welcome

User Guide

chorus ntl:

a UPC company

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Customer Care

We have included some common questions and answers within this guide. However, if you can't find the answer to your query here then please contact us and a member of our team will be happy to help.

How to contact us:

For customer care enquiries call 1908.
To connect to our services call
1890 940 618.

Email: customer.support@upc.ie
Postal address: UPC
PO Box 321
Dublin 3

Opening hours
Account and billing queries:
Monday – Friday, 9am-6pm
Faults and general queries:
Monday – Saturday, 9am – 10pm
Sunday, 10am – 10pm
Bank holidays, 10am – 10pm

The Data Protection Act means we can only discuss account details with the account holder and not with a third party.

Safety

In order to keep your Digital TV box working effectively follow these guidelines:

1. Don't place anything on top of your Digital TV box.

2. Keep it free from dirt and dampness. It can be cleaned with a clean soft cloth. Don't use any abrasive wool, scouring powder or solvents and they could cause damage.

3. Never open the box. In the case of a technical problem call our customer care team on 1908.

4. Like any other electrical device, the Digital TV box contains fragile components. Install it in a place out of reach of children and where it is unlikely to fall.

5. Always unplug the box from the mains before disconnecting your TV, DVD or video.

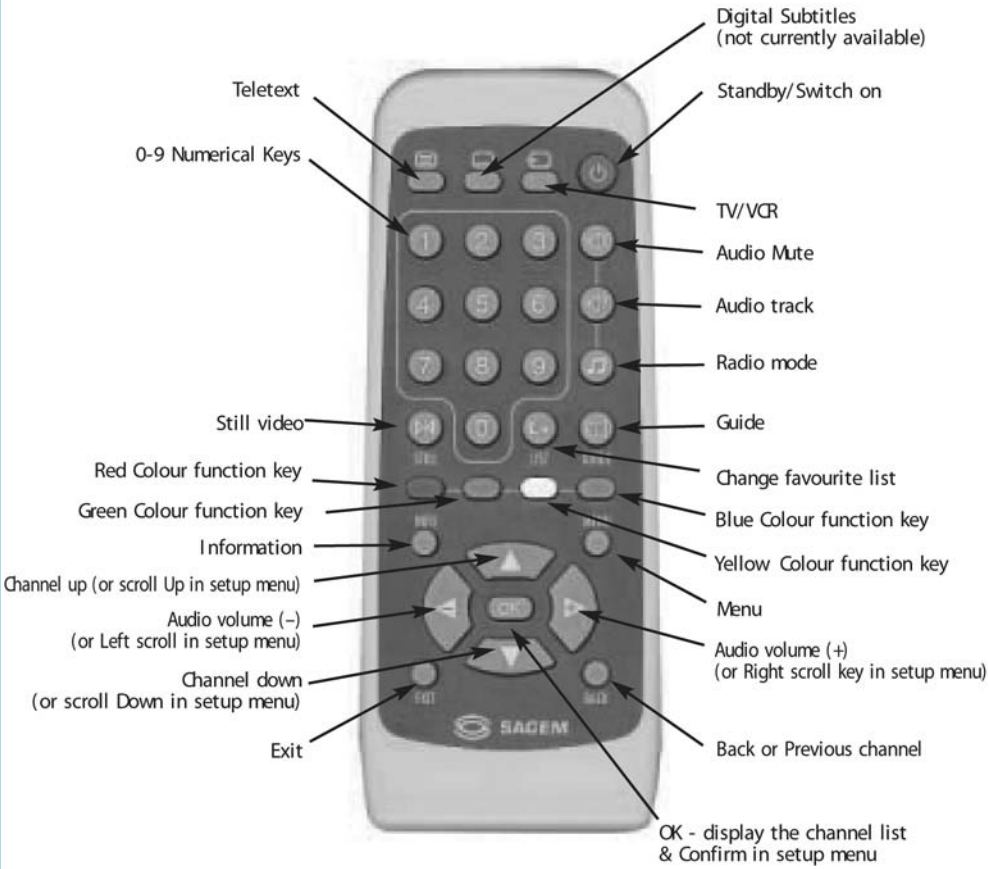
6. Never push anything in the slot, only the card provided should be used

7. The Digital TV box must be connected to the wall socket using the power supply adaptor provided by the manufacturer.

Remote Control

Installing batteries
The remote control unit requires two 1.5AA batteries for operation. The diagram inside the battery compartment will show you how to insert the batteries.

