



## Your guide to setting your set-top-box

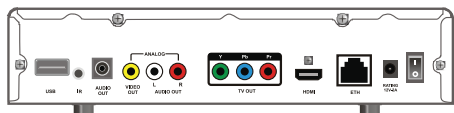
This guide contains all you need to know to setup your TV2MORO set-top-box, so you can start enjoying the TV2MORO service.

## Content:

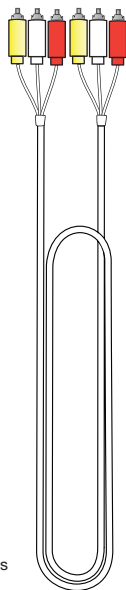
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## Content of Box:

TV2MORO Set-top-box



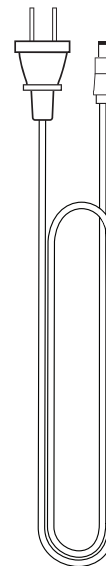
Video cable



Ethernet cable

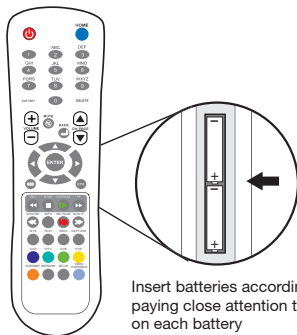


Power cable



Remote Control

2x AAA alkaline batteries.

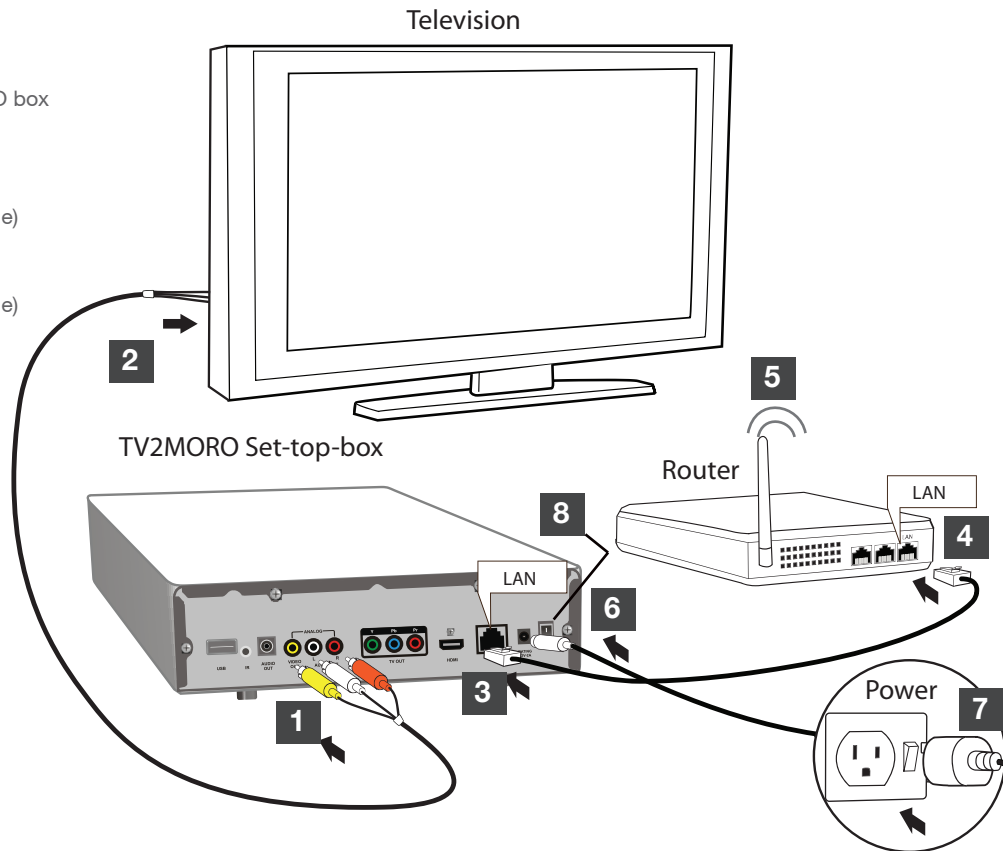


Insert batteries according to the diagram above paying close attention to the direction of +/- poles on each battery



