

Telewest Broadband customers requiring additional services please call free on:

0800 953 9000 (customer services)

To find out more visit our website

www.telewest.co.uk

Your guide to **Broadband Television**

Digital TV, TV on demand, Interactive services, email



Live Broad

Complete the following details

You will find this very useful, so keep it to hand when using your Broadband system.

PIN number

Customer account number

Smart card serial number

(you can find this on the underside of your smart card. This card is in your Broadband set top box).

email master password

email addresses

1

2

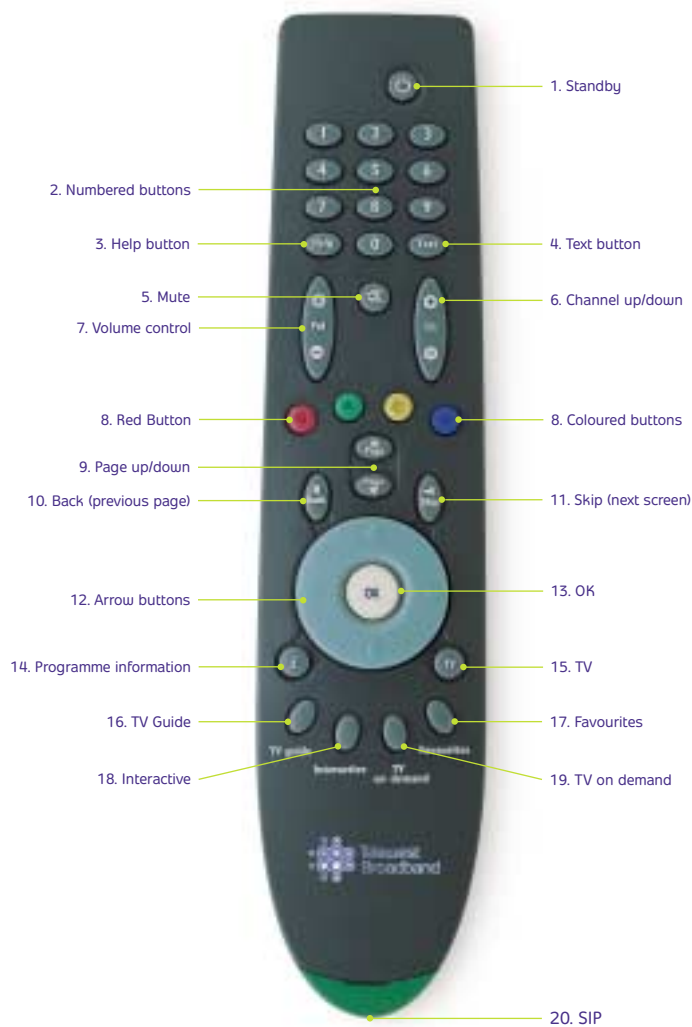
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Remote control



Remote control key

1. **Standby** - turns the set top box on or switches on to standby.
2. **Number buttons** - to select television channels and all types of number entry.
3. **Help button** - calls up additional help on screen for whatever feature you are on.
4. **Text button** - service unavailable through the Telewest remote control at present.
5. **Mute** - removes the sound.
6. **Channel up/down** - tune to another channel.
7. **Volume control** - changes the volume level.
8. **Red Button** - allows you to interact with certain programmes.
Coloured buttons - relates to the on-screen navigation bar and prompts.
9. **Page up/down** - allows movement through pages.
10. **Back** - goes back to the previous screen.
11. **Skip** - goes forward to the next screen.
12. **Arrow buttons** - moves the yellow highlight box.
13. **OK** - press OK to select the highlighted choice.
14. **Programme information** - shows further information on the programme selected.
15. **TV** - returns to TV mode and brings up Mini Guide.
16. **TV Guide** - brings up the TV Guide.
17. **Favourites** - brings up the selected list of favourite channels.
18. **Interactive** - brings up the Interactive main menu.
19. **TV on demand** - moves to the TV on demand menu.
20. **SIP** - identifies the colour of the remote control for multi-player gaming.

Someday, all television will be like this

Long gone are the days when the choice of channels was just 4 (5 if you're lucky). There's now a whole new world to discover from the comfort of your armchair. This guide is designed to help you learn more about Broadband TV and the special features available to you. For detailed instructions on how to use the service to its full potential, simply turn to the relevant sections, listed on the contents page.

Make the most of your Broadband TV

With Broadband TV, there's all the existing TV channels you've come to know and love, like MTV, Sky One and UK Gold, plus there's a whole range of channels covering everything from comedy, sport and history to science fiction.

There's so much more you can do with Broadband than just watching TV. There's Interactive games, live events, email, TV shopping and banking and Hollywood blockbusters when you want them.

