

# USER'S MANUAL

CHORUS NTL TV  
The possibilities



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# Introduction

Digital TV brings the future into your home. You can enjoy improved picture and sound quality, a TV Guide and much more. Digital TV is received via the MediaBox.

This manual helps you to get the most out of your MediaBox and answers the questions you might have.

## What are the benefits of Digital TV and the MediaBox?

- Razor-sharp picture and perfect sound quality.
- More TV channels. In addition to the existing channels offered, you can select from additional Digital TV channels.
- More radio stations. In addition to the existing radio stations offered via cable, you also receive dozens of digital radio stations.
- Always a TV guide to hand. 'TV Guide' is an easy-to-use programme guide that you can view on the screen, so that you always have all programme information to hand.
- Special settings such as blocking channels with a PIN code.
- You are prepared for the future. We regularly update the MediaBox with new features. We keep you up-to-date about new features and new interactive services through [www.upc.ie](http://www.upc.ie).

## Extra benefits of the MediaBox - DVR

- Pause live TV and continue to watch it later on (buffer of around 2.5 hours).
- Record over 65 hours of programs and watch them at your convenience.
- Schedule recordings easily using the TV Guide.
- Easily set recording of your regular programs each week.

## About the instructions

These instructions are intended as information and reference for use for the MediaBox Digital Video Recorder. Use the installation manual available on the website [www.upc.ie](http://www.upc.ie) or the Quick Guide for installation.

## Important instructions for using the MediaBox

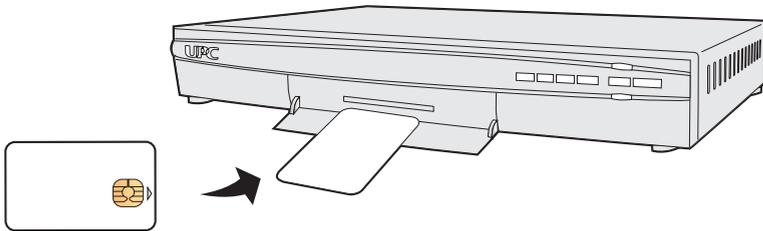
- Always read the safety regulations carefully prior to using Digital TV. They can be found inside the MediaBox packaging.
- Never change connections to the MediaBox while it is connected to the plug socket.
- Put the MediaBox on standby when you are not using it. Use the  button on the Remote Control or on the front of the MediaBox. That way, the MediaBox is always connected to the network so that digital television services can be kept up-to-date. The light (LED) on the front of the MediaBox is red when it is on standby.
- Look after the instructions and installation manual carefully, so that you can look up important information about the Digital TV quickly. If you do lose the manual, it can be downloaded from [www.upc.ie](http://www.upc.ie), or you can contact Chorus/NTL Customer Service, freephone number 1908 (available 9 a.m. to 10 p.m. Monday to Saturday, 10 a.m. to 10 p.m. Sunday).

## Smart Card

You need a Smart Card to use Digital TV. The Smart Card contains the information about the Digital TV services to which you have subscribed. You can find the slot for the Smart Card in the front panel of the MediaBox. To be able to use Digital TV, your Smart Card must be in the MediaBox, with the gold plate down and pointed towards the rear. You can only access Digital TV using the Smart Card provided with the MediaBox.

### Tip

Always leave the Smart Card in the MediaBox.



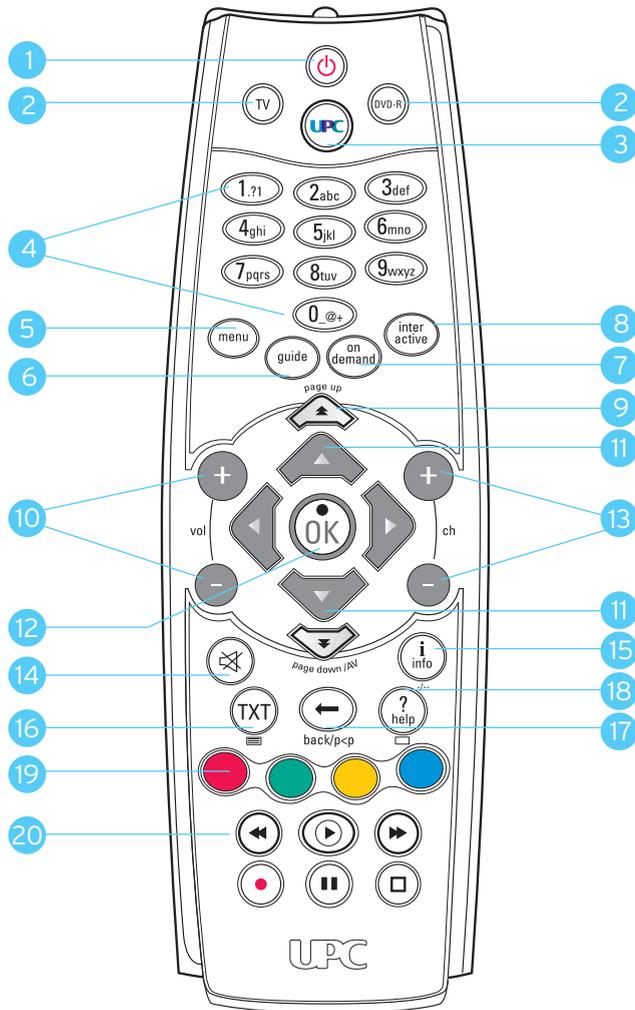
## 2

# The Remote Control

The Remote Control supplied with the MediaBox has been specially designed to make optimum use of the features Digital TV offers. You can set up the Remote Control so that you can use it to operate your TV as well as your video recorder or DVD player/recorder.

## Overview of the buttons on the Remote Control

1. **Standby** Chorus/NTL MediaBox off.
2. **TV, DVD-R** Set Remote Control for use with your TV, video recorder or DVD player/recorder.
3. **MediaBox on**, or lets you go back from the menu to full screen TV of the last channel you viewed.
4. **Buttons 0-9** Select a channel on the MediaBox, enter a PIN code or select an option.
5. **Menu** Display main menu (Chapter 4).
6. **Guide** Display TV Guide menu (Chapter 5).
7. **On Demand**. Display Chorus/NTL On Demand menu\*.
8. **Interactive** Display Interactive menu\*.
9. **Page down/page up** Scroll up or down a page.
10. **Vol +/-** Adjust volume level. Please note, you must set your Chorus/NTL Remote Control up for use with your TV for this function to work.
11. **Arrow buttons** Navigate through the menu.
12. **OK** Select menu option.
13. **Ch +/-** Channel up/down.
14. **Mute** Audio off/on.
15. **Info** Display/hide programme information.
16. **TXT** Display/hide Teletext.
17. **Back p<p** Back to previous channel or previous screen.



18. [? help](#). Displays information on the screen about the most frequently used buttons on your Remote Control.
19. [Coloured buttons](#) Select the coloured button on your screen.
20. [Buttons for operating the recording and live TV functions of your Mediabox, as well as your video recorder or DVD player.](#)

\*This feature is not currently available. Please check the website [www.upc.ie](http://www.upc.ie) for updates on the availability of this feature.

**Please note!**

[you must set your Remote Control up beforehand for use with your video recorder or DVD player.](#)

## Setting up the Remote Control

You can set up the Remote Control so that you only need to use one Remote Control for all of your equipment. The Remote Control will need to be set up once so that it can be used with your TV and your video recorder or DVD player/recorder. You can find a list of the most common makes in the back of this manual.

**Tip**

[A full list of setting codes can be found at \[www.upc.ie\]\(http://www.upc.ie\)](#)

1. Look for the setting code for your device on pages 35-38. There is a list with 4-digit setting codes for each kind of device (TV, video recorder or DVD player/recorder). Most makes are listed with several setting codes. You may need to try several of the setting codes for your make of device. Start by setting up the Remote Control for your TV.

**Please note!**

[It is possible that more than one setting code is listed for your kind of TV, video recorder or DVD player/recorder. If that is the case, try the various setting codes one after the other until one of them works. If the particular TV, video recorder or DVD player/recorder make that you own is not listed, use the information under 'Search for setting code automatically' opposite on this page.](#)

2. Press  to put the Remote Control in TV mode (to set up the video recorder or DVD player/recorder you use .
3. Press  and  simultaneously. Wait until the light on your Remote Control lights up twice and then release the buttons.
4. Enter the 4-digit setting code using number buttons  to  on the Remote Control. You have 20 seconds to enter the number.  on the Remote Control will light up twice once the fourth number has been entered to indicate that the code has been accepted. If the  does not light up you need to try another setting code for your make of device by following the same step 1 - 4 again.
5. Press  to see whether the device that you are setting switches off. If it does not switch off, repeat the above step 1 - 4.
6. If the device you have set switches off when you press , check that other functions such as Channel +/- work. If they do, your remote is now set up to work with this device.

### Search for setting code automatically

If the particular TV, video recorder or DVD player/recorder make you have is not given in the setting codes lists, or the setting codes given do not work, use the following information.

- Switch on the piece of equipment which you want to set up the Remote Control.
- To set up the remote for your TV, press  and then release it again (use  to search for the setting code for your video recorder or DVD player/recorder).
- Press  and  simultaneously. Wait until  lights up twice on the Remote Control and then release the buttons.
- Then press ,  and  consecutively.  on the Remote Control lights up twice.
- Point the Remote Control towards your TV and press .
- Point the Remote Control towards your TV. Press [ch +] on the Remote Control repeatedly until your TV switches off (each time you press [ch +], the Remote Control sends an 'off' signal to your TV corresponding to a particular setting code). Once the setting code that belongs to your TV has been found, your TV switches off. If you are trying to set up your video recorder or DVD player/recorder, your video recorder or DVD player/recorder will switch off when the correct code has been found.

- Press  as soon as your TV (or other device) has switched off to save the setting code.

**Please note!**

You might have to press [ch ] several times before you find the correct setting code and your TV switches off. It may take around 15 minutes before you find your code using the 'Searching setting code' function. Continue to point the Remote Control towards your TV while you search for the setting code.

## Replacing batteries

The Remote Control is supplied with two new AA/LR6 alkaline batteries. If the Remote Control is no longer working or not working properly, that probably means that you need to replace the batteries:

- Open the flap on the back of the Remote Control.
- Insert two new batteries as per the graphics on the battery slot and close the battery slot with the flap.

**Please note!**

Never use a mixture of old and new batteries, or a mixture of different kinds of batteries (e.g. standard and alkaline).

**Tip**

You can switch the MediaBox on standby. The MediaBox can be switched on using [ch ] on the front of the MediaBox.

When the MediaBox is switched on, you can change channels using [ch ] and [ch ] on the front of the MediaBox. You use  to put the MediaBox on standby.

## Basic Functions

After you have connected the MediaBox, you can use the Remote Control to operate the basic functions of your TV. These relate to frequently used functions such as put on standby and switching on, changing channels and adjusting the volume. You will also get to know the useful Mini TV Guide. You can use it to retrieve information about the programme you are watching, to look up a new programme and to change channels.

### Put the MediaBox on standby and switching on

- Press  on the Remote Control to switch on the MediaBox.
- Press  to put on standby the MediaBox.

You can also switch on the MediaBox using buttons [ch+] and [ch-] and put it on standby using  on the front of the MediaBox.

### Changing channels

There are various methods to change channels quickly using the Remote Control.

#### Surfing

You can switch quickly between consecutive channels using [ch+] and [ch-].

- Press [ch+] once to go from channel 1 to channel 2.
- Press [ch-] once to go from channel 2 to channel 1. You can also switch quickly between consecutive channels using  and  on the front of the MediaBox.

