PACE ®

User Guide

Contents

Turn the page to read important safety information ➥

For your safety

Using equipment safely

Your free-to-view box has been manufactured to meet international safety standards, but you must take care to operate it safely.

It is important that you read this book completely, especially the safety instructions below. If you have any doubts about the installation, operation or safety of your free-to-view box, please consult your dealer.

WARNING!

Remember that contact with 230 V AC mains can be lethal or can cause a severe electric shock. To avoid this risk:

➤ **Never remove the top cover from your free-to-view box. There are no user-serviceable parts inside it, but there are some high-voltage live parts.**

 Make sure all electrical connections are properly made.

 Do not connect any of your equipment (free-to-view box, TV, video etc.) to the mains supply until you have properly connected all the other leads.

 Disconnect your free-to-view box from the mains before you disconnect any other equipment from its rear panel.

 Never push anything into holes, slots or other openings in the case (except the smartcard into its proper slot).

CAUTION!

➤ Do not use or store your free-to-view box in hot, cold, damp or dusty places.

 Do not block the ventilation holes of your free-to-view box. Never stand it on soft furnishings or carpets.

 Do not put anything on your free-to-view box which might spill into it.

Connecting to the mains supply

➤ Your free-to-view box operates with 230 Volts AC, 50 Hz mains supplies. *Do not connect it to a DC power supply.*

 The supplied mains lead has a 2-way connector at one end and a mains plug at the other. Insert the 2-way connector into your free-to-view box *before* you insert the plug into the mains supply.

The only way to disconnect your free-to-view box from the mains is to remove the mains lead. Your free-to-view box must therefore be installed near to the mains socket-outlet, which should be easily accessible.

For information about the mains plug and its fuse, see opposite.

If you are in any doubt about the mains lead, its plug or its connection, consult a competent electrician.
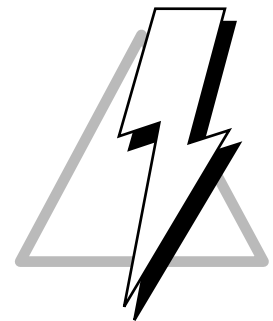
Electrical information

Mains plug and its fuse

The supplied mains plug may be a non-rewireable type or a rewireable type. Both types contain an approved 3 A fuse. If you need to replace the fuse, you must use an ASTA- or BSI-approved BS 1362 fuse, rated at 3 A and marked as shown right.
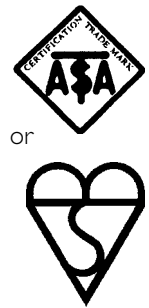
➤ The *non-rewireable plug* has its fuse beneath a fuse cover on its face. Use a screwdriver to lever off the fuse cover, replace the fuse with a new one and refit its cover. *Never use a plug if its fuse cover is missing.*
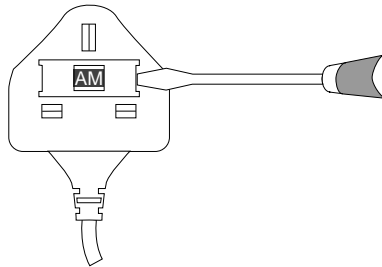
➤ The fuse is inside the *rewireable plug*. Use a screwdriver to remove the plug's back cover. *Never put the plug into the mains socket when its cover is removed.* Lever out the fuse and replace it with a new one. Replace the plug's back cover.

FUSE of correct value
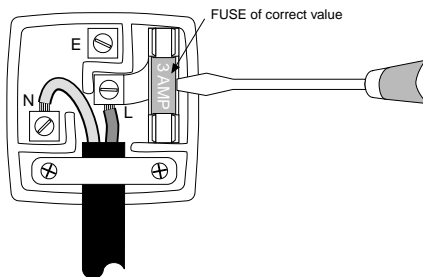
WARNING

If the supplied mains plug is not suitable for your mains socket-outlet, DO NOT plug it in. Remove its fuse and then cut the plug off the lead. Destroy the severed plug immediately to avoid the shock hazard which would exist if this were to be plugged into a mains socket.

Fit an appropriate mains plug on the lead. If this plug contains a fuse, it should be as described above. If you are using a non-fused plug, an external fuse must not exceed 5 A.

Welcome to digital terrestrial television!

Your free-to-view digital terrestrial box allows you to watch all the non-subscription digital channels that are available to your TV via your TV aerial.*

About this User Guide

This *User Guide* covers all aspects of your free-to-view box in detail:

● *day-to-day aspects* are handy in the first half of the book;

● *installation instructions*, including connecting up and any settings that you need to make only once, are in the second part (see page 20);

● *troubleshooting* and *reference items* are at the end.

On-screen displays

You set up and use your free-to-view box by means of menus and other displays on your TV screen.

The starting point for all menus is the *main menu* - to display it, press **Menu** on your remote. Choosing an on-screen item is easy: use the arrow buttons on your remote to highlight it, then press **Select**.
To remove a menu or display and see a programme again, press **Exit**.
The menus are described in detail throughout this book and there is a summary in the reference section (see page 46).

You can receive updates for your free-to-view box 'over the air'. This could result in new services and on-screen displays, but you can still use the 'highlight and select' technique for them.

Customer care

If you need help and you cannot find the information you require, please contact the Technical Helpdesk on 0870 1201910.†

* Your free-to-view box is capable of receiving Pay TV services. However, this is subject to the availability of such services, and subject to contract with the terrestrial Pay TV provider and compatibility with any technology they may use.

† Calls to the Helpdesk may be monitored or recorded for training purposes.

Overview of your remote

Number buttons
To change channel.
To key in on-screen numbers and select menu items.

◢ + and ◢ –
To adjust the volume.

◁𝕏
To turn the sound off/on.

Guide
For future pay-per-view events and interactive services (currently has no function).

▲ and ▼
To move the highlight box up and down the screen.
To reveal further on-screen information.

◀ and ▶
To select a setting for a highlighted item.
To reveal further on-screen information.
(◀ also to correct errors in on-screen numbers.)

Select
To display the channel list.
To confirm your selection of a highlighted item.

TV/DTV
To switch between digital television (DTV) and analogue television, when your system is connected by SCART leads.

Colour buttons
To perform various functions.
When you need them, they are shown on your TV screen.

Wide
To change the way that widescreen transmissions are displayed.

Menu
To display the main menu.

Subt
To display subtitles, when they are available.

P+ and P–
To change channel by stepping through them.

Exit
To remove a menu or a display from your TV screen.

Info
To display the on-screen tv guide (channel and programme information).

Text
To use for digital text information services.

Standby ⏻
To put your free-to-view box into (or to take it out of) standby.

Using the front-panel buttons to operate your free-to-view box, plus a summary of using the menus are in the Reference section (page 45).
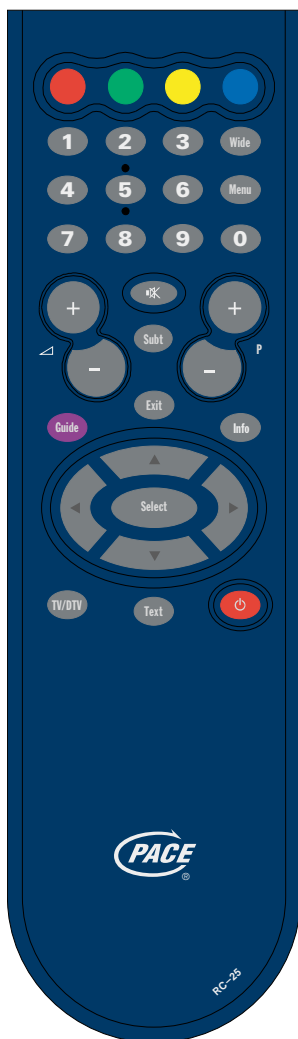
Inserting the batteries

➤ Insert two AAA-sized batteries, the correct way round.

Replace both at the same time.

Never leave flat batteries in your remote.

Dispose of flat batteries in an environmentally-friendly way.
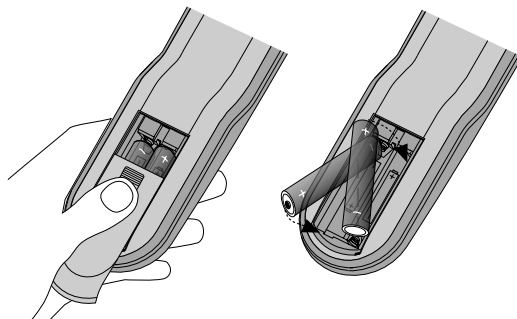
Switching on to digital TV

Switching your free-to-view box on and off

After you have connected up your free-to-view box and plugged it into the mains, you must switch it on by taking it out of standby. Only then can you find and store the new digital channels, as described on page 26.

Whenever you are not using your free-to-view box, you should put it into standby; it is safe in standby and uses less power. You should *not* unplug it at the mains. In standby, the front-panel display shows the time.

➤ To take your free-to-view box out of standby, press ⏻.

To put your free-to-view box into standby, press ⏻.

Displaying a digital channel on your TV

After you have stored the digital channels, switching to them is easy:

➤ Make sure your TV is out of standby (and a video is not playing).

If your free-to-view box and TV are connected by a SCART lead:

➤ Take your free-to-view box out of standby. This should automatically cause a digital terrestrial channel to appear on your TV screen.

If your free-to-view box and TV are connected only by an RF (coaxial) lead:

➤ Use your *TV remote* to switch your *TV set* to the channel you have tuned in as its 'channel for digital terrestrial TV' (see page 29).

Switching between digital and analogue

Although you can now receive BBC1, BBC2, ITV, C4 and C5 as digital channels, they will also continue to be transmitted as analogue channels for the next few years. Sometimes you may wish to switch from digital to analogue (e.g. to watch a channel while you record a different one). If your TV is on an analogue channel, you can easily switch back to digital.

If your free-to-view box and TV are connected by a SCART lead:

➤ Press **TV/DTV** to switch from digital to analogue and vice-versa.

If your free-to-view box and TV are connected only by an RF (coaxial) lead:

➤ Use your *TV remote* to switch your *TV set* to its 'channel for digital terrestrial TV' or to switch to any analogue channel.

Notes

Some SCART-connected TV sets do not react as described above. If you find this is the case, you should use your *TV remote* to switch your *TV set* to its appropriate AV input (the button is usually labelled AV or EXT).

If your system contains a satellite receiver or cable box, you should put this into standby while you are watching digital terrestrial TV.

Exploring the digital channels

When you change channel using any of the methods described in the following sections, a channel-banner appears briefly at the top of your TV screen. You can adjust the length of time that this banner remains on the screen, or even arrange for it not to appear at all (see page 32).

Whenever you change channel, it will take about one second for the channel to appear on your TV screen.

The drawings on the following pages show *typical* channel lists, names and numbers. The ones you actually see may be different.

Channel number

Channel name

Favourite channel symbol *

A message may appear on the right-hand side of the banner.

Using the P+ and P– buttons

➤ To switch between channels, press **P+** or **P–**.

When your free-to-view box first receives the digital channels, you can step through *all* of them in this way. If you wish, you can set up just some of the channels as your favourites. You can then put your free-to-view box into a *favourites* mode so that you step through only your favourite channels when you use the **P+** and **P–** buttons (see page 13).

Keying in a channel number

➤ To select a channel whose number you know, press the appropriate number button(s) quickly.

You can select *all* the available channels in this way. If you wish, you can change the number of a channel (see page 18). Until you are familiar with their numbers, you can select channels using the *channel list*.

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* *If you have subscribed to Pay TV, you may also see the following symbols:*
🔒 *(a locked channel)* 🔓 *(channel is temporarily unlocked)*

Using the channel list

As so many channels are now available, it is often more convenient to choose them by name, rather than by number. Displaying the *channel list* on your TV screen is an easy way to do this. You can reorganise this list if you wish (see page 18).

➤ To display the *channel list* on top of the programme you are watching, press **Select**.

*List of **all** the available channels with their channel numbers*

Symbols showing which channels are favourites and which are locked

Highlight box

BBC ONE	1
BBC TWO ▼	2
ITV 1	3
Channel 4	4
Channel 5 ▼	5
ITV 2 ▼	6

select   exit

Select *button on your remote: to switch to the highlighted channel*

Exit *button on your remote: to remove the **channel list***

➤ To switch to a channel shown in the *channel list*, press ▲ or ▼ until you highlight the channel you want, then press **Select**.

To see those parts of the *channel list* which are not currently displayed, press ► to show the next 6 channels in the list or ◄ to show the preceding 6 channels. (Alternatively, press ▲ when the highlight box is at the top of the screen, or ▼ when at the bottom).

To remove the *channel list* without changing channel, press **Exit**.

Notes

The channel list shows *all* the channels which are currently available, even when your free-to-view box is in its favourites mode.

