

TV Box product info (GFHD254)

This Google Fiber **TV Box** Product Information Guide contains important safety, recycling, warranty, and license information. Learn about your TV Box (GFHD254) works.

Safety first!

Please read these instructions before using your TV Box. We do not want you to get hurt or your TV Box to get damaged.

- Do not use your TV Box near water. If you need to clean it, do not use a wet towel. Keep your TV Box dry.
- Do not place your TV Box near any heat sources, such as hot appliances like heaters and radiators, other electronics like computers and stereos, or inside your fireplace. Your TV Box is cool, and you should help it to stay that way.
- The TV Box is for indoor use only. Please do not try to use it outside.
- Only plug in cables and accessories specified and as directed by Google Fiber.
- Protect your TV Box's power cord by allowing it to loosely rest between the device and the power outlet. Do not stretch it or compress it between objects.
- Do not try to open, modify, or repair your TV Box. This could cause electric shock or injury to you. Any customer modification not expressly approved by Google voids your authority to operate the equipment and will void your device warranty. If you think something is wrong with your TV Box, please [contact Google Fiber customer support](#).
- If your TV Box gets wet, its power cord appears damaged, or it is generally not behaving properly, please [contact Google Fiber customer support](#).
- The TV Box does not have an on/off switch. If you want to turn it off, use the  **tv box** button on the remote control.

Safe keeping

- Handle your TV Box with care. Do not drop or shake your TV Box.
- It is expected that your TV Box will get warm, but it needs ventilation to continue to function properly. Do not block the vents. Your TV Box may bring cool air in from the bottom and push warm air out the back. It is important that the TV Box is placed on a unobstructed, solid surface. Do not place the TV Box on a soft surface, such as a carpeted floor, which may block the airflow. Do not place any object on top of your TV Box, which may prevent proper cooling.

WARNINGS:

- Failure to follow these safety instructions could result in fire, electric shock, or other injury or damage to the TV Box or your property.
- Do not attempt to open or modify the TV Box. If you do so, you run the risk of electric shock or injury. There are no user-serviceable parts inside the TV Box.
- To reduce the risk of fire or electric shock, do not expose TV Box to the outdoors, liquid, moisture, excessive heat, or fire.

Choking hazards

The TV Box packaging may include plastic bags and tie-wraps. Please dispose of these properly and keep them out of reach of children, as they could present a choking hazard. Your TV Box may have removable rubber feet. If removed, these may be a choking hazard for small children. Keep the TV Box, its cords, and its accessories out of the reach of small children.

Regulatory compliance information

The TV Box complies with part 15 of the FCC rules. Operation is subject to the following two conditions: (1) The device may not cause harmful interference, and (2) the device must accept any interference received, including interference that may cause undesired operation. See instructions if interference to radio or television reception is suspected.

Note: This equipment has been tested¹ and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications and television reception. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment to an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

Regulatory	Certification Number
	FCC ID: A4RGFHD254

Important: Changes or modifications to this product not authorized by vendor could void the EMC and wireless compliance and negate your authority to operate the device. The TV Box has demonstrated EMC compliance under conditions that included the use of compliant peripheral devices and shielded cables between system components. It is important that you use compliant peripheral devices and shielded cables between system components to reduce the possibility of causing interference to radios, televisions, and other electronic devices.

This product was tested for FCC compliance under conditions that include the use of certified peripheral devices and certified shielded cables and connectors between system components. You can obtain certified peripheral devices and the proper shielded cables and connectors through an authorized dealer. For non-certified peripheral devices, contact the manufacturer or dealer for assistance.

To satisfy FCC exposure requirements, a separation distance of at least 20 cm should be maintained between the antenna of this device and persons during device operation. Operations at closer than this distance are not recommended.

Wireless radio use

The TV Box is restricted to indoor use only.

Google clean and green

We care about your TV Box, your service, your home, your **fiberhood**, and the container for all these things—planet Earth. Our sustainability commitments are available at [google.com/green](#).

If your TV Box needs to be replaced or returned to Google, please do not dispose of your TV Box in the trash. Please [contact Google Fiber customer support](#) for details about how to return it for proper disposal.

Trademarks

Manufactured under license from Dolby Laboratories. Dolby and the double-D symbol are trademarks of Dolby laboratories.

HDMI, the HDMI Logo, and High-Definition multimedia interface are trademarks and registered trademarks of HDMI Licensing LLC.

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Licenses

This item incorporates copy protection technology that is protected by U.S. patents and other intellectual property rights of Rovi Corporation. Reverse engineering and disassembly are prohibited.

TV Box and Remote Control Limited Warranty

As part of your Google Fiber subscription, you have received a number of devices from Google Fiber. This limited warranty covers the following devices:

- TV Box - one included for Fiber 1000 + TV Subscribers, additional boxes available for purchase
- Remote Control - one included with each TV Box

The TV Box and Remote Control are referred to below as "Google Fiber Devices."

Google Fiber warrants the Google Fiber Devices against defects in materials and workmanship under normal use ("Limited Warranty").

This Limited Warranty is only valid and enforceable in cities where Google Fiber makes its services available. This Limited Warranty will not apply if you acquire your Google Fiber Devices from a party other than Google Fiber. This Limited Warranty only applies to hardware components. Google Fiber does not provide any warranty for damage caused by normal wear and tear, accidents, misuse (including failure to follow product documentation), neglect, disassembly, alterations and external causes such as but not limited to extreme thermal or environmental conditions. This Limited Warranty does not guarantee that use of the Google Fiber Devices will be uninterrupted or error free.