We're here to help you get the most from your TV

Everything you need to know about your new Broadband TV service is in this easy to follow booklet.

TV on demand

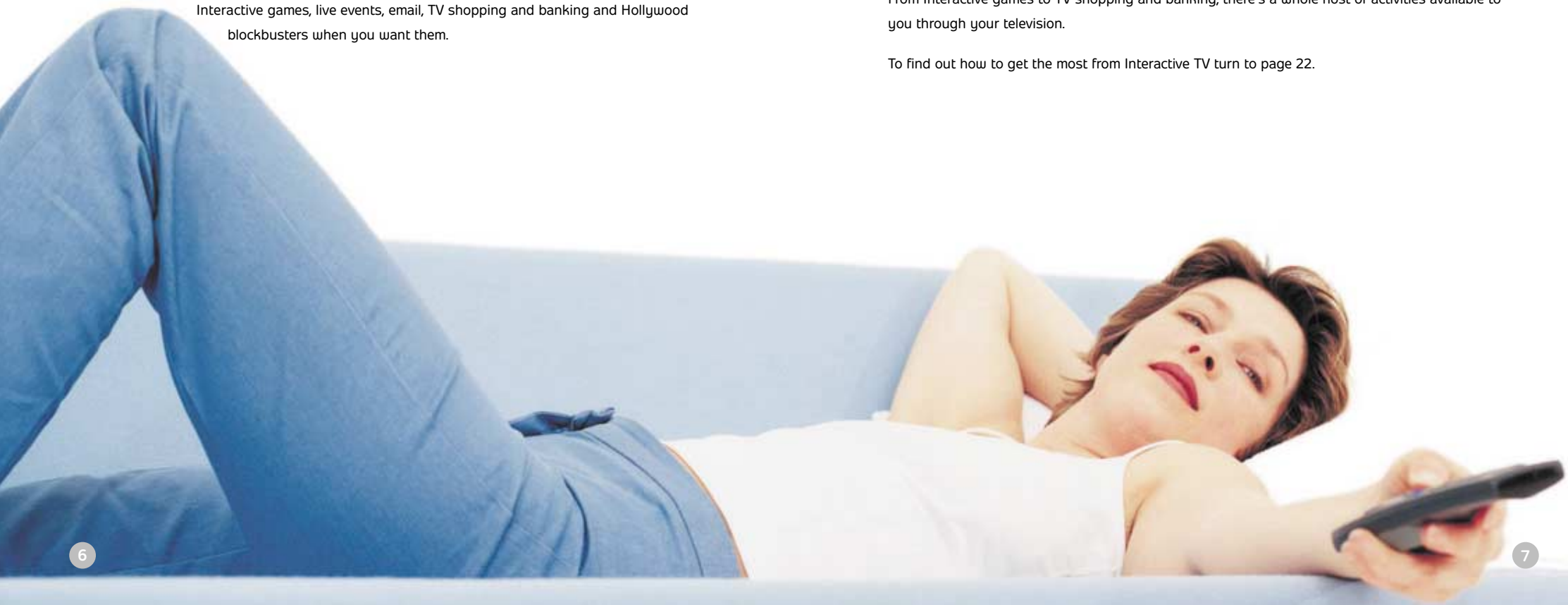
It can be really annoying when you miss the beginning of a film, or the big fight you've been looking forward to.

Well, with TV on demand from Telewest, you can simply book the film to start when it's convenient for you, as well as having access to some great sporting events and adult programmes. To find out how to purchase an event with TV on demand, turn to pages 18 and 19.

Interactive TV

From Interactive games to TV shopping and banking, there's a whole host of activities available to you through your television.

To find out how to get the most from Interactive TV turn to page 22.





TV email

You can send TV emails the same way you would through your computer, but it's completely FREE. There is no access charge and no phone charges. You can send and receive emails from anywhere in the world, and you get three free email addresses per household.

To find out how to get started with TV email, turn to page 24, and while you're at it, check out the Infra-red keyboard on page 27. It'll make typing a lot easier!



Getting Started

For information on the remote control turn to the front of this booklet, and for the Infra-red keyboard, turn to the back.