Some channel *numbers* may be spare and therefore missing from the list; these may be used in the future, when new channels become available.

Using the on-screen tv guide

While you watch a digital channel, you can display the *on-screen tv guide* to see details of the current and next programmes on other channels.

➤ To display the *on-screen tv guide* on top of the programme you are watching, press **Info**.

The banner at the top of the screen always shows the channel you are currently watching. To start with, the information at the bottom of the screen also refers to this channel.

➤ To see information about a different channel at the bottom of the screen, press ▲ or ▼.

Current time

Channel and programme currently showing on your screen

| ITV 2 | Educating Rita | **17:35** |
| 6 ▼ | | |

^ ∨ select exit		
BBC ONE 1 ▼	17:25 Dangerfield	▢ info
	18:25 One Foot In The Grave	▢ info

Another channel name and number

Current programme and its start time

Next programme and its start time

➤ To switch to the current programme named at the bottom of the screen, press **Select**.

   To remove the *on-screen tv guide* without changing channel, press **Exit** or press **Info** again.

Notes

If your free-to-view box is in its *favourites* mode, the *on-screen tv guide* will only show information about your favourite channels when you press ▲ or ▼. However, you can key in a channel number to see information about any available channel.

Your free-to-view box will only actually switch to the channel shown at the bottom of the screen if you press **Select**.

Displaying further information

Before you switch to a different channel, you may wish to read further information about what is showing.

➤ To see more information about the current programme, press the blue button.

To see more information about the next programme, press the yellow button.

Start and end times for the programme

Programme type, its sound and whether subtitles are available

| ITV 2 | Educating Rita | 17:37 |
| 6 ▼ | | |

17:25 - 18:25
Drama   stereo   subtitles

An aerial photographer spots a corpse in a field. When DI Johnson investigates, he calls in Dangerfield to supervise the …

select

| BBC ONE | ☐ close | ⌄ |
| 1 ▼ | | |

*Colour button:
to remove the further information.*

Detailed description of the programme

➤ If not all of the further information is displayed, press ▲ or ▼ to see more of it.

If you wish to switch to the channel named at the bottom of the screen, press **Select**.

Otherwise, to remove the further information, press the appropriate colour button again.

Notes

If you wish, you can set a timer as a reminder for a programme which is coming next (see page 12).

If subtitles are available and you wish to see them, refer to page 32 for details on how to do this.

Using digital text information services

With your free-to-view box, you have access to digital text information services, such as those provided initially by Teletext and the BBC. Some text services are specific digital text channels whereas some will be available directly from digital TV channels (like conventional Teletext is for analogue channels). You can use these digital text information services even if you do not have a 'Teletext' TV.

Using a digital text channel

➤ Switch to the digital text channel (key in its channel number or look for it in the *channel list* or *on-screen tv guide*).

You will see an on-screen display which tells you what to do next (for example you may have to press the **Text** button or a colour button). After you have done this, your remote is in 'text mode', so that you can use the arrow, colour, **Select** and number buttons to display the various 'pages' of text information.

For example, to select items on a digital text page, you can use the arrow keys to highlight the item you want, then press **Select.**

Note

From a digital text channel, you can always switch directly back to a digital TV channel by pressing **P+** or **P–**.

Using a text service in a digital TV channel

A digital TV channel may have a digital text information service associated with it.

Sometimes this is indicated by a little symbol or display on your TV screen, superimposed on the channel you are watching. This will tell you how to display further information (for example, it might prompt you to press one of the colour buttons).

On other channels there may be no on-screen symbol, but you can see if there is a digital text service as follows.

➤ When you are watching a digital TV channel, press **Text** to display any text service which may be available.

As with the digital text channels, after you have done this, you can use the arrow, colour, **Select** and number buttons on your remote to display the various 'pages' of text information.

➤ When you have finished using the text service, press **Text** to watch the digital TV channel again.

Video-recording digital programmes

You can record digital TV in much the same way as you record analogue TV, but you must remember the following important points.

- *You cannot watch a programme on one digital channel while you are recording a programme on a different digital channel.*

- If you wish to watch TV while you record a digital channel, you can watch the channel you are recording, or you can watch any of the analogue channels. You can, however, record any analogue channel while you watch any digital channel.

- Some programmes may be copy-protected so that you cannot record them.

- To record programmes on several different digital channels, you can use the on-screen menus to set up several *timers*. These switch your free-to-view box to your chosen channels at the start times you have set (and switch it back to standby at the end times you have set). *You must, in addition, set up your video to switch on and off at the corresponding times.*

- To record from *just one* digital channel, you do not need to set up timers – see the instructions in the next section.

- You can set up timers to act as reminders (even if you are not recording), because there is an alarm when a timer starts.

- You can use the *on-screen tv guide* to find out the start/end times of the programmes which will be showing next on digital channels.

Recording from just one digital channel

➤ Carry out the following steps (on-screen menus are not needed).

1 Switch your free-to-view box to the channel which has the programme(s) you wish to record.

2 Switch your video to its appropriate AV input (if it is connected to your free-to-view box by a SCART lead) or switch it to its 'channel for digital terrestrial TV' (if it is connected to your free-to-view box only by an RF lead; see also page 31).

3 Set your video to start recording, or set your video's timer so that it starts and stops recording at the appropriate time(s).

Using timers to record from several digital channels

You can set up to 8 timers for different digital channels. Your free-to-view box will then warn you (or will switch from standby to the appropriate channel) at the start times you have set up in the timers.

Note

For the timers to work properly, the date and time in the *box settings* menu must be correct (see page 32).

➤ Carry out the following steps.

1 Press **Menu** to display the *main menu*.

2 Select 'setting the timer', either by pressing **1**, or by highlighting it and then pressing **Select**.

A timer that has already been set up
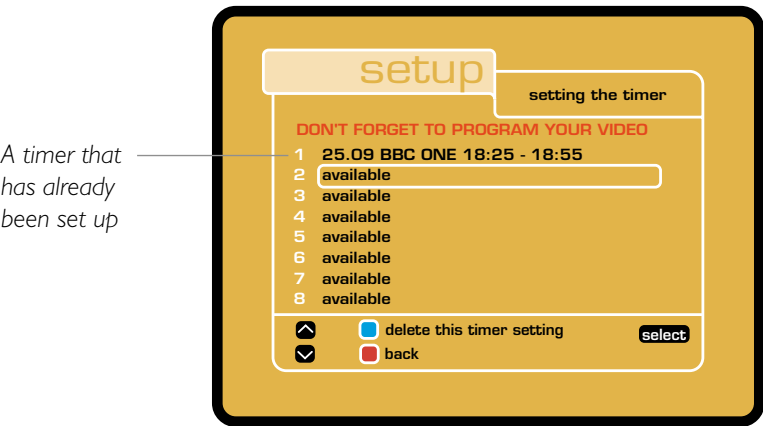
3 Select an available timer, by pressing the appropriate number button or by highlighting it and then pressing **Select**.

4   Use the number buttons to key in the settings for the various menu items (the date, the channel number and the start and end times of the timer). Use ▼ to move to each item in the menu.

5   If you do not know the channel number, press the green button to display the *channel list* on the screen. Press ▲ or ▼ to highlight the name of the channel you want, then press **Select**.

You must use four numbers for the date (e.g. 8th February is 08.02). The current date is already showing, but you can change this if necessary. You must use the 24-hour clock for the times (e.g. 8.25 pm is 20:25).

If you make a mistake while keying in the numbers, you can use the ◄ button to delete. You can also delete a complete timer (see page 12).

6   When you highlight 'recording repeat', press ◄ or ► to select how frequently you wish to use this timer. Select 'once only' for a one-off recording. If you wish your free-to-view box to switch to this channel at the set times every day, choose 'daily'. Select 'weekly' to switch every week. This is a useful way to record a series of programmes.

7   When you are sure that you have set up the timer correctly, press **Select** to confirm your settings. (If the channel is locked, key in your parental code and then confirm it by pressing **Select**.)

8   Set up another timer if you wish, otherwise press **Exit** to redisplay the channel you were watching.

If you set timers that overlap, an on-screen message will warn you.

9   Unless you wish to continue watching digital TV until the timer starts, press ⏻ to put your free-to-view box into standby.

Notes

If you are not watching digital TV, you must put your free-to-view box into standby in order for a timer to work properly. At the start time, your free-to-view box switches on to the appropriate channel and the word *rEC* appears on the front panel of your free-to-view box. It switches back into standby at the end time.

If you set several timers, the list of timers will automatically rearrange itself so that the timer with the earliest start and end times becomes timer 1 and the other timers follow in time-order.

Setting up your video

If you wish to record, you must also set up your video.

➤   Set your video's timer function to start and stop recording at the appropriate times. Set your video to record its appropriate AV input (if it is connected to your free-to-view box by a SCART lead) or set it to record its 'channel for digital terrestrial TV' (if it is connected to your free-to-view box only by an RF lead; see also page 31).

Video-recording digital programmes   **11**

Deleting a timer before its start time

➤ To delete a timer, first press **Menu**, then **1**, to display the list of timers. Use ▲ or ▼ to highlight the timer, then press the blue button. An on-screen message asks you to confirm your decision.

Cancelling a timer after it has started

➤ To cancel an active timer, press **Exit**. You will see an on-screen message which tells you that the timer has been cancelled.

Timer alarm and using it as a reminder

If you set up a timer and then continue to watch digital TV, a visual alarm (the word **rEd** flashing on the front panel of your free-to-view box) comes on one minute before the start time. There is also an audio alarm (a short 'beep') which you can turn off if you wish (see page 32 for details).

➤ When a timer alarm comes on, press the red button on your remote.

A banner like that shown below appears at the top of your screen.

Number of the channel currently showing on your screen.

1	soon	**MENU PROGRAMMING**
	BBC ONE	select watch - record
	📼	■ stay on this channel

Name of the channel you set in the timer.
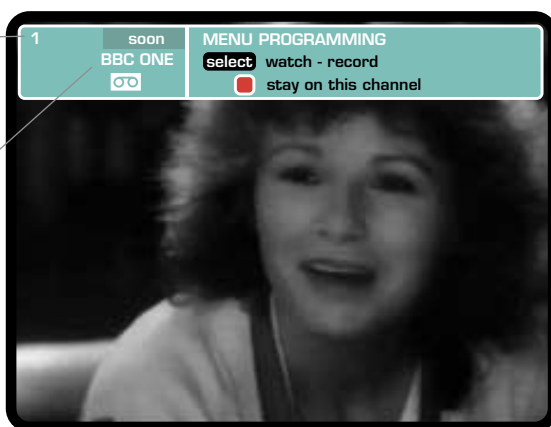
➤ If you wish to switch to the channel shown in the banner (which is the one you specified in the timer), press **Select**.

If you have set up your video, this channel will be recorded.

➤ If you wish to continue watching the channel you are watching, press the red button to remove the display. (If you do nothing when the alarm starts, your free-to-view box will not change channel either.)

If you have set up your video, it will record the channel that you are continuing to watch (and not the channel you set in the timer).

Although timers are intended mainly to help with video recording, you can also set them up (without setting up your video) to remind you when a forthcoming programme is starting.

Setting up your favourite channels

You may watch certain channels more often than others. You can set these up as 'favourite channels' and put your free-to-view box into its 'favourites mode'. Then, whenever you use the **P+** or **P–** buttons, or the *on-screen tv guide*, you will step through only your favourite channels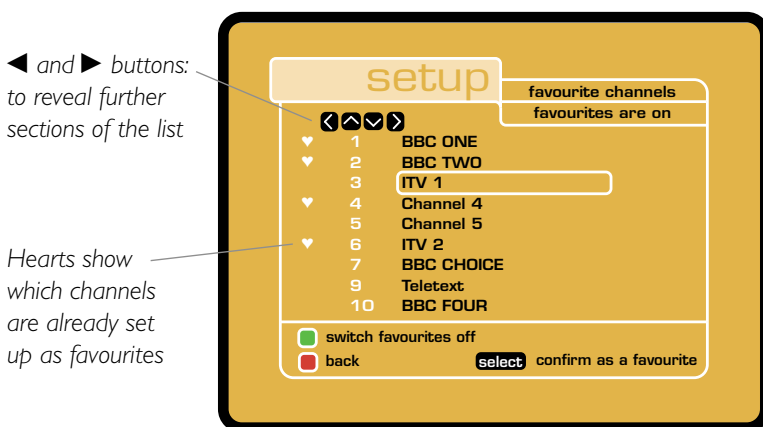. You can still see any channel by keying in its number and you will still see *all* the channels if you display the *channel list*.

➤ To set up your favourites, carry out the following steps.

1   Press **Menu** to display the *main menu*.

2   Select 'choosing favourite channels', either by pressing **2**, or by highlighting it and then pressing **Select**.

The *favourite channels* menu appears. (If your free-to-view box is not yet in its favourites mode, 'favourites are off' is below the title.)

