myTV SUPER Smart TV – User Guide



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Activate myTV SUPER Smart TV

3 Steps to enjoy the service

- Create Smart TV Account
- Download and install myTV SUPER Smart TV App
- Log-in myTV SUPER Smart TV App

Step 1 Create Smart TV Account



Create Smart TV Account

myTV SUPER Smart TV Version is compatible with most of the Smart TVs
(Suggest using a Smart TV manufactured in 2020 or later)

Operating system			
Operating system: Android 9.0 or above.	Operating system: Samsung Tizen 5.0 or above	Operating system: LG webOS 4.0 or above	Operating system: Amazon Fire OS 7.0 or above
Brands			
e.g. SONY, Sharp, Panasonic, TCL	e.g. Samsung	e.g. LG	e.g. Panasonic
Create account			
Required to create Google Account to download myTV SUPER Smart TV App*	Required to create Samsung Account to download myTV SUPER Smart TV App*	Required to create LG Account to download myTV SUPER Smart TV App*	Required to create Amazon Account to download myTV SUPER Smart TV App*

Remarks: Can skip this step if already create an account

*Please reference to the user menu of manufacturers to create account. Details can refer to below:

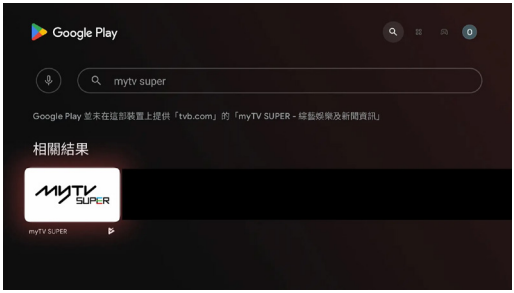
https://www.sony.com.hk
https://www.panasonic.hk
https://www.tcl.com
https://www.sharp-home.com.hk
https://www.samsung.com/hk
https://www.lg.com/hk

Step 2 Download and install myTV SUPER Smart TV App



Download and install myTV SUPER Smart TV App

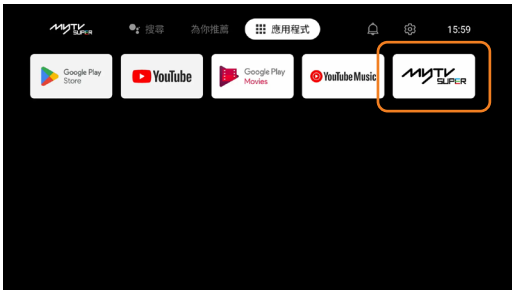
(Use Android TV as demo)



Step 1. Search & download myTV SUPER Smart TV App inside Smart TV App store (e.g. Google Play).



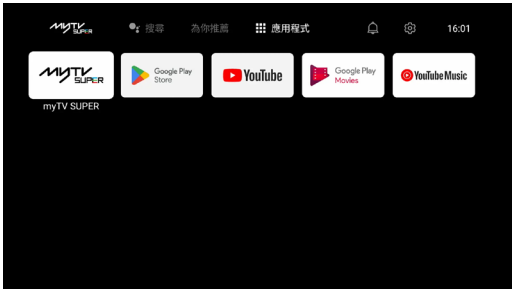
Step 2. Install myTV SUPER Smart TV App



Step 3. Navigate the "Apps" or "Your Apps" section from TV home screen and select myTV SUPER Smart TV App via remote control.



Step 4. Press and hold the “Select” button on remote control until a menu appears, then choose the "Move" option from menu and use the navigation buttons to move myTV SUPER App to the desired location.



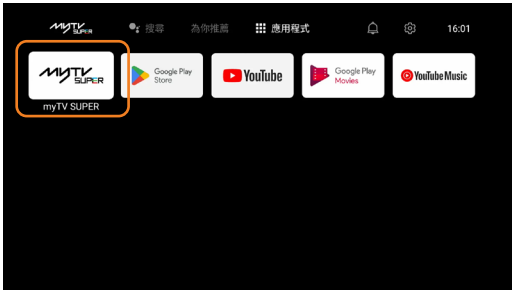
Step 5. Press “Enter” to confirm the new location or select "Done" if available.

