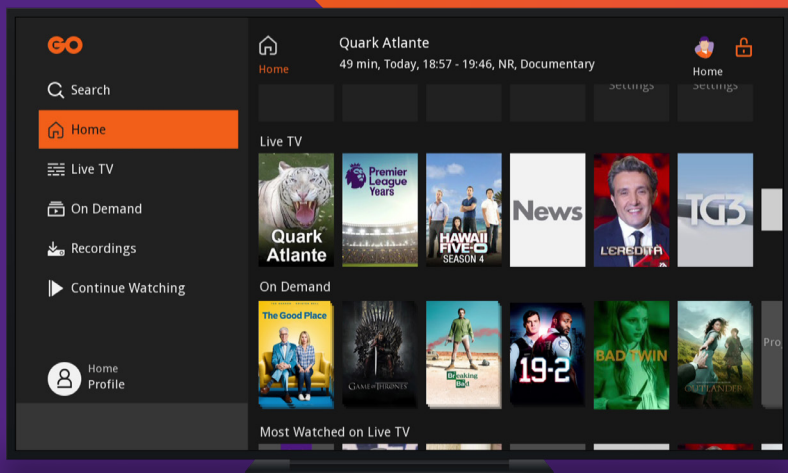


# Welcome to GO Interactive TV.

## User guide



# Thank you for choosing GO Interactive TV service

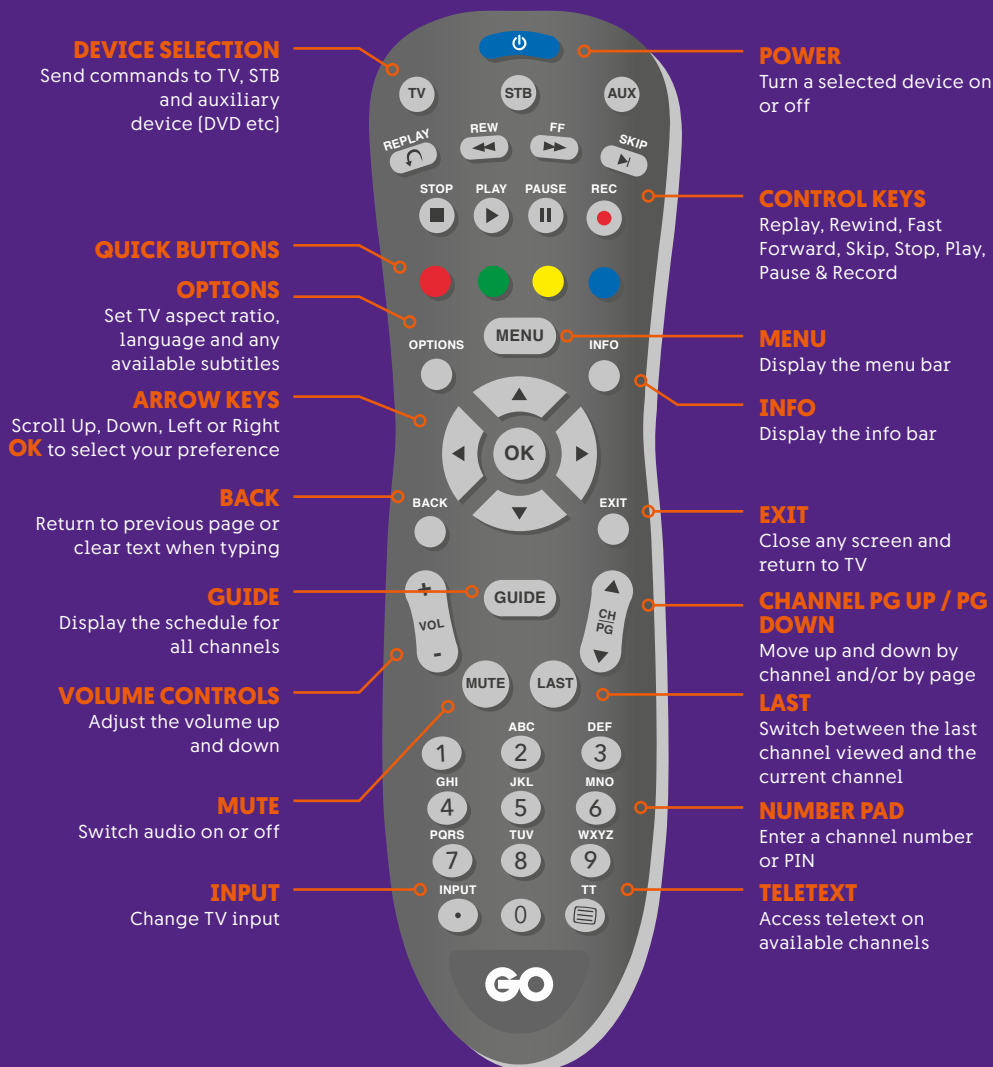
We want to make your TV-watching experience as relaxing, exciting and enlightening as you deserve. With this in mind, we have packed our TV service with smart features and a great picture quality with a number of HD [High Definition] channels included in your subscription. We bet all this will make your viewing experience a great one!

