

## Fill in the following details

You will find this very useful when using Broadband Digital TV.

PIN  
(pay per view movies or events)

Customer account number

Smart Card serial number  
(You can find this on the back of your Smart Card. This card is in your set top box.)

email master password

email master PIN

email address 1

PIN

email address 2

PIN

email address 3

PIN

customer services 0845 142 0000

or dial 150 for free from your Telewest phone line.

[www.telewest.co.uk](http://www.telewest.co.uk)



## Your guide to Broadband Digital TV



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

There's a whole new world to discover from the comfort of your armchair and we have designed this guide to help you learn more about all our Broadband Digital TV services.


## Contents

<b>Set-up</b>	
Your set top box & PIN	2
Volume control	3
<b>Equipment</b>	
Remote control	4-5
Keyboard	6-7
<b>Getting started</b>	
iZones & Banner bar	8
Mini Guide	9
TV Guide	10-11
<b>On Screen Functions</b>	
Favourites	12
The Red button	13
Reminders	14-15
TV on demand	16-17
Parental control	18-19
Video recording	20
<b>Interactive services</b>	
Introduction	21
TV Email	22-24
Games	25
Trouble Shooting Guide	26-27
Questions and answers	28
Safety	29

## Your set top box

To start making the most of Broadband Digital TV follow the instructions below.

You can use your remote control or set top box to work Broadband Digital TV.


- 1 Switch your TV to the channel tuned to Telewest Broadband. (Normally this is channel 6 or the AV (audio visual) channel.)
- 2 Make sure that you have inserted your Smart Card into the bottom slot of the set top box.
- 3 Press  on your remote control or set top box to switch on Broadband Digital TV.  
**If there are no numbers showing on the set top box, it is in standby mode.**
- 4 Use the number buttons or channel up and down buttons to choose a channel.

Your set top box will either have individual buttons for each service (in other words **TV Guide**, **Interactive** or **Favourites**) or a **Services** button which will take you to an on-screen menu where you can see all the services.

Use the **arrows buttons** on the set top box to move around the screens and the  button to choose options.

## Your Personal Identification Number (PIN)


To change your PIN:

- press the **TV guide** button;
- choose  to view the **customise** menu;
- choose the **Parental Control** option;
- choose the **Change your PIN** option; enter your PIN; and
- follow the on-screen instructions.

Unlock your PIN:

**Your PIN will automatically lock if you enter it incorrectly 5 times in a row.**

To unlock your PIN:

- press  to view the **customise** menu.
- Choose **Unlock PIN**.
- Enter your PIN.
- By entering your PIN correctly, your PIN will be unlocked.

If you forget your PIN please refer to page 28 'Questions and answers'.

## Volume control

You can use the volume control on your Telewest remote control to change the volume while watching the TV through your set top box. An on screen graphic will appear to show changes to the volume settings.

Please make sure that the normal TV volume (set using your TV remote control) is set at a mid-level volume.

If you adjust the volume using your Telewest remote, while recording from the Broadband TV channels, the change in volume and on-screen graphic will be mirrored on the recording.

## Remote control



## Key to your remote control

- 1 Standby – turns the set top box on or switches to standby
- 2 Number buttons
- 3 Help – calls up extra help on-screen for whatever feature you are on
- 4 Text – service unavailable at present
- 5 Mute – turns the sound off
- 6 Channel up or down
- 7 Volume up or down
- 8 Red button – allows you to interact with certain programmes
- 9 Coloured buttons – relate to the on-screen navigation bar and prompts
- 10 Page up/down
- 11 Back – goes back to the previous channel or screen
- 12 Skip – goes to the next screen
- 13 Arrow buttons – moves the yellow highlight box
- 14 OK – chooses the highlighted choice
- 15 i button – gives you information about the programme you have chosen
- 16 TV – returns you to TV mode and brings up the Mini Guide
- 17 TV Guide – shows the TV guide
- 18 Favourites – brings up your list of favourite channels
- 19 Interactive – brings up the Interactive Main Menu
- 20 TV on demand – shows the TV on demand listings
- 21 Coloured ID tag – can be changed for multiple players for the games feature

## Infra-red keyboard

With a keyboard it is easier to enter text, write emails and choose information. Infra-red means there are no wires so you can sit anywhere in the room as long as the keyboard is pointing towards the set top box with no obstructions. You can even control your TV as it has all the functions of a remote control.