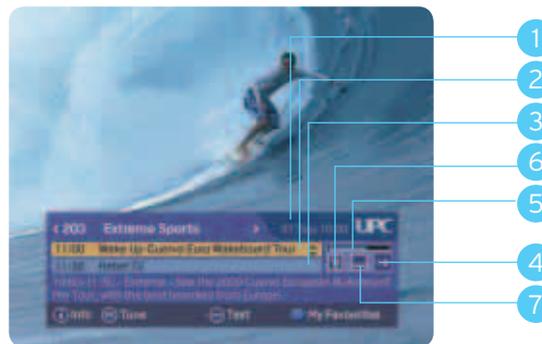
#### Selecting channel number

You can also use the number buttons if you want to go straight to a particular channel.

- Press    to switch to channel 105.

### The Mini TV Guide

Each time you change channels, a Mini TV Guide appears on your television screen.



The Mini TV Guide provides you with the following information:

1. The number and name of the channel you are watching, along with today's date & time.
2. The programme you are currently watching on this channel.
3. The next programme that will be on this channel after the programme you are currently watching.
4. The age for which the highlighted programme is suitable (G, PG, 12, 15, 18). Please note this information may not be available for all programmes.
5. A line representing the percentage of the current programme that has already passed.
6. Indicates that the highlighted programme is available in several languages
7. Indicates that subtitles are available for the highlighted programme in several languages.

After 2, 4 or 8 seconds, this programme information will disappear from your screen, depending on how long this is set up for in your settings. You can change how long the programme information is displayed yourself. To do so, go to "Setting Mini TV Guide" in Chapter 9. When you first get the Mediabox, the default setting will be 4 seconds. After a while, the Mini TV Guide disappears from your screen.

You can set how long the programme information is displayed yourself. To do so, go to 'Setting Mini TV Guide' on page 30.

**Please note!**

The Mini TV Guide you see when changing channels using [ch+] and [ch-] disappears automatically after 2,4 or 8 seconds, depending on your settings. When you call up the programme information bar using [OK], it does not disappear automatically. Press [OK] to tune to the channel highlighted in the programme information bar. Alternatively, you can press on [UP] or [LEFT] to remove the programme information bar without changing channels.

**Channel surfing using the Mini TV Guide**

You can also use the program information bar to preview what is being broadcast on other channels while watching your current channel. If you decide you want to watch a different programme based on the programme information, you can tune to it immediately.

- Press [OK] to call up the Mini TV Guide. The channel and programme you are currently watching will be highlighted in yellow, and the next programme to be broadcast on this channel will be displayed underneath.



You now have the following options:

1. Use [LEFT] and [RIGHT] to view programme information about a different channel. The information in the bar changes, but the programme in the background does not.

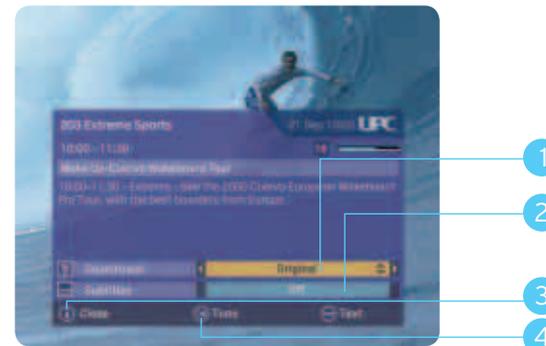
2. Press [OK] to tune to the channel displayed at the top of the Mini TV Guide. (Line 1 in the diagram above)
3. Use [UP] and [DOWN] to switch between the two programmes displayed. Your active choice is highlighted in yellow. A short description of the highlighted programme can be seen at the bottom of the Mini TV Guide. (Line 5 in the diagram opposite)
4. Press [INFO] for a detailed programme description of the highlighted programme (see also further on in this chapter).
5. Displays a brief description of the highlighted programme. Press [UP] to remove the Mini TV Guide without changing channels.

**Extra programme information**

When the Mini TV Guide is visible, you can retrieve additional programme information about the highlighted programme. You can also retrieve extra programme information about the programme you are currently watching directly (so you do not have to bring up the Mini TV Guide first).

In both cases, you proceed as follows:

- Press [INFO] to bring up the extra Mini TV Guide. You will see a detailed summary of the programme. Below that you will see the audio language settings for multi-language broadcasts and subtitles. This is where you can select from the available languages. The progress bar indicates how long the programme has been running for.



You now have the following options:

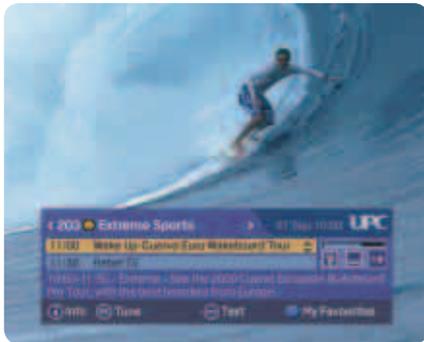
1. This is the Soundtrack option. You can use  and  to change the Soundtrack language. If you wish to move down to the Subtitles option (see number 2 on the diagram on the previous page), you can use  and . The only language currently available is English, but please check the Chorus/NTL website for updates.
2. This is the Subtitles option. You can use  button and  button to switch the subtitles on or off. This option is only available if the programme is being broadcast with subtitles see page 30.
3. Press  to exit the screen. You return to the Mini TV Guide or to the programme you were watching.
4. Press  to tune to the channel displayed in the extra programme information.

#### Tip

You can also access a number of the functions directly via the MediaBox without using the Remote Control.

## Favourite channels

You can use favourites to indicate that you prefer certain channels. Favourite channels are identified by a smiley in the Mini TV guide.



## Add 'favourite' channels

To add the favourite status to a channel, go to the TV Guide by pressing . Press  to enter the settings screen. In this screen, you can select the channel you want to add to 'My Favourites'. By pressing , the favourite status will be added to this channel.

## Remove 'favourite' status

To remove the favourite status from a channel go to the TV Guide by pressing . Press  to enter settings screen. In this screen you can select the favourite channel that you want to remove from 'my favourites'. By pressing , the favourite status will be removed from the channel.

## Surfing with favourites

When channel surfing, you can choose only to view the channels that are included in the favourites summary. The picture shows a channel set as a favourite. This is indicated by a . By using the  and  buttons on the Remote Control, you can surf between your favourites and skip all other channels at the same time.



This function can be recognized by 'All channels' in the information bar. By pressing , you can switch between surfing with favourites only and surfing with all channels.

**Tip**

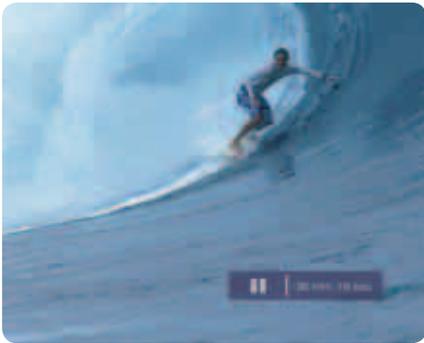
You can also set reminders on the MediaBox.  
See Chapter 5: 'TV Guide' for more information about reminders.

**Please note!**

The automatic recording setting lasts for 150 minutes and does not take up any of the 65 hours of recording capacity.

### Pausing live TV

With the MediaBox - DVR, it is possible to press **⏸** during a live broadcast. To unpause press the **▶** button. You are now following behind the live broadcast. Press **⏮** button to rewind and **⏭** button to fast forward. An information bar appears at the bottom of your screen and displays how far behind the live broadcast you are.



The MediaBox - DVR has been set so that recording starts automatically three seconds after you have started watching a channel. This means that you can use **⏮** to rewind to any scene from the point at which you started watching.

**Please note!**

As soon as you change channels, the MediaBox-DVR automatically resets, and starts recording the channel you've switched to.

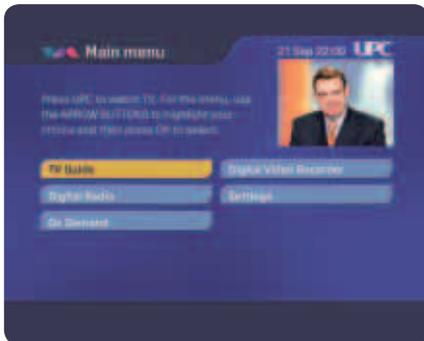
## Using menus

Menus are used for the additional features the MediaBox offers. These menus are screens with a number of options you can select using the Remote Control. Before exploring the additional features, it is useful to know how to call up the main menu and to familiarize yourself with a number of basic operations that recur in a large number of menus.

### Calling up the main menu

Press  to call up the main menu.

- TV Guide: The user-friendly television guide. Here you will see an overview of all the services and settings available for Digital TV.
- Digital Radio: A wide selection of digital music stations.
- On Demand: For ordering various programs including movies.\*
- Interactive Services: For playing games.\*
- Settings: For setting your preferences.
- Digital Video Recorder: For setting up the DVR.



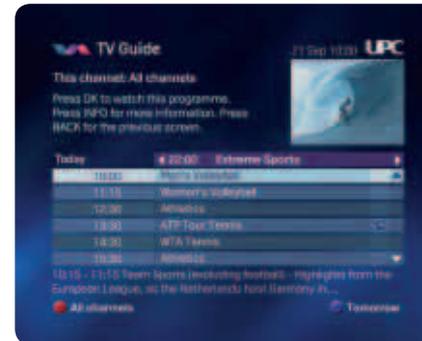
\* This feature is currently not available. Please check the website [www.upc.ie](http://www.upc.ie) for updates on the availability of this feature."

You can always do the following in any menu:

- Using   and   you can select from the various options. The active choice is always highlighted.
- By pressing , you go to the screen of your highlighted choice. You now arrive in a new menu.
- By pressing , you exit the menu display. You return to the television screen.

### Using menus

We shall use an example screen to demonstrate a number of basic operations.



### Selecting an option in a list:

- Most menus contain a number of bars with text, of which one is always highlighted. The highlighted bar is the active option. You can select a different bar using  and ; in menu overviews you can also use  and . Sometimes the bar itself contains several options (such as the top bar of the example screen). When you select a different option, the yellow highlighting will move.
- Press  to confirm a highlighted selection in a list or a menu overview. You will now reach a new menu screen or tune to the channel you have selected.

- Selecting an option using a colored key:  
If you see text in the bottom of the menu with a colored dot in front of it (●, ●, ● or ●), then you can perform the action described in the text by pressing the button with the corresponding color on the Remote Control. You may well already be familiar with this from Teletext, where there is colored text at the bottom of the screen enabling you to go quickly to the corresponding page.
- Back one screen: Press  to go to the previous screen.
- Retrieve more information: Press  to retrieve more information about a selected programme.
- Returning to the TV programme. Press  to exit the menu and return to the television screen.

Tip

Brief information is often given at the top of the menu screens. Lists often use arrows to indicate which buttons (, ,  and ) you must use to select a different option.

# TV Guide

TV Guide provides you with fast access to a listing of the programs you can watch on the channels offered on Digital TV. You can call up a channel list containing all the programs that can be watched at this time. You can also obtain a listing per channel of the programs that may be watched later or on one of the following days. You can use programme information  to retrieve more information about the programs in the listings.

## TV Guide menu

- Press  to view the TV Guide channel categories or press , then select 'Guide' in the main menu and press . You will now see a menu with channel categories.



You now have the following options:

- Select what you want to do using , ,  and  or using , . View the Chorus/NTL Guide of all channels, or channels based on the categories in the navigation options. You can also view the summary of all planned recordings and reminders in My TV Agenda.

The  settings option will allow you set favourites, lock channels or view a summary of your favourites.

