

# w e l c o m e

Welcome to Chorus, a single source for entertainment, communication and information services. Now discover the benefits that Chorus can bring to your home.

The new generation of digital integrated set top boxes gives you access to our new services.

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# Customer Service

## How to Contact Us

Chorus are committed to providing excellence in communication. Our Contact Centre is available to take your call 7 days per week, 365 days per year.

### Hours of business:

Monday - Friday	9am to 10pm
Saturday	9am to 10pm
Sunday	10am to 10pm

Telephone	1890 417888
Fax	061 272777
E-Mail	cs@chorus.ie
Post	Chorus, LEDP, Roxboro Road, Limerick.

For Billing Enquiries please telephone  
LoCall 1890 417888  
Monday - Friday 9am to 7pm.

To upgrade to premium packages,  
install an extra outlet or transfer your  
service, please telephone  
LoCall 1890 417888  
Monday – Friday 9am to 8pm.

\*\* We know you will understand, that under the Data Protection Act, our agents can only discuss account details with the Account Holder and NOT with a Third Party.

\*\* In order to maintain the highest possible level of service to you, we may monitor telephone calls between you and us, from time to time.

## Understanding your Bill

We bill in advance for fixed rental charges and monthly in arrears for telephone call charges and other non-fixed charges. Bills are posted to customers approximately 10 days prior to the due date and are inclusive of VAT. Bills state clearly the balance due, details of service you are being charged for, and the period the charge relates to.

## Paying your Bill

You may choose to pay your bill using any of the convenient payment methods listed below.

### Direct Debit

Direct Debit is the easiest and most efficient way to pay your Chorus bill. By using this method you will receive a discount on your monthly rental. If you wish to pay by Direct Debit, please complete the form on the back of your recent bill and return to us.

### Credit Card

If you wish to pay your account by Credit Card (or Laser Card), call our Customer Contact Centre on LoCall 1890 417888 and select the Automated Credit Card Payment

# Customer Service

option. This service is available 24 hours per day, 365 days per year. Alternatively, select the option to speak with a Customer Service representative who will process your payment.

## By Post

Cheques should be made payable to Chorus. Please write your Chorus account number on the reverse of the cheque. The bottom portion of the bill must accompany your payment. (For your convenience, a pre-addressed envelope will be enclosed with your bill). When paying by this method, allow four working days for the payment to reach your account. Please do not send cash through the post.

## Post Office Giro

Call to any Post Office with your Chorus bill and the appropriate amount and the Post Office will process your payment. Allow up to eight working days for the payment to reach your Chorus account.

## PostPoint

Call to any retail outlet with the Post Point bill payment sign.

## Transfers

If you are moving house and would like to transfer your Chorus service,

please telephone LoCall 1890 417888. This will be subject to our service being available at your new address.

## Customer Care

We are committed to providing our customers with the best telecommunications service in Ireland.

Our aim is to resolve any issues to our customer's complete satisfaction, at the first point of contact. Any complaint will be investigated and a course of action agreed with the customer, with a view to ensuring that the issue is resolved quickly and satisfactorily. Customers will be kept informed of the progress of their complaint.

Our goal is to acknowledge all complaints within 24 hours of receipt.

Customers will be notified about the outcome of the investigation of their complaint.

# Safety

## SAFETY

In order to keep your Set Top Box working effectively:

- Do not place anything on your Set Top Box
- Do not allow the box to get damp or very dirty
- Never open the Set Top Box, in the case of a technical problem, contact our Customer Service Department
- Like any other electrical device, the Set Top Box contains fragile components. It should therefore be installed in a place where it is unlikely to fall and where it is out of reach of children
- The case of your Set Top Box can be cleaned with a clean, soft cloth
- Be careful, contact with liquid will lead to deterioration of the set top box which could cause failure
- Do not use any type of abrasive wool, scouring powder or solvents as they could damage the surface of the case
- Always unplug the Set Top Box from the mains before disconnecting your TV or video
- Never allow anything to be pushed into slots or other holes in the case of the Set Top Box.
- **"WARNING:** The Set top box must be connected with the power supply adaptor provided by the manufacturer in the package, to the 220-240 volts wall socket.

## CONNECTION TO THE MAINS SUPPLY

Turn on the main power on the wall.

# Equipment

## Dark Grey Set-top Box

### Front Panel Description



Stand-by and switch on key.

Program changing key

Red LED Stand-by mode.