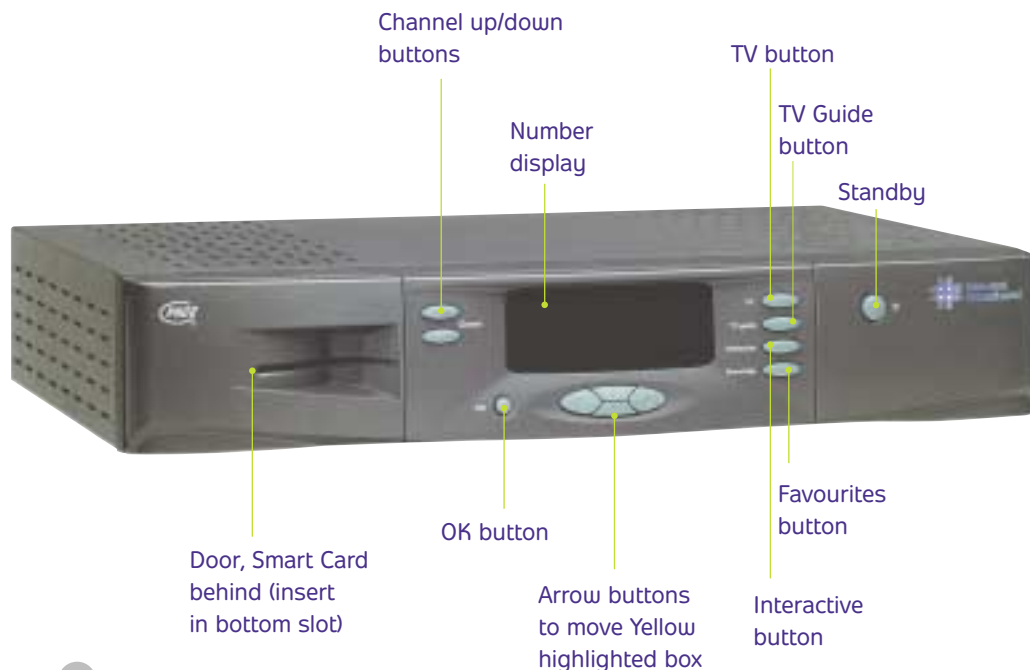
It is also advisable to be familiar with your PIN number at this stage, as reference will be made to it throughout the booklet. For more information about your PIN see page 21.

Your set top box

To start making the most of your new Broadband technology, switch your TV to the channel tuned to Broadband. This is usually both channel 6 and the AV(Audio Visual) channel.

Make sure that the Smart Card is in the bottom slot on the left-hand side of the set top box.

When your set top box isn't displaying any numbers but has one green light on, it's in standby mode. To switch on, press the Standby button on your remote control - your set top box will display 2 lights and some numbers, when switched on.



Volume control

You can use the volume control on your Telewest remote control to change the volume while watching via your Broadband set top box, and an on screen graphic will appear to show volume setting changes.

To control your volume via the Telewest remote, please ensure that the normal TV volume (set using your TV's remote control) is left at a mid-level setting.

Please note that if you lower the volume using the Telewest remote **while recording** from Broadband TV channels, the volume change and also the volume control graphic will be mirrored on the recording during playback.

Video recording Broadband TV programmes

Switch the Broadband set top box to the Broadband channel on which the programme is showing. Turn your video recorder onto the channel it uses for recording cable TV. The Broadband technician who sets up the system will tell you which channel this is; it's usually channel 6. Start recording as soon as you've completed all the necessary procedures.

Broadband TV must remain on the channel you are recording from – if you change the Broadband TV channel during recording this will be mirrored on the recording. If you have a normal external TV aerial connected to your TV, you can view terrestrial channels (BBC1, BBC2, ITV, Channel 4 and Channel 5) directly through the TV while recording a different channel through your Broadband set top box. Alternatively, if you have connected the external TV aerial to your VCR, you can also record from the terrestrial channels while watching Broadband TV.

N.B. Some TV on demand events and Broadband TV channels are copy-protected to prevent viewers from recording them.

iZones

Telewest Broadband has information channels which are designed to help you get the most out of your new TV service. These channels are called Information Zones and can be found on channels 890 - 895. These channels contain some really useful information about your TV service, billing, pricing and trouble shooting. Why not spend a few minutes looking through them.

TV Guide

You can use the TV Guide to plan your viewing so that you can get the most out of your Broadband TV. Simply press the TV Guide button on your remote control.



What's on when

The TV Guide can be used to see what's on a particular channel or type of channel in advance. When the table appears on screen it displays information for the current day and time.

You can see what's on all the channels by scrolling up and down through the channels and left and right through the times.

Watching a selected programme

You can go straight from the TV Guide to the channel of your choice. Simply use the up and down Arrow buttons to highlight the programme you like and press OK.

Searching for specifics

You can use the TV Guide to view programmes on all channels, your favourite channels, or particular channel types, eg. sport or music. You can change the table so that it only shows your particular selection.

Use the Arrow keys to move the Yellow highlighter box onto View by, then press OK. You will see a list of options. Use the Arrow buttons to move to your preferred choice and then press OK. The table will then change to show only the channels of the specific category that you have selected.

Advanced Find

You can use the Find function to quickly search for specific channel types, programme subjects or listings on a single channel (like traditional newspaper listings). Simply use the Arrow keys to select Find, and press OK. When the Find screen appears, use the arrow keys to move around the form, and the OK button to show



options and make selections. When you have completed these simple steps press the Green button to start the search - a new table will appear showing only the listings that you have specified.

