



# User Guide SWAN TV

Enjoy an incredible TV viewing experience with new modern features. SWAN apps let you watch TV comfortably on your mobile phones, tablets, laptops and other devices.

Thank you for choosing our service. SWAN wishes you an amazing experience watching your favourite TV shows.

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# 1. Registering Your Set-top Box

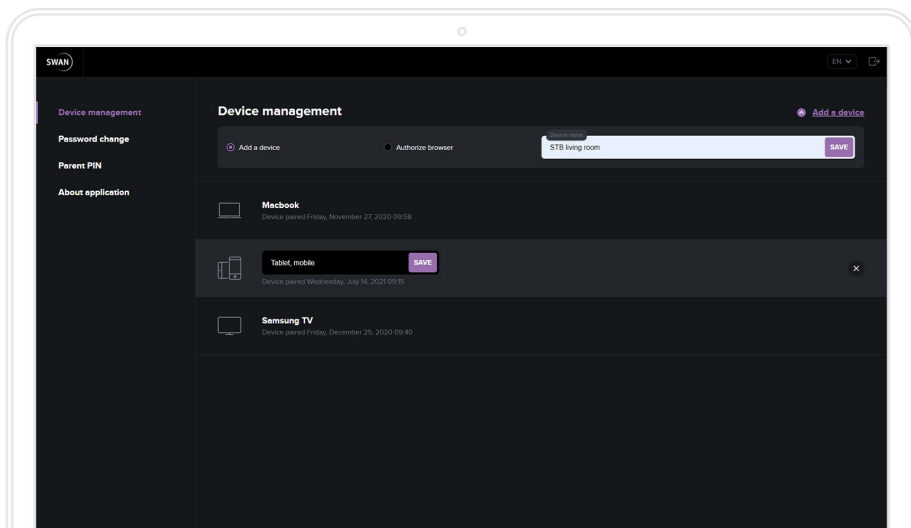
First follow the two simple steps below to use the TV service through your set-top box:

## 1. Generate a pairing key for your set-top box

Skip this step if you have already received the pairing key. Go in your web browser to [moje.swango.sk](https://moje.swango.sk). Log in with the information provided after you ordered the service. After you log in, select **Add device**. Name your device (e.g. STB living room) and click **Save**. The pairing key appears next to the registered device.

## 2. Authorise your set-top box with the pairing key

Your set-top box should be turned on, connected to the TV (if you have OTT service also connected to the internet). Consult the user guide from your set-top box manufacturer for details. Insert your generated pairing key in the authorisation screen with your set-top box's remote control and submit it. Now your set-top box is authorised and you can start using the service.



## 2. Registering Your Smart TV

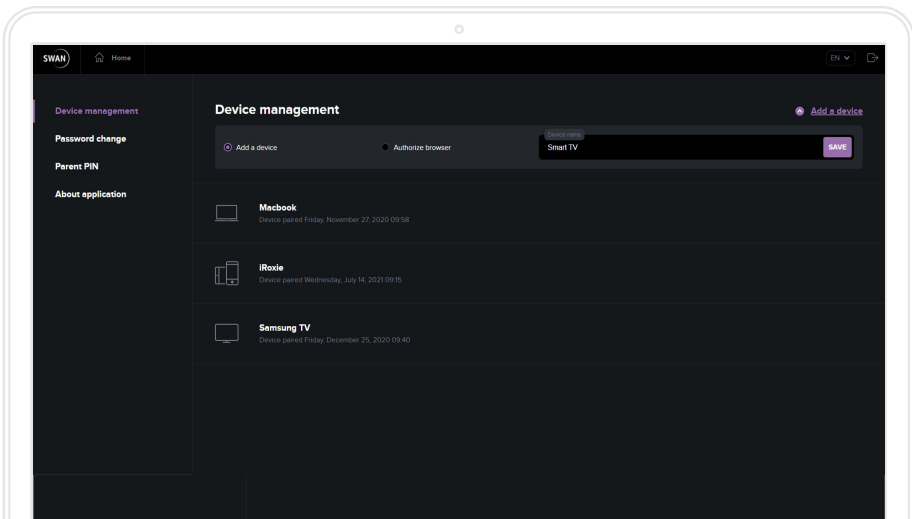
Follow the two simple steps below to use the TV service on your Smart TV:

### 1. Generate a pairing key for your Smart TV

Skip this step if you have already received the pairing key. Go in your web browser to [moje.swango.sk](https://moje.swango.sk). Log in with the information provided after you ordered the service. After you log in, select **Add device**. Name your device (e.g. Smart TV living room) and click **Save**. The pairing key appears next to the registered device.

