

GETTING STARTED WITH YOUR NEW TELSTRA T-BOX®

IT'S HOW
WE CONNECT



SAY HELLO TO YOUR T-BOX®

It's time to put your feet up. Watching movies and TV should be easy. T-Box brings a library of on demand movies to rent, a personal video recorder and the freshest television content direct to your living room so you can watch TV the way you want it. The T-Box gives you a range of internet TV channels too, so your home is connected to the latest entertainment.

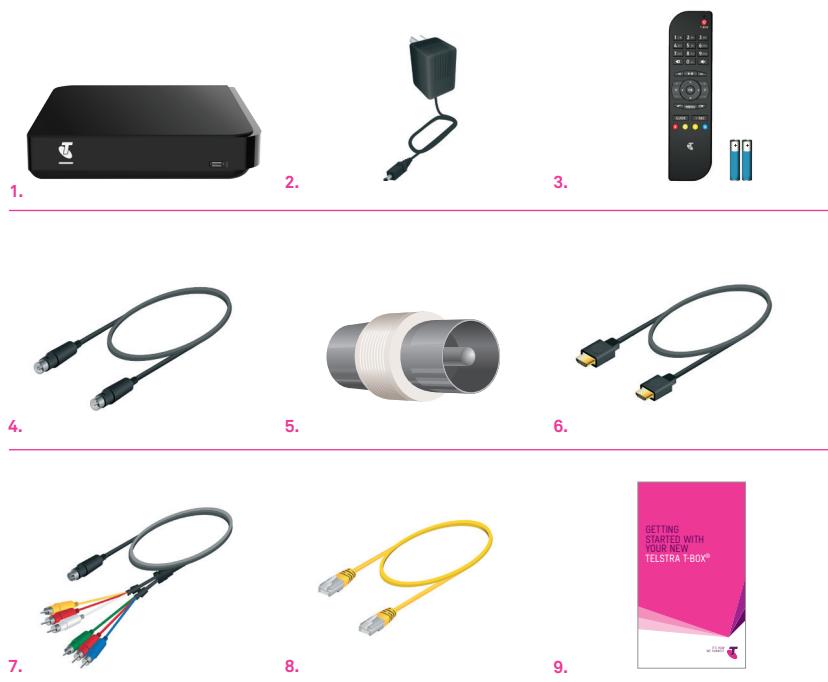
This guide will help you get started as quickly and easily as possible. It'll guide you through installing your T-Box, show you how to connect to the internet and help you out with any tricky bits.

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BEFORE YOU GET STARTED

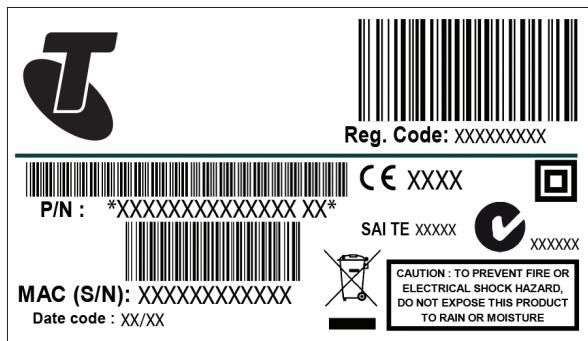
PLEASE CHECK YOU HAVE THE FOLLOWING:



1. Your T-Box® device wrapped in a heat sealed plastic bag
2. Power Supply to keep you going
3. Remote control including two AAA batteries
4. RTV aerial cable (2m)
5. TV aerial adaptor
6. HDMI video cable (1.25m)
7. Mini DIN to component/composite video cable (1.25m)
8. Ethernet network cable (3m)
9. This getting started guide

LET'S GET READY

Before starting, please go through the next few steps to collect some information. This will make the set-up of your T-Box® device easier. Please ensure that you keep this information somewhere handy in case you need to refer to it later.



T-BOX REGISTRATION CODE

This can be found on the bottom of your T-Box device. It's worthwhile making a note of your registration code here, in case you need it in the future.

Registration Code

BIGPOND® BROADBAND USERNAME AND PASSWORD

This is the user name (often your email address) and password you use for your Telstra BigPond Broadband service. If you don't have this or if you have forgotten it, please call us on **13 2200**

BigPond Username

@

BigPond Password

INTERNET CONNECTION

During set-up, you'll need to connect your T-Box® to your BigPond® Broadband service via your modem. You can do this either by using a wired ethernet connection or wirelessly. A range of optional home network extenders is also available which can improve your home network connection. You can find out more about home network extenders at the back of this guide.

Wired via ethernet – recommended

You can connect your T-Box device to your BigPond Broadband modem using the yellow ethernet network cable provided. Your T-Box device will need to be close to both your TV and the modem to let you connect.

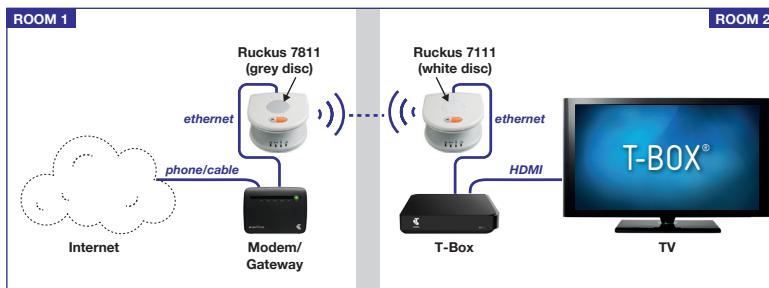
Wired via a Home Network Extender (HNE)

If your modem is located in a different room or far away from your T-Box, why not try a Home Network Extender to ensure the best experience for streaming content to your T-Box. Home Network Extenders are devices, that assist in higher signal strength for your modem, which means the chances of video streaming interruption will be reduced and you can experience better performance. Telstra offers and recommends two such devices called the Ruckus™ and the Netgear® Powerline.

