

Welcome

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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Welcome

Company Background

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

About CHORUS

CHORUS has grown from Irish Multichannel. We have delivered television services to more than a quarter of a million customers for over a decade. And now we have introduced a highly competitive telephone service.

As CHORUS, our mission is to turn the power of the latest information and communication technology to the advantage of our customers in Ireland. Our goal is to create a world-class infrastructure to strengthen Ireland's place in the global community.

A digital future

CHORUS is now positioned to provide multichannel television services to over 600,000 homes in Ireland. We currently serve over 200,000 customers spread over 70% of Ireland.

Carrier Pre-Selection Telephone Service

You will continue to pay line rental to Eircom and can continue to use Eircom's features and services.*

Calls made or diverted will be charged at CHORUS rates.

*(Excluding Call Barring).



Welcome

DIGITAL TELEVISION - Your questions answered

What is digital?

Digital is simply the format that information (TV pictures and sound, for example) is converted to before it is transmitted. Currently, non-digital TV pictures are transmitted as "analogue" waves. These waves can deteriorate when transmitted over long distances or in difficult circumstances (poor weather/atmospheric conditions).

Digital transmissions, on the other hand, do not suffer this problem. The TV pictures and sound are translated into binary digits – a series of noughts and ones – and then transmitted. The receiver (cable Set Top Box, TV aerial and Set Top Box) receives all the information transmitted, with no deterioration. So you receive precisely the same information that it is transmitted.

Plus, digital signals can be compressed so you can fit in more information. The end result is better pictures and sound quality (no deterioration during transmission) and more channels (more information in the same space).



WHAT WILL DIGITAL TELEVISION BE LIKE?



Television will be a new experience:

- Typically, five digital services will be able to occupy the frequency currently occupied by one analogue, so there will be much more choice. You will be able to find more of what you want whether it's sport, drama, documentaries, music, comedy, science or the arts.
- Sound will be crystal clear
- Pictures will be pin-sharp and free from interference or ghosting

Customer Service

How to contact us

We want you to contact us if you need advice, information or help with any problem related to the services we provide. We can be contacted by telephone, fax, e-mail or by post.

We are available to take your call seven days a week.

For Service Enquires

LoCall 1890 417 888

Monday - Saturday 09:00 - 22:00

Sunday 10:00 - 22:00

For Billing Enquiries:

LoCall 1890 417888

Monday - Friday 09:00 - 19:00

Telephone number:

LoCall 1890 417888

Fax number:

061 272777

Address: CHORUS

Limerick Enterprise Development Park
Roxboro Road
Limerick

E-mail address:

cs@chorus.ie



Customer Service

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/Lasercard

If you wish to pay your account by Credit Card, call our Customer Contact Centre on LoCall 1890 417888 and select the Automated Credit Card Payment 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 Credit Card/Lasercard 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.

Customer Service

Post Office

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/Paypoint Bill Payment Sign

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

ATM

At Bank of Ireland Banking 363 ATM Machine.

By Telephone Banking

AIB 24 Hour Banking LoCall 1890 242424,
BOI Banking 363 Callsave 1850 365365

Internet

Visit www.billpay.ie or www.365online.com or www.24hour-online.ie

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.

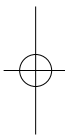
Our goal is to acknowledge all complaints within 24 hours of receipt.

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



Safety

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
 - Do not use any type of abrasive wool, scouring powder or solvents as they could damage the surface of the case
 - **CONNECTION TO THE MAINS SUPPLY**
The set top box must be connected with the power cord, to the 220-240v wall socket. Turn on the main power on the wall.
- 

Equipment

Always unplug the Set Top Box from the mains before disconnecting your TV or Video

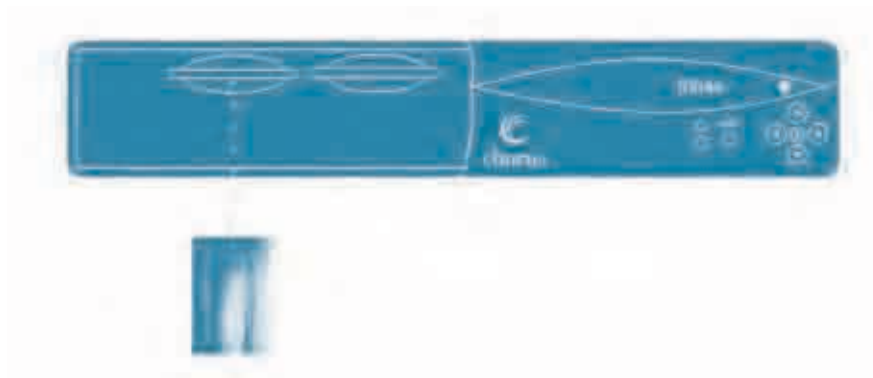
Never allow anything to be pushed into slots or other holes in the case of the Set Top Box

The smartcard

The smartcard allows you to make secure purchases and access a range of services via your Set Top Box. The smartcard is very similar to a standard credit card. The card stores and processes information through the electronic circuits embedded in the plastic.

