

## **Frequently Asked Questions:**

**1) How do I finish setting up the wireless connection?**

To finish the wireless connection set up, select Settings, then Network from the YuppTV Menu and run the wireless wizard.

**2) Is WPA / WEP security supported for wireless connections?**

Yes. WPA/WEP security is supported.

**3) Is there a subscription fee for using YuppTV?**

Yes, there is subscription fee to use YuppTV.

**4) I can't see the YuppTV startup screen or menu?**

Make sure that the TV input is set to the port where the YuppTV video cable is connected. Remove and insert power cable again.

**5) How do I get the best signal from my remote?**

Keep the YuppTV HD Internet Box in line with the remote for good reception of the remote signal.

**6) Can I reset the YuppTV HD Internet Box?**

To power cycle press the red button on the remote for 8 seconds.

**7) How do I switch from an HDMI video connection to an RCA (composite) connection?**

After removing the HDMI cable connect the RCA cable in the A/V socket and power recycle by removing the power cable and inserting it again. The YuppTV HD Internet Box defaults to HDMI when HDMI cable is connected.

## **Troubleshooting**

**1) Remote not responding - Remove the film at the back of the remote to activate it.**

**2) No Audio/ Video output, please check if A/V cable is inserted fully. Remove power cable and insert again.**

**3) Could not connect to my wireless router?**

The access point you are trying to connect may have encryption activated, and requires a WEP / WPA key for systems to attach to the router. You will have to get the key from the person who set up your router.

**4) How do I find my WEP / WPA Key?**

The WEP / WPA key for your wireless network is defined within your wireless router or access point. If you have trouble finding it and it is not clear within the manual, then you might consider contacting the manufacturer for assistance.

**5) Using DVI to HDMI converter, please connect composite cable for the Audio.**

## **TECHNICAL SUPPORT**

Online : [www.yupptv.com/support](http://www.yupptv.com/support)

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