Ruckus



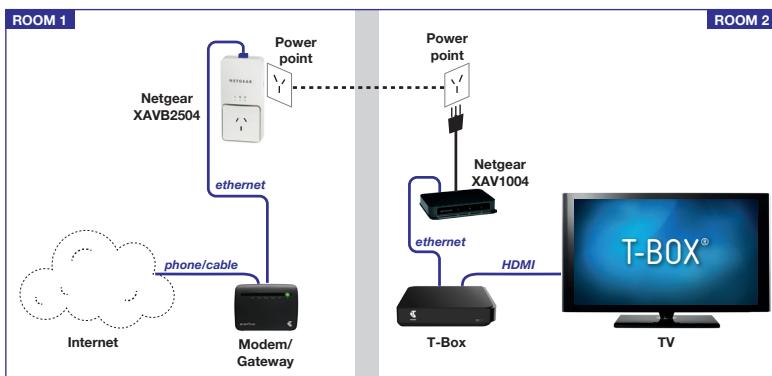
A Ruckus device sets up a point-to-point Wi-Fi connection, providing a reliable wire-like connection that is adaptable to changes in the wireless environment - and no configuration is required. Once powered on, the units will set up the connection automatically.



Netgear Powerline



A Netgear Powerline Home Theatre Kit (as shown above) uses the power circuit in the home. It can support four devices and no configuration is required. The units will search for each other and setup the connection automatically.



For more information on these Home Network Extenders visit:
telstra.com.au/tboxsupport

Wireless via Wi-Fi

This lets you connect your T-Box® device to your BigPond® Broadband modem without cables. This is useful if your T-Box and TV aren't near your modem.

You'll need a Wi-Fi modem and your Wi-Fi security information to connect this way. If you use a BigPond Home Network Gateway, you can find the Wi-Fi security information either printed on the bottom of the gateway or on the Wi-Fi card provided with the gateway.

You can setup Wi-Fi with your T-Box in a couple of ways:

- With a password

OR

- Using Wi-Fi Protected Setup (WPS) with compatible modems/gateways. You should check your modem's user guide to see if it's WPS compatible

Network name, also called SSID

Password, also called WPA or WEP key

When connected, follow the on-screen instructions to select how to connect with Wi-Fi. You'll also find more information on Wi-Fi connections in the T-Box User Guide.

Wi-Fi connections can be affected by various factors in your home, such as other wireless devices, obstacles blocking the signal and the distance between the modem and the T-Box device. You need to consider these factors when setting up your T-Box. Telstra also has a range of Home Network extender accessories to make connecting easier.

ONLINE REGISTRATION – THE SIMPLE WAY TO GET THE MOST OUT OF YOUR T-BOX

Full registration of your T-Box is important to enable access to all features for eligible customers.

You'll need to have a computer connected to the internet and ready to use to register your T-Box. During set-up you'll be prompted to register your T-Box at telstra.com/tboxsetup, just follow the instructions on screen. You will also have the option to join BigPond Movies or, if eligible, subscribe to Foxtel on T-Box. Foxtel on T-Box gives access to a selection of popular Foxtel channels. For more information visit telstra.com.au/tv/tbox/foxtel-tbox.

Your T-Box® includes:

- Full program guide on-screen seven days in advance
- Movie rentals on demand from BigPond® Movies
- All recording features via My Recordings including Series Record
- A range of BigPond TV channels
- Play your personal collection of music, videos and photos on your TV using My Media
- Applications including Game Analyser (NRL and AFL), YouTube® and Picasa
- Access to BigPond Videos on demand on your T-Box
- The ability to record two free-to-air programs simultaneously

If your T-Box isn't registered, features will be limited to:

- Digital free-to-air channels
- Basic TV program guide like 'now and next'
- Basic recording features such as manual timed recordings

You will also need to ensure that your T-Box is connected to the internet to receive the latest firmware on your T-Box. If you don't connect your T-Box to BigPond Broadband, you will have limited technical support available.

CREDIT CARD DETAILS

Credit card details are needed when you sign up to BigPond Movies. As well as a payment option, an Australian credit card is necessary to verify your age. Some content in the BigPond Movies store is only suitable for viewing by those over 15 years or 18 years.

You will have two payment options during set-up:

- On your Telstra Bill – When you choose to use the Telstra Bill payment method, your credit card will not be charged for your movie rentals but is still required for age verification
- On your registered Credit Card – All BigPond Movie charges will appear on your credit card bill

For your own security, please don't write down your credit card details.

PERSONAL IDENTIFICATION NUMBER (PIN)

During the set-up process, you will be asked to choose 2 PINs; Parental Control PIN allows you to restrict access to various content classification types such as: M, MA15+ and R18.

Parental Control PIN (four digits)

BigPond® Movies Account PIN lets you restrict BigPond Movies purchases and must be entered before you rent. You'll need this for future reference.

BigPond Movies Account PIN (four digits)

IT'S TIME TO SET YOU UP

STEP 1

Get your T-Box® remote control ready

- Open the battery cover by sliding it downwards
- Make sure the batteries are inserted correctly
- Close the battery cover

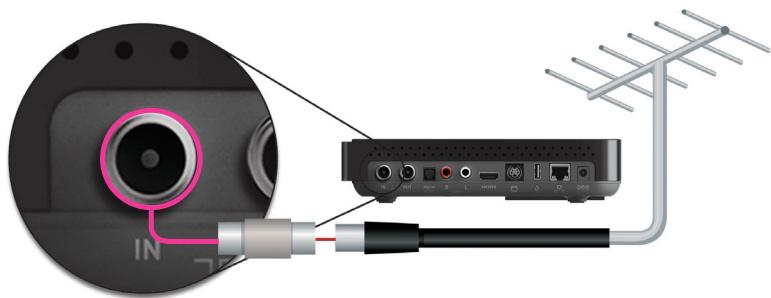


Note: Your remote will have two batteries supplied (battery type: AAA).