EXCLUSIVE REMEDY FOR GOOGLE FIBER DEVICES: If a defect arises with the Google Fiber Devices at any time while you are still a Subscriber to Google Fiber services, we will in our sole discretion and to the extent permitted by law either repair the defective device using new or refurbished parts or replace the defective device with a new or refurbished device with functionality at least equivalent to the defective Google Fiber Device. If Google Fiber repairs or replaces any Google Fiber Device, the repaired or replaced device will continue to be warranted for the remaining time of the original warranty period. All returned parts for which you have received a replacement will become the property of Google Fiber. To make a warranty claim, please [contact Google Fiber customer support](#).

In order to qualify for the remedies above, you must provide your name, contact information, subscriber information and the serial number of the Google Fiber Devices about which you have questions to receive support.

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Some States do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you.

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Some States do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

No employee or representative of Google Fiber or its affiliates or any third party is authorized to make any modification, extension or addition to this Limited Warranty. If any term of this Limited Warranty is held to be illegal or unenforceable, the remaining terms of this Limited Warranty will remain in full force and effect.

This warranty gives you specific legal rights, and you may have other rights which vary from State to State.

Google Fiber contact information

Google Fiber Customer Support
1600 Amphitheatre Parkway
Mountain View, CA 94043
Phone: (866) 777-7550
Fax: (512) 558-7577

Our [contact page](#) also provides ways for you to reach us by chat or email.



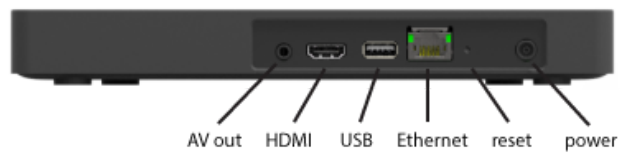
About your TV Box (GFHD254)

If you subscribe to Google Fiber TV service, you received one **TV Box** (GFHD254), a power cable, and a remote control for each TV included in the service.



This article describes the TV Box model GFHD254. If you have another model, see specific information for your device: model [GFD200](#) or model [GFD100](#).

The TV Box dimensions are 8.4" W x 6.0" D x 1.2" H. The following image shows the purpose of each port on the back of the device.

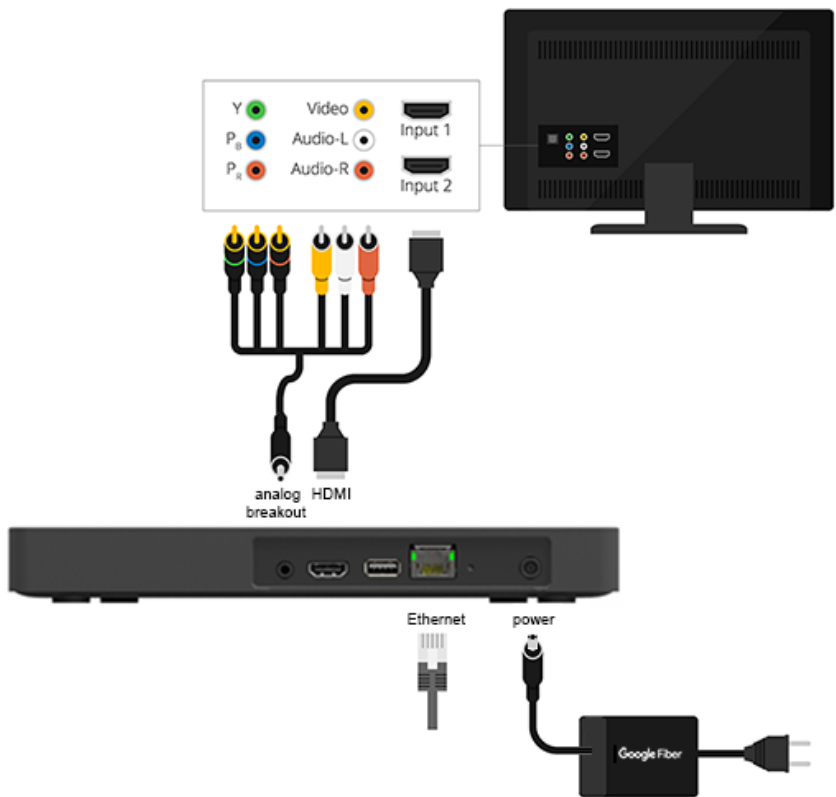


The AV out port provides analog video connections using a special breakout cable. Your Installation Specialist can provide this cable, if needed.

Each TV Box is connected by WiFi or Ethernet to the **Network+ Box**. The TV Box is also connected to your TV.

Connecting your TV to the HDMI port on the TV Box ensures the most vivid picture and enhances your viewing enjoyment. If your TV does not support HDMI, you can use an analog breakout cable, which is available from your Installation Specialist or at a [Google Fiber Space](#) in your area. (You can use an HDMI or an analog connection, but not both.)

Do not connect your TV Box output to a VCR. Video signals fed through VCRs may be affected by copyright protection systems and may produce a distorted image on your TV.



When the TV Box is properly connected and powered on, the LED on the front displays solid blue.



Although the connector on the back of the TV Box looks just like a headphone jack, it is an AV out port. To use the AV out port, you can use a special analog breakout cable, which is available from your Installation Specialist, or you can pick one up at a Google Fiber Space in your area. The USB port on the back of the TV Box is not currently supported but might be enabled to support new features in a future release.

To learn more about your video service, see [these helpful articles](#).