- A. **Live TV, On Demand** Movies & Box sets, Sports, Favourites, **Recordings, Recommendations** and Settings easily accessible on your Home Screen.
- B. Use the **Catch up** or **Restart** feature to watch programmes you have missed or which are already in progress.
- C. **Record** your favourite programmes and watch them later from home or on the go on the GO TV app.
- D. Forgot the popcorn? **Pause** Live TV and resume watching at the press of a button.
- E. Want to re-watch that funny moment by your favourite showman? With the **Rewind** Live TV feature you can!
- F. Not sure what to watch? Our personalised **Recommendations** feature makes it easy for every person in the family to find a Movie or Box set they'll love, tailored to their viewing preference.
- G. Can't sleep? Instead of counting sheep, watch a Movie or binge-watch your favourite Box set with our **On Demand** feature [for subscribed customers only].
- H. Each member of the family deserves to have their own GO TV experience built around Movies & Box sets they enjoy. Create a **User profile** for each family member in seconds [parental controls can also be assigned].

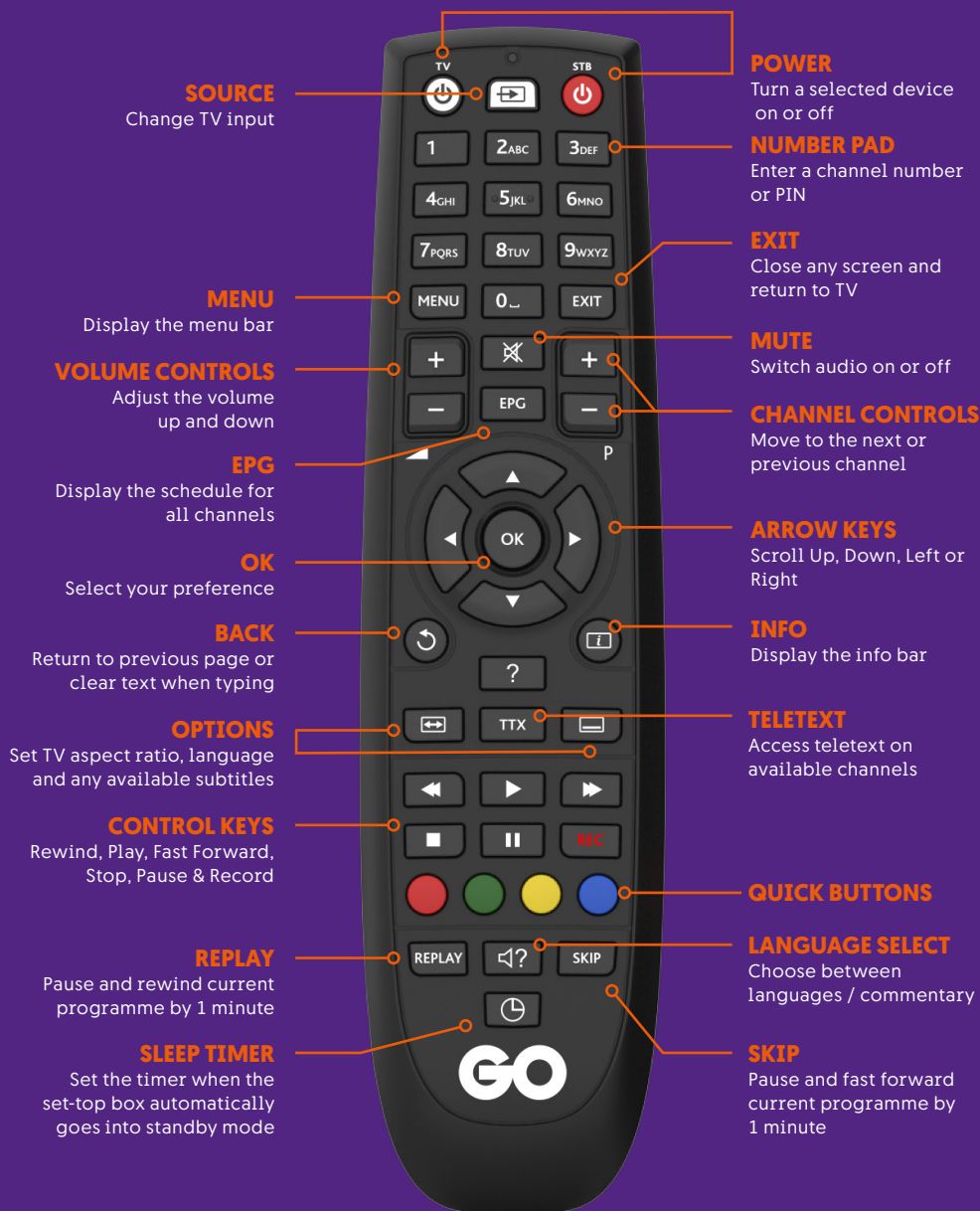
## Enjoy watching!

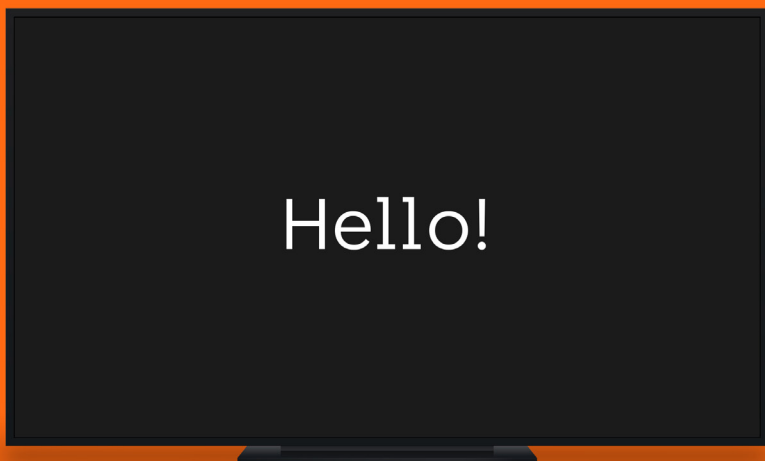
# Your GO TV remote control and its functions

Currently we have two remote control models. You either have the model on this page or the one on the next page.



# Your GO TV remote control and its functions






## Getting Started

### Turning your GO Interactive TV HD set-top box on and off

To turn your GO Interactive TV HD set-top box on, press the  key on your remote control.