Information about programmes

To view more information about a particular programme move the highlighter box to that programme, press the i button on the remote control and an information screen will appear. This screen provides a brief synopsis, the duration of the programme and in when in the TV on demand section, the programme ratings. To scroll through the information, use the up and down Arrow buttons. To remove the screen press the i button.

On-screen Help

To view On-screen Help, either press the Help button on the remote control or select the Help option from the Red drop down menu. To scroll through the information, use the up and down Arrow buttons.

Favourites

Setting your Favourites

To display a list of your favourite channels, press the Favourite button on your remote control. If you haven't set any favourites, you are then given the option to press the Green Button to set some - this will display a list of all the channels you subscribe to. Alternatively, when you are in the TV Guide, press the Yellow button for the Customise menu and select Set Favourites.



To select your favourite channels, scroll up and down the list using the Arrow buttons and press OK to make a choice. Your list of favourites will be placed in numerical order and will appear on the right hand side of the screen.

You can always press the Favourite button on your remote control to see your list of favourite channels. Move up and down the list using the Arrow buttons and then press OK to go straight to the channel you want to watch.

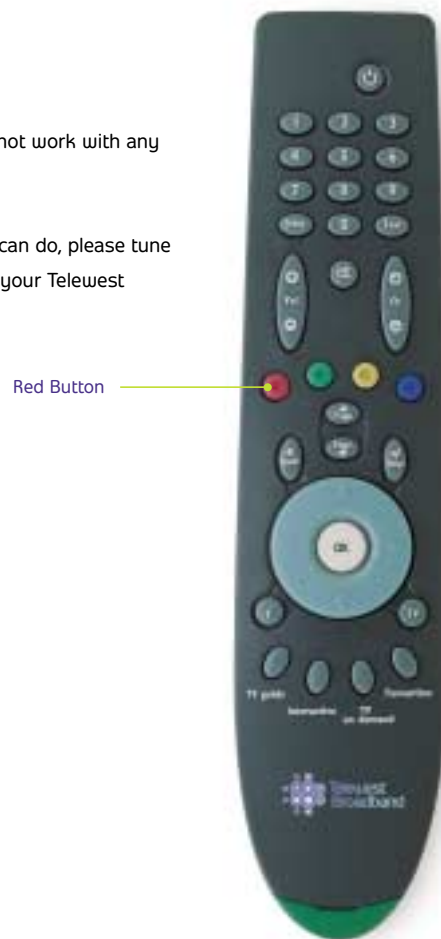
The Red Button

Some programmes allow you to interact with them as you watch them. You'll know if a programme is Interactive when a 'Press red' symbol appears in the corner of the screen. To interact with the programme once you see a 'Press red' symbol, simply press the Red Button on your Telewest remote control. A menu of options designed to fit in with the programme will appear. Different programmes will have different options, but each one offers at least one of the following:

- More background information
- Live statistics
- Choice of audio commentary
- Choice of picture
- Voting and playing games

Please note: at present the Red Button does not work with any of the Sky Channels.

For a demonstration of what the Red Button can do, please tune to channel 890 and press the Red Button on your Telewest remote control.



Reminders

Setting reminders

You can set your TV to display a reminder a few minutes before the start time of the programme you want to watch. This makes watching your favourite programmes really easy.



Setting a reminder:

You can set a reminder for a future programme by using either the Mini Guide or the TV Guide. When in the Mini Guide simply highlight the programme you want to set a reminder for and press the Green button, or if you are in TV Guide, press the Blue button. A message will appear to inform you that a reminder is successfully set or if there is a clash or an overlap with another reminder.

Reminder screen:

If you've set a reminder, a pop-up screen will appear a few minutes before your selected programme starts. If you want to cancel the pop-up reminder, press the Red button. If you'd like to be taken to your chosen channel immediately, press the OK button. If you do nothing, the reminder will automatically change to the new channel for you at the start of the programme.

Checking reminders:

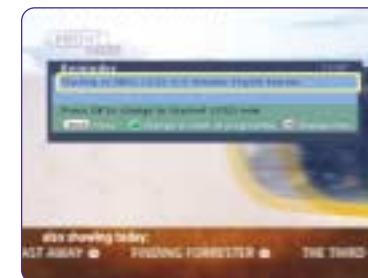
Press the TV Guide button to call up the TV Guide screen. Then press the Yellow button to view the Customise menu, and select Show Reminders.

Cancelling a reminder:

Select Show Reminders from the Yellow Customise menu in the TV Guide. Use the up and down Arrow buttons to highlight the programme reminder you want to cancel and then press the Red Button to cancel your highlighted choice. This programme will now disappear from the list.

