

FAQ

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Product/Features/Usability Related

1. What is Airtel InternetTV?

Airtel InternetTV is a 4K ready, android-TV based set-top box from Airtel that transform your TV with a host of exciting and useful features.

- a) Apart from regular DTH services, you can now access internet based services such as YouTube, Netflix, Airtel Movies and lot more.
- b) With 4K Chromecast inbuilt, now you can simply cast any show, movies, music and much more from your laptop, tablet or mobile phone directly on to your TV.
- c) Discover what's on TV with an easy to use voice search
- d) InternetTV doubles up as you gaming box as well. You can choose from plethora of Apps and Games available on Google Playstore and Airtel Store.
- e) Pause-Live TV Or watch a YouTube show while your favorite program is getting recorded so that you can watch it later without ads.

2. How is it better than regular dth set-top boxes or different from competitors?

- a) Airtel InternetTV is an Android based 4K set-top box that comes with 2GB RAM and 8GB internal memory. It also supports - Google Voice-search, Dolby ATMOS, SD Card and multiple USB slots.
- b) It has Inbuilt 4K Chromecast for casting and screen mirroring your phones content.
- c) It has a Bluetooth remote control, also you can now use your phone as a smart controller for playing Games and use it as a remote also.
- d) You can connect your Bluetooth devices such as Speakers, headsets to enjoy better audio.
- e) It supports latest Dolby ATMOS technology for better experience

3. What are the other features available on this set-top box?

Airtel is committed to provide best technology and features for our users. As this is an android based platform, there will be incremental features and regular updates to the InternetTV that will enable new features going forward. Some of the features that will be coming soon are – Video conferencing app, Cloud storage and recording, Catch-up TV, Restart TV etc.

4. What is the change in technology with this box?

Airtel Internet TV is India's 1st Hybrid DTH set-top box based on Google Android TV platform

5. Is this compatible with any specific type of TV?

Airtel Internet TV is compatible with all types of TVs including 4K, HD on LED, LCD, or plasma technology as it supports HDMI output. It can also be connected to older TV sets over Audio, video cable. Additionally it also has output to connect to Home theatre that work on Optic cable.

6. How can I connect this set-top box with Internet?

Your InternetTV has inbuilt Wi-Fi receiver, so that you can easily connect to your Home Wi-Fi network, or mobile hotspot. In case you don't have any Wi-Fi network then you can connect your InternetTV using Ethernet cable.

7. What is the minimum Internet speed required for this?

Recommended Internet speed is 4Mbps and above.

Please note that to watch 4K content higher speeds may be required.

8. If I don't use this with Internet, can I use this as a simple STB if need be?

Yes you can use it as a simple set-top box, but for best experience and to take advantage of new age features it is recommended to use with internet connection.

9. How much internal memory does this box have and how can I use it?

10. Do I get recording / downloading space from your side for this?

The 8GB internal memory on InternetTV is used for Operating system, Apps and Games. For recording and Live-Pause feature you need to connect your own pen-drive, or USB disk.

11. What should I do if all internal memory is utilized?

12. Can I expand the internal storage?

You can increase the memory of InternetTV by adding SD card. It supports SD card upto 128GB.

13. How to watch my photos, movies that are on my personal USB drive.

You need to connect your pen-drive and mark it as local storage in Android settings. You will need to download any App from Google Playstore that supports local content browsing. Few examples are ES File explorer, VLC etc.

14. How to watch my photos, movies that are on my smartphone. ?

15. How to use cast?

You can cast or screen mirror you phone directly on the big screen via InternetTV. To use the casting feature, Internet TV and your smartphone has to be on same Wi-Fi network. Next, open any cast enabled App on your smartphone. Press the CAST icon to watch content on the TV screen and cast applications on your TV.

Android Users –

You can also use Google Home Application on your smartphone to mirror the screen onto the TV. You can browse through your smartphone's content, like photos, play mobile games or look at your online shopping app. Both Cast & Mirror functions make your Airtel internet TV experience all the more exciting.

Other suggested Apps that help you view your phones content on TV are –

ES FileBrowser and AllCast supported on both iOS and Android

16. What applications supported on Chromecast?

List of Chromecast enabled apps can be found at –

<https://www.google.com/chromecast/built-in/apps/>

17. Which all external devices do I get free with this from your side?

Airtel provides you with Bluetooth based remote control. You can connect your USB drives, Bluetooth headsets, Game controller with your InternetTV.