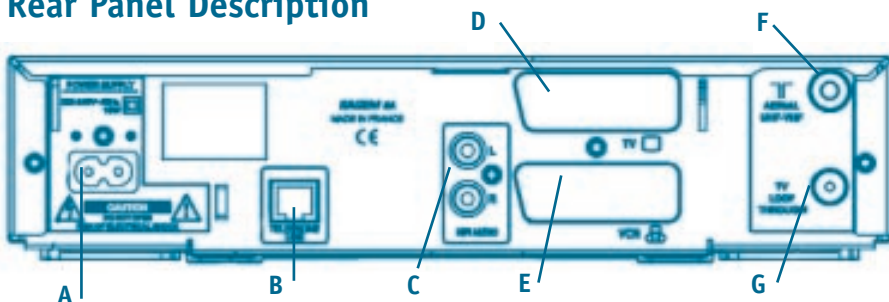
Green LED Reception of commands from remote control.

4-digit front panel display.

Smart Card reader (One slot available on the top left hand side)

Display IR sensor Yellow Green/red

### Rear Panel Description



A - 220-240 V 50 Hz power supply socket (\*)

B - Modem connector for telephone

C - Socket for connection to HI-FI audio, left channel and right channel (\*\*)

D - Scart socket for connection to the TV set (\*\*)

E - Scart socket for connection to the VCR (\*\*)

F - TV aerial for external or indoor aerial (\*\*)

G - UHF-VHF loopthrough for TV (\*\*)

(\*) : High voltage

(\*\*) : Security extremely low voltage

# Equipment

## Grey Remote Control

### Remote Control Uunit

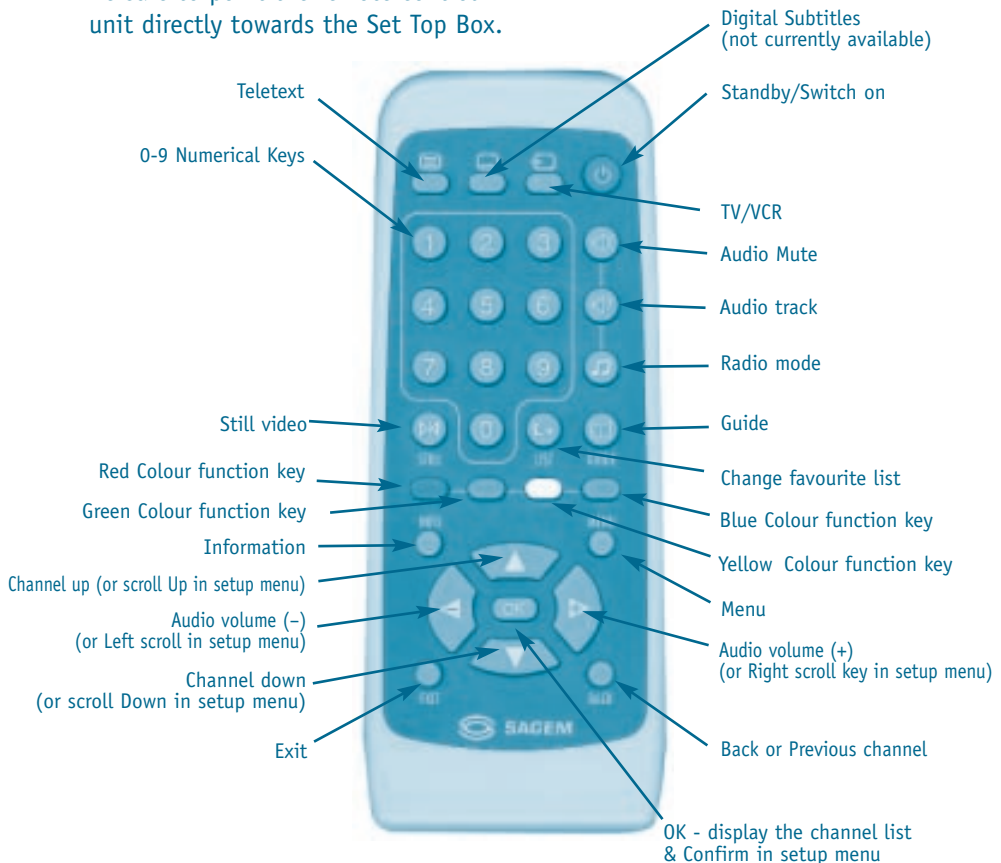
#### Installing batteries

The remote control unit requires two 1.5AA batteries for operation.

The diagram inside the battery compartment will show you how to insert the batteries.