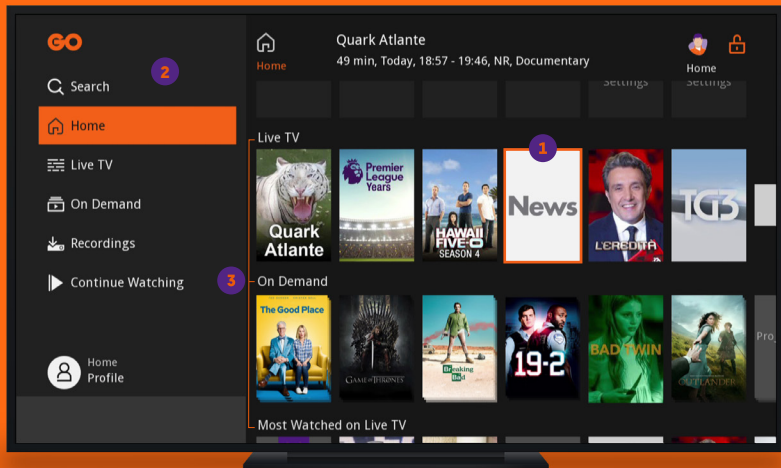
Note: If this is the first time you are using the GO Interactive TV HD set-top box, start-up will probably take a few minutes.

To turn it off, press the  key again.

### Lights on your box

The standby light on the front panel is red when your GO Interactive TV HD set-top box is plugged into the mains but turned off.

The light is blue when your GO interactive TV HD set-top box is on.



# Get to know your GO Interactive TV Home Screen

Navigating the interface of the GO Interactive TV is very simple with the main features being easily accessible on the Home Screen.

When you turn on your TV & your GO Interactive TV HD set-top box you'll see the screen above. This is the Home Screen.

## 1. You are here

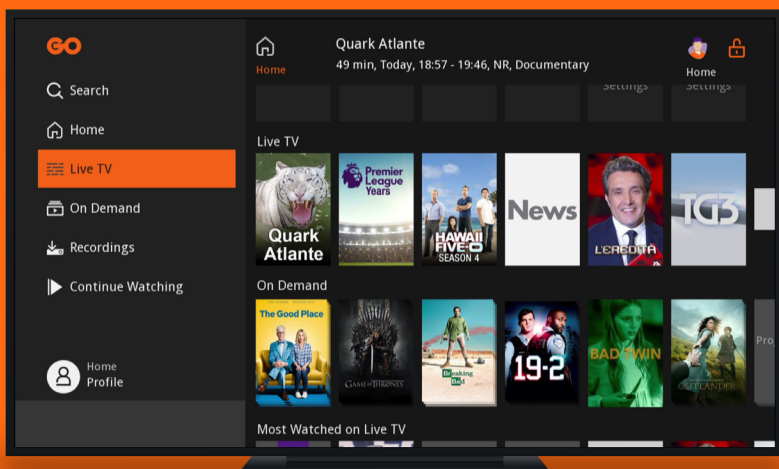
Your current on-screen location is easily visible with a highlighted thumbnail.

## 2. Menu

Pressing **MENU** on your remote control will open up the main menu.

## 3. TV strips

On your Home Screen you can find TV strips for Live TV, On Demand, Most Watched, Favourites and Settings.



## Watching Live TV

**Live TV means any programme which is being aired on TV at the time you switch on your GO Interactive TV HD set-top box. There are 3 easy ways how to get to the channels you are subscribed to.**

### Choosing a channel

Option 1: Press **EPG / GUIDE** on your remote.

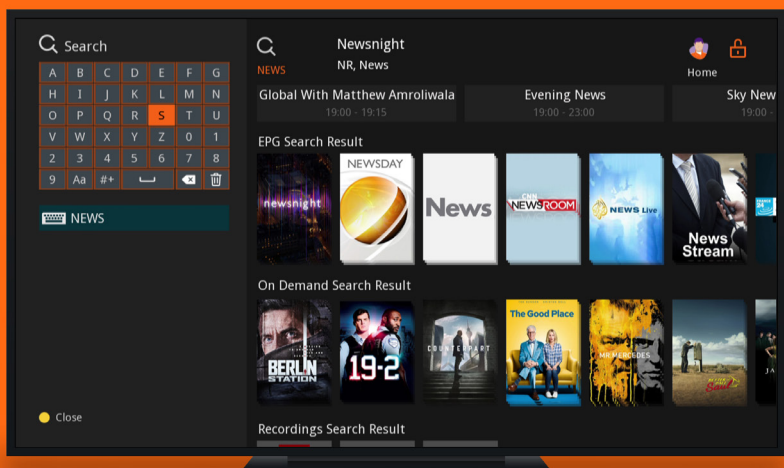
Option 2: Press **MENU** and select Live TV by using the arrow keys and **OK** on your remote.