The category you selected is now highlighted.

- Press  to confirm your choice. You will now see a list of channels and programs that can be watched now
- Press  to return to the TV Guide menu.
- Press  to return to the TV programme.

## All channels

TV Guide gives you a full listing of programs that can now be watched on Digital TV channels via the 'All channels' screen. In the 'All channels' screen, you can tune to the programme of your choice, lock access to certain channels or choose to view the schedule available now and in the future on a particular channel.

### Calling up 'All channels' screen

- Select the 'All channels' category in the TV Guide menu for a full listing of all channels and programs that can be watched at that time. If you select another category in the Chorus/NTL Guide menu (e.g. Sports), it will only bring up the listings for channels in that category. (see also 'Calling up TV Guide menu').

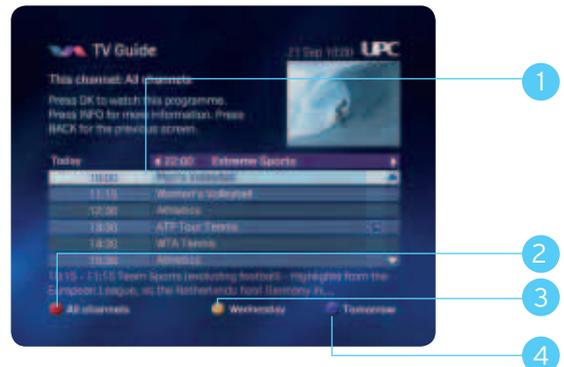


The 'All channels' screen gives you the following options:

1. You can select a channel using and (see also the information on the screen). The selected channel is highlighted. A short description of the programme being broadcast on that channel appears at the bottom of the screen. You can view the programs on the highlighted channel using and . More information about the selected programme will then appear at the bottom of the screen.
2. Press to view which programs can be watched during the rest of the day and over the next few days on the highlighted channel (see page 17 for more details).
3. Press to zoom in. The text will become larger. By pressing again, you will zoom out again.
4. Press to scroll forward a day.
5. Press to tune to a channel you have selected.
6. Press to return to the TV Guide menu.
7. Press for a detailed description of the selected programme.
8. Press to exit the menu and return to the television screen.

A is used to indicate that the channel has been blocked. This channel may only be watched once a PIN code has been entered. The default PIN code is 0000.

On this channel



1. Select a programme using and . You can view other channels using and .
2. Press to return to the TV Guide with all channels and programme listing.
3. Press to scroll back a day.
4. Press to scroll forward a day.
  - Press to return to the previous screen.
  - Press for detailed programme information.

### Blocking channels

If you wish to do so, you can block certain channels, for example because you do not want your children to watch them. To block channels, go to the TV Guide first of all by pressing . Then press to go to the 'Settings' screen. In this screen, you select the channel you want to block and then you press . You will be prompted to enter your PIN code, and click OK. A will appear beside the channel to indicate that the channel has been blocked. The default PIN code is 0000.

### How to unblock a channel:

To unlock a channel, follow the instructions above to get to the Settings menu. Then select the channel you want to unlock, press , enter the PIN code when prompted and press . The will now disappear from beside the channel to indicate that the channel has been unblocked.

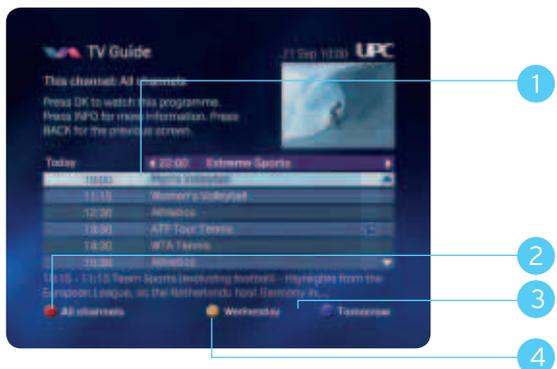
## Setting reminders

You can set reminders in 3 ways: via the TV Guide, via the channel guide or via the Mini TV Guide.

### Setting reminders via the TV Guide

Go to the TV Guide by pressing  on the Remote Control. Then press  to go to the listing of all channels. To set the reminder of a programme, select the programme and press .

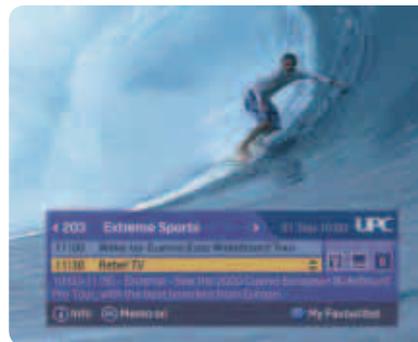
### Setting reminders via the channel



1. Select a programme using  and .  
You can view other channels using  and .
2. Press  to return to the channel and programme listing.
3. Press  to scroll forward a day.
4. Press  to scroll back a day.
5. Press  to return to the previous screen.
6. Press  for detailed programme information.
7. You can also set reminders here by selecting a programme and pressing .

### Reminders via the Mini TV Guide

You can also set reminders via the Mini TV Guide. If you are surfing using [ch+] and [ch-] on the Remote Control, you can set a reminder for a programme by selecting the next programme using . The reminder will be set when you press .



## Reminder summary

To see the reminders you have set, you can look in 'My TV Agenda.' Go to the TV Guide by pressing **guide** on the Remote Control. Then select 'My TV Agenda' and press **ok**.



You can see at a glance which reminders you have set in this summary. You can also delete reminders in this screen. Reminders can be deleted by selecting the relevant reminder using **up** and **down**. The reminder will be deleted when you press **blue**.

## Setting favourites

To set favourite channels, go to the TV Guide Menu first of all by pressing **guide**. Then press **yellow** to go to the 'Settings' screen. To add favourites to your personal list, select the desired channel using **up** and **down** on the Remote Control.



By pressing **blue**, you can add the selected channel as a favourite (if it has not already been set as such).

## Deleting favourites

To delete favourites from your personal list, select the desired channel using **up** and **down** on your Remote Control. By pressing **blue**, you can delete the selected channel from the favourites list (if the channel was set as a favourite).

## Accessing favourites

You can access your favourites by going to the TV Guide. You can do this by pressing **guide** on the Remote Control. Then press **blue** to access your favourites summary.

# Digital Video Recorder

The MediaBox - DVR has a built-in hard disk with a recording capacity of over 65 hours (160 GB).

## Recording programs

You can record and watch programs whenever you like using the MediaBox - DVR.

The MediaBox - DVR provides three different recording methods:

- instant recording of a programme you are watching;
- recording of a programme via the TV Guide;
- recording of a programme at a set time.

## Instant recording

You can record a channel instantly by pressing the record button . You will then be asked to confirm the end time of the recording. The default time that will be displayed is the scheduled end time of the programme you are recording. If you want to change the end time of the recording, you can set the recording to stop for example 5 or 10 minutes after the end of the programme using . Press  to start recording.

As soon as recording starts, 'OK' will light up in red on the frontpanel of your MediaBox - DVR.



To stop the recording, press . All recorded programs can be looked up in the recordings list. You can read how this list works on page 23.

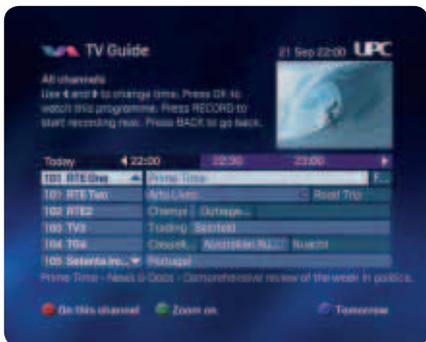
### Please note!

You can view other channels using  and  whilst recording. The programmed recording simply continues.

## Recording using the TV Guide

You can also schedule future recordings using the MediaBox - DVR. If you select a programme you want to record in the TV Guide by using the  and , you can easily record it by pressing the  button.

If you want to record a programme that has already started, the MediaBox - DVR will start recording immediately.



If you want to record a future programme, the MediaBox - DVR will automatically record the programme once it starts being broadcast.

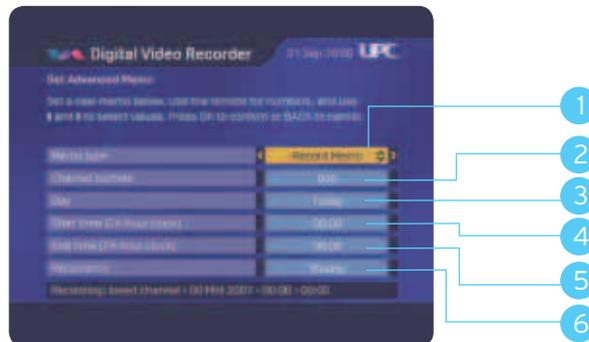
#### Tip

See page 16 for instructions on how to use the TV Guide.

## Recording at a set time

To programme the MediaBox - DVR manually to record a programme, you use 'Set Advanced Memo.'

Press **MEMO** on the Remote Control and select Digital Video Recorder. You can set a future recording under 'Set Advanced Memo.'



Use **UP** and **DOWN** to select the menu item.

### 1. Memo type

The default value is 'Record Memo'. You can use **LEFT** and **RIGHT** to change the value to 'My Memo'.

### 2. Channel number

Enter the 3-digit channel number on which the programme you want to record is being broadcast using the number buttons on the Remote Control. For example: 101 for RTE One.

### 3. Day

Enter the day on which the programme is to be recorded. For example: Saturday. You can use **LEFT** and **RIGHT** to change the value of this menu item.

### 4. Start time

Enter the desired start time of the recording using the number buttons on the Remote Control. You must enter the time in a 24-hour format e.g. 07.00.

### 5. End time

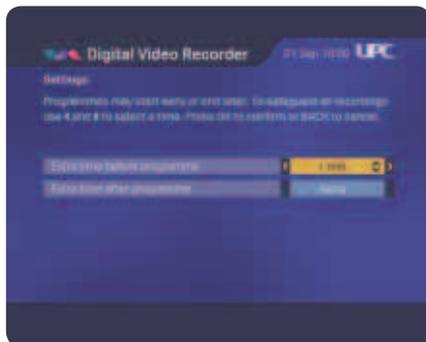
Enter the desired end time of the recording using the number buttons on the Remote Control. You must enter the time in a 24-hour format e.g. 07.00.

### 6. Recurrence

Enter how often you want to repeat the recording. You can select from values Once, Daily, Weekly or Mon to Fri. You can use **LEFT** and **RIGHT** to change the value of this menu item.

## Settings

Programs may start earlier or finish later than indicated in the TV Guide. To avoid missing the end of a programme that is to be recorded, you can specify under  followed by 'Digital Video Recorder' and then 'Settings' whether you want a recording from the TV Guide to start 1, 5 or 10 minutes earlier by default and to stop 1, 5 or 10 minutes later by default. To change the time, use  and . Press  to confirm.



This setting only works for future recordings of programmes based on the TV Guide. Manually-set recordings will not automatically start earlier or later as per these settings. In addition, immediate recordings selected from the TV Guide will not start earlier as per these settings.

### Please note!

If the MediaBox - DVR is on standby and a scheduled recording starts, the MediaBox - DVR will record the programme anyway.

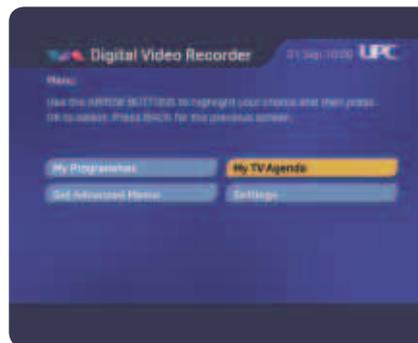
### Tip

Programs you record may run on for longer than scheduled in the TV Guide. Choose to start and stop recording up to a maximum of 10 minutes earlier and later respectively.