STEP 2

Connect your T-Box® device to your TV aerial

Use the TV aerial cable provided to connect your T-Box to your TV aerial. There is often a socket in the wall, which connects to an external TV aerial. When connecting the TV aerial cable to a female wall socket, you'll need to use the included adaptor.

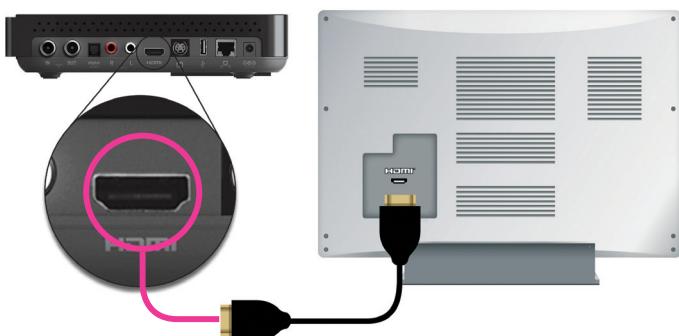


STEP 3

Connect your T-Box device to your TV Your T-Box device will work with a range of TVs, and different cables are included in the kit. Depending on the available inputs in your TV, you'll need to connect in one of the following ways:

HDMI (recommended)

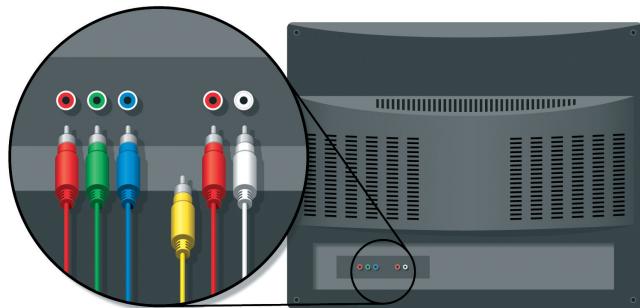
Connect your T-Box device to your TV with the HDMI cable provided. HDMI supports audio and video. Your HDMI connection must be HDCP compliant in order to watch BigPond Movies. Take note of the input you use to connect your T-Box® to your TV so you can easily find the source or channel on your TV screen.



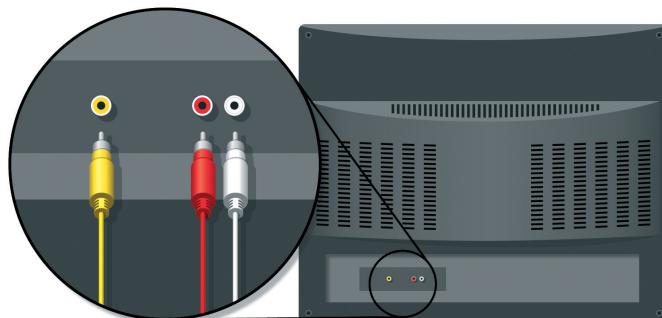
Component (optional)

Using the Mini DIN to component cable, connect the round black plug to your T-Box device. Connect the RED/GREEN/BLUE video cables to the TV video inputs and the RED/WHITE audio cable to the TV audio inputs.

Composite (doesn't support HD)



Using the Mini DIN to composite cable, connect the round black plug to your T-Box device. Connect the YELLOW video cable to the TV video input and the RED/WHITE audio cable to the TV audio inputs.



STEP 4

Power up

Turn on your TV, then plug your T-Box® device into a power source with the power cord supplied, and switch it on.



STEP 5

Select the TV input/channel you want to use to connect your T-Box device.

Press the 'Source' or 'Input' button on your TV or TV remote to find the channel you used to connect your T-Box device, like HDMI or AV1. You'll know you've selected the correct channel when you see T-Box information appear on your TV.

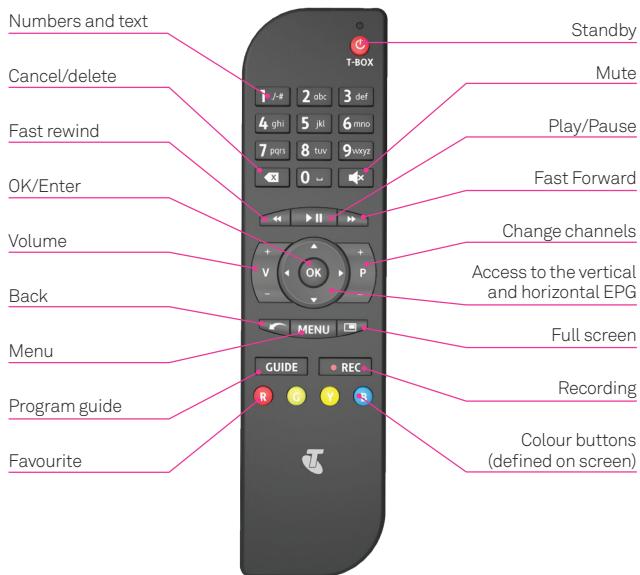
STEP 6

Follow the on-screen instructions.

The instructions on your TV will now take you through the rest of the setup process. Please follow the instructions all the way through to the end. Refer to the T-Box User Guide for more information.