Option 3: If you know the number of the channel, you can enter it using the Number keys.

**Note:** You can Pause and rewind a TV programme while you are in Live TV.

To pause a programme press **⏸** & to resume viewing TV press **▶**. To return to Live TV, press **⏏**.

To rewind to the start of the programme press **⏮**. To resume viewing TV press **▶** and to return to Live TV, press **⏏**.



## Using the Restart feature

Use the Restart feature to watch a TV programme which is already in progress. Channels benefitting from the Restart feature are displayed with a **Restart Program** at the bottom of the screen.

1. Press **EPG / GUIDE** and with the arrow keys go to the programme you wish to restart.
2. Press **▶** to restart programme.
3. To return to Live TV, press **■**.

**Note:** You can Pause, Rewind and Fast Forward a TV programme while you are in Restart mode.

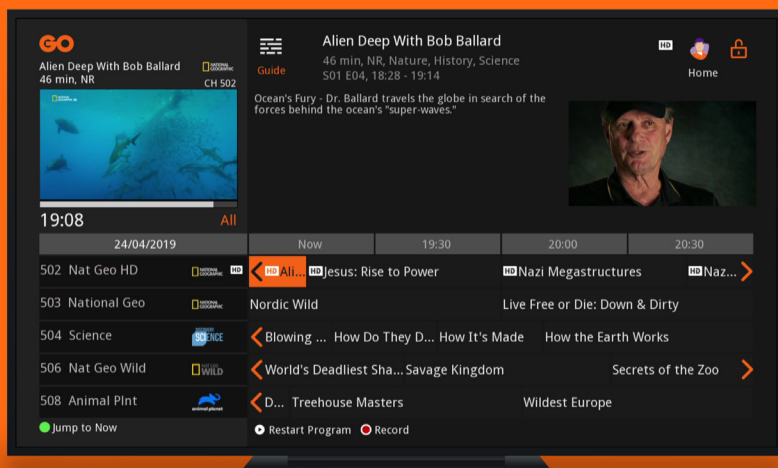
## Using the Catch Up feature

Use the Catch Up feature to watch a TV programme you missed [this feature is available on selected channels. Channels having the Catch Up feature are identified by a **Play** icon at the footer of the screen ].

1. With the **◀** key navigate to the TV programme you wish to watch & press **▶**.
2. To return to the channel list, press **■**.

You can Pause, Rewind and Fast Forward a TV programme while you are in Catch Up mode.





## Recording a TV programme

With your GO Interactive TV you can record Live TV and upcoming programmes too.

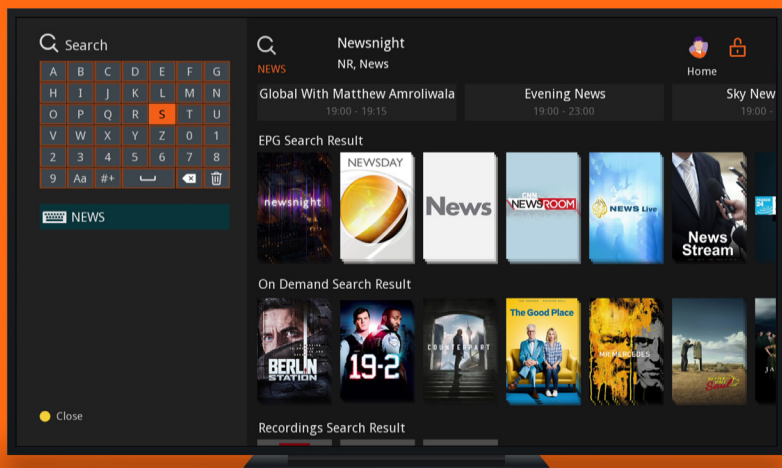
### Recording Live TV

1. Record the programme you are currently watching by pressing **REC**.
2. To stop recording, press **■** on your remote.