With the smart card comes your customer security pin which you initially have to enter to verify the smartcard and make the box work. The Set Top Box will not work without the smartcard, so start by sliding the card into the left card slot under the protective cover on the front side of the box.

Avoid removing the smartcard once it is in place.





Equipment

Equipment

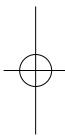
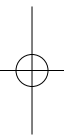
The digital Set Top Box is an electronic device comprising of hardware and software components. It is connected to your TV set and your cable connection on your wall. Set Top Boxes are types of computers that translate digital signals into a format that can be viewed on a television screen.

The main features of a Set Top Box can be classified as follows:

- Decodes incoming digital signals
- Verifies access rights and security levels
- Displays cinema-quality pictures on your TV
- Processes internet and interactive services.

Front panel description

A green light will flash, when the remote control signal transmission is correctly received. A red light is on, when the box is in standby mode. The Information Display shows details on TV channel and radio programme numbers. In addition the display also presents you with the following technical items:



Equipment



On/Standby

Opens the menu

Confirming choice

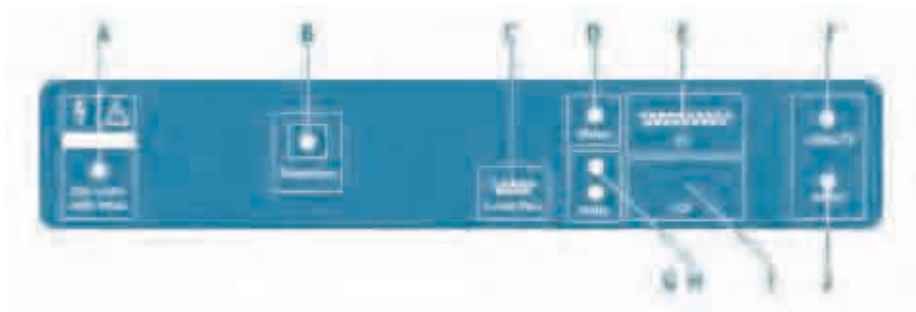
Up/down arrowkeys for navigation within the menu. If the menu is closed they work as Prog-and Prog+Left/right arrowkeys for navigation within the menu. If the menu is closed they work as Vol- and Vol+



