

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



TW0030a V2 10/03





Your guide to Broadband Digital TV

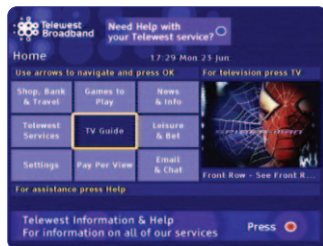



We're here to help you get the most from your TV

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.

The Home Screen

This is the screen that you will see when you press  on your remote control. From here you can access our TV Guide, movies, email, games, shopping, banking and other services. Use the arrow buttons to move the highlight box to the service you want and press .



Your customer updates are highlighted at the bottom of this screen. Press the  button to take you to the Customer Information Service.

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Set-up

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 an AV channel or channel 6).
- 2 Make sure that your Smart Card is inserted 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 Personal Identification Number (PIN)


To change your PIN:

- Press  to go to the Home Screen
- Choose **Settings**
- Choose the **Change PIN** option; enter your PIN; and follow the on-screen instructions
- Press the  button for further assistance

Unlock your PIN:

Your PIN will automatically lock if you enter it incorrectly 3 times in a row.

To unlock your PIN:

- Press  to go to the Home Screen
- Choose **Settings**
- Choose **Unlock PIN**
- Enter your PIN
- By entering your PIN correctly, your PIN will be unlocked

If when trying to unlock your PIN you enter your PIN incorrectly 3 times in a row you will need to contact Customer Services.

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

Volume control

Volume control


To set up the volume control on your Telewest remote control, to be able to change the TV volume, please follow the instructions below.

- 1 Using the table below find your make of TV and the code which matches it.
- 2 Press and hold down **Volume +** and **mute** on your remote control at the same time for at least three seconds, until the green light in the top right-hand corner of your remote control flashes twice.
- 3 Release the buttons and enter the first four digit code from the table below. (You must do this within ten seconds).
- 4 As you enter the first three digits the green light on your remote control will give a short blink.
- 5 As you enter the fourth digit, the green light will flash twice to confirm that the volume is set.

If setting the volume is not successful, please repeat the above steps with the second or third codes from the table below.

TV brand	Code	TV brand	Code
Akai	0236, 0544, 0630	Matsui	0263, 0205, 0037
Alba	0037, 0065, 0246	Mitsubishi	0136, 0582, 0064
Amstrad	0205, 0440, 0065	NEI	0065, 0365, 0459
Bush	0246, 0263, 0377	Nokia	0508, 0501, 0576
Decca	0064, 0100, 0544	Panasonic	0678, 0254, 0278
Ferguson	0101, 0363, 0221	Philips	0584, 0065, 0040
Fidelity	0244, 0221, 0460	Saisho	0039, 0205, 0263
Finlandia	0374, 0387, 0236	Samsung	0065, 0584, 0037
Goodmans	0065, 0064, 0100	Sanyo	0236, 0073, 0100
Granada	0379, 0387, 0391	Sharp	0121, 0064, 0065
Grundig	0563, 0582, 0515	Sony	0533, 0038, 0039
Hinari	0037, 0064, 0065	Tatung	0065, 0100, 0544
Hitachi	0253, 0384, 0377	Thomson	0363, 0653, 0137
JVC	0681, 0081, 0122	Toshiba	0536, 0063, 0271

If we have not listed your make of TV in the table above,

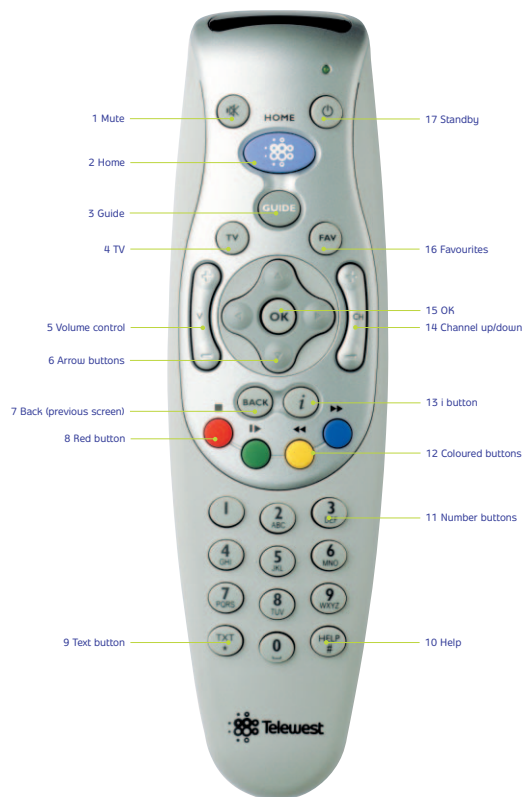
- Press  to go to the Home Screen
- Choose **Telewest Services**
- Choose **Technical Assistance**
- Choose **TV Control Codes**
- A full list of TV brand codes will appear

