GO *INTERACTIVE TV*

Self-Installation User Guide

1. Your Connection Options

GO Interactive TV works over an internet connection. It is therefore important that prior to attempting to connect your GO Interactive TV HD set-top box/es you have an active GO fixed phone line and an internet service. Should you be new to GO Internet, you would be notified that your Internet service is active by receiving a confirmation SMS sent from GO.

GO Interactive TV can be installed by means of the following options:

1.1. Wired Installation

This type of connection uses a telephone cable known as CAT5 UTP cable. The cable has to be connected from your Internet modem or Network Switch to the GO Interactive TV HD set-top box (STB). This CAT5 UTP cable can be passed either internally (that is within the interior of your home) or externally, which may involve passing the cable on the exterior of your property.

Internal Installation:

- An internal CAT5 UTP cable is required. This is normally provided as part of the self-installation kit provided by GO.
- The CAT5 UTP cable is to connect from the Internet modem/network switch to the GO Interactive TV HD set-top box.
- The CAT5 UTP cable may be passed through conduit. In this case you would need to remove one end of the RJ45 connector then follow the instructions on Section 4, "**How to connect the Tool-less RJ4 Connector**".

External Installation:

- An external CAT5 UTP cable is required. This can be provided by GO upon request.
- The external CAT5 UTP cable is to connect from the Internet modem/network switch to the GO Interactive TV HD set-top box.

1.2 Home Plugs Installation

Home Plugs provide a link between the GO Interactive TV HD set-top box and Internet modem or Network Switch through your normal power ring circuit. Therefore in this instance the link CAT5 UTP cable is not required. If you have a Single Phase circuit, however have different power rings, you will still be able to connect using Home Plugs as long as the signal is within the power budget of the Home Plugs. This type of set-up may not work if you have a three Phase Enemalta electrical supply.

1.3. Wired & Home Plugs Installation

Should you be connecting more than one GO Interactive TV HD set-top box, and are restricted with wiring accessibility, you may opt for a mixed solution. This will allow you to connect one or more GO Interactive TV HD set-top box/es through a Home Plug installation and the other GO Interactive TV HD set-top box/es through a Wired installation.
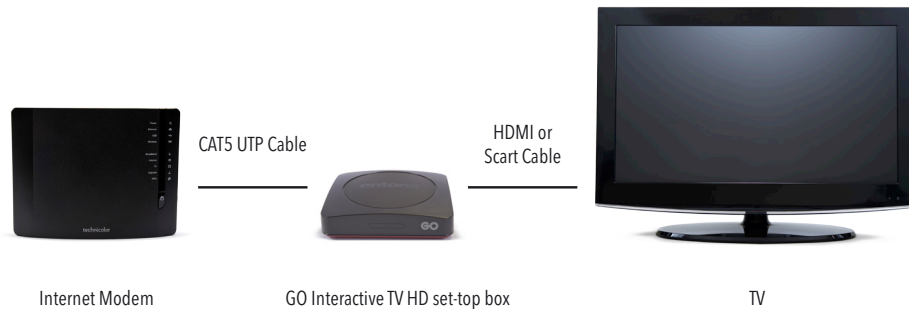
2. Getting Connected

Before you start setting-up it's important that you have thought upon and decided from where you are going to pass the cable and have checked that you have in hand the required equipment and active services. Refer to Section 5 "**Equipment Required**". Once the installation set up has been determined, please follow the steps of one of the following installation options:

2.1 Setting up GO Interactive TV through a Wired Installation (1 STB only)

Your overall set-up

CAT5 UTP Cable

HDMI or Scart Cable

Internet Modem   GO Interactive TV HD set-top box   TV

STEP 1 Use one end of the Internal or External CAT5 UTP cable and connect it to port 4 of the Internet modem. The other end is to be inserted in the GO Interactive TV HD set-top box.