Cover use to protect smart card

Equipment

Rear Panel Description

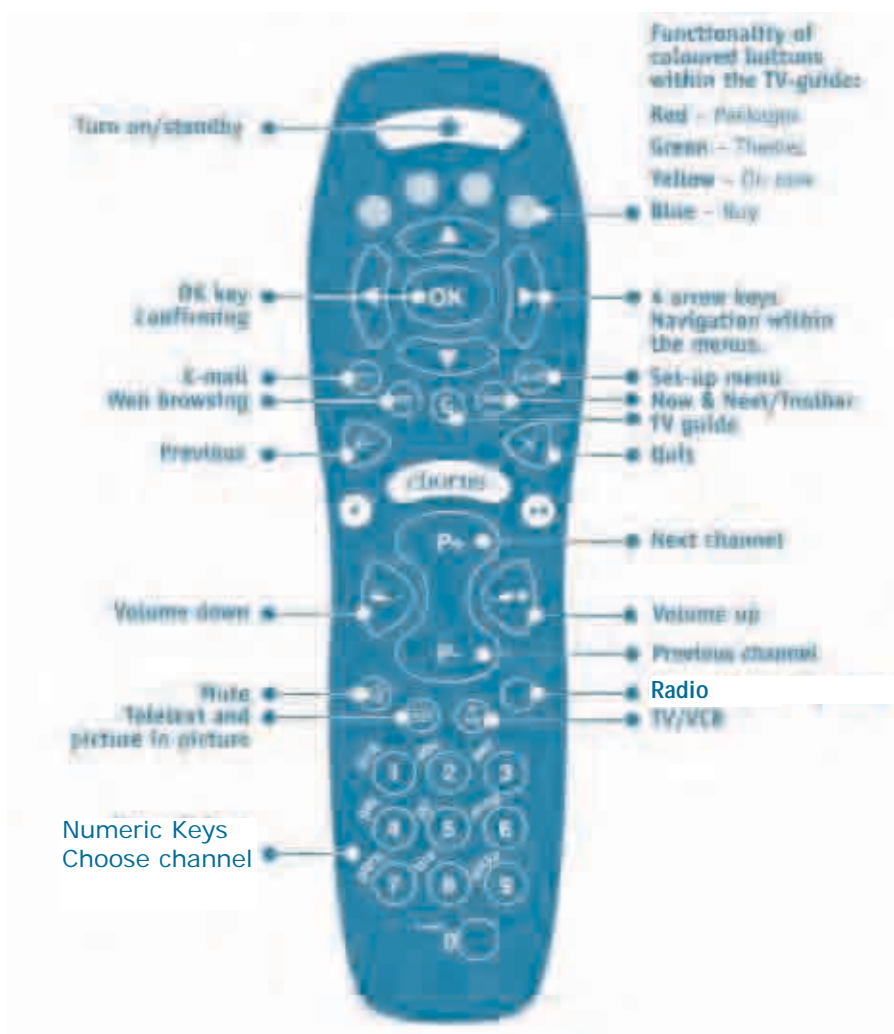


- A 220-240V 50 Hz power supply socket
- B Socket for modem connection to telephone line
- C RS232 Serial data port
- D Composite video output
- E Scart socket for connection to TV set
- F UHF aerial output for television set
- G Socket for connection to HI-FI audio, right channel
- H Socket for connection to HI-FI audio, left channel
- I Scart socket for connection to VCR
- J UHF aerial input