If the volume control is still not working after trying all the codes for your TV model, or your TV model is not listed, then your TV is not compatible with our remote control and you will need to use your TV remote to control the volume as normal.

You can also use your TV remote control to adjust the volume in the normal way.

Equipment

Remote control




Equipment

Key to your remote control




- 1 Mute – turns the sound off
- 2 Home – allows you to gain access to all your Telewest Services
- 3 Guide – brings up the Mini Guide while you are watching TV
- 4 TV – returns you to the last viewed TV channel and brings up the Mini Guide
- 5 Volume up or down – changes your TV volume up and down (once set)
- 6 Arrow buttons – moves the yellow highlight box
- 7 Back – goes back to the previous channel or menu
- 8 Red button – allows you to interact with certain programmes
- 9 Text – service is currently unavailable
- 10 Help – calls up extra help for whatever screen you are on
- 11 Number buttons – allows you to enter numbers on screen
- 12 Coloured buttons – used for on-screen navigation
- 13 i button – gives you information about the programme/Pay Per View you have chosen
- 14 Channel up or down – changes the channel up or down
- 15 OK – chooses the highlighted choice
- 16 Favourites – tunes to your favourite channels (once set)
- 17 Standby – turns the set top box on or switches to standby

Information and help

Telewest Information and Help

The information screens are designed to help you get the most out of your TV service. These screens can be accessed through the Home screen or channel 890 by pressing the  button on your remote control.






-  Home button – Press the Home button anytime, from anywhere in the services and it will take you to the Home screen.
-  Back button – Press the Back button to return you to the previous menu.
-  Help button – Press the Help button for additional help at anytime.

Mini Guide

Mini Guide

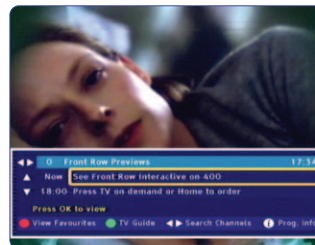
The Mini Guide lets you find out what's on now and what's coming up next without moving away from the programme you're watching. You can view information on your favourite channels or the full channel listings.

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  or  buttons on your remote control.


- Use the up and down **Arrow buttons** to browse through the programmes and the left and right arrows to browse through the channels
- If you see something you'd like to watch, press  and you will be taken straight to that channel, or if you see something you want to watch in the future, set a reminder





Alternatively you can enter the three digit number for a specific channel.



Tip 1

- You can decide how long the Mini Guide stays on the screen
- Press the  on your remote control to go to the Home screen
- Choose **Settings**
- Choose **Display**
- Follow the on-screen instructions

Tip 2

To remove the Mini Guide at anytime, press the  or  button on your remote control.


You can set reminders from the Mini Guide, for details see page 12.

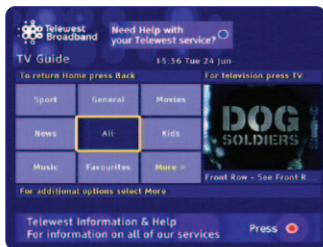
TV Guide

TV Guide


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

To access the TV Guide:

- Press the  to go to the Home screen
- Choose **TV Guide**
- Choose either a particular category (select **More** for more categories) i.e. movies, **All** channels



Watching a certain programme






- You can go straight from the TV Guide to a programme that is currently showing
- Use the up and down **Arrow buttons** to highlight the programme you want to watch
- Press 




TV Guide

Information about programmes

You can see more information about a particular programme.

- Choose the programme that you require more information on
- Press  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  and  buttons to move through the information
- To remove the screen either, press  again or the  button

You can access programme information from the Mini Guide, just press  when you highlight a programme that you require more information on.

