







www.philips.com/support

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| NL | Digitale Kabelontvanger | 2 |
| EN | Digital Cable Receiver | 61 |

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2 Important

Take time to read this User Manual before using the Digital Cable Receiver.
It contains important information and notes regarding how to operate it.

| | |
|-----------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|  | <p>Disposal of your old product Your product is designed and manufactured with high quality materials and components, which can be recycled and reused. When this crossed-out wheeled bin symbol is attached to a product or its packaging, it means the product is covered by European Directive 2002/96/EC. Please inform yourself about the local separate collection process for electrical and electronic products. Please act according to your local rules and do not dispose of your old products with your normal household waste. The correct disposal of your old product will help prevent potential negative consequences for the environment and human health.</p> |
|  | <p>The “Material recyclability symbol” affixed on package cardboard and user manual means these parts are recyclable. So do not dispose of them with your normal household waste.</p> |
|  | <p>The “Material recyclability symbol” affixed on plastic packaging parts means these parts are recyclable. So do not dispose of them with your normal household waste.</p> |
|  | <p>The “Green Dot” affixed on cardboard means PHILIPS pays a financial duty to the “Avoidance and Recovery of Packaging Waste” organization.</p> |

Danger

Describes situations of injury or loss of life.

Warning

Describes actions that may cause damage to the product.

Caution

Describes the actions required to avoid dangerous or illegal situations.

Note

Additional information.

Tip

Information that is useful to know but not essential to the task. For example, information about alternative use.

The Digital Cable Receiver has been manufactured to meet the appropriate safety standards, but the instructions below must be followed to operate it safely. These instructions must be kept for future reference.

Danger

- The Digital Cable Receiver does not contain any user-serviceable parts. Do not attempt to open it. All maintenance work must be carried out by qualified services centres.
- Make sure that children do not place any foreign objects in any of the openings.

Warnings

- Before connecting the Digital Cable Receiver to the mains, check that the mains supply voltage corresponds to the voltage printed on the rear of the Digital Cable Receiver. If the mains voltage is different, consult your dealer.
- If you disconnect the Digital Cable Receiver from the mains, make sure to unplug it from the wall socket and not just from the AC socket at the back of the unit. Children could seriously injure themselves, as the free end of the cable is still live.
- It is recommended to unplug the Digital Cable Receiver from the mains during lightning storms.
- If the power cord is damaged, it must be replaced. Always refer to qualified centres.
- To prevent fire or shock hazard, do not expose the Digital Cable Receiver to rain or moisture.
- The Digital Cable Receiver should be placed on a firm surface, and the ventilation openings must not be covered with items, such as newspapers, table clothes, curtains, etc.
- Do not install the Digital Cable Receiver near heat sources such as radiators, stoves or other apparatus that produce heat. Protect it from direct sunlight.
- When installing the Digital Cable Receiver, ensure there is a gap of approximately 5 cm around the Digital Cable Receiver to enable air to circulate freely and prevent overheating.
- Leave accessible the mains connector at the back of the unit in case emergency shutdown is required.
- Do not place any combustible objects on the Digital Cable Receiver (candles, etc.).
- No objects filled with liquids, such as vases, shall be placed on the unit. The Digital Cable Receiver shall not be exposed to dripping or splashing. Should this happen, disconnect the Digital Cable Receiver from the mains and consult your dealer.

Refer also to the cautions throughout this manual.

3 Your Digital Cable Receiver

Bring the future into your home with UPC Digital TV. You can enjoy enhanced picture and sound quality, a wider selection of channels and special setup options.

UPC Digital TV HD will continuously be extended to include even more features and HD channels. UPC Digital TV HD is received via the Digital Cable Receiver.

What are the benefits of UPC Digital TV and the Digital Cable Receiver?

- Razor-sharp picture and perfect sound quality.
- More TV channels. Apart from the current channels on offer, you can choose from additional UPC Digital TV channels.
- More radio channels. Apart from the current radio channels available via the cable, dozens more digital radio channels can be received.
- You can use UPC On Demand to watch top films whenever you want.
- A TV guide always on hand. The UPC TV Guide is an easy-to-use programme guide you can view on screen. All programme details are on hand at all times.
- Special settings such as blocking channels using a PIN code and language settings.
- Interactive Services. Games can be played via the television.
- You are equipped for the future. New features are regularly added to the Digital Cable Receiver. We will keep you informed of new features and interactive services via www.upc.nl

Additional benefits of the Digital Cable Receiver - HDTV

- Intense colours, more details, razor sharp picture and multichannel surround sound (Dolby 5.1).

3.1 What's in the box?



Digital Cable Receiver



UPC smart card (already inserted)



Confirmation card



Quick Start Guide



User manual



Remote control and 2 batteries



HDMI cable



Coaxial cable



Power cord

! Caution

Plastic bags can be dangerous.

To avoid suffocation keep the bag away from babies and children.

3.2 What you also need

HD
ready



HD Television

+



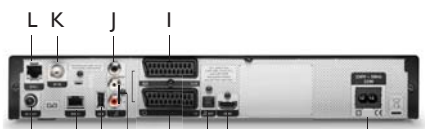
Subscription to UPC Digital TV HD

3.3 Overview



A B C D

Main unit



A B C D E F G H

Main unit backside



A
B
C
D

Remote control unit

Main unit

- A Standby
- B Status led
- C Navigation buttons
- D Smart card door

Main unit backside

- A RF OUT*
- B ETHERNET2*
- C USB*
- D L/R audio* (analogue)
- E TV scart*
- F Optical Digital audio*
- G HDMI*
- H Power**
- I AUX scart*
- J SPDIF* (digital)
- K RF IN*
- L ETHERNET1*

* Safety extra low voltage

** Hazardous voltage

Remote control unit

- A Standby
- B Alphanumeric keypad
- C Navigation keys
- D Volume/channel control and Back key

3.4 Main menu overview

- 1 Press **menu** on the remote control to access the main menu.



- 2 Use the arrow keys **▲ / ▼ / ◀ / ▶** to navigate through the different options.
- 3 Press **OK** to validate your choice.

Note

For menu full overview, see Chapter 5.

3.5 How to read this manual

Danger

Describes situations of injury or loss of life.

Warning

Describes actions that may cause damage to the product.

Caution

Describes the actions required to avoid dangerous or illegal situations.

Note

Additional information.

Tip

Information that is useful to know but not essential to the task. For example, information about alternative use.

4 Getting started

In this chapter, the basic steps to get you started are described.

Call the UPC Customer Service department at 0900-5008080 (€ 0.10 per minute) available Monday to Friday 8AM to 9PM and Saturday from 8AM to 6PM to activate the product.

4.1 Prepare

Prepare the remote control



- 1 Open the battery compartment.
- 2 Insert the two batteries supplied according to the indications (+/-) inside the compartment.
- 3 Close the battery compartment.

Note

Point the remote control directly at the remote sensor on the front panel and select the desired function.

Caution

Do not mix batteries or keep them in the remote control for long periods of time without use. Batteries must not be disposed of with your household waste but to a local separate battery collection system. Do not dispose of batteries in a fire.

Check the smart card

Check whether the UPC smart card is inside the front slot of the Digital Cable Receiver.



If this is not the case, slide it in the slot:

- Open the smart card door on the right side of the box.
- Insert the smart card into the smart card slot as far as it will go. The end of the card will be visible from outside the slot.

Warning

Insert the smart card with the chip facing down.

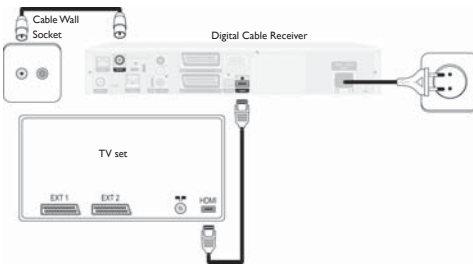
4.2 Connect

Danger

Risk of electric shock!

Make sure all the devices are disconnected from the mains before making any connections.

HDMI connection



- 1 Connect the coaxial cable from the cable wall socket to the **RF IN** socket at the rear of the Digital Cable Receiver.
- 2 Connect the HDMI cable to the HDMI input of the TV set and to the **HDMI** socket at the rear of the Digital Cable Receiver.
- 3 Plug your Digital Cable Receiver to the mains using the supplied power cord. The front display panel indicates **InIt**, then **UPC**.

Note

For smart connection, refer to chapter 7.2.

4.3 Install

Before you start installation, make sure you have made all the required connections.

- 1 Switch on your TV set. The country selection screen appears. In that case, the Digital Cable Receiver has automatically started up at connecting.



Note

If you can't see the country selection screen, switch on the Digital Cable Receiver by pressing at the front of the Digital Cable Receiver or press the remote control. In case you still can't see this screen, check whether your TV is set to the right A/V (Audio/Video) channel. Read the manual of your TV set if you do not know how to set the A/V channel. In case you still can't see the screen, check all connections and start installation again. If everything is properly connected and you still can't see the country selection screen, after multiple efforts, please contact UPC Customer service.

Warning

Do not switch off the Digital Cable Receiver during activation.

Also pay special attention to children, so that they cannot interrupt activation, for example by pulling the plug from the socket or by pressing on it.

- 2 Press **▼** to select **Nederland**.
- 3 Press **OK**. The **welcome** screen appears.



- 4 Using the numerical keys of the remote control, enter the 3-digit activation code found in chapter **Additional Information**.
- 5 Press **OK**. The **UPC Digital TV status** screen appears.



Note

If an error screen appears during the activation procedure, you can return in the previous screens using the **back** key of your remote control and start the procedure again. If after multiple efforts, you still can't get a picture, please contact UPC Customer service.

- 6 Check if the home town displayed is correct.

- 7 Press **OK** when the signal quality is at 100%. After some time, the **Search channels** screen indicating the signal strength and quality appears.