Step 3

Log-in myTV SUPER Smart TV App



First time log-in myTV SUPER Smart TV App

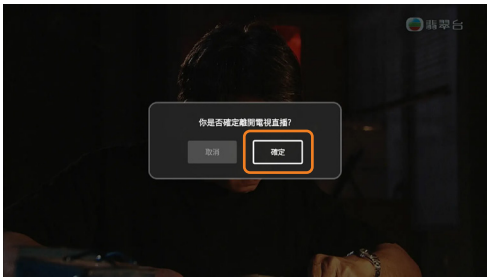


Step 1. Navigate the "Apps" or "Your Apps" section from TV home screen and select myTV SUPER Smart TV App via remote control.



Step 2. For first time log-in, it will be automatically directed to the live channel - Jade (Ch.81).

Enter Home Page

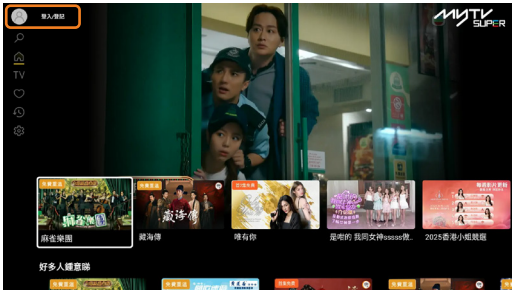


Step 3a Press “Back” button, then press “Confirm” to enter “Home” page.

或



Step 3b During live broadcast, press “OK” button to display the timeline; then press “Up” to display “Back to homepage”, press “OK” again to enter “Home” page.



Step 4. Select “Login/Register” at top-left corner of “Home” Page



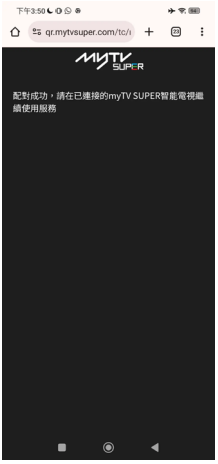
Step 5. Select “Login | Create Freezone account | Redeem”



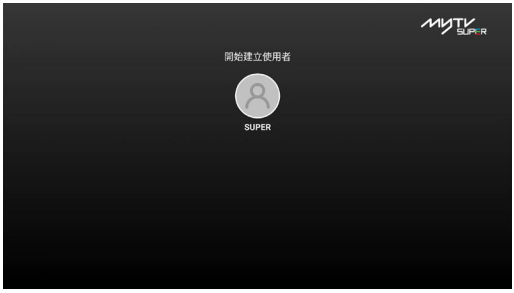
Step 6. Scan QR code via mobile



Step 7. Input relevant information



Step 8. Login successfully



Step 9. Start to create “User Profile”



Step 10. Input profile information, then press “Next”



Step 11. Select “Profile Picture” and “Favorite Genre”, then press “Save and Confirm”.