Power Supply
Port 4
RJ 11 Cable

HDMI Cable
CAT5 UTP Cable
Power Supply

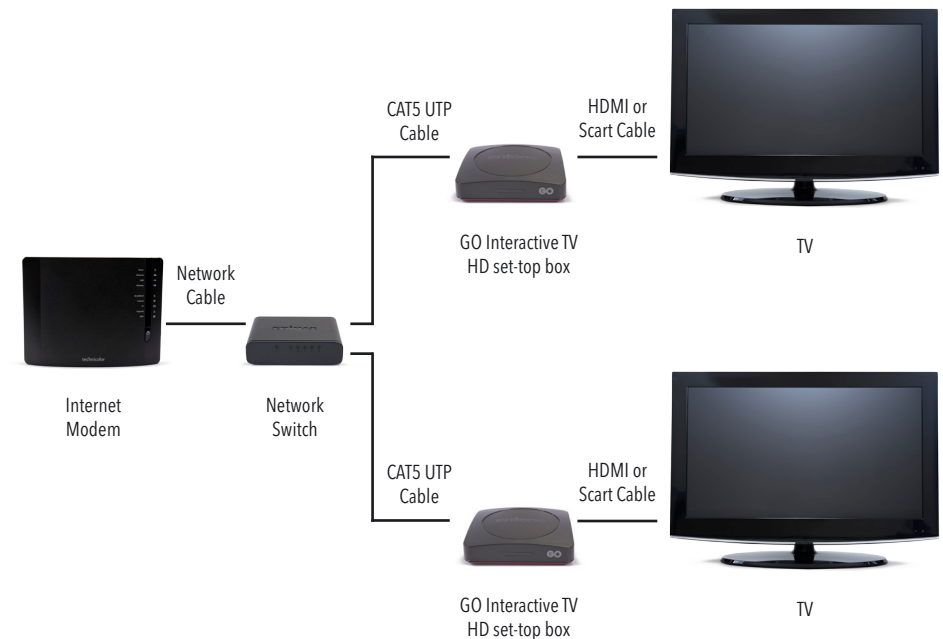Internet Modem   GO Interactive TV HD set-top box
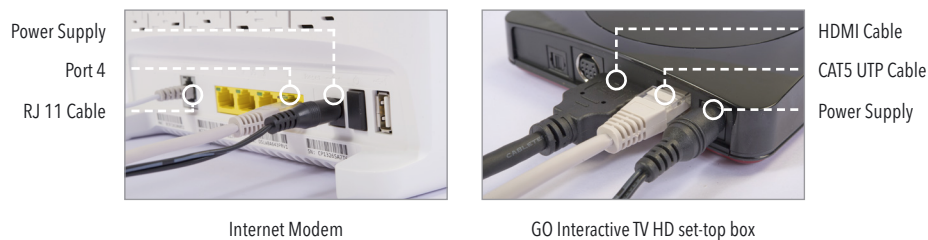
Note:
- For the CAT5 UTP cable to reach from the Internet Modem to the GO Interactive TV HD set-top box, cable is to be passed internally or externally within the premises.
- The CAT5 UTP cable is provided with RJ45 connectors at both ends. To shorten the cable or to pass the cable through conduit, you need to cut off one (1) of the RJ45 connectors.
- To replace the RJ45 connector that has been cut off you are to attach the Tool-less RJ45 connector to this end of the cable. To do so, please refer to Section 4. "How to Connect the Tool-less RJ45 Connector".

STEP 2 Connect the HDMI/Scart cable from the GO Interactive TV HD set-top box to your TV set.

Scart
HDMI Cable

HDMI Cable
CAT5 UTP Cable
Power Supply

TV Set   GO Interactive TV HD set-top box

2.2 Setting up GO Interactive TV through a Wired Installation (more than 1 STB)

Your overall set-up

CAT5 UTP Cable

HDMI or Scart Cable

GO Interactive TV HD set-top box

TV

Network Cable

Internet Modem   Network Switch

CAT5 UTP Cable

HDMI or Scart Cable
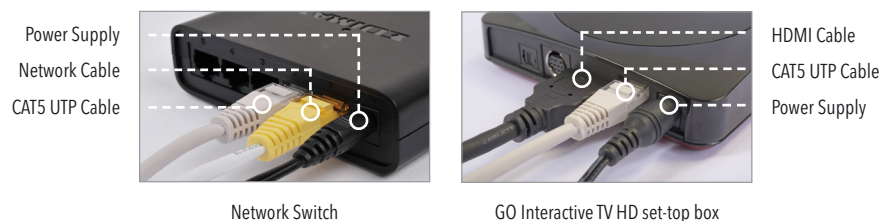
GO Interactive TV HD set-top box

TV

STEP 1 Connect the Network Cable provided with the GO Interactive TV HD box, or the Internet modem from Port 4 of the Internet modem to Port 1 of the Network Switch.

Power Supply
Port 4
RJ 11 Cable

Network Cable
Power Supply

Internet Modem   Network Switch

Note: In the event that you already had GO Interactive TV set up and are following these instructions to set-up additional GO Interactive TV HD set-top boxes, you must unplug the CAT5 UTP found in Port 4 of the Internet modem and connect it to Port 2 of the Network Switch.