The **Search channels** screen is a control-screen where you can see the progress of automatic tuning of the stations available in your city.

- 8 Check the bargraphs for adequate signal strength and quality, and then press **OK** to search for channels. The search progress is reported on-screen by the bottom bargraph. The screen **complete** is displayed.



- 9 When the search has been successfully completed, the number of TV and Music channels found is displayed.



- 10** Press the **UPC** key to accept the terms and conditions. A short description of all the features in the Digital Cable Receiver with a UPC subscription will be displayed, and a test will start to check that setup is done correctly.

Search failure

In case of channel search failure, before starting a new search, check the following points:

- RF cable condition and connection to your Digital Cable Receiver as described in chapter **Connect**
- Signal quality
- Correct activation code is entered

Note

If the same failure message appears after a while, refer to chapter **Frequently asked questions**. If the problem remains, contact your dealer.

5 Using your Digital Cable Receiver

Once you have connected the Digital Cable Receiver, use the remote control to operate the basic, frequently-used functions, such as switching on and off and changing channels. You will also become familiar with the handy Programme Information Bar. This is used to display information on the programme you are watching, search for another programme, or change channels.

5.1 Switching the Digital Cable Receiver on and off

- Press the **UPC** key on the remote control to switch on the Digital Cable Receiver.
- Press **⏻** to switch off the Digital Cable Receiver.

Tip

You can also switch on the Digital Cable Receiver by pressing the **CH+/-** keys, and set it to standby by pressing the **⏻** button on the front of the Digital Cable Receiver.

5.2 Changing channels

There are various ways of using the remote control to quickly change channels.

Zapping

Press **CH+/-** to quickly switch between adjacent channels.

- Press **CH+** once to change from channel 1 to channel 2.
- Press **CH-** once to change from channel 2 to channel 1.

Tip

You can also use the **◀**, **▶**, **▲** and **▼** buttons on the front panel of the Digital Cable Receiver to quickly switch between adjacent channels.

Selecting the channel number

You can use the numerical keys of the remote control to go to a specific channel directly.

- Press **5** to switch to channel 5.
- To switch to a channel higher than 10, press both digits in quick succession, for example, **1** and then **5** to switch to channel 15.

5.3 The Programme Information Bar

Each time you change channels, a bar containing programme information is displayed on your television screen.



The Programme Information Bar displays the following information:

- the programme and channel you are currently watching;
- the next programmes on the channel you are currently watching;
- the suitability of the programme for particular age groups (6+, 9+, 12+, 16+ and 18+; this information is not available for all programmes);
- the elapsed time of the programme;
- whether the programme is available in several languages;
- whether subtitling in several languages is available for the programme.

Notes

- After a while, the Programme Information Bar will disappear from your screen.
- You can set how long the Programme Information Bar should be displayed.

Refer to the chapter **Preference settings**.

- The Programme Information Bar will not automatically disappear when you press **OK** to display it.

5.4 Zapping with the Programme Information Bar

Press **OK** to display the Programme Information Bar.

You can now see the channel and programme you are watching as well as the next programmes to be shown on this channel.



You now have the following options:

- Press **◀** and **▶** to view programme information about another channel.
- The information in the bar changes, whilst the programme in the background continues.
- Press **▲** and **▼** to switch between the two programmes displayed. Your active selection is highlighted. A brief description of the highlighted programme is given at the bottom of the Programme Information Bar.
- Press the **i** key for a more detailed description of the highlighted programme (also see later in this chapter).
- Press **OK** to select the channel shown at the top of the Programme Information Bar.
- Press the **UPC** key to hide the Programme Information Bar without changing channels.

5.5 Additional programme information

Additional information can be displayed for the programme highlighted in the Programme Information Bar.

- 1 Press the *i* key to display the additional Programme Information Bar. You will now see a detailed summary of the highlighted programme. Below this are the available soundtrack language and subtitling settings.



- 2 Press ▲ and ▼ to select **Soundtrack** or **Subtitles**.
- 3 Press ◀ and ▶ to change the language. This option is only available when the programme is being broadcast in several languages and/or with subtitles. By default, the soundtrack and subtitle settings correspond to the language configured in **Preference settings** menu, providing this is available.
- 4 Press the *i* key to close the screen. You will return to the Programme Information Bar or the programme you were previously watching.
- 5 Press **OK** to change to the channel displayed in the Programme Information Bar.

5.6 Favourite channels

When zapping, you can choose to zap only through the channels included in your favourite list. Favourite channels are indicated by a smiley in the information bar.



Zapping with favourites

This function is indicated by the text **All channels** in the Information Bar. Press ● to switch between zapping with favourites and zapping all channels.

ⓘ Note

Refer to chapter **UPCTV Guide** to set favourites.

✳ Tip

You can also set reminders on the Digital Cable Receiver. More information about reminders can be found in chapter **UPCTV Guide**.

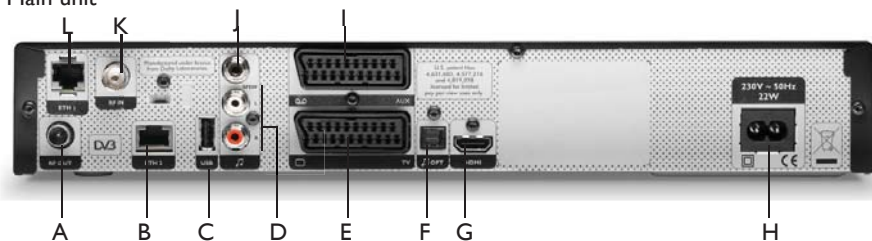
6 Use more of your Digital Cable Receiver

This chapter gives a complete description of the functionalities of your Digital Cable Receiver.

6.1 Digital Cable Receiver full overview



Main unit



Main unit backside

Main unit

- A - Switch to standby mode
- B Status led
 - Green: the receiver is on
 - Red: standby mode
 - Blinking: software update in progress
- C Guide - For future use
- D Back - Not active
- E Led - Not active
- F Led - For future use
- G Navigation buttons - Move up/down, left/right
 - OK: confirm the selection
- H Display panel
- I Smart card door

Main unit backside

- A RF OUT* - Input to connect the cable from your wall cable socket
- B ETHERNET2*
- C USB*
- D L/R audio* - Left/Right analogue audio outputs
- E TV scart* - Output to connect your TV set
- F Optical digital audio output*
- G HDMI* - Output to connect your TV set HDMI input
- H Power** - Output to connect the mains cord
- I AUX scart* - Output to connect your video recorder or DVD player
- J SPDIF* - Digital audio output
- K RF IN*
- L ETHERNET1*

* Safety extra low voltage

** Hazardous voltage

6.2 Remote control full overview



- A UPC - Turn the Digital Cable Receiver on. Back to the full screen display of the channel you were previously watching
- B - Switch your Digital Cable Receiver to standby mode
- C Alphanumeric keypad - Select a channel on the Digital Cable Receiver, enter a PIN code or select an option
- D Menu - Display the Main menu
- E On Demand - Display the UPC On Demand menu
- F DVR - Digital Video Recorder
- G Interactive - Display the Interactive menu
- H Page down/page up - Scroll down/up one page
- I Arrow keys - Navigate through the menu
- OK - Confirm the selection
- J CH +/- Next / previous channel
- K Back - Back to the previous channel or previous section
- L - Display / hide programme information
- M help - Display help information on screen, regarding the most frequently used keys on your remote control
- N Coloured keys - Select coloured text on screen
- O Keys to operate a video recorder or DVD player/recorder
- P TV - Set the remote control to operate your television
- Q Guide - Display the UPC TV Guide menu
- R Radio
- S VOL +/- Turn the sound level up / down
- T - Mute or restore the sound
- U txt - Display / hide teletext

Note

First set up the remote control for use with your television

6.3 Main menu full overview

Menus are used for the extra features offered by UPC Digital TV.

6.3.1 Displaying the Main menu

Press **menu** to display the Main menu:

- **TV Guide:** the user-friendly television guide.
- **On Demand:** easy access to movies, etc.
- **Settings:** to set your preferences.
- **Digital Radio:** a wide range of digital music channels.
- **Interactive Services:** for playing games.



6.3.2 Using the menus

Some basic actions will now be explained using an example screen.



Selecting an option from a list

Most menus contain lists. The highlighted line in the list is the active selection.

- To select a different line, press **▼** and **▲**.
- In cases where the line contains several options (as is the case with the top bar in the example screen), use **◀** and **▶** to set the appropriate option. When you select a different option, the yellow marking jumps.
- To confirm an active selection in a list or menu summary, press **OK**. You will see another screen or change to the selected channel.
- To select an option using coloured keys: some text in the menus is preceded by a coloured dot (●, ●, ● or ●). To perform the action described in the text, press the key of the same colour on the remote control.
- To go back to the previous screen, press the **back** key.
- For more information, press the *i* key.
- To return to the TV programme, press the **UPC** key.

✳ Tips

- You are probably already familiar with coloured keys from teletext, where coloured texts are displayed at the bottom of the screen so that you can quickly access the relevant page.
- Brief information is often provided at the top of the menu screens to indicate which keys (**▲**, **▼**, **◀** and **▶**) must be pressed to select another option.

6.4 TV guide full overview

The UPC TV Guide gives you fast access to a summary of the programmes you can watch on the channels available from UPC Digital TV. You can display a channel list of all programmes currently being broadcast. For each channel, you can also request a summary of the programmes to be broadcast later or over the next few days, up to eight days in advance.

Use the Programme Information to obtain more information on the programmes in the summaries.

6.4.1 UPCTV Guide

Press **guide** to directly view the **UPCTV Guide** or press **menu**, followed by **TV Guide** in the Main menu, and then **OK**. You will now see a menu containing channel categories.