Step 12. Land on Smart TV homepage

Watch On-demand Program



Watch On-demand Program



Step 1. Select desired program and confirm



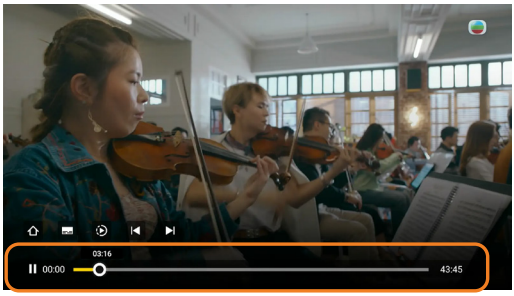
Step 2. Choose episode to play



Step 3. Watch program

Watch On-demand Program – Basic Functions

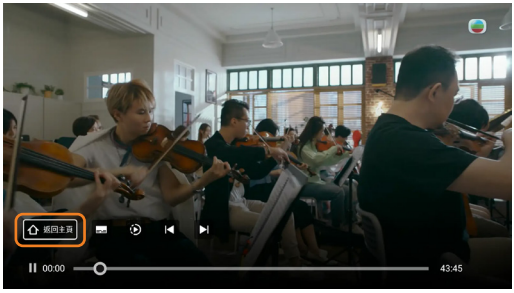
Adjust Timeline



Step 1. Press “OK” to display the timeline

Step 2. Press “Left/Right” to adjust the playback time

Back to Home Page





Step 1. Press “OK” to display the timeline

Step 2. Press “Up” to display “Back to homepage”, then press “OK”.

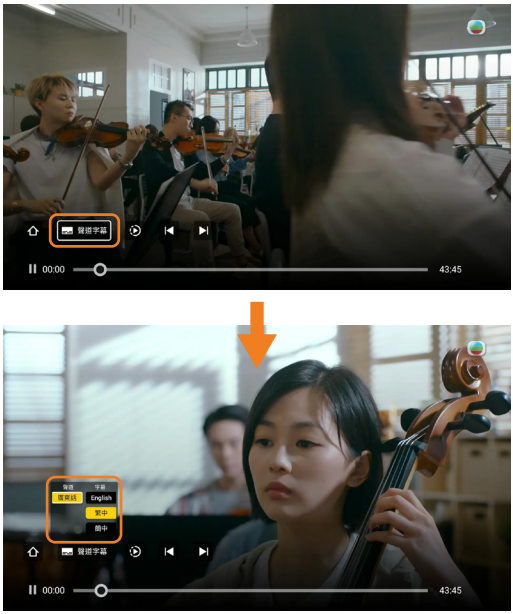
Watch On-demand Program – Basic Functions

Select Audio & Caption

Step 1. Press “OK” to display the timeline

Step 2. Press “Up” and then “Right” to “Audio & Caption”, press “OK” .

Step 3. Press “D-Pad” to select desired audio/subtitle setting, then press “OK” to confirm.



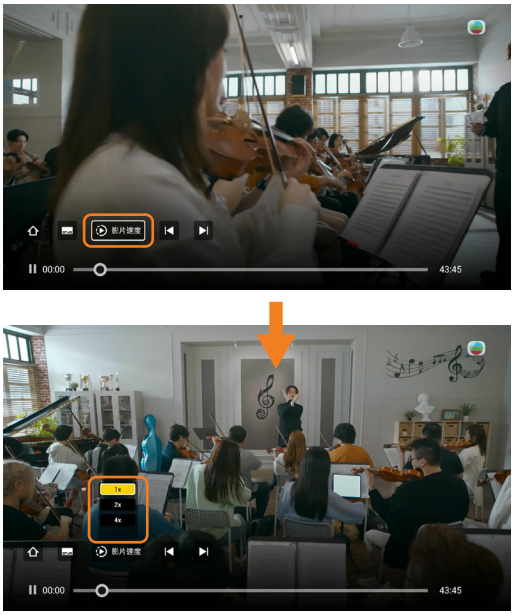
Watch On-demand Program – Basic Functions

Adjust Playback speed

Step 1. Press “OK” to display the timeline

Step 2. Press “Up” and then “Right” to “Playback speed”, press “OK” .

Step 3. Press “Up/Down” to select the desired playback speed and press “OK” to confirm.