### Recording an upcoming programme

1. Press **EPG** or **GUIDE** [depending on your remote control] and with the arrow keys go to the programme you wish to record, then press **REC**.
2. The **●** icon will appear next to the programme you have just selected.
3. To cancel a recording, go to the programme and press **OK**. Then select **🗑️**.
4. To watch a saved recording, go to Recordings strip on your Home Screen or on your GO TV app.

**Note:** You can record more than one programme simultaneously. Follow the steps above for each programme you wish to record.

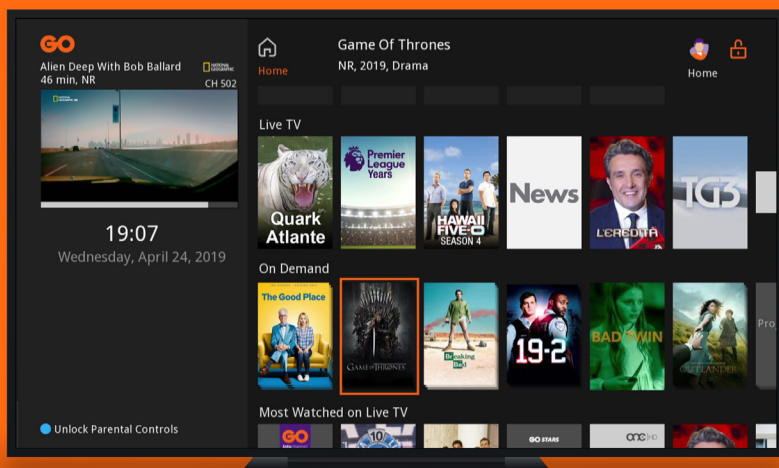


## Watching a TV programme you recorded

You can find your saved Recordings on the Home Screen in the Recordings strip.

1. Press **MENU** and go to Recordings.
2. Use the arrow keys to select the recording you wish to watch and press **OK**.
3. Navigate to Play Recording and press **OK**. To stop watching the recorded programme, press **■**.

**Note:** Pause, Rewind, Fast Forward and Resume Watching features can all be used when watching a saved recording.



## Watching On Demand Movies or Box sets

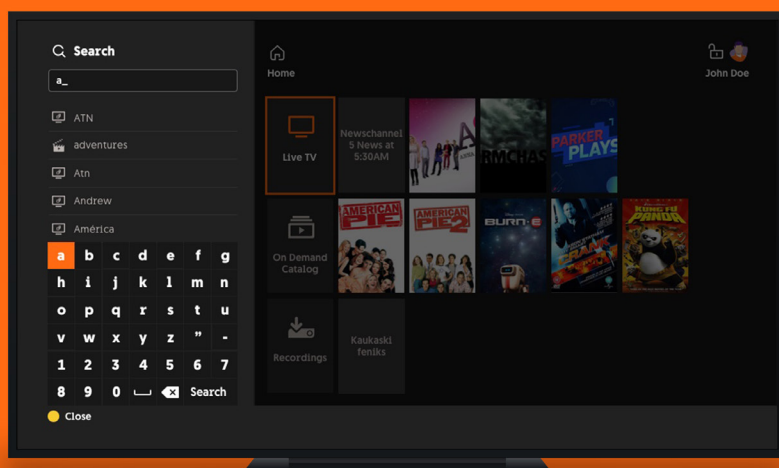
**You no longer have to adjust your schedule around your favourite TV programme. With our On Demand feature you can watch the best Movies & your favourite Box sets anytime you wish. Binge-watching is strongly recommended!**