N.B. You can cancel a TV on demand reminder but your purchase of that programme will not be cancelled.

Tip - You can set how long before the programme starts that the reminder appears on the screen. Simply select TV Guide, press the Yellow button and then select Settings. Simply follow the on-screen instructions.



TV on demand

With the TV on demand service, you can watch what you want, when you want! You can view top movies, special events and adult programmes at times that suit you - all from the comfort of your home. You will be able to watch your selection on Channel 0.

N.B. Before you start make sure you have your PIN number to hand.



Finding out what's on

Press the TV on demand button to display the TV on demand table. You can browse through the listings, read programme information and book events from this table.

Choosing an event type

At the top of the TV on demand page you'll find the event type box. To select this, highlight the Type box and press OK to view the options. These include movies, special events and adult programmes. Press the up and down Arrow buttons to move through the list of event types and press OK to select the type of event you want.

If for example you choose movies, the TV on demand list will then display all the TV on demand movies available.

N.B. Adult titles are only broadcast after 10pm.

Purchasing a TV on demand event

Press the TV on demand button on your remote control and the TV on demand table will appear on the screen. Select the event of your choice, use the Arrow keys < and > to choose the time you want to watch it and press the i button to read more about your choice. To purchase a highlighted movie or event press the OK button. You might be asked to enter your Personal Identification Number (PIN), see page 21.

Checking your purchases

To see a list of the TV on demand purchases you've made, press the TV on demand button, then the Blue button and select View purchases. To move through the list, use the up and down Arrow buttons. When you've finished checking your purchases, press the Back button to go back to the main TV on demand list, or the TV button to go back to the channel you were viewing.

If purchases clash

If you've purchased TV on demand events which overlap, the Purchase box will tell you.

If you decide not to purchase the event, press the Red button and you'll return to the TV on demand table.

Confirming the purchase

While you are purchasing events, easy-to-follow messages will keep you informed. When you purchase a TV on demand event, a message will appear on screen confirming the purchase. If the event's already started, a message will tell you. You'll be asked if you want to go ahead with the purchase - if you do want to continue, enter your PIN and press the OK button, if you don't, press the Red button to cancel.



How to pay

You will be charged automatically as soon as you order any TV on demand event. Each TV on demand purchase will then be listed on your Telewest Broadband bill.

Parental control

If you want to have control over what your children watch and their access to the service, you can change your Parental control options – this will enable you to protect specific TV Channels and TV on demand events with your PIN number. You will need a PIN number to get into this feature. For more information on PIN settings, see page 21.

Locking and unlocking TV on demand events

Like films at the cinema, Telewest TV on demand movies and events are labelled with an age rating according to their content. You can lock your Broadband set top box to block access to movies and events of a chosen age rating and above. When you have done this, access to such movies and events is only available when the PIN is keyed in.



To set up Parental control for TV on demand, press the TV on demand or TV Guide button on your remote, then press the Yellow button to view the Customise menu. Go to Parental control, enter your PIN when prompted and press OK, then select the TV on demand option from the menu.

The pop-up screen will allow you options to limit viewing on different age ratings for events - follow the on-screen instructions.

Locking and unlocking TV channels

You can lock specific TV channels; if you do this, you'll have to key in your PIN to watch them. To lock TV channels, select Parental control from the yellow Customise menu in the TV Guide, enter your PIN and select Lock channels. When you call up the Lock TV channels menu you'll see a list of all the channels you subscribe to. Simply follow the on-screen instructions to lock whichever channels you want to.

Your PIN

You can change your PIN by accessing the Parental control option from the Yellow drop-down menu. Select the Change PIN option and follow the on-screen instructions.

Unlock your PIN

Your PIN will automatically lock if it's entered incorrectly 5 times in a row. To unlock your PIN, access the Unlock PIN option, from the Yellow drop-down menu and enter your PIN. By entering your PIN correctly, your PIN will be unlocked.



Interactive TV

Interactive TV provides access to Internet sites specially adapted for the TV without needing a home computer or tying up your home phone line. What's more, it's completely free so there won't be any dial-up charges when you use Interactive TV.



With Broadband Interactive you can shop, bank, play games and send emails from your TV. You can even check the weather forecast, news and sport as well as book holidays, place a bet and look up local services – all at the touch of a button!

Unlike a satellite system, your telephone line won't be tied up when you use the service. You can use the service as soon as you switch on your TV, as unlike a computer there isn't a lengthy start-up time. It couldn't be easier to use Interactive TV: to get started, press the Interactive button on your remote control and you'll be taken straight to the Interactive main menu. To move around the screen, use the remote control Arrow buttons. A Yellow box highlights where you are on the screen. Position the Yellow highlight box over a service or menu you're interested in and press OK to select it, you'll then be taken to that service or menu option. To enter text, for example to send email or make a purchase, there is an on-screen keyboard to aid you. To display the on-screen keyboard, move the yellow highlight box over a text-entry box and press OK. Alternatively, to make text entry more simple you can use your Infra-red keyboard instead of the remote control (see page 27 for more information on the Infra-red keyboard).

