



Joy Installation Guide for Samsung Smart TV Set

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1. JoyHD Prerequisites:

- a) Ensure JOYHD_*** (TVs) plan is assigned to user account.
- b) Ensure JoyHD service is properly configured on ONT by Access TAC (Same as that of HDbox).
- c) Ensure customer has Samsung Smart TV set (**Only E, F & H Series**). TV must have Ethernet port. Also make sure Samsung Smart TV is original Samsung brand and not China copy. Model series can be verified by below mentioned procedure.
- d) Ensure customer has authentication code with him/her as these codes are emailed on registered email address & sent on registered mobile phone number via SMS. This authentication code is required to be entered when JoyHD is launched for the first time.

2. Samsung TV set Model verification:

- a) Model of Samsung TV set can be verified by following procedure;
- b) Press "**Menu**" button on TV remote control
- c) Press "**Enter**" while selecting "**Support**"
- d) Press "**Enter**" while selecting "**Contact Samsung**"
- e) TV model will be displayed as Model Code under "**Product Information**"
- f) Model Code Example UA40ES6200
 - UA= Region and technology (Does not affect Joy Services)
 - 40= Screen Size
 - E= Model
 - 6= Series
 - 200= Series variant

3. Joy Installation Procedure:

1. E Series TV Sets:

a) Network Configuration:

- Connect TV set with ONT Ethernet port via Ethernet cable.
- Press [**Menu**] button on TV remote control unit.
- Select & enter to (**Network**) from menu.
- Select & enter to (**Network Settings**) from (Network) menu
- Select (Network type)(**Cable**)>Next>**OK**
- Exit "Network Settings" menu by pressing "**Exit**" button on remote control unit.

b) App Installation:

- Go to Smart Hub by pressing **Smart button** on remote control unit.
- Press "**Red Colored A**" button on remote control
- Enter "**develop**" in Samsung Account Log In ID and leave password
- Select "**Log In**" Upon successful login, "develop" will be displayed on screen left bottom.
- Press "**Tools**" on remote control unit
- Select "**Settings**"

- Select “**Development**”
- Check “**Agree**” and press “**Enter**”
- Select “**Setting Server IP**”
- Enter “**203.82.48.86**” from keypad and press “**Enter**” button on remote control.
- Select “**User Application Synchronization**”. (App installing progress bar will be appeared on screen)
- After performing above listed procedure, Nayatel Joy app will be installed in Smart Hub. Select and run Nayatel Joy app.
- Enter **Authentication Code** shared with customer on registered mobile phone and email address. This activation code is required only once and will not be required in case of App re-installation. Also same authentication code will be used in case of multiple TV sets.

b) App Uninstallation:

- Launch Samsung Smart Hub by pressing [smart] button
- Select Nayatel Joy app (don't press [enter] to launch app)
- Press [tools]
- Press [enter] while selecting (**delete**), Joy app will be uninstalled.

2. F Series TV Sets

a) Network Configuration:

- **Connect** TV set with ONT Ethernet port using Ethernet cable.
- Press [Menu] button on remote control unit
- Select (**Network**) from main menu list
- Select (**Network Settings**) and press [Enter]
- Select “**Wired**” in (Network Type)
- Select (**Connect**) and press [Enter]
- Upon successful network configuration, (**You are connected to internet**) will be displayed.
- Press [Enter] button to complete the process.

b) App Installation:

- Press [Menu] button on remote control unit
- Select (**Smart Hub**) & Press right arrow key to select (**Samsung Account**). Press [Enter]
- Press [Enter] while selecting (**Log In**)
- Select (Create a Samsung Account) and press [Enter] (Note: You need to Sign In with “**develop**” ID in case of “Account already exist” error)
- Press [Enter] while selecting (Tick Here if you have reviewed and agree to be legally bound by the Samsung account Terms & Conditions and Privacy Policy). Press [Enter] to proceed next.
- Press [Enter] while selecting (**Login ID**), keyboard with alphabets and numbers will be displayed on screen.
- Enter “**develop**” using arrow keys and [Enter] keys from on-screen keyboard.
- Press [Enter] while selecting (Done)
- Press [Enter] while selecting (**Log In**). Leave password blank.
- Upon successful logging, (**Logged in as develop**) will be displayed on screen.
- **Exit** from the menu.
- Press **Smart Hub** button and scroll to Apps.
- Select “**More Apps**” (at the bottom of screen)
- Select “**IP Settings**”