### 2. Authorise your Smart TV with the pairing key

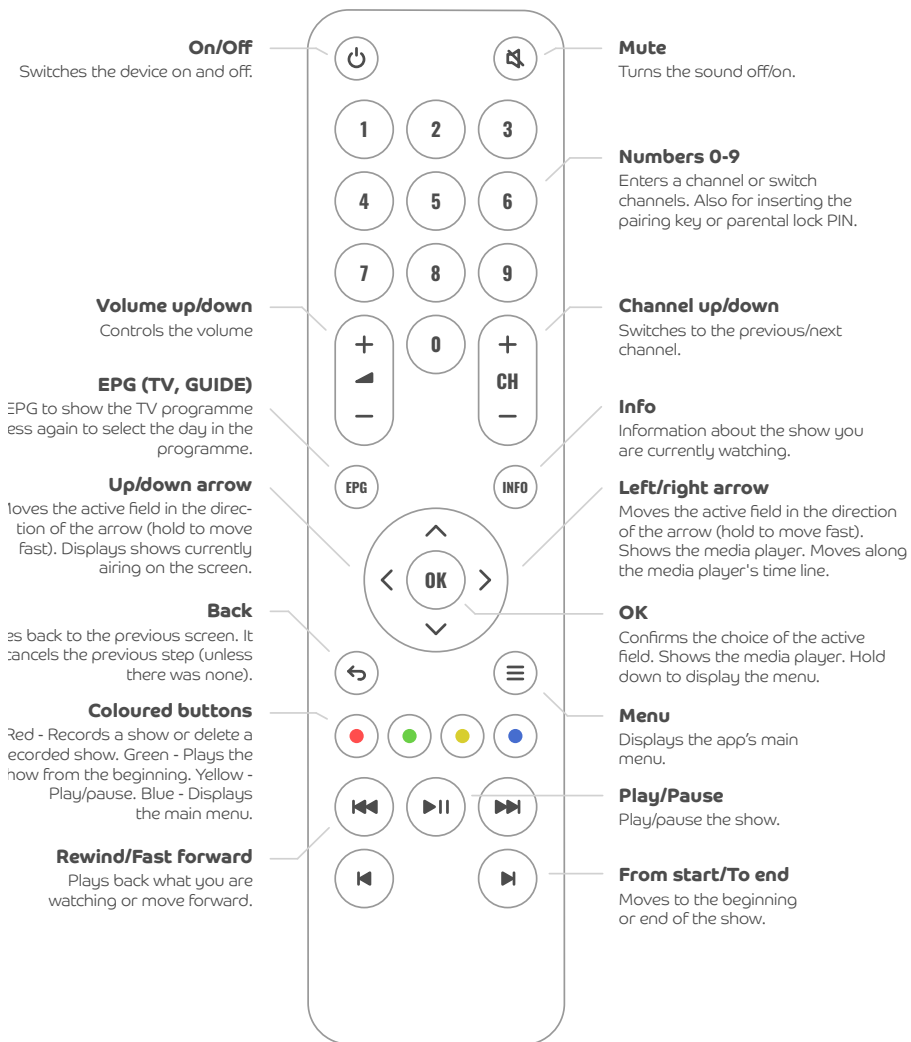
Your Smart TV should be connected to internet. Download the **SWAN GO** app and start it. Then use your remote control to insert the generated pairing key on the authorisation screen and submit it. Now your Smart TV is authorised and you can start using the service.



# 3. Controlling the TV app

## 3.1 Description of the core controller buttons

Remote controls will differ in the number of buttons, shape, manufacturer, quality, technology and range of functions. The app is designed to be fully controlled with all standard remotes.

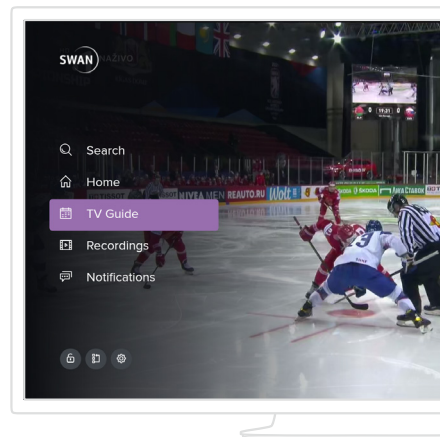


Note: The remote control in the picture is only illustrative. The controller buttons may vary depending on the actual device you use (set-top box, TV or other SWAN TV-enabled devices).