OPERATION
Be sure to point the remote control unit directly towards the Digital TV box.



PROGRAMMING INFORMATION

Every time you change channels, you will receive programme information for a few seconds

The information may include:

A Channel list

B Channel number and name

C Name of the current programme

D Current time

E The start and end time of the current programme

Programme information will only be available if it is included in the transmission.
You can change directly the transparency of the banner:
press for 4 seconds, adjust with cursors ◀ and ▶ and then press OK to save.

EXTENDED PROGRAMMING INFORMATION

The Digital TV box can display information about programmes currently being broadcast as well as those that will be broadcast next.

By pressing **INFO** while watching TV, you will see the programme information banner.

A Short summary.

B Next programme
If the ⓘ icon is displayed, an extended summary is available.

Use cursors ◀ and ▶ to switch between the current and the next programme information.

TV CHANNEL LIST

- When viewing TV programmes, press OK to display the current channels list.
- Use the cursors ◀, ▶, ▲, ▼ to select a channel and press ok.
- Without displaying the TV list, you can directly go to your favourite list by pressing key.

TELETEXT

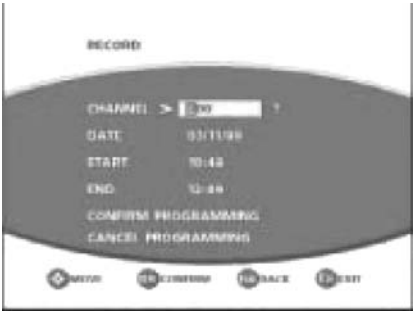
Pressing (═) key will open a teletext page (if teletext is transmitted). Select teletext pages with the numerical keys on the remote control. To exit Teletext press Teletext button on the remote control again.

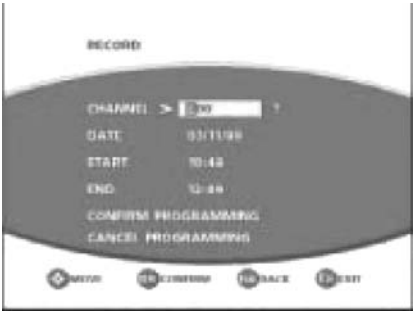
Programming Guide

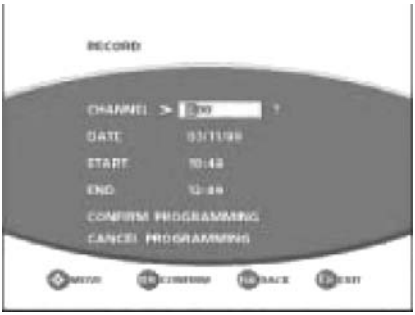
TO VIEW THE PROGRAMMING GUIDE SELECT THE GUIDE KEY

TO NAVIGATE USING YOUR TV GUIDE

- Use the up/down arrow keys on your remote control to scroll down through the channel list on the left The programme list to the right displays the programmes that are on the highlighted channel.
- Press the right arrow key to enter the programme list to the right.
- Again, use the up/down arrow keys to scroll down through the programme list. You can view programme content for the current day.
- Press the right arrow key again to read more information about the programme.
- Press the OK button to switch to the programme of your choice or press the left arrow twice to move back to the channel list and continue scrolling down.







Choose a package

- Select the packages option by pressing the red key on the remote
- Use up/down arrow keys to select a package
- Press OK to see this package and its contents

Search for a special theme

- Select the themes option by pressing the green key on the remote
- Use arrow keys to select a theme
- Press OK to search for programmes matching the special theme
- The result of the search will be displayed in the channel and programme list

FAVOURITE LIST

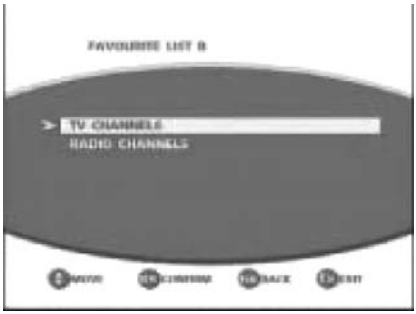
Press MENU button on remote.
Go to INSTALLATION, press OK
Go to USER INSTALLATION, press OK
Go to favourite LIST, press OK
Select the favourite list you want to create or modify using the left and right arrows e.g. B, C etc.