#### OPERATION

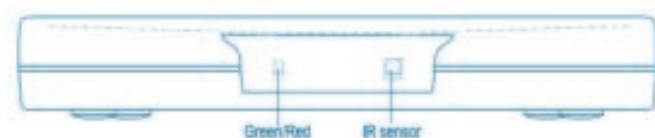
Be sure to point the remote control unit directly towards the Set Top Box.



# Equipment

## Light Grey Set-top Box

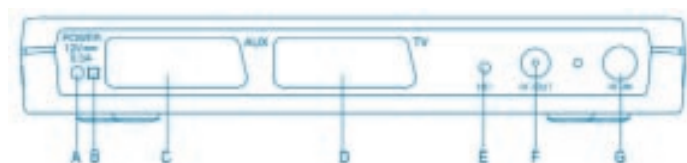
### FRONT PANEL DESCRIPTION



**Red LED;** Stand-By Mode

**Green LED;** Reception of Command from Remote Control

### REAR PANEL DESCRIPTION



A – Connector for external DC adapter

B – Modem/Telephone connection

C – Scart socket for VCR/AUX connection

D – Scart socket for TV set connection

E – Stereo Socket for analog audio output

F – RF Loop through for TV

G – Aerial input



# Personal settings

## FAVOURITE LIST

Press "MENU" button on remote.  
Go to 'INSTALLATION', press OK  
Go to 'USER INSTALLATION', press OK  
Go to 'FAVOURITE LIST', press OK



Select the favourite list you want to create or modify using the left and right arrows to select the favourite list name e.g. B, C etc.

You may set up 7 favourite lists from B to H. Favourite list A includes all channels.

Select list e.g. B. Scroll down and highlight 'CREATE OR MODIFY' and press OK.



Then choose 'TV CHANNELS' and press OK.



The following menus will enable you to make up and modify your FAVOURITE list of TV channels from the `All Channels` list.

## CREATE A FAVOURITE LIST



Two lists are displayed simultaneously:

- The list on the right is the `All Channels` list



# Personal settings

- The list on the left side is the new list which is named B (up to H).

Use cursors  and  on the remote control to move through a list.




To Add a Channel from list A to favourite list (B to H), highlight the required channel on the 'All Channels' list and press the blue 'Add' key. Repeat as many times as necessary to build list.


At the end of creation, memorise the list by pressing the yellow 'Memo' key. A message will confirm that list is being saved.

Press Exit button to exit from this screen.



## VIEW CHANNELS FROM FAVOURITE LIST

To view channels from your favourite list press the  button on the remote control. This displays your first favourite list e.g. B. The list name will show on the left side of the channel banner.

If you have more than one favourite list set up, press  again until required list is displayed.

To show a list of all channels in a favourite list, press OK when one of the channels is selected.

## CHANGING YOUR FAVOURITE LIST

### Add a Channel

Press 'MENU', go to 'INSTALLATION', press OK, go to 'USER INSTALLATION', press OK, go to 'FAVOURITE LIST' press OK, go to 'B LIST', select 'CREATE/MODIFY' press OK, Select 'TV CHANNELS', press OK.

## Personal settings

Highlight the required channel on the `ALL CHANNELS` list and press blue `Add` button. Press yellow `Memo` button to save. Press `EXIT` button to exit from this screen.



### Delete a Channel

Press `MENU`, go to `INSTALLATION` press OK, go to `USER INSTALLATION` press OK, go to `FAVOURITE LIST` press OK. Go to B List, select `CREATE/MODIFY`, press OK, select `TV CHANNELS`, press OK, highlight the channel to be deleted on the Favourite List and press the red `Delete` button. Press Yellow Memo button to save. Press `EXIT` button to exit from this screen.

### Insert a Channel

Press `MENU`, go to `INSTALLATION` Press OK, go to `User Installation` press OK, Go to `Favourite List` press OK. Go to B List, select `CREATE/MODIFY`, press OK, select `TV Channels`, press OK. You can insert a channel into an existing favourite list, at a specific sequence.

Highlight the required channel on the `All Channels` list. Press the green `Insert` button. The highlight bar will move to the `Favourite List`.

Move the bar, using the  or  buttons to the channel below where you want to insert the new channel and press the green `Insert` button.

After any change to the list, press the yellow `Memo` button to save. Press `EXIT` button to exit from this screen.

## LOCKING THE BOX

Press `MENU` on remote control. Select `INSTALLATION` and press OK. Select `USER INSTALLATION` and press OK, then select `LOCK` and press OK.



2 types of locking are provided:

- General Lock
- Services Lock
- Select General Lock Box (yes/no) by using arrows for general locking. This locks the set top box.



# Personal settings

You will be prompted to enter your PIN code each time you switch on your Set Top Box.