18. I am not able to view Internet but DTH connection is working fine. What is to be done?

Please ensure that your internet Connection is working fine. Minimum speed required is 4Mbps. In case you are unable to watch or play any online content on InternetTV, please check following –

- a. Are you able to watch or access internet connect through your smartphone or laptop that is on the same network. If yes, then you need to check on Wi-Fi or IP settings if the InternetTV is connected.
- b. Are there any App update in progress? If yes, Please check after the updates are over.

19. Weather conditions will still impact or can I view Internet TV without any issue?

DTH signal will still be impacted if weather conditions are not good and signals reception is blocked or interrupted. Internet based services will run absolutely fine as long as connectivity is present.

20. How much money will I incur for my internet if I view TV for 1 hour?

There is no additional data consumption if you are watching DTH channels. Recommendations and Voice search needs Internet connectivity but the data usage is very minimal. Only if you watch any online video, you will incur data charges, that will be dependent on the video quality selected and might vary from App to App.

21. What features be unavailable if I don't have internet connection

Features like Voice/Text based search, Recommendations on home page, Android TV services like YouTube, Playstore, Netflix, and Airtel Movies that require internet connectivity will be unavailable in absence of Internet connectivity.

22. Are there separate charges for using YouTube/Airtel Movies/Netflix?

There is no cost to use YouTube and other Google provided applications. There are many free games and Apps available that can be downloaded on the InternetTV.

Airtel Movies comes with Free 3 month subscription for Eros Now movies on pre-authorization basis. Later customer has to pay separately for the service.

To watch Netflix, separate subscription is required. While Netflix offers 1 month free trial for new subscribers on pre-authorization basis.

23. Can I record my favorite programs?

You can use your remote to find the programs on the Guide and press record key.

24. How much can I record? / For how long can I record / how much space do I have?

You can connect any pen-drive up to 2 Terabyte (2TB) and record as much as you want.

25. Can I record programs coming in future?

You can record any program coming in the future or running currently.

26. Can I record program which have come in past?

You cannot record a program that has come in past.

27. Can I record programs that are on internet or for example YouTube?

This will depend on the Apps that you are using. For example YouTube might give offline feature that allows you to store the program on your set-top box but other Apps like Netflix might not give you such an option.

28. Is it possible to watch different program while recording?

Your InternetTV has single tuner. This means, you can tune to only one DTH channel at any point of time. You can, at a point of time,

- 1) Record and watch same channel
- 2) Record 1 channel and watch something on other Apps
- 4) Record 1 channel and watch a recording
- 5) Pause Live TV

29. Will my existing digital TV remote work with InternetTV set-top box?

No.

InternetTV set-top box will come with a new Bluetooth remote control with special keys like Voice, Airtel Home, and Android Home.

30. Any new features available with this remote?

- a. Voice search
- b. Touch pad
- c. No need to point and shoot towards TV
- d. Pairing with set-top box

31. How can I check for latest software?

Under Android Settings, about section you can check if there are any System Updates and Remote control software update available.

Airtel Gamepad Application

32. What are the features of Mobile Application?

Airtel Gamepad App can be used as a soft game pad to navigate and play different games available on the InternetTV platform.

33. What is Remote Feature?

Remote is a feature that lets you control your Airtel Digital TV set top box using the app.

34. What is Gamepad Feature?

Gamepad is a feature that lets you use your smartphone as game controller for Games available on Internet TV set top box under Airtel Games.

35. How can I connect my set top box with my Airtel Gamepad App?

The connection happens over Bluetooth. Ensure to turn on Bluetooth on you mobile. Scan and find your Set-Top-Box. Press connect and wait till the box connects.

36. What all devices does App support?

This application is supported on Android OS.

Note: iOS version is coming soon.

37. Is the App chargeable?

There is no extra charge for using the Airtel Gamepad.

38. How do I download the Airtel Gamepad application?

There is a QR code displayed on TV screen when you will try to play the game using Airtel TV remote, scan that code using your phone and you will re-directed to the Playstore link. OR Directly download the app from Store.