Favourites

Favourite Channels

Setting your favourite channels

Option 1

- Press **PRO** on your remote control
- You will be asked to **Set favourites**
- A list of all the channels you subscribe to will be displayed

Option 2 – via the Mini Guide

- Press the **TV** button
- You will be asked to **Set favourites**
- A list of all the channels you subscribe to will be displayed

Option 3 – via the Home screen

- Press the **TV** button to go to the Home screen
- Choose **Settings**
- Choose **Favourites**
- 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 **OK** 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



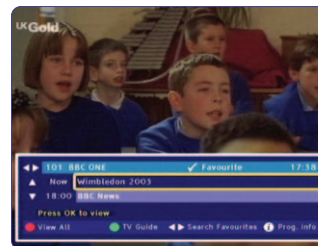
Favourites

To remove a favourite channel

- Press the **TV** button to go to the Home screen
- Choose **Settings**
- Choose **Favourites**
- Select the channel that you want to remove from the right-hand list
- Press **OK**

To view your favourite channels

- Press **TV**
- Press **TV** to bring up your Favourites Mini Guide (indicated by ✓)
- Use the left and right **Arrow buttons** to scroll through your Favourite channels
- Press **OK** to tune to your favourite channels



To tune to your favourite channels

- Press **PRO** to bring up your Favourites Mini Guide (indicated by ✓)
- Press **PRO** again to tune to your next favourite channel

Programme Reminders

Programme Reminders

Setting Reminders

You can set a Reminder up until a few minutes before the start time of the programme/Pay Per View you want to watch by using either the Mini Guide or the TV Guide.



Option 1 – Mini Guide

- Highlight the programme in the future you want to set a Reminder for
- Press **OK**
- Choose **Done**, **Change Channel at start** or **Cancel**
- A message will appear to let you know that a Reminder is set successfully or if there is an overlap with another Reminder
- Press **OK**

Option 2 – TV Guide

- Press **Home** to go to the Home screen
- Choose **TV Guide**
- Choose the category you want to look in
- Highlight the programme in the future you want to set a Reminder for
- Press **OK**
- Choose **Done**, **Change Channel at start** or **Cancel**
- A message will appear to let you know that a Reminder is set successfully or if there is an overlap with another Reminder
- Press **OK**

Tip

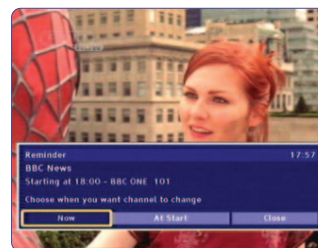
To scroll through the TV listings quickly use the **Red** and **Green** buttons.

Programme Reminders

Reminder screen

If you did not choose **Change Channel at start** when you set the Reminder, a pop-up screen will appear a few minutes before the programme starts to remind you.

- Choose **Now** to be taken to your chosen programme immediately
- Choose **At Start** to be taken to your chosen channel at the start of the programme you have chosen
- Choose **Close** to close this screen
- If you do nothing, the Reminder will automatically change to the new channel at the start of the programme





Checking Reminders

- Press **Home** to go to the Home screen
- Choose **Settings**
- Choose **Your Reminders**
- A list of your Reminders will be displayed



Programme Reminders

Cancelling a Reminder



- Press  to go to the Home screen
- Choose **Settings**
- Choose **Your Reminders**
- A list of your Reminders will be displayed
- Use the up and down Arrow buttons to highlight the Programme Reminder you want to cancel
- Press  to delete the Reminder
- Choose **Delete Reminder**
- This programme will now disappear from the list



(You can cancel a Pay Per View Reminder, but you will still have to pay for the programme).

Tip


You can choose how long the Reminder stays on the screen before the programme starts.

- Press  to go to the Home screen
- Choose **Settings**
- Choose **Display**
- Use the down arrow to choose **Reminder before programme starts**
- Choose the time
- Press the  button once done

Red button

The Red Button

Some programmes allow you to interact with them as you watch them. With some channels a press red symbol or event logo appears in the corner of the screen.


To interact with the programme, press the  button when you see a **Press red prompt**.

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 all of our channels.

Tip

To remove the red button prompt from your screen at anytime, press the  button on your remote control.