To order, call customer services



## Key to your keyboard

- 1 Text – service unavailable at present
- 2 Red, green, yellow and blue keys – relate to the on-screen navigation bar and prompts  
Red button – allows you to interact with certain programmes
- 3 TV – returns you to TV mode and brings up the Mini Guide
- 4 Mute – turns off the sound
- 5 Favourites – lists the favourites that you have chosen
- 6 Volume up
- 7 TV on demand – moves to the TV on demand listings
- 8 Volume down
- 9 Interactive – moves to the Interactive Main Menu
- 10 TV Guide – shows the TV Guide menu
- 11 Channel up
- 12 Channel down
- 13 Standby – allows you to turn the set top box off and on using your keyboard
- 14 Help
- 15 Arrow key – moves the yellow highlight box in the direction you press
- 16 OK – chooses the box that is highlighted
- 17 Coloured ID tag – can be changed for multiple players for the games feature
- 18 i – shows information on the programme that is listed
- 19 email – takes you to the Main Menu

### i Zones

We have information channels which are designed to help you get the most out of your new TV service. These channels are the 'Information Zones' (iZones) and you can find them on channels 890 onwards.

### Banner bar


At the top of the TV screen when you enter into the Interactive main menu, the TV Guide or TV on demand, there are four coloured buttons to help you find your way through the different functions.


- Allows you to move between and around all our services.
- Allows you to look at the advertisement which appears at the top of the screen.
- Allows you to personalise (customise) your settings in the TV Guide and TV on demand.
- Shows you the actions you can perform on this screen, such as setting favourites.



### Mini Guide

The Mini Guide lets you find out what's on now and what's coming up next without moving away from the programme you're watching. You can view information on your favourite channels or the full channel listings.

The Mini Guide will appear at the bottom of the screen for a few seconds each time you change channel. You can also call up the Mini Guide at any time by pressing the **TV Guide** button or  button on your remote control.

- Use the **Arrow buttons** to browse through the channels and programmes.
- If you see something you'd like to watch, press  and you will be taken straight to that channel.

Or, enter the three digit number for a specific channel.

#### Tip

- You can decide how long the Mini Guide stays on the screen.
- Press the **TV guide** button.
- Press the ● to enter the **customise** menu.
- Choose **Settings** and follow the on-screen instructions.

You can set reminders from the Mini Guide, for details see page 14.



## TV Guide

You can plan your viewing with the on-screen TV Guide.

To access the TV Guide:

- Press the **TV guide** button.
- A table will appear displaying a list of programmes for the current day.
- Use the **Arrow buttons** to move through the channels and times.



## Watching a certain programme

You can go straight from the TV Guide to the channel you choose.

- Use the up and down **Arrow buttons** to highlight the programme you want to watch.
- Press **OK**.

## Searching for a specific channel

You can use the TV Guide to watch programmes on all channels, your favourite channels, or particular types of channel; for example, sport or music. The table will change according to what you have chosen.

- Use the **Arrow buttons** to move the yellow highlighter box onto the **View by** box, and press **OK**.
- A list of options will appear.
- 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 chosen.

## Advanced Find

You can use the **find** function to quickly search for specific types of channels, programme subjects or listings on a single channel (like traditional newspaper listings).

- Use the **Arrow buttons** to choose **find**, and press **OK**.
- The **find** screen will appear.
- Use the **Arrow buttons** to move around the screen and the **OK** button to show options and make your choices.
- When you have completed your choices press **GO** to start the search.
- A new table will now appear showing only the listings that you have chosen.



## Information about programmes

You can see more information about a particular programme.

- Choose the programme that you require more information on.
- Press **i** on your remote control;
- An information screen will appear. This screen provides a brief summary of the programme, how long it is on for and also programme ratings.
- Use the up and down Arrow buttons to move through the information.
- To remove the screen, press **i** again.

## On-screen Help

To view our on-screen help, press **Help** on the remote control or choose the Help option from the red drop-down menu on the banner bar. To move through the information, use the up and down **Arrow buttons**.

### Favourites

#### Setting your favourites

- Press the **Favourites** button.
- You will have the option to set your favourites by pressing ●.
- A list of all the channels you subscribe to will be displayed.

#### To choose your favourite channels

- Use the **Arrow buttons** to move up and down the list of channels.
- Press ● to make a choice.
- Your list of favourites will be placed in order by channel number and will appear on the right-hand side of the screen.

#### To view your favourites

- Press the **Favourites** button.
- Use the **Arrow buttons** to highlight the channel you want to watch.
- Press ● and it will take you straight to the channel of your choice.



### 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 or event logo appears in the corner of the screen.

To interact with the programme, press ● when you see a **press red** symbol.