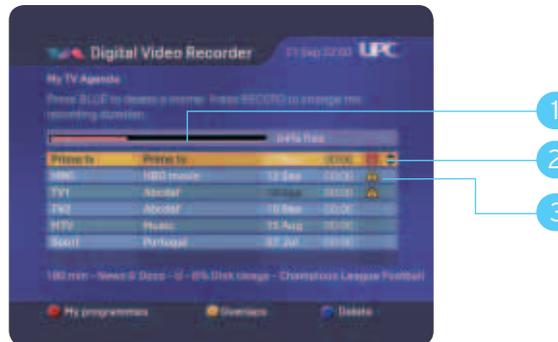
## Summary of scheduled recordings

All of the programs you have identified as needing recording can easily be found in the menu 'My TV Agenda'.

Press  and go to the 'Digital Video Recorder' section.



You will find a summary of all future scheduled recordings under 'My TV Agenda.'



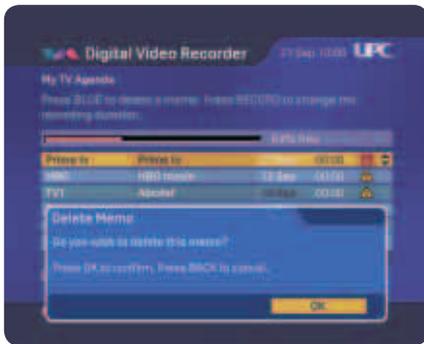
1. The red bar indicates the recording-capacity percentage still available on the MediaBox - DVR.
2. The  indicates that you are currently recording a programme.
3. A  indicates that scheduled recordings overlap.

## Resolving overlaps

As the MediaBox - DVR only permits you to record one programme at a time, scheduled recordings must not overlap. If your recordings overlap, this will be indicated with a .

The MediaBox - DVR will finish the first recording before starting a new one by default. Therefore, where overlaps exist, the beginning of the later programme might not be recorded.

Use  and  to select the overlapping programme you want to cancel. To resolve the overlap, you can simply press the  and this will prompt you to delete the programme you have selected.

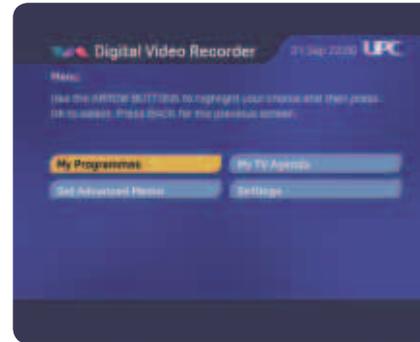


The scheduled recording will be deleted when you press .

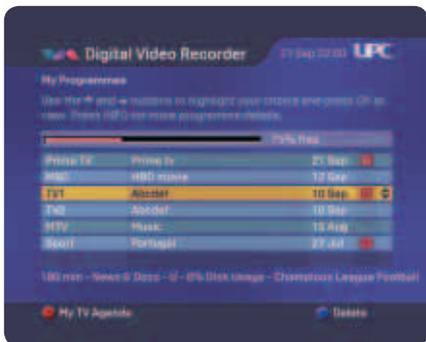
## Programme playback

MediaBox - DVR enables you to record programs and watch them simultaneously. You can also playback the recording straight away without stopping recording. So you can watch the first part of a programme while the second part is being recorded.

You can find a summary of all of your recorded programs in the Digital Video Recorder menu under 'My programs.' Press  on the Remote Control. Then select the Digital Video Recorder menu item using  and  and press . You will then see the screen below.



Use the arrow buttons to select the 'My programmes' menu item and then press .



Use and to select recording. Press for more programme information and or to watch the programme.

If you have already watched some of the programme and you want to continue where you left off, select 'Resume.' If you want to watch the recording from the beginning, select 'Beginning' using and the recording will start. You can fast forward while watching a recording by pressing .

If you press again, the recording will fast forward quicker. You can also pause the recording by pressing or .

#### Tip

You return to the summary of your recorded programs by pressing twice.

You can also rewind while watching a recording to watch a scene again. You can rewind by pressing . You can rewind quicker by pressing again.

### Slow motion

By pressing when watching a recorded programme, you can pause the programme; by then pressing , you can continue the recording forwards in slow motion. If you press after the pause button, the recording will play backwards in slow motion.

#### Tip

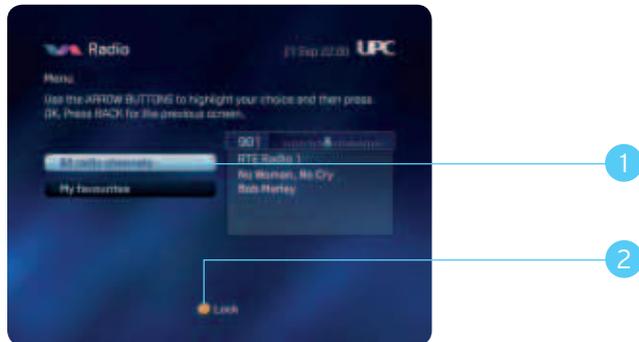
The MediaBox - DVR also gives you the option of pausing or rewinding a programme if you are simply watching television.

# Digital Radio

Digital Radio gives you access to a large number of digital radio channels that you can listen to on your TV or sound system (only if you have connected your sound system to the MediaBox). The menu gives you fast access to a listing of the radio channels you can listen to. You can put your favourite radio channels in a special list.

## Calling up the radio menu

- Press 'Menu' to call up the main menu.
- Select 'Radio' using , ,  and . The bar with 'Radio' is now highlighted.
- Press . The Radio menu is now displayed on your screen.



## Viewing all radio channels

1. You can use the 'All radio channels' option to tune to your selected radio channel.
- Press . You will now see a list of all radio channels that can be received with the MediaBox.

2. Press  to block a selected channel. Now you must enter your Customer PIN code. The default PIN code is 0000. A  appears indicating that the channel has been blocked.

The channel can only be listened to after the PIN code has been entered.

Chapter 10 (Settings) provides an explanation of how you can change the PIN code.

## All radio channels

In the 'All radio channels' screen, you can tune to a radio station of your choice, block access to radio channels or compile a list of favourite radio channels.



The 'All radio channels' screen now gives you the following options:

1. Select a channel using  and .
    - Press  to listen to the highlighted channel. Information about the channel selected is displayed to the right of the list of channels.
  2. Press  to block a highlighted channel. You will be prompted to enter your Customer PIN code. The default PIN code is 0000. A  will appear to indicate that the channel has been blocked.
- The channel can only be listened to after the PIN code has been entered. Chapter 10 (Settings) provides an explanation of how you can change the PIN code.

- Press **OK** to add a selected channel to 'Favourites.'  
Channels you add to 'Favourites' are put in a separate list that you can retrieve in the Radio menu.
- To go straight to 'Favourites' from the current screen, you press **OK** (see also 'calling up favourites' below).
  - Press **Left Arrow** to return to the Radio menu.
  - Press **UPC** to watch TV. You return to the channel your TV was tuned to when you went to the Radio menu.

## Favourites

By compiling a favourites list, you will always have the radio channels you enjoy listening to close at hand. You compile a favourites list in the 'All radio channels' screen (see also 'All radio channels').

### Compiling favourites list

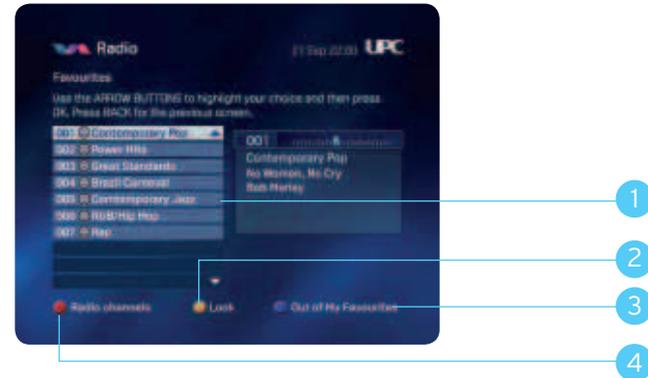
- Select the station you want to add to your favourites list in the 'All radio channels' screen using **Left Arrow** and **Right Arrow**. Press **OK** to add the highlighted station to your favourites list.

### Calling up favourites

You call up your list of favourite radio channels via the Radio menu (see also 'Calling up Radio menu').

You can block radio channels in 'My Favourites' screen as well as delete favourites from the list if required.

- Select 'My Favourites' in the Radio menu. You will see the list of favourite channels you have selected.



The 'All radio channels' screen now gives you the following options:

- Select a channel using **Left Arrow** and **Right Arrow**.
  - Press **OK** to listen to the highlighted channel. Information about the channel selected is displayed to the right of the list of channels.
- Press **OK** to block a highlighted channel. You will be prompted to enter your Customer PIN code. The default PIN code is 0000. A **Lock** icon appears indicating that the channel has been blocked. The channel can only be listened to after the PIN code has been entered. Chapter 10 (Settings) provides an explanation of how you can change the PIN code.
- Press **Left Arrow** to delete a favourite channel from the list.
- Press **UPC** to go to the 'All radio channels' screen and to add a favourite channel if desired.
  - Press **Left Arrow** to return to the Radio menu.
  - Press **UPC** to watch TV. You return to the channel your TV was tuned to when you went to the Radio menu.

## Screensaver

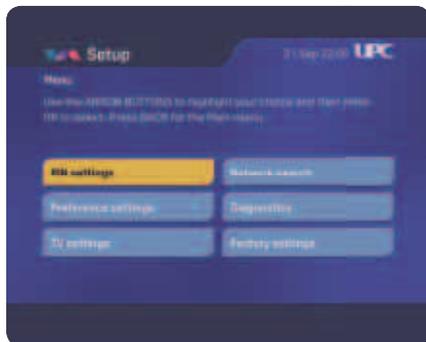
To protect your TV from the static tuner display, a screensaver (protection from screen burn) appears on your screen after a little while (5 minutes). The screensaver disappears when you press a button on the Remote Control.

# Settings

You can set all kinds of preferences for using Digital TV in the Settings menu. You can, for example, set PIN codes for blocking certain channels and services' and specify the kind of TV you have ('normal' or 'widescreen').

## Calling up Settings menu

- Press  on the Remote Control. The main menu is now displayed on your screen.
- Select 'Settings' using , ,  and . The 'Settings' bar is highlighted.
- Press . The Settings menu is now displayed on your screen.



## PIN settings

You can set a four-figure PIN code to block access to certain channels and services by anyone who does not know the PIN (for example, your children).

You can set PIN code protection for:

- Access to certain channels, whereby blocked channels are identified by a 
- Programmes with an age-classification rating (G, PG, 12, 15, 18).  
That way, you can prevent your children from watching programs they are too young for.