STEP 2   Use one end of the Internal or External CAT5 UTP cable and connect it to Port 2 of the Network Switch. The other end of the Internal or External CAT5 UTP cable is to be connected to the GO Interactive TV HD set-top box.
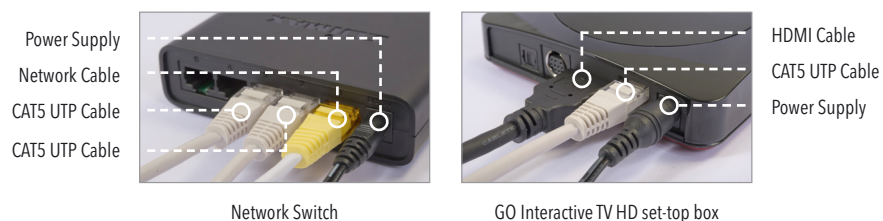

Power Supply
Network Cable
CAT5 UTP Cable

HDMI Cable
CAT5 UTP Cable
Power Supply

Network Switch   GO Interactive TV HD set-top box

Note:
- *For the CAT5 UTP cable to reach from the Network Switch to the GO Interactive TV HD set-top box, cable is to be passed internally or externally within the premises.*
- *The CAT5 UTP cable is provided with RJ45 connectors at both ends. To shorten the cable or otherwise pass the cable through conduit, you need to cut off one (1) of the RJ45 connectors.*
- *To replace the connector that has been cut off you are to attach the RJ45 connector to this end of the cable. To do so, please refer to Section 4. "How to Connect the Tool-less RJ45 Connector".*

STEP 3   Connect the HDMI/Scart cable from the GO Interactive TV HD set-top box to your TV set.

Scart
HDMI Cable

HDMI Cable
CAT5 UTP Cable
Power Supply
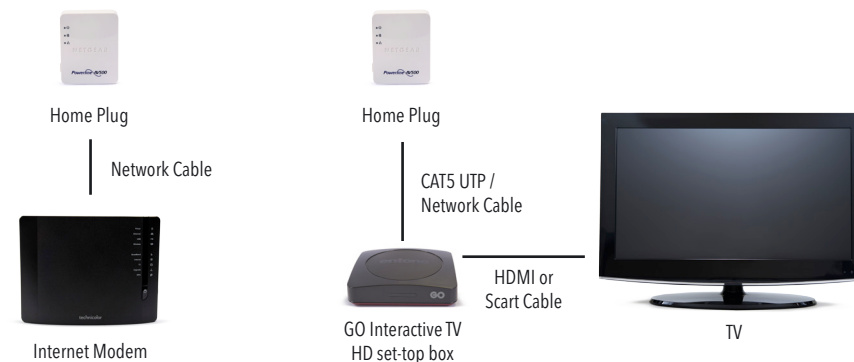
TV Set   GO Interactive TV HD set-top box

STEP 4   To connect more GO Interactive TV HD set-top boxes, you need to connect the Internal or External CAT 5 UTP cable from the next available port of the Network Switch to the other end of the GO Interactive TV HD set-top box.

Power Supply
Network Cable
CAT5 UTP Cable
CAT5 UTP Cable

HDMI Cable
CAT5 UTP Cable
Power Supply

Network Switch   GO Interactive TV HD set-top box

2.3 Setting up GO Interactive TV through a Home Plug Installation (1 STB only)

Your overall set-up

Home Plug   Home Plug

Network Cable

CAT5 UTP / Network Cable

HDMI or Scart Cable

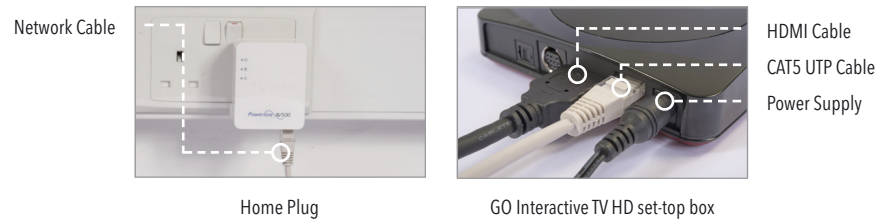Internet Modem   GO Interactive TV HD set-top box   TV

STEP 1   Prior to setting up GO Interactive TV with Home Plugs please remember that Home Plugs will only work if connected on the same power circuit, and if connected directly to a wall socket.
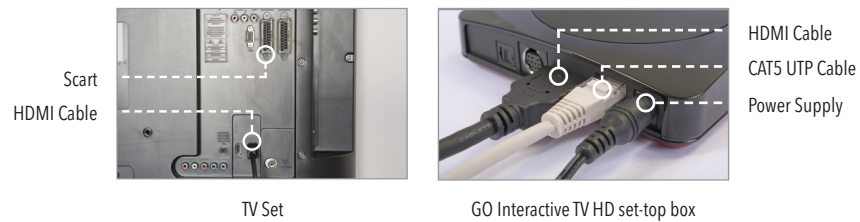
STEP 2   Use the Network Cable provided with the GO Interactive TV HD set-top box or Internet modem to connect it from Port 4 of the Internet modem to the Ethernet port on one of the Home Plugs. The Home Plug is then to be plugged into an electrical point close to the Internet modem.