## Box setup:

1. Connect video cable to TV2MORO box
2. Connect video cable to your TV
3. Connect LAN cable (Ethernet cable) to TV2MORO box
4. Connect LAN cable (Ethernet cable) to your Router / Modem
5. Connect Wireless, please follow steps in page # 8
6. Connect power cable to TV2MORO box
7. Connect Power Adapter to power socket
8. Switch on the TV2MORO box



## Remote control



# TV2MORO

## Menu System



### Main Menu

The Main menu can be accessed through the Menu button on your remote control from here you can access additional options using the Cursor keys: up/down/left/right and the OK button to confirm a selection.

At any time you can select the  home option to return to the main menu.



At any time select the TV option to stream the last channel that was on.

### TV Guide

The TV Guide menu will display all available channels and what is playing now and for the next few hours. Select the channel and press OK to watch that channel. Select a program and select info to see more information.



### My Account

Selecting this returns you to the last channel you were viewing before entering menu mode



### Diagnostics Center

This menu allows you to gain more information about your TV2moro account.



### Settings

This menu allows you to diagnose any problems you may be encountering with your set top box. From here you can test System, Video, Audio, Network and Bandwidth.

### Settings

From the setting menu you are able to adjust how your TV2moro set top box performs.

**Video: NTSC/PAL/720p.** (default is NTSC) Change the video output to match your TV set requirements.

**Video: 4:3/16:9** Change the video aspect ratio to match your TV preference.

**Network: Wired/Wireless**

**Streaming: Fast Start / Normal Start** (Default is Normal Start).

**Date and Time:** (default is -5 EST ) Time zone setting must be set to match your local time which will update the program guide to your local time.

**Factory Default:** This will reset your TV2moro set top box to its original status when you first received it. This should only be done as a last resort. All system updates and changes will be lost.



### Information

This menu provides detailed system information for your TV2moro set top box.

## Activation by telephone or online

### Activation by telephone

To activate by telephone, perform the following steps

1. Locate the MAC address at the bottom of your set top box.

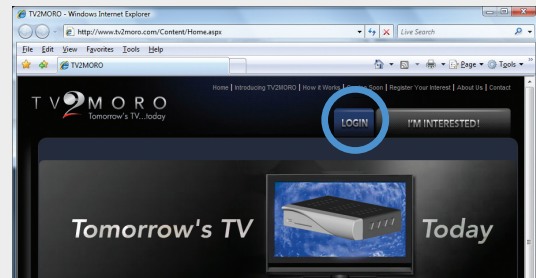


2. Call 1-877-TV2MORO and have your MAC Address number ready.

### Activation online

To activate online, perform the following steps

1. Using a computer, go to the website **www.tv2moro.com**.



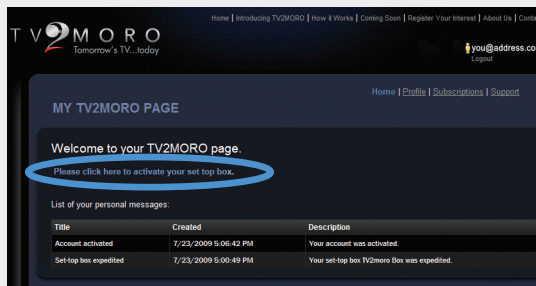
TV2MORO website [www.tv2moro.com](http://www.tv2moro.com)

2. Click the LOGIN button.
3. Enter your username and password you created when you first ordered, then click LOGIN.

TV2MORO Login panel

## Online Activation (continued)

- Click on the text that says "Please click here to activate your set top box."