You may set up 7 favourite lists from B to H. Favourite list A includes all channels.

Select list e.g. B. Scroll down and highlight CREATE OR MODIFY and press OK.

Then choose TV CHANNELS and press OK.

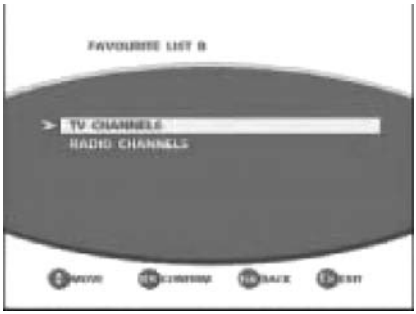
The following menus will enable you to make up and modify your favourite list of TV channels from the All Channels list.



CREATE A FAVOURITE LIST

Two lists are displayed simultaneously:

- The list on the right is the All Channels list



- The list on the left side is the new list which is named B (up to H).

  Use cursors ▲ and ▼on the remote control to move through a list.

To add a channel from list A to a favourite list (B to H), highlight the required channel on the All Channels list and press the blue Add key. Repeat as many times as necessary to build your list.

When you're finished, memorise the list by pressing the yellow Memo key. A message will confirm that list is being saved.

Press Exit button to exit from this screen.

VIEW CHANNELS FROM FAVOURITE LIST

To view channels from your favourite list press the button on the remote control. This displays your first favourite list e.g. B. The list name will show on the left side of the channel banner.

If you have more than one favourite list set up, press again until required list is displayed.

To show a list of all channels in a favourite list, press OK when one of the channels is selected.

CHANGING YOUR FAVOURITE LIST

Add a Channel

Press MENU, go to INSTALLATION, press OK, go to USER INSTALLATION, press OK, go to FAVOURITE LIST press OK, go to B LIST, select CREATE/MODIFY press OK, Select TV CHANNELS, press OK.

Personal Settings

Highlight the required channel on the ALL CHANNELS list and press blue Add button. Press the yellow Memo button to save. Press the EXIT button to exit from this screen.

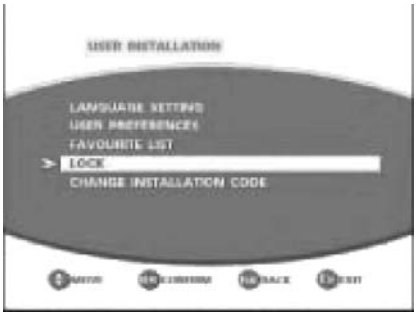
Delete a Channel
Press MENU, go to INSTALLATION press OK, go to USER INSTALLATION press OK, go to FAVOURITE LIST press OK. Go to B List, select CREATE/MODIFY, press OK, select TV CHANNELS, press OK, highlight the channel to be deleted on the Favourite List and press the red Delete button. Press the yellow Memo button to save. Press the EXIT button to exit from this screen.

Insert a Channel
Press MENU, go to INSTALLATION Press OK, go to User Installation press OK, go to Favourite List press OK. Go to B List, select CREATE/MODIFY, press OK, select TV Channels, press OK. You can insert a channel into an existing favourite list, at a specific sequence.

Highlight the required channel on the All Channels list. Press the green Insert button. The highlight bar will move to the Favourite List.

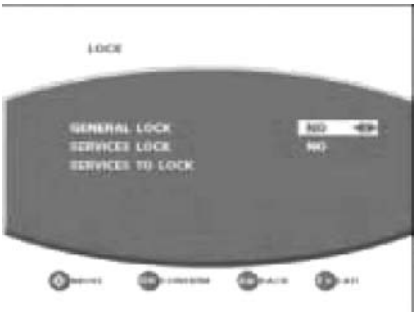
Move the bar, using the or buttons to the channel below where you want to insert the new channel and press the green Insert button. After any change to the list, press the yellow Memo button to save. Press EXIT button to exit from this screen.