6.4.2 All channels

The **All channels** screen of the TV Guide provides a complete summary of the programmes that can now be watched on the UPC Digital TV channels. Use the **All channels** screen to select a programme of your choice, block access to certain channels, set favourite channels, order additional subscription, or check which programmes are being broadcast now or in the future on a specific channel.

Displaying the All channels screen

Select **All channels** in the UPC TV Guide. You will see a summary of channels and programmes currently being broadcast.



The **All channels** screen provides you with the following options:

- Scroll through the channels by pressing **▲** and **▼** (also see the information on the screen). The highlight moves up and down accordingly. At the bottom of the screen, you will see a brief description of the programme being broadcast on the highlighted channel.
- Press **◀** and **▶** to view the programmes broadcast on the channel. Additional programme information will appear on your screen.
- Press **●** to view the programmes to be shown on the channel during the rest of the day and over the next few days.
- Press the **i** key for a detailed description of the highlighted programme.
- Press **●** to zoom in. The text will become larger. Press **●** again to zoom out.
- Press **OK** to select the channel.

On the selected channel



- Press ◀ and ▶ to view other channels.
- Press ▲ and ▼ to select a programme.
- Press ● to return to the summary of channels and programmes.
- Press ● to navigate to the previous day.
- Press ● to navigate to the next day.

6.4.3 Settings

Blocking channels

You can block certain channels as required, if you do not want your children to watch them for instance.

- 1 Display the UPC TV Guide by pressing **guide**.
- 2 Press ● to display the **Settings** screen.
- 3 In this screen, select the channel to be blocked, and then press ●. The channel can now only be viewed by entering a PIN code. The default PIN code is 0000.

Note

🔒 indicates that the channel is blocked.

Setting favourites

- 1 Display the UPC TV Guide by pressing **guide**.
- 2 Press ● to display the **Settings** screen.
- 3 To add favourites to your personal list, select the desired channel by pressing ▲ and ▼ on the remote control.



- 4 Press ● to add the selected channel to your favourites (providing the channel has not already been set as a favourite).

Deleting favourites

To delete favourites from your personal list:

- 1 Select the desired channel by pressing ▲ and ▼ on your remote control.
- 2 Press ● to delete the selected channel from the list of favourites (providing the channel has been set as a favourite).

6.4.4 Adding channels

You can order channels for which you do not have a subscription directly via the Digital Cable Receiver:

- 1 Display the UPC TV Guide by pressing **guide**.
- 2 Press ● to directly order your subscriptions.



- 3 Press ▲ and ▼ to select the subscription of your choice.

- 4 Press **OK** to display additional information on the selected subscription.
- 5 Press **OK** once more to order the subscription.
- 6 Enter the PIN code to process the order.

Note

Channels you have ordered will not directly be visible once the order has been placed. It will take a maximum of 48 hours before you can view this channel.

6.4.5 Setting reminders

There are different ways to set reminders: using the UPC TV Guide or using the Programme Information Bar.

Setting a reminder using the UPC TV Guide

- 1 Display the UPC TV Guide by pressing **guide** on the remote control.
- 2 Press **OK** to access to the channel categories.
- 3 Press **●** to view the programmes to be shown on the channel during the rest of the day and over the next few days.



- 4 Navigate to the desired day and channel:
 - Press **◀** and **▶** to view other channels
 - Press **●** to navigate to the previous day.
 - Press **●** to navigate to the next day.
- 5 Choose a programme by pressing **▲** and **▼**.
- 6 Press **OK** to set a reminder on the selected programme.

Setting a reminder using the Programme Information Bar

While the Programme Information Bar is displayed:

- 1 Press **▼** to select the next programme.
- 2 Press **OK** to set the reminder.



Summary of reminders

- 1 Display the UPC TV Guide by pressing **guide** on the remote control.
- 2 Select **My TV Agenda** and press **OK**.



This summary displays at a glance the reminders you have set.

You can also delete reminders in this screen:

- 1 Select the reminder with **▲** and **▼**.
- 2 Press **●** to delete the reminder.

6.5 Settings full overview

In the **Settings** menu you can configure various preferences for using your UPC Digital TV. For example, you can set PIN codes to block channels with an age rating and services, set preferences for menu and subtitle language and specify the type of television you have.

6.5.1 Displaying the Settings menu

- 1 Press **menu** on the remote control. The Main menu now appears on your screen.
- 2 Select **Settings** using **▲**, **▼**, **◀** and **▶**. The **Settings** bar is highlighted.
- 3 Press **OK**. The **Settings** menu now appears on your screen.



6.5.2 PIN settings

A 4-digit PIN code can be set to block certain channels and services against use by others (for example your children).

PIN code protection can be set for:

- Restricting access to certain channels;
- Ordering films from UPC On Demand;
- Ordering games via your television;
- Programmes with an age restriction (6+, 9+, 12+, 16+ and 18+). This enables you to stop your children watching programmes for which they are too young.

Displaying the PIN settings menu

PIN settings can be changed using the **PIN settings** option of the **Settings** menu.

- 1 Display the **Settings** menu on your screen (see chapter **Displaying the Settings menu**). By default, the **PIN settings** bar is highlighted.
- 2 Press **OK**.
- 3 Now enter your Customer PIN code. The default Customer PIN code is 0000. The OK button is highlighted.
- 4 Press **OK**. The PIN settings menu now appears on your screen. The **Parental control** option is already highlighted.



You now have the following options:

You can use your Parental PIN code to limit access to programmes with an age restriction. To access a programme above the set age restriction, you will be prompted to enter your Parental PIN code.

This feature enables you to prevent your children from choosing a programme for which they are too young:

- 1 Select **Parental control** from the **PIN settings** menu, and then press **OK**. The **Programme Age Lock** option is highlighted.
- 2 Select a suitable age restriction (6+, 9+, 12+, 16+ and 18+) using **◀** and **▶**.
- 3 Press **OK**.

You can also set the parental control for purchases (UPC On Demand / Interactive Services).

- 1 Select **Parental control** from the **PIN settings** menu, and then press **OK**.
- 2 Select the **Prompt for PIN when purchasing ON/OFF** option using **▼**. The option is highlighted.
- 3 Select **ON** using **◀** and **▶**.
- 4 Press **OK**. Your children will not be able to make any purchases (unless you have given them an extra PIN code).

Note

Programmes are only protected by a PIN code if age restriction information is available for them.

Tips

Games in **Interactive Services** can be protected with your Customer PIN code.

Customer PIN and extra PIN

You can set two PIN codes. The most important PIN code is the Customer PIN code. You can also give your children an extra PIN so that he can order On Demand films up to a specified age restriction or games via the television.



Both PIN codes are set to 0000 by default. If you want to set PIN code protection, it is important you change the default code of 0000 for the Customer PIN and extra PIN to four digits of your choice.

Note

Always choose different digit combinations for the Customer PIN and extra PIN!

Changing the PIN code

The default PIN code is 0000. It can be changed in the PIN settings menu

- 1 Use **▲**, **▼**, **◀** and **▶** to select **Customer PIN** or **Extra PIN** depending on the code you want to change.
- 2 Press **OK**. A screen for changing your PIN code is now displayed.



- 3 Enter a new PIN code.
- 4 Confirm your new PIN code by entering it again.
- 5 Press **OK** to save the new PIN code.
- 6 Press **OK** to confirm or the **back** key to cancel the change.

Protecting access to UPC On Demand Adult films

You can use your Customer PIN code to protect access to the channel summaries and the UPC Adult Preview channel. This feature enables you, for instance, to prevent your children from viewing the previews and channel summaries.

- 1 Display the UPC On Demand menu with the **on demand** key.
- 2 Highlight **Erotiek** using **▼**, and then press **OK**.
- 3 Enter your PIN Code (The default Customer PIN is 0000) and then press **OK**.

- 4 Press **●** of your remote control.
- 5 Enter your PIN Code again (The default Customer PIN is 0000) and then press **OK**. The **Settings** screen now appears.



- 6 Use **◀** and **▶** to select **Yes** for the **Block the Adult films section?** option. Access to the channel summaries and the UPC Adult Preview channel is now protected by the Customer PIN.
- 7 Press the **UPC** key to return to the television screen.

List of PIN settings

The table below lists the most important PIN settings.

| | |
|---------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Your requirement: No protection | Settings required: - Programme Age Lock OFF - PIN code for purchases set to OFF |
| To protect all purchases (UPC On Demand, Interactive Services) with a PIN code (also from your children) | - PIN code for purchases set to ON - Change Customer PIN and extra PIN - Do not give your children the extra PIN code |
| You do not want your children to watch programmes unsuitable for their age. | - Set age restriction (6+, 9+, 12+, 16+, 18+) - Change Customer PIN and extra PIN |
| You want your children to be able to order UPC On Demand films that fall below a certain age limit and order games. | - PIN code for purchases set to ON - Set programme blocking to the desired age restriction (6+, 9+, 12+, 16+, 18+) - Set Customer PIN and extra PIN - Give your children the extra PIN |
| You want to prevent access to adult channels and the UPC Adult Preview channel. | - PIN code for purchases set to ON - Change Customer PIN and extra PIN - Protect access to Adult films with PIN code set to YES |

Incorrect PIN code entered

If you enter an incorrect PIN code three times, the PIN code will be blocked. You can try again after 15 minutes.

6.5.3 Preference settings

Preference settings is used to specify your preferred settings, such as preferred languages for menus or programmes broadcast in several languages, or how long the Programme Information Bar should remain visible when you change channels.

Displaying the Preference settings menu

- 1 Display the **Settings** menu on your screen (see chapter **Displaying the Settings menu**).
- 2 Select **Preference settings** using ▲, ▼, ◀ and ▶. The **Preference settings** bar is highlighted.
- 3 Press **OK**. The **Preference settings** menu now appears on your screen.