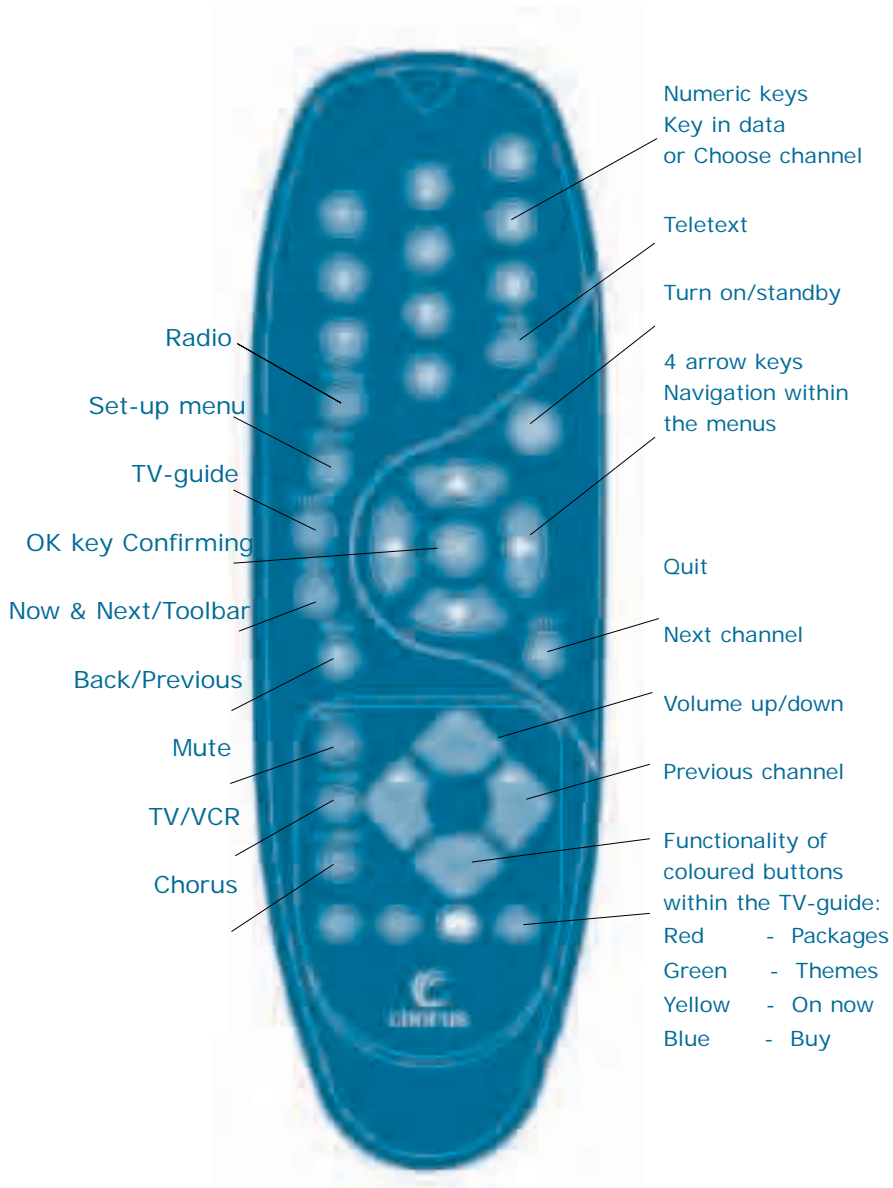
Equipment

The Remote Control

A digital remote control is more than a device for changing channels. It is the key that enables you to access a world of digital services and information. The remote control allows you to interact with your Set Top Box. Start by inserting the batteries. This is done by opening the battery cover on the back of the remote control. The drawing inside the batteries compartment will show you the correct way to insert the two 1.5V (AA batteries).



Equipment



Note: This remote control requires 2x1.5v (AAA) batteries

Features

Now & Next

Pressing the NOW key on the remote control will display a banner at the bottom of your TV screen. The now and next function lets you see what is on now and what's following on the channel you are watching.

The name, start and end time of the programmes are displayed. Use the up/down arrow keys to choose between the present and following programmes of different channels, and click OK to go to that channel. Alternatively click the NOW button again to remove the banner and continue watching the current programme.



How do I get there?

Press the dedicated key on your remote control

NOW

Features

TV Guide

- What's on tonight
- When is the next thriller showing?
- Who is the director of this film?

The TV-guide answers these questions and more. At all times information on all available programmes is at hand. While browsing the TV guide, the name of the programme, the start time, and the theme are displayed with the name of the channel. It is also possible to see more detailed information about a programme that looks particularly interesting.

How do I get there?

Press the dedicated key on your remote control



Guide



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.

[illegible]

- [illegible]

- 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

Features

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 up/down 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

Features

PPV (Pay-Per-View)

Should you feel like watching a Pay-Per-View event.

How do I purchase a PPV Event?

- Select the TV-guide button from your remote control  guide
- or



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

Alternatively:

Call customer care Locall 1890 417888 where a customer care agent can select the pay per view Event for you.

Personal Settings

Setting Up Your Pin Code

Press the SETUP key on your remote control and the following menu screen appears:



Highlight INSTALLATION and press OK
You are presented with the following screen:



Highlight CHANGE INSTALLATION CODE and press the OK button
You are presented with the following menu:


Personal Settings



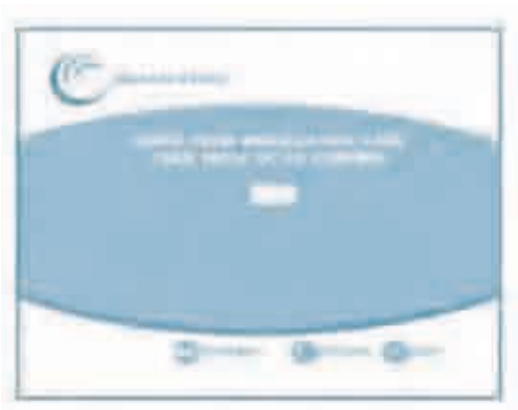
- Enter a 4 digit PIN code using your remote control
- Press the down arrow and re-type it for confirmation and press OK
- A code confirmation will appear



You have now set up a PIN code for the Set Top Box.

- Press the PREVIOUS key to go back to the Main menu  back
When you try and enter the installation menu in future you will be prompted for your PIN code.

Personal Settings



The PIN code protects all installation options from being modified. This PIN code is also used for purchasing Pay-Per-View Events (see PPV section).

Locking Your Box

Press the SETUP key on your remote control and the following MENU screen appears:



Highlight INSTALLATION and press OK, Enter your PIN code if you have set one

Personal Settings

You are presented with the following screen:



Highlight the LOCK and press OK

You are presented with the following screen:



- On the GENERAL LOCK menu press the right/left buttons and change the option to YES and click OK
What GENERAL LOCK does is put a lock on the Set Top Box so only you can use it

Personal Settings

Example:

Power off your Set Top Box wait for the red light to come on and power it back on and the following screen appears:



This provides you with added security for your Set Top Box.

Personal Settings

Parental Control



Click the SETUP button on your remote control
Highlight the INSTALLATION menu option
Press the OK button and you will be brought to the following menu:



Highlight the LOCK option with the arrow keys and press OK
You will be brought to a further sub menu:

Personal Settings

- This time highlight the SERVICES LOCK option and press the right arrow key to adjust this preference to YES.



- Next highlight SERVICES TO LOCK and press the OK button
You will be presented with a channel list of all the available channels
- You can navigate through this list by pressing the left, right, up, down, arrow keys on the remote control
- Any channels you wish to lock, just highlight the specific channel and press OK. A key symbol will appear beside the channel(s) you lock



Personal Settings



You can lock as many channels as you desire.