Power Supply
Port 4
RJ 11 Cable

Network Cable

Internet Modem   Home Plug

STEP 3   Use another Network Cable to connect the Home Plug to your GO Interactive TV HD set-top box. Insert the Home Plug in an electrical point close to your TV set.
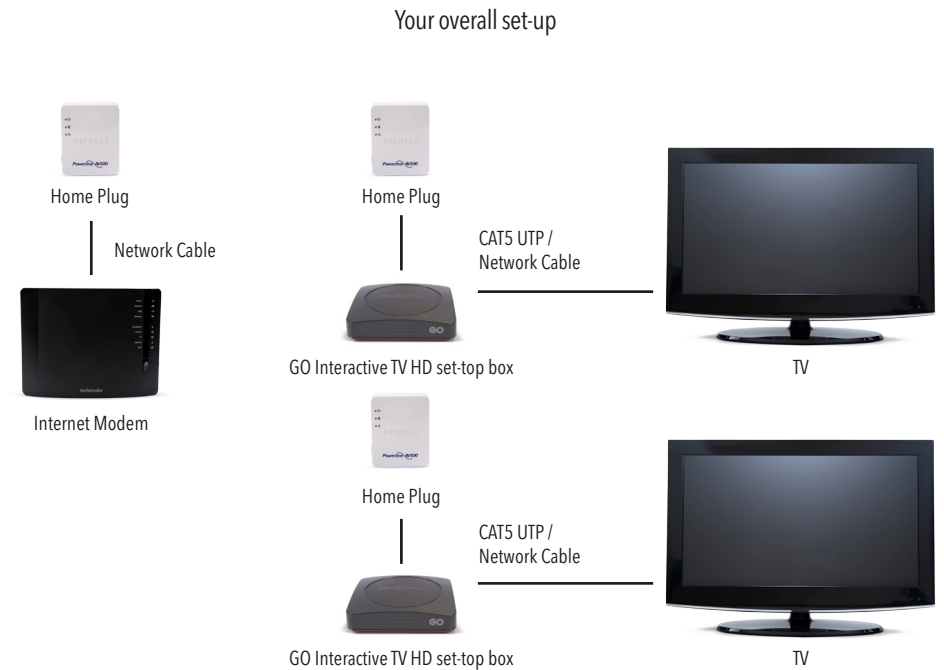
Network Cable

HDMI Cable

CAT5 UTP Cable

Power Supply

Home Plug

GO Interactive TV HD set-top box

STEP 4   Connect the GO Interactive TV HD set-top box to your TV using either the HDMI or Scart cable.

Scart

HDMI Cable

HDMI Cable

CAT5 UTP Cable

Power Supply

TV Set

GO Interactive TV HD set-top box

STEP 5   Pair the Home Plugs. Refer to Section 2.5 "**Home Plugs pairing.**"

2.4   Setting up GO Interactive TV through a Home Plug Installation (more than 1 STB)

Your overall set-up

Home Plug

Home Plug

CAT5 UTP / Network Cable

Network Cable

GO Interactive TV HD set-top box

TV

Internet Modem

Home Plug

CAT5 UTP / Network Cable
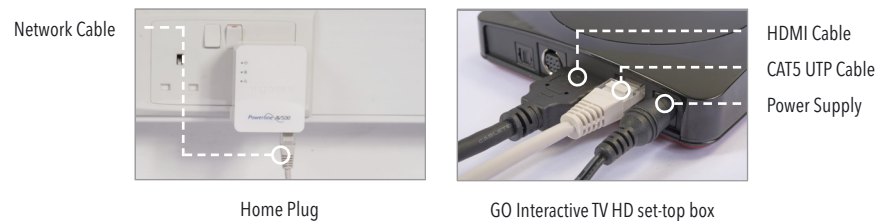
GO Interactive TV HD set-top box

TV

STEP 1   Prior to setting up GO Interactive TV with Home Plugs please remember that Home Plugs will only work if connected on the same power circuit, and if connected directly to a wall socket.
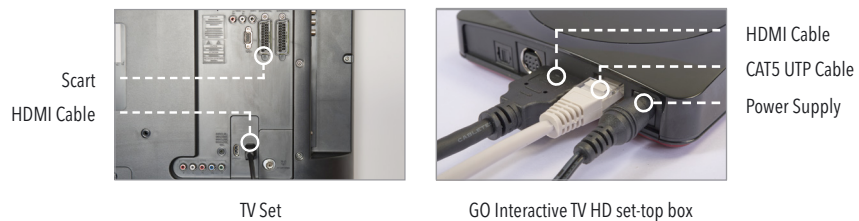
STEP 2   Use the Network Cable provided with the GO Interactive TV HD set-top box or Internet modem to connect it from Port 4 of the Internet modem to the Ethernet port on one of the Home Plugs. The Home Plug is then to be plugged into an electrical point close to the Internet modem.