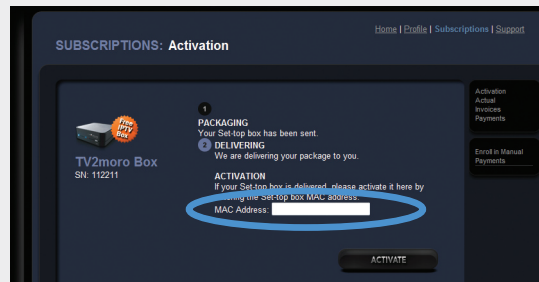


TV2MORO account section.

- Locate the MAC address at the bottom of your set top box.

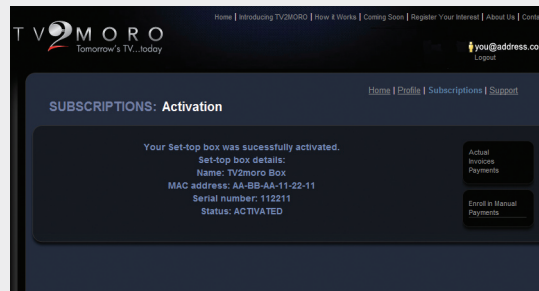


- Enter the MAC address.



Subscription activation page.

- Your registration is complete.

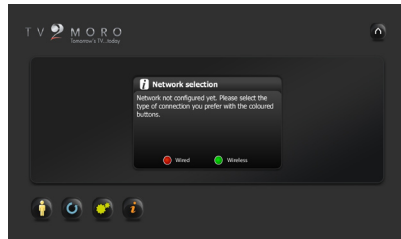


Activation completed screen.

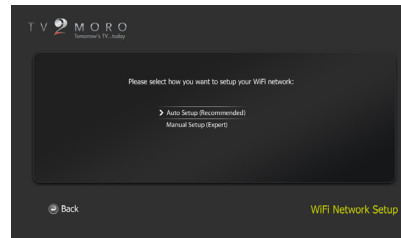


## Wireless Setup

1. Under Network Selection Choose Wireless by pressing on the Green Button on your TV2MORO remote.



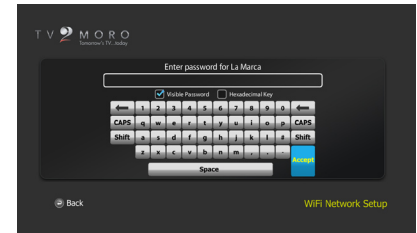
2. Please make sure Auto Setup (Recommended) is selected then press Enter on your TV2MORO remote.



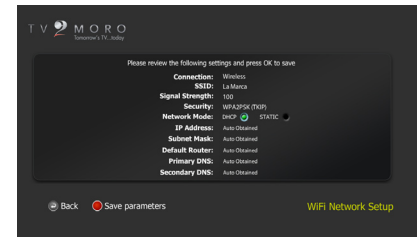
3. Browse through the list and choose the preferred network to connect to, and then press Enter button to select a network.



4. If the network is protected by a password, the user will be asked to enter it with an on screen keyboard. Once done press Enter on the keyboard to go to the next step. If no password is needed this screen will be automatically skipped



5. In the last step of the wizard a summary of the selected network is shown. Please make sure the Network Mode is on DHCP then Press the Red Button on your TV2MORO remote. Then press the Enter button to connect to the selected WiFi Network



Settings can be changed later on by:

- Setting box to factory values (configuration menu) which restarts the process from beginning

# Troubleshooting

**Q I can't see any of the Tv2moro screens on my TV set**

**A** Check the cable connections between the Tv2moro set top box and the TV.  
 Check that you have selected the correct TV input source (one of the RCA inputs if you are using the supplied cable). Make sure that you have the right channel on the TV, typically AV, if your TV does not switch automatically. Check your TV manual for further information if needed.  
 Check that the power is connected to the box, you should see a blue light on the power button.