- Enter IP address i.e., **203.82.48.86** using remote keypad. (Note: if you're using Smart remote you might need to press "Key Pad" or "More" button on remote control for keypad to appear on screen.)
- Exit and the select "**Start App Sync**" from "**Options**" menu. Joy will start downloading.
- Once the Joy is installed, **reboot** Smart TV.
- Once Smart TV is restarted, launch **Joy** from "**More Apps**" in Smart Hub.
- Enter **Authentication code** shared with customer on registered email address & mobile phone number.

c) App Uninstallation:

- Launch Smart Hub by pressing [**Smart Hub**]
- Select Joy app and keep pressing [**Enter**] for few seconds
- Press [**Enter**] while selecting (**Delete**), again press [**Enter**] to confirm app un-installation. After this Joy will be removed from Smart Hub. (Note, if "Delete" option is not listed here, make sure that "develop" is logged in Smart Hub).

3. H Series TV Sets:

a) Network Configuration:

- Connect TV set with ONT Ethernet port using Ethernet cable.
- Press [Menu] button on remote control unit
- Select (Network) from main menu list
- Select (Network Settings) and press [Enter]
- Select "Wired" in (Network Type)
- Select (Connect) and press [Enter]
- Upon successful network configuration, (You are connected to internet) will be displayed.
- Press [Enter] button to complete the process.

b) Samsung Account Creation:

- Press [**Menu**] button on remote control unit
- Select (**Smart Hub**) & Press right arrow key to select (**Samsung Account**). Press [Enter]
- Press [Enter] while selecting (**Log In**)
- Select (Create a Samsung Account) and press [Enter] (Note: You need to Sign In with "**develop**" ID in case of "Account already existed" error)
- Press [**Enter**] while selecting (Tick Here if you have reviewed and agree to be legally bound by the Samsung account Terms & Conditions and Privacy Policy). Press [**Enter**] to proceed next.
- Press [Enter] while selecting (Login ID), keyboard with alphabets and numbers will be displayed on screen.
- Enter "**develop**" using arrow keys and [Enter] keys from on-screen keyboard.
- Press [**Enter**] while selecting (Done)
- Press [Enter] while selecting (**Log In**). Leave password blank.
- Upon successful logging, (**Logged in as develop**) will be displayed on screen.

c) Joy App Installation:

- Press [**Smart Hub**] button on remote control unit
- Press and hold [**Enter**] key on any installed app for few seconds, and Select (**IP Settings**)
- Enter **203.82.48.86** using Remote control key pad and press [**Enter**]
- Again press and hold [**Enter**] on any installed app for few seconds. Select "**Start User App Sync**".
- After App syncing a message of "User App Sync is requested" will be displayed. Do not press **OK** on this notification. After a while Nayatel Joy will be installed.
- **Restart TV Set** and re-launch Samsung Smart Hub
- Launch Nayatel **Joy** app by selecting and pressing "ENTER".
- Enter **Authentication Code** shared with customer on registered mobile phone and email address. This authentication code is required only once and will not be required in case of App re-installation.

d) App Uninstallation:

- Launch Smart Hub by pressing [**Smart Hub**]
- Select Joy and keep pressing [**Enter**] for few seconds
- Press [**Enter**] while selecting (**Delete**), again press [**Enter**] to confirm app un-installation. After this Joy will be removed from Smart Hub. (Note, if "Delete" option is not listed here, make sure that "develop" is logged in Smart Hub).