**Note:** to reactivate the lock option, you need to switch on and off your set top box

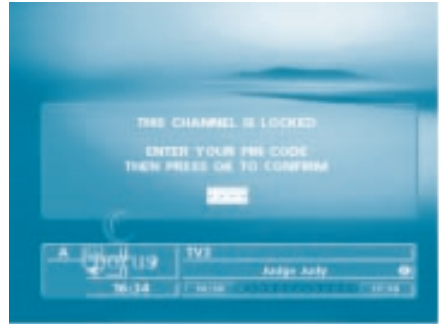



## TO LOCK INDIVIDUAL CHANNELS OR A GROUP OF CHANNELS

This offers the advantage of being able to lock several channels and unlock them temporarily.

Go back to 'MAIN MENU', press OK, select 'USER INSTALLATION', press OK, select 'LOCK', press OK

- Select Services Lock (yes/no) for locking activation. This locks or unlocks all the channels in one operation.
- Select 'Services To Lock' press OK for individual channel locking: you can choose to lock only selected channels. To do so, navigate through the channels using cursors 



and  and press OK each time you want to lock a channel. A lock key will appear beside each channel you have selected. Press exit button to exit from this screen.

Once you enter your PIN code to unlock a channel this channel will continue to be unlocked. To reactivate the lock put the set top box into standby mode using the remote and switch back on using the standby key.

## TO UNLOCK LOCKED CHANNELS

Press 'MENU' on the remote control. Select 'INSTALLATION', press OK, select 'USER INSTALLATION' press OK, select LOCK, press OK, then highlight 'SERVICES LOCK' select 'NO' to unlock all selected channels. Alternatively, select 'YES' and select 'SERVICES' to lock, press OK. Highlight your locked channel and press 'OK' to remove the lock. Select the EXIT key to exit from this menu

# Personal settings

## CHANGE PIN CODE

Select 'MENU' button on remote control. Select 'INSTALLATION'. Press OK. Select 'USER INSTALLATION' Press OK. Select 'CHANGE PIN CODE' and press OK for confirmation.



You will be then be invited to modify your pin-code with the following menus.



We recommend that you do not use four zeros as a new PIN code.

Enter a new four digit PIN code using your remote control. Press OK.



Enter the same new code to confirm it and press OK.

If you have not entered the right code, an error message will be displayed. Re-enter your new PIN code.



# Recording

## RECORD

There are two types of recording available - Immediate and Deferred. Press 'MENU' on the remote control, select 'RECORD' and press OK to enter.



## IMMEDIATE RECORDING



In the 'RECORD MENU' select 'IMMEDIATE RECORDING' and then press OK to enter.

When using immediate record you are asked the following information

- the channel number you wish to record
- date of broadcast of the event
- start time of the event
- end time of the event

Highlight 'Confirm Programming' and press OK. To cancel recording, hold down the Menu key for 10 seconds.

## DEFERRED RECORDING

In the RECORD MENU select 'DEFERRED RECORDING'

In the Deferred Record Menu you are presented with the following screen.



To modify press OK to set up deferred recording. On each line you enter sequentially the channel number, the date, the starting and ending time of the event. Highlight 'CONFIRM PROGRAMMING' and press OK

# Recording

If you wish to cancel a deferred recording, select OK on the channel number you wish to cancel. Once this is highlighted press OK to cancel the recording. Press EXIT to return to main programming.

**Please note:** You must also set up your video recorder to record the programme through the appropriate scart connection. e.g. Select AV1 on video recorder remote and press 'RECORD' on VCR.



# Programming Guide

## PROGRAMME INFORMATION

Every time you change channels, you will receive programme information for a few seconds

The information may include:

**A** Channel list



**B** Channel number and name

**C** Name of the current programme

**D** Current time

**E** The start and end time of the current programme

Programme information will only be available if it is included in the transmission.

You can change directly the transparency of the zapping banner: press **INFO** for 4 seconds, adjust with cursors  and  and then press OK to save.





# Programming Guide

## EXTENDED PROGRAMME INFORMATION

The Set Top Box can display information about programmes currently being broadcast as well as those that will be broadcast next.


By pressing **INFO** while watching TV, you will get the "Programme information" banner.



A Programme information

B Short summary.

C Next program.








If the  icon is displayed, an extended summary is available.


Use cursors  and  to switch between the current and the next programme information.