When you're using the Interactive TV service, you can still view the TV channel you were watching. The picture will always be visible in the top-right hand corner of the screen.

Games

You can be a winner with Telewest's Interactive games. Our fabulous world of games, puzzles and quizzes is the ideal way to share the Interactive TV experience. Compete with family, friends and competitors from all around the country to secure a place on the leaderboard and a chance to win great prizes.

Telewest Broadband brings you the best in Interactive TV games. It's the great tradition of the parlour game brought bang up-to-date for the Broadband age.

All the games are easy to understand, with some familiar games such as trivia quizzes and word puzzles and some that you've never seen before. Whichever game you choose, you'll find they are simple to get the hang of and have 'instant playability'.

If you want some in-house competitions there are even games with a multi-player option which allows up to 4 people in the same household to play against each other at the same time. To take advantage of this great feature you can order additional remote controls or Infra-red keyboards from Customer Services, by either dialling 150 from a Telewest phone or 0800 953 9000 from a standard phone.

Whether playing on your own for fun, or competing against players from all around the country for prizes, there's a game for everyone. You'll never be bored again!

N.B. A charge may be applicable to some games.



Entertainment and Sport

You can now get the latest entertainment news from TV channel sites on Interactive services. For the latest sports news, you can access the BBC and ITV as well as Teletext Interactive. To bet on sporting events and anything else you fancy a flutter on, simply go to Blue Square, Ladbrokes and William Hill. Visit the Horoscopes section to see your stars for the day, or make friends through your TV with the TV Chat services – all available in the Entertainment and Sport section of Interactive services.

Shopping, Banking & Information

You'll find a selection of shopping, banking and information services, all of which can be accessed from the comfort of your own home. Here's a taste of what you'll find in each menu.

Shopping

You can browse and buy products from big high street names. You'll never be stuck for CDs, books and gift ideas, with WHSmiths, Comet, QVC and Marks and Spencer, all at the touch of a button. You can even order pizza from Domino's Pizza.

Holidays and Travel

With Interactive TV there's no need for holiday brochures. With big names like Thomas Cook, Thomson, and Going Places, you can book flights and holidays as well as being able to take advantage of a host of other travel services.

Money and Property

With TV Banking from Lloyds TSB and Abbey National, you can check your bank statements and pay bills. You'll also find a range of savings, mortgages, loans, investments, and insurance information in the Money and Property section.

Motoring

With access to Autotrader, What Car? and Loot, you'll be able to get the best new and used car deals around.



News and Directories

Keep up-to-date with the latest news and weather from the BBC, ITN and Teletext Interactive. You can also check out local services, classifieds and directories in this section.

Advertising

You'll find there are 2 types of advert which take you straight to the product or service being advertised. To access information relating to an Advertising banner (which appears in the Banner bar at the top left of the screen) press the Green button on the remote control.

To access information from a Square menu advert (which appears on the left hand side of the menu pages) use your left Arrow key to select it with the yellow highlighter box, and press OK.

TV email

Stay in touch with family and friends without buying stamps, walking to the post office or even picking up the phone. Your messages will be delivered within seconds and won't cost a penny to send or receive.



Setting up TV email

To set up your TV email press the Interactive button on your remote control and select the TV email option. In the spaces provided input your account number (the smartcard number is already provided) then highlight 'Done' and press OK. You will now be asked to choose a 4 digit master password. Enter the password and then confirm it by typing it again. Once you have done this highlight 'Done' and press OK. If all the details match a congratulations message will appear, and the set top box is ready to accept user accounts. Press OK.

The User Settings screen will appear next. Select the Add New User menu and press OK. You will then be asked for your master password, enter this, highlight Done and press OK. You will now be asked to input your details (i.e. name).

You will also be asked to supply a different 4 digit user password for each account. Once you have done this, highlight Done and press OK. If this has been successful another congratulations message will appear including your new activemail address. You cannot change the domain name of your address, in this case **@activemail.co.uk**.

You will now be able to send and receive emails. **Once you have set up an account it cannot be deleted only amended.** To add further users repeat as above from entering the User Settings screen.

Please note: Anything with an asterisk next to it needs to be filled in for the account to be set up successfully.

Modifying a user

You can modify a user, to do this go enter TV email and select the Settings menu then Modify User Name. Enter your master password and select the user you wish to modify. Amend the details as required and select OK.

When you modify a user the address automatically changes with it.

