



# **Getting Started**

with your

**Synapptic TV Box**

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# 1. About this booklet

Thank you for purchasing a Synapptic product. This booklet gives details of how to setup and use your new TV Box for the first time.

Please read this booklet fully before using the device.

This booklet is also available as a Microsoft Word document, a Text Only document, Audio MP3 files or an Audio CD.

Full help can be found within the product. See the Help and Support section below for details.

## 2. What's in the box?

Your box should contain the following items:



**Synapptic TV Box**  
(With remote control receiver already plugged in)



**TV Box Power supply**



**Remote control**  
(Batteries included)



**Compact Webcam**



**Webcam stand**



**HDMI cable**

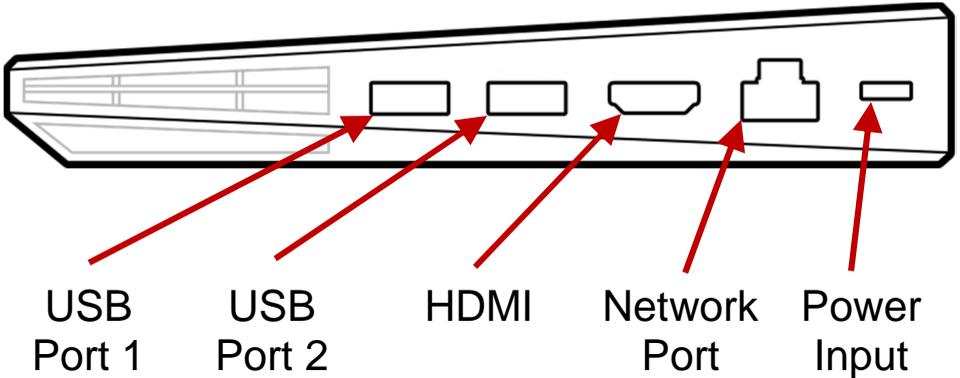


**Wireless Keyboard**  
(in selected colour,  
batteries included)

Make sure each item can be identified as it will be needed during the following installation process.

### 3. The TV Box

Before powering on your new Synapptic device, let's take a look at the various buttons, switches and connection points.



The TV Box itself is an irregularly shaped rectangular box. The back right corner is the tallest point and the front left is the shortest.

Along the back edge, going from left to right, is the vent followed by two USB ports, where the camera and the remote control receiver plug in. The ports are thin rectangular slots.

Next is the HDMI port, where you plug in the cable that connects to your TV. This cable is wide and thin with indents in the two bottom corners.

After that is the network port, which is usually not used.

Finally there is the power port, which you plug the power cable into, either side up.

## 4. Installation

To complete the installation you will need all the items included in the packaging as described above, along with a modern TV that has a spare HDMI port. You will also need a Wifi or cabled internet connection.

Follow the below instructions exactly to install and setup your new Synapptic TV Box.



- Take the TV Box, camera, remote control, stand, keyboard, power supply and HDMI wire

out of the box. Some items may be located below the foam packaging, so be sure to remove everything from the box.

- Locate the HDMI cable. Plug one end into a spare HDMI input on your TV and the other end into the Synapptic TV Box
- The TV Box should come with the small thumbnail-sized remote control receiver module already plugged into one of the USB ports.
- Plug the camera into the spare USB port and either clip it on to the top of your TV or screw it onto the supplied stand and place it near the TV, facing your sofa or chair
- Plug one end of the power supply cable into the TV Box and the other end into a 3-pin mains socket
- Switch on the keyboard (see the separate keyboard user manual for details).
- Switch on your TV and set the source to be HDMI, if it's not automatically selected for you. You may need to press the Source or Input

button on your remote control, to select the correct HDMI source.

If you have completed everything successfully your TV screen should look like the below image.



Please note: other screens will show while the TV Box starts up and before the Main Menu appears. Please allow a minute or so for the TV Box to complete its startup tasks (your TV Box will show a warning message during startup. This is nothing to worry about and can be ignored).

If you have a very large black border around the edge of the screen, or parts of the TV Box menu have spilt off the edge of the screen, please contact us for details of how to adjust your TV.

## **4.1 Connecting to Wifi**

Now that the TV Box is up and running, your first task should be to connect the TV Box to your Wifi Internet connection. Many TV Box features require an Internet connection.

Press the Page Down button on the remote until you reach Main Menu screen 5. Use the bottom of the Navigation Control on the remote to move to the Settings Menu option. Now press the OK Button on the remote. The Settings Menu will display.

Use the Page Down and Navigation Buttons on the remote to find the Wifi option, then press the OK Button on the remote. The Wifi Menu will display. Select the Wifi (show Wifi list) option then pick your Wifi connection from the list.