## 3.2 Menu

The main menu has several options:

- **Search** - search programs (see chapter 3.7)
- **Home** - home screen (see chapter 3.3)
- **Program**
- **Recordings** - you can watch all recorded programs (see chapter 3.4) Note: only works when the Recording service is activated
- **Notification** - received info messages



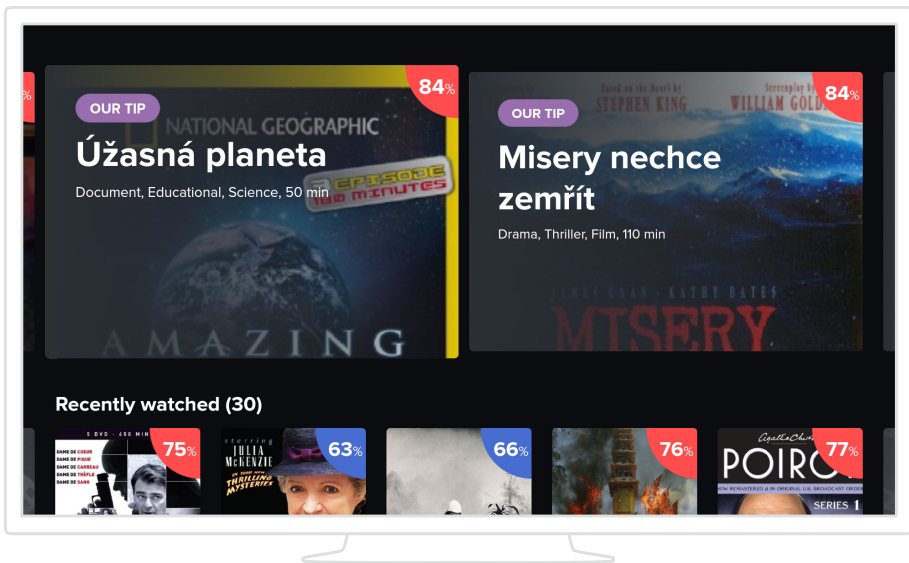
## 3.3 Home screen

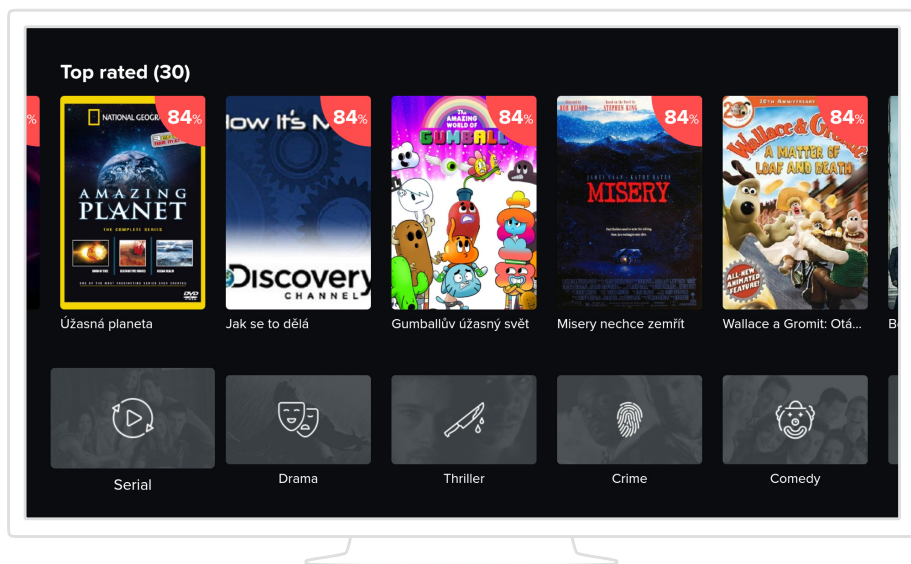
You can select programs based on categories directly from the home screen.

These may be your most **recently watched** or not finished programs, **top rated**, **our tips**, or **genres** (series, drama, thriller, crime, comedy, documentary, fantasy, animated, sci-fi, action, adventure, war, sports, music, horror).