◄ *and* ► *buttons:
to reveal further
sections of the list*

*Hearts show
which channels
are already set
up as favourites*

setup	favourite channels	
	favourites are on	
◄ ⌃ ⌄ ►		
♥ 1	BBC ONE	
♥ 2	BBC TWO	
3	ITV 1	
♥ 4	Channel 4	
5	Channel 5	
♥ 6	ITV 2	
7	BBC CHOICE	
9	Teletext	
10	BBC FOUR	
🟢 switch favourites off		
🔴 back	select confirm as a favourite	

3   To mark a channel as a favourite, press ▲ or ▼ to highlight it, then press **Select**. A heart symbol will appear.

4   Repeat Step 3 until you have marked all the favourites you want.

5   If you wish to remove a channel from your favourites, highlight it, then press **Select**. The heart symbol will disappear.

6   To put your free-to-view box into its favourites mode, press the green button until 'favourites are on' appears below the menu title.

7   Press the red button (back) to redisplay the *main menu*, or press **Exit** to redisplay the channel you were watching.

Note

If you put your free-to-view box into its favourites mode, but you have not set up any favourite channels, it means that the **P+** and **P–** buttons (or ▲ and ▼ in the *on-screen tv guide*) will not have any effect.

Using parental lock

> **Special note**
> *Parental lock features, as described on pages 14 to 17, are **not available** from your free-to-view box, as you need a smartcard to use these features. However, if in the future you subscribe to Pay TV, the parental lock features may become available.*

You may wish to lock some channels so that you can see them only if you first key in a parental code. Only people who know your code can unlock a channel. You can also temporarily unlock all the locked channels.

When your free-to-view box is new, no channels are locked. The first time you try to use parental lock, you must set up a parental code. You cannot use parental lock unless your viewing smartcard is in your free-to-view box.

Setting your parental code for the first time

➤ Carry out the following steps.

1   Press **Menu** to display the *main menu*.

2   Select 'parental lock', either by pressing **3**, or by highlighting it and then pressing **Select**.

3   Select 'enter new parental code', either by pressing **1** or by highlighting it and then pressing **Select**.

The following display appears on the screen.

Crosses change to show the numbers, as you key them in
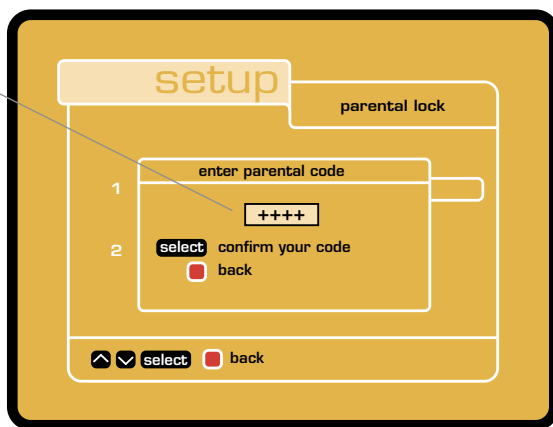
4   Think of a 4-number code (anything except 0000, as this has no effect), then use the number buttons to key it in.

As you do this, the numbers appear on the screen (but when you use this code later, you cannot see the numbers – stars appear instead).

5   Keep a note of your parental code in a safe place, in case you forget it, then press **Select** to confirm your choice.

6   Press the red button (back) to display the *parental lock* menu.

Note

If you forget your parental code, contact your service provider's Customer Services.

Locking/unlocking channels

➤ Carry out the following steps.

1 Display the *parental lock* menu (if you are watching a channel, press **Menu**, then **3**, to do this).

2 Select 'choose channels to lock or unlock', either by pressing **2** or by highlighting it and then pressing **Select**.

3 Key in your parental code, then press **Select**.

The *lock or unlock* menu appears. (If the channel locks are not yet active, the words 'locks are open' appear below the menu title.)

◄ and ► buttons:
to reveal further
sections of the list

Padlocks show
which channels
are already locked
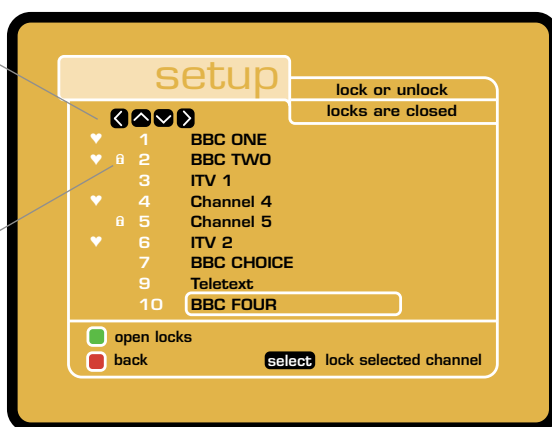
4 To lock a channel, press ▲ or ▼ to highlight it, then press **Select**. A padlock symbol will appear.

5 Repeat Step 4 until you have locked all the channels you want.

6 If you wish to unlock a channel permanently, highlight it then press **Select**. The padlock symbol will disappear.

7 To make the locks active, press the green button so that 'locks are closed' appears below the menu title.

8 Press the red button (back) to redisplay the *main menu*, or press **Exit** to redisplay the channel you were watching.

Unlocking a locked channel while viewing

If you try to switch to a locked channel while you are watching digital TV, you will not be able to see or hear the channel straight away.
A message appears to tell you that the channel you have just chosen is locked.

➤ To unlock the channel, first press **Select** to give the following display.

Channel name and number of the locked channel.

Padlock shows that the channel is locked.
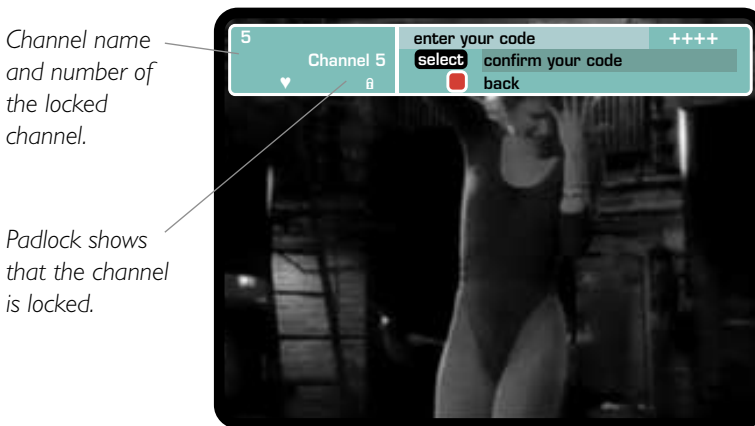
➤ Use the number buttons to key in the four digits of your parental code, then press **Select**.

As you key in your code, the crosses change to stars. If you key in the correct code, the channel is unlocked and appears on your TV screen.

➤ If you know you have made a mistake while keying, press ◄ to delete one or more stars, then key in the correct numbers.

If you key in your code incorrectly, but do not notice, a message informs you. Press **Select** in order to try again.

If you decide not to unlock the channel, press the red button to cancel (if it is shown on the screen), then use **P+**, **P–** or a number button to choose a different channel.

Note
If you know that you will want to watch several channels which are locked, you can temporarily unlock all of them, as described on page 17.

Temporarily unlocking all the locked channels

If you know you will want to watch several locked channels during a viewing session, it may be more convenient for you to unlock them all temporarily, so that you can switch freely between them.

➤ Display the *lock or unlock* menu (as described on page 15), then press the green button to display 'locks are open' below the menu title.

The padlock symbols are still present, but they are open.

➤ Press **Exit** to redisplay a digital channel and continue viewing.

Note

When you have finished viewing, you must remember to make the locks active again (by displaying the *lock or unlock* menu and then pressing the green button), otherwise the channels will remain unlocked and therefore available for all to see.

Changing your parental code

You are free to change your parental code at any time, but to do so, you must first key in your current code.

➤ Carry out the following steps.

1 Display the *parental lock* menu (if you are watching a channel, you must press **Menu**, then **3**, to do this).

2 Select 'change parental code', either by pressing **1** or by highlighting it and then pressing **Select**.

3 Key in your *current* parental code, then press **Select**.

If this code is correct, you are asked to key in a new code.

4 Key in a new, 4-number code of your choice (anything except 0000, as this has the effect of cancelling the parental code setting), then press **Select** to confirm your choice.

5 An on-screen message reminds you to remember your new code. Press the red button (back) to redisplay the *parental lock* menu.

If you key in the wrong code at any stage, an on-screen display will inform you and you can then try again.

Renumbering the channels

You can reorganise the list of channel names so that they are in the order you want, rather than the order they are in when you first install your free-to-view box. To do this, you display a list of channels and then swap channels, two at a time, until they all have the numbers you want.

➤ Carry out the following steps.

1 Press **Menu** to display the *main menu*.

2 Select 'getting started', either by pressing **5**, or by highlighting it and then pressing **Select**.

3 At the *getting started* menu, select 'change channel numbers', either by pressing **2** or by highlighting it and then pressing **Select**.

The *change channel numbers* menu appears on your screen.

4 Key in the current number of the channel you wish to renumber (or use ▲ or ▼ to highlight it), then press **Select**.

The highlight box fades a little to show that the channel is selected.

5 Key in the channel number you now want (or use ▲ or ▼ to highlight the channel that has this number), then press **Select**.

◄ *and* ► *buttons:*
to reveal further
sections of the list
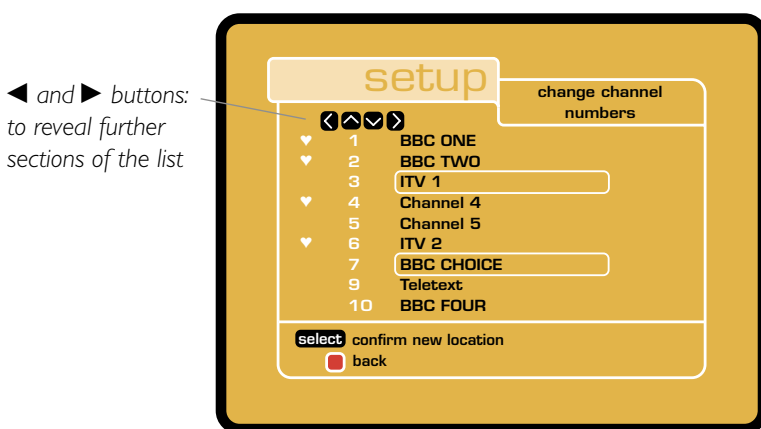
The two highlighted channels swap numbers.

6 Repeat steps 4 and 5 until the channels have the numbers you want.

7 Press the red button (back) to redisplay the *getting started* menu, or press **Exit** to display a digital channel.

Note

Any renumbering you have done will be overwritten if you ever replace the whole channel list, as described on page 38.

Reading updates

You can receive messages 'over the air'; these are stored in your free-to-view box ready for you to read. If there is an unread message waiting, the word **POSt** is displayed on the front panel of your free-to-view box. Also, if you have subscribed to Pay TV, you can read information about your subscription at any time.

➤ To read your post messages, first press **Menu**, then **6** to display the *updates* menu. When this is displayed, press **2**.

▲ and ▼ buttons: to see any other messages
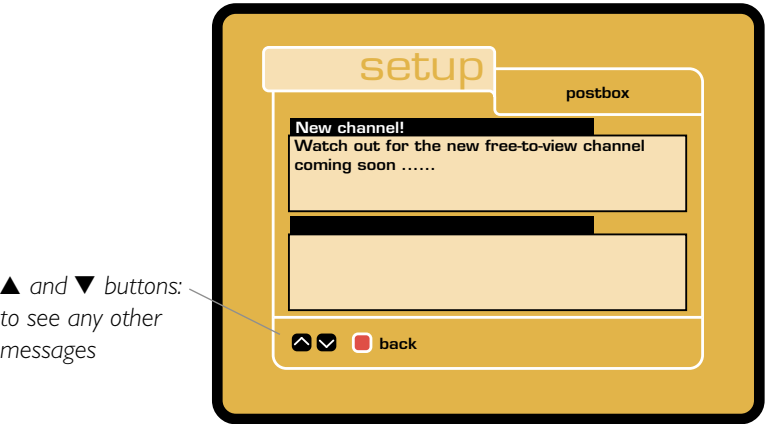
Note

Your free-to-view box can store several messages in its postbox. If it is full when a new message arrives, the oldest message is overwritten.