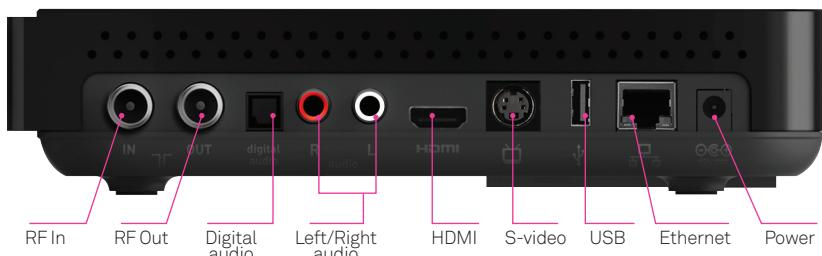


USING YOUR T-BOX® REMOTE



Note: Telstra has also created an iPhone™ and Google Play™ application which acts as a remote control for the T-Box. It is a free, fun, easy-to-use app that turns your mobile device into a remote control. So wherever you are in your house, you can control your T-Box. Visit telstra.com.au/tv/tbox/support/ for more info

PORTS ON YOUR T-BOX



CAN WE GIVE YOU A HAND?

THERE ARE SOME SIMPLE THINGS YOU CAN CHECK YOURSELF FIRST

- Is your T-Box® device and TV switched on? Can you see a light on the front of the T-Box device?
- Have you selected the correct source, input or channel on your TV?
- Are all your connections correct and secure?
- Try switching off your TV and put your T-Box device in deep sleep mode by pressing the power button for 3 seconds, then wait for 20 seconds and switch it on again

You'll also find troubleshooting tips in your T-Box User Guide; this can also be found online along with our FAQs.

Visit telstra.com/tbox or call T-Box support anytime on **13 2200**.

NEED MORE HELP WITH YOUR HOME ENTERTAINMENT SET-UP?

We'll help you setup and network your new devices and network your old favorites such as computer, console or tablet, to ensure they are working together.

You can choose to have your Telstra Plus service delivered over the phone or at home. Service is delivered by our expert techs.

For a free quote, please call Telstra Plus Premium Support on **13000 TPLUS (1300 087 587)**. Our mobile technicians and phone support crew are available seven days a week from 8am to 10pm AEST Monday to Friday and from 9am to 6pm AEST on weekends (except public holidays).

LOOKING AFTER YOUR NEW T-BOX®

DO

- Provide enough space around your T-Box device for ventilation purposes
- Keep your T-Box device out of reach of children
- Place your T-Box on a firm and flat surface
- Keep your T-Box away from heaters, direct sunlight or humidity
- Power off your T-Box using your remote control before switching it off at the wall socket
- Dispose of batteries appropriately
- Only use connectors/cables/USB devices suitable for your T-Box

DON'T

- Power off your T-Box by pulling the power cable out or directly switching off at the wall socket
- Move your T-Box device while switched on or connected to a power source
- Block ventilation by covering your T-Box device or placing it on soft furnishings
- Put your T-Box device in a cabinet that has no ventilation
- Stack your T-Box device on top of or underneath other electronic items
- Keep your T-Box device in hot, cold, damp or dusty places
- Bring a naked flame near your T-Box device
- Put anything close by or on top of your T-Box device that could melt or spill
- Place obstacles between your infra-red remote control and your T-Box as your remote control may not work
- Only use the power source provided with the T-Box
- Don't try to take apart or repair the T-Box yourself

SOME USEFUL BITS

EXTRAS

A range of optional accessories that can enhance your T-Box® experience are available.

BigPond Movie Vouchers

You can purchase BigPond Movies vouchers from any Telstra store.

Home Network Extenders

These are particularly useful if your modem or Home Network Gateway is far away from your TV or there's a lot of wireless interference preventing a good connection between your T-Box and your modem. These can be purchased outright, or on a repayment option, call us on **13 2200**.

Ruckus Wi-Fi Home Network Extender provides a point-to-point wireless connection between your T-Box and modem in different rooms, without running any new cabling. It features a smart antenna to reduce wireless interference that may impact performance.

Netgear Powerline Home Theatre Kit turns electrical outlets into a high-speed home network connections, you can use to connect your T-Box to your modem. The adaptor has four ethernet ports and supports up to four devices.

LED STATUS INDICATIONS

The LED light on the front left hand side of your T-Box indicates the status of your T-Box using the following light patterns:

What T-Box® is doing	LED Light Patterns
Your T-Box® is powering up	Flashing white every second
Your T-Box® is switched on	Steady white light
Your T-Box® is in standby mode	Steady, low intensity red light
Your T-Box® is in sleep mode	Red light pulses at low intensity every 3 seconds
Your T-Box® is receiving a remote control command	Flashing white quickly
Your T-Box® is waiting to be paired with a remote control	White or red light blinks 3 times in a row, every 3 seconds
Your T-Box® is not connected to a power source	No light

ONLINE HELP AND DOCUMENTATION

Go to www.telstra.com.au/tv/tbox/support and discover the following online help and documentation:

- T-Box® User Guide
- My Offer Summary
- Register my T-Box
- Frequently asked questions
- Checking your latest firmware
- T-Box accessories
- Using your T-Box remote control
- iPhone & Google Play™ App (T-Box remote control)
- Connect with My Media on your TV
- Home Network Installation Guides

STANDBY MODE

Pressing the power button on the remote control will set your T-Box to standby. You can press the power button to switch it back on.

Your T-Box will continue to manage your downloads and run scheduled recordings while it's in standby mode. It is recommended that you do not switch off your T-Box directly at the power point as this can cause problems with the hard drive of your T-Box in standby mode. Please put the T-Box into Sleep Mode before the power plug is removed.

Once your T-Box is in standby mode, it will transition to sleep mode based on the time set in the power-saving mode within 'Display Settings' in the 'Settings' menu.

SLEEP MODE

Pressing the power button on the remote control continuously for 3 seconds will set your T-Box to sleep mode. A message will be displayed on your TV screen 'Entering sleep mode, please wait.' This reduces the power consumption of the T-Box while it is not in use.

You can press the power button on the remote control to switch the T-Box back on. Note that it takes a little longer to turn your T-Box back on when your T-Box is in sleep mode. Your T-Box will continue to manage and run scheduled recordings while it's in sleep mode. Any movie downloads will be paused until the T-Box powers up.