Locking the Box
Press MENU on your remote control. Select INSTALLATION and press OK. Select USER INSTALLATION and press OK, then select LOCK and press OK.



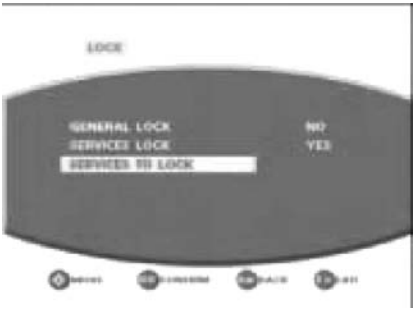
2 types of locking are provided:
- General Lock
- Services Lock

- Select General Lock Box (yes/no) by using arrows for general locking. This locks the set top box.



Personal Settings

You will be prompted to enter your PIN code each time you switch on your Digital TV box.
Note: to reactivate the lock option, you need to switch on and off your Digital TV box.



TO LOCK INDIVIDUAL CHANNELS OR A GROUP OF CHANNELS

This offers the advantage of being able to lock several channels and unlock them temporarily.
Go back to MAIN MENU, press OK, select USER INSTALLATION, press OK, select LOCK, press OK.

- Select Services Lock (yes/no) for locking activation. This locks or unlocks all the channels in one operation.

- Select Services To Lock press OK for individual channel locking:
  you can choose to lock only selected channels. To do so, navigate through the channels using cursors ▼

and ▲ and press OK each time you want to lock a channel. A lock key will appear beside each channel you have selected. Press the EXIT button to exit from this screen.

Once you enter your PIN code to unlock a channel this channel will continue to be unlocked. To reactivate the lock put the set top box into standby mode using the remote and switch back on using the standby key.

TO UNLOCK LOCKED CHANNELS

Press MENU on the remote control. Select INSTALLATION, press OK, select USER INSTALLATION press OK, select LOCK, press OK, then highlight SERVICES LOCK select NO to unlock all selected channels. Alternatively, select YES and select SERVICES to lock, press OK. Highlight your locked channel and press OK to remove the lock. Select the EXIT key to exit from this menu.

CHANGE PIN CODE

Select MENU button on remote control. Select INSTALLATION. Press OK. Select USER INSTALLATION Press OK. Select CHANGE PIN CODE and press OK for confirmation.

You will then be invited to modify your PIN-code with the following menus.

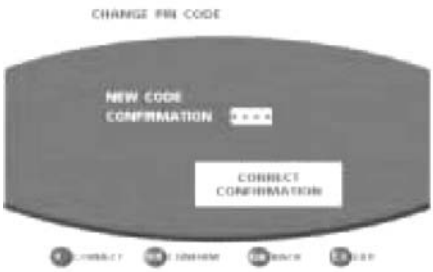
We recommend that you do not use four zeros as a new PIN-code.

Enter a new four digit PIN code using your remote control. Press OK.
Enter the same new code to confirm it and press OK.

If you have not entered the right code, an error message will be displayed. Re-enter your new PIN code.

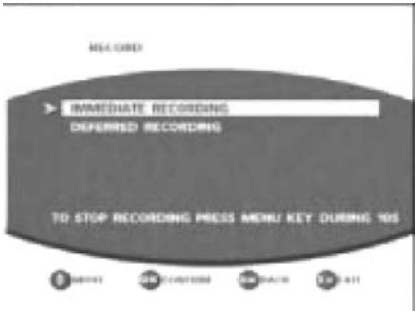
RECORD

There are two types of recording available - Immediate and Deferred. Press MENU on the remote control, select RECORD and press OK to enter.



IMMEDIATE RECORDING

In the RECORD MENU select IMMEDIATE RECORDING and then press OK to enter.



When using immediate record you are asked the following information

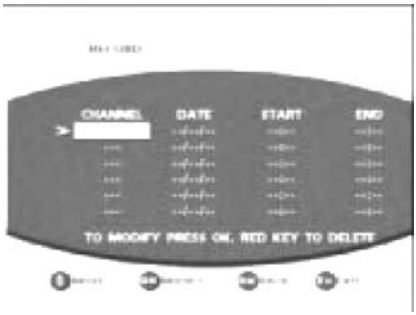
- the channel number you wish to record
- date of broadcast of the event
- start time of the event
- end time of the event

Highlight Confirm Programming and press OK. To cancel recording, hold down the Menu key for 10 seconds.