If a password is required for the selected Wifi connection, Synapptic will prompt you for it. This password will be remembered and the connection automatically made when in range.

If a Wifi password is not asked for, we recommend immediately opening up your Home Page in the Web Browser. Some Wifi connections will force you

to login via their website, before the Wifi connection is fully activated.

To remove a password from a particular Wifi connection, select the connection in the Wifi list, then select the Forget option.

## **4.2 Further configuration and settings**

With the TV Box successfully connected to your TV and Wifi, the TV Box setup is complete.

The only other things to do are:

1. Customise the TV Box colours, sounds and menus to best suit your needs. Please see the Customisation section below or press the Help Button on the remote for further details.
2. Type in and/or create any logins for emails, Skype and services like Shopping, Netflix and Spotify. You only need to set usernames and passwords for the items you plan to use. If login details are needed for a particular feature, a message will be displayed on screen and spoken out.

# 5. The Remote

The TV Box comes with a remote control, which is the main way to control it.



The remote has 4 buttons near the top, a large ring shaped button with a circular button in the middle and then 5 buttons near the bottom.

The ring button is the Navigation Control and can be pressed at the top, bottom or either side to move about the screen. Inside the ring button is the OK button, which selects the item on screen.

The top left hand corner button is the Power Button, for switching the TV Box on and off. The top right button is the Mute Button, which will stop the Synapptic voice speaking.

Beneath the Power button is the Cursor button, which toggles a visual pointer on the screen and can be pressed again to toggle it back off.

Beneath the Mute button is the Menu button. Pressing this while in Synapptic will bring up a list of help topics relevant to what you are dealing with.

On the bottom half of the remote, there are two smaller oblong shaped buttons, a larger circular button in the middle and beneath those are two tall rocker buttons.

The top left oblong shaped button is the Home button. If you find yourself stuck somewhere press the Home button to get back to Synaptic.

The top right button is the Back button. Pressing it will close the current menu and take you back to the last menu.

The larger circular button is the Voice Control button. Pressing this will take you to the Voice Control Menu and let you give voice commands.

The bottom left button on the remote is the Volume button. You can press on the top half of this button to increase the volume, or the bottom half to decrease it.

Finally, the bottom right button is the Page Up and Page Down button. Pressing the top half will move to the previous page, pressing the bottom half will move to the next page.

## 6. The Bluetooth Keyboard

The TV Box also comes with a Bluetooth Keyboard, in one of a variety of high contrast colours.

The keyboard can control the TV Box, using the arrow keys on the bottom right and the Escape button in the top left to go back. However, its main use is to type text.

When you are prompted to use the keyboard, each letter you type will be spoken out and any mistakes can be corrected by pressing the delete key in the top right.

Note: The keyboard will automatically turn itself off to save power. If not used for a while, press any key to wake it up, then start typing.

The keyboard will come fully configured and paired to the TV Box. Please see the keyboard user manual for further details.

## **7. Turning the TV Box on and off**

The TV Box can be powered down by pressing the top left Power button on the remote. This switches the TV Box into a low power mode that it can quickly wake up from. After some time, the box will switch itself fully off.

The TV Box can be fully switched off at the wall, without damaging it. The next time you switch it on, it will take slightly longer to switch on fully. Just give it a few moments and it will speak when it has finished loading.

Our recommendation is to leave the TV Box plugged in and switch on at the wall.

# 8. Operating the menus

All Synapptic screens have a consistent look, feel and operation. Once you have learnt how to use one menu, all other menus can be used in the same way.

The following describes how to operate the menus with their default factory-supplied settings. These include voice output, yellow text on a black background and a magnification level giving 4 menu items on each screen.



The structure of the Main Menu is very simple. At the top is the Menu Title, under which is a Previous Page button, a number of menu options, then finally a Next Page button at the bottom of the screen.

There is also an option to show the main menu as a grid.



To operate the menu, press the bottom or right of the ring button on the remote to move to the next item, or press the top or left of the ring button to move to the previous item. Synaptic will read out each menu item as you move onto it.

When you find the option you want, press the OK button in the middle of the ring button to select it.

After selecting an option from the Main Menu, subsequent screens and menus will have a slightly different layout.



Each screen, following on from the Main Menu, has an additional red cross in the top left corner and an additional blue and white question mark in the top right corner.

To return to the previous menu after selecting an option, press the Back button which is just beneath the ring button, on the right-hand side of the remote. Alternatively select the red cross in the top left of the menu.

To get help specifically for the current screen, press the Menu button which is just above the ring button, on the right-hand side of the remote. Alternatively select the blue and white question mark in the top right corner of the menu.

If there are too many options to fit on the screen at once, you can also use the Page Up and Page Down button on the bottom right of the remote, to jump to the next page or previous page quickly.