Pay Per View

Pay Per View

With our Pay Per View service you can watch what you want, when you want! You can watch top movies, special events and adult programmes at regular intervals.





To watch your Pay Per View purchase you will need to go to channel 0. (Before you start make sure you have your Telewest PIN to hand).

Finding out what's on

- Press  to go to the Home screen
- Choose **Pay Per View**
- Choose the type of Pay Per View you want i.e. Movies, Adult or Special events
- A list of that category will appear. From this list you can browse through the listings, read programme information (Press ) and book any Pay Per View
- Use the up and down **Arrow buttons** to move through the list
- Use the left and right **Arrow buttons** to change the times



Purchasing a Pay Per View


- Press  to go to the Home screen
- Choose **Pay Per View**
- The Pay Per View menu will appear on the screen
- Choose the category you require from the menu
- Choose the Pay Per View listing of your choice
- Use the left and right **Arrow buttons** to choose the time you want to watch
- Press  if you want to read more about your choice
- To buy the Pay Per View, press the  button
- You might be asked to enter your PIN
- Press  to confirm your purchase

Pay Per View





Confirming what you have purchased

When you buy a Pay Per View, a message will appear on-screen confirming that you have bought it.

- If the Pay Per View has already started, a message will tell you
- You'll be asked if you want to confirm or cancel the purchase
- Press 

Checking what you have purchased

- Press  to go to the Home screen
- Choose **Pay Per View**
- Choose **Your Bookings**
- A list of the Your Bookings will appear
- To move through the list, use the up and down **Arrow buttons**
- When you've finished checking your purchases, press  to go back to the Pay Per View menu

Tip

To watch your Pay Per View make sure you are tuned to Channel 0.

How to pay

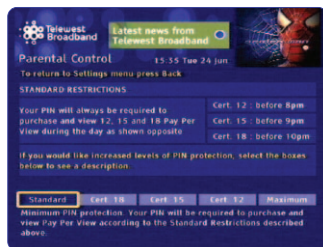
You will be charged automatically as soon as you confirm purchase of any Pay Per View. Each purchase will then be listed on your bill.

Parental Control



Parental Control

You can have control over what your children watch and use. Our Front Row movies and Pay Per View events have age ratings according to their content.



You can use your PIN to set the level of PIN protection for specific channels and Pay Per View.



To set up Parental Control



- Press  to go to the Home screen
- Choose **Settings**
- Choose **Parental Control**
- Enter your PIN when prompted
- The Parental Control screen will show the default settings
- To change the Parental Control settings follow the on-screen instructions
- Press  for on-screen assistance

To set up Parental Control – Pay Per View screen

- Press  to go to the Home screen
- Choose **Pay Per View**
- Choose **Parental Control**
- Enter your PIN when prompted; and follow the on-screen instructions
- Press  for on-screen assistance

Parental Control

Locking and unlocking TV channels

- Press  to go to the Home screen
- Choose **Settings**
- Choose **Locked Channels**
- Enter your PIN
- Press  to add the selected channel to the list of locked channels
- The Lock TV channels screen 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 programmes

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 an AV channel or channel 6
- 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 Five) 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.



(Pay Per View events and some Broadband Digital TV channels are protected by copyright technology to prevent you from recording them).

Additional services

Additional Services Via the Home Screen

From the Home Screen you can access a range of other services which include Shopping, Banking and Travel, News and Information, Games and Email.


To gain access to these services

- Press the  button to go to the Home screen
- Choose the category you are interested in and press 



Games to play

You can be a winner with our interactive games. To access our games

- Press  to go to the Home screen
- Choose **Games to play**
- Choose a category of game

Shop, Bank & Travel

You can buy from a range of shops, use electronic banking and other financial services, as well as book holidays and flights.

News & Info

Find out the latest news, sports, local and national information, directories, classified ads and jobs.

Leisure & Bet

This is where you can carry out a whole range of leisure activities such as betting, dating, purchase theatre tickets and even check your horoscopes.

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



Additional services

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.


To set up your remote control for gaming

The colour is set up as green. You can change the colour as follows.

- Press and hold the  button and the  button on your remote control at the same time
- The green light in the top right-hand corner of your remote control will light up after three seconds
- Release the buttons and press the **coloured** button you want (within ten seconds)
- The light will flash twice to acknowledge you have set this up

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 







Using the infra-red keyboard

Or, to make text entry simpler, why not use an Infra-red keyboard instead of the remote control (to purchase a keyboard, call Customer Services).