1. Navigate to the On Demand strip on your Home Screen or by pressing the **MENU** key and selecting On Demand.
2. Navigate to the movie, programme or Box set you want to watch and press **OK**. With the arrow keys, navigate to Play From Start or Play From Last and press **OK** to start watching.
3. When selecting a series, season & respective episodes will be displayed on the left-hand side of the screen. To play the selected episode, press the right arrow key followed by **OK** on your remote. Press **▶** or Play from last to watch episode.
4. To view all seasons available, go to Show Episodes and list will pop out on the left. With the arrow keys go to the top of the list and all seasons available will be displayed.
5. To stop a Movie/Box set, press **■**.
6. To return to Home Screen, press **MENU**.

**Note:** You can Pause, Rewind & Fast forward while you are watching a Movie/Box set.

- A. To pause press **⏸** & to resume watching press **▶**.
- B. To rewind press **⏮**. To resume viewing press **▶**.
- C. To fast forward press **⏭**. To resume viewing press **▶**.

You can also browse for a Movie or Box set by year, genre and rating.



## Just for you

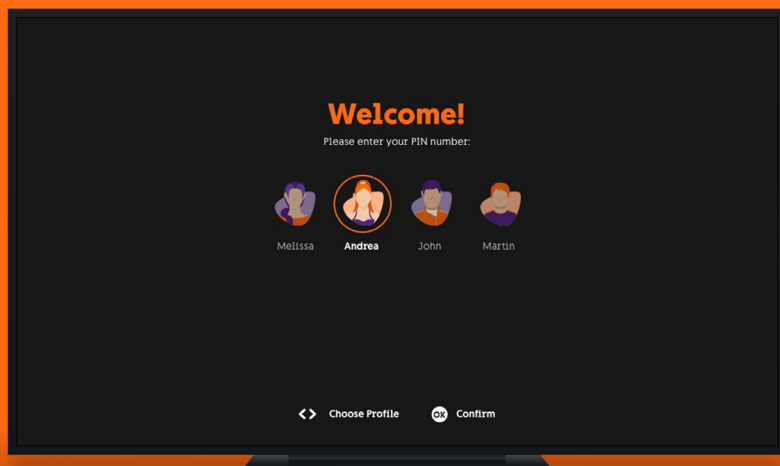
**Your GO Interactive TV is able to make recommendations based on your viewing history.**

1. Press **MENU** and navigate to On Demand. Any recommendations will be visible in the Just For You strip.
2. To move between the thumbnails use the arrow keys.
3. To make a selection, press **OK** on the highlighted thumbnail.
4. With the **◀ ▶** keys navigate to Play from start or Play from last and press **OK**.
5. To go back to the Home Screen, press **MENU**.

## Using the Search feature

**You can search for a specific programme, Movie or Box set using the Search feature.**

1. Press the **MENU** key and navigate to Search on the menu.
2. Press **OK** and a key pad will pop up.
3. To type in the name, use the arrow keys & select the character you wish to enter by pressing **OK** after each character.
4. Any programmes matching the name you entered will be displayed on your screen.
5. With the arrow keys navigate to the programme you wish to watch. Press **OK** and with the **◀ ▶** keys navigate to Play from start or Play from last and then press **OK**.



## Creating User Profiles

**Create different User profiles for each family member & save viewing history and recommendations for each user.**

1. On the Home Screen, navigate to the Settings Strip or press **MENU** on your remote control and with the down arrow go down to the current profile.
2. Navigate to Users and press **OK**.
3. Enter the Master PIN [default is 1234] & with the down arrow key move to OK & press **OK** on your remote control.
4. With the down arrow key navigate to Add and press **OK**.
5. Enter the new profile's username in the New Login field by pressing **OK**.
6. A keypad will pop up on the screen. Use the arrow keys to select the character you wish to enter and press **OK** after each character. When done, navigate to Done and press **OK**.
7. Insert password and user pin using the remote control [digits only are accepted] and enter the Master PIN in the Enter PIN field at the bottom of the screen.
8. With the arrow keys navigate to Continue. You will then be prompted to set parental controls. Press **OK**.
9. After setting parental controls, navigate to submit and press **OK**. The newly added profile can now be seen on the screen. Press **EXIT** to go back to Live TV or **MENU** to change user profile.