Modify a user's password

You can also modify a user's password. To do this enter the Settings menu and select Reset user password. When prompted, enter your master password and press OK. Select the user whose password you wish to change. (The password will change to a default password of 9999) When this has been successful, you will be notified on screen. Select OK to return to the welcome screen and choose the user whose password you have just changed and enter the password 9999. When you have done this highlight Change and press OK. You will then be asked to provide a new password and to confirm it, select Done and press OK. Confirmation that this has been accepted will show on the screen.

Selecting a user

Highlight the user you wish to access and press OK. Enter your password for that user and highlight Done, press OK. You will now be presented with 5 options to choose from. To select any of these either press the corresponding number or use the arrows to highlight the option you require and press OK.

On this page you will also be told if you have any new emails.

Receiving emails

To check for received mail, select the Read Received Mail option. Use the arrow keys to highlight the desired message and press OK. When the message has been loaded, 5 options will appear on screen, these are:

Previous – read the previous email if there are more than one in memory.

Reply – return a message to the to the person who sent it to you.

Forward – send the message to another user.

Store – save the message for future use.

Delete – erase the message completely.

If you select delete, a screen will appear asking you to confirm, select yes or no. If yes is selected the email will be deleted and you will be taken back to the email list. If no is selected you will be taken back to the email.

To exit the "Read received mail" screen press the yellow button and select where you wish to go.

Sending an email

To send an email, select the "Write new mail" category. Type in the subject header the title of your email and then use the down arrow to highlight the text box. Type in your message. To send your message highlight send and press OK. (You can save your message as draft if you wish to continue at a later point). You will then be asked to type in the email address you wish to send to. Then highlight send and press OK. A message will appear on the screen to confirm that the mail has been sent.

If you wish to "Continue draft mail" select this option and the message will appear with a red cursor at the beginning, press OK on your digital box (not remote control) and the cursor will turn black. Use the arrow keys on the box and move down to the end of the mail and continue writing.

If you need to move to the next line press OK twice on the digital box, and the cursor will move to the beginning of the next line.

N.B. New customers must wait 24 hours from the time of connection before setting up TV email.

Infra-red keyboard

With a keyboard, emailing and TV shopping are easier and quicker than ever before. It makes it easier to enter text and select information. Infra-red means there are no wires so you can sit anywhere in the room and still be able to use the keyboard as long as it is pointing towards the set top box. You can even control your TV as it has all the functions of a remote control.

The standard cost of your Infra-red keyboard is just £29.99 including delivery and will be added to one of your next 2 Telewest bills depending on when the order is received.

To order, dial 150 from a Telewest phone or 0800 953 9000 from a standard phone.

The price of the Infra-red keyboard is correct at the time of going to press.

Trouble Shooting Guide

Problem My PIN won't work.	Possible Reason You are not entering the correct digits. The PIN has been changed by a member of the family.	What to do next Check your PIN number. Check that a member of the family has not changed the PIN from the original number given before installation.
My list of Favourites has disappeared.		Telewest may have rebooted the system and your list has been lost. You may need to re-enter your Favourites again.
Nothing is happening.	Your set top box is not plugged into the mains. Your set top box is in standby mode (there is only one Green light showing). The power supply has been affected.	Ensure that the mains lead is properly plugged in. Press the standby button on your remote control or set top box. Check the fuse and the main power supply.
My remote control is not working.	The batteries are flat or there is something blocking the path between the remote control and your set top box.	Make sure that you are pointing your remote control directly at your set top box and that there is nothing blocking the path of the infra-red signal. A light should flash on your box every time you press a button on the remote control, if it does not flash, check the batteries in the remote control.
There is no picture.	Your set top box is switched off. You are not on the correct channel for your Broadband services. The leads from your set top box to your TV have come loose.	Make sure that your set top box is plugged in and switched on. Make sure that you are tuned to the correct channel to view Broadband TV, this is usually channel 6 or AV. Make sure that all leads are properly connected.

Problem The picture is rolling/slanting.	Possible Reason Your TV may not be fine tuned.	What to do next Check your TV manual on using or fine tuning and horizontal hold controls and try adjusting them.
There is no sound.	The Mute button may have been activated either on your TV remote control or your Telewest remote control. Your SCART lead connection may have come loose.	If only one channel is affected, there may be a technical fault elsewhere, wait a few hours and then try again. Make sure your SCART lead is firmly connected.
The Telewest remote volume control doesn't work.	The last time your TV remote control was used, the main TV volume may have been turned right down, making the Telewest remote control in-effective.	Try using your TV remote control to reset the main TV volume to a mid-level setting.
On-screen interference.	Your TV or video recorder may not be correctly tuned.	Check that your TV and VCR are correctly tuned to your set top box. In some cases your set top box may need to be re-booted.
The set top box changes channels by itself.	Reminders may be set. Remote control buttons may be stuck.	Check that you have not set any reminders previously that you may have forgotten about. Check that none of the buttons on your remote control are stuck.
The picture is freezing or breaking up into squares.		Check that all the leads are connected correctly.
The Broadband service has stopped working.		Unplug the set top box from the mains and check that all leads are plugged in and secure. Plug back in and switch on.