UPDATES

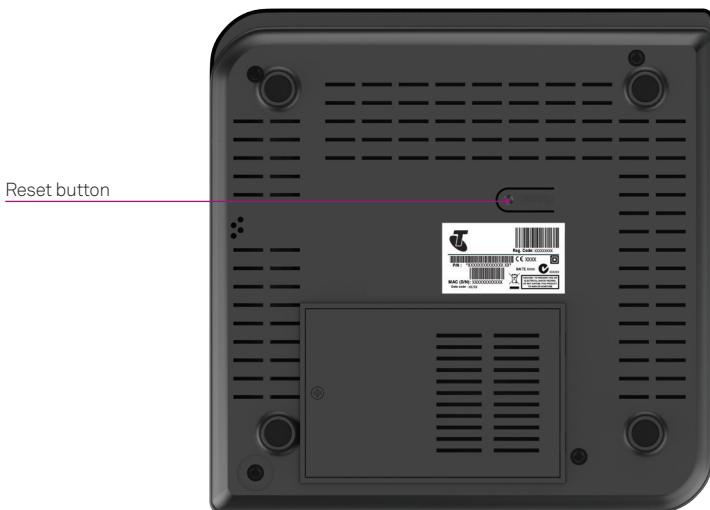
If you keep your T-Box connected to the internet and switched on, it will be able to automatically download and install any operating software updates as soon as they're available. (These downloads are unmetered on BigPond Broadband.)

If your T-Box is installing an update:

- Do not switch off your T-Box or press any buttons on your remote control
- The unit will automatically switch itself off and restart once the upgrade has been completed

RESET OPTIONS

You'll find the Reset button on the bottom of your T-Box®. There are three reset options available to you:



Re-Start	Remote Pairing	Reset
Press Reset Once.	Press Reset Two Times.	Press Reset Five Times.
Restarts your T-Box. Your T-Box will power off as soon as you release the reset button. Press the 'power' button on the remote control to turn it back on.	Resets the remote control pairing, so that you can re-pair your existing remote control or pair a new remote control to your T-Box.	Erases all settings so you can re-run the entire set-up process. No recordings or movies are deleted. Recordings currently in progress are stopped.

IMPORTANT NOTE: Before disconnecting the power supply, first turn your T-Box off by putting it in deep sleep mode. Press the power button on the remote for 3 seconds until you see the on screen message 'Entering sleep mode; please wait.' Only when the T-Box powers down is it safe to switch off from the power point. Never pull the cord out of the T-Box directly as it could cause issues with the hard drive of your T-Box

PROBLEM SOLVING

Unless you've come here out of curiosity, you must be having some trouble with your T-Box®. We have lots of online videos to help you ranging from how to setup your T-Box, to how to connect your home network equipment. Just visit telstra.com.au/tv/tbox/support. We have selected the most commonly asked questions and provided troubleshooting advice below. Problem areas include:

- Trouble with using your remote control
- T-Box freezing
- T-Box power issues
- Trouble with BigPond Movies downloads
- Trouble with your account
- Trouble with registering your T-Box
- Trouble with hard drive checks
- Trouble with your internet connection
- Trouble with the program guide
- Trouble with free-to-air channel reception
- Trouble with your picture
- Trouble with recording
- Trouble with Foxtel on T-Box
- Trouble with BigPond TV

HANDY HINT: To fix a lot of issues, place the T-Box® into Deep Sleep mode by pressing the power button on the remote for 3 seconds until you see the on-screen message 'Entering sleep mode, please wait.' Wait 20 seconds then power on your T-Box®

If you're still having trouble after you've tried everything here – we feel your pain! Please give us a call on **13 2200** and we'll try to work through the issue with you.

TROUBLE WITH YOUR REMOTE CONTROL PAIRING AND CONNECTIVITY

My T-Box has stopped responding to the remote control

Restart your T-Box and see if it resolves the problem (refer to the instructions on page 18 on restarting your T-Box).

If not, check if the LED on the front of the T-Box flashes when a button on the remote is pressed. If it doesn't flash, most likely it's something to do with your remote. You can try removing the battery and re-inserting it. However it may be that the remote control's batteries are flat and you'll need to replace it. Please ensure you replace with two AAA batteries.

I press a button on the remote control once and the T-Box® behaves as if I pressed the button many times

This is generally caused by the remote batteries starting to go flat. Try replacing the batteries in your remote.

If after replacing the batteries you are still encountering the same problem, please call us on **13 2200**.

The T-Box often doesn't respond to the remote reliably

This is often caused by low battery strength. Try moving closer to the T-Box and trying the remote again. If the remote works reliably when you are very close to the T-Box, its time to replace the remote batteries.

If after replacing the batteries you are still encountering the same problem, please call us on **13 2200**

I keep having to change the batteries in my remote

The batteries should last for many months. Call us on **13 2200** to arrange a replacement remote.

I've lost or broken my remote control

Call us on **13 2200** to order a new remote or visit telstra.com/tbox.