This application is supported on Android OS and iOS both

Android – <https://play.google.com/store/apps/details?id=com.x18thparallel.airtel.softgamepad&hl=en>

iOS – <https://itunes.apple.com/us/app/airtel-gamepad/id1207745510?mt=8>

This app uses Bluetooth to connect to your InternetTV.

39. Minimum OS requirement for Airtel Gamepad application.

Android Jellybean 4.2.2 and iOS 8.0 Onwards.

40. If I download game from Google Playstore on the set-top-box, can I play the game using Airtel Soft gamepad?

No. Games which are available and downloaded from Airtel Games, only those games are playable using Airtel Gamepad application.

41. How to connect to Airtel set-top-box using Airtel Gamepad application?

Install Airtel Gamepad application on smartphone, launch the application. It will ask to Turn ON Bluetooth, if it's OFF, and it will search for the Airtel set-top-box. For the first time scan, the BT MAC will be displayed in discovery list. After first time scan, every time it will display the Airtel set-top-box name.

42. No Airtel set-top-box found while scanning devices.

Check the Airtel set-top-box is powered ON.

43. Airtel Gamepad is not connecting to Airtel set-top-box. Getting stuck in "Connecting.." state.

Check if the pairing is proper on phone and Airtel set-top-box. If there is one side pairing then remove that pairing and try connecting it again.

44. Airtel Gamepad is disconnecting in between.

Check the phone is in Bluetooth range (10-15 meters). If the phone goes out of Bluetooth range then it will disconnect.

45. Not able to connect using another phone.

Only one Airtel Gamepad connection is allowed to Airtel set-top-box at a time. Disconnect the currently connected phone and try to connect with the other phone.

46. Every time I am getting "Connecting to Airtel set-top-box" when I launch the application

The Airtel Gamepad auto connects to the Airtel set-top-box, to which it was last connected.

47. Duplicate Airtel set-top-box names are displayed in device scanned list.

Change the Airtel set-top-box name from Airtel set-top-box Settings and try to rescan again.

48. Getting “Unable to connect to Airtel set-top-box” message.

1. Check if another physical gamepad or soft gamepad is connected to Airtel set-top-box. If yes then disconnect it from Connect option in soft gamepad.
2. Check the pairing is present on Airtel set-top-box and on phone, is the pairing is present either on phone or on Airtel set-top-box, remove the pairing and try to pair it again using soft gamepad.
3. Disable & enable bluetooth on phone and then try to connect.
Go to phone settings, clear data of system bluetooth apps like Bluetooth share, BluetoothTest, etc. and then try.

49. Mouse pointer movement is very fast or very slow.

Go to settings and change the touchpad sensitivity settings.

50. After removing pairing for Airtel set-top-box from mobile, device is not pairing to Airtel set-top-box.

1. Use Physical remote control and connect to Airtel set-top-box.
2. Go to Settings -> Android Settings -> Remote & accessories
3. Select your mobile device from the list.
4. Unpair it.
5. Try to reconnect to your Airtel set-top-box now.

Games

On Internet TV, subscription based Gaming service is provided by Airtel. Customers can subscribe to a monthly pack and download any game of choice.
FAQ details are shared in separate document.

Airtel Movies

On Internet TV, subscription based Movie service is provided by Airtel. Customers can subscribe to any of the available service like Eros Now, Sony Liv, etc.
FAQ details available at <http://www.airtel.in/airtelmovies/#>

YouTube, Voice search, Google Playstore

51. Sometime the voice search is not getting proper results. What should I do?

Google voice supports multiple accents. Please go to Android settings, and under Voice select English (India) as preferred language.

52. Explicit content is getting listed in YouTube recommendations. How should I remove that?

The YouTube recommendations work based on your viewing pattern. Still you can disable this through enabling restricted mode from YouTube settings. Also, clear browsing history.

1. To avoid any explicit content on screen, please do below mentioned settings.

Under Settings -> Android Settings -> Search : enable **SafeSearchFilter**
Under YouTube -> Settings : Enable **Restricted Mode**

53. Sometimes my set-top box responds very slowly. How to fix this problem?

54. How do I update the Apps that are installed on my Set-top box?

Default settings on Google Playstore are to update the apps automatically whenever STB is connected with internet. These updates will happen in the background and might slow down the performance for the update duration. You can disable the auto app updates if you face such a problem.

This is NOT recommended as you will miss on the latest updates and fixes from different apps.