➤ To read your smartcard data, first press **Menu**, then **6** to display the *updates* menu. When this is displayed, press **1**.
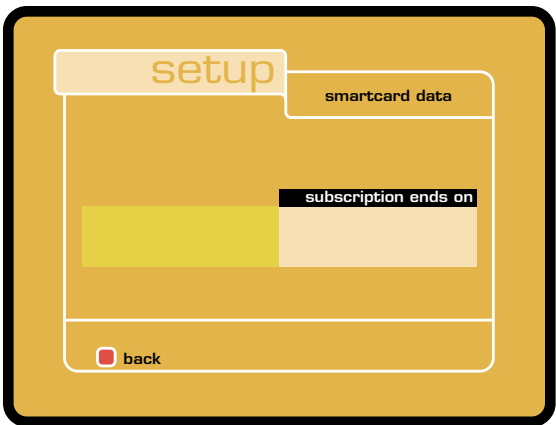
➤ To remove either menu when you have finished reading, press the red button (back) or **Exit**.

Connecting up your free-to-view box

Mains input connector
For the mains lead
Connect this last of all
(see page 25)

TV SCART connector
Connect the supplied SCART lead here (if your TV has a SCART connector)

AERIAL RF connector
Connect the lead from your TV aerial here

MODEM connector
If you subscribe to Pay TV, you may need to connect a telephone cable here (see page 23)

VCR SCART connector
If you have a video (VCR) with a SCART connector, you can connect another SCART lead here

TV RF connector
Connect the supplied RF (coaxial) lead here

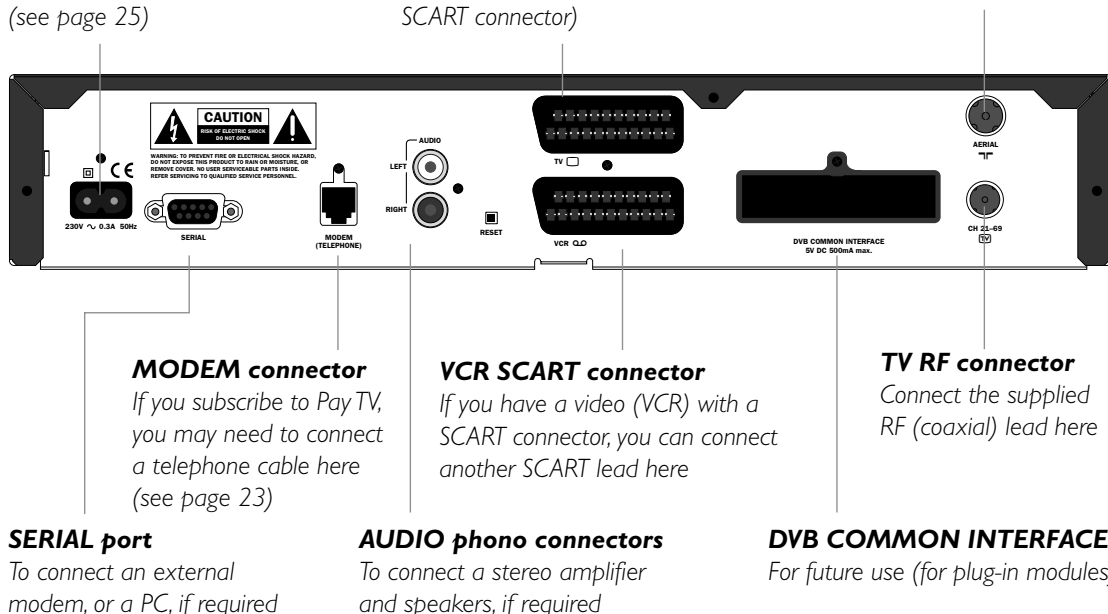**SERIAL port**
To connect an external modem, or a PC, if required

AUDIO phono connectors
To connect a stereo amplifier and speakers, if required

DVB COMMON INTERFACE
For future use (for plug-in modules)

Connecting your system together

The diagrams on the following two pages show the most usual ways to connect your free-to-view box to other equipment. The rear panels are shown in a simplified form; your TV, video, other receivers etc. may have different or additional connectors or different rear-panel layouts.

Connecting your box to the telephone line and then finally connecting it to the mains supply are covered on pages 23 and 25.

With the exceptions of the mains and the telephone line, all the interconnections between the rear panel of your free-to-view box and the equipment connected to it are SELV (safe, extra-low voltage) circuits.

Notes

You should be able to use your existing aerial to receive the new digital channels. However, if you experience problems, contact your retailer for advice or contact the Technical Helpdesk on 0870 1201910.*

Although two typical systems are shown in the following connection diagrams, there are many variations of systems and equipment. If you need additional advice about your particular setup, contact the Technical Helpdesk on 0870 1201910.*

* Calls to the Helpdesk may be monitored or recorded for training purposes.

WARNING

Before you connect your free-to-view box to any other equipment, you must disconnect ALL the equipment from the mains supply.

Connecting to a TV and video

Back of TV
(not to scale)

AERIAL

Terrestrial aerial

Optional hi-fi connection

Supplied SCART lead

RF lead

Aerial cable

AUDIO

TV

AERIAL

TV

VCR

Back of free-to-view box

Supplied RF lead

SCART lead

AERIAL

TV

TV

Back of video
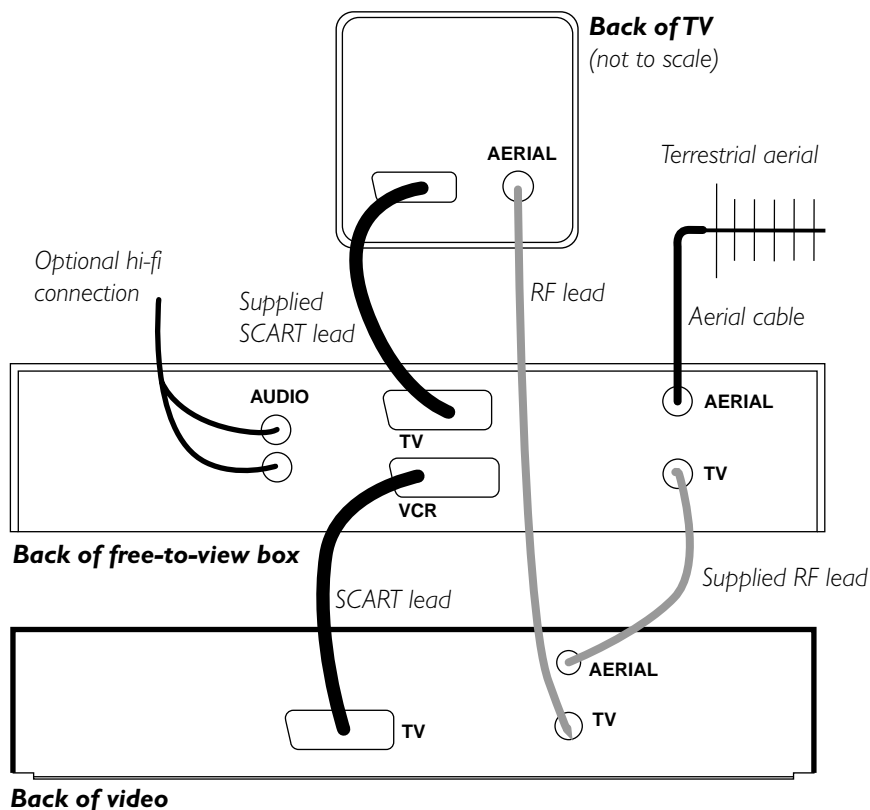
➤ If you do not have a video, connect the supplied RF lead directly between the TV output connector on your free-to-view box and the aerial input connector on your TV.

Use the SCART connectors if possible, to receive superior sound and pictures. (If you need additional, fully-specified SCART leads, you can buy them from electrical retailers.)

If your TV and/or video do not have SCART connectors, just connect everything using the RF leads, as shown by the thinner, grey lines in the diagram. *If you use only RF leads, you will have to manually tune your TV and video to your free-to-view box (see pages 29 and 31).*

Connecting to a TV, video and satellite/cable box

Back of TV
(not to scale)

AERIAL

Terrestrial aerial

Optional hi-fi connection

Supplied SCART lead

RF lead

Aerial cable

AUDIO

AERIAL

TV

TV

VCR

Back of free-to-view box

SCART lead

Supplied RF lead

Input from dish or cable

TV

VCR

AERIAL

TV

Back of satellite receiver or cable box

RF lead

AERIAL

TV

TV

Back of video
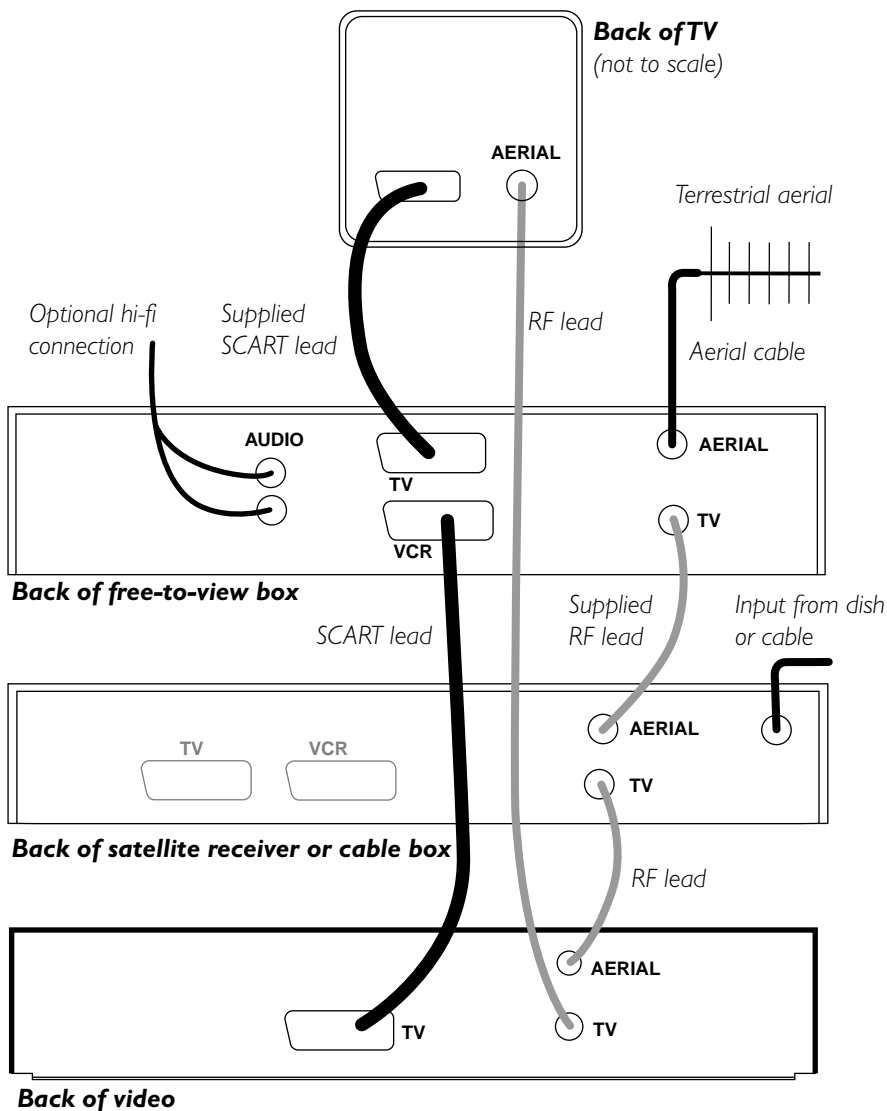
If your satellite or cable box has SCART sockets, you can use extra SCART leads to connect it to any *spare* SCART sockets that there may be on your TV and/or video (consult their manuals).

If your system is connected as shown above, you can use the RF-path to watch channels on (or record from) any of the equipment, provided that you have manually tuned it. Sound via the RF leads is always mono.
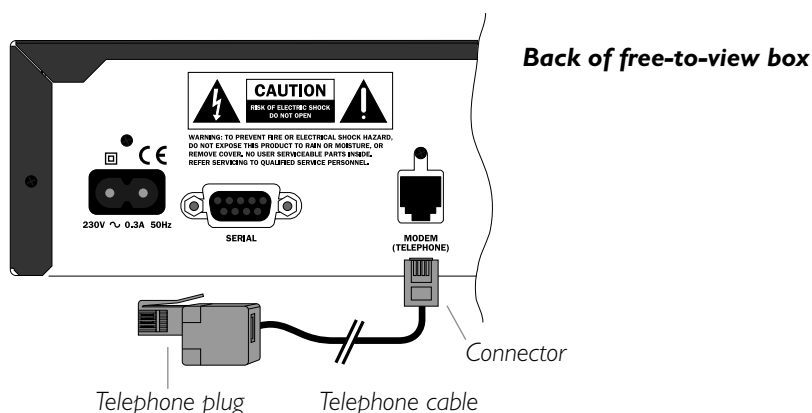
We recommend that you put into standby any equipment that you are not currently watching or recording from. You should not unplug it.