You can also access the home screen directly from the menu using the Home option.

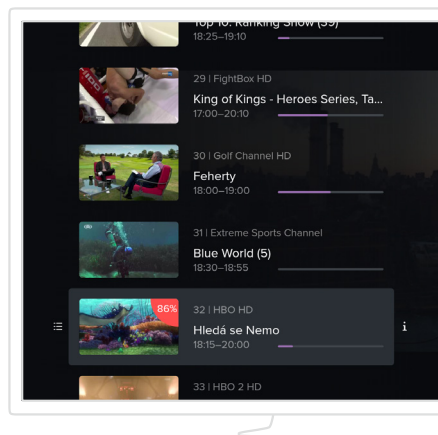
For full use, it is necessary to have purchased the TV archive service.





## 3.4 Watching Live TV

Live TV starts automatically when you open the app. Press the up or down arrows to display the channel list, which will be displayed even when playing back an archived or recorded show. You can also use the Back button. Press the right arrow to show information about the programme.



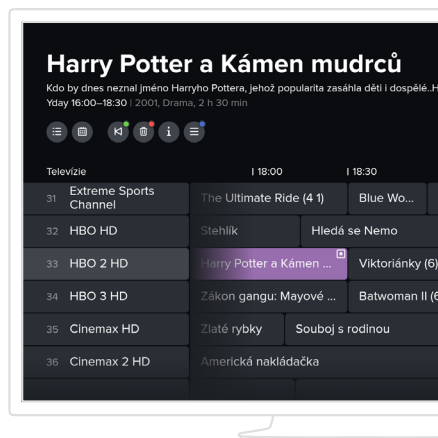
## 3.5 Archiving TV Shows

The app lets you watch shows that have already aired. The usual method for playing back an archived show is to select it from the programme. Another option is to search for a programme (see chapter 3.5) or select a similar programme.



Press the EPG button or select from the main menu to show the electronic programme guide screen. Here you will find the list of all channels. Press the arrows to navigate. To change the day, click on EPG and select a date. If the remote control does not have an EPG button, click OK to access other buttons for selecting the calendar icon.

The top of the screen shows you information about the show currently selected. Use your remote's icons or colour buttons to play, record and view detailed information about the show.

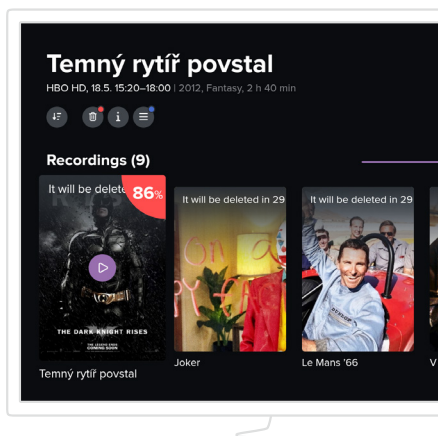


## 3.6 Recording TV Shows

The app lets you record some programmes. The number of recorded programmes is limited by total time. It may vary depending on your service settings.

**To record a show, press the red button or use the Record option on the screen.** All TV shows currently displayed for the days displayed in the programme can be recorded.

Shows that have already been aired can be watched right away. Future shows can be watched only after they have aired.



The main menu displays an **up-to-date overview** of recorded shows. It lets you to play the selected show (if available) or delete it to free up space if you are running low. Older shows are deleted automatically after a certain period of time, depending on your subscriber service settings.

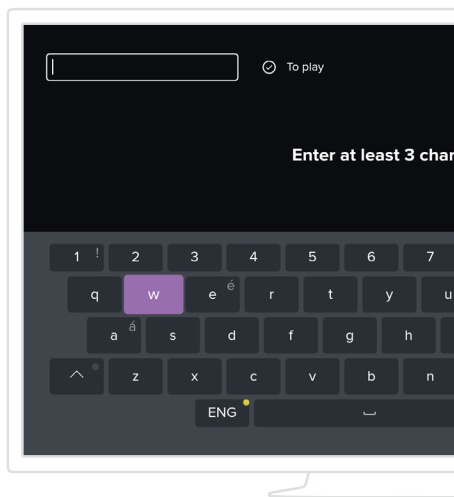


## 3.7 Searching TV Shows

You can search for shows that have already aired or are airing, as well as shows that are yet to air.