- 4 Choose your language preferences (only possible if the channel is broadcast in several languages) from the following options:
 - **Menu language** is the active option. Press ◀ and ▶ to change the language in which the on-screen menus are displayed.
 - Press ▼ to select the **Soundtrack language** option, and then press ◀ and ▶ to set the preferred language for programmes broadcast in several languages.



Note

You can choose from **Original** (the programme is shown in the language in which it was recorded) or a large number of other languages (a dubbed version of

the programme is broadcast providing the soundtrack for your specified language is available).

- Press ▼ to select the **Subtitle language** option, and then press ◀ and ▶ to set the preferred subtitle language for programmes broadcast with subtitles in several languages.



Note

You can choose **Off** (the programme is shown without subtitles) or from a large number of languages (the programme is shown with subtitles in your preferred language providing these subtitles are available). Your choice of language has no affect on programmes from the Dutch public and commercial broadcasting companies (for example) as the option of choosing a language is not available.

- Use ▼ to select the **Mini TV Guide display (sec.)** option, and then press ◀ and ▶ to specify how long the Programme Information Bar remains on the screen when changing channels (2, 4, or 8 seconds).
- Use ▼ to select the **Memo countdown period (min.)** option, and then press ◀ and ▶ to specify how many minutes prior to the start of a programme the reminder should appear (1, 2, or 5 minutes).

6.5.4 TV settings

UPC Digital TV is suitable for conventional and widescreen televisions. The type of television only has to be set once. This enables you to take optimum advantage of the possibilities of your television, regardless of whether it is a conventional or widescreen model.

Changing the TV settings

- 1 Display the **Settings** menu on your screen (see **Displaying the Settings menu**).

- 2 Select **TV settings** using ▲, ▼, ◀ and ▶. The **TV settings** bar is highlighted.
- 3 Press **OK**. The **TV settings** screen now appears.
- 4 Choose appropriate TV settings from the following options:
 - **TV format** is the active option. Use ◀



and ▶ to choose according to your type of television: Widescreen, Full-screen or Letterbox.

- Select **Picture quality** using ▲ and ▼, and then use ◀ and ▶ to choose between **High** and **Standard**, depending on which setting gives the best result on your television.
- Select **RGB picture alignment** using ▲ and ▼. If necessary, use ◀ and ▶ to adjust picture alignment. This value is set correctly by default.
- Select **Volume** using ▲ and ▼, and then use ◀ and ▶ to increase or decrease the volume of your television when switching it on. Only use this setting if you think the default volume is always too loud or too quiet after switching on the Digital Cable Receiver.
- Select **HDTV audio synchronisation** using ▲ and ▼, and then use ◀ and ▶ to increase or decrease the audio synchronisation.

6.6 UPC services

6.6.1 UPC On Demand

UPC On Demand offers you access to UPC On Demand films.

If you feel like watching a film, you can choose from a wide selection at any time of the day. Through the UPC On Demand-menu you can watch films, documentaries, concerts and TV-shows, among others. UPC On Demand also offers you the possibility to rewind / fast forward and pause all programmes as you were watching a DVD.

Displaying the UPC On Demand menu

- 1 Press the **on demand** key on the remote control or select **On Demand** in the Main menu. The **On Demand** menu is now displayed on your screen. The item **Films** is highlighted by default. On the right of your screen you can see UPC film previews with passages from the UPC On Demand selection.



- 2 Press the **UPC** key to return to the programme you were watching.

You can now choose from the following options:

- **Films**, for a selection of films.
- **Kinderprogramma's**, for a list of all programmes for children.
- **TV-Series**, for a list of all TV series you can order immediately.
- **Documentaires** for the most fascinating documentaries that are available at UPC On Demand.
- **Muziek**, for a large selection of concerts from different performers.
- **Erotiek**, for adult films.
- **Paused items**, for a list of all programmes and films you have ordered in the last 24 hours.
- **Catch-up TV**, provides access to different programmes that were broadcasted on television 1 to 10 days ago.

Films

The **Films** item summarizes all the films available. All the films can be ordered directly. Under **Nieuwe Films**, there is an overview of films that were in cinemas only a few months ago. You can also immediately see a selection of the latest films under **Overige Films**.

Displaying Films

- 1 Press the **on demand** key on the remote control or select **On Demand** in the Main menu. The item **Films** is highlighted by default.
- 2 Press **OK**.



- 3 Choose from the different films or film categories using **▲** and **▼**, and then press **OK**. An information screen is displayed.
- 4 Press **OK** again to start ordering the selected film.

More Information

In the film list, you can find additional information about a selected film, by pressing the **i** key on the remote control.

There is a short description of each film and information about genre, playback time, director and actors. By pressing this key again, you return to the list with films.

Kinderprogramma's

The **Kinderprogramma's** item provides the films for children between 0 and 6 years old or between 6 and 12 years old.

Displaying Kinderprogramma's.

- 1 Press the **on demand** key on the remote control or select **On Demand** in the Main menu.
- 2 Press **▲** and **▼** to select **Kinderprogramma's**. The **Kinderprogramma's** bar is now highlighted.



- 1 Press **OK**. The **Kinderprogramma's** screen is now displayed. You see a list of films and programmes that can be ordered.

TV-Series

The **TV-Series** item provides a list of TV-shows, divided under features **All programmes**, **New programmes**, **Drama** and **Comedy**.

Displaying TV-Series

- 1 Press the **on demand** key on the remote control or select **On Demand** in the Main menu.
- 2 Select **TV-Series** using **▲** and **▼**. The **TV-Series** bar is now highlighted.
- 3 Press **OK**. The **TV-Series** screen now appears. You see a list with the films and programmes you can order.

Documentaires

The **Documentaires** item provides access to a collection of interesting documentaires divided under **All programmes**, **New programmes**, **Nature**, **History** or **General**.

Displaying Documentaires

- 1 Press the **on demand** key on the remote control or select **On Demand** in the Main menu.
- 2 Select **Documentaires** using **▲** and **▼**. The **Documentaires** bar is now highlighted.
- 3 Press **OK**. The **Documentaires** screen now appears. You see a list with the documentaires and programmes you can order.

Muziek

In the **Music** item, there is an overview of interviews and concerts of different performers, categorized under **All programmes**, **New programmes**, **Concerts** and **Artists**.

Displaying Muziek

- 1 Press the **on demand** key on the remote control or select **On Demand** in the Main menu.
- 2 Select **Muziek** using **▲** and **▼**. The **Muziek** bar is now highlighted.
- 3 Press **OK**. The **Muziek** screen now appears. You see a list with music and programmes you can order.

Erotiek

The **Erotiek** item summarizes all the adult films and programmes. You can immediately order all films and programmes in **Erotiek**. If you want an overview of all titles, press **OK**.



Note

Access to **Erotiek** is protected by a PIN code. The default PIN code is 0000. See Chapter **Settings** for more information on setting PIN code protection.

Displaying Erotiek.

- 1 Press the **on demand** key on the remote control or select **On Demand** in the Main menu.
- 2 Select **Erotiek** using **▲** and **▼**. The **Erotiek** bar is now highlighted.

- 3 Press **OK**. The **Erotiek** screen is now displayed. You see a list of films and programmes that can be ordered.

Paused items

The **Paused items** bar provides an overview of all programmes and films you have ordered in the last 24 hours at UPC On Demand. You are able to watch the film you ordered as many times as you like within 24 hours. These films are in this section.

Displaying Paused items

- 1 Press the **on demand** key on the remote control or select **On Demand** in the Main menu.
- 2 Select **Paused items** using **▲** and **▼**. The **Paused items** bar is now highlighted.
- 3 Press **OK**. The **Paused items** screen now appears. You see a list with the films and programmes you can order.

Catch-up TV

The **Catch-up TV** item provides access to programmes that were broadcast on television the last couple of days. Depending on your subscription, you can watch yesterday's and today's programmes or programmes of the last 10 days. For instance, UPC Digital TV – Starter provides access to today's and yesterday's programmes and UPC Digital TV - Royal, Family and Total provides access to all available programmes within **Catch-up TV**.

Displaying Catch-up TV

- 1 Press the **on demand** key on the remote control or select **On Demand** in the Main menu.
- 2 Select **Catch-up TV** using **▲** and **▼**. The **Catch-up TV** bar is now highlighted.
- 3 Press **OK**. The **Catch-up TV** is now displayed. You see a list with the films and programmes you can order.



Within **Catch-up TV**, you can choose between programmes of different broadcasting stations. For example, you can watch public service programmes in **Catch-up TV Show**.

Here, you can search for programmes in different categories. For example, you can search for programmes broadcast recently on Nederland 1 or search for programmes in different genres.

Using the **▲** and **▼** keys, you can change between the various channels.



Ordering films

Ordering a film is simple.

- 1 Select the film of your choice in the list.
- 2 Press **OK**. A screen displays with additional information about the selected film.
- 3 To order the film, press **OK** again. You are now asked to confirm the purchase.

Note

On installation of the Digital Cable Receiver, all UPC On Demand programmes are protected by the default PIN code 0000. Enter this code to order a film. See chapter **Settings** for additional information on PIN code security.

Confirm the purchase

There are two options when ordering a film:

- If you have set a PIN code, you will need to enter the PIN code first (the default PIN code is 0000). Then select **OK** using **▶** and press **OK** to confirm the order.



- If you have not set a PIN code, you will be asked to confirm the purchase by highlighting **Yes** and pressing **OK**. You can stop the order by selecting **Cancel** and pressing **OK**. After confirmation, the text **Film ordered** will appear at the bottom of your screen. The film you have ordered starts immediately after you have confirmed your purchase.

Note

Your payments may not be processed. You will then see notification of this error on your screen. If this problem persists, please contact the UPC Customer Service department at 0900-5008080 (€ 0.10 per minute) available Monday to Friday 8AM to 9PM and Saturday from 8AM to 6PM.

