

# GO

## TV ANYWHERE

USER GUIDE



IPHONE



ANDROID

# USER GUIDE

## IPHONE & ANDROID PHONE

### BEFORE YOU PROCEED

a. From your My GO account, link your Interactive TV bill through 'Link more services' found under 'My Profile'. To complete this task, you will need your Account Number and a recent Bill Number, the information of which, is found on your bill. If you have already linked your bill, then you may proceed directly to step 'b'.

GO plc, P.O. Box 14, Victoria, VCT1000, Gozo Tel: (356)80072121 - Fax: (356)25945895  
 Company Registration No.: C 22334 - EXO 413 -VAT Registration No.: MT1282-6209

Nru Ial-Account/Account No.	Kont nru./Bill No.	Data/Date
██████████	██████████	05/02/2014

b. From your My GO account click on GO TV Anywhere. In Account Details, create your Preferred User ID and Password to access GO TV Anywhere and Remote Schedule Service. Note that, on your first login, you will be required to insert your Default User ID, which appears automatically and the Password you have created. After the first login, your Preferred User ID must be used every time you log in to GO TV Anywhere.

Interactive TV No. IPTV0229

**Account Details** | **Devices**

Default User ID: 80992

Create and/or change your preferred User ID/Password

Preferred User ID:

Password:

Confirm password:

**Warning:** When using the application for the first time you need to enter your Default User ID (80992) and Password you have just created. Thereafter you will be able to use your Preferred User ID and Password.

c. Once your Account Details are created, you may register and activate up to 2 devices (including Smartphones, Tablets, PCs and Macs) through 'Add Device'. Should you wish to change the device(s) registered you may do so after 30 days from registering & activating the device(s).

myTV Anywhere

**Credentials** | **Devices**

View all activated devices and you can add more

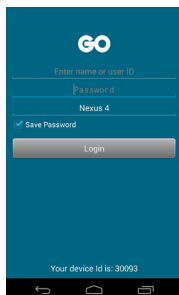
d. Download and install the GO TV Anywhere App from the Apple App Store/Android Play Store. When installation is complete, the GO TV Anywhere icon appears on the home screen;



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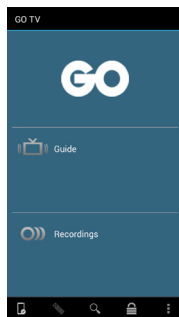
### GETTING STARTED



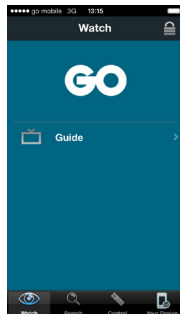
**1** Tap on  to launch GO TV Anywhere and the login window appears;

**2** Input your Default User ID and the Password created through My GO. After the first login the Preferred User ID must be inserted.

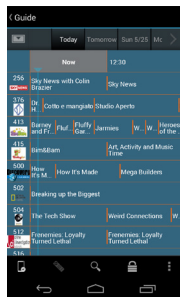
**3** Tap Login and you will then be prompted to input your Password again for Remote Schedule Service



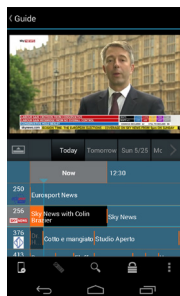
**4** Once login is successful the Watch screen appears by default.



**5** If you have skipped logging into Remote Schedule Service, the Recordings Icon from the Watch Screen will not appear.



**6** Select 'Guide' and the programming for live TV appears. Note that Channels available for viewing are those that have the Channel logo displayed with a white background. All channels are however available for Remote Schedule Service.











**7** The GO TV Anywhere for iPhone/Android Phone application's programming content is organized and visualized into a grid. The grid holds the channels, their relevant programmes and dates into a multiple column layout. Tap the channel number/logo you wish to view and a video thumbnail view will be present in the top part of the screen.

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### QUICK TIPS

- a. Tap  and the video thumbnail of the selected channel appears in the top left hand side of the screen.
- b. Tap  and the grid is back to its full view.
- c. Tap the channel logo you wish to view. For full-screen display tap  and  for iPhone, whilst for Android phone tap  & tap .
- d. Tap  to view video in thumbnail mode for iPhone and tap  for Android Phone.
- e. While watching a TV programme in full screen-mode, swipe up and down to switch from one channel to another without going back to thumbnail view.
- f. Currently icons for Interactive TV service features such as Restart and Catch Up will be unavailable for the selected channel.
- g. For iPhone users who wish to enable or disable Auto Login, tap the 'Settings' icon on the home screen. Swipe down, tap on GO TV Anywhere and the settings area will appear. From Login Info set the Auto Logon as Off or On depending on your requirements. We suggest however that Auto Logon is switched Off.