T-BOX® FREEZING

- Press any button on your remote control and observe if the LED on the front of your T-Box is blinking
- If the LED is not blinking it could be a remote control related issue. Otherwise, call us on **13 2200** for technical support
- If LED is blinking, try changing channels; are you able to change channels?
- If yes, please observe what content is currently freezing. Try putting your T-Box in deep sleep mode by pressing the power button on the remote for 3 seconds. Wait until you see a message 'Entering deep sleep mode, please wait'. Wait for approx. 20 seconds before switching your T-Box on
- Can you access the content now?
- If no, please call us on **13 2200** for technical support

T-BOX POWER ISSUES

- Please ensure that your T-Box and TV are connected to the power point and are switched on
- Please ensure that your T-Box is connected to your TV properly using one of the cables that came with your T-Box (HDMI is recommended)
- Now, press the power button on your remote control and check if the LED on the front of your T-Box is blinking
- If the LED is not blinking, try replacing the batteries of your remote control as the batteries may have run out
- If the LED is blinking and you still don't see anything on your TV screen, please press the reset button underneath your T-Box for five (5) times to perform a factory reset. No recordings or movies are lost but recordings in progress will be stopped (please refer to page 18 for details on factory reset)
- If you are still having problems with powering your T-Box on, please call us on **13 2200** for further assistance

TROUBLE WITH BIGPOND® MOVIES

My movies take ages to download

- We recommend using a BigPond Elite or Ultimate plan for faster downloading
- If you're already on a high speed plan, other computers or devices sharing your connection may be taking up bandwidth and affecting your download speeds.
- You may have exceeded your usage allowance on your Broadband plan.
Call us on **13 2200** to check
- For a Wi-Fi connection, lots of factors can affect your download speeds. Try:
 - Placing your Wi-Fi modem up high, using a wall bracket or wooden shelf
 - Make sure there are no large metal objects, high density walls or floors, or large bodies of water (like a fish tank or pool) between the modem and your T-Box.
 - Keep your modem away from other electromagnetic devices like TVs, radios, cordless phones, microwaves, etc.
 - You can also try changing the channel on your cordless phone to avoid interference
 - Also try turning off and then turning on your T-Box and your modem

I rented a movie but the download is always pending

- Make sure no other movies are being downloaded, by choosing 'My Rentals' from the Home Menu
- Find your movie's title in 'My Rentals' and make it the priority to download
- Try turning off your T-Box or your modem and then turning back on

I'm trying to rent or watch a movie, but there's an on-screen message saying 'HDCP compliant digital TV connection required. Please see user guide' – or just see a black screen, blinking video, or static snow

- Try connecting your T-Box to an HDTV HDMI port, using the HDMI cable and wait a few seconds to see if the picture displays properly. (Your TV may have a number of HDMI ports to try)
- Try connecting your T-Box to your HDTV's component video inputs, using the mini-DIN-to-Component/Composite cable that came with your T-Box

If the above steps are unsuccessful please contact us on **13 2200**.

HDCP stands for High Bandwidth Digital Content Protection. It's a copyright protection technology which is embedded in programs, to protect them as they're transmitted from a T-Box to a HDTV over an HDMI connection.

Most HD TVs have the appropriate technology built into them, but some older sets only have it on one HDMI or DVI input.

TROUBLE WITH YOUR ACCOUNT

I've tried to rent some movies, but it's not being activated on my T-Box®

- Make sure you've registered your T-Box and signed up to BigPond Movies
- Try restarting your T-Box and renting a movie

I've swapped my T-Box, and now my services are no longer available

- Make sure you've registered your new T-Box
- Try restarting your T-Box to activate the offer

I've forgotten my username or password

- Please call our support team on **13 2200** to reset your username or password

I can't download or play movies

- Make sure you've created your BigPond Movies account successfully and that it's still active. (You can do this by logging into telstra.com/tboxsetup)
- Make sure you've registered your T-Box. You can check this by logging into telstra.com/tboxsetup
- Check your BigPond Movies account for any outstanding credit issues. For example, the credit card you registered may have passed its expiry date
- You can opt to use your Telstra Bill to pay for BigPond Movies. (You can do this by logging into telstra.com/tboxsetup) You will still need a valid credit card to provide proof of age

Note: If you have redeemed a voucher and there is no credit left the T-Box will start charging your credit card or Telstra Bill.

TROUBLE WITH REGISTERING YOUR T-BOX OR SIGNING UP TO MOVIES

I thought I had registered my T-Box but I can't access any of the BigPond TV channels, BigPond Videos or YouTube®

- Go into telstra.com/tboxsetup 'My T-Box Account' section and check that your T-Box is linked to your BigPond Broadband account
- You may have exited the registration portal before your T-Box registration process was complete
- If your T-Box is not listed as registered in the list then click on the button to 'Register another T-Box' and follow the instructions on screen. You will be asked to enter your registration code, which can be found, on the label on the bottom of the T-Box

- If your T-Box® is not listed as registered in the list then click on the button to 'Register another T-Box' and follow the instructions on screen. You will be asked to enter your registration code, which can be found, on the label on the bottom of the T-Box

I can browse the store but I can't rent a movie

- You need to sign up to BigPond Movies to rent BigPond Movies on your T-Box
- Go into telstra.com/tboxsetup and check that your T-Box is:
 - linked to your BigPond Broadband account and
 - linked to a BigPond Movies account.
- You will know that your T-Box is registered and linked to a movies account, as it will give you the option to deregister the T-Box and unlink your movies account. You will also see the details of the movies account that has been linked listed
- If your T-Box is not listed as having a linked BigPond Movies account choose the option to link a BigPond Movies account and follow the on screen instructions

Can I still rent if I don't have a credit card?

- No, to sign up to BigPond Movies you must provide a credit card to verify your age. BigPond takes seriously our obligation to protect children and families from accessing inappropriate content, such as films rated MA15+ and R18+

TROUBLE WITH HARD DRIVE CHECKS

My T-Box says it is completing a hard drive check but I still can't view my recordings or record TV shows

- The T-Box hard drive check normally lasts around 15 minutes. Do not interrupt the hard drive check once it has commenced
- If the T-Box hasn't completed the check you will be prevented from recording free-to-air programs or playing your completed recordings. You may need to seek advice from a professional TV or TV antenna installer if this is unsuccessful. If this is unsuccessful try manual tuning in the Channel Tuning section of the Settings Menu
- If the hard drive check has not completed after 20 minutes turn the T-Box off by holding down the power button on the remote for 3 seconds. Once the T-Box has turned off, turn it back on. If this does not fix your problem call **13 2200**

TROUBLE WITH YOUR INTERNET CONNECTION

If you're having trouble with your BigPond Broadband service, it is possible that we may be experiencing some difficulties. However, service failures are rare these days and you should only suspect one if your service was working before. That is, you haven't just set up a new connection or changed anything recently.