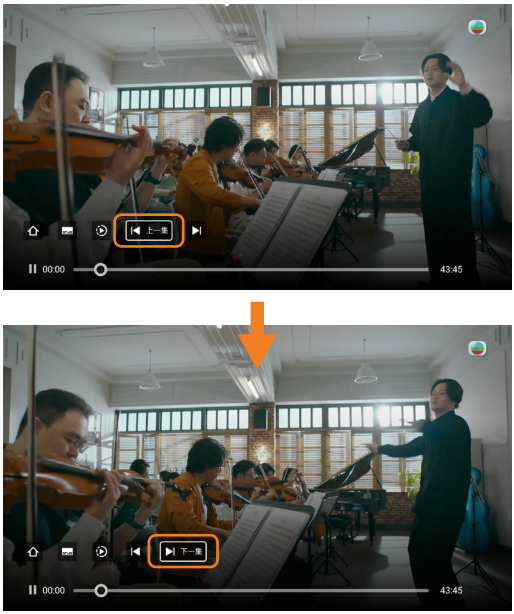


Watch On-demand Program – Basic Functions

Play Last/Next episode

Step 1. Press “OK” to display the timeline

Step 2. Press “Up” and then “Right” to “Last/Next episode”, press “OK” to confirm.



Watch On-demand Program – Program Search

Input keywords in UI/By "Top Search"

Step 1. Go to Home Page

Step 2. Select " " via remote



Watch On-demand Program – Program Search

Input keywords in UI/By "Top Search"



Step 3. Search by input keywords



Step 3a. Go to "Programmes search" and press "OK" to display keyboard. Select "🌐" to switch text input mode.



Step 3b. Input keywords and press "🔍". Then choose desired program from UI and confirm.



Step 3c. Directly search from "Top Search" section

Watch On-demand Program – Program Search

Keyword search via mobile



Step 1. Go to “ 搜尋 ”



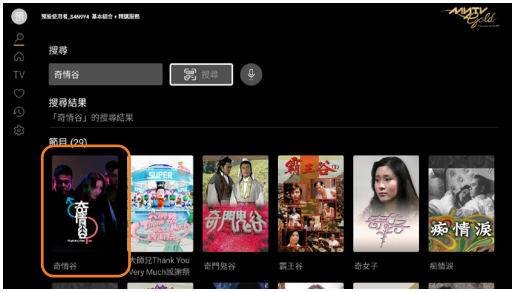
Step 2. Scan the QR code



Step 3. Search by Input keywords



Step 4. Program search result will display on TV



Step 5. Select the desired program on TV, press “OK” to play.

Watch On-demand Program – Program Search

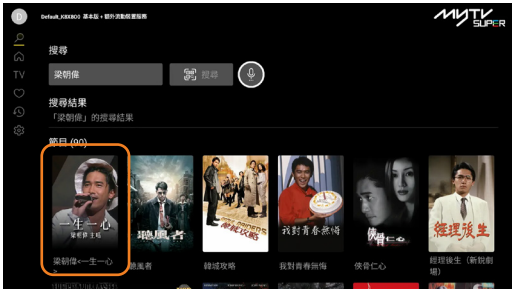
Voice search



Step 1. Go to “ ”



Step 2. Say the keywords when “ ” turns red



Step 3. Program search result will display on TV, select the desired program and press “OK” to play.

Watch On-demand Program – Program Category



Step 1. Go to “ ⌂ ” and select “Program Category”



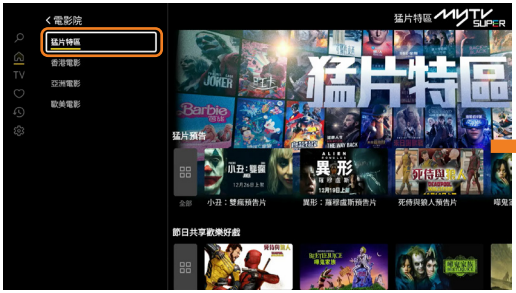
Step 2. Select program category from the menu

