TV FAQs

▸ **TV FAQS**

What is VTX TV?

VTX TV lets you watch Swiss and international television channels and gives you access to features such as the programme guide, Live Pause, etc. You can access this service from your computer, smartphone, tablet and television set.

Is VTX TV available throughout Switzerland?

Yes, as long as you have an internet connection through VTX (5000/500 Kbps minimum) and a sufficient connection speed to get a good reception quality.

I already have a TV decoder. Do I have to buy the VTX model?

If you want to watch TV from your television set, you will have to either purchase or rent the VTX TV decoder.
VTX TV on the go

Will I have to pay surcharges if I watch VTX TV on my smartphone?

If you use a GSM connection to watch TV, data transfer fees may be billed by your mobile operator. Be sure to check your mobile subscription contract.
Functions and equipment

Can I watch VTX TV on my smartphone, tablet and computer simultaneously ?

Yes. VTX TV can be used by several devices simultaneously (smartphone, tablet and computer). As many as five. No more arguments about TV programmes: each member of the family can watch their own programme.

Can I watch TV away from home?

Yes. Log into the VTX TV application and you will have continuous access to television.

What do I do if I have several TVs?

You can order up to two TV decoders. This will let you watch programmes from two different television sets. Be sure to contact VTX to check that your internet speed is fast enough to watch TV from two different sets without affecting the quality.

Do I need an adaptor? If so, how much does it cost?

If your TV doesn't have a HDMI plug (if it is an analogue model) you will have to get a SCART adaptor. The price is listed in your VTX TV contract.
Video on demand (VOD)

Do I have to pay an additional subscription fee to have video on demand?

No. Access to the video on demand service is included in your VTX TV subscription. You then pay for VOD on a per-rental basis.

How do I access the VOD service?

This service is only available through the VTX TV decoder. Simply press the VOD button on your VTX TV remote. You will then be taken to the HollyStar screen, our VOD partner.

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How much does it cost to rent a video?

Prices range from 2.90 Fr. to 6.90 Fr. depending on the film. An additional fee of 1.50 Fr./title will be applied if you choose the HD version.

What are my VTX TV access codes and where can I find them?

Your VTX TV access codes are provided to you when you subscribe to the service, on the set-up leaflet we send you. These codes will enable you to log in to VTX TV on a smartphone, tablet or computer. You can then save them to avoid having to re-enter them each time.

If you lose them, you can find them again in the Kiosk under the section VTX TV. Please remember that Kiosk and VTX TV access codes are different.

I have subscribed to the 7-Day TV Replay and Record option, but it does not seem to work on my television set. What can I do?

Check if your computer has an HDMI input. If so, connect your computer to your television set with an HDMI cable and you will be able to use Replay and record on your television set.

Can I access my recordings from abroad?

No, you cannot access them from outside Switzerland.

I have subscribed to the 7-Day TV Replay and Record option. How long can I keep my recordings?

As long as you remain a customer of the VTX TV service, you can keep the recordings you have made. There is no time limit. You will able to store 250 programmes, and once this limit has been reached you will need to remove some recordings yourself to be able to continue recording future programmes.

VTX TV on a smartphone/tablet

What are the minimum system requirements for using VTX TV on a smartphone or tablet?
To use VTX TV under optimal conditions, please ensure that:
- You have a sufficiently powerful internet connection (2 Mbps minimum for SD channels and 4 Mbps minimum for HD channels)
- If you have an iPhone/iPad, IOS 7 or later is recommended.
- If you have an Android device, Android 4x is recommended. We also support Android 2.3.x but not earlier versions.
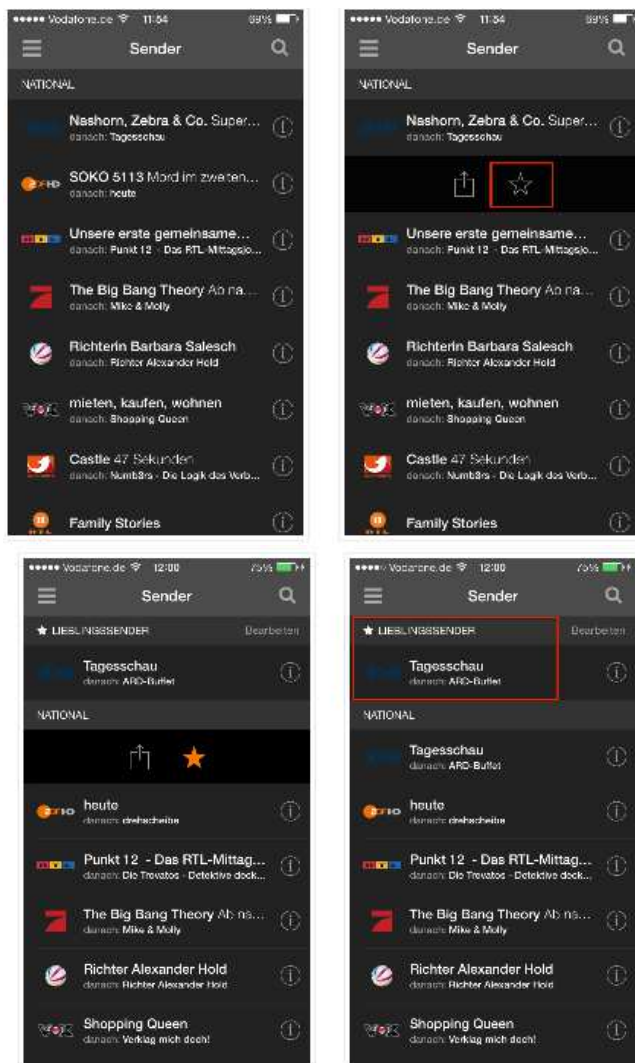
How can I watch TV in full screen on my iPhone?
Please use the rotate screen option. You can also zoom in on the image by double-clicking on the screen.
How do I create a list of my favourite channels on my iPhone/ iPad?
You can create a list of your favourite channels. These channels will always be at the top of the list. From your iPhone/iPad,
- Select the desired channel
- Slide your finger from right to left until an additional menu showing a star appears.

