



NOW TV User Guide For New User Interface

Remote Control



*Only applicable to specific remote control model



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:



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.



Display full-guide

Display full-day schedule

Audio selection[^]

Switching between different language options

Subtitle on/off[^]

Display subtitles for individual program

Record a program[^]

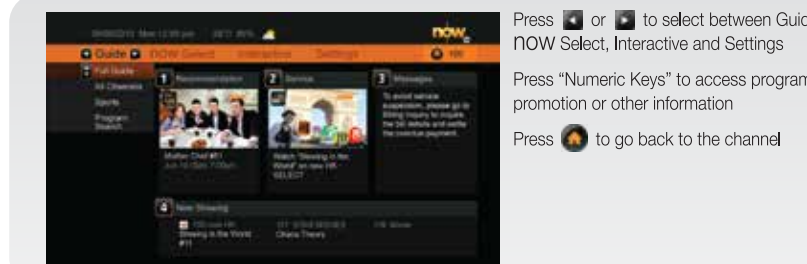
To record a program via NOW TV network

[^] 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.



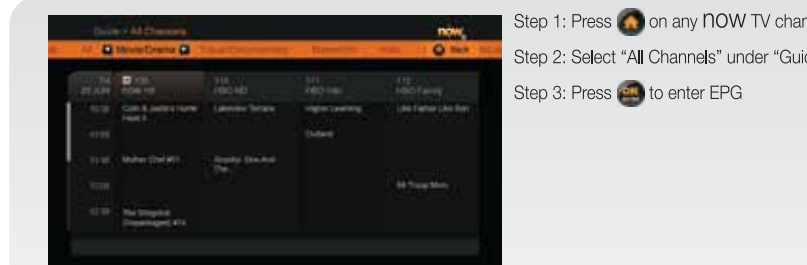
Home Menu

Guide	NOW Select	Interactive	Settings
<ul style="list-style-type: none"> 1. Full Guide 2. All Channels 3. Sports 4. Program Search 	<ul style="list-style-type: none"> 1. All 2. NOW Video Express 3. Sports 4. Movie / Drama 5. Travel / Documentary 6. Kids 7. Entertainment / Leisure 8. Music 9. News / Info 10. Adult 11. Others 	<ul style="list-style-type: none"> 1. NOW Record 2. Interactive Ad[^] 3. NOW Ticketing 4. Money Management 	<ul style="list-style-type: none"> 1. Billing Inquiry 2. Channel Management 3. My NOW DOLLAR 4. Connect NOW ID / Mobile Remote 5. Stock Quotes Enquiry 6. Parental Lock 7. Change PIN 8. Channel - browsing Mode 9. Language 10. System Settings 11. Info Desk

[^] Only available on selected channels.

Program Guide

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



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

Program Search

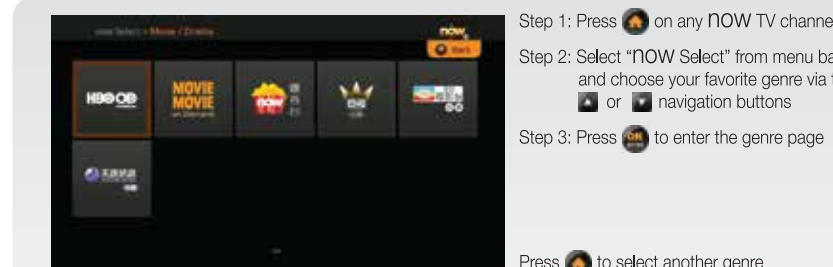
TV programs^{*} will be recommended, according to your preferences, from a quick and simple search.



^{*} Only applicable to NOW TV channels' programs, but excluding TVB Pay Vision programs.

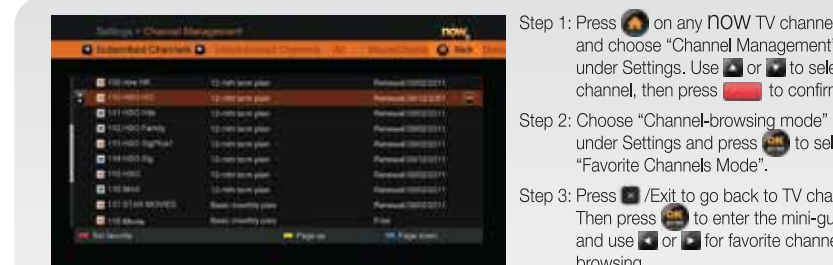
NOW Select

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.