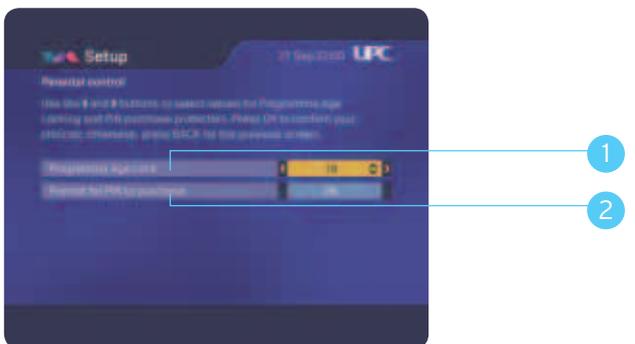
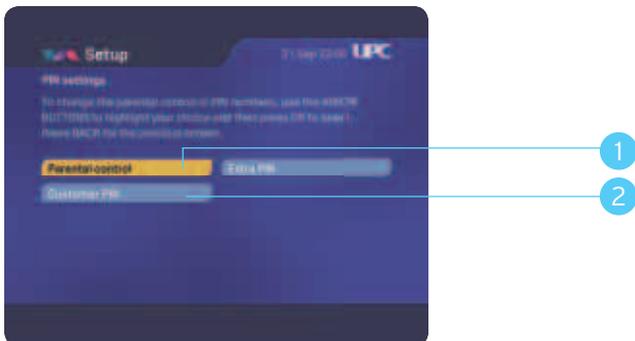
## Calling up PIN settings menu

PIN settings are changed under the 'PIN settings' option in the Settings menu.

- Bring up the Settings menu on your screen (see 'Calling up Settings menu')
- Select 'PIN settings' using , ,  and . The 'PIN settings' bar is highlighted.
- Press .
- Now you must enter the Customer PIN. The default Customer PIN is 0000. Select  'OK' and press .

The PIN settings menu is now displayed on your screen.

The 'parental control' option has already been selected (highlighted).



You now have the following options:

1. Set up a parental control for programmes with an age-classification rating. You can protect your children from viewing programmes you feel are unsuitable by setting an appropriate age-classification rating (G, PG, 12, 15, 18). When you switch to a programme with an age rating higher than the value you have set, you will be asked to enter your customer PIN. For example, if you set an age rating of 12, you will be asked for a PIN for 15 and 18 rated programmes.

If you do not want to use this feature and want to be able to view programmes without asking for a PIN then set the Programme Age Lock to 18.

Please note, these PIN Settings will not override the PIN Requests you normally receive when watching Sky Movies between 05.30 and 20.00

- Select 'parental control' in the PIN settings menu.
- The 'programme age lock' option is selected (highlighted).
- Select an appropriate age-classification rating (G, PG, 12, 15, 18) using ◀ and ▶.
- Press **OK** to confirm the selection and to continue.

2. Setting up PIN for purchases (On Demand/Interactive Services' - *these services will be coming soon*). You can protect games in 'Interactive' using your Customer PIN.

- Select 'Parental Control' in the PIN Settings menu.
- Make a selection on the "Prompt for PIN to purchase" ON/OFF option.
- Select the value 'ON' using ◀ and ▶.
- Press **OK** to confirm the selection and to continue. Your children cannot make any purchases (unless you have given them the PIN number).

Please note!

A programme is only protected by a PIN code if an age-classification rating is available for this programme.

If you give a PIN to your children, they will also be able to play games at a charge.

#### Customer PIN and additional PIN

You can set two PIN codes. The most important PIN code is the Customer PIN. This one is valid in all situations in which a PIN code is requested. The default Customer PIN is 0000. You can also give an additional PIN to your children. Your children can use this additional PIN to order On Demand movies that fall within an age limit you have set. Your children can also use the additional PIN to order games via the TV. The default additional PIN is 0000.

If you want to set PIN code protection, it is important to change the default code 0000 of the Customer PIN and additional PIN to four numbers of your choice.

**Please note!**

Select a different number combination for the Customer PIN and the extra PIN!

### Changing PIN code

The default PIN code is 0000. The default PIN code is changed in the PIN settings menu.

Select 'Customer PIN' in the PIN settings menu using , ,  and  to change the Customer PIN and 'Additional PIN' to change the additional PIN. Press . You will now see the screen for changing the PIN code.



### You proceed as follows:

1. Enter a new PIN code.
2. Confirm your new PIN code by entering it again.
  - Press  to save the new Customer PIN.
  - Press  to cancel the change.
3. Press  again when prompted if you are saving your new Customer PIN.

### List of PIN settings

The table below lists the most important PIN settings.

You want:	Required settings:
No protection.	- Set age limit to 18. - PIN code for purchases OFF.
To prevent your children from watching programmes that are not age-appropriate.	- PIN code for purchases ON. - Edit Customer PIN and additional PIN. - Do not give the additional PIN to your children. - Set age limit (G, PG, 12, 15, 18). - Edit Customer PIN and additional PIN.

### PIN requests for Sky Movies.

Sky Movies require you to enter a PIN to watch movies at certain times as part of their commitment to prevent your children from watching a movie that they are too young to view.

You will be asked for your PIN to watch any movie on a Sky Movie channel between 0530hrs and 2000hrs if the movie rating is for age 12 or above. You will not be required to enter a PIN outside of these hours. You will be asked for the PIN every time you switch to a new Movies channel, and you will be asked for the PIN every time you return to a Movies channel you have watched previously.

You will never be asked to enter your PIN when watching Sky Family, as all movies on this channel are certified for general viewing. Please note, you can not over-ride this feature by changing the settings on the Parental Control in the Settings menu. However, if you wish to add additional PIN protection outside of the hours above, you can use the Parental Control settings to give your children extra protection.

## Incorrect PIN code entered

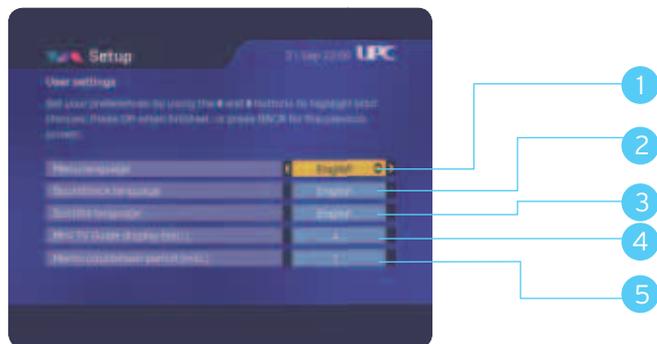
You can enter a wrong PIN code three consecutive times. On the fourth time, the PIN code will be blocked. You can try again after 15 minutes have elapsed.

## Preference settings

You can set how long the programme information banner is displayed when you change channels, as well as setting the time for your programme reminders to pop-up. The language options for movies and programmes are not currently functional. However, this may change in the future. Please check the website [www.upc.ie](http://www.upc.ie) regularly for updates.

### Calling up Preference settings menu

- Bring up the Settings menu on your screen (see 'Calling up Settings menu').
- Select 'Preference settings' using , ,  and .
- The 'Preference settings' bar is highlighted.
- Press .
- The 'Preference settings' menu is now displayed on your screen.



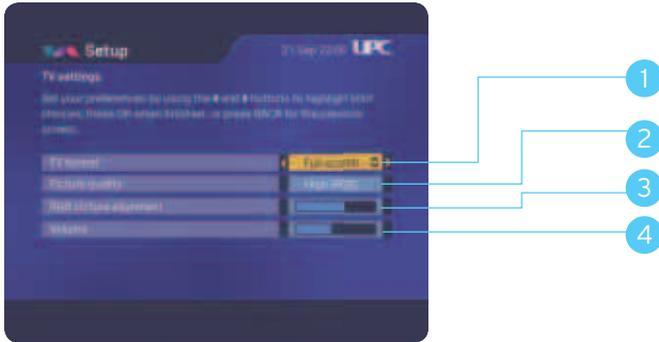
### You can now choose from the following options:

- Set language choice: The options for language choice (numbers 1, 2 and 3) are not currently functional.
1. 'Menu language' is the active option. This setting is used to change the language in which the menus are displayed on the screen.
    - Use  and  to select a different setting. You can select from a large number of languages.
  2. Select the 'Soundtrack Language' option using  to set your language preference for programs broadcast with audio in several languages.
    - Use  and  to select a different setting. You can choose from 'Original' (the programme will be played in the language in which it was recorded) or from a large number of languages (the programme is broadcast in a dubbed version if the audio is available in the language you specified).
  3. Select the 'Subtitle Language' option using  to set your language preference for the subtitles of programs broadcast with the option of displaying subtitles in various languages.
    - Use  and  to select a different setting. You can choose 'Off' (the programme will be broadcast without subtitles) or from a large number of languages (the programme will be broadcast with subtitles in your preferred language if those subtitles are available). Your choice of language does not affect (for example) programmes from the Irish public and commercial broadcasters, as they do not have a language-selection option.

You can determine yourself whether you want the Mini TV Guide to be displayed for a longer or shorter period of time.
  4. Select the option 'Mini TV Guide display (sec.)' using  to set how long the Mini TV Guide will remain visible on your screen when changing channel.
    - Use  and  to select a different setting. You can select 2, 4 or 8 seconds.
  5. Select the 'Memo countdown period (min.)' option using  to indicate how far in advance the reminder will appear.
    - Use  and  to select a different setting. You can select 1, 2 or 5 minutes.

## TV settings

Digital TV is suitable for normal and widescreen TVs. The type of television only needs entering once. That way, you can make optimum use of the possibilities of your TV, whether it is a normal TV or a widescreen TV.



## Changing settings

- Bring up the 'TV settings' screen (see 'Changing TV settings').
- Select 'Volume' using and . Use and to turn the basic volume up or down. Only use this setting if, after switching on the MediaBox, you feel that the default volume is too loud or too quiet.

## Changing TV settings

- Bring up the Settings menu on your screen (see 'Calling up Settings menu').
  - Select 'TV settings' using , , , and . The 'TV settings' bar is highlighted.
  - Press . You will now see the 'TV settings' screen.
1. Select TV format using and . The bar after TV format is now highlighted. Use and to select your kind of TV: Full-screen, Letterbox, Widescreen.
  2. Select 'Picture quality' using and . Use and to select between 'High' and 'Standard.' See which setting works best on your TV.
  3. Select 'RGB picture alignment' using , , , and . Use this option to adjust the picture alignment if necessary. By default, this value is set correctly.
  4. Once the MediaBox is installed, you operate the sound level of your TV via the MediaBox. If you need to turn the volume on the TV up or down after you have switched it on, this is where you can adjust the default volume.

# Appendix 1

## Frequently asked questions

### 1. Can I start using Digital TV straight after installing the MediaBox?

Once the MediaBox has been installed and activated, you can start watching TV immediately and familiarizing yourself with the benefits of Digital TV. You will experience high (digital) picture and sound quality. You also have more TV channels and additional radio stations at your disposal. The TV Guide, the electronic programme guide, means that you always have a TV guide to hand. With the arrival of the MediaBox, you can use special TV settings, such as setting up a child lock for programs your children are not allowed to watch.

### 2. How does the Remote Control work?

The Remote Control supplied with the MediaBox has been specially designed to make optimum use of the features Digital TV offers. In addition, you can use it to operate your television, video recorder or DVD player/recorder. You will find more information about using the Remote Control and a detailed explanation of the buttons in the Quick Guide you received with your Chorus/NTL Mediabox.

### 3. Can I also use the Remote Control for my TV or other equipment?

The Remote Control can be used to operate your TV and DVD player/recorder or video recorder. The Remote Control is set for use with your MediaBox by default. To use the Remote Control with your TV and DVD player/recorder or video recorder, you must set the Remote Control for use with these pieces of equipment. Once you have set the Remote Control for use with your TV, you can turn the volume of digital TV and radio programs up or down using the Remote Control. If you do not set the Remote Control, you can only turn the volume up or down using your TV's Remote Control. You can read how to set the Remote Control for use with other equipment in the user manual.

### 4. My Remote Control no longer works.

If the Remote Control no longer works properly, that probably means that the batteries need replacing. The Remote Control and the MediaBox need to see each other for the Remote Control to work properly; therefore, there should not be anything preventing a clear line of sight between them.