Power Supply

Port 4

RJ 11 Cable

Network Cable

Internet Modem

Home Plug

STEP 3   Use another Network Cable to connect it from the Ethernet port of the Home Plug to your GO Interactive TV HD set-top box. Insert the Home Plug in an electrical point close to your TV set.
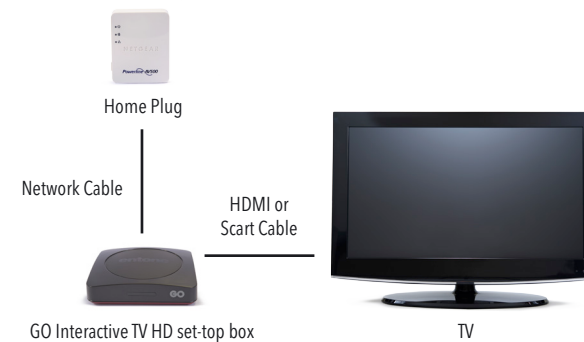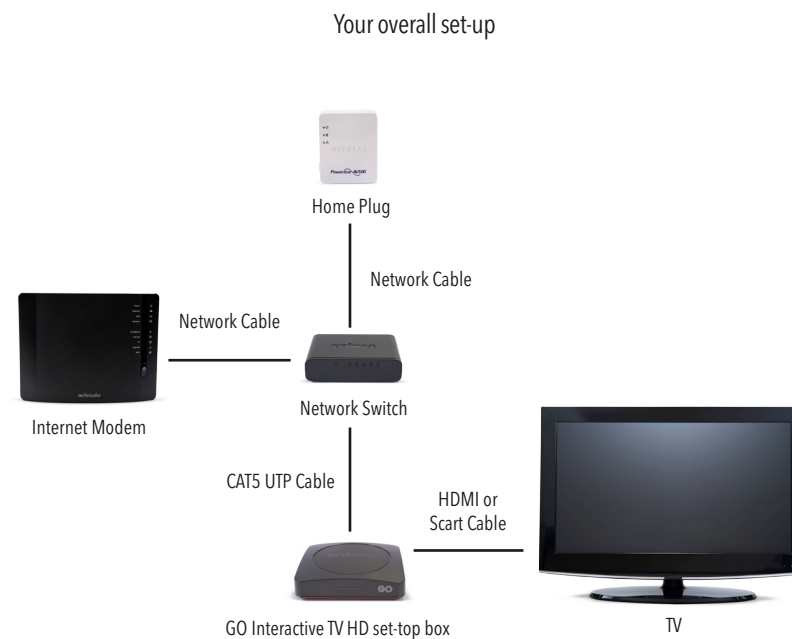
Network Cable

HDMI Cable
CAT5 UTP Cable
Power Supply

Home Plug

GO Interactive TV HD set-top box

STEP 4   Subsequently connect the GO Interactive TV HD set-top box with the TV set using either the HDMI or Scart cable.

Scart
HDMI Cable

HDMI Cable
CAT5 UTP Cable
Power Supply

TV Set

GO Interactive TV HD set-top box

STEP 5   Follow steps 3 & 4 to connect additional GO Interactive TV HD set-top boxes with Home Plugs.

STEP 6   Pair the Home Plugs. Refer to Section 2.5 "**Home Plugs Pairing**".

2.5   Setting up GO Interactive TV through a Wired & Home Plug installation (more than 1 STB)

Your overall set-up

Home Plug

Network Cable

Network Cable

Internet Modem

Network Switch

CAT5 UTP Cable

HDMI or
Scart Cable

GO Interactive TV HD set-top box

TV

Home Plug

Network Cable

HDMI or
Scart Cable

GO Interactive TV HD set-top box

TV

STEP 1 Prior to setting up GO Interactive TV with Home Plugs please remember that Home Plugs will only work if connected on the same power circuit, and if connected directly to a wall socket.

STEP 2 Use a Network Cable provided with the GO Interactive TV HD set-top box or Internet modem to connect it from Port 4 of the Internet modem to Port 1 of the Network Switch.

Power Supply
Port 4
RJ 11 Cable

Network Cable
Power Supply

Internet Modem   Network Switch

STEP 3 Use another Network Cable to connect it from Port 2 of the Network Switch to Ethernet port on one of the Home Plugs. The Home Plug is then to be plugged into an electrical point close to the Network Switch.
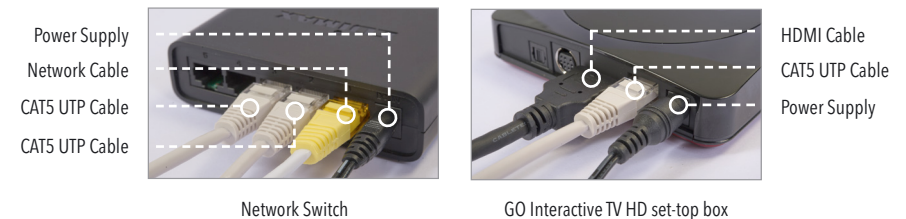
Network Cable

CAT5 UTP Cable
Network Cable
Power Supply

Home Plug   Network Switch

STEP 4 Use another Network Cable to connect it from the Ethernet port of the Home Plug to your GO Interactive TV HD set-top box. Insert the Home Plug in an electrical point close to your TV set.

