H41300, F1998H41600, F2138H42200

Description

UHD Satellite Zapper & PVR sold as the Freesat 4K TV Box and Freesat Recordable 4K TV Box

The object of the declaration described above is compliant with Part 1 of Product Security and Telecommunications Infrastructure Act 2022 and Schedule 1 of The Product Security and Telecommunications Infrastructure (Security Requirements for Relevant Connectable Products) Regulations 2023.

Security updates for the object of the declaration described above will be supported until at least 31st March 2025.

Signed for and on behalf of ARRIS Global Limited

Lars Ihlen

Lars Ihlen, Group Chief Financial Officer

Date: 20th March 2024, Issue 1

For any security queries, questions or reports please contact us as described in the Consumer Connectable Product Security page of the Freesat website at <https://www.freesat.co.uk/security>

END USER LICENCE AGREEMENT

Software in your Freesat 4K TV Box and the Freesat service are subject to terms of use.

Please see freesat.co.uk/terms-of-service

Manufactured by ARRIS Global Limited, Victoria Road, Saltaire, West Yorkshire, BD18 3LF, on behalf of Freesat (UK) Limited 23-24 Newman Street, London, W1T 1PJ.

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If you have any questions about installation or Freesat, the team are here to help on **0345 313 0051**
customerteam@freesat.co.uk

Opening hours: Mon-Fri 09.00 to 18.00.

Emails are usually responded to within 48 hours. Remember to check your junk folder in case our message is redirected there.



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