### 5. The volume of Digital TV is quieter than the volume of the analog channels from the standard Radio/TV package. How can I turn up the volume?

You can set up the Chorus/NTL Digital TV volume to be louder or quieter through the Settings menu under the 'TV Settings' option.

### 6. The volume buttons on the Remote Control do not work. I am unable to turn programs up or down. What should I do now?

To be able to use the Remote Control to turn Digital TV programs up or down, it needs to be set for use with your TV. If you do not set the Remote Control, you can only turn the volume up or down using your TV's Remote Control. You can read how to set the Remote Control for use with other equipment in the user manual.

### 7. The TV picture is highly pixelated or you see the 'Signal loss' screen.

If the cable network suffers from noise or signal loss (which may have different causes), this might be visible as blocks (pixels) on the your TV screen. The signal the MediaBox is receiving at that time is too weak. If you continue to see the blocks or if a screen appears stating "Signal loss: There appears to be no signal," it is important, first of all, that you check the coax cabling between the wall socket and the MediaBox. It is important for the quality of the digital TV signal that you use the cabling we have supplied or other cabling that meets the C12 standard (C12 stands for Coax 12; this cable meets the attenuation (loss) and external radiation requirement). If you use your own distributors/amplifiers, remove them and connect the MediaBox directly to the wall socket (WS). If you want to enable several TVs in your home to receive the analog TV signal, use the RF Out output on the Media Box. If the TV picture remains highly pixelated after you have checked your cabling, or if the screen stating: "Signal loss: There appears to be no signal" does not disappear, please contact NTL/Chorus Customer Service, freephone number 1908 (available 9 a.m. to 10 p.m. Monday to Saturday, 10 a.m. to 10 p.m. Sunday).

### 8. The MediaBox is hanging. I can't do anything anymore.

One reason your MediaBox might be hanging is that the device is busy downloading new information. In that event, the text "Software Download in Progress" appears on your screen. The message disappears from your screen as soon as the MediaBox has downloaded the information and you can use your Digital TV services once again. If the MediaBox continues to hang and/or the 'Software Download in Progress' screen does not appear, it may help to unplug the MediaBox temporarily. If, after that, the MediaBox still does not work, please contact our Customer Service, on freephone number 1908 (available 9 a.m. to 10 p.m. Monday to Saturday, 10 a.m. to 10 p.m. Sunday).

9. I have the Mediabox and a screen comes up requesting the city code. What should I do now?

In this screen, you need to enter the city code that corresponds to the city/county in which you live. You can find the city code in the installation manual, or on the sticker attached to your Quick Guide by the installer.

10. I have run through the installation and 150 channels have been found, but I am not able to watch all of them. What should I do now?

The number of channels you are able to watch depends on the subscription you have taken out. For some channels, an extra subscription is required. If you are interested, please contact our Customer Service on freephone number 1908 (available 9 a.m. to 10 p.m. Monday to Saturday, 10 a.m. to 10 p.m. Sunday).

11. The message: "Installation is now being completed. This may take 15 minutes..." is displayed. What should I do now?

This screen indicates that installation is being completed; you should always wait for 15 minutes. If the MediaBox still gives the same message after 15 minutes, please contact our Customer Service on freephone number 1908 (available 9 a.m. to 10 p.m. Monday to Saturday, 10 a.m. to 10 p.m. Sunday).

12. I see the message: "Signal loss: There appears to be no signal...." What should I do now?

This message indicates that the signal your MediaBox is receiving is too weak or that it is not receiving one at all.

Check whether your MediaBox is in fact connected straight to your wall socket, without any equipment, distributors or amplifiers in between that are not from Chorus/NTL. If nothing resolves the problem, please contact our Customer Service on freephone number 1908 (available 9 a.m. to 10 p.m. Monday to Saturday, 10 a.m. to 10 p.m. Sunday).

13. I have completed the installation but the picture is very poor. What should I do now?

A poor picture can be caused by many things. Would you describe the interference as:

- Lines, noise, black and white, specks, faint or faded picture:

This is a fault stemming from the cabling from your MediaBox to your TV or other external equipment. Check this cabling for defects or loose plugs and replace these cables. It is also possible that the picture format is not set correctly in the Settings/TV settings menu.

- Black, static, pixelated image:

This is a fault caused by a problem in the signal being sent to the MediaBox. This could be due to poor or loose cabling but also due to a fault in our network. Check whether the cable from your wall socket is connected directly to your MediaBox, without any equipment, distributors or amplifiers in between that are not from Chorus/NTL. If nothing resolves the problem, please contact our Customer Service on freephone number 1908 (available 9 a.m. to 10 p.m. Monday to Saturday, 10 a.m. to 10 p.m. Sunday).

14. I want to tune to a channel from the TV Guide channel listing and get the message "Channel not accessible."

All channels available from Digital TV can be viewed in the TV Guide channel listing, including the ones to which you do not subscribe. You can only tune to the channels to which you have subscribed. You must subscribe to some channels in order to be able to view them. If you want to subscribe to additional channels, you can phone Chorus/NTL on lo-call number 1890 920 624 (calls should be charged at the local rate of your telephone provider).

15. I want to tune to a channel I subscribe to and the TV screen is black.

Unfortunately, channel interference sometimes occurs, interfering with the ability to receive a channel. Please contact our Customer Service on freephone number 1908 (available 9 a.m. to 10 p.m. Monday to Saturday, 10 a.m. to 10 p.m. Sunday).

16. Channel surfing is not very quick.

Changing channels takes about half a second longer on digital television than on analog television.

17. Lost or forgotten PIN code?

The default PIN code is 0000 but you have the option of changing it. It may happen that you change your PIN code and then lose it or forget it. To reset your PIN code, please contact our Customer Service on freephone number 1908 (available 9 a.m. to 10 p.m. Monday to Saturday, 10 a.m. to 10 p.m. Sunday).

18. Must I leave the MediaBox on standby if I am not watching TV?

New software is regularly downloaded to the MediaBox via the cable network. You also receive new services via these software downloads. To receive the new software (and new services), it is important that you put the MediaBox on standby when you are not using it and do not unplug it.

#### 19. What do I need to pay attention to when connecting the MediaBox?

It is important that you connect your MediaBox directly to the wall socket without any equipment, distributors or amplifiers in between that are not from Chorus/NTL. The MediaBox must also have sufficient space around it to allow proper ventilation.

#### 20. I have several TVs at home. Can I enable them to receive Digital TV as well?

Unfortunately this is not possible; you can only enable one TV to receive the digital signal. By using a distributor that you install on the aerial (RF) output, you can distribute your 'normal' analog TV signal to other TVs in your home.

#### 21. I have just connected the MediaBox but I can't see a picture. What should I do now?

Check whether the MediaBox is connected to the 230 V mains voltage.

Check whether you have connected the MediaBox to your TV correctly and whether you have selected the correct channel.

#### 22. How do I connect the MediaBox?

An installer will do the first time installation and activation for you. You can find out how to do future resetting or installation in the installation manual on [www.upc.ie](http://www.upc.ie) or with the Quick Guide provided with the MediaBox.

#### 23. My kids were trying to watch a movie this afternoon, but couldn't because I was out doing the shopping. Why did this happen?

If they were trying to watch a movie on between 05.30 and 20.00 which has an age rating of 12 or above, Sky Movies will always ask for a PIN. You will know what the age rating of a film on any of the Sky Movie channels is by looking at the right hand side of the programme information banner. The best solution is to get an adult to enter the PIN for them. Alternatively, you can tell them the PIN, but please be conscious that this means they can access all movies, irrespective of their age rating.

We also suggest that you check the Parental Settings on the PIN Settings menu in order to ensure that you have not set an age classification rating for viewing TV. If you have, this will request the user to enter a PIN in order to watch programmes which have an equal or higher age classification (provided this classification is given by the channel provider). You can disable this by setting the Programme Age rating to 18, but please be conscious that this means they can access all programmes on all channels, irrespective of their age rating.

#### 24. I recorded a programme a few months ago, but when I went to watch it today, I got a message saying "This programme was recorded from a channel to which you are no longer subscribed. Please remove this programme from your library or renew your channel subscription to view it."?

One of the implications of this is that you must maintain your subscription to a package in order to watch a recording of a programme that was recorded from a channel in that same package. For example, if you've recorded a movie from Sky Family when you had a subscription to the Sky Movies package, and want to watch it 6 months later, you must still have a subscription to the Sky Movies package. If you don't maintain this subscription, you will not be able to watch the recording.

It is important to note that this applies for all NTL/Chorus packages i.e. Select, Max, Choice, Sky Movies, Sky Sports, Setanta Sports and all other premium channels. You must also maintain a subscription to the exact same package in order to continue viewing recordings from channels on that package i.e. if you recorded a movie while subscribed to just Sky Movies, and you are now subscribed to Sky Movies & Sky Sports, you will not be able to view the recording.

## Appendix 2

# List of Setting Codes: Remote Control

This chapter contains a list of setting codes for setting up your Remote Control for use with your TV and video recorder or DVD player/recorder. The most common makes are included in this list. Chapter 2 (The Remote Control) contains a description of how you can set up the Remote Control for use with your TV and video recorder or DVD player/recorder.

### TV setting codes

**Aiko** 0039, 0067, 0586, 0246, 0401, 0065, 0463, 0102, 0391, 0221, 0294, 0247

**Aiwa** 0735, 0731, 1946, 1938

**Akai** 0391, 0238, 0401, 1567, 0067, 0463, 0775, 0221, 0065, 0039, 0102, 0248, 0744, 0193, 0546, 0745, 0632, 0586, 0611, 0510, 0247, 0661, 0246, 0294, 0478, 0208, 0407, 0636, 1067, 1938, 0503, 0678, 0842

**Alba** 0039, 0448, 0400, 0265, 0401, 0698, 0067, 0586, 1067, 0385, 0248, 0246, 0277, 0193, 0517, 0611, 0066, 1698, 0609, 1938, 0744, 0473

**Amstrad** 0207, 0039, 0546, 0294, 0401, 0248, 0067, 0586, 0463, 0442, 0392, 1067, 0678, 0611

**Anasonic** 0400, 0067, 0586, 0039, 0698, 0404, 0193, 0322, 0132, 0441, 0289, 0277, 1467, 0042, 0458, 0134, 1698

**Aristona** 0586, 0067, 0042

**Audiosonic** 0039, 0067, 0404, 0586, 0139, 0744, 0745, 0247, 0400, 0367, 0294, 0248, 0516, 0458

**Bang & Olufsen** 0595, 0117, 0305

**Beko** 0516, 0065, 0458, 0744, 0400, 0448, 0067, 1067, 0586, 0636, 0745

**Bestar Daewoo** 0404

**Blaupunkt** 0221, 0565, 0225, 0478, 0485, 0200, 0066

**Bush** 0698, 0248, 0193, 0039, 0066, 0067, 0401, 0265, 0312, 0385, 0393, 0404, 0294, 0391, 1067, 0517, 0238, 0247, 0644, 0647, 0728, 0611, 0586, 0744, 1930, 1938, 1698

**Clatronic** 0067, 0400, 0401, 0744, 0248, 0294, 0586, 0247, 0277, 0039, 0132, 0350, 0609, 0678, 0636

**Condor** 0350, 0067, 0586, 0400, 0246, 0039, 0312, 0132, 0277, 0448, 0441, 0193

**Crown** 0039, 0400, 0516, 0067, 0586, 0517, 0744, 0636, 0745, 0451, 0448, 0609, 0238, 0369  
**Daewoo** 0664, 0404, 1939, 0529, 0691, 0067, 0586, 0039, 0246, 0248, 0247, 0481, 1167, 1932, 1938, 0910