Network Cable

HDMI Cable
CAT5 UTP Cable
Power Supply

Home Plug   GO Interactive TV HD set-top box
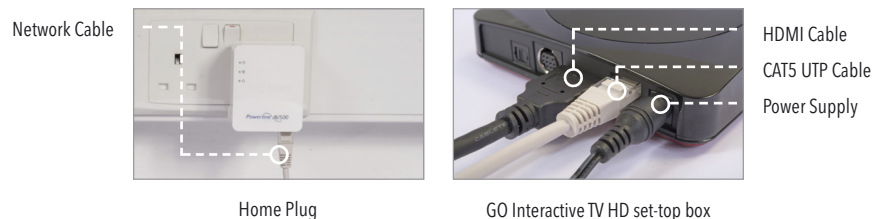
STEP 5 Connect your GO Interactive TV HD set-top box to your TV set using either the HDMI or Scart cable.

Scart
HDMI Cable

HDMI Cable
CAT5 UTP Cable
Power Supply

TV Set   GO Interactive TV HD set-top box
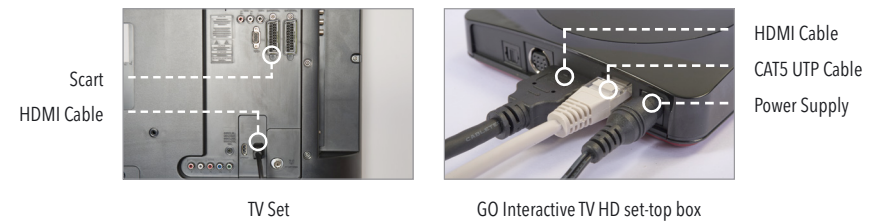
STEP 6 To connect an additional GO Interactive TV HD set-top box, use one end of the Internal or External CAT5 UTP cable and connect it to Port 3 of the Network Switch. The other end of the Internal or External CAT5 UTP cable is to be connected to the GO Interactive TV HD set-top box.

Power Supply
Network Cable
CAT5 UTP Cable
CAT5 UTP Cable

HDMI Cable
CAT5 UTP Cable
Power Supply

Network Switch   GO Interactive TV HD set-top box

Note:
- *For the CAT5 UTP cable to reach from the Network Switch to the other GO Interactive TV HD set-top box, cable is to be passed internally or externally within the premises.*
- *The CAT5 UTP cable is provided with connectors at both ends. To shorten the cable or otherwise pass the cable through conduit, you need to cut off one (1) of the RJ45 connectors.*
- *To replace the RJ45 connector that has been cut off you are to attach the RJ45 connector to this end of the cable. To do so, please refer to Section 4. "How to Connect the Tool-less RJ45 Connector".*

3.   Pairing your Home Plugs

Once you have successfully connected the Home Plugs, it is important to follow these steps to pair them.

STEP 1   Press the security button for 2 seconds on one of the Home Plugs. The security button may vary from one Home Plug to another.

Security Button

STEP 2   Press the security button on the other Home Plug/s for 2 seconds. All Home Plug security buttons must be pressed within 2 minutes.

STEP 3   Once you have successfully installed and paired the Home Plugs, all LED's should be lit up in green.

Home Plug LED Meanings

Power: It lights up when the adapter is powered on.

Ethernet: It flashes to indicate activity over the Ethernet connection.

Data: It flashes to indicate activity over the power line connection.

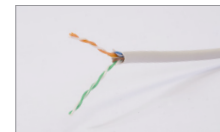# 4.   How to connect the Tool-less RJ45 Connector

This RJ45 connector is to be used to replace a connector that has been cut off from CAT5 UTP cable or a Network Cable.

Cut the RJ45 connector from one end.
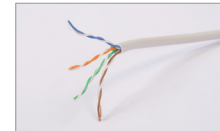
Strip off 15mm of jacket from the cable.

Trim off the blue and brown pair using a cutter or a pair of scissors.

Untwist & straighten the wires.

Strip off 5mm off the wires and cut the wires evenly.

Insert the appropriate colour wires in the tubes.

Close the Lid.

5. Equipment required

The following outlines what Equipment is needed to perform the installation

EQUIPMENT TYPE	DESCRIPTION	HOW TO ACQUIRE
Internet Modem A variety of modems are available from GO. You are likely to have one of the following: Technicolour 589 SpeedTouch 546 SpeedTouch 585 SpeedTouch 582 	This device is required to provide you access to Internet. It is recommended that the Internet modem is installed as close as possible to where you intend to install GO Interactive TV.	Provided by GO upon subscription to a GO Internet service or GO Interactive TV.