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

**At the moment the red button does not work with any of the Sky channels.**

Red button



## 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 by using either the Mini Guide or the TV Guide.



#### Option 1 – Mini Guide

- Press **TV** ;
- Highlight the programme you want to set a reminder for.
- Press **OK** .
- A message will appear to let you know that a reminder is set successfully or if there is an overlap with another reminder.

#### Option 2 – TV Guide

- Press the **TV guide** button.
- The table of TV listings will appear.
- Highlight the programme you want to set a reminder for.
- Press **OK** .
- A message will appear to let you know that a reminder is set successfully or if there is an overlap with another reminder.
- Confirm your reminder by pressing **OK** .

### Reminder screen

A pop-up screen will appear a few minutes before the programme you have chosen starts.

- To cancel this screen, press **OK** .
- To be taken to your chosen channel immediately, press **OK** .
- To be taken to your chosen channel at the start of the programme you have chosen, press **OK** .
- If you do nothing, the reminder will automatically change to the new channel at the start of the programme.



### Checking reminders

- Press the **TV guide** button.
- Press **OK** to see the **customise** menu.
- Choose **Show Reminders**.

### Cancelling a reminder

- Press the **TV guide** button.
- Press **OK** to view the **customise** menu.
- Choose **Show Reminders**.
- Use the up and down **Arrow** buttons to highlight the programme reminder you want to cancel.
- Press **OK** to cancel the reminder.
- This programme will now disappear from the list.

(You can cancel a TV on demand reminder, but you will still have to pay for the programme.)

### Tip

You can choose how long the reminder remains on the screen before the programme starts.

- Press the **TV guide** button.
- Press **OK** to see the **customise** menu.
- Choose **Settings**.
- Follow the on-screen instructions.

## TV on demand

With our TV on demand service you can watch what you want, when you want! You can watch top movies, special events and adult programmes at regular intervals.

You will be able to watch your choice on channel 0.

(Before you start make sure you have your TV on demand PIN.)



### Finding out what's on

- Press the **TV on demand** button.
- A table of events will appear. From this table you can browse through the listings, read programme information and book events.

### Choosing an event type

- Press the **TV on demand** button.
- Choose the **Type** box at the top of the screen.
- Press **OK** to see the options. (These include movies, special events and adult programmes.)
- Use the up and down **Arrow buttons** to move through the table of event types.
- Press **OK** to choose the type of event you want to watch. If for example you choose movies, the TV on demand table will then display all the 'Front Row' movies that are available.

### Buying a TV on demand event

- Press the **TV on demand** button.
- The TV on demand table will appear on the screen.
- Choose the event of your choice.
- Use the left and right **Arrow buttons** to choose the time you want to watch the movie or event.
- Press **i** if you want to read more about your choice.
- To buy the movie or event, press the **OK** button.
- You might be asked to enter your PIN.

### Confirming what you have bought

When you buy a TV on demand event, a message will appear on-screen confirming that you have bought it.

- If the event's already started, a message will tell you.
- You'll be asked if you want to go ahead.
- If you have set up parental control, you will need to enter your PIN at this point.
- Press **OK**.
- If you don't want to continue; press **Red** to cancel.
- If TV on demand events overlap, a pop-up screen will appear.

### Checking what you have bought

- Press the **TV on demand** button.
- Press **Blue**.
- Choose **view purchases**.
- To move through the list, use the up and down **Arrow buttons**.
- When you've finished checking your purchases, press **BACK** to go back to the main TV on demand table.

### How to pay

We will charge you automatically as soon as you confirm your order of any TV on demand event. Each purchase will then be listed on your bill.

### Parental control

You can have control over what your children watch and use. Our 'Front Row' movies and TV on demand events have age ratings according to their content.

You can use your PIN to change your parental control options so you can protect specific TV channels and TV on demand events.



#### To set up Parental control – TV on demand

- Press the **TV on demand** button.
- Press **OK** to see the **customise** menu.
- Choose **Parental control**.
- Enter your PIN when prompted.
- Choose the **on demand PIN settings** option from the menu.
- Press **OK**.
- The pop-up screen will allow you options to limit viewing on different age ratings for events and movies.
- Follow the on-screen instructions.

#### Locking and unlocking TV channels

- Press the **TV on demand** button.
- Press **OK** to view the **customise** menu.
- Choose **Parental control**.
- Enter your PIN and choose **Lock channels**.
- The Lock TV channels menu will display a list of all the channels you subscribe to. Simply follow the on-screen instructions to lock whichever channels you choose.

To watch a locked channel you will need to enter your PIN.