### Select Search from the main menu.

Start typing at least three characters with the on-screen keyboard. The app looks up shows that partially match the name, genre, cast, country of production, or description given. If the show cannot be found, type a longer or more accurate input text.



## 3.8 Programme Info

The screen displays all available information about the selected programme. Other information found here:

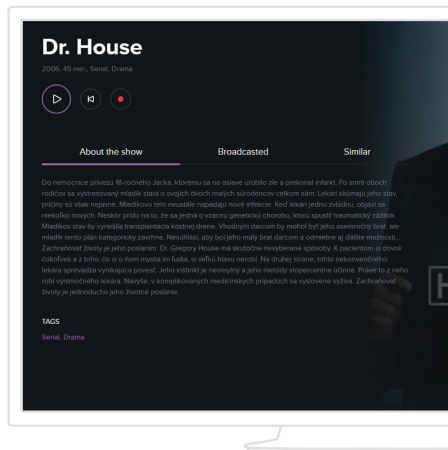
- **Episodes** - displays all episodes available of the selected show.
- **Similar** - displays shows whose genre is similar to the current selection.

### The currently selected show can be:

- played from the beginning
- played live if it is currently airing
- added to what has been recorded

### Select stations to record or play back shows

A show broadcast on multiple channels will have a "+" appearing next to Play, From Start, and Record. Hold down OK on the applicable icons to display a list of the stations broadcasting the show and select the specific station from which you want to record or play the programme.



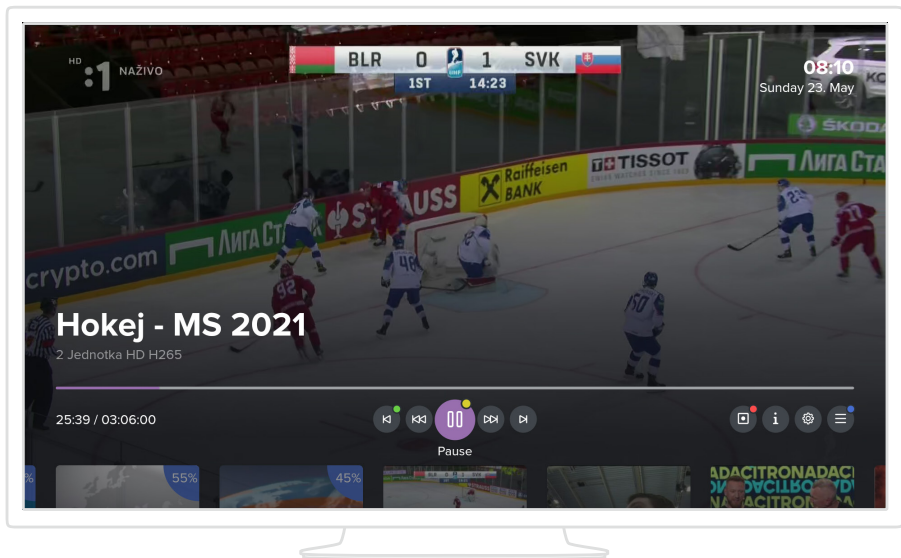
## 3.9 Controlling the Media Player

Press OK, left arrow, play/pause, or other buttons to control the player. Then use the arrows on your remote to navigate the displayed options.

A range of options are offered. You can navigate along the timeline, stop/start playback, move to the beginning or end of a show, record a show, or set playback parameters.

**If the show is played back in real time** (live broadcast), you can go directly to shows on sub-channels.

**If the show is played back from the archive**, you can go to shows before or after the current programme.



# 3.10 Parental Controls

Some stations are protected by “parental controls”. The special code (PIN 2897) you received from your service provider is required for them to be played. Starting to play a locked station will prompt you to insert a PIN. Once it has been inserted, the station will be unlocked and you can start watching it. The PIN code can be changed in Settings. The channel will be locked when you switch to an unlocked channel after an interval you can set in Settings.

