

Now TV strives to provide customers with high-quality TV entertainment. We offer a wide variety of programs from world-renowned TV channels alongside customer-friendly value-added services – all delivered from a reliable service platform.

With so much to choose from, we've made life easier. My Now, Watchlist, TV Guide, Personalized Recommendations and other features to help you discover programs you'll love, and enjoy more of what you want, when you want it.

This guide has important tips to help you get the most out of the advanced features of your Now TV set top box.

If you have not yet subscribed to Now TV, please call us at 2888 0008 (press 2) to sign up.

First Time Activation Code:

Enter the first 4 digits of your Hong Kong ID/passport number

Please key in your activation code on screen to start your Now TV service.

User PIN:

* 0000 * is the default PIN Number

This PIN can be used to subscribe to Now TV pay TV channels and certain other services as well as activate the Parental Control Lock on selected channels and program categories. Please do not disclose your PIN to prevent any unauthorized use. You are advised to change your PIN regularly for added security. Select HOME > SETTINGS > Change PIN

*Note: Subscription to Now TV service is subject to the Terms and Conditions of Now TV. Now TV service is provided by PCCW Media Limited and / or its affiliates in accordance with the Terms and Conditions of Now TV. For further details on the Terms and Conditions of Now TV, please refer to Now TV website (www.nowtv.now.com/terms-and-conditions) or access through TV select "Settings" and choose "Terms and Conditions".

TV GUIDE The all new TV Guide makes channel surfing easy



Program Details
Shows marked "save" can be saved to view after their air-date. Use the "s" button to add the show to your Watchlist.

★ Starred programs are recommended for you

Filter

See All Channels, Favorites, Subscribed or channels by genre.

Set Favorite

Highlight the channel logo at left, then use the color button to mark as a favorite.

MY NOW Your History, Recommendations and Messages



Most Recent
Pick up where you last left off.

History
Quickly access programs and channels previously watched. (You may choose to turn off the History function in Settings.)

Personal Recommendations

Get introduced to content selected just for you.

WATCHLIST



The Watchlist helps you keep track of your favorite programs and shows. Use the "s" button or on screen selection to add programs to your list. Many TV shows and future episodes will be saved for you to watch later.

Unfortunately, some channel operators don't allow users to save their TV programs. For those shows, however, the Watchlist will still help you find other times to watch an upcoming episodes easily.

Remote Control



*Available to customers having subscribed TV Recording Combo Service

ON DEMAND Watch movies and shows when you want



Unlimited Viewing
You are entitled to unlimited viewing of content from your channel subscription packages at no additional cost. Feel free to watch more!

Video Express First Rentals

You can also enjoy the very latest blockbusters on a pay-per-view basis. Get 48-hour unlimited viewing with Video Express First using either Now Dollars or cash.

WHILE WATCHING TV CHANNELS

These functions are available while watching television channels:

Info & Mini Guide
Press the Info Button to see the Mini-Guide and program details.

Coming Up

The right arrow button will show the channel's program line-up. Select a show to see more info.

Watchlist

Use the down arrow to show your Watchlist at the bottom of the screen.

History

Use the back button to show your History. Switch quickly between your most recent channels and shows. Channels will appear in your History after you've watched them for a few minutes.

When you want - Where you want! Free!

Enjoy more of your favorites on demand, anytime, anywhere. Control your set top box and Screen Cast from your phone or tablet. It's free!

Download Now Player for Android and iOS today. Visit nowplayer.now.com for more details and to register for free.

Digital Terrestrial Television (DTT)

Your set top box includes a DTT tuner allowing you to enjoy digital terrestrial TV without switching sources or remote controls.

Select HOME > SETTINGS > DTT Channel Tuning and follow the on screen instruction to auto-tune. Once set-up, simply enter the DTT channel numbers to access DTT channels.