#### The standard PIN settings are as follows:

- U and PG movies and events: no PIN required at any time
- 12 movies and events: PIN required before 8pm
- 15 movies and events: PIN required before 9pm
- 18 movies and events: PIN required before 10pm
- Adult movies and events: PIN always required

### Recording Broadband Digital TV programmes on video

- Switch your set top box to the channel you want to record.
- Turn your video to the channel you use for recording Broadband Digital TV - usually channel 6 or AV (if SCART leads are attached.)
- Start recording

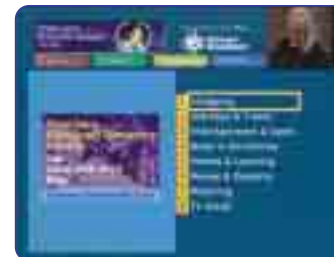
**(You must stay on the Broadband Digital TV channel you are recording. You cannot watch one Digital TV channel while recording another.)**

If you have an outside TV aerial connected, you can watch the terrestrial channels (BBC1, BBC2, ITV 1, Channel 4 and Channel 5) directly through your TV while recording a Broadband Digital TV channel. Or, if you have connected your aerial to your VCR, you can record the terrestrial channels while watching Broadband Digital TV.

**(TV on demand events and some Broadband Digital TV channels are protected by copyright to prevent you from recording them.)**

### Introduction

Interactive services provide access to Internet sites specifically adapted for the TV. You can shop, bank, play games, send emails, even check the weather forecast, news and sports as well as book a holiday, place a bet and look up local services - all at the touch of a button.



### To go to Interactive services

- Press the **Interactive** button; you will be taken to the Interactive Menu.
- Use the **Arrow buttons** to move around the screen.
- A yellow box will highlight where you are on the screen.
- Position the yellow highlight box over a service or menu you're interested in.
- Press **OK** to choose it.
- You'll then be taken to that service or menu option.

### To enter text

Using the on-screen keyboard

- To access the on-screen keyboard, place the yellow highlight box over a **text-entry box**.
- Press **OK**.
- Or, to make text entry simpler, why not use an Infra-red keyboard instead of the remote control (see pages 6-7 for more information on the Infra-red keyboard).

**When you're using the Interactive service, you can still watch the TV channel you were watching. You will usually be able to see the picture in the top right-hand corner of the screen.**



### TV Email

- Press the **Interactive** button.
- Choose TV Email.
- In the space provided enter your account number (this should be nine numbers long).
- Choose **Done** and Press **OK**.
- You will be asked to choose a four digit master password. Enter this in the space provided.
- Confirm your master password by typing it again.
- Choose **Done** and Press **OK**.
- If all the details match, a congratulations message will appear. Press **OK**.



### Setting up an account

- The User Settings screen will appear next.
- Choose **Add New User**.
- Press **OK**.
- Enter your master password when asked.
- Choose **Done** and Press **OK**.
- Type in your details where asked.

(You need to fill in anything with an asterisk next to it for the account to be set up successfully.)

- Supply a different four digit user password for all accounts.
- Choose **Done** and press **OK**.
- If this has been successful, another congratulations message appears including your new email address.

You will now be able to send and receive emails. To add further users repeat the steps shown above.

### Choosing a User

- Choose the user you want to access.
- Press **OK**.
- Enter the password for that user.
- Choose **Done**; and press **OK**.
- Five options will appear
- To choose an option, either press the corresponding number or highlight the option and press **OK**.
- You will also be able to see if you have received any new emails on this page.

### Receiving Emails

- Press the **Interactive** button.
- Choose **TV Email**.
- Choose **Read Received Mail**;
- Highlight the message you want to read and press **OK**.
- Five options will appear on-screen:
  - Previous – read the previous email if there is more than one.
  - Reply – return a message 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 choose the delete option, a screen will ask you to confirm if this is what you want to do. It is not possible to send or receive email attachments.

### To exit Read Received Mail

- Press **Yellow**.
- Choose where you want to go to.

### Sending an Email

- Press the **Interactive** button.
- Choose **TV Email**.
- Choose **Write New Mail**.
- Type in the subject title and press the down **Arrow button** to highlight the text box.
- Press **OK** to bring up the on-screen keyboard.
- Type your message (you can save it as a draft).
- To send it straightaway - highlight **Send**.
- Press **OK**.
- Enter the email address of where you are sending the email.
- Highlight **Send**.
- Press **OK**.
- A message will appear on-screen to tell you that the mail has been sent successfully.

### Draft Mail

If you have saved a message as a draft and now want to continue it:

- Choose **Continue draft mail**;
- The message will appear on-screen;
- Start typing your message.