EQUIPMENT TYPE	DESCRIPTION	HOW TO ACQUIRE
GO Interactive TV HD Set-top Box 	By connecting this set-top box you will gain access to the GO Interactive TV service. With the GO Interactive TV HD set-top box, you will also be provided with - A Network Cable, - A Scart to Scart Cable or S-Video to Scart Cable - An HDMI to HDMI Cable.	Provided by GO upon subscription to GO Interactive TV.
HDMI Cable 		
S-Video to Scart Cable 		
Network Cable 		
Remote Control 		
Network Switch 	The Network Switch is required only when connecting more than one GO Interactive TV HD set-top box. This Network Switch is to be connected to the Internet Modem by using the Network Cable provided with the GO Interactive TV HD set-top box or Internet Modem. The Network Cable needs to be connected from Port 4 of the Internet Modem to Port 1 of the Network Switch.	Provided by GO as part of the GO Interactive TV Self-Installation Kit.

EQUIPMENT TYPE	DESCRIPTION	HOW TO ACQUIRE
Internal CAT5 UTP Cable	This type of cable is used when performing an Internal Wired Installation. The length required may vary depending on the size of your premises. Hence it may be required to either trim off excess wire or purchase additional cable. The cable is provided with RJ45 connectors at both ends. To shorten the cable or to pass the cable through conduit, you need to cut off one (1) of the RJ45 connectors. To replace the RJ45 connector that has been cut off you are to attach the Tool-less RJ45 connector to one end of the cable. To do so, please refer to Section 4 "**How to Connect the Tool-less RJ45 Connector**".	20 meters provided by GO as part of the GO Interactive TV Self-Installation Kit.
Tool-Less RJ45 Connector	This Tool-less RJ45 connector is required to replace a RJ45 connector that may have been cut off from a CAT5 UTP cable. The RJ45 connector may have been cut off either for the cable to pass from conduit or otherwise to shorten the cable.	One (1) RJ 45 Connector is provided by GO as part of the GO Interactive TV Self-Installation Kit.
External CAT5 UTP Cable	This type of cable is used when performing an External Wired Installation. The length required may vary depending on the size of your premises. Hence it may be required to either trim off excess wire or purchase additional cable. The cable is provided with RJ45 connectors at both ends. To shorten the cable you can cut off one (1) of the RJ45 connectors. To replace the RJ45 connector that has been cut off you are to attach the Tool-less RJ45 connector to one end of the cable. To do so, please refer to Section 4. "**How to Connect the Tool-less RJ45 Connector**".	Provided by GO upon request.

EQUIPMENT TYPE	DESCRIPTION	HOW TO ACQUIRE
Home Plugs	Home Plugs are required when opting for a Home Plug Installation. Different brands are compatible with GO Interactive TV.	Can be purchased from GO (recommended) or any other computer shop.
Cutter, Sharp Knife or Scissors	These tools are required to strip off excess cable. *Disclaimer:* *It shall be your responsibility to ensure that any appropriate tools used during the setting up and installation of the Equipment are fit for the purpose and that all health and safety precautions are taken to avoid any injury, of whatever nature, to yourself or others. Without prejudice to the generality of the aforesaid, you hereby acknowledge and agree that the use of appropriate tools may be dangerous and that due and proper care in the handling thereof is required at all times. You shall assume full responsibility and warrant to be bound for all expenses and/or damages of whatever nature incurred by GO and/or any third party affected, and shall fully indemnify and hold GO harmless from any claim, of whatever nature, in connection with your self-installation of the Equipment.*	To be obtained by customer.

Further Help

1. I have connected my GO Interactive TV HD set-top box however I am getting a failed to retrieve IP Address. What could the problem be?
   - Check that the Network cables are connected correctly to the GO Interactive TV HD set-top box, port 4 of the Internet modem and where applicable with the Network Switch.
   - If you have used the Tool-less RJ45 connector check that you have connected the Tool-less RJ45 connector correctly. Refer to Section 4 **"How to connect the Tool-less RJ45 connector".**
   - Turn off both the GO Interactive TV HD set-top box and the Internet modem.
   - Turn on the Internet modem first and once the DSL / Broadband LED is stable, switch on your GO Interactive TV HD set-top box.

2. I have connected my GO Interactive TV HD set-top box however I am getting Enter Server IP error. What do I need to do?
   - Switch off all connected devices and if applicable including Home Plugs.
   - Check that the Network cables are connected correctly to the GO Interactive TV HD set-top box, port 4 of the Internet modem and where applicable with the Network Switch.
   - Switch on the Internet modem & if applicable the Network Switch first and ensure that the DSL/Broadband LED is stable.
   - If you have Home Plugs then switch on the first Home Plug the one which is normally next to your Internet modem and the other Home Plug which should be next to your GO Interactive TV HD set-top box. Ensure that all LEDs on the Home Plugs are green prior to switching on your GO Interactive TV HD set-top box.
   - Switch on your GO Interactive TV HD set-top box.
   - If the problem persists please call our 24/7 Customer Care on 8007 2121.

