

U-WANT INTERNET TV

U-Want Internet TV provides television content over your computer network in your UNITE property. You can access from your PC or Laptop to a number of digital channels through the network. All you need to do is ensure your computer meets with the minimum requirements (as shown below).

Once you have registered visit www.tv.u-want.com to start viewing. Alternatively you will be able to register for U-Want Internet TV at any time by visiting www.support.u-want.com and choosing the upgrade tab.

SOME OF THE CHANNELS AVAILABLE:



If you use or install television receiving equipment to receive or record television programme services you are required by law to have a valid TV Licence. The type of licence you'll need and how to go about getting one will depend upon your individual circumstances.

For more information on TV licensing visit www.tvlicensing.co.uk. Please note UNITE are not held responsible for ensuring you have a valid television License.

WHY ARE CHANNELS SUBJECT TO AVAILABILITY?

Although it is unlikely, there is no guarantee that all of the channels listed above will be available in your area, due to a number of factors, for example, the location of your UNITE property in relation to your local transmitter etc.

HOW TO SET UP AND OPERATE U-WANT INTERNET TV

If you registered for U-Want Internet TV at the same time as you registered for the Internet then visit www.tv.u-want.com to start viewing straight away. If you have not yet registered for the service, upon visiting the support.u-want.com website you will see our upgrade tab, please chose the U-Want Internet TV upgrade option, fill in your details and follow the on screen instructions to get connected.

When you first visit www.tv.u-want.com you will be asked to download and install the plug-in that is required for you to view the service. Once the plug-in is installed you will be taken to the TV home page, which will have a list of channels down the side, as shown below.

To watch a channel simply click on any of the channels. Once a channel is selected, a black screen will appear showing you a preview of what is currently on that channel (if no picture is displayed you may have selected a channel which only operates at certain times, if you have this problem with all the channels please refer to troubleshooting). If you want to watch that channel click the watch button.

This will then display the current channel in a larger screen giving you three options. On the left is the full screen button, which will show the current channel across the whole screen. The remote button will display a remote control, which allows you to change certain settings of the allowing you to adjust your picture and volume. The channel button switches back to the previous page allowing you to select a different channel to watch.

U-WANT INTERNET TV TROUBLESHOOTING

The TV Website Doesn't Load. Only A White Page Appears

This may be because the U-Want Internet TV page opens in a pop-up window and you may have some pop-up blocking software installed within your browser. Please disable your pop-up blocking software for the TV website so the page can be displayed correctly.

I Only See A Blank Black Screen When Trying To View U-Want Internet TV

Most likely you have some Firewall software installed and it is blocking the plug-in you downloaded from accessing the Internet. You will need to adjust your firewall software to allow traffic through port number 1234 UDP. If you are unsure on how to do this please consult the software manufacturer.

If you have Windows firewall for XP Service Pack 2 then below is how to allow traffic through port 1234:

Go to Start > Control Panel > Network Connections > Right click on Local Area Connection > Go to properties.

Please also check your network card settings.

I Get An Error Message Saying That I Have Already Registered

This means you have registered before but your MAC address has changed or is missing from our database. Please call the U-Want Internet helpdesk on 0870 242 0019, during the following times, so we can change over your MAC address on our database.

Until 17th September:

Monday to Friday 8:30am – 6pm (excluding bank holidays)

17th – 30th September:

8:30am – 7:30pm weekdays, 9am – 5:30pm weekends

From 1st October:

Monday to Friday 8:30am – 6pm (excluding bank holidays)