Connecting to the telephone line

If you subscribe to Pay TV, you may have access to pay-per-view events and interactive services. For some of these services, you may need to connect your free-to-view box to your telephone line.

➤ Carry out the following steps.

1   Disconnect your free-to-view box from the mains supply by pulling out its mains plug from the wall socket.

2   Insert the connector end of the supplied telephone cable into the socket labelled 'MODEM' on the rear panel of your free-to-view box, as shown below.

3   Unplug your telephone at your main telephone wall socket.

4   Insert the telephone plug end of the supplied telephone cable into the wall socket. Insert your telephone plug into the socket on the back of the telephone plug.

5   Re-connect your free-to-view box to the mains supply by inserting its mains plug into the wall socket.

Back of free-to-view box

CAUTION
RISK OF ELECTRIC SHOCK
DO NOT OPEN

WARNING: TO PREVENT FIRE OR ELECTRICAL SHOCK HAZARD, DO NOT EXPOSE THIS PRODUCT TO RAIN OR MOISTURE, OR REMOVE COVER, NO USER SERVICEABLE PARTS INSIDE. REFER SERVICING TO QUALIFIED SERVICE PERSONNEL.

230V ∿ 0.3A 50Hz   SERIAL   MODEM (TELEPHONE)

Connector

Telephone plug   *Telephone cable*

Note

The telephone cable is intended for connection to the public switched telephone networks (PSTN) of the UK. This cable and your free-to-view box have been specifically designed for this purpose.

CE

The product complies with the following European Council Directives:
– 73/23/EEC (the Low Voltage Directive) as amended;
– 89/336/EEC (the EMC Directive) as amended;
– 1999/5/EC (the R&TTE Directive) as amended.

INSTALLATION

Connecting other equipment

Equipment for stereo sound: If you have a stereo TV, you should connect it by a SCART lead in order to get stereo sound. The RF lead delivers only mono sound. If you have a mono TV, you can hear stereo sound for the digital channels if you connect a stereo amplifier and speakers (hi-fi system) to the left and right audio connectors on the rear panel of your free-to-view box. You can then use your *TV remote* to mute any mono sound from your TV and use your *remote* to adjust the volume of the stereo sound.

A PC or other data equipment: If you connect earthed equipment to the rear-panel serial port, you must use an approved, screened cable.

Inserting a viewing smartcard

If you subscribe to Pay TV, you may need to insert a smartcard into your free-to-view box.

Left-hand side of the front panel

The gold patch on your smartcard
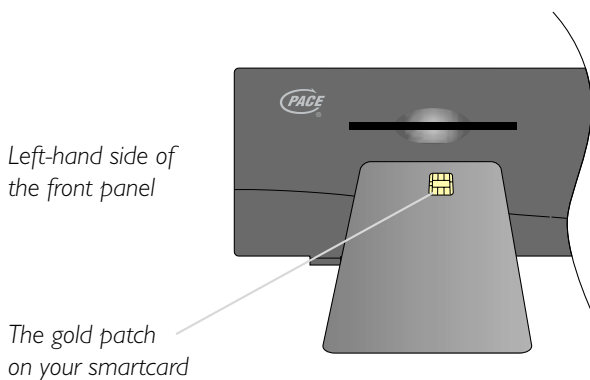
➤ Hold your smartcard so that the gold patch is facing UPWARDS and is on the edge nearest your free-to-view box.

Insert your smartcard into the slot, as far as it will go without forcing it.

Taking care of your viewing smartcard

➤ Do not remove and re-insert your smartcard unnecessarily.

Do not bend your smartcard; keep it away from children and pets.

Do not put your smartcard in liquids or use cleaning fluids on it.

Plugging into the mains supply

You must not plug your free-to-view box into the mains until you have connected your free-to-view box to the other equipment in your system.

➤ Insert the 2-way connector on the supplied mains lead into the mains connector on the rear panel of your free-to-view box, as shown below.

Connect the plug on the other end of the mains lead into the mains wall socket (and then switch it on, if there is a switch by the mains wall socket).

Back of free-to-view box

Mains lead

Connect this plug into the mains wall socket.
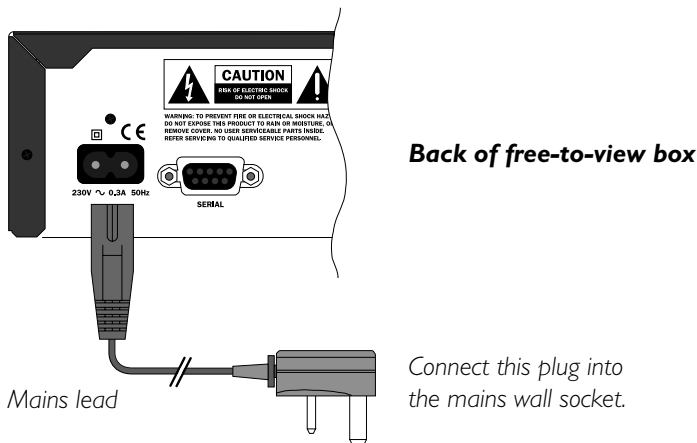
Notes

The only way to disconnect your free-to-view box from the mains is to remove the mains lead. Your free-to-view box must therefore be installed near to the mains socket-outlet, which should be easily accessible.

When you need to disconnect your free-to-view box from the mains, you should unplug its mains lead at the wall socket, rather than at the box.

Continuing with the installation…

Immediately after you connect your free-to-view box to the mains, its front-panel display (**– – : – –**) will flash a few times.

When the display stops flashing, you are ready to use your free-to-view box to find and store the digital channels (see page 26).

If, however, your system is connected together only by RF leads, you must first manually tune your TV (and video if you have one) to your free-to-view box (see pages 29 and 31).

Storing digital channels

When you have connected up your system and plugged all your equipment into the mains, you are ready to use your free-to-view box to find and store all the available digital channels.

New channels may be launched in the future; you can add these to your channel list, as described on page 37. If you move house, you may have to find and store the whole channel list again, as described on page 38.

Finding and storing the digital channels

➤ Carry out the following steps (1 to 4).

1   Make sure your TV is out of standby and that a video is not playing.

2   Press ⏻ on your remote to take your free-to-view box out of standby.

If your system is connected together by SCART leads you should now see a *welcome* message on your TV screen, as shown below.

Note

If the welcome display does not appear…

➤ If your system is connected by SCART leads, press **TV/DTV** on your remote until you can see it. If this does not work, use your *TV remote* to select the appropriate AV input on your *TV set* (the button you need is usually labelled AV or EXT).

➤ If your system is connected only by RF (coaxial) leads, you must manually tune your TV before you can see the display; see page 29.

The *welcome* display may not appear because your free-to-view box has previously been set up – for example by your retailer. In this case you should press **Menu** to display the *main menu* on your TV screen.

---

3   When you can see the *welcome* message, press **Select** on your
    remote, to display the *main menu*.

When you first see the *main menu*, 'viewing preferences' is highlighted.

4   Press ▼ on your remote to highlight 'getting started', then press
    Select.
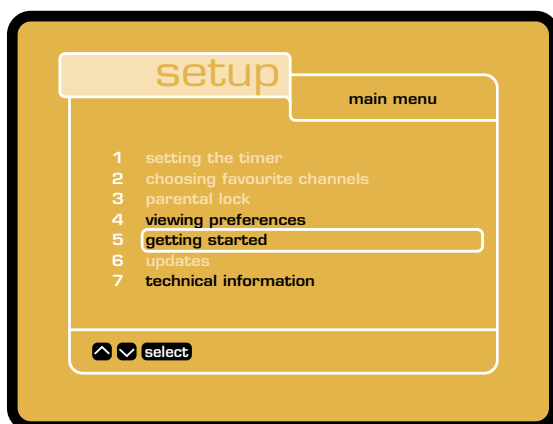
setup
main menu

1   setting the timer
2   choosing favourite channels
3   parental lock
4   **viewing preferences**
5   **getting started**
6   updates
7   **technical information**

⌃ ⌄ select

Your free-to-view box then starts to search for the channels. You will see
a display on the screen which tells you how the search is progressing. It
will take several minutes to complete.

The progress bar then shows 100% and the total number of channels
that your free-to-view box has found. The message 'STORING…'
appears briefly on your screen, while the channels are being stored.

setup
store channels

**Your set-top box is now searching
for all available channels.
This may take about 20 minutes.
Please wait.**

%
0   25   50   75   100

number of channels found   **16**

🔲 back

Note

If your free-to-view box has been previously set up, you will need to
select 'store channels' *after* Step 4, in order to start the search for
channels.

Displaying a channel

After your free-to-view box has found and stored the channels, it automatically displays the *channel list* menu.

➤ Press **Exit** or **Select** to remove this menu from the screen.

Your free-to-view box then displays the first channel (channel number 1) on your TV screen.

A channel-banner for this channel appears briefly at the top of your TV screen, giving the channel name and number. The channel number is also displayed on the front panel of your free-to-view box.

Continuing with the installation…

You are now ready to check your viewing preferences; see page 32.

Manual tuning

If you have used only RF (coaxial) leads to connect your system together, you **must** manually tune your TV so that it has a 'channel for digital terrestrial TV' (like it has a 'channel for your video'). You then tune your video so that it also has a 'channel for digital terrestrial TV'.

If you have used SCART leads, there is no need to do manual tuning.

Manually tuning your TV to your free-to-view box

➤ Carry out the following steps.

1 Make sure that your TV, video and free-to-view box are plugged into the mains. Take your TV and video out of standby.

2 When the front-panel display on your free-to-view box stops flashing, press ⏻ on your **remote** to take your box out of standby.

3 On your **TV remote**, choose a TV channel which you wish to use as the 'channel for digital terrestrial TV' (i.e. one which has a 'snowy' screen and is not being used for a TV channel or for your video).

4 Consulting your **TV manual** if necessary, tune that TV channel until the **welcome** message appears on your TV screen.

5 If the **welcome** message is clearly visible, save this channel on your TV.

6 Use your **TV remote** to switch to the existing analogue TV channels in turn (and to its 'channel for your video').

7 If there is no interference on any of the channels, proceed to tune your video recorder (see page 31).

8 If there is interference, or you cannot see the **welcome** message (you may just be able to see the yellow background colour of the **welcome** message), you must adjust your free-to-view box, as described in the next section.

Changing the output channel of your box

If the *welcome* message is missing or distorted, or there is interference on the other channels, then the factory-set UHF output channel of your free-to-view box (channel 36) is not suitable and must be changed.

The following procedure can be quite lengthy, so you may prefer to ask a qualified TV installer to do this tuning for you.

➤ Carry out the following steps.

1 Leave your TV tuned to the distorted *welcome* message, if you could see it at all (as described on page 29).

2 Disconnect your free-to-view box from the mains, then unplug the aerial from the rear-panel connector (labelled AERIAL). Do not disconnect anything else, but put your video into standby. Reconnect your box to the mains.

3 When the front-panel display on your free-to-view box stops flashing, press ⏻ on your remote to take your box out of standby.

4 You should now be able to see the *welcome* message without distortion, but if you cannot, tune your TV until you can see it.

5 Press **Select** to display the *main menu*.

6 Press **4** to display the *viewing preferences* menu, then press **2** to display the *tv and video settings* menu.

7 Press **6** to highlight 'uhf channel number' (this is the output channel).
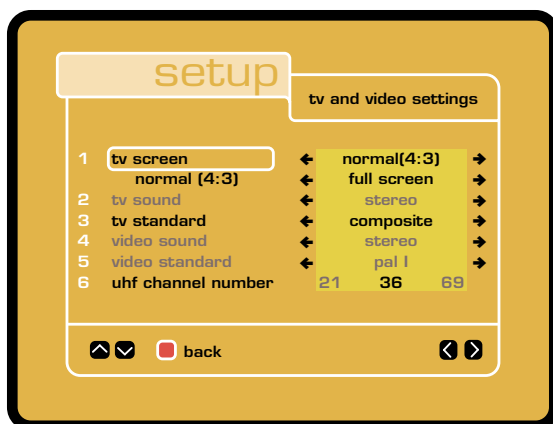
8 Use the number keys to key in a different UHF channel number. It is good practice to choose a channel number which is *two* channels away from the original setting, so first of all try UHF channel 38.

9 Press the red button (back) to save this setting.

At this point, the menu will disappear from the screen, as your free-to-view box now has output channel 38, but your TV is still tuned to channel 36.

10   Tune your TV until the *viewing preferences* menu appears.

11   Disconnect your free-to-view box from the mains, then reconnect your aerial to its rear panel. Take your video out of standby. Reconnect your free-to-view box to the mains.

12   Press ⏻ on your remote to take your free-to-view box out of standby.

13   If the *welcome* message is clearly visible, save this channel on your TV.

14   Use your *TV remote* to switch to the existing analogue TV channels in turn (and to its 'channel for your video').

15   If there is interference, repeat steps 1 to 14 above (choosing a different output channel) until you find one which is satisfactory.