Questions & Answers

Question	Answer
What do I do if I've forgotten my PIN?	Call Customer Services on 150 from a Telewest phone or 0800 953 9000 from a standard line.
What do I do if I can't find my remote control?	The buttons on the front of the set top box perform most of the functions. Also you can call Customer Services to order a new remote control (a charge may apply).
What do I do if I can't find the channel that I have previously been watching?	The channel may only broadcast for part of the day, therefore check the TV Guide listings to see when the channel is available.
Do I still need a TV Licence?	Yes, everyone who has a TV must have a licence for it. Like normal TV's, you also receive BBC1 & 2, ITV and Channel 4 & 5.
Do I need an aerial?	You will need an aerial if you want to record programmes from your terrestrial service while watching Broadband.
Can I have Telewest Broadband in more than one room at home?	Yes, you can have a maximum of 3 Broadband set top boxes in your home, so you can have the choice of Broadband TV in your bedroom and kitchen as well as your living room if you wish. To find out further information and charges, call Customer Services.
Can I move Telewest Broadband from one room to another?	Yes, for a small call out charge we will send out a technician to move your set top box and cables. Alternatively, we can provide you with additional set top boxes.
What if I move house?	If your new address is in an area serviced by Telewest we can set up a transfer so you can take your service with you. Alternatively, call Customer Services to be disconnected.
There are gaps in the channel numbers.	This is correct. It allows us to insert new channels in the future.

Safety

Your Broadband set top box meets demanding International Safety Standards and as with any other piece of technical equipment, it must be treated with care. If at any time you're worried about its safety or functioning, please telephone Customer Services on 0800 953 9000 or 150 from a Telewest phone.

Warning:

Remember that contact with the mains electricity can deliver a severe and possibly lethal electrical shock. To avoid accidents, follow these simple precautions:

- Never remove the top off the set top box.
- Make sure that all electrical connections are secure.
- Connect all leads from the set top box to your TV, video and any other equipment before plugging the set top box into the mains.
- Unplug the set top box from the mains supply before you disconnect any other equipment from the rear panel.
- Never allow anything to be pushed into slots, or other openings in the case of the Broadband set top box (except the cards into the proper slots).
- Do not store the set top box in damp, cold, hot or dusty places.
- Do not cover the ventilation holes of the set top box.
- Do not put drinks, vases or anything that might spill near the set top box.

Your Broadband set top box and the mains supply

There is a label on the base or rear panel of the set top box. This tells you the correct mains supply for it. Never connect the set top box to a different supply.

The lead supplied with the set top box comes ready fitted with a plug and has a connector at the other end. Connect the set top box to the lead before inserting the plug into the mains socket.

If you want to disconnect the set top box from the mains, it's important to unplug the lead from the mains before removing the connector from the set top box.

If you are in any doubt at any time about the mains lead, plug or its connection, consult a qualified electrician.

Keyboard key

1. **Red Button** - allows you to interact with certain channels.
2. **Text** - service unavailable at present.
3. **Red, green, yellow and blue keys** - relate to the on-screen navigation bar and prompts.
4. **TV** - returns to TV mode and brings up Mini Guide.
5. **Mute** - removes the sound.
6. **Favourites** - lists the favourites that you have chosen.
7. **Volume up** - increases the volume level.
8. **TV on demand** - moves to TV on demand page.
9. **Volume down** - decreases the volume level.
10. **Interactive** - moves to Interactive main menu.
11. **Channel up** - moves up the channels.
12. **TV Guide** - shows TV Guide menu.
13. **Channel down** - moves down the channels.
14. **Standby** - allows the set top box to be turned on/off using the keyboard.
15. **Help** - opens Help page.
16. **Tab** - skips onto next option.
17. **Caps lock** - changes letters from lower case to capitals and locks them until pressed again.
18. **Space bar** - adds spacing where the cursor is.
19. **Backspace** - deletes in a backwards direction where the cursor is.
20. **Arrow key** - moves Yellow highlight box in the direction pressed.
21. **OK** - selects the box that is highlighted.
22. **Coloured ID tag** - can be changed for multiple players for the games feature.
23. **Back** - moves cursor back.
24. **Right arrow** - moves cursor right.
25. **Left arrow** - moves cursor left.
26. **Delete** - deletes the text where cursor is.
27. **i** - shows information on the programme that is listed.
28. **email** - service unavailable at present.

Infra-red keyboard