Email

Email

- Press  to go to the Home screen
- Choose **Email & Chat**
- Choose **Email**
- In the space provided enter the first 9 digits of your account number
- Choose **Done** and press 
- 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 
- If all the details match, a confirmation message will appear. Press 







Setting up an account

- Press  to go to the Home screen
- Choose **Email & Chat**
- Choose **Email**
- Choose **Add New User** and follow the on-screen instructions
- Press the  button for on-screen assistance
- Supply a four digit user password for all accounts
- Choose **Done** and press 
- If this has been successful, another confirmation message appears including your new email address




You will now be able to send and receive emails. To add further users (maximum 3) repeat the steps shown above.

Email


Choosing a User

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

Sending an Email

- Press  to go to the Home screen
- Choose **Email & Chat**
- Choose **Email**
- Choose **User**
- Enter Password
- Choose **Write Email**
- Press  to bring up the on-screen keyboard
- Type in the email address of the person you are sending an email to
- Type in the subject title
- Type your message (you can save it as a draft)
- To send it straightaway – highlight **Send**
- Press 
- A message will appear on-screen to tell you that the mail has been sent successfully





Read received emails

- Press  to go to the Home screen
- Choose **Email & Chat**
- Choose **Email**
- Choose **User**
- Enter Password
- Choose **Received**
- Highlight the mail you want to read and press **OK**
- Five options will appear on-screen:
 - Received** – read the received list 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

Email







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.

Modify User Name


- Press  to go to the Home screen
- Choose **Email & Chat**
- Choose **Email**
- Choose **Settings**
- Choose **Modify user name**
- Enter your master password when asked
- Press 
- Choose the user you want to modify
- Press 
- Change the details as necessary and press 

When you modify a user, the address automatically changes with it. Emails sent to previous addresses will not be received.

Change a User's Password

- Press  to go to the Home screen
- Choose **Email & Chat**
- Choose **Email**
- Choose **Settings**
- Choose **Reset user password**
- Press 
- Enter your master password when asked
- Press 
- 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  to return to the Settings screen
- Choose **Change User password**
- Choose the user whose password you have just changed and enter the password 9999
- Choose **Done**
- Press 
- Enter a new password
- Confirm your password
- Choose **Done** and press 
- You will see confirmation that this has been accepted on-screen

Trouble shooting

Problem	Possible reason	What to do next
My PIN won't work.	You are not entering the correct numbers. A member of your family has changed the PIN.	Check your PIN. Check that a member of your family has not changed the PIN from the original number given before installation.
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).	Make sure that the mains lead is properly plugged in. Press  on your remote control or set top box.
My remote control is not working.	The batteries are flat There is something blocking the path between the remote control and your set top box.	A light should flash on your box every time you press a button on the remote control. If it does not flash, replace the batteries (3xAAA) in the remote control. 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.
When I press buttons on my remote control, my set top box does not do what I expect it to.	The remote control batteries are flat.	Replace the batteries (3xAAA) in the remote control.
There is no picture.	Your set top box is switched off. Your Scart leads are loose. You are not on the correct channel for your services.	Make sure that your set top box is plugged in and switched on. Make sure the Scart leads are secure. Make sure that you are tuned to the correct channel to watch Digital TV, this is usually an AV channel or channel 6.
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 Your set top box output volume is low There is a technical fault Your Scart leads are loose	Press the mute button on your remote control Go to Home, Settings, Display and check the volume is set to at least 7 If only one channel is affected, there may be a technical fault elsewhere. Wait a few hours and then try again Make sure the Scart leads are secure.
The Telewest remote doesn't work.	The remote control has not been set up correctly. Your TV model is not compatible with our remote control.	Try setting up your volume again. Use your TV remote to change the volume.
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.	Reminders may be set. The 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 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.
You can't get channels 1-5 on your TV or VCR		Check that you have an external aerial fitted to your TV or VCR

Questions and answers

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 purchase a new remote control.
What do I do if I 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.

Safety

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, make sure there is a clear space on top
- Do not put drinks, vases or anything that might spill near the set top box
- Do not disconnect your set top box from the cable connection

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.