16   When there is no interference, tune your video recorder.

Note ⸺

If you have an *auto-tune* TV, you may have to auto-tune it again after you reconnect the aerial. This is because the existing, analogue channels may have been lost while you were tuning with the aerial disconnected.

Tuning your video to the output channel of your box

➤   Carry out the following steps.

1   Tune your TV to your free-to-view box, as described on page 29 or 30, so that you can clearly see the *welcome* message on your TV screen.

2   Use your *TV remote* to set your *TV* to its 'channel for your video'.

The *welcome* message should now disappear.

3   On your *video*, choose an 'empty' channel which you wish to have as the 'channel for digital terrestrial TV' (that is, one which is not being used for any of the existing TV channels).

4   Consulting your *video manual* if necessary, tune this channel of your video until the *welcome* message appears on your TV screen again, then save this channel on your video.

Continuing with the installation…

➤   When you have finished manual tuning, use your *TV remote* to switch your *TV* to its 'channel for digital terrestrial TV'.

Press **Select** at the *welcome* message to display the *main menu* on your TV screen.

Go to Step 4 of the section *Finding and storing the digital channels* (see page 27).

Setting your viewing preferences

Your free-to-view box has three menus which are used to set your viewing preferences and are described in the following sections. When it was manufactured, your free-to-view box was factory-set to be compatible with the most commonly-used TVs, videos etc. You may not, therefore, need to change any of the settings in these menus.

Displaying the viewing preferences menu

➤ Press **Menu** on your remote to display the *main menu*.

Select 'viewing preferences' (either by pressing **4**, or by using ▲ or ▼ to highlight it, then pressing **Select**).

Checking the box settings

➤ With the *viewing preferences* menu on your TV screen, press **1** to display the *box settings* menu.
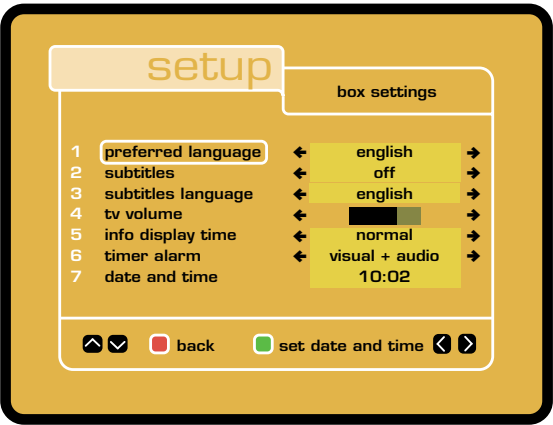
➤ If you wish to change the setting for any of the items which are numbered 1 to 6, press the appropriate number key to highlight the item (or use ▲ or ▼ to highlight it). Then press ◄ or ► to cycle through all the available settings, until the one you want appears.

The available settings for this menu are shown in the table on page 33. The factory settings are shown in the picture of the menu above.

➤ When all the items in the *box settings* menu have the settings you want (and you have set the date and time if necessary, see page 33), press the red button (back) to redisplay the *viewing preferences* menu.

Item	Available settings	Comments
preferred language	english welsh gaelic	This is the soundtrack language. If a Welsh or Gaelic soundtrack is not being transmitted, you will hear English.
subtitles	off on	Change this setting to 'on' if you wish to see subtitles. Note that some programmes do not have subtitles transmitted with them.
subtitles language	english, welsh, gaelic, english, welsh, gaelic, (for hearing-impaired)	If you set subtitles to be 'on' (see above), then you will see subtitles in the language you choose here, provided that they are transmitted with the programme. If your hearing is impaired, choose a language that has a little ear symbol after it (to give subtitles which show sounds, such as applause, as well as the speech).
tv volume	ten possible settings on bar	Adjust this bar so that the volume on the digital channels matches that on the existing, analogue channels and/or the volume on your video.
info display time	normal long none	The length of time that the channel-banner stays at the top of the screen when you change channel. Set 'none' if you do not want it to appear at all.
timer alarm	visual visual + audio	'visual' is the word **rEd** flashing on the front-panel display, 1 minute before the timer's start time. 'visual + audio' gives a 'beep' when **rEd** starts flashing.

INSTALLATION

Setting the date and time

Your free-to-view box normally sets the correct time (item 7 in the *box settings* menu) automatically, using information transmitted with the TV signal.

Your free-to-view box needs to have the correct time so that the timers can work properly (see page 10).

➤ If the displayed time is not correct, carry out the following steps

1 With the *box settings* menu displayed, press the green button (or press **7**).

2 Use the number buttons to key in the current date, then press ▼ and use the number keys to key in the current time.

3 Press **Select** to confirm these settings.

You must use two numbers for the day, month and year (e.g. 8th Feb 1999 is 08.02.99) and use the 24-hour clock (e.g. 8.30 pm is 20:30).

Checking the tv and video settings

➤ With the *viewing preferences* menu on your TV screen, press **2** to display the *tv and video settings* menu.
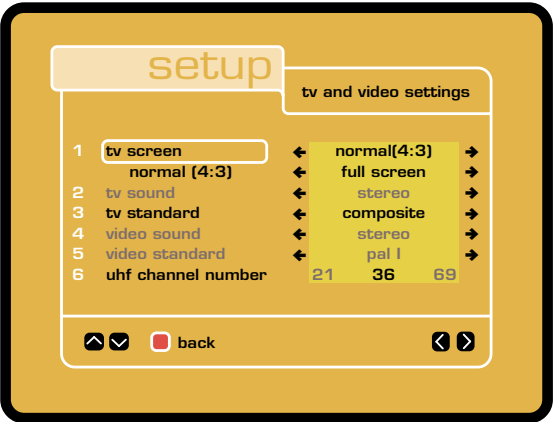
➤ If you wish to change the setting for item 1 or 3 (you cannot alter those shown in grey), press the appropriate number key to highlight the item (or use ▲ or ▼ to highlight it). Then press ◄ or ► to cycle through all the available settings, until the one you want appears.

The available settings for this menu are shown in the table below and on page 35. The factory settings are shown in the picture above. Item 6, 'uhf channel number', is for manual tuning; it is described on page 30.

➤ When the items have the settings you want, press the red button to redisplay the *viewing preferences* menu.

Item	Available settings	Comments
tv screen	normal [4:3] widescreen [16:9]	If you have a widescreen TV, set this to 'widescreen [16:9]', otherwise leave it as 'normal [4:3]'
normal [4:3] (you cannot select this item if you set 'widescreen 16:9' for item 1)	letterbox full screen	Determines how programmes broadcast in widescreen format appear on a normal TV. 'letterbox': you see all the picture, but it does not fill your TV screen. 'full screen': the screen is full, but the left and right edges of the picture cannot be seen.

Note: If you are watching a widescreen programme, you can switch between 'letterbox' and 'full screen' for the channel you are currently watching by pressing the **Wide** button on your remote.

Item	Available settings	Comments
tv sound	stereo	This setting is fixed as 'stereo'.
tv standard	composite rgb	If you have an **RGB TV**, connected by a SCART lead, change this setting to 'rgb' to give a better-quality picture.
video sound	stereo	This setting is fixed as 'stereo'.
video standard	pal I	This setting is fixed as 'pal I'.
Note: RF (coaxial) leads deliver only *mono* sound to your TV.		

Checking the modem settings

➤ With the *viewing preferences* menu on your TV screen, press **3** to display the *modem settings* menu.

➤ If you wish to change the setting for any of the items which are numbered 1 to 6, press the appropriate number key to highlight the item (or use ▲ or ▼ to highlight it). Then press ◄ or ► to cycle through all the available settings, until the one you want appears.

The available settings for this menu are shown in the table on page 36.
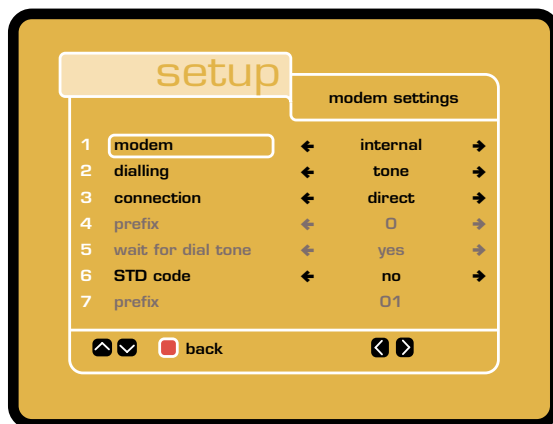
➤ When the items have the settings you want, press the red button to redisplay the *viewing preferences* menu.

Item	Available settings	Comments
modem	internal external	Leave this set to 'internal' unless you have connected an external modem to the rear-panel SERIAL port.
dialling	tone pulse	Leave this set to ''tone'' if: (i) your telephone line is provided by a cable operator or uses a wireless local loop; or (ii) you can hear a voice when you dial 1471. If neither is true, change the setting to 'pulse'.
connection	direct pabx	You only need to change this to 'pabx' if your free-to-view box is connected to a telephone line where you need to dial a number (a prefix) to get an outside line.
prefix	0, 1, 2, 3, 4, 5, 6, 7, 8, 9, 00, *, #, R	Set the dialling prefix that your PABX requires to give you an outside line.
wait for dial tone	yes, no	Set whichever your PABX requires.
STD code	yes, no	Generally speaking, you should leave this set to 'no'.
prefix	any number up to 5 digits long	This is not relevant if 'STD code' is set to 'no'.

The factory settings are: internal modem, tone dialling, direct connection and no STD code.

Installation is now complete…

➤ Press **Exit** to display a digital channel and refer to the first part of this User Guide for information on exploring the channels and using your free-to-view box on a day-to-day basis.

If you have any problems, you should first consult the *Troubleshooting* section on page 39. This outlines simple problems and possible solutions.

For any further help, contact: the Technical Helpdesk on 0870 1201910.*

* Calls to the Helpdesk may be monitored or recorded for training purposes.

Adding new channels

From time to time broadcasters may start to broadcast new free-to-view digital terrestrial channels. These should be well publicised.

If you wish to see the new channels, your free-to-view box must first find and store them, as described below. The new channels are just added to your channel list. The channels already in the list will not be affected (so if you locked, renumbered or set any up as favourites, they should remain as they were).

➤ Carry out the following steps.

1   Make sure your TV and free-to-view box are out of standby.

2   Press **Menu** on your remote, to display the *main menu*.

3   Select 'getting started', either by pressing **5**, or by highlighting it and then pressing **Select**.

4   When the *getting started* menu is displayed, select 'add channels', either by pressing **3**, or by highlighting it and then pressing **Select**.

Your free-to-view box then starts to search for the channels. You will see a display on the screen which tells you how the search is progressing. It will take several minutes to complete. The progress bar then shows 100% and the message 'STORING…' appears briefly on your screen.

After your free-to-view box has found and stored the channels, it
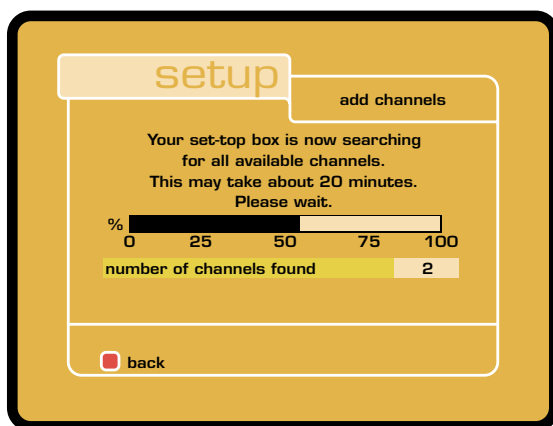
automatically displays the *channel list* menu. You will see that the new channels have been added to the list. If you wish to renumber them, you can press the red button (back) to redisplay the *getting started* menu and then choose 'change channel numbers' (see page 18).

If your free-to-view box does not find any new channels, it will display an on-screen message to inform you.

Replacing the whole channel list

If you move your free-to-view box to a new location (for example, if you move house), then you will probably need to find and store the channels again, like you did when you first got your free-to-view box. This is because, at your new location, the digital terrestrial transmissions may well be coming from a different transmitter. (Note that you may have to do manual tuning again too; see page 29).

When your free-to-view box finds and stores *all* of the channels, you will lose your existing channel list (including any favourites etc.).

➤ Carry out the following steps.

1 Make sure your TV and free-to-view box are out of standby.

2 Press **Menu** on your remote, to display the *main menu*.

3 Select 'getting started', either by pressing **5,** or by highlighting it and then pressing **Select**.

4 When the *getting started* menu is displayed, select 'store channels', either by pressing **4**, or by highlighting it and then pressing **Select**.

5 An on-screen message appears to warn you that your current channel list may change. If you wish to continue, press **Select** (otherwise press the red button to stop the process).