# 3.11 Settings

Settings can be found on the main menu. It contains the following options:



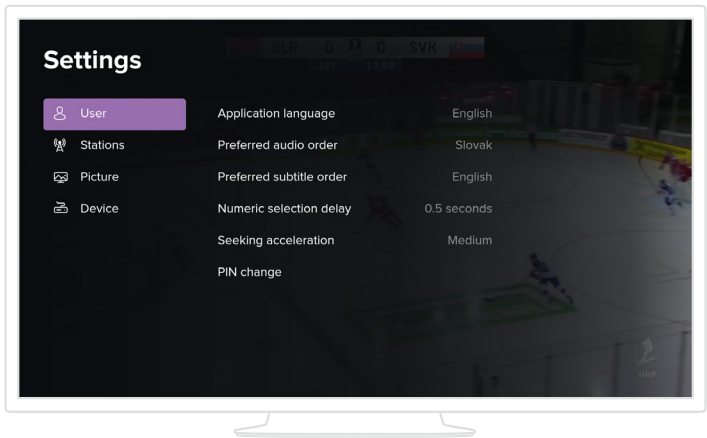
## User

Changes user settings such as app language, preferred audio and subtitle language, changing the PIN and more.



## Stations

Lets you create, duplicate, change and delete station groups, or reorder stations in a group. There are two basic groups (TV and Radio) with all available stations. You can add or remove stations in the groups you have customised. Station settings include locking, which lets you define the stations with parental controls.





## **Picture**

Changes the video output mode, which is the set-top box output resolution (recommended setting is 1080 if the TV supports it); aspect ratio and OSD display among other things.



## **Device**

Provides essential technical information about the set-top box and the app. Here you can set the app to shut down or lock automatically. Automatic locking is the amount of time before parental controls are re-enabled. You can also enable or disable animations or restart the entire set-top box.

## 4. Other apps

The service lets you also watch TV on other devices such as Android and iOS smartphones and tablets, Android TV and Apple TV devices, and web browsers.

### 4.1 Mobile App

The SWAN GO smartphone and tablet app can be downloaded from the Apple Store or Google Play. Apps from either platform have the same properties. While the only difference between the phone and tablet versions is the layout, both offer the same options:

#### Authorisation

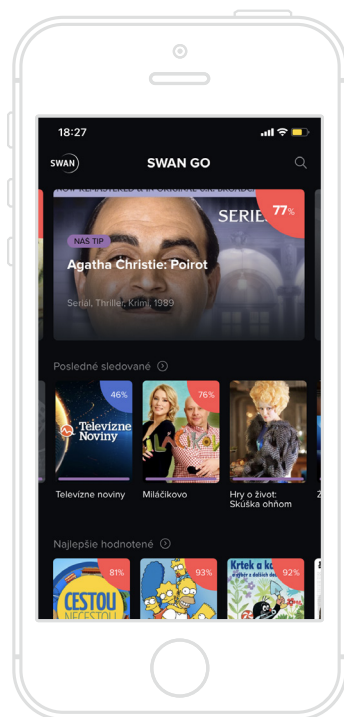
The mobile app should be first downloaded, opened and authorised. Use your username and password for authorisation (the same as you would use for the entire service and to access the web application).

#### Home

Provides you tips on shows and information on programmes most recently viewed, that are top rated, or you can choose shows by genre.

#### Live

Select from the list provided the TV channel/show you wish to watch. Swipe left on the selected programme to display more options. Hold down and drag to reorder channels.



## **Programme**

You can watch from the archive programmes that have already aired on live TV. They are available on the menu either through the Programme or Search options, or use the Similar option from the details about them.

## **Recorded**

Besides archiving, you can also record selected shows. Recorded also lets you access recorded shows.

## **About**

Each show has its own screen with detailed information. The screen contains options for:

**Episodes** - lets you choose from a show with multiple episodes or repeats the episode you wish to play or record.

**Similar** - offers similar shows to the selected programme based on its similarity to the genre.

## **Controlling the Media Player**

The player offers all common features such as play/pause, timeline navigation and settings for quality, language and subtitles. It also lets you set the time for automatic stand-by. Depending on the operating system you are using, some options may not be available.