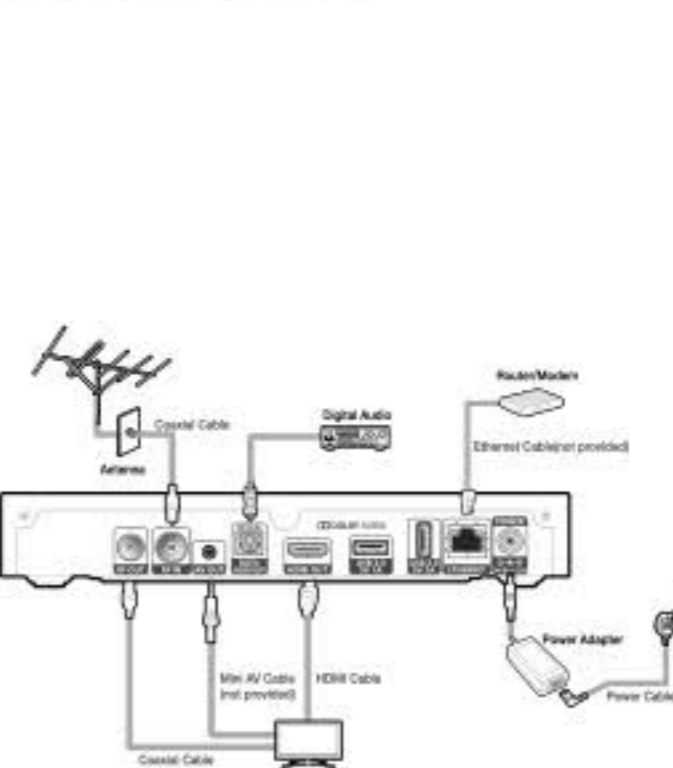
Video Background Setting

For customers with Fiber-to-the-Home broadband service, Now TV allows you to browse menus without leaving your television program. To adjust the brightness of the background video. Select HOME > SETTINGS > Video & Audio Settings > Background video.

Settings content

- Billing Inquiry
- Update to HD
- Channel Management
- Now ID
- Now Dollars
- Now Player Mobile App
- Parental Lock
- Change PIN
- 中文 (Language Option)
- DTT Channel Tuning
- Media Manager
- Remote Control Settings
- TV Recording & Control Live TV
- Match Alert
- Message Settings
- History Settings
- Video & Audio Settings
- Mini Guide Settings
- Netflix Info
- Video Tutorials
- Classifications
- Terms & Conditions

Connection Diagram



Specification

Model Name	QX-PC4312H	Ethernet port	• 10/100/1000 Mbit
General	• Net Weight: 578 g • Dimensions: 225 (W) x 33 (H) x 170 (D) mm • Operating Temperature Range: 0 °C to 45 °C • Operating Humidity Range: 0 % to 90 %	Internal WiFi	• 802.11ac 2x2 dual band (non-concurrent), Station
Tuner	• DTMB	Bluetooth	• 4.1 supporting dual mode low energy(BT and BLE operation)
Input Connector Type	• Female connector follow IEC 60169-2	Power Supply	• External PSU (14 V / 2.5 A)
Broadcasting Rx Frequency	• 470 – 862 MHz	Video Codec	• H.263/HEVC • MPEG2 (MP@ML, LL, HL) • MPEG4 AVC H.264 (MP@L4, HP@L4)
Broadcasting Rx Level	• -10 dBm – -82 dBm	Audio Codec	• MPEG I layer 12/3 • AAC • Dolby Digital Plus
Analog Audio/Video Output port	• *1 x mini AV	Video Resolution	• CVBS (576i) • HDMI (576i/576p/720p/1080i/1080p/2160p)
Digital Audio/Video Output port	• Audio/Video: 1 x HDMI 2.0 • Audio : 1 x SPDIF(optical)	Micro SD memory	• Up to 128GB
USB port	• 1 x USB 3.0 (1A) • 1 x USB 2.0 (1A)		
	• Design and specifications are subject to change without prior notice. • Weight and dimensions are approximate. • A Samsung mini AV cable is required to connect analog AV output port to TV composite input.		

Trouble Shooting Table

Problem Encountered/ Error Code	What can you do?
Black screen/80061B	Step 1: Switch off the modem and set top box. Step 2: Reconnect the broadband cable into the square socket of the modem. Step 3: Unplug the power cord from the modem. Step 4: Re-plug the modem power in 30 seconds; and wait for the lights to turn on. (around 2 – 3 minutes) Step 5: Reboot the set top box by pressing the Power button located on the top of your set top box for 5 seconds
Frozen screen/80062A-H	Step 1: Switch off the modem and set top box Step 2: Switch on modem 15 seconds later; and wait for LED signal to become stable (around 2-3 minutes) Step 3: Reboot the set top box
80061A	Step 1: Ensure your modem is switched on and the cable from modem to set top box is properly connected Step 2: Reboot your set top box by pressing the Power button located on the top of your set top box for 5 seconds
80063	Step 1: Reboot your set top box by pressing the Power button located on the top of your set top box for 5 seconds Step 2: Enter your service activation code. (First 4 digits of Registered customer's HKID/Passport number)

Video Tutorials
More tips and tricks available online at www.nowtv.now.com and in HOME > Settings > Video Tutorial!

"If you have any enquiries regarding the service", please call Now TV Customer Service Hotline 1833 888 or email us at cs@nowtv.now.com for assistance. PCCW Customer Service has launched a brand new Facebook page! Visit www.facebook.com/pccwcs, simply click "Like" to become our fan and enjoy the convenience of a one-stop direct-response PCCW customer service.

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