6 Key in your parental code when an on-screen message tells you to, then press **Select**.

Your free-to-view box then starts to search for the channels. You will see a display on the screen which tells you how the search is progressing. This is very similar to the add channels display shown on page 37.

If you wish to stop the search at any stage, you can press the red button; your existing channel list will be retained.

The search takes several minutes to complete. The progress bar then shows 100% and the message 'STORING…' appears briefly on your screen.

After your free-to-view box has found and stored the channels, it automatically displays the new *channel list* menu. You can then lock or renumber channels or set up favourites if you wish. Consult the relevant sections of this *User Guide* for details.

Note

If you have subscribed to Pay TV, and have inserted a smartcard into your free-to-view box, you may need to enter your parental code before the search for channels can occur.

Solving problems

The following tables show problems you may come across when you install or use your free-to-view box, together with their possible causes. You can solve many of them by using the menus to adjust your free-to-view box. You should also first check that your system is correctly and securely connected together (see pages 21 and 22).

If you still have problems after consulting these tables, contact the Technical Helpdesk on 0870 1201910.*

Problem	Possible cause	Suggested remedy
Nothing is showing on the front-panel display	Your box is not receiving mains power.	Make sure that the mains lead is properly plugged in and that the mains supply is switched on. If there is still nothing on the display, check that the mains wall socket has power (try plugging in a lamp). Also check the fuse in the plug on your mains lead. If both are OK, there may be a problem with your box.
Your remote will not operate your box.	(i) Your box is still in standby (ii) Something is blocking the path between your remote and your box. (iii) The batteries in your remote need replacing.	Check that nothing is blocking the front panel. Press a number button on your remote. (This will bring your box out of standby if it was in standby.) Check if a colon (:) flashes on the front-panel display whenever you press a button on your remote. If it does not, replace both batteries. If there is still a problem, try to operate your box using the front-panel buttons. If this works, your remote may be faulty. If there is still a problem, your box may be faulty.
The front-panel display shows a channel number, but you cannot see anything concerned with digital TV (a channel, menu or other display) on your TV screen.	You have not set your box and/or TV so that you can see digital terrestrial TV.	If your system is connected by SCART leads, press the **TV/DTV** button. If this does not work, switch your *TV set* to its appropriate AV input. If your system is connected only by RF (coaxial) leads, switch your TV to the channel you have tuned in as its 'channel for digital terrestrial TV'. (If you have not yet manually tuned your TV, you need to do this first; see page 29.)
When your box first tries to find and store the digital channels, you see the message 'no channels found' (or some of the publicised channels are missing from the *channel list*).	(i) Your aerial is not properly connected to your free-to-view box. (ii) Your aerial is not pointing in the right direction. (ii) Your existing aerial may not be suitable for digital channels. (iv) Digital terrestrial channels are not yet being transmitted in your area.	Make sure that your aerial is properly connected to your free-to-view box. Check if you can see the existing analogue channels (this will show that your aerial is pointing in the right direction). Check with your retailer that the digital transmissions are available in your area. Try again to find and store the digital channels (see page 26 or 38). If there is still a problem, contact the Technical Helpdesk.

* Calls to the Helpdesk may be monitored or recorded for training purposes.

TROUBLESHOOTING

Problem	Possible cause	Suggested remedy
You cannot see digital channels any more after you have moved your box to a different house.	The aerial at the new location may be receiving from a different transmitter.	Find and store the channels again, as described on page 38. After you have done this, you will need to set up any favourite and locked channels again. If you had previously renumbered the channels, they may now be different.
You see the on-screen message: 'please insert your smartcard'.	You have selected a Pay TV channel.	Change to a free-to-view channel. If you are using a smartcard, make sure you are using the proper smartcard. Insert it fully, the correct way round, i.e. with the gold patch facing upwards.
You have forgotten your parental code.		Contact your Pay TV service provider's Customer Services.
There is interference on your video or on the existing analogue channels.	You have connected your system using only RF leads and the factory-set output channel for your free-to-view box is not suitable.	Retune your free-to-view box as described in the *Manual tuning* section on page 29. **Note:** If possible, you should use SCART leads to connect your system together.
You see the on-screen message: 'no channel on this number'.	You have keyed in a channel number which currently has no channel associated with it.	In the future, this channel number may be used for a channel. In the meantime, select a different channel.
The **P+** and **P–** buttons do not work. The ▲ and ▼ buttons do not work in the *on-screen tv guide*.	Your box is in its favourites mode but you have not set any favourite channels.	Set up some favourites or take your box out of favourites mode (see page 13).
A small red circle or square is on the screen.	The digital signal is weak or missing. Your existing aerial may not be suitable.	Contact the Technical Helpdesk. They may ask you to display the *signal strength* menu; this is described on page 42.
The time showing in the *on-screen tv guide* and the time on the front panel (when your box is in standby) are wrong.	Your box has been disconnected from the mains at some time since the date and time were last set (and your box has not automatically reset the date).	Use the *box settings* menu to set the date and time, as described on page 33.
The channel-banner does not appear when you change channel.	It has been turned off in the menu.	Display the *box settings* menu and select 'normal' or 'long' for the 'info display time' (see page 32).
Subtitles do not appear although you have set them 'on' in the *box settings* menu.	Subtitles may not be transmitted with the programme.	

| Problem	Possible cause	Suggested remedy
All or part of the digital programme you wanted to record has not been recorded. **Note:** some programmes are copy-protected, which prevents you from recording them properly.	If you had not set a timer, you did not leave your box set to the appropriate channel (or you switched it to another channel while you were recording) You did not leave your box in standby after setting a timer (or, if you continued watching a channel, you ignored the timer alarm).	To record from a single digital channel (without setting up timers), you must leave your free-to-view box set to the channel you wish to record from. To record using the timers, you must put your box into standby (or, if you continue watching a different channel, you must switch channels when you see the timer alarm).
The volume on the digital programmes does not match the volume on the existing analogue channels (or your video).	The 'tv volume' setting in the *box settings* menu needs adjusting.	Display the *box settings* menu and then adjust the length of the 'tv volume' bar (see page 32).
You can hear/record only mono sound.	(i) The programme (e.g. old film) is transmitted with mono sound. (ii) Your system is connected only by RF leads (these deliver only mono sound).	If you are sure that the programme will have a stereo soundtrack and your system is connected by SCART leads (or you have connected your hi-fi to the audio connectors), but you still hear only mono sound, there could be a problem with your free-to-view box.
The picture or an on-screen menu/display appears to be either: (i) 'squashed' (from side to side or from top to bottom); or (ii) cut off at the top and bottom of the screen.	The 'tv screen' setting in the *tv and video settings* menu has not been set to correspond with your TV.	Display the *tv and video settings* menu (see page 34). If you have a widescreen TV, set 'widescreen [16:9]', otherwise set 'normal [4:3]'. **Note:** if you have a widescreen TV, its remote may have a 'zoom' button which alters the way that the picture appears on the screen, so you may also need to use this button.
The picture colours do not seem to be right and/or the picture is not as sharp as it should be.	The 'tv standard' has been incorrectly set in the *tv and video settings* menu.	Display the *tv and video settings* menu (see page 34). If your TV is capable of using RGB video from the SCART lead, set 'tv standard' to 'rgb'. If your TV can handle only composite video, set it to 'composite'. **Note:** You may also have to adjust some settings on your TV set so that it can receive RGB video.
Pressing **TV/DTV** does not switch between digital TV and an analogue channel.	(i) Your system is connected only by RF leads. (ii) Your system is SCART-connected, but your TV is currently tuned to its 'channel for digital terrestrial TV'.	(i) The **TV/DTV** button only works for SCART-connected systems. (ii) Make sure you have selected an analogue channel on your TV.
You changed the channel numbers in the channel list, but they have gone back to what they were.	Your box lost mains power before it was put into standby. You carried out a 'store channels' to replace the whole channel list.	Changes to the channel numbers are only saved permanently when you put your box into standby. Replacing the whole channel list will overwrite any changes you made to your original channel list.

Using the technical information menus

From the *technical information* menu you can display 3 sub-menus concerned with technical aspects of your free-to-view box. Generally speaking, you should not use these menus, but you may be asked to display them if you contact the Technical Helpdesk with a problem. You should follow the advice from the Technical Helpdesk if they ask you to use them.

➤ To display the *technical information* menu, press **Menu** to display the *main menu*, then select 'technical information' (either by pressing **7**, or by highlighting it and then pressing **Select**).

Checking the signal strength

The Technical Helpdesk may ask you to display the *signal strength* menu if you cannot find any channels, or if you see a small red circle or square on your TV screen.

➤ Display the *technical information* menu, as described above.

Select 'signal strength', either by pressing **1**, or by highlighting it and then pressing **Select**.
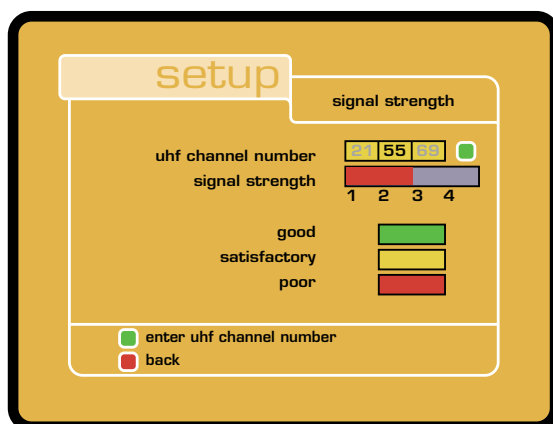
A display like that shown above appears on your TV screen. It gives information about the signal being received on the UHF channel number shown (it is a number between 21 and 69).

The length of the bar shows the strength of the signal and its colour shows the quality of the signal (according to the colour-key below the bar). If the signal is missing, the bar will be empty (purple-grey colour).

➤ To see the display for a different UHF channel, press the green button, key in the channel number and then press the red button.

Reading the manufacturer data

The Technical Helpdesk may ask you to display the *manufacturer data* to find out the version numbers associated with your free-to-view box.

➤ Display the *technical information* menu, as described on page 42.

Select 'manufacturer data', either by pressing **2**, or by highlighting it and then pressing **Select**.
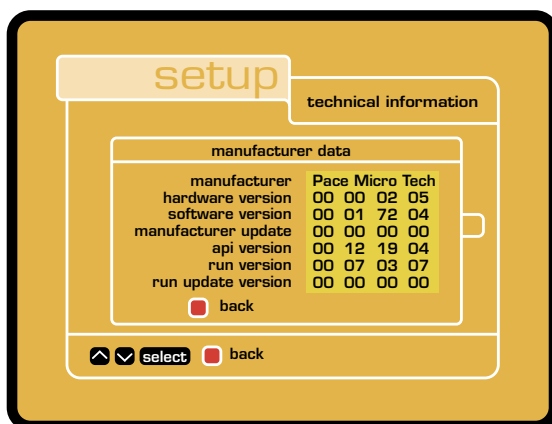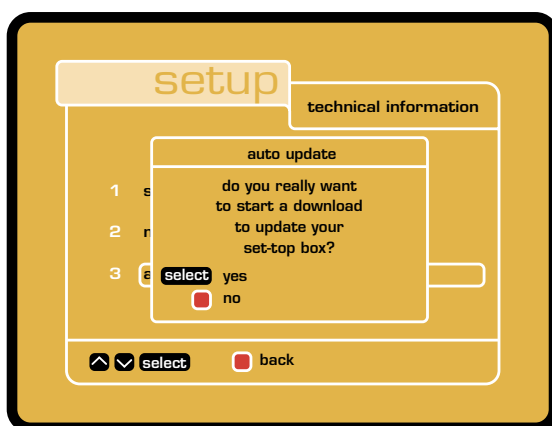

Updating your free-to-view box

Your free-to-view box can receive updates, over the air. These updates provide enhanced features; new menus and displays may become available. Although any new menus may look a little different from those described in this *User Guide*, you should be able to use the same techniques (e.g. highlight and select) with them.

You can use an on-screen menu to request an update for your free-to-view box. *You should not use this menu unless the Technical Helpdesk asks you to, or unless you receive a message asking you to carry out an update.*

➤ If you are asked to update your free-to-view box, carry out the following three steps.

1 Display the *technical information* menu, as described on page 42.

2 Select 'auto update', either by pressing **3**, or by highlighting it and then pressing **Select**.

The display shown on page 44 appears on your TV screen.