## **9. Google Account settings**

Your new Synapptic TV Box will arrive fully configured and ready to use. An enclosed settings sheet will detail the initial Google account, email address, remote support security number and other settings that the device has been initially configured with.

Any or all of these initial settings can be replaced with your own settings, if desired.

## **10. Configuring Email**

Your Synapptic TV Box will have been configured with an initial email address. To change this to an email address you already have, follow these steps:

1. Select the Emails option from the Main Menu. The Email Menu will display.
2. Select the Email Settings option from the Email Menu. The Email Settings menu will display.
3. Select the Basic Settings option from the Email Settings menu. From here you can type in the details of your email account.
4. In turn, select the Full Name option, Email Address option, Password option and Email Mode option - each time typing in the required information. Note: The Email Mode should normally be IMAP.

# 11. Configuring Skype

Skype allows calls to be made to other Skype users for free over the Internet. Skype users can be anywhere in the world and be using any kind of Skype device.

Before using Skype on the TV Box you must type in your Skype login details. After this, the login details will be saved and used automatically by the TV Box.

Start Skype from the App Launcher option in the Toolbox menu. Either type in existing login details or follow the on-screen instructions to create a new login.

When the login details have been accepted, press the Back button on the remote control and return to the Skype option on the Main Menu. From here you can call people from your address book or start a test call.

**If you have any difficulties configuring your Email, Skype, Shopping, Music, Movie or other settings please contact us!**

## 12. Customisation

To change the way the Synaptic screens look and operate, use the Settings option on the Main Menu. From here you can change:

- Colour scheme (text and background colour)
- Icon colour and contrast
- Zoom level and text size
- Main Menu items (add, delete and re-order)
- Main Menu as a single page Grid or multi-page list
- Voice volume
- Voice speed
- Notification tones
- Sounds, beeps and other alerts

**Top tip!** We recommend experimenting with different zoom levels, as menu layouts change slightly between high and low zoom levels. This allows some text to rearrange and become larger than normal.

## **13. Using Apps**

The App Launcher option in the Synapptic ToolBox menu and several options that are marked by the word APP, allow other Apps (already installed on the device) to be launched.

While using other apps, speech feedback will be provided by the Synapptic Android Reader.

### **13.1 Synapptic Android Reader**

When operating Android screens that are outside of Synapptic's control, speech feedback is provided by the Synapptic Android Reader.

It is switched on automatically when required and has a few different audio clues as well as a visible green box around the item you have currently navigated onto.

Otherwise, it is very similar to using Synapptic.

## 13.2 Using Android Reader

Use the ring button on the remote to step through each item on the screen. Pressing the right or bottom side of the ring button will take you down to the next item. Pressing the top or left side of the ring button will take you to the previous item.

As you move to each item on the screen, it is highlighted by a green box and a description for it spoken out. To press the highlighted item, press the OK button in the middle of the ring button on the remote.

When you want to enter text while using the Android Reader you will need to use the Bluetooth Keyboard. As normal, use the remote to highlight where you want to enter text, then press the OK button in the middle of the ring button and the Android Reader will inform you that you are 'Editing'. Type using the Bluetooth Keyboard and each letter will be spoken as it is typed.

While editing text, the left and right sides of the ring button on the remote will move through what you have typed so far. Pressing the top or bottom of the ring button will stop editing text and move onto the previous or next item on screen and return to normal control.

## 14. Software updates

Synapptic software comes with two years of free updates. When this expires, further years of updates can be purchased at just £50 for two years. (One purchase covers all the Synapptic devices you own).

To update Synapptic, and receive all the latest features, select the TV Box Settings option from the Main Menu, then select the Updates option.

We recommend updating Synapptic at least once every six months.

While updating Synapptic it will close for a moment. Speech feedback will be provided by the Synapptic Android Reader until Synapptic finishes updating.

There will also be an option to update Synapptic Android Reader in the Updates menu. This will need to be updated separately to stay on the latest version.

# 15. Synapptic help and support

There are four ways to get help and support with Synapptic.

**1. Help option on the Main Menu.** The help option on the Main Menu contains basic information about the operation of the Synapptic system. A search facility is also available.

**2. Screen help.** Each screen has a blue and white question mark in the top right corner. Select this, or press the Help Button on the remote to view help documents and video tutorials for the current screen.

**3. Synapptic website.** The Synapptic website has additional help, news and support information. Visit [www.synapptic.com](http://www.synapptic.com) for details.

**4. Free training.** Each purchase of Synapptic entitles you to one hour of free training. Please contact us on 0191 909 7 909 to arrange a suitable date and time for the training.

If you need further help, please contact our technical support team:

Email: [help@synapptic.com](mailto:help@synapptic.com)

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