- When you tap the star, it turns orange, indicating that the channel has been added to your favourites list.
- To remove this channel from your favourites list, slide your finger from right to left again, then tap the star icon, and it will be deselected.

Can I watch VTX TV on my iPod?

Yes, you can use your iPod Touch to watch VTX TV. Please download the most recent version of the VTX TV app from the Apple Store.

Can I use the TV Replay and Record function from my iPhone or iPad?

Yes, of course!

VTX TV on your computer

How do I watch television on my computer (PC/Mac)?
Open your browser and go to www.vtxtv.ch
Log in using your VTX TV codes and you're ready to go. Your VTX TV ID is the same for all types of devices.
What are the minimum system requirements for using VTX TV on a computer?
To use the VTX TV player under optimal conditions, please ensure that:
- your browser is up to date (latest version). We recommend that you use Google Chrome, or Mozilla Firefox
- that your Flash player is up to date
- that you have a sufficiently powerful internet connection (2 Mbps minimum for SD channels and 4 Mbps minimum for HD channels)
- that your computer has at least 1GB RAM

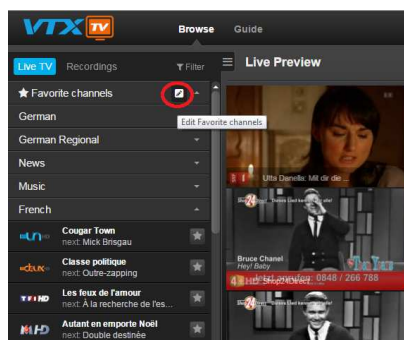We recommend that you use the following operating systems:
- Mac: OS X 10.9.x or later versions
- PC: Windows 7 or later versions

Our web player also works with earlier versions: OS X 10.5.8 and later or Windows XP and later.
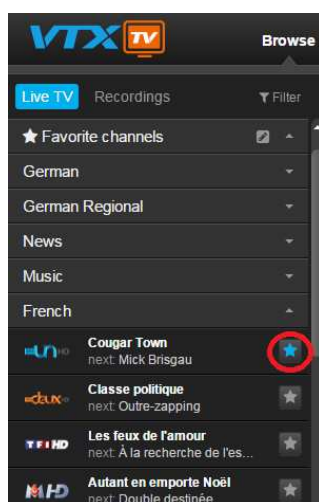
How do I create a list of my favourite channels on my PC/Mac player?
You can create a list of your favourite channels. These channels will always be at the top of the list.
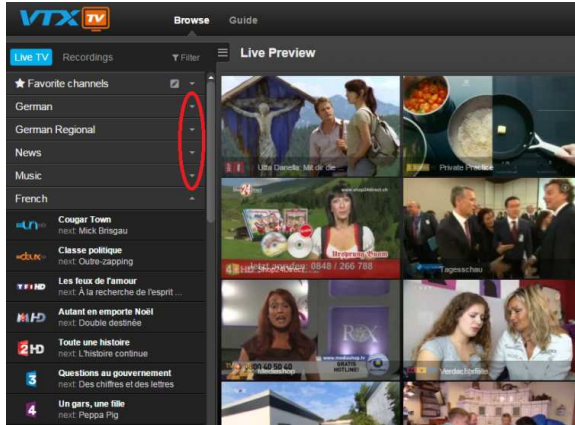1- Activate Edit mode

2- To the right of the channels, you can see a star. Click on it so that it turns blue.

3- Select all the channels you wish to have in your favourite channels list by clicking on the star symbol. They will turn blue.
4- Click the Edit button again to confirm your selection of favourite channels.

Please note that this function is not yet available in the programme guide.

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N.B. you can hide a group of channels which does not interest you.

Once logged in, I see a black screen. What is wrong?

If you see a black screen once logged into the VTX TV player (PC/Mac), please perform the following checks:

- Please check that you do not have an ad blocker installed
- Check that your browser is up to date.
- Check that you are using the most recent version of Flash player.
- If you have Kaspersky, please add VTX TV as a safe page. Also check that Kaspersky does not have the "anti-banner" function activated.
- If you still do not have access to the VTX TV player, try to log in on another browser (we recommend using the latest version of Mozilla Firefox or Google Chrome).
- If this still does not work, please contact our support service, and have details concerning your computer and browser to hand.