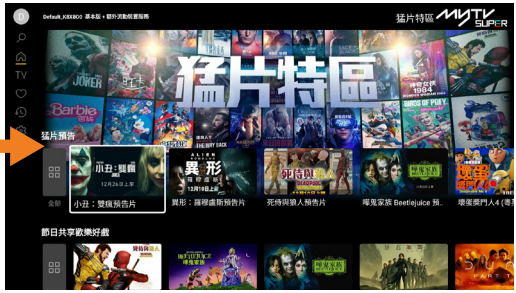




Step 3. Further select program sub-category from the menu

Watch On-demand Program – Program Category





A1. By Genre: Cinema - TVOD





A2. By Genre: Special Event

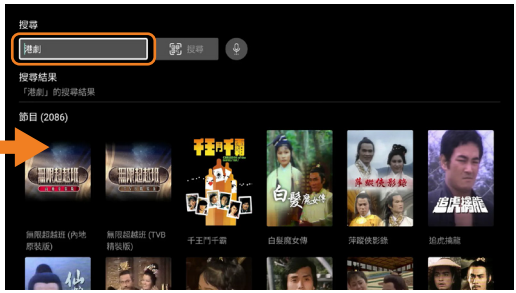
Select program type/theme from the menu

Watch On-demand Program – Program Category

Select from individual program page



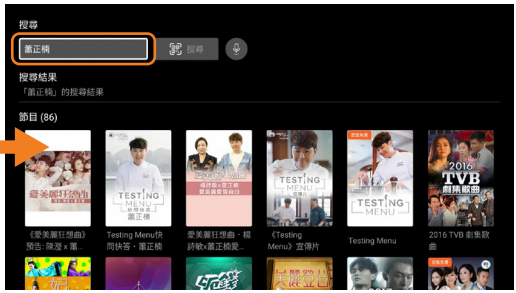
B. By Program type: e.g. HK Drama



Select program from menu



C. By Actor/Actress



Select program from menu



D. By related program recommendation



Watch Live Programs



Watch Live Channels (TV Mode)





Step 1. Select “TV” on “Home” page, scroll “Up/Down” to select the desired live channels.

Step 2. Watch programs

Watch Live Channels (TV Mode) – Adjust Timeline



Step 1. Press “Left/Right” to display the timeline



Step 2. Press “Down” to Program list menu



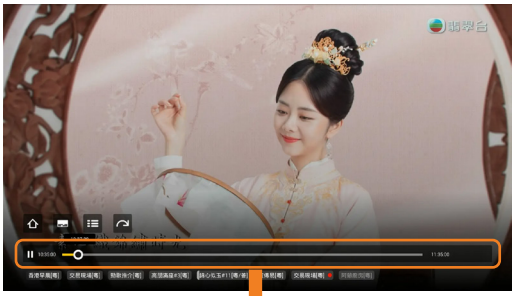
Step 3. Press “Left/Right” to select desired program



Step 4. Watch playback program

Watch Live Channels (TV Mode) – Adjust Timeline

Step 5. Back to live broadcast



Press “Left/Right” to display the timeline while watching playback program



Press “Up” to display function menu, then “Right” and select “Skip ahead to live”, press “OK” to confirm.



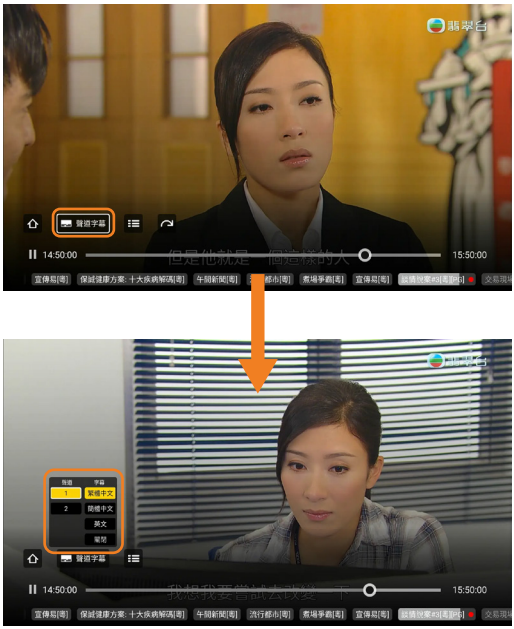
Back to live broadcast

Watch Live Channels (TV Mode) – Adjust Audio and Subtitles

Step 1. Press “OK” to display the timeline

Step 2. Press “Up” and then “Right” to “Audio & Caption”

Step 3. Press “D-Pad” to select desired audio/caption setting, then press “OK” to confirm.