The above channels with the keys beside them have all been locked

- Press the PREVIOUS key to go back to the Main menu ◀ back
If you try and view the locked channels you will be presented with the following screen:





Recording

Recording

To connect up the Set Top Box, Video and Your TV

The installer will have connected up your video to your Set Top Box and tuned it in. You can watch Digital channels in 2 ways:

- Where they are tuned into a certain channel and, you use the Digital remote control to navigate through the channels
- You can watch the channels through the video channel, (This is the channel on your television you normally play video films through). People usually have this set to AV or 0

No matter which way you view your channels, you will be using the Digital Set Top Box or Digital remote control to change channels.



How To Record

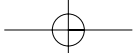
To record a channel for any period of time

Select the Video channel on your TV, again usually AV or 0

A channel should appear, if your Set Top Box is tuned with your video. Now all you need to do is press the record button on your Video and whatever Digital channel is showing on your video channel is going to be recorded.

Now while you are recording if someone changes the channel on the Digital Set Top Box, a different channel is going to be recorded. This is exactly the same as the normal analog decoders people have in their houses at the moment.

Eg: I am recording RTE1 and someone comes in and changes the Digital box to Channel 2, then I am going to be recording RTE 2, and so on...



Recording

How to record

First of all:

- Go to the following menu screen
- Go down to the RECORD option as shown in the diagram



You are presented with the following menu:



Recording

Click this time on IMMEDIATE RECORDING and you will be presented with the following screen:



You can edit these settings by using the keypad numbers on the remote control and using the up, down, left, right arrows keys on the remote control. All you need to enter is the channel you wish to set for uninterrupted recording and the time it is finished.

- Once you have entered these settings move down to CONFIRM PROGRAMMING and press OK. The Set Top Box immediately switches to the channel you have specified and prints the letters REC on the display on the Set Top Box.

This means no one can change channels on the Set Top Box for the duration of this record time.

- Now, all you have to do is press REC on your video and that channel will be recording because the box has locked to it, and no one can change it.

Recording

NB:

If you do make a mistake and end up putting your box in REC mode for a long period of time, here is what to do to cancel it:

Hold down the Setup (menu) Key on the remote control for 10 seconds pointing it at the display on the set-top boxes and the REC display will cease

Do not forget this command, there is no other way to stop the record mode on the Set Top Box once it starts, even unplugging your box will not help.

How to record something on different channels,

Example: a programme on BBC 1 plus a programme on RTE 1

1. 9:00pm-10:00pm on BBC1 and
2. 10:00pm-11:45pm on RTE1

To achieve this you would do the following:

Go to the following menu



Again, go to the RECORD option and press OK

Recording

You are presented with the following screen:



- This time go into DEFERRED RECORDING
You are again presented with a further Sub-Menu:



- Now press the OK button and you are presented with your 1st recording option, where you just fill in the CHANNEL, DATE, START and END time.
- Then highlight CONFIRM PROGRAMMING and click OK

Recording



The following menu is displayed:



- Now just press the down key and move the highlighted recording to the next event as shown in the diagram
- Then press the OK button

Recording



- Just the press the OK button and again you are presented with the following screen for you to fill in the details:



- Press the OK button on CONFIRM PROGRAMMING to confirm
You will now be presented with the following screen:

Recording



Now you have setup your box to go into record mode for these periods.

- Press the X(quit) key to leave these menus and return to the TV channels

Now, if you set your Video recorder up to record from 9pm-11:45pm what will happen is at 9pm the Set Top Box will go into record mode and will display REC across the display and will switch channels automatically to channel 05 (BBC1), and providing your video is set to come on as well, the programme will record. At 10pm the set-top box will automatically switch channels to 001(RTE1) and stay in record mode and because the channel has changed on the Set Top Box, a new channel will be recorded.

Troubleshooting

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

- Check carrier to noise level
 1. Press Setup button on the digital remote
 2. Arrow down to Installation and press OK
 3. Arrow down to Operating Indicators and press OK
 4. On the next screen arrow down to Operating Indicators and press OK
 5. You will then see a list of of the Operating Indicators, the Carrier to Noise can be found at the very bottom of the screen and is shown in decibels(db) e.g. 27db. If the carrier to Noise level is below 22db a service call is required as signal is low.

- 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?

Troubleshooting

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 this time of day/night?
- 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? The channels switch automatically
- Have you checked that none of the remote control keypad keys are stuck?

Troubleshooting

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 control are working?