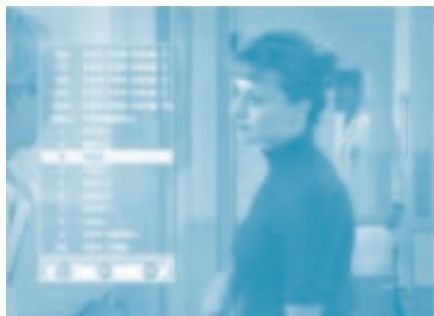
# Programming Guide

## TV CHANNELS LIST

- When viewing TV programmes, press OK to display the current channels list.
- Move with cursors , , , and , and select channel with OK.
- Without displaying TV list, you can directly go to your favourite list by pressing  key.

## TELETEXT

Pressing  key will open a teletext page (if teletext is transmitted). Select teletext pages with the numerical keys on the remote control. To exit Teletext press Teletext button on the remote control again.



# Programming Guide

## TO VIEW THE CHORUS PROGRAMMING GUIDE SELECT THE GUIDE KEY

### NAVIGATING YOUR TV GUIDE

- Use the up/down arrow keys on your remote control to scroll down through the channel list on the left. The programme list to the right displays the programmes that are on the highlighted channel.
- Press the right arrow key to enter the programme list to the right
- Again, use up/down arrow keys to scroll down through the programme list. You can view programme content for the current day.
- Press the right arrow key again to read more information about the programme.
- Press the OK button to switch to the programme of your choice or press the left arrow twice to move back to the channel list and continue scrolling down



# Programming Guide

## Choose a package

- Select the packages option by pressing the red key on the remote
- Use up/down arrow keys to select a package
- Press OK to see this package and its contents

## Search for a special theme

- Select the themes option by pressing the green key on the remote
- Use arrow keys to select a theme
- Press OK to search for programmes matching the special theme
- The result of the search will be displayed in the channel and programme list

## PPV (Pay-Per-View)

- This offers PremPlus, Football fixtures, Live Events or Playboy.

# Programming Guide

## HOW DO I PURCHASE A PPV EVENT?

- Select the guide button from your remote control

or

- Select the packages option by pressing the red key on the remote control, then select the PPV package
- Select channel 90
- Select the event
- Press the blue button from the remote control to purchase the event
- Follow the on screen instructions

**Please note:** If your set top box is not connected to a telephone land line, please call customer service on **LoCall 1890 417888** to purchase your pay per view event.



# Troubleshooting

**If you are experiencing any kind of problem with the set top box, you should check out the following before calling customer service:**

- Are all connections in place?
- Is power turned on?
- Is the smart card in place?
- Are the remote control batteries in place?
- Do batteries need to be changed?

Below follows a short list of the most common problems and their possible solutions.

## COMMON PROBLEMS

**There is no picture.**

- Is the TV switched to the right channel for viewing digital TV?
- Is your Set Top Box turned on, and the channel you want selected?

**The picture is blocking, there is "double images".**

- Are all plugs and leads properly connected?

**The picture is blocked or the picture colour poor.**

- Is the TV switched to the right channel for viewing digital TV?
- Is the problem the same on other channels? If only one channel is

affected there may be technical problems elsewhere. Please try the channel again later

- Have the colour/volume buttons on your remote control been adjusted by accident?

**There is a hissing sound and picture interference on all channels.**

- Is your Set Top Box plugged into the mains?
- Is the green power light on?
- Is the TV switched to the right channel for viewing digital TV?
- Have you selected a digital channel that is not broadcasting at this time of day/night?

**The picture is rolling or slanted.**

- Have you checked your TV manual for instructions on using the fine tuning and horizontal hold controls on your set? Have you tried adjusting these?
- Check your scart connection at the back of the TV and the Set Top Box

**The Set Top Box does not respond when you press keys on the remote control or keypad.**

- Is the TV switched to the right channel for viewing digital TV?
- Have you selected a digital channel that is not broadcasting at the time of day/night?

# Troubleshooting

- Is your Set Top Box plugged in and on?
- Have you tried changing channels using the keys on the Set Top Box itself?
- Have you checked the remote control batteries?
- Have you checked that none of the remote control keypad keys are stuck?

## **The remote control or keypad does not work.**

- Are the batteries in place or do they need to be changed?
- Is your Set Top Box plugged in and on?
- Is the TV switched to the right channel for viewing digital TV?

- Have you placed a lamp with an energy-saving bulb close to the Set Top Box? If so, move the lamp.
- Check that you are pointing the remote control directly at the Set Top Box and you are not standing too far away

## **The digital channels are blank.**

- Is the TV switched to the right channel for viewing digital TV?
- Have you selected a digital channel that is not broadcasting at this time of day/night?
- Are all plugs and leads properly connected?
- Have you checked that your TV controls are working?