# 4.2 Web App

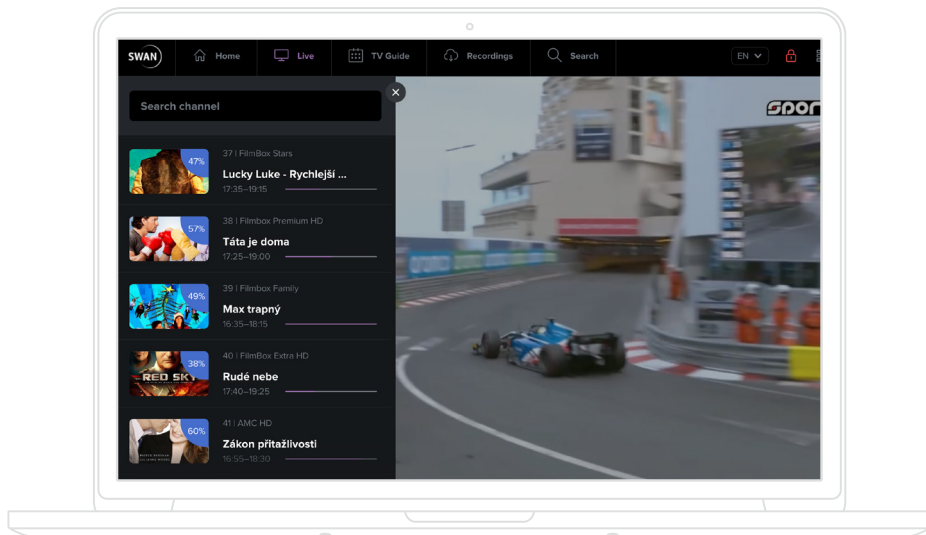
The app is designed for common web browsers such as Chrome, Mozilla Firefox, Edge and Opera. If you are using Chrome, it is recommended for you to turn off hardware acceleration in Settings. The app offers the following options:

## **Authorisation**

The app must be first authorised. Use the username and password you received from SWAN to enter the application. Then name and authorise your browser.

## Live TV

Select Live TV from the main menu. Select the TV channel/show you want to watch from the list. If you have missed the start, the media player's timeline lets you go back to the show's beginning.



## Programme

Select Programme from the main menu. Now you can browse the schedule of all stations in the selected period. It also lets you use the Search option or the Similar tab in the show's details to access shows in the archive.

## Recorded

Besides archiving, you can opt to record selected shows. The Recorded option on the app's main menu lets you access recorded shows.

## Search

Select Search in the main menu and type at least three characters. Archived shows are searched primarily by name, country, genre, description, or cast member. You can also go to future programmes and record the show you wish to see.



## Episodes

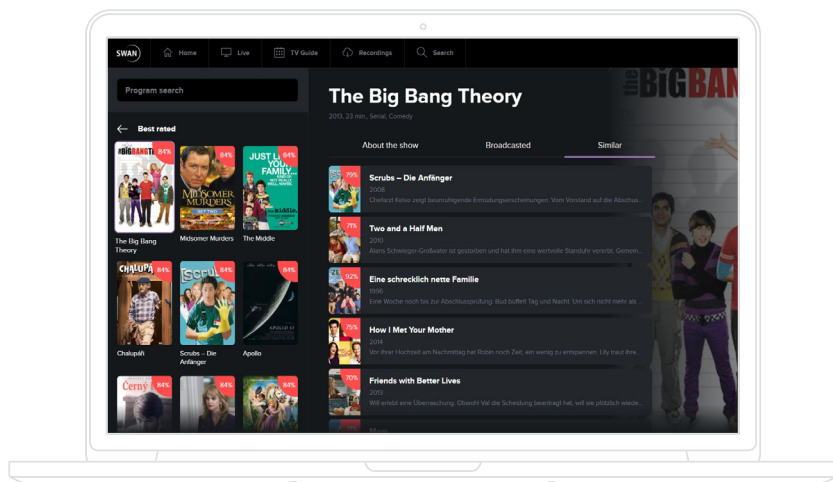
Episodes and all previous airings of the selected show appear under the Broadcast tab as part of detailed information about the show.

## Similar

Shows similar to those currently selected appear under the Similar tab in the detailed information about the programme.

## Controlling the Media Player

The media player offers all common features such as play/pause, time shifting, and settings for quality and display mode. Another function is skipping to the next or previous programme.