6.6.2 UPC Digital Radio

Note

UPC Digital Radio will be available soon.

UPC Digital Radio gives you access to a wide selection of digital radio channels that you can listen to on your television or through an audio system (as long as you have connected your audio system to the Digital Cable Receiver). The menu allows quick access to a list of all the radio channels you can listen to. You can store your favourite radio channels in a special list.

Viewing all radio channels:

- 1 Press **Digital Radio** to display the Main menu.
- 2 Select **Digital Radio** using **▲**, **▼**, **◀** and **▶**. The **Digital Radio** bar is now highlighted.
- 3 Press **OK**. The **Digital Radio** menu now appears on your screen.




- 4 Select the **All radio channels** option.
- 5 Press **OK**. You now see a list of all radio channels you can receive via the Digital Cable Receiver. The **All radio channels** option is directly selected (the bar is highlighted).

All radio channels

In the **All radio channels** screen you can select a radio channel of your choice, block access to radio channels or compile a list of favourites.



- 1 Select a channel using ▲ and ▼. The bar with the channel is now highlighted.
- 2 You now have the following options:
 - Press **OK** to listen to the selected channel. Information on the selected channel is now displayed to the right of the channel list.
 - Press ● to block the selected channel. A  will appear to indicate that the channel is blocked. The channel can only be listened to once the PIN code has been entered. The default PIN code is 0000. Chapter **Settings** explains how to change the PIN code.
 - Press ● to add the selected channel to **My Favourites**.

Channels you add to **My Favourites** will be placed in a separate list that can be requested from the Digital Radio menu. To go to **Favourites** straight from the current screen, press ● (see also **Listening to favourites** further on).

- Press the **back** key to return to the Digital Radio menu.
- Press the **UPC** key to return to the television channel tuned before you accessed the Digital Radio menu.

Favourites

By compiling a list with favourite channels, you always have the channels you like to listen to at your fingertips. You can compile a list with favourite channels on the **All radio channels** screen (see **All radio channels**).

Compile a list with favourite channels

- 1 Select the channel you would like to add to your favourite list from the **All radio channels** screen, using ▲ and ▼.
- 2 Press ● to add the channel to your list of favourites.

Access Favourites

You can display your list of favourite radio channels from the Digital Radio menu (see also **Displaying Digital Radio** chapter). You can block radio channels in the **Favourites** screen as well as delete favourites from the list.

- 1 Select **Favourites** in the Digital Radio menu. You see the list of favourite channels you have selected.



- 2 Select a channel using ▲ and ▼. The bar with the channel is now highlighted.

- 3** You now have the following options:
- Press **OK** to listen to the selected channel. You can now read information about the selected channel at the right side of the channel list.
 - Press **●** to block the selected channel. A **🔒** will appear to indicate that the channel is blocked. The channel can only be listened to once the PIN code has been entered. The default PIN code is 0000. Chapter **Settings** explains how to change the PIN code.
 - Press **●** to delete the selected channel from the list.
 - Press **●** to go to the **All radio channels** screen and add a favourite channel. Press the **back** key to return to the Digital Radio menu.
 - Press the **UPC** key to return to the television channel tuned before you accessed the Digital Radio menu.

Note

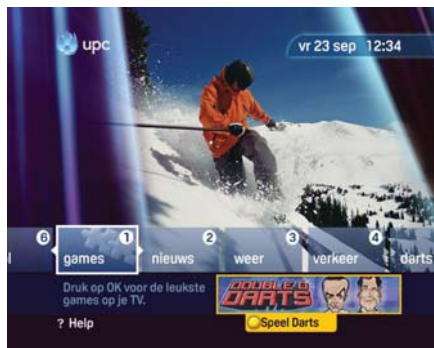
A screensaver will appear after a certain time (5 minutes) to prevent the image of the tuner screen from being burnt into the television screen. The screensaver will disappear as soon as you press a key on the remote control.

6.6.3 Interactive Services

Interactive Services gives you access to an interactive page on your television. In the future, this page will display a broad range of information. You can already find information here on the news, weather and traffic and you can also play games.

Displaying Interactive menu

- 1** Press **interactive** on your remote control. A screen containing several options will be displayed.



- 2** Select the required service using **▲**, **▼**, **◀** and **▶**.
- 3** Press **OK** to confirm your choice.

News

The news section contains various articles on domestic and foreign news, and on the economy and culture.

Weather

The weather section provides you with the latest weather forecasts throughout Europe.

Traffic

The Traffic section provides you with the latest rundown of all traffic jams and road works.

Games

Follow the information on your screen to play the game of your choice.

If you have to pay for the game, you will be asked to confirm the purchase after a short period of free playing time.

- 4** Confirm the purchase:
- If you have set a PIN code, you will need to enter the PIN code first (the default PIN code is 0000). Then select **OK** with **▶** and press **OK** to confirm the order.



- If you have not set a PIN code, you will be asked to confirm the purchase by highlighting **Yes** and pressing **OK**. You can stop the order by selecting **No** and pressing **OK**. After confirmation, the text **Game ordered** will appear at the bottom of your screen. The game you have ordered will appear on your screen. You can continue playing as soon as the purchase is confirmed.



Note

A confirmed purchase can no longer be cancelled. Your payments may not be processed. You will then see notification of this error on your screen. If this problem should be repeated, please contact the UPC Customer Service department at 0900-5008080 (€ 0.10 per minute) available Monday to Friday 8AM to 9PM and Saturday from 8AM to 6PM

7 Maintenance

7.1 Cleaning

For cleaning, use a soft, damp (not wet) cloth. Never use any abrasive cloth and aerosol cleaners.

7.2 Replacement

The Digital Cable Receiver does not contain any user-serviceable parts. Do not attempt to open it. All maintenance work must be carried out by qualified service centres.

7.3 Disposal

Your product is designed and manufactured with high quality materials and components, which can be recycled and reused.

Please inform yourself about the local separate collection process for electrical and electronic products.

Please act according to your local rules and do not dispose of your old products with your normal household waste. The correct disposal of your old product will help prevent potential negative consequences for the environment and human health.

8 Accessories and connections

8.1 Setting up the remote control

The remote control can be set up so that you can operate all your devices with one remote control. However, the remote control needs to be set up once to operate your television and video recorder or DVD player/recorder. A list of the most common brands is given in chapter **Additional Information**.


Tip

A complete list of setup codes can be found on teletext on the UPC Info Channel or at www.upc.nl/upcdigitaletv/instelcodes



- 1 Find the setup code for your device. There is a separate list of 4-digit setup codes for each type of device (TV, video recorder or DVD player/recorder). Most brands have several setup codes. Try the different setup codes in succession. Start by setting up the remote control for your television.

Note

There may be more than one setup code in the list for your type of television, video recorder or DVD player/recorder. If this is the case, try the different setup codes in succession until you find one that works. If your brand of television, video recorder or DVD player/recorder is not listed, use the information under **Automatically search for setup code** hereafter.

- 2 Press the **TV** key to set the remote control to TV mode (to set up the video recorder or DVD player/recorder use the **dvr** key).
- 3 Press and hold **OK** and  at the same time. Wait until the light on your remote control lights up twice before releasing the keys.
- 4 Enter the 4-digit setup code using the numerical keys **1** to **9** on the remote control. You have 20 seconds to enter the

numbers. The **UPC** key on the remote control will light up twice after the fourth number has been entered to indicate that the code has been accepted. Perform the above steps once more.



- 5 Press  to check whether the device being set up switches off. If this is not the case, perform the above steps again.
- 6 If the device you have set up switches off when you press , check whether the other functions are working.

Automatically search for setup code

If your brand of television, video recorder or DVD player/recorder is not in the list of setup codes or the specified setup codes do not work, proceed as follows.

Tip

A complete list of setup codes can be found on teletext on the UPC Info Channel or at www.upc.nl/upcdigitaletv/instelcodes

- Switch on the device for which you want to set up the remote control.
- Press the **TV** key and then release it (use the **dvr** key to search for the setup code for your video recorder or DVD player/recorder).
- Press and hold **OK** and  at the same time. Wait until the **UPC** key lights up twice on the remote control and release the keys.
- Then press **9, 9** and **1** in succession. The **UPC** key lights up twice on the remote control.
- Point the remote control at your television and press .
- Continue to point the remote control at your television. Repeatedly press **CH+** on the remote control, until your television switches off (every time you press **CH+** the remote control sends an “off” signal to your television that corresponds to a specific setup code). When the setup code corresponding to your television has been found, your television will switch off. When the setup code corresponding to your video recorder or DVD player/recorder has been found, your video recorder or DVD player/recorder will stop playing.

- Press the **UPC** key immediately after your television switches off to store the setup code.

Note

You may have to press **CH+** several times before the correct setup code is found and your television switches off. It may take around 15 minutes to find the code using the **Search for setup code** function. When searching for the setup code, make sure you keep the remote control pointed at the television.

Replacing the batteries

The remote control is supplied with two new alkaline batteries (type AAA/LR03). If the remote control is not working, or no longer works properly, you probably need to replace the batteries:

- Open the cover on the back of the remote control.
- Insert two new batteries and close the cover to the battery compartment

Please note:

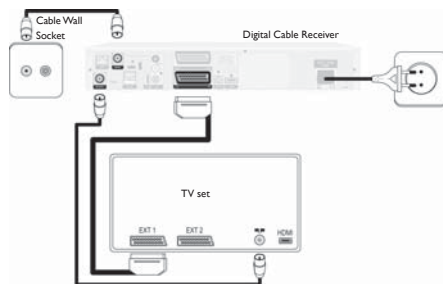
Never mix old and new batteries or different types of batteries (standard and alkaline).