The password of the main account is used to log in the GO TV app.

Passwords created for any additional user profiles are currently not being used.

### Changing User Profile

1. Navigate to the current profile on the menu or go to the Settings strip on the Home Screen and choose Sign Out.
2. With the arrow keys navigate to the User Profile you wish to choose, enter the PIN and press **OK**.

# Frequently Asked Questions

## 1. What is my recording storage limit?

10 hours of programmes with one set-top box or 20 hours of programmes with two or more boxes. If you exceed the recording limit, your oldest recorded programme will be deleted first.



## 2. How long will my recorded programmes be stored for?

Programmes will be kept on your GO Interactive TV HD set-top box for 30 days.

## 3. The picture on my TV is frozen/pixelated. How can I fix this?

Reboot all equipment including home plugs [if installed]. If issue persists, call us on 80072121 for further assistance.

## 4. How can I change my TV picture size?

Press the **Options** key or  key [depending on your remote control] and with the right arrow navigate between the different picture sizes. Press  to confirm selection.

## 5. What should I do if I get the on screen message 'This channel is currently down'?

Switch off and back on all equipment including modem, network switch, home plugs [if installed] & set-top box. If this does not solve the problem, call us on 80072121 for further troubleshooting.

## 6. I am getting a 'No signal' message on my TV. What should I do?

If there is a blue light on your set-top box, check that the cable from your TV to the set-top box is secured tightly and not loose. If this does not solve the problem, try to change the Source from your TV remote control or change to a different TV port [if available].

If problem persists we suggest you get your set-top box/es & source cable checked at our Service Centre in B'Kara.

## 7. I am getting the message 'Your TV set is not compatible with HD Copy Protection'. What should I do?

This means that your TV set is not HDCP compliant. In this case, we suggest you collect an S-Video to SCART cable [free of charge] from our Service Centre in B'Kara and use it instead of the HDMI cable. When using an S-Video to SCART cable instead of an HDMI cable, channels will not be shown in HD and quality will not be as good.

# Frequently Asked Questions

## 8. I am getting the message about an Activation code error. What should I do?

If you get this error message, please call us on 80072121 and we will help you sort this out.

## 9. What should I do if I get an error message saying 'Failed to retrieve IP address from DHCP server'?

1. Make sure that the Ethernet cable is connected to port number 4 on your modem – port 4 is the one near the power supply.
2. If more than one GO Interactive TV HD set-top box is connected, make sure that network switch is ON.
3. If problem persists, try using a different network switch/TP-link port.

### **If you are using Home Plugs:**

1. Make sure that the Ethernet cable is connected to port number 4 on your modem – port 4 is the one near the power supply.
2. Press the 'PUSH' button on the Home Plug which is connected to the modem and the Home Plug connected to the GO Interactive TV HD set-top box, simultaneously.

## 10. What should I do if I get an error message saying 'Ethernet cable not detected'?

1. Make sure that the Ethernet cable is connected to port number 4 on your modem - port 4 is the one near the power supply - and also connected in the Ethernet port of the GO Interactive TV HD set-top box [check all boxes if you have more than one set-top box] .
2. If possible try eliminating the network switch and connect directly to the modem . If issue persists, try with a different cable.
3. If the above solutions do not fix your problem, please take your equipment [modems, network switch and set-top box/boxes] to our Service Centre in B'Kara to have them checked by our technicians.

The word "GO" is written in a bold, white, sans-serif font. The letters are closely spaced, with the 'G' and 'O' sharing a common vertical stroke. The background is a solid orange color, with a large, dark purple abstract shape in the bottom-left corner and a smaller, dark purple abstract shape in the top-right corner.

GO

[go.com.mt](https://go.com.mt)