Set Favorite Channel^{*}

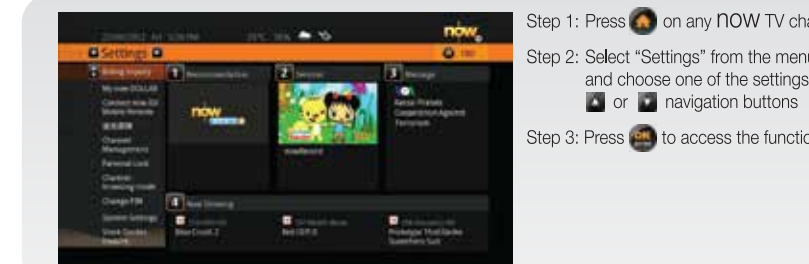
Once the channel is set as your favorite channel, you can switch between your favorite channels by using or under the mini-guide.



^{*} Only applicable to NOW TV channels.

Settings

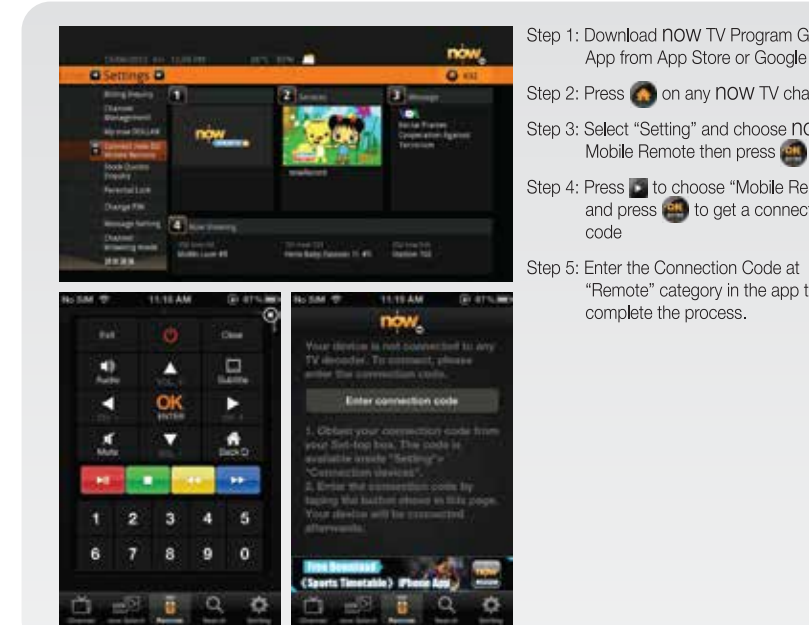
You can access billing inquiry or configure preferred service settings such as Language, Change PIN and Parental Lock.



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!



Screen Icons

Audio selection To switch between different language options under the channel.	Mute To switch the audio off.
Subtitle available To display subtitles for individual program.	Parental Lock on/off 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	<ul style="list-style-type: none"> Step 1: Switch off the modem and decoder Step 2: Check all cables Step 3: Switch on modem 15 seconds later; and wait for LED signal to become stable (around 2-3 minutes) Step 4: Restart the decoder
Frozen screen/80062A-H	<ul style="list-style-type: none"> Step 1: Switch off the modem and decoder Step 2: Switch on modem 15 seconds later; and wait for LED signal to become stable (around 2-3 minutes) Step 3: Restart the decoder
80061A	<ul style="list-style-type: none"> Step 1: Check all cables 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:

- Accessing <Billing Inquiry> under Settings;
- Calling our NOW TV Customer Service Hotline 1833 888;
- Visiting <http://nowtv.now.com> (only applicable for NETVIGATOR customers)

4. What should I do if my remote control does not work properly?

- Please check if you are aiming the remote control at the decoder's signal receiver.
- Please check if the remote control contains new batteries.
- Please turn off the decoder and reboot after 15 seconds.
- 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.

Patent Pending

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