3. I have connected my GO Interactive TV HD set-top box however I am getting Network Cable not detected error. What do I need to do?
   - Check that the Network cables are connected correctly to the GO Interactive TV HD set-top box, port 4 of the Internet modem and where applicable with the Network Switch.
   - Make sure that the LED of port 4 of the Internet modem is blinking when the network cable is plugged in.
   - If the LED is switched off, change the network cable.
   - Switch off both the GO Interactive TV HD set-top box and the Internet modem.
   - Switch on again the Internet modem followed by the GO Interactive TV HD set-top box and if the problem persists please call our 24/7 Customer Care on 8007 2121.

4. I have connected my GO Interactive TV HD set-top box however I am getting a Failed to retrieve IP address from DHCP server. What do I need to do?
   This type of problem might occur if you have external equipment installed such as an internet router.
   - Switch off your internet router.
   - Check that the Network cables are connected correctly to the GO Interactive TV HD set-top box, port 4 of the Internet modem and where applicable with the Network Switch.
   - Switch off your GO Interactive TV HD set-top box and Internet modem.
   - Switch on again the Internet modem followed by the GO Interactive TV HD set-top box, ensure that the internet router is still switched off.
   - If the problem persists please check with your computer technician to disable the DHCP settings on your internet router.

5. I connected my TV service however the picture is unstable on all channels. What do I need to do?
   - Check that the HDMI/Scart cables are correctly connected between your GO Interactive TV HD set-top box and your TV set.
   - If the picture is still unstable please call our 24/7 Customer Care team on 8007 2121.

6. Why is the GO Interactive TV HD set-top box power LED blinking?
   Try connecting the GO Interactive TV HD set-top box to a different electrical point. If problem persists it may seem that the GO Interactive TV HD set-top box is faulty which you will need to take to our Customer Service Centre for replacement.

7. Why is the GO Interactive TV HD set-top box getting stuck on 13/20?
   In such case, kindly call our 24/7 Customer Care team on 8007 2121 for further guidance. Kindly have your GO Interactive TV HD set-top box serial number handy. The serial number can be found at the bottom of your set-top box and usually starts with S/N.

8. Why is the device telling me that I have no TV signal?
   - Check that the HDMI/Scart cables are correctly connected between your GO Interactive TV HD set-top box and your TV set.
   - Check if you have chosen the correct TV source by using the TV remote control.

9. Do I need to have all GO Interactive TV HD set-top boxes switched on to be able to view GO Interactive TV?
   No. Given that GO Interactive TV works over an internet connection, it is important that your Internet modem and router (if applicable) is switched on. On the other hand if you are connected to GO Interactive TV with Home Plugs the Home Plugs should also be switched on.

10. I have connected GO Interactive TV with the Home Plug installation however I am unable to access GO Interactive TV. What do I need to do?

  - Ensure that you have connected the Home Plugs on a wall socket rather than on a power extension.
  - Ensure that the Home Plugs are paired and the LEDs are all lit up in green. Refer to Section 3 "**Pairing your Home Plugs**".

11. I have successfully connected my GO Interactive TV HD set-top box however it is taking a long time to boot. Why is this happening?

  Connecting your GO Interactive TV HD set-top box for the first time may take some time since your GO Interactive TV HD set-top box needs to install several software updates to ensure you will be able to have access to GO Interactive tv.

12. I have installed GO Interactive TV but cannot access the service since on start-up I was required to input an activation code. What do I need to do?

  Press ◀ ▼ ▶ on your remote control and select 'Check Activation' & Press [OK] on your remote control. You will then be able to start enjoying GO Interactive TV. In the event that you still do not have access to GO Interactive TV, you will need to call our 24/7 Customer Care on 8007 2121 for further guidance.

13. I already have a network switch, do I still need the Network Switch provided by GO?

  Yes. In order to ensure that you are connected successfully to GO Interactive TV you need to use the Network Switch provided by GO. Using your existing network switch may not necessarily mean you will have access to the GO Interactive TV service.

14. Can I connect other devices to the Network Switch provided by GO?

  No. The Network Switch functionality is to provide connectivity for the GO Interactive TV service only hence connecting other devices to the Network Switch provided by GO may not work.

Do you still have any further questions? If so, feel free to give our 24/7 Customer Care Centre a call on **8007 2121**, and our team will be able to guide you further. In the unlikely eventuality that the support over the phone will not lead to a successful installation, we would be able to set a technician appointment at a fee. Alternatively visit our YouTube channel **youtube.com/gomaltachannel** for video tutorials.

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