Tip

You can also switch the Digital Cable Receiver on and to standby and change the channels without the remote control. Switch on the Digital Cable Receiver by pressing **CH+** on the front of the media box. Once the Digital Cable Receiver is switched on, you can change channels by pressing **CH+/-** on the front of the media box. Press **⏻** to switch the Digital Cable Receiver to standby.

8.2 Connections

Scart connection

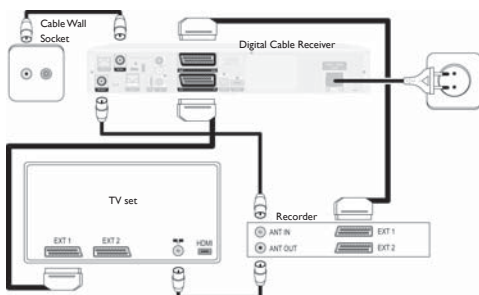


- 1 Connect the supplied coaxial cable from the cable wall socket to the **RF IN** socket at the rear of the Digital Cable Receiver.
- 2 Connect a scart cable to the scart input of the TV set and to the TV scart socket at the rear of the Digital Cable Receiver.
- 3 Connect a coaxial cable to the RF input at the rear of the TV set and to the **RF OUT** socket at the rear of the Digital Cable Receiver.
- 4 Plug your Digital Cable Receiver to the mains using the supplied power cord.

Warning

The image quality will not be in High Definition with the scart connection.

Recorder connection

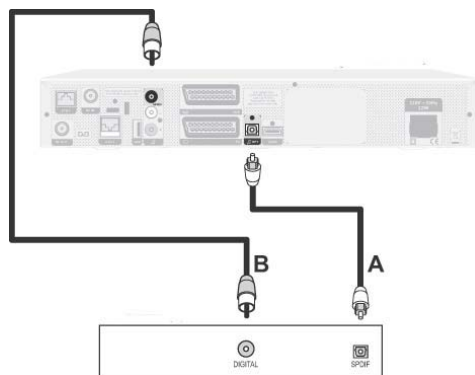


- 1 Connect the supplied coaxial cable from the cable wall socket to the **RF IN** socket at the rear of the Digital Cable Receiver.
- 2 Connect a scart cable to the AUX scart socket at the rear of the Digital Cable Receiver and to the scart input EXT1 of the recorder.
- 3 Connect a scart cable to the scart input of the TV set and to the TV scart socket at the rear of the Digital Cable Receiver.
- 4 Connect the **ANT IN** socket at the rear of your recorder to the **RF OUT** socket at the rear of the Digital Cable Receiver using a coaxial cable.
- 5 Connect the **ANT OUT** socket at the rear of your recorder to the RF input of your TV set using a coaxial cable.
- 6 Plug your Digital Cable Receiver to the mains using the supplied power cord.

Warning


To be able to record digital television, you must make sure the Digital Cable Receiver is switched on.

Audio connection



Option A – Optical digital connection

Your audio equipment is fitted with an optical digital audio input:

Connect the  **OPT** audio output of the Digital Cable Receiver to the relevant audio input of your audio equipment using an optical cable (not supplied).

Consult the user manual of your audio equipment to choose the proper digital audio input.

Option B – Electrical digital connection

Connect the **SPDIF** output of the Digital Cable Receiver to the relevant input of your audio equipment using a single CINC cable (not supplied).

Consult the user manual of your audio equipment to choose the proper digital audio input.

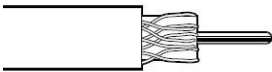
8.3 In-home cabling check

The UPC cable network is modern and reliable. The digital TV signal runs through the radio/TV socket in your house and the Digital Cable Receiver to your TV.

UPC Digital TV is a quality product. Through our experience we know that bad in-home cabling and for example the use of unsuitable plugs often leads to unnecessary failures.

For UPC Digital TV demands suitable quality material for an optimized picture- and sound quality. It could be necessary for you to replace wiring and/or plugs you currently have in your home, as they possibly do not meet the necessary requirements.

(Coaxial) Cables



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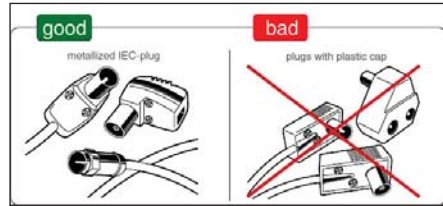
Coaxial Cables (“antenna cables”) transmit the radio and TV signal, among others.

Take the following items into account:

- Only use coaxial cable type C12. You can have the coaxial cables you currently use checked for the right quality at your UPC Centre or a specialized electronics shop.
- Never connect more than 15 meter coaxial cable to the end of a splitter.

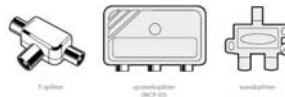
We advise you never to use more than 28 meter coaxial cable on a distribution amplifier. Always work with cables of one single piece. We advise against lengthening cables, as this often leads to loss of signal and failures.

Plugs



A proper plug is made of metal or a metallized IEC-plug. Plugs with a plastic cap are always sensitive to interference.

Splitters



A splitter is used to distribute the signal to multiple sets (for example TV sets). A suitable splitter has a metal housing,

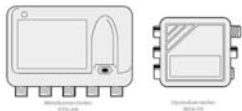
There are three kinds of splitters:

- T-splitter.
- The push-on splitter that can be pressed onto the radio/TV socket.
- The socket splitter that is placed in the meter box, for example. It is usually equipped with so-called F-connectors, recognizable by the thread. Never place multiple splitters after each other. The more splitters, the stronger the signal loss. You should use an amplifier when you have more than two sets.

Do you already have UPC Broadband Internet and/or Telephony? Then it is possible that a push-on splitter or amplifier has already been placed over the radio/TV socket.

In that case, check the type. Do you have a UPC push-on splitter with type indication “CF-01/60 Cable modem optimizer”? Replace it with the UPC push-on splitter of type “MCPO3”, which can be purchased at the UPC Centres (see chapter 10).

Amplifiers



It is possible that you are dividing the analogue TV signal to a second and maybe even a third TV with your own splitter and/or amplifier.

This connectivity method can have an adverse effect on the picture-and sound quality of UPC Digital TV and the transmission of interactive services. In that case, you need a UPC push-on splitter of type “FDU44”, which can be purchased at the UPC Centres.

For more advice on cabling in your home and purchasing items, you can go to the UPC Centres and the specialized electronics shops. This ensures that you have good quality material. In chapter 8 of this manual you can also read instructions on cabling and the use of materials.

Pay attention!

On purchasing an amplifier, ensure that it is bi-directional/ 2-way. For this is required for using UPC Digital TV and the interactive services.

9 Guarantee and service

For the Philips warranty applicable to this product, we refer you to the Philips website www.philips.com/guarantee

In the event you do not have an Internet connection, please contact your local Philips Consumer Care Centre. Contact details are given in the Contact information section of this manual.

10 Technical data

This product is in conformity with European 95/47/EC and 2002/21/EC directives. The product complies with the following European Council Directives: 2006/95/EEC and 89/336/EEC.

Tuner/Reception/Transmission

- DVB: Cable
- Demodulation type: MPEG-4 DVB compliant, MPEG-2 DVB compliant, QAM
- Input frequency range: 51 - 858 MHz
- Loop through frequency range: 47-862MHz
- Symbol rate: 3 - 6.9
- Noise figure: < 9.5 dB
- Return loss: > 10 dB
- Broadband Interface: Ethernet 100Mb/s, Ethernet 10Mb/s

Connectivity

- Cable antenna interface: RF in - IEC 169-2, RF out - IEC 169-2
- Video Output - Digital: HDMI
- TV scart out: Audio L/R, CVBS, RGB
- VCR scart out: Audio L/R, CVBS
- Audio Output - Analog: Audio L/R (cinch)
- Audio Output - Digital: Coaxial (cinch), Optical (TOSLINK)
- USB: USB 2.0
- Network connections: RJ45

Video Decoding

- Compression Format: MPEG-4 (HD), MPEG-4 HP@I4, MPEG-4 HP@I3, MPEG-4 (SD), MPEG-2 MP@HL (high definition), MPEG-2 MP@ML (std definition)
- Conditional access system: Subscription needed for pay-TV, Nagravision (card is supplied)
- De-scrambling: Pay TV ready, Smart Card reader
- Resolution: up to 1920 x 1080 interlaced
- Aspect Ratio: 16:9, 4:3 Letterbox, 4:3 Pan Scan

- Copy/content protection: HDCP on HDMI, Macrovision on EXT1 / EXT 2

Audio Decoding

- Compression format: Dolby Digital, Multi-channel down-mixing, MPEG layer I/II, MPEG4 HE-AAC, MPEG4 LC-AAC
- Sound system: Dolby Digital, Stereo, Mono

Power

- Power supply: 198-276 V
- Power consumption: 22 W

Dimensions

- Product dimensions (WxHxD): 360 x 55 x 220 mm
- Carton dimensions (WxDxH): 480 x 290 x 120mm
- Weight: 1.87 kg
- Weight incl. Packaging: 3 kg

Accessories

- Included Accessories: HDMI cable, coaxial cable, Mains cord, Remote Control, User Manual, Quick start guide, Confirmation card, UPC smart card.
- Batteries: 2x AAA