DEFERRED RECORDING

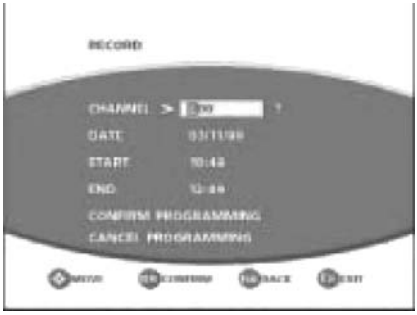
In the RECORD MENU select DEFERRED RECORDING

In the Deferred Record Menu you are presented with the following screen.



To modify press OK to set up deferred recording. On each line you enter sequentially the channel number, the date, the start and end time of the event. Highlight CONFIRM PROGRAMMING and press OK.

If you wish to cancel a deferred recording, select OK on the channel number you wish to cancel. Once this is highlighted press OK to cancel the recording. Press EXIT to return to main programming.



Please note: You must also set up your video recorder to record the programme through the appropriate scart connection. e.g. Select AV1 on your video recorder remote and press RECORD on the VCR.

Common Q & A's

If you are experiencing problems with your Digital TV box, you should check the following before contacting Customer Care.

Are all the connections in place?
Is the power turned on?
Is the card in place?
Are the remote control batteries in place?
Do the batteries need to be changed?

Below is a short list of the most common problems and their possible solutions.

If your **picture quality** should deteriorate, please check these possible solutions.

I have no pictures on my TV
Carry out the following checks:

Is the TV switched on to the right channel for viewing Digital TV?
Is your Digital TV box turned on? (If you have the time on your box, it means your box is on standby, press the very top red button on your digital remote to turn it on)
Check that all the connections are in place.
If the problem persists, please call Customer Care on 1908

My Picture is tiling or freezing
Call customer care on 1908.

My digital channels are blank
Please carry out the following checks:

Is the TV switched to the right channel for viewing Digital TV?
Have you selected a digital channel that is not broadcasting at this time of day/night?
Are all the plugs and leads properly connected?
Have you checked that your TV control is working?
If the problem persists ring Customer Care on 1908.

My picture is rolling or slanted
Check your scart connection at the back of the TV and the Digital TV box
Plug out the scart lead and plug it back in fully, making sure the lead is secure
If the problem persists ring Customer Care on 1908.

My picture colour is poor, bright red or green
Your scart lead could be loose.
Push scart lead in gently at back of the box and TV or plug out the scart lead and plug it back in fully, making sure the lead is secure.
If the problem persists, please call Customer Care on 1908.

Error Messages

This section is dedicated to offering solutions to the most common faults that may occur. Below are the most frequently asked questions and suggestions on how to fix them.

I have a message on my TV screen that says "problem with signal reception does not allow your decoder to work"

Unplug your decoder box for 10 seconds and then plug it back in. The message should disappear, if not call Customer Care on 1908.

I have a message on my TV screen that says "this channel is not included in your subscription"
Firstly, check the channel number you are on. You may be on a premium channel that you have not subscribed to i.e. Sky Movies/Sky Sports. Otherwise, unplug your decoder box for 10 seconds and then plug it back in. The message should disappear, if not call Customer Care on 1908.

I have a message on my TV screen that says "your smart card has never been paired"
Call Customer Care on 1908.

I have a message on my TV screen that says "your smart card is inserted upside down"
Please check that your card isn't inserted incorrectly. When inserting your card, the gold piece should be facing upwards. If you're still experiencing problems, then call Customer Care on 1908.

Other Common Faults

Below is a list of the most frequent questions and answers relating to faults you may experience from time to time.

I have a picture but I have no sound
Check your TV and digital remote control that the MUTE button wasn't accidentally pressed. Turn up volume to check. Also check the scart leads at the back of the decoder & TV are fully secure. To double check, plug the scart lead out and in.

The time is displayed on the front of the Digital TV box and I have no pictures
The box is switched off. Press the standby ON button on your digital remote control. You should now have pictures.