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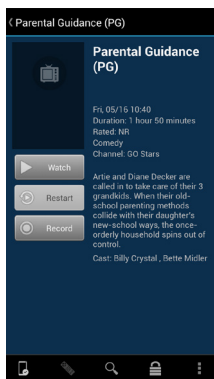
## IPHONE & ANDROID PHONE

### FEATURES


#### Remote Schedule Service

The Remote Schedule Service allows you to schedule and manage recordings from your iPhone/Android Phone. You can then view the recordings later at home from any of your GO Interactive set-top-boxes.

If you have skipped logging into Remote Schedule Service, the Record Icon will be unavailable.











**1** From the Guide view locate the programme you wish to record and tap on it.

**2** Tap the Record button and choose  to schedule recordings accordingly. If you have skipped logging into Remote Schedule Service, the Record Icon will be unavailable.

**3** When the Current and Series buttons are active, tap Current to record only the current episode/programme, or tap Series to schedule the recording of all episodes.

### QUICK TIPS

- Tap Recordings from the Watch screen to view scheduled recordings.
- You can cancel recordings by tapping , found on the right side of each row.
- Tap on  to view the series recordings of a programme.
- Below are Recording State Descriptions you will come across when using the Remote Schedule Service.




Recording Icon	Recording State Description
	Indicates that the scheduled recording has been completed.
	Indicates that the scheduled task is in a process of recording.
	Indicates that a current/series programming has been scheduled for recording.
	Indicates that a recording has been canceled. When in this state, the task can be enabled through the  button.
	Indicates a conflict. When a task has been scheduled but: <ul style="list-style-type: none"> <li>the recording has been interrupted for some technical reasons.</li> <li>the EPG has changed - for example, one programming has been substituted with another.</li> </ul>

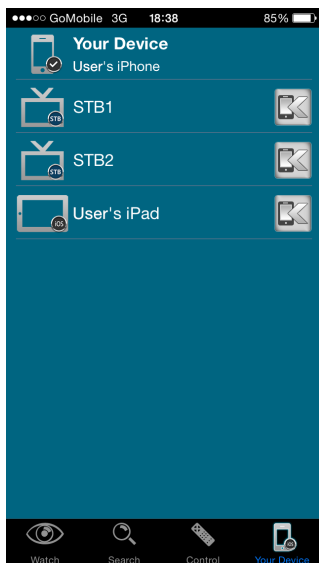
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### Multiscreen TV

The Multiscreen TV feature allows you to direct Live TV between registered Devices including, your GO Interactive set-top-box. Example, you can direct the current channel you are viewing on your GO Interactive set-top-box onto your iPhone/Android Phone, and vice-versa.



- 1 Follow these steps to direct the channel currently playing on your GO Interactive set-top-box or registered Device, onto your iPhone/Android Phone;
  - a. From your registered iPhone/Android Phone, tap  /  and the Devices drop down menu appears. Then, choose the GO Interactive set-top-box or registered Device you wish to direct the channel from, to view on your registered iPhone/Android Phone by tapping on .

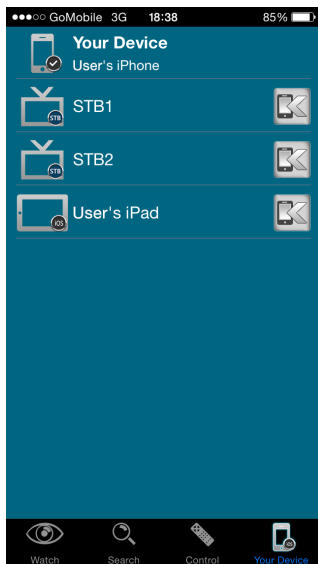


- b. Your iPhone/Android Phone will now play the channel from your chosen GO Interactive set-top-box or registered Device.

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- 2 Follow these steps to direct the channel playing on your iPhone/Android Phone onto your GO Interactive set-top-box or registered Device;
  - a. Select the channel from your iPhone/Android Phone you wish to direct and a thumbnail video will appear.
  - b. Tap  /  and the *Devices* drop down menu appears.
  - c. Choose the registered Device or GO Interactive set-top-box you wish to send the channel to:



- d. Your chosen GO Interactive set-top-box or registered Device will now play the channel from your iPhone/Android Phone.