Note

Mechanical design and specifications are subject to change without prior notice

11 Additional information

List of activation codes

- 101 Abcoude
- 102 Achtkarspelen
- 103 Alkmaar
- 104 Almere
- 105 Amsterdam
- 107 Apeldoorn
- 108 Arnhem
- 109 Asten
- 110 Barendrecht
- 111 Barneveld
- 112 Bergelijk
- 115 Berkel en Rodenrijs
- 141 Berkelland
- 116 Bernisse
- 117 Beuningen
- 118 Binnenmaas
- 119 Bladel
- 120 Boarnsterhim
- 121 Boekel
- 123 Brielle
- 167 Bronckhorst
- 233 Bronckhorst
- 124 Brummen
- 125 Buren
- 126 Cranendonck
- 127 Cromstrijen
- 128 Deurne
- 130 Diemen
- 132 Dirksland
- 133 Doesburg
- 134 Doetinchem
- 135 Dordrecht
- 136 Dronten
- 137 Druten
- 138 Duiven
- 139 Ede
- 140 Eersel
- 142 Eindhoven
- 143 Elburg
- 144 Epe
- 145 Ermelo
- 146 Ferwerderadeel
- 147 Geldermalsen
- 148 Geldrop
- 149 Gemert-Bakel
- 151 Goedereede
- 153 Graafstroom
- 154 Groenlo-Lichtenvoorde
- 155 Groesbeek
- 156 Haarlem
- 157 Hardinxveld-Giessendam
- 158 Hattem
- 159 Heerde
- 160 Heerenveen
- 161 Heerjansdam
- 162 Heeze-Leende
- 163 Hellevoetsluis
- 164 Helmond
- 166 Hilversum
- 168 Korendijk
- 169 Krimpen aan den IJssel
- 170 Laarbeek
- 171 Landsmeer
- 172 Leerdam
- 173 Leeuwarden
- 174 Leeuwarderadeel
- 175 Lelystad
- 177 Lienden en Maurik
- 178 Liesveld
- 179 Lingewaal
- 180 Lingewaard
(Bemmel, Angeren)
- 181 Lingewaard (Gendt)
- 152 Lochem
- 184 Maasdriel
- 185 Menaldumadeel
- 186 Middelharnis
- 187 Mierlo
- 188 Millingen aan de Rijn
- 129 Montferland
- 190 Mook en Middelaar
- 191 Nederbetuwe (Dodewaard)
- 192 Nederbetuwe (Echteld)
- 194 Nederlek
- 195 Nederweert
- 197 Neerijnen
- 198 Nieuw-Lekkerland
- 199 Nigtevecht

200 Nijkerk
 201 Nijmegen
 202 Nuenen
 203 Nunspeet
 204 Oirschot
 205 Oldebroek
 206 Oostflakkee
 207 Oostzaan
 208 Oud-Beijerland
 150 Oude IJsselstreek
 209 Ouder-Amstel
 210 Overbetuwe (Elst)
 211 Overbetuwe
 (Heteren,Valburg)
 213 Papendrecht
 214 Purmerend
 215 Putten
 216 Renkum
 217 Reusel-De Mierden
 218 Rheden
 219 Ridderkerk
 220 Rijnwaarden
 221 Rotterdam
 222 Rozenburg
 223 Rozendaal
 226 's-Gravendeel
 227 Sint-Oedenrode
 228 Sliedrecht
 229 Smalingerland
 230 Someren
 231 Son en Breugel
 232 Spijkenisse
 234 Strijen
 235 Tiel
 236 Tytsjerksteradiel
 237 Ubbergen
 238 Valkenswaard
 239 Veldhoven
 240 Vlaardingen
 241 Voorst
 244 Wageningen
 241 Warnsveld
 246 Weesp
 248 West Maas en Waal
 249 Westervoort
 250 Westvoorne

251 Wijchen
 252 Winterswijk
 254 Zaanstad
 255 Zaltbommel
 256 Zederik
 257 Zeewolde
 259 Zevenaar
 241 Zutphen
 261 Zwijndrecht

List of setup codes for the remote control

This chapter contains a list of setup codes for setting up the remote control to operate your television and video recorder or DVD player/recorder. This list includes the most common brands. A complete list of setup codes can be found on teletext on the UPC Info Channel or at www.upc.nl/upcdigitaalstv/instelcodes
 Chapter **Accessories and connections** describes the procedure for setting up the remote control to operate your television and video recorder or DVD player/recorder.

TV setup codes

Aiko 0039, 0067, 0586, 0246, 0401, 0065, 0463, 0102, 0391, 0221, 0294, 0247
 Aiwa 0735, 0731, 1946, 1938
 Akai 0391, 0238, 0401, 1567, 0067, 0463, 0775, 0221, 0065, 0039, 0102, 0248, 0744, 0193, 0546, 0745, 0632, 0586, 0611, 0510, 0247, 0661, 0246, 0294, 0478, 0208, 0407, 0636, 1067, 1938, 0503, 0678, 0842
 Alba 0039, 0448, 0400, 0265, 0401, 0698, 0067, 0586, 1067, 0385, 0248, 0246, 0277, 0193, 0517, 0611, 0066, 1698, 0609, 1938, 0744, 0473
 Amstrad 0207, 0039, 0546, 0294, 0401, 0248, 0067, 0586, 0463, 0442, 0392, 1067, 0678, 0611
 Anasonic 0400, 0067, 0586, 0039, 0698, 0404, 0193, 0322, 0132, 0441, 0289, 0277, 1467, 0042, 0458, 0134, 1698
 Aristona 0586, 0067, 0042
 Audisonic 0039, 0067, 0404, 0586, 0139, 0744, 0745, 0247, 0400, 0367, 0294, 0248, 0516, 0458
 Bang & Olufsen 0595, 0117, 0305
 Beko 0516, 0065, 0458, 0744, 0400, 0448, 0067,

1067, 0586, 0636, 0745
 Bestar Daewoo 0404
 Blaupunkt 0221, 0565, 0225, 0478, 0485, 0200, 0066
 Bush 0698, 0248, 0193, 0039, 0066, 0067, 0401, 0265, 0312, 0385, 0393, 0404, 0294, 0391, 1067, 0517, 0238, 0247, 0644, 0647, 0728, 0611, 0586, 0744, 1930, 1938, 1698
 Clatronic 0067, 0400, 0401, 0744, 0248, 0294, 0586, 0247, 0277, 0039, 0132, 0350, 0609, 0678, 0636
 Condor 0350, 0067, 0586, 0400, 0246, 0039, 0312, 0132, 0277, 0448, 0441, 0193
 Crown 0039, 0400, 0516, 0067, 0586, 0517, 0744, 0636, 0745, 0451, 0448, 0609, 0238, 0369
 Daewoo 0664, 0404, 1939, 0529, 0691, 0067, 0586, 0039, 0246, 0248, 0247, 0481, 1167, 1932, 1938, 0910
 Dansai 0067, 0586, 0294, 0062, 0065, 0246, 0039, 0066, 0247, 0238
 Decca 0102, 0546, 0067, 0586, 0247, 1167, 0651, 1938
 Dual 0574, 0247, 0067, 0586, 0289, 0382, 0424, 0193, 0561, 1167, 0661
 Elbe 0465, 0268, 0289, 0392, 0322, 0400, 0193, 0067, 0586, 0248, 0221, 0441, 0640, 0247, 0546, 0391, 0660
 Emerson 0207, 0744, 0208, 0117, 0277, 0067, 0586, 0401, 0100, 0312, 0350, 0391, 1939, 0516, 0400, 0193, 0351
 Ferguson 0655, 0317, 0365, 0268, 0139, 0590, 0067, 0586, 0065, 0134, 0138, 0391, 0578
 Fidelity 0193, 0542, 0393, 0067, 0586, 0401, 0442, 0561, 0246, 0294, 0574, 1938, 0391
 Finlux 0135, 0134, 0067, 0586, 0744, 0376, 0247, 0102, 0193, 0546, 0745, 0100, 0117, 0132, 0441, 0661, 0522, 0510, 0659, 0503, 0448, 0636, 0651
 Firstline 0067, 0586, 0404, 0698, 0744, 0193, 0039, 0351, 0246, 0277, 1939, 0132, 0247, 0441, 0574, 0561, 0268, 0102, 0265, 0238, 0391, 1067, 1698, 0838
 Fisher 0134, 0247, 0066, 0238, 0400, 0585, 0075, 0117, 0187, 0391, 0193, 0574, 0102
 Fujitsu 0236, 0102, 0132, 0247, 0193, 0039, 0382, 0713, 0067, 0586, 0391, 0289, 0883
 Fujitsu General 0039, 0247, 0236, 0193
 Goldstar 0067, 0039, 0400, 0320, 0062, 0407, 0247, 0208, 0277, 0246, 0586, 0193, 0391, 0139, 0393, 0636, 0074, 0744, 0745
 Goodmans 0664, 0404, 0067, 0529, 0586, 1067, 0698, 1939, 0066, 0294, 0102, 0546, 0039, 0320, 0517, 0401, 0265, 0065, 0510, 0590, 0062, 0247, 0365, 0248, 0481, 1938, 0609, 0660, 0691, 1930, 1698
 Granada 0067, 0586, 0256, 0386, 0042, 0075, 0102, 0138, 0238, 0247, 0066, 0369, 0546, 0503, 0365, 0590, 0193, 0393, 0578
 Grandin 0067, 0586, 0039, 0193, 0640, 0744, 0745, 0698, 0404, 0350, 0312, 0248, 0485, 0609, 1067, 1698, 0895
 Grundig 0538, 0565, 0225, 0221, 0517, 0100, 0736, 0067, 0586, 0617, 0039, 0066, 0473, 0400, 1938, 0660
 Hanseatic 0067, 0586, 0529, 0193, 0391, 0322, 0574, 0312, 0424, 0350, 0664, 0458, 0400, 0691, 0039, 0247, 0117, 0407, 0744, 0838
 Hauppauge 0067, 0586
 Hitachi 1255, 0066, 0386, 0074, 0138, 0503, 0193, 0608, 0226, 0247, 0062, 0224, 0546, 0102, 0511, 0529, 0067, 0586, 0139, 0393, 0578, 0749, 0664, 0774, 0208, 1167, 0135, 0522, 1511, 0391, 0542, 0510, 0827, 1075, 0659, 1067, 0914, 1606, 1179
 Hitachi Fujian 0138
 Hypson 0067, 0586, 0744, 0745, 0294, 0247, 0312, 0485, 0268, 1938, 0698, 1698
 Hyundai 0067, 0895, 0586, 0736, 1182
 Interfunk 0067, 0586, 0042, 0117, 0542, 0305, 0193, 0391, 0400, 0139, 0277
 Intervision 0312, 0247, 0485, 0067, 0401, 0407, 0478, 0516, 0400, 0424, 0517, 0248, 0132, 0193, 0294, 0277, 0039, 0586
 ITT Nokia 0391, 0578, 0193, 0503, 0510, 0376, 0238, 0369, 0636, 0640, 0661, 0393
 JVC 0683, 0066, 0713, 0401, 0248, 0636, 0448, 0761, 0123
 Karcher 0067, 0586, 0451, 0400, 0640, 0193, 0312, 0132, 0294, 0744, 0636
 Kendo 0640, 0067, 0586, 0193, 0542, 0400, 0407, 0393, 0458, 0441, 0132, 0265, 0277, 0392
 Kenwood 0135
 Kneissel 0067, 0400, 0640, 0441, 0404, 0529,

