

## **IMPORTANT INFORMATION**

### **PROBLEM SOLVING YOUR BOX**

**Q: I've set my box up, but my digital display doesn't show any number and I'm not getting the login screen?**

**A:** Try turning off your modem and router, reboot both with your new Very Tangy TV Asia Box plugged in and turned on. Once your modem and router are turned back on, turn off your Very Tangy box and turn it back on. This should solve the problem.

**Q: I've put in my username and password but my service says that I'm not subscribed to a channel or service.**

**A:** Have you set-up your direct debit on the [www.verytangytvasia.com](http://www.verytangytvasia.com) website? Normally this fault is because your service isn't activated. If you know you've set up your direct debit or you paid a yearly subscription fee in with the price of your box, call our Tech Team on 0800 689 9201 and they'll check your account for you to ensure you've been set up correctly.

**Q: My service seems slow / my reception is patchy / my picture and sound aren't syncing properly?**

**A:** This problem is down to your broadband speed and is easily solved. You must have a minimum of 2meg broadband for the Very Tangy TV Asia Service to stream properly. Go to <http://www.speedtest.net> and run the test to check your broadband speed. If your speed is less than 2meg, please contact your internet service provider and request they check your line for you.

**Q: I keep getting the error message 'There is a problem, please retry', what should I do?**

**A:** This could mean that your internet speed is spiking and the service can't stream that channel properly. Please turn off your box and reboot it. If you still get the same problem, turn off your router, modem and Very Tangy box, then reboot all. If you still receive the same error message, please call the Tech Team on 0800 689 9201

**Q: My box won't connect to the internet?**

**A:** Check all your Ethernet cables are connected correctly, (if your using wireless Homeplugs please check the power supply is turned on and all your green lights are on and connected). If all your cables are connected correctly, turn off your modem, router and Very Tangy Asia Box, then turn them all back on. Remember the first time you turn on your box it will take a few minutes to configure itself. If this still doesn't work, check your internet is working. If it is, call our Tech Team on 0800 689 9201

**Q: I can't watch some shows because they are age restricted?**

**A:** Go to the settings on the home page, once you're in settings, you'll be able to change your parental settings to ensure that they are correct for your age bracket, you'll also be able to stop younger members of the house watching unsuitable shows by pin protecting content here.