**Dansai** 0067, 0586, 0294, 0062, 0065, 0246, 0039, 0066, 0247, 0238

**Decca** 0102, 0546, 0067, 0586, 0247, 1167, 0651, 1938

**Dual** 0574, 0247, 0067, 0586, 0289, 0382, 0424, 0193, 0561, 1167, 0661

**Elbe** 0465, 0268, 0289, 0392, 0322, 0400, 0193, 0067, 0586, 0248, 0221, 0441, 0640, 0247, 0546, 0391, 0660

**Emerson** 0207, 0744, 0208, 0117, 0277, 0067, 0586, 0401, 0100, 0312, 0350, 0391, 1939, 0516, 0400, 0193, 0351

**Ferguson** 0655, 0317, 0365, 0268, 0139, 0590, 0067, 0586, 0065, 0134, 0138, 0391, 0578

**Fidelity** 0193, 0542, 0393, 0067, 0586, 0401, 0442, 0561, 0246, 0294, 0574, 1938, 0391

**Finlux** 0135, 0134, 0067, 0586, 0744, 0376, 0247, 0102, 0193, 0546, 0745, 0100, 0117, 0132, 0441, 0661, 0522, 0510, 0659, 0503, 0448, 0636, 0651

**Firstline** 0067, 0586, 0404, 0698, 0744, 0193, 0039, 0351, 0246, 0277, 1939, 0132, 0247, 0441, 0574, 0561, 0268, 0102, 0265, 0238, 0391, 1067, 1698, 0838

**Fisher** 0134, 0247, 0066, 0238, 0400, 0585, 0075, 0117, 0187, 0391, 0193, 0574, 0102

**Fujitsu** 0236, 0102, 0132, 0247, 0193, 0039, 0382, 0713, 0067, 0586, 0391, 0289, 0883

**Fujitsu General** 0039, 0247, 0236, 0193

**Goldstar** 0067, 0039, 0400, 0320, 0062, 0407, 0247, 0208, 0277, 0246, 0586, 0193, 0391, 0139, 0393, 0636, 0074, 0744, 0745

**Goodmans** 0664, 0404, 0067, 0529, 0586, 1067, 0698, 1939, 0066, 0294, 0102, 0546, 0039, 0320, 0517, 0401, 0265, 0065, 0510, 0590, 0062, 0247, 0365, 0248, 0481, 1938, 0609, 0660, 0691, 1930, 1698

**Granada** 0067, 0586, 0256, 0386, 0042, 0075, 0102, 0138, 0238, 0247, 0066, 0369, 0546, 0503, 0365, 0590, 0193, 0393, 0578

**Grandin** 0067, 0586, 0039, 0193, 0640, 0744, 0745, 0698, 0404, 0350, 0312, 0248, 0485, 0609, 1067, 1698, 0895

**Grundig** 0538, 0565, 0225, 0221, 0517, 0100, 0736, 0067, 0586, 0617, 0039, 0066, 0473, 0400, 1938, 0660

**Hanseatic** 0067, 0586, 0529, 0193, 0391, 0322, 0574, 0312, 0424, 0350, 0664, 0458, 0400, 0691, 0039, 0247, 0117, 0407, 0744, 0838

**Hauppauge** 0067, 0586

**Hitachi** 1255, 0066, 0386, 0074, 0138, 0503, 0193, 0608, 0226, 0247, 0062, 0224, 0546, 0102, 0511, 0529,

0067, 0586, 0139, 0393, 0578, 0749, 0664, 0774, 0208, 1167, 0135, 0522, 1511, 0391, 0542, 0510, 0827, 1075, 0659, 1067, 0914, 1606, 1179

**Hitachi Fujian** 0138

**Hypson** 0067, 0586, 0744, 0745, 0294, 0247, 0312, 0485, 0268, 1938, 0698, 1698

**Hyundai** 0067, 0895, 0586, 0736, 1182  
**Interfunk** 0067, 0586, 0042, 0117, 0542, 0305, 0193, 0391, 0400, 0139, 0277  
**Intervision** 0312, 0247, 0485, 0067, 0401, 0407, 0478, 0516, 0400, 0424, 0517, 0248, 0132, 0193, 0294, 0277, 0039, 0586  
**ITT Nokia** 0391, 0578, 0193, 0503, 0510, 0376, 0238, 0369, 0636, 0640, 0661, 0393  
**JVC** 0683, 0066, 0713, 0401, 0248, 0636, 0448, 0761, 0123  
**Karcher** 0067, 0586, 0451, 0400, 0640, 0193, 0312, 0132, 0294, 0744, 0636  
**Kendo** 0640, 0067, 0586, 0193, 0542, 0400, 0407, 0393, 0458, 0441, 0132, 0265, 0277, 0392  
**Kenwood** 0135  
**Kneissel** 0067, 0400, 0640, 0441, 0404, 0529, 0586, 0465, 0289, 0322, 0268, 0392, 1938  
**Lenco** 0067, 0039, 0193, 0404, 0586, 0134  
**LG** 0067, 0400, 0039, 0407, 0062, 0247, 0586, 0744, 0246, 0320, 0193, 0208, 0636, 0139, 0728, 0745, 0859, 1667, 1176, 1178  
**Lifotec** 0067, 0039, 0404, 0698, 0542, 0685, 1067, 1167, 0586, 0248, 0294, 1698, 0713  
**Loewe** 0542, 0663, 0067, 0586, 0685, 0400, 0117, 0322, 0392, 0820, 0546  
**Luxor** 0224, 1193, 0320, 0393, 0510, 0522, 0391, 0238, 0386, 0578, 0193, 0376, 0503, 1067, 0247, 0661  
**Matsui** 0067, 0586, 0517, 0039, 0265, 0207, 0041, 0385, 0102, 0066, 0247, 0401, 0463, 0473, 0393, 0609, 0485, 0193, 0546, 0065, 0238, 0075, 0225, 0221, 0365, 0744, 0574, 1938, 1067, 0659  
**Medion** 0067, 0698, 0542, 0586, 1167, 0728, 0838, 1938, 1067, 1467, 1930, 1698, 0275  
**Melectronic** 0376, 0067, 0542, 0139, 0277, 0135, 0134, 0404, 0039, 0247, 0510, 0522, 0246, 0441, 0193, 0317, 0586, 0664, 0391, 0221, 0225, 0691  
**Metz** 0225, 0565, 0477, 0221, 0397, 0418, 0776, 0067, 0117, 0586, 0305, 0617, 0698, 1067, 1698  
**Mitsubishi** 0138, 0123, 0542, 0067, 0208, 0117, 0066, 0565, 0586, 0721, 0238, 1067  
**Multitech** 0039, 0393, 0516, 0067, 0400, 0586, 0247, 0246, 0277, 0132, 0294  
**NEC** 0200, 0617, 1200, 1300, 0066, 0350, 0485, 0039, 0404, 0247, 0067, 0586, 0041, 0734, 0275, 0529, 1734, 0801, 0691  
**Neckerman** 0067, 0221, 0400, 1535, 0586, 0193, 0448, 0117, 0277, 0247, 0441, 0350, 0393, 0542  
**Neufunk** 0067, 0039, 0586, 0640, 0248, 0312, 0744  
**Nikkai** 0102, 0248, 0067, 0586, 0247, 0294, 0062, 0065, 0367, 0246, 0039, 0066  
**Nokia** 0391, 0193, 0510, 0578, 0522, 0503, 0369, 0238, 0404, 0661, 0636, 0376, 0350, 0640, 0139  
**Orion** 0067, 0385, 0586, 0685, 0744, 0265, 0473, 0207, 0350, 0041, 0039, 0351, 0132, 0294, 0442, 0546, 0561, 0574, 1946, 1938, 0910  
**Otto Versand** 1535, 0066, 0123, 0542, 0067, 0586, 0565, 0225, 0574, 0221, 0391, 0265, 0139, 0256, 0277, 0350, 0247, 0039, 0312, 0458, 0546  
**Palladium** 0400, 0067, 0221, 1535, 0448, 0586, 0277, 0117, 0193, 0247, 0441, 0685, 0393, 0660, 0744, 1167  
**Panasonic** 0680, 1680, 0138, 0256, 0391, 0397, 0546, 0067, 0586, 0193, 0578, 1340, 0883  
**Philips** 0586, 0067, 0268, 0042, 0221, 0117, 0453, 0404, 0802, 0039, 1786  
**Pioneer** 0196, 0041, 0067, 0200, 0586, 0453, 0458, 0400, 0391, 0139, 0193, 0317, 0516, 0542, 0790  
**Pionier** 0400, 0516  
**Proline** 0067, 0586, 0655, 0664, 0660, 0441, 0042, 0351, 0102, 0651  
**Protech** 0067, 0586, 0247, 0039, 0277, 0132, 0294, 0448, 0367, 0698, 0312, 0193, 0516, 1067, 1698  
**Quelle** 0067, 1535, 0041, 0139, 0542, 0565, 0574, 0221, 0391, 0062, 0066, 0247, 0277, 0100, 0134, 0135, 0698, 0586, 0187, 0225, 0294, 0320, 0376, 0451, 0039, 1698  
**Radiotone** 0039, 0067, 0586, 0458, 0400, 0609, 0448, 0442, 0678, 0698, 0294, 1067, 1698  
**Samsung** 0648, 0617, 0067, 0208, 0586, 0039, 0123, 0247, 0478, 0512, 0400, 0294, 0246, 0320, 0674, 0090, 0062, 0102, 0238, 0712, 0193, 0655, 0842  
**Sanyo** 0238, 0187, 0322, 0066, 0041, 0400, 0369, 0102, 0246, 0247, 0134, 0075, 0585, 0039, 0574, 0193, 0067, 0138, 0586, 0516  
**Schneider** 1167, 0067, 0586, 0042, 0574, 0424, 0382, 0289, 0247, 0277, 0401, 0391, 0248, 0698, 1067, 0193, 0678, 0744, 1939, 1938, 1698  
**SEG** 0067, 0586, 1067, 1467, 0698, 0247, 0517, 0039, 0193, 0294, 0664, 0066, 0132, 0277, 0392, 0246, 0248, 1939, 1698, 1193  
**Seleco** 0236, 0393, 0289, 0392, 0193, 0441, 0703, 0401, 0066, 0294, 0376, 0465  
**Sharp** 0123, 1223, 0187, 0066, 0521, 0683, 0286, 0546, 0790, 0848  
**Siemens** 0221, 0565, 0225, 0187, 0062, 0067, 0586, 0391  
**Sony** 1535, 1681, 0041, 0066, 0132, 0383, 0067, 0586, 0187, 0864  
**Tandberg** 0397, 0441, 0139, 0367, 0226, 0392, 0391, 0193  
**Teac** 0728, 0542, 0067, 1467, 1067, 0586, 0698, 0485, 0247, 0736, 0294, 0574, 1939, 0208, 0039, 0442, 0312, 0448, 0785, 0200, 0744, 1698, 1754, 1179, 1785  
**Telefunken** 0655, 0590, 0139, 0617, 0728, 0528, 0317, 0365, 0226, 0067, 0586, 0516, 0744  
**Telettech** 0067, 0586, 0698, 0039, 0277, 0367, 1067, 1698  
**Thomson** 0655, 0590, 0317, 0139, 0365, 0226, 0067, 0586  
**Toshiba** 0065, 0090, 0538, 0066, 0100, 0132, 1538, 0247, 0139, 0748, 0225, 0221, 0648, 1946, 1938, 0039, 0728, 0067  
**Triumph** 0207, 0546, 0376, 0586, 0067  
**Universum** 0376, 0135, 0565, 0225, 0503, 0391, 0277, 0522, 0510, 0400, 0448, 0041, 0542, 0066, 0187, 0062, 0100, 0193, 0294, 0134, 0067, 0586, 0451, 0441, 0320, 1535, 0698, 0574, 0247, 0139, 0392, 0367, 0207, 0661, 0039, 1067, 1467, 0200, 1698  
**Vestel** 0067, 0193, 0247, 0586, 0698, 1067, 1698, 1193  
**Waltham** 0247, 0386, 0448, 0317, 0067, 0586, 0698, 0139, 1067, 1698  
**Yamaha** 0680, 0827