"Init" is stuck on the LED display on front of the box
Unplug the Digital TV box and leave for 30 seconds and try again

"REC" is stuck on the LED display on front of box
Press the MENU button on the remote for approx 10 - 15 seconds and your picture should resume

I have a picture on my TV that looks like a radio
A button may have accidentally been pressed. Press the Exit button on your remote control which will get rid of that screen and bring you back to your TV channels

My channels are moving on my Digital TV box but not on my TV
Turn off your TV and then turn off your Digital TV box. Leave for 30 seconds and then turn on your TV first followed by the box and your pictures should be restored

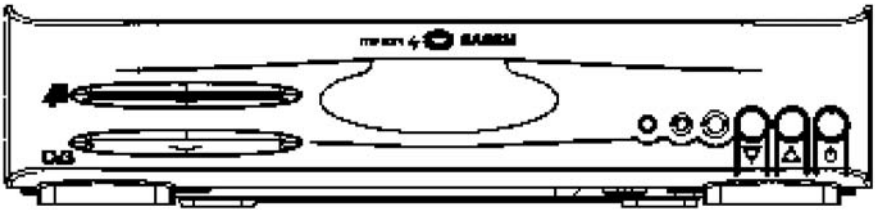
Common Q & A's

"VCR" is stuck on the LED display on the front of my set top box
Your VCR may be playing accidentally, therefore switch off your VCR. Alternatively, press the TV/VCR button on the digital remote control twice to resume your viewing

Deferred Recording is not recording more than 3 programmes
This is normal behaviour - up to 3 programmes set ups are allowed.

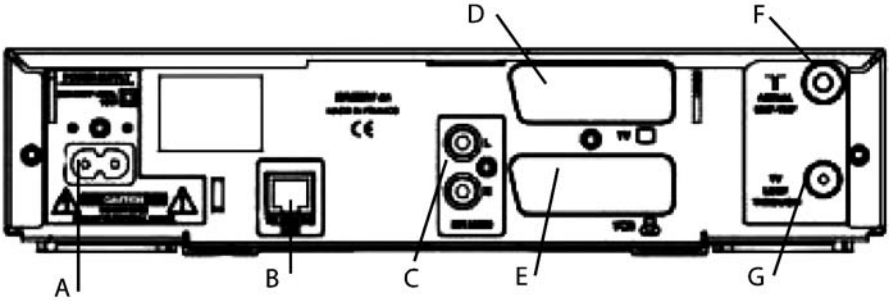
Equipment- Dark Grey Digital Tv Box

Front Panel Description



Stand-by and switch on key.
Program changing key

Red LED Stand-by mode.
Green LED Reception of commands from remote control.
4-digit front panel display.
Smart Card reader (One slot available on the top left hand side)
Display IR sensor Yellow Green/red

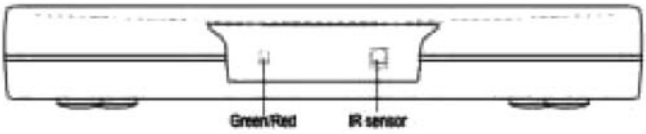


Rear Panel Description

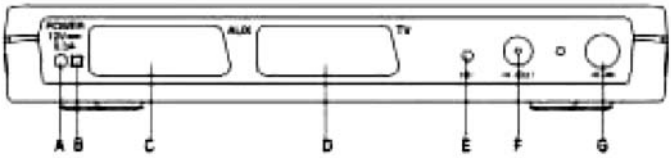
A - 220-240 V 50 Hz power supply socket
B - Modem connector for telephone
C - Socket for connection to HI-FI audio, left channel and right channel
D - Scart socket for connection to the TV set
E - Scart socket for connection to the VCR
F - TV aerial for external or indoor aerial
G - UHF-VHF loopthrough for TV

Equipment- Light Grey Digital Tv Box

FRONT PANEL DESCRIPTION



Red LED Stand-by mode.
Green LED Reception of commands
from remote control.



REAR PANEL DESCRIPTION

A – Connector for external DC adaptor
B – Modem/Telephone connection
C – Scart socket for VCR/AUX connection
D – Scart socket for TV set connection
E – Stereo Socket for analogue audio output
F – RF Loop through for TV
G – Aerial input