Remember, if your T-Box® connection is down, then your internet on your computer/s will be down too. So that's one way to check. Then, if you can get online using another option (wireless broadband, for example) you can always check our Service Status pages at BigPond.com/help/servicestatus for more details.

I can't connect to the internet using my Ethernet connection

- Make sure your Home Network Gateway/modem is switched on. Can you see the power, online or internet lights flashing or on?
- Check the Ethernet connection between your T-Box and your Home Network Gateway/modem
- Use your computer (or another connected device) to see if your broadband connection is working there
- You can also see the status of your internet connection by going to the T-Box settings area. Select System Information and check your internet connection is listed as connected. If you are not connected, re-start your modem. Once the modem is powered up and the lights indicate that it's connected to the internet, go to the Settings Menu and complete the following steps:
 - choose the internet connection screen by arrowing across
 - select the option to change internet connection
 - choose connect via ethernet

If successful, you'll see a picture with the T-Box with three green ticks indicating successful connection to the modem, to BigPond and to the internet.

If this step is unsuccessful you will either see one green tick for the modem and red crosses for BigPond and the internet. Or you may also see a screen with a picture of the T-Box and one red cross.

If you're not connected to BigPond Broadband you'll only receive limited features on your T-Box. Please call our support team for further assistance.

I can't get a Wi-Fi connection

Sometimes the layout of your home may reduce the strength of your Wi-Fi network.

Make sure that Wi-Fi is enabled on your Home Network Gateway/modem. Check by looking at the lights on the gateway or testing the connection from another device, like your computer.

Make sure that you've entered your Wireless Security Key or WPA/WEP key correctly, remember it's case sensitive.

Make sure that your Wi-Fi network isn't masked. If it is, select the option for 'Other Networks' in the list of detected networks.

TROUBLE WITH THE PROGRAM GUIDE

The program guide information is missing

- Make sure your T-Box® is connected to BigPond® internet
- Make sure you've registered your T-Box®
- If you've just restarted your T-Box®, you might need to wait a few minutes while the program information loads
- Detailed information may not be available for some programs or channels

You can also reset the program guide by selecting Settings, T-Box® Information and then Re-set options. Select the Reset Program Guide option. This will take a few minutes

TROUBLE WITH FREE-TO-AIR CHANNEL RECEPTION

I can't get all the digital free-to-air channels

(Or some of them have poor reception).

- Make sure your TV aerial is correctly installed and can actually receive all the available channels
- Check that your TV aerial cable is connected to your digital TV antenna correctly
- Make sure that the channels you're missing are actually available in your location
- Then try re-scanning free-to-air channels. To do this go to T-Box® Settings, select Channel tuning and then select re-scan channels
- Try manual tuning. If this is unsuccessful, you may need to seek advice from a professional TV or TV antenna installer.
- Check digitalready.gov.au to confirm whether you have sufficient Digital TV coverage. There is a lot of advice on that website covering reception problems.

How do I manually tune TV channels?

- If you have a specific digital channel that you would like displayed on the T-Box®, you will need to follow these steps:
 - Go to Channel Tuning section of the Settings menu.
 - Select the Manual Tuning option
 - Use the left/right arrows on your remote control to scroll through the channels. It will try to find this channel and advise if the channel was detected
 - If the channel has been detected press OK to add this channel to your T-Box®

You may need to seek advice from a professional TV or TV antenna installer if this is unsuccessful.

TROUBLE WITH YOUR PICTURE

I can't see anything on my TV screen

- Check that your T-Box® is powered up and working. (The light on the front left of your T-Box should be on when it's working)
- Make sure your T-Box is connected to your TV properly
- Make sure you've selected the right input or source on your TV. Press the button marked 'Input' or 'Source' on your TV remote and choose the input you plugged your T-Box into (e.g. HDMI or AV1)
- Try resetting your T-Box by pressing the reset button on the bottom of the T-Box once

Note: If you are setting up your T-Box for the first time it may take some time for the TV to recognise the T-Box signal. Wait a few minutes before moving to the next step.

The picture quality on my TV isn't very good

- Make sure that you've used the right HDMI video or RCA cables for your TV set
- Make sure that you have selected the correct settings selected by following these steps:
 - go to the Settings Menu
 - select Video Setup by arrowing across
 - check the display format is appropriate for your TV
 - check the TV resolution by selecting the TV resolution option which matches the cables you have used to connect your TV to your T-Box e.g. HDMI or Composite/Component
 - choose the best TV resolution setting for your TV. You may need to try different resolution settings to determine the best result. To assist you with this step you may need to check your TV manual

I've activated a subtitles or a language option and nothing is happening

These options (and the information about them) are broadcast by the free-to-air TV channels so they may not be available. Go to the Settings Menu, select Display Settings and then choose Subtitles preferences. If you want to turn subtitles or closed captions on then ensure you have chosen 'English' not 'None'.

The program guide shows the incorrect start and end times for programs

- Free-to-air channels can change their program line up from time to time
- The T-Box program guide only updates daily and may not detect this change

TROUBLE WITH RECORDING

My recordings aren't there

- Make sure that you've set the right recording parameters and conditions
- If you have recorded a series of programs they will be grouped together under one series tile in 'Completed Recordings'. Highlight the series you would like to view and click ok to see the individual programs recorded
- Check that the hard disk has enough free space for your recordings. The T-Box® will not record if there is insufficient disk space

I'm getting a message that says 'Hard Disk Full'

- Try freeing up some hard disk space by deleting some old recordings (Go to My Recordings)
- You could also try downloading some of your recorded programs onto a USB device

I can't export my recorded program

- Try removing and inserting the USB device
- In My Recordings, if the USB device is detected there will be a menu option created for USB exported recordings
- Retry export function by selecting the program in completed recordings that you wish to export. Then press ok and select the export option in the menu
- The export may take a few minutes

Why can't I watch the channel I want? I get a dialog box asking me to stop a recording.