## Video setting codes

[Aiwa](#) 0337, 0030, 0378, 0382, 0067, 0772, 0764, 0071, 1167, 0062

[Akai](#) 0067, 0136, 0345, 0672, 0071, 0050, 0382, 0270, 0378

[Alba](#) 0308, 0102, 0382, 0050, 0030, 0345, 0378, 0111

[Amstrad](#) 0030, 0308, 0102

[Anasonic](#) 0030

[Aristona](#) 0111, 0176

[Audiosonic](#) 0308

[Bang & Olufsen](#) 0529

[Beko](#) 0134

[Bestar](#) 0308, 0050

[Blaupunkt](#) 1592, 0256, 0111, 0064

[Bush](#) 0102, 0308, 0345, 0382, 0030, 0378, 0111, 0672, 0772

[Clatronic](#) 0050, 0102, 0030

[Condor](#) 0050, 0308

[Crown](#) 0067, 0308, 0102, 0510, 0050

[Daewoo](#) 0308, 0672, 0667, 0874, 0378, 0382, 0075, 0050

[Dansai](#) 0102, 0308

[Decca](#) 0030, 0071, 0111, 0097, 0378, 0382

[Dual](#) 0071, 0111, 0308, 0030, 0378

[Elbe](#) 0308, 0068

[Emerson](#) 0102, 0075, 0030

[Ferguson](#) 0071, 0350, 0351, 0030, 0308

[Fidelity](#) 0030, 0102, 0270, 0462, 0382

[Finlux](#) 0030, 0111, 0134, 0072

[Firstline](#) 0102, 0378, 0073, 0067, 0075, 0072, 0308, 1167

[Fisher](#) 0077, 0134, 0068, 0050

[Fujitsu](#) 0030

[Fujitsu General](#) 0067

[Goldstar](#) 0067, 0510, 0030

[Goodmans](#) 0030, 0102, 0270, 0308, 0067, 0050, 0111, 0378, 0667, 0382, 0672

[Granada](#) 0134, 0078, 0111, 0270, 0067, 0256, 0072, 0030

[Grandin](#) 0102, 0067, 0050, 0030, 0308

[Grundig](#) 0111, 0377, 0379, 0256, 0350, 0378, 0102, 0382, 0772, 0064

[Hanseatic](#) 0067, 0308, 0111, 0068

[Hitachi](#) 0072, 0196, 0071, 0030, 0270, 0111, 0134, 0414, 0623

[Hypson](#) 0102, 0308, 0382, 0030, 0067, 0510

[Interfunk](#) 0111, 0134

[Intervision](#) 0030, 0308, 0067, 0378

[ITT Nokia](#) 0078, 0582

[JVC](#) 0071 0097, 0414, 0516

[Karcher](#) 0308

[Kendo](#) 0136, 0345, 0378, 0102, 0067, 0308

[Kenwood](#) 0071, 0068

[Kneissel](#) 0382, 0378, 0067, 0308

[Lenco](#) 0308

[LG](#) 0067, 0510, 0030, 0308, 1167

[Lifetec](#) 0378

[Loewe](#) 0111, 1592, 0256, 0067

[Luxor](#) 0136, 0073, 0102, 0134, 0077, 0078, 0345

[Matsui](#) 0378, 0067, 0270, 0382, 0030, 0772

[Medion](#) 0378, 0382

[Melectronic](#) 0030, 0067, 0068

[Metz](#) 1592, 0256, 0377, 0111, 0067, 0866, 0867

[Mitsubishi](#) 0073, 0097, 0111, 0510, 0030, 0672

[Multitech](#) 0067

[NEC](#) 0071, 0068, 0097, 0134, 0067, 0308, 1167

[Neckerman](#) 0071, 0111

[Neufunk](#) 0067

[Nikkai](#) 0050, 0102, 0308

[Nokia](#) 0134, 0136, 0345, 0071, 0308, 0270, 0078, 0072, 0111, 0582

[Orion](#) 0382, 0378, 0379, 0772

[Otto Versand](#) 0111

[Palladium](#) 0102, 0345, 0067, 0071, 0270, 0378, 0462

[Panasonic](#) 1592, 0256, 0866, 0867

[Philips](#) 0111, 0176, 1311, 0414, 0623, 1299

[Pioneer](#) 0097, 0111, 0072, 1833

[Proline](#) 0030, 0308, 0350, 0672, 0351

[Protech](#) 0111, 0308

[Quelle](#) 0111

[Samsung](#) 0270, 0462, 0650

[Sanyo](#) 0134, 0077, 0078, 0097

[Schneider](#) 0102, 0030, 0067, 0111, 0308, 0270, 0176, 0072, 0382, 0672

[SEG](#) 0102, 0270, 0308, 0672, 0111, 0667

[Seleco](#) 0071, 0414, 0050, 0067

[Sharp](#) 0078, 0067, 0599

Siemens 0067, 0134, 0111, 0176, 0350, 0377

Sony 0064, 0062, 0136, 1062

Tandberg 0308

Teac 0102, 0071, 0030, 0308, 0672, 0067, 0111, 0337, 0623, 0667, 0874

Telefunken 0672, 0071, 0350, 0351, 0414, 0524, 0308

Teletch 0102, 0308, 0030

Thomson 0350, 0752, 0351, 0071, 0097, 0414, 0524, 0308

Toshiba 0075, 0071, 0414, 0073, 0111, 0772, 0382, 1038

Universum 0030, 0111, 0270, 0067, 0136, 0378, 0134

Yamaha 0071

## DVD player/recorder setting codes

Aiwa 0671, 0725, 1942, 0899, 1166, 0563

Akai 0820, 0809, 0818, 0796, 0720, 0746, 0914, 0743, 0882, 0735, 1113, 1145, 1229, 1725, 1166

Alba 0747, 0729, 0743, 0753, 0763, 0725, 0760, 0813, 0569, 0702, 1170, 1081

Amstrad 0743

Anasonic 0861

Audiosonic 0720, 1953

Bang & Olufsen 1055

Blaupunkt 0747

Bush 0743, 0725, 0863, 1725, 0760, 0861, 0729, 0720, 0719, 0747, 0546, 0848, 0909, 0914, 0753

Clatronic 0818, 0809, 0848, 0702

Crown 0800, 0681, 0720

Daewoo 0735, 0862, 0863, 0800, 0744, 1948, 0900, 0902, 1171, 1199

Dansai 0800, 0777, 0813, 1145

Decca 0800

Dual 0695, 0681, 0743, 0760, 0861, 0813, 0809, 0820

Emerson 0621, 0735

Ferguson 0681

Finlux 0771, 0800, 0813, 0621, 0702, 0781, 1177

Firstline 0829, 0899, 0681

Fisher 1949

Goldstar 0621, 0771

Goodmans 0681, 1034, 0820, 0720, 0813, 0753, 0848, 0909, 0863, 2037, 0743, 0760, 1251

Grandin 0746, 1284, 0702

Grundig 0725, 0805, 0569, 0681, 0735, 0820, 0743, 0700, 0753, 1725, 2076, 1034, 1760, 1950

Hanseatic 0771, 0813, 1183

Hitachi 0694, 0695, 0603, 0809, 1950, 0887, 2024, 0743

Hyundai 0813, 1048, 0880, 0796, 1258, 2076

JVC 0653, 0588, 1931, 1970, 1194, 0569, 0533, 0897

Karcher 0813

Kendo 0729, 0743, 0861

Kenwood 0564, 0520, 0767

Lenco 0729, 0681, 0800, 0848, 0743, 1059, 0861

LG 0621, 0771, 1936, 0899, 2013, 2032

Lifetec 0681, 0861

Loewe 0569, 0771

Luxor 1034, 0743, 1760, 0760, 1275

Matsui 0681, 0743, 0702, 0725, 0914, 1760

Medion 0861, 0813, 0681, 0746, 0909, 0660, 2042, 2037

Metz 0601, 0555, 0743

Mitsubishi 0743

NEC 0899, 0722, 0621, 1948

Neufunk 0695

Nikkai 1953

Palladium 0725, 0809

Panasonic 0520, 1938, 1935, 1040, 1041

Philips 0569, 0676, 0915, 0533, 1941, 0705, 1842, 1188

Pioneer 0601, 1995, 0661, 0555, 1841

Proline 0681, 0702, 0820, 1034, 0863, 1945

Samsung 0603, 0774, 1962, 1958, 0850, 1105, 0520

Sanyo 0700, 0725, 0820, 1949, 0903

Schneider 0813, 0861, 0809, 0735, 0818, 0743, 0681, 0820, 1183, 1131

SEG 0695, 0743, 0798, 0914, 0902, 0793

Sharp 0660, 0782, 0725

Sony 0563, 1663, 1563, 2011, 1100, 1933, 0802, 1964, 1163, 1063, 0603, 1099

Tandberg 0743

Teac 0747, 0771, 0546, 0601, 0722, 0798, 0621, 0820, 1227, 1960, 1965, 0863

Telefunken 0820, 1113, 0819, 0818

Teletch 0743

Thomson 0581, 0552

Toshiba 0533, 1075, 2018, 2036

Universum 0771, 0743, 0621, 0809, 1948, 1943, 1257, 0820

Vestel 0743, 2024

Yamaha 0569, 0676, 0520

## Appendix 3

# Addresses and telephone numbers

### For Chorus

By e-mail:

info@upc.ie for Sales information

cs@upc.ie for Customer Services and account queries

jobs@upc.ie for Careers information

By telephone:

SALES: LoCall 1890 940 624

Monday - Friday 9am to 8pm

Saturday 9am to 5pm

**CUSTOMER SERVICES:** LoCall 1890 417 888 or Freephone 1908 (if calling from abroad please dial +353 61 272120)

Billing Enquiries: Monday - Friday 9am to 6pm

Service Enquiries: Monday - Saturday 9am to 10pm and Sunday 10am to 10pm

Bank Holiday Opening Hours: 10am to 10pm

### For NTL

By e-mail:

info@upc.ie for Sales information

cs@upc.ie for Customer Services and account queries

jobs@upc.ie for Careers information

By telephone:

SALES: LoCall 1890 940 624

Monday - Friday 9am to 8pm

Saturday 9am to 5pm

**CUSTOMER SERVICES:** Freephone 1800 321 321 or Freephone 1908

Account & Billing Queries: Monday - Friday 9am to 6pm

Faults & General Queries: Monday - Saturday 9am to 10pm and Sunday 10am to 10pm

Bank Holiday Opening Hours: 10am to 10pm

### Chorus/NTL Customer Service

If you still have any questions after reading this manual or if you encounter any unforeseen circumstances during or after installation, you may also contact Chorus/NTL Customer Service for technical support on freephone number 1908 (available 9 a.m. to 10 p.m. Monday to Saturday, 10 a.m. to 10 p.m. Sunday).

### Website

You may visit our website for additional information about the possibilities offered by Digital TV, plus information about Chorus/NTL Broadband Internet and Chorus/NTL Telephony. For more information and questions concerning Digital TV, please visit:  
[www.upc.ie](http://www.upc.ie)

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