3 To start the update, press **Select**.
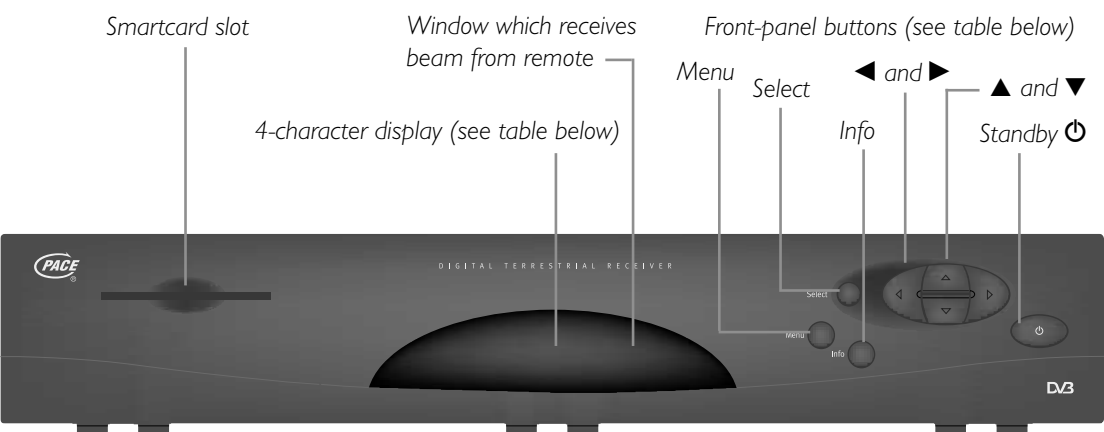
TROUBLESHOOTING

If an update is available, the words **Auto Update** will move across the front-panel display on your free-to-view box until the update is complete. Your free-to-view box then automatically restarts itself in its updated state. Updating should not affect your channel list or menu settings, unless you have been warned that it will.

If you carry out an auto update when no update is available, you will see **Auto Update** followed by **Update Error** moving across the front-panel display. Your free-to-view box then automatically restarts itself in its existing state.

If your free-to-view box encounters any problems during the update, you will see the message **retrying Update** on the front-panel display. If there is a serious problem, the message **Out Of Order** may then appear.

If the messages **Update Error** or **retrying Update** persist for more than a few minutes, or if you ever see **Out Of Order**, you should contact the Technical Helpdesk.

Using the front panel

Smartcard slot

Window which receives beam from remote

Front-panel buttons (see table below)

Menu

Select

◄ and ►

▲ and ▼

4-character display (see table below)

Info

Standby ⏻

Button	Use during normal viewing	Use in on-screen menus and displays
⏻ (Standby)	To put your free-to-view box into standby or take it out of standby*.	To put your free-to-view box into standby.
▲ and ▼	No effect.	To move the highlight box up and down the screen. To reveal further on-screen information.
◄ and ►	No effect.	To select a setting for a highlighted item. To reveal further on-screen information.
Menu	To display the *main menu*.	To remove any menu from the screen and redisplay a digital TV channel.
Info	To display the *on-screen tv guide*.	To remove the *on-screen tv guide*.
Select	To display the *channel list*.	To remove the *channel list*. To confirm your selection of a highlighted item.
* **Note:** Pressing any of the front-panel buttons will take your free-to-view box out of standby.		

Display	Meaning
A time (e.g. **20:45**), slightly dimmed	Your free-to-view box is in standby
A channel number (e.g. **P 10**)	Your free-to-view box is out of standby and is displaying a channel or menu on your TV screen.
A colon (**:**), flashing briefly	You are pressing a button on your remote.
POSt	There is an unread post message for you (see page 19).
rEd, flashing	The timer alarm (see page 12)
rEC	A timer has taken your free-to-view box out of standby and switched to the channel you set in the timer, so that it can be recorded.

REFERENCE

Using the on-screen menus

Your free-to-view box contains a system of menus to display on your TV screen. These list features which you can adjust to suit your personal preferences. The starting point is the *main menu*. Menus are described in detail throughout this book and are summarised below.

➤ To display the *main menu*, press **Menu**.

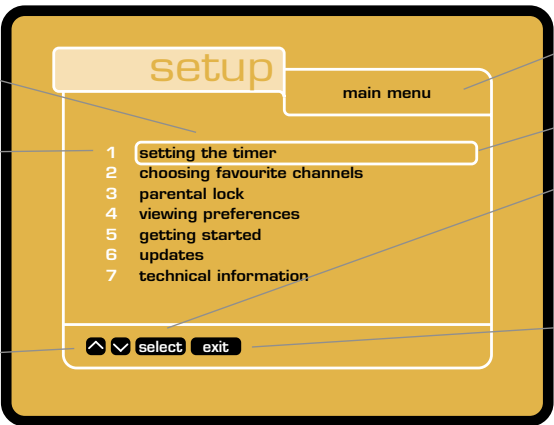To remove any menu and redisplay a channel, press **Exit** or **Menu**.

Note

Any changes you make to the channel numbers in the channel list are only saved **permanently** when you put your free-to-view box into standby. The settings will then be safe, even if your free-to-view box loses power.

Main menu

List of sub-menus

Menu title

Highlight box

Number buttons: to display a sub-menu immediately (an alternative to highlight and select)

Select *button: to display the highlighted sub-menu*

setup

main menu

1 setting the timer
2 choosing favourite channels
3 parental lock
4 viewing preferences
5 getting started
6 updates
7 technical information

select   exit

▲ and ▼ buttons: to highlight a sub-menu

Exit *button: to remove the menu from the screen*

A typical sub-menu

List of items

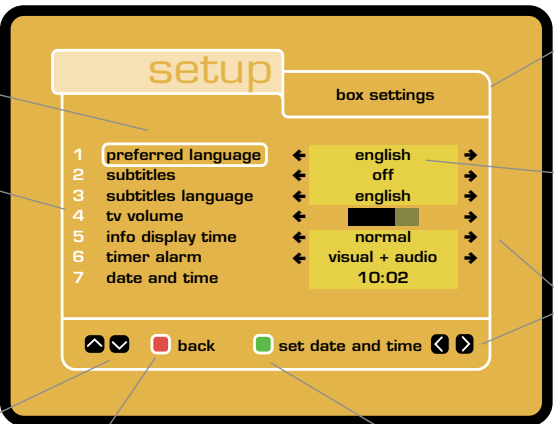*Menu title*

Number buttons: to highlight an item so that you can change its setting (In some menus you can use the number buttons to key in numbers directly.)

setup

box settings

1	preferred language	← english →
2	subtitles	← off →
3	subtitles language	← english →
4	tv volume	← →
5	info display time	← normal →
6	timer alarm	← visual + audio →
7	date and time	10:02

back   set date and time

Current setting for each item

◄ and ► buttons: to display the available settings, one at a time

▲ and ▼ buttons: to highlight an item.

Red button: to redisplay the preceding menu
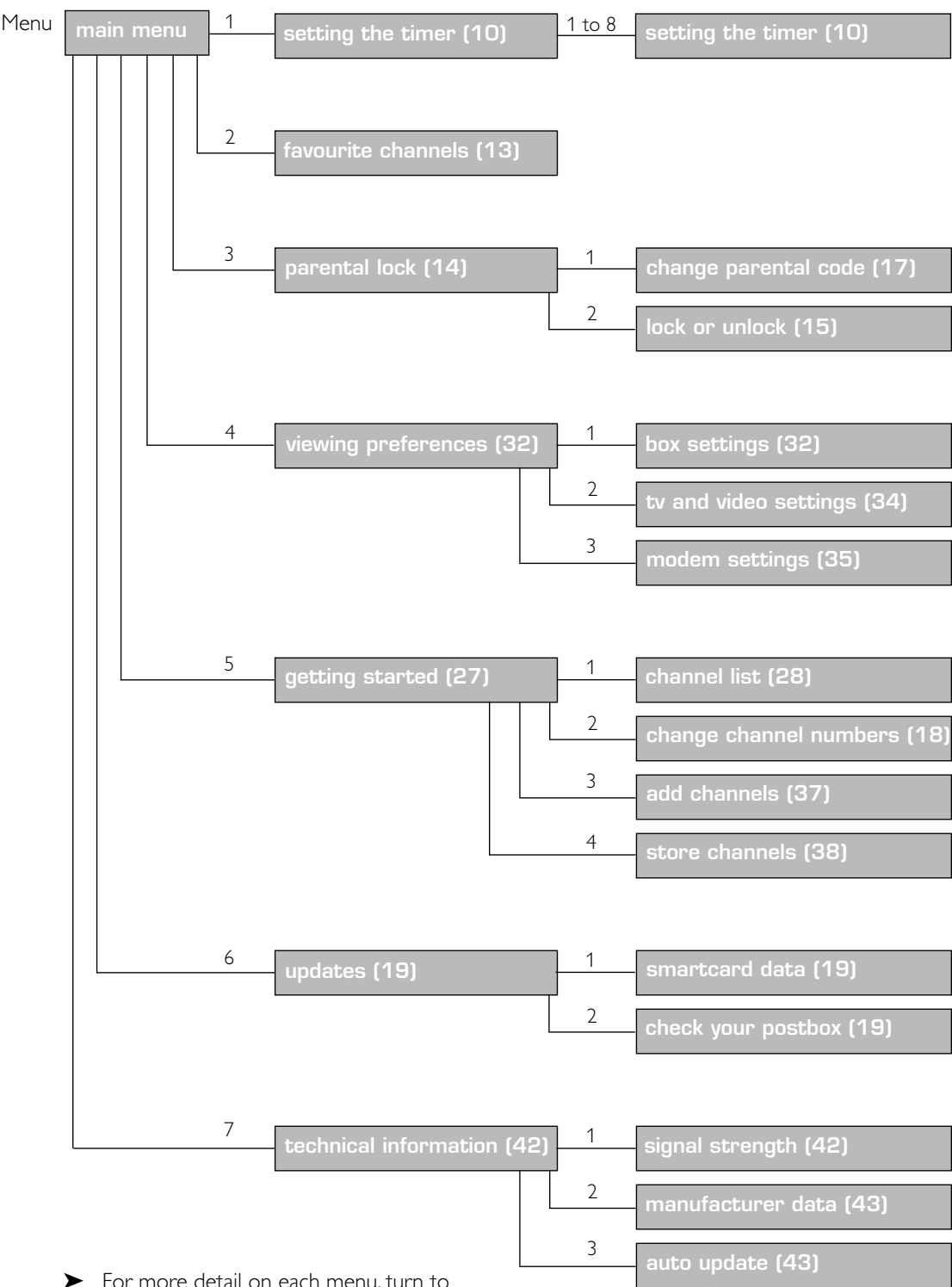
Other colour buttons: to do what is shown next to them

Overview of the menus

Menu

| main menu | 1 | setting the timer (10) | 1 to 8 | setting the timer (10) |

2 — favourite channels (13)

3 — parental lock (14)
- 1 — change parental code (17)
- 2 — lock or unlock (15)

4 — viewing preferences (32)
- 1 — box settings (32)
- 2 — tv and video settings (34)
- 3 — modem settings (35)

5 — getting started (27)
- 1 — channel list (28)
- 2 — change channel numbers (18)
- 3 — add channels (37)
- 4 — store channels (38)

6 — updates (19)
- 1 — smartcard data (19)
- 2 — check your postbox (19)

7 — technical information (42)
- 1 — signal strength (42)
- 2 — manufacturer data (43)
- 3 — auto update (43)

➤ For more detail on each menu, turn to the page number shown in brackets.

REFERENCE

Specification and factory settings

Due to continued product improvement, this specification may change without notice.

Operating voltage:	230 V AC ±15%; 50 Hz
Power consumption:	25 W (max.); 8 W in standby
Weight:	3.6 kg (packed)
Dimensions (W x H x D):	360 mm x 65 mm x 235 mm
UHF modulator:	CCIR PAL System I; Ch. 21 to 69 (factory setting is 36)
Operating temperature range:	0°C to +40°C
Storage temperature range:	−20°C to +60°C

Rear-panel connectors

Mains input:	IEC 83 2-pin reversible
SERIAL:	DB-9 female, DCE EIA/TIA-232-E ITU-T V.24/V.28 115.2 kbit/s (max.)
MODEM (TELEPHONE):	RJ11
AUDIO (LEFT and RIGHT):	Phono
TV:	SCART (composite video out; RGB out)
VCR:	SCART (composite video in/out, RGB in)
CH21-69 (TV):	IEC 169-2 male
AERIAL:	IEC 169-2 female
DVB COMMON INTERFACE:	For future plug-in modules

Factory settings

box settings:	preferred language:	english
	subtitles:	off
	subtitles language:	english
	tv volume:	two-thirds of maximum
	info display time:	normal
	timer alarm:	visual + audio
tv and video settings:	tv screen:	normal(4:3); full screen
	tv sound:	stereo (fixed)
	tv standard:	composite
	video sound:	stereo (fixed)
	video standard:	pal I (fixed)
	uhf channel number:	36
modem settings:	modem:	internal
	dialling:	tone
	connection:	direct
	STD code:	no

PACE®