T-Box has two tuners it uses to tune in to free-to-air signals from your aerial connection. If your T-Box is using both these tuners to record programs, there is no spare tuner available to watch another channel. Your choices are:

1. Choose recording(s) to stop using the dialog box
2. Change to a channel currently being recorded (or any other channel broadcast by the same network as the channel you're recording)

For example, channels Nine, GO and GEM originate from the same broadcaster and so two of these channels can be recorded at the same time, with another channel from another broadcaster, eg ABC1 recorded.

Why can I only record 2 channels at a time? I've been able to record 3 channels at other times.

You can record a maximum of three channels at a time if at least two of those channels originate from the same broadcaster. For example, channels Nine, GO and GEM originate from the same broadcaster and so two of these channels can be recorded at the same time, with another channel from another broadcaster, eg ABC1 recorded.

TROUBLE WITH FOXTEL ON T-BOX®

I'm having internet streaming issues

Download and streaming of Foxtel on T-Box and BigPond® content including BigPond Movies is unmetered, which means it will not count towards your BigPond monthly usage allowance.

However, if you exceed your BigPond monthly usage allowance your connection will slow and due to the slower speed, your BigPond Movies service will slow dramatically and Foxtel on T-Box service will not work.

Streaming and downloading content, that is not BigPond, such as YouTube®, will use data from your BigPond Broadband plan. BigPond content is unmetered and data usage will not be included in your BigPond Broadband plan. You will be charged for the subscription of the content. YouTube content is metered and will count towards your allowance.

Why can I not see the Foxtel on T-Box channels on my T-Box?

Your T-Box will automatically check if you are eligible to subscribe to Foxtel on T-Box. If you do not meet the eligibility requirements, the Foxtel® channels will not be able to be viewed on your T-Box. To see the latest eligibility requirements please go to www.telstra.com/tv/tbox/foxtel-tboxconnection

What are the eligibility requirements to subscribe to Foxtel® on T-Box?

You will need to:

- Have an Eligible BigPond internet connection
- Register your T-Box to BigPond Movies
- Pass our service qualification check. To find out if you're eligible visit telstra.com.au/tbox-eligible

TROUBLE WITH BIGPOND TV

I can't see my BigPond TV channels

- Make sure that your T-Box is connected to the internet and registered

My BigPond TV channels are empty

- If you've just restarted your T-Box, it may take a few minutes to complete the reset and connect to BigPond TV

The quality of my BigPond TV channels is poor

- To change your media streaming settings go to 'Internet Connection' under 'Settings' from the T-Box' main menu. If this is unsuccessful, call support on **13 2200**

If you exceed your BigPond monthly usage allowance your connection will slow and due to the slower speed, your BigPond TV service will not work.

THE WORKING CONDITIONS

The T-Box®, including the various equipment and free or paid services, that are available, must be installed and used exclusively in Australia and in accordance with their instructions for use.

The T-Box and the services offered in conjunction with it are strictly for private use to the exclusion of any other use. The user's home must have a BigPond® Broadband internet connection to fully benefit from the T-Box.

TECHNICAL INFORMATION

Model: Telstra T-Box

Power supply: +12VDC-1.5A power supply (this power supply should not be replaced except with the same power supply provided by Telstra).

T-Box® dimensions: 220x220x52.5mm (L x W x D)

Remote control dimensions: 186x48x20 (L x W x D)

Remote control battery: 2x AAA

IR Range: Up to 8m

Remote Weight: 140g

Operating temperature: 0°C to 50°C

Telstra reserves the right to modify the T-Box, its accessories, equipment, software etc., without notice.

PRODUCT WARRANTY

Voluntary Product Warranty

In addition to your Statutory Rights and subject to the conditions in the next paragraph, Telstra also warrants that this product will be free from any defect in materials or workmanship under conditions of normal use for a period of 24 months from date of purchase.

We do not warrant that the product will be free from defects caused by an accident, misuse, abuse, improper installation or operation, vermin infestations, lack of reasonable care, unauthorised modification, loss of parts, tampering or attempted repair by a person not authorised by Telstra; or where the product has been damaged by lightning or a mains power surge.

Where a valid claim is made under this Voluntary Product Warranty, we will, at no cost to you, repair or replace the product within a reasonable time. Subject to your Statutory Rights, if your claim under this Voluntary Product Warranty is not valid, you may be charged a fee under this Voluntary Product Warranty for the service and for any direct costs associated with having the product delivered for service.

To make a claim under this Voluntary Product Warranty, you must provide proof of purchase and call T-Box® Support on **13 2200** to arrange, at our expense, for a prepaid return satchel for you to send the product and all the components from the original purchase. Alternatively, you may return the product and all the components from the original purchase to a Telstra Shop to make a claim under this Voluntary Product Warranty.

The benefits conferred by this Voluntary Product Warranty are in addition to other rights and remedies that are available to you under law, which cannot be excluded.

The processes for this Voluntary Product Warranty in no way limit your rights, which arise as a result of your Statutory Rights.

This Voluntary Product Warranty is given by:
Telstra Corporation Limited ABN 33 051 775 556
242 Exhibition Street, Melbourne Victoria 3000
1300 136 841

Please direct all queries to: **13 2200**

Please do not attempt to return your product to the address above.

Statutory Rights

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

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FOR MORE INFORMATION:
CALL 13 2200
VISIT telstra.com/tbox
VISIT A TELSTRA STORE OR PARTNER