

Connect to TV

Display:

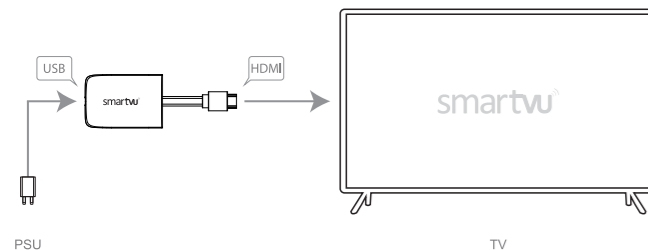
Connect the HDMI Cable attached to the SV11 into an HDMI Port on your TV. Ensure your TV has the HDMI Input that the SV11 is connected to selected (HDMI2, etc...).

Press the **INPUT** or **SOURCE** button on your TV Remote to access the TV's input selection menu.

Power:

Connect one end of the Micro-USB Cable provided to the SV11, while connecting the other end to the Power Adapter (PSU) provided.

Note, use of the USB Port on your TV or other Device, is NOT recommended, as they often provide insufficient power for the SV11.



Bluetooth Remote Connection

To pair the Bluetooth Remote with your SV11, both the Bluetooth Remote and SV11 will need to enter 'pairing mode'.

SMARTVU Dongle:

While the SV11 is powered on, press and hold the **BLUETOOTH** button for the SV11 to enter 'pairing mode'.

Bluetooth Remote:

Place the Bluetooth Remote within 30cm of the SV11, press and hold both the **BACK** and **HOME** buttons simultaneously, until the LED Indicator flashes RED quickly. This indicates the Bluetooth Remote has entered 'pairing mode'.

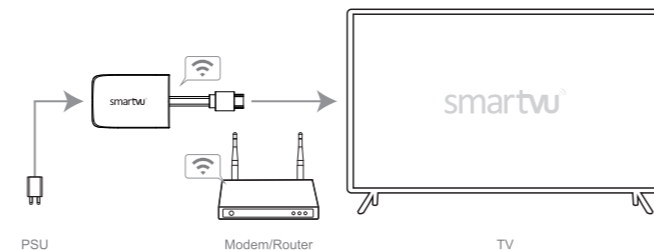


Connect to a Network

This SV11 supports Wireless (WiFi) Network connection, use of a Wired (Ethernet) Network connection requires a suitable Ethernet Adapter (not included).

Refer to **Home > Settings > Network & Internet** to enable the Wireless Network and setup a connection to your local WiFi.

Note, the distance between your Modem/Router and SV11 will affect your WiFi performance, ensure both are positioned to maximise coverage and connection.



Google Account/Apps

To get the most out of your SV11, please sign-in to your Google Account as part of the Initial Setup process. If you had skipped this step initially, just follow the steps below to Sign-In.

Sign-in to your Google Account:

1. Press the HOME button to access the Android TV Home screen.
2. Select the Settings (COG) icon in the top-right.
3. Follow the steps according to the Android TV Settings menu.
 - Select Accounts & Sign-In.
4. Ensure a Google Account¹ is listed.
5. If not, select Add Account.
6. Follow the on-screen prompts to Sign-In.

¹Your Google Account must be registered in New Zealand for all features and apps (including Freeview) to work correctly.

If you're missing the "Freeview" app, follow the steps below.

Install the "Freeview" app from the Play Store:

1. Press the HOME button to access the Android TV Home screen.
2. Press and hold the "HOME" button.
3. Select "GET MORE APPS" to open the Play Store.
4. Select the "Search" option in the top-right.
5. Input "Freeview" into the search field.
6. Select the "Freeview" app to install.

TIP: Try Reset the SV11 to redo the Initial Setup.

1. Press the HOME button to access the Android TV Home screen.
2. Select the Settings (COG) icon in the top-right.
3. Follow the steps according to the Android TV Settings menu.
 - Select Device Preferences → About → Reset → Erase Everything → Yes.

Troubleshooting Tips

Not connecting to Network via Wi-Fi

Solution 1: Ensure the Wi-Fi Password (Security Key) entered is correct. Security keys are case sensitive. Be careful to use upper case and lower case correctly. Examples of mistakes:

- l (capital i), I (lower case L) and 1 (number one).
- 0 (number zero) and O (capital o).

Solution 2: The Wi-Fi signal strength is too weak.

The SV11 has a maximum optimal Wi-Fi range of approx. 10 to 11 metres. If signal strength is too weak, signal drops might be reduced by placing the SV11 and Modem/Router closer together.

Solution 3: The SV11 is too close to your Modem/Router.

If the SV11 and Modem/Router are too close, communication may not work, and could have a detrimental affect on Wi-Fi performance. We recommend you keep the distance between the SV11 and Modem/Router at more than 1 metre.

SV11 is not responding to the Remote

Possible Cause: There are a number of reasons why your Remote may not be working. This includes physical damage, battery issues, or pairing issues.

Solution 1: Batteries that are depleted or incorrectly inserted are the most common reason for a Remote to stop working, or work intermittently. We recommend replacing the Batteries as a first step, ensuring the +/- ends of the Batteries correspond with the +/- markings in the Battery Compartment of the Remote.

Solution 2: Try re-pair the Bluetooth Remote.

1. Press the HOME button to access the Android TV Home screen.
2. Select the Settings (COG) icon in the top-right.
3. Follow the steps according to the Android TV Settings menu.
 - Select Remotes & Accessories → Add Accessory.
4. See the Bluetooth Remote Connection page in this Quick Start Guide.