## Add more devices

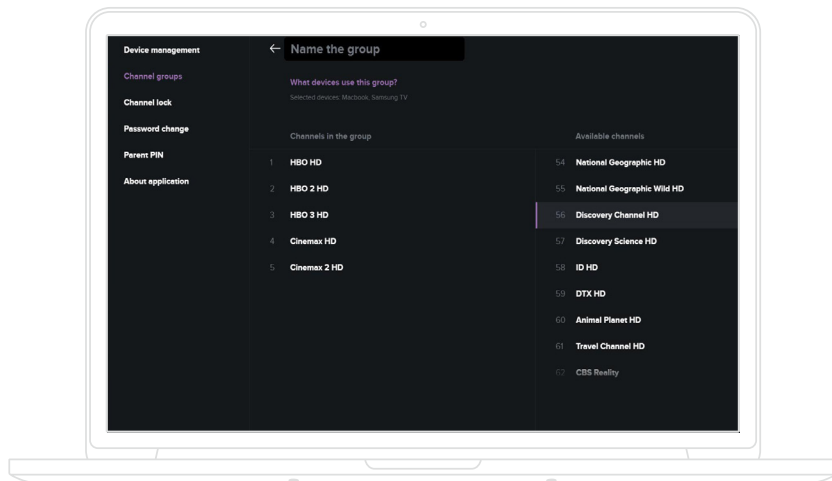
Adds and removes in app settings any devices you use to watch the service.

## Order and groups of stations

Here you can reorder stations and duplicate, delete, or add channel groups.

Two basic groups (Television and Radio) contain all available stations.

In Settings, select the Station Groups option. Use the Add Group option to select where you want the group to appear. This enables you to create groups with your own channel order for all devices. Name and save each group.



## 4.3 Apple TV App

### Authorisation

The app must be first installed from the Apple Store and authorised. Use your username and password for authorisation (the same as you use for the entire service and to access the web application).

### Home

Provides you tips on shows and information on shows most recently viewed, that are top rated, or you can choose shows by genre.

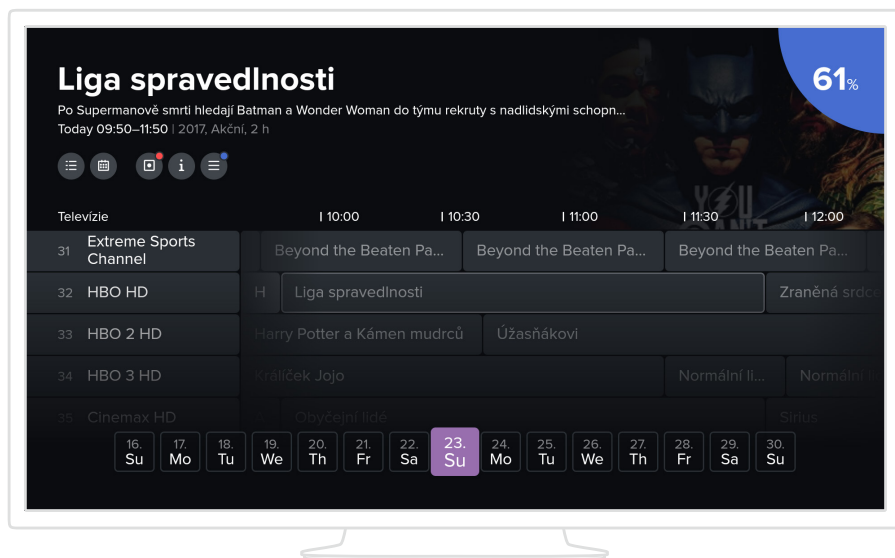
## Live

Select Live in the main menu to browse currently airing shows.

Selecting a programme lets you see its details and where you can start playing or recording the show. If you have missed the start, the media player's timeline lets you go back to the show's beginning. You can also go to station name icon and click on it. Selecting that station brings up its schedule.

## Programme

You can watch from the archive programmes that have already aired on live TV. To bring them up, either click on Programme, Recommended and Search from the menu or use the Similar option from the show's details.



## Recorded

Besides archiving, you can opt to record selected shows. The Recorded option on the app's main menu lets you access recorded shows.

## Search

Select Search in the main menu and type at least three characters. Only shows that can be played back are shown. They can be displayed by name, country, genre, description, or cast member.

## **Programme details**

Every show has its own screen with detailed information, including the following options:

**Episodes** - lets you choose from a programme with multiple episodes or repeats the episode you wish to play or record.

**Similar programmes** - offers similar shows to the selected programme based on its similarity to the genre.

## **Controlling the Media Player**

The media player offers all common features such as play/pause, time shifting, and settings for quality and display mode. Other functions include skipping to the next or previous programme and browsing between sessions from the previous screen.

Available TV functions and additional services may vary depending on the type of service purchased.



**Customer hotline**

0650 123 456

**Web**

[www.swan.sk](http://www.swan.sk)

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