### Modifying A User

- Press the **Interactive** button.
- Choose **TV Email**.
- Choose **Settings**.
- Choose **Modify user name**.
- Enter your master password when asked.
- Press **OK**.
- Choose the user you want to modify.
- Press **OK**.
- Change the details as necessary and press **OK**.

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

Emails sent to previous addresses will not be received.

### Modify a User's Password

- Press the **Interactive** button.
- Choose **TV Email**.
- Choose **Settings**.
- Press **OK**.
- Choose **Reset user password**.
- Press **OK**.
- Enter your master password when asked.
- Press **OK**.
- Choose the user whose password you want to change. (The password will change to a default password of 9999.)
- When this has been successful, a message will appear on-screen.
- Press **OK** to return to the welcome screen.
- Choose the user whose password you have just changed and enter the password 9999.
- Highlight **Change**.
- Press **OK**.
- Enter a new password.
- Confirm your password.
- Choose **Done** and press **OK**.
- You will see confirmation that this has been accepted on-screen.

### Games

You can be a winner with our interactive games.



### A fabulous world of games, puzzles and quizzes


- Compete with family and friends.
- Get a place on the leaderboard with competitors from all around the country.
- Win great prizes.
- All the games are easy to understand.

### In-house competition

- Games with an option for more than one player allow up to four people in the same household to play against each other at the same time.
- Order extra remote controls or Infra-red keyboards from customer services.

(The multi-player option is currently available only on games provided by two-way TV. You may have to pay a charge for some games.)

## Trouble shooting

Problem	Possible reason	What to do next
My PIN won't work.	<p>You are not entering the correct numbers.</p> <p>A member of your family has changed the PIN.</p>	<p>Check your PIN.</p> <p>Check that a member of your family has not changed the PIN from the original number given before installation.</p>
Nothing is happening.	<p>Your set top box is not plugged into the mains.</p> <p>Your set top box is in standby mode (there is only one Green light showing).</p>	<p>Make sure that the mains lead is properly plugged in.</p> <p>Press  on your remote control or set top box.</p>
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.	<p>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.</p>
There is no picture.	<p>Your set top box is switched off.</p> <p>Your Scart leads are loose.</p> <p>You are not on the correct channel for your services.</p>	<p>Make sure that your set top box is plugged in and switched on.</p> <p>Make sure the Scart leads are secure.</p> <p>Make sure that you are tuned to the correct channel to watch Digital TV, this is usually channel 6 or AV.</p>
The picture is rolling or slanting.	Your TV may not be fine tuned.	Check your TV manual for fine tuning and horizontal hold controls and try changing them.

## Trouble shooting

Problem	Possible Reason	What to do next
There is no sound.	The mute button may have been pressed either on your TV remote control or your Broadband remote control.	If only one channel is affected, there may be a technical fault elsewhere. Wait a few hours and then try again.
The Telewest remote control volume doesn't work.	Your TV volume may have been turned down, making your Telewest remote control ineffective.	Try using your TV remote control to reset the TV volume to a mid-level.
On-screen interference.	Your TV or video recorder may not be tuned in correctly.	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.	<p>Reminders may be set.</p> <p>The remote control buttons may be stuck.</p>	<p>Check that you have not set any reminders previously that you may have forgotten about.</p> <p>Check that none of the buttons on your remote control are stuck.</p>
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 them back in and switch on.
Picture appears blue, green or red	Your Scart leads are loose.	Make sure your Scart leads are secure.

Question	Answer
What do I do if I've forgotten my PIN?	Call customer services on 150 for free from your Telewest phone line or 0845 142 0000 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.
What do I do if can't find a channel that I have previously been watching?	The channel may only broadcast for part of the day, so check the Mini Guide 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 and 2, ITV and Channels 4 and 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 up to three Broadband set top boxes in your home, so you can have the choice of Broadband Digital TV in your bedroom and kitchen as well as your living room if you want. 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. Or, we can give you extra set top boxes as above.
What if I move house?	If your new address is in an area we service we can set up a transfer so you can take your service with you. Or, call customer services to be disconnected, but be aware that if you move and have been with Telewest for less than 12 months you will be charged a disconnection fee.

Your set top box meets demanding international safety standards. And, as with any other piece of technical equipment, you must treat it with care. If at any time you're worried about its safety or functioning, please telephone customer services on 0845 142 0000 or dial 150 for free from your Telewest phone line.

### Warning

Remember that if you touch the mains electricity you can receive a severe electric shock which can kill. To avoid accidents, follow these simple precautions.

- Never remove the top of 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 panel at the back.
- Never allow anything to be pushed into slots, or other openings in the case of the 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 set top box and the mains supply

There is a label on the base or back 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 putting 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, contact a qualified electrician.