**Q I can see a screen labeled verifying network which says "Error"**

**A** Check your Ethernet cable is connected to the Tv2moro set top box and to your home router. Underneath the Ethernet connector on the rear of the Tv2moro set top box are two lights. When connected to your home router the one on the left should glow green. When data is passed the one on the right should flash orange.

**Q My box says "Network is fine" but the network settings screen still comes up**

**A** Check your Network Settings by selecting the Diagnostic Center menu using your remote control, select the Network test and validate that the "Network is fine".  
 Select the Information page, this shows entries for your IP Address & default router, if not then there is a problem with your connection to the internet. Check all cables to your home router and that the router is operational, check your internet access is working from your PC or Mac. If you still experience problems please visit the help section on [www.tv2moro.com](http://www.tv2moro.com).

**Q The program guide doesn't show right time for the shows**

**A** Navigate to the settings menu using your remote control and select the Date/Time button; verify that time zone is set correctly to your location.

# Troubleshooting

**Q My picture seems to break up and is not smooth**

**A** Navigate to the settings menu using your remote control and change the streaming setting to Normal Start.

If this does not resolve the issue, it is possible you are experiencing a temporary internet problem.

**A** You can test your current bandwidth connection speed by selecting the Diagnostic Center menu using your remote control, select the Bandwidth test and validate that you have enough bandwidth. If the problem persists please visit [www.tv2moro.com](http://www.tv2moro.com) for troubleshooting or contact your internet provider if you are unable to use the internet.

**Q The system says it is upgrading, but does not appear to do anything**

**A** An upgrade might take up to 10 minutes. If it seems it is taking much longer than this remove the power from the set top box, wait 20 seconds, and re-apply power. The system should start normally.

**Q The system has performed an upgrade, but nothing has happened**

**A** Some upgrades may require a full power cycle, please switch off the box, remove the power from the set top box, wait 20 seconds, and re-apply power and switch the box on. The system should start normally.

**Q My box is not behaving as expected**

**A** If you have tried all other options you can restore to factory default settings. Navigate to the settings menu and select “Factory Default”. All system updates and changes will be lost.

**Need more help?**

Please visit the support section of our web site [www.tv2moro.com](http://www.tv2moro.com)

## My Details:

Write down your MAC address, Serial Number, Username and Password.

MAC address:

--	--	--	--	--	--	--	--	--	--	--	--

Serial No.

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

Username:

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

Password:

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

# Regulatory and Compliance Information



## EU Declaration of Conformity

CompleteTV declares that this STMC-IP product is in compliance with the essential requirements and other relevant provisions of Directive 1999/5/EC. A copy of the Declaration of Conformity can be obtained directly from CompleteTV Ltd.



## FCC Compliance Statement

For US Owners Only

FCC approval

This device comply with Part 15 of the FCC/Federal Communication Commission regulations. Operation is governed by the following:  
FCC ID: ZPA-TELSEY3070

This device complies with part 15 of the FCC Rules.

Operation is subject to the following two conditions:

- this device may not cause harmful interference, and
- this device must accept any interference received, including interference that may cause undesired operation.

Any unauthorized modifications or changes to these devices could void the user's authority to operate this equipment.



## Disposal and Recycling Information

This symbol indicates that the device is classed as Electrical or Electronic Equipment and should not be disposed with other household or commercial waste at the end of its working life. When you have no further use for this device, please remove any batteries and dispose of them and the product as per your local authority's recycling processes. For more information please contact your local authority or the retailer where the product was purchased.

Remember, if you need any help, don't hesitate to contact 1-877-TV2MORO or 1-877-882676 or email [help@tv2moro.com](mailto:help@tv2moro.com)

TV  MORO

[www.tv2moro.com](http://www.tv2moro.com)