Watch Live Channels (TV Mode) – Switch Channels



Step 1. Press “Up/Down” to display channel list



Step 2. Scroll “Up/Down” to select desired channel, press “OK” to confirm.



Watch Live Channels (TV Mode) – Switch to On-demand mode (SVOD)

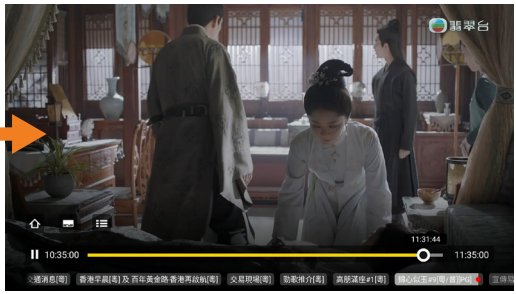


Step 1. Press “Back” on live channel, then press “OK” to go to homepage



Watch Live Channels (TV Mode) – View Program schedule





Step 1. Press “OK” to display the timeline



Step 2. Press “Up” & “Right” to “EPG”, then press “OK” to confirm





Step 3. Scroll “Up/Down” to view program schedule



Other Functions and Setting

1. History





Step 1. Inside "Home" page, select "🕘" to enter "History" and select desired program.

Step 2. Select episode to play

2. My Favourite

Add program to "My Favourite"





Step 1. Add desired program to "My Favourite"

Watch "My Favourite" program





Step 2. Choose ♡ inside "Home" page to enter "My Favourite"

Step 3. Select program to play

3. Video Quality



Step 1. Inside “Home” page, select “ ⚙ ” to enter “Setting”, then choose “Display” and press “OK”.



Step 2. Inside “Video Quality” and choose preferred setting

4. Preference



Step 1. Inside “Home” page, select “ ⚙ ” to enter “Setting”, then select “Preference” and press “OK”.



Step 2. Select relevant preference setting

5. Help



Step 1. Inside “Home” page, select “ ⚙ ” to enter “Setting”, then select “Help” and press “OK”.



Step 2. Select desired topic for information



Basic Requirements and FAQ

Basic requirements:

Operation System: Android 9.0 or above / Samsung Tizen 5.0 or above /
LG webOS 4.0 or above / Amazon Fire OS 7.0 or above

Required bandwidth:

General: 4Mbps or above
4K program: 12Mbps or above

Remarks:
Suggested to use at least 30Mbps broadband service

Note: Please switch off VPN for access to service.

FAQ

Q1) Which Smart TVs can use myTV SUPER Smart TV service?

A1) Most Smart TVs manufactured in 2020 or later support myTV SUPER Smart TV service, such as Samsung, LG, SONY, and Panasonic, etc.

And in general, Smart TV brands or models that meet the following operation system requirements also support myTV SUPER Smart TV service:
Android 9.0 or above / Samsung Tizen 5.0 or above / LG webOS 4.0 or above / Amazon Fire OS 7.0 or above.

To ensure service quality, it is suggested to use at least 30Mbps broadband service.

Q2) When switch off Smart TV after watching a program, what will you see when you re-enter myTV SUPER?

A2) After successful login, each time when you re-enter myTV SUPER, it will automatically jump to your last viewing history (live channel or on-demand program episode page), to allow you continue the program viewing.

Customer Service

For service inquiries, please contact our Customer Service.

Hotline：	**+852 2399 9666**
WhatsApp：	**+852 2399 9222**
Email：	**enquiry@mytvsuper.com**

Thank you !

Last update: 1 May 2026