Note that, should the registered Device/s or the GO Interactive set-top-box be switched off you will not see their icon appear on the Devices menu, and therefore will not be able to use the Multiscreen TV Feature.



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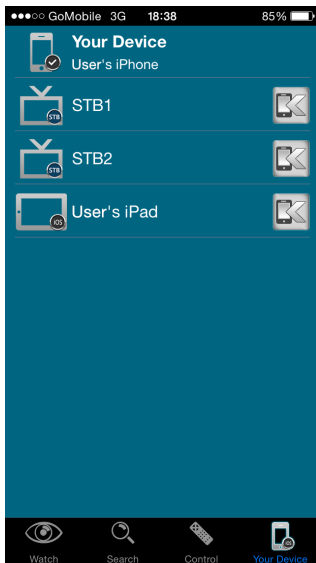
## IPHONE & ANDROID PHONE

### Soft Remote Control

You can use your iPhone/Android Phone as a remote control to send commands to your GO Interactive set-top-box when watching Live TV. For example, you can change channels, rewind and adjust the volume.

Follow these steps to use the Soft Remote Control feature on your iPhone/Android Phone:

- 1 Tap  /  and the *Devices* drop down menu appears.
- 2 Tap the GO Interactive set-top-box you wish to control:





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3 Tap  and the Soft Remote Control is now available:



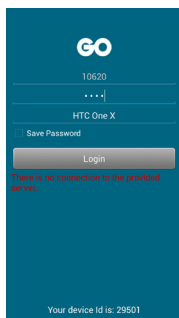
### Quick Tips for Using your Soft Remote Control Feature

Gesture type	Usage
Tap	5-way controller
Double Tap	Alternative Play/Pause
Touch and Hold	Mute
Pinch	Volume Up / Down
Swipe	Channel Up / Down Fast-Forward / Rewind

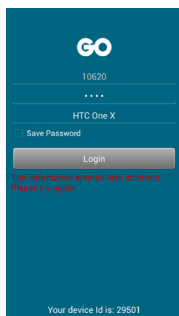
# TROUBLESHOOT

## HELPFUL TIPS

Below are examples with explanations for the error messages that you might come across when using GO TV Anywhere.

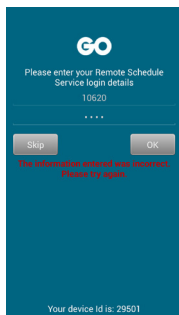


**1** Application is not able to communicate with the GO TV Anywhere server. Kindly make sure that the registered device has an open Internet connection.

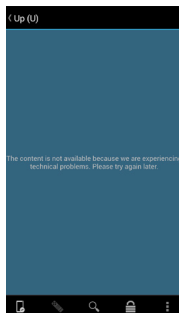


**2** Incorrect Account Details have been inputted. Kindly make sure that;

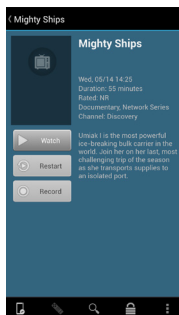
- You are using the correct User ID and Password
- Your Interactive TV Service is linked with My TV on your My GO account.



**3** Incorrect Account Details for Remote Schedule Service have been inputted. Kindly make sure that you have inserted the correct Password. Should you have lost/forgotten your Password you may change it accordingly via your My GO account.

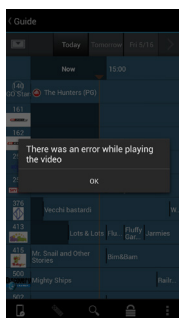


**4** Applications is not able to communicate with the GO TV Anywhere server. Kindly make sure that the registered device has an internet connection. Should the error persist, reboot your device accordingly, re-open your browser for PC/ Mac, or try again later.



**5** 'Record' button is unavailable in two cases:

- Channel is not available for recordings, or
- On logging in you have pressed the 'Skip' button when presented with the Remote Schedule Service Account details.



**6** There is currently a problem with the TV stream for that particular channel. Reboot your device accordingly, re-open your browser for PC/ Mac, or try again later.



**7** If your Go Interactive Set-top-box recording device is shown with the following warning icon in the devices section, the Interactive TV Service device must be rebooted.

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