0586, 0465, 0289, 0322, 0268, 0392, 1938
Lenco 0067, 0039, 0193, 0404, 0586, 0134
LG 0067, 0400, 0039, 0407, 0062, 0247, 0586,
0744, 0246, 0320, 0193, 0208, 0636, 0139, 0728,
0745, 0859, 1667, 1176, 1178
Lifetec 0067, 0039, 0404, 0698, 0542, 0685, 1067,
1167, 0586, 0248, 0294, 1698, 0713
Loewe 0542, 0663, 0067, 0586, 0685, 0400, 0117,
0322, 0392, 0820, 0546
Luxor 0224, 1193, 0320, 0393, 0510, 0522, 0391,
0238, 0386, 0578, 0193, 0376, 0503, 1067, 0247,
0661
Matsui 0067, 0586, 0517, 0039, 0265, 0207, 0041,
0385, 0102, 0066, 0247, 0401, 0463, 0473, 0393,
0609, 0485, 0193, 0546, 0065, 0238, 0075, 0225,
0221, 0365, 0744, 0574, 1938, 1067, 0659
Medion 0067, 0698, 0542, 0586, 1167, 0728, 0838,
1938, 1067, 1467, 1930, 1698, 0275
Melectronic 0376, 0067, 0542, 0139, 0277, 0135,
0134, 0404, 0039, 0247, 0510, 0522, 0246, 0441,
0193, 0317, 0586, 0664, 0391, 0221, 0225, 0691
Metz 0225, 0565, 0477, 0221, 0397, 0418, 0776,
0067, 0117, 0586, 0305, 0617, 0698, 1067, 1698
Mitsubishi 0138, 0123, 0542, 0067, 0208, 0117,
0066, 0565, 0586, 0721, 0238, 1067
Multitech 0039, 0393, 0516, 0067, 0400, 0586,
0247, 0246, 0277, 0132, 0294
NEC 0200, 0617, 1200, 1300, 0066, 0350, 0485,
0039, 0404, 0247, 0067, 0586, 0041, 0734, 0275,
0529, 1734, 0801, 0691
Neckerman 0067, 0221, 0400, 1535, 0586, 0193,
0448, 0117, 0277, 0247, 0441, 0350, 0393, 0542
Neufunk 0067, 0039, 0586, 0640, 0248, 0312,
0744
Nikkai 0102, 0248, 0067, 0586, 0247, 0294, 0062,
0065, 0367, 0246, 0039, 0066
Nokia 0391, 0193, 0510, 0578, 0522, 0503, 0369,
0238, 0404, 0661, 0636, 0376, 0350, 0640, 0139
Orion 0067, 0385, 0586, 0685, 0744, 0265, 0473,
0207, 0350, 0041, 0039, 0351, 0132, 0294, 0442,
0546, 0561, 0574, 1946, 1938, 0910
Otto Versand 1535, 0066, 0123, 0542, 0067, 0586,
0565, 0225, 0574, 0221, 0391, 0265, 0139, 0256,
0277, 0350, 0247, 0039, 0312, 0458, 0546
Palladium 0400, 0067, 0221, 1535, 0448, 0586,
0277, 0117, 0193, 0247, 0441, 0685, 0393, 0660,

0744, 1167
Panasonic 0680, 1680, 0138, 0256, 0391, 0397,
0546, 0067, 0586, 0193, 0578, 1340, 0883
Philips 0586, 0067, 0268, 0042, 0221, 0117, 0453,
0404, 0802, 0039, 1786
Pioneer 0196, 0041, 0067, 0200, 0586, 0453,
0458, 0400, 0391, 0139, 0193, 0317, 0516, 0542,
0790
Pionier 0400, 0516
Proline 0067, 0586, 0655, 0664, 0660, 0441, 0042,
0351, 0102, 0651
Protech 0067, 0586, 0247, 0039, 0277, 0132,
0294, 0448, 0367, 0698, 0312, 0193, 0516, 1067,
1698
Quelle 0067, 1535, 0041, 0139, 0542, 0565, 0574,
0221, 0391, 0062, 0066, 0247, 0277, 0100, 0134,
0135, 0698, 0586, 0187, 0225, 0294, 0320, 0376,
0451, 0039, 1698
Radiotone 0039, 0067, 0586, 0458, 0400, 0609,
0448, 0442, 0678, 0698, 0294, 1067, 1698
Samsung 0648, 0617, 0067, 0208, 0586, 0039,
0123, 0247, 0478, 0512, 0400, 0294, 0246, 0320,
0674, 0090, 0062, 0102, 0238, 0712, 0193, 0655,
0842
Sanyo 0238, 0187, 0322, 0066, 0041, 0400, 0369,
0102, 0246, 0247, 0134, 0075, 0585, 0039, 0574,
0193, 0067, 0138, 0586, 0516
Schneider 1167, 0067, 0586, 0042, 0574, 0424,
0382, 0289, 0247, 0277, 0401, 0391, 0248, 0698,
1067, 0193, 0678, 0744, 1939, 1938, 1698
SEG 0067, 0586, 1067, 1467, 0698, 0247, 0517,
0039, 0193, 0294, 0664, 0066, 0132, 0277, 0392,
0246, 0248, 1939, 1698, 1193
Seleco 0236, 0393, 0289, 0392, 0193, 0441, 0703,
0401, 0066, 0294, 0376, 0465
Sharp 0123, 1223, 0187, 0066, 0521, 0683, 0286,
0546, 0790, 0848
Siemens 0221, 0565, 0225, 0187, 0062, 0067,
0586, 0391
Sony 1535, 1681, 0041, 0066, 0132, 0383, 0067,
0586, 0187, 0864
Tandberg 0397, 0441, 0139, 0367, 0226, 0392,
0391, 0193
Teac 0728, 0542, 0067, 1467, 1067, 0586, 0698,
0485, 0247, 0736, 0294, 0574, 1939, 0208, 0039,
0442, 0312, 0448, 0785, 0200, 0744, 1698, 1754,

1179, 1785
Telefunken 0655, 0590, 0139, 0617, 0728, 0528,
0317, 0365, 0226, 0067, 0586, 0516, 0744
Teletach 0067, 0586, 0698, 0039, 0277, 0367,
1067, 1698
Thomson 0655, 0590, 0317, 0139, 0365, 0226,
0067, 0586
Toshiba 0065, 0090, 0538, 0066, 0100, 0132, 1538,
0247, 0139, 0748, 0225, 0221, 0648, 1946, 1938,
0039, 0728, 0067
Triumph 0207, 0546, 0376, 0586, 0067
Universum 0376, 0135, 0565, 0225, 0503, 0391,
0277, 0522, 0510, 0400, 0448, 0041, 0542, 0066,
0187, 0062, 0100, 0193, 0294, 0134, 0067, 0586,
0451, 0441, 0320, 1535, 0698, 0574, 0247, 0139,
0392, 0367, 0207, 0661, 0039, 1067, 1467, 0200,
1698
Vestel 0067, 0193, 0247, 0586, 0698, 1067, 1698,
1193
Waltham 0247, 0386, 0448, 0317, 0067, 0586,
0698, 0139, 1067, 1698
Yamaha 0680, 0827

Video setup codes

Aiwa 0337, 0030, 0378, 0382, 0067, 0772, 0764,
0071, 1167, 0062
Akai 0067, 0136, 0345, 0672, 0071, 0050, 0382,
0270, 0378
Alba 0308, 0102, 0382, 0050, 0030, 0345, 0378,
0111
Amstrad 0030, 0308, 0102
Anasonic 0030
Aristona 0111, 0176
Audiosonic 0308
Bang & Olufsen 0529
Beko 0134
Bestar 0308, 0050
Blaupunkt 1592, 0256, 0111, 0064
Bush 0102, 0308, 0345, 0382, 0030, 0378, 0111,
0672, 0772
Clatronic 0050, 0102, 0030
Condor 0050, 0308
Crown 0067, 0308, 0102, 0510, 0050
Daewoo 0308, 0672, 0667, 0874, 0378, 0382,
0075, 0050

Dansai 0102, 0308
Decca 0030, 0071, 0111, 0097, 0378, 0382
Dual 0071, 0111, 0308, 0030, 0378
Elbe 0308, 0068
Emerson 0102, 0075, 0030
Ferguson 0071, 0350, 0351, 0030, 0308
Fidelity 0030, 0102, 0270, 0462, 0382
Finlux 0030, 0111, 0134, 0072
Firstline 0102, 0378, 0073, 0067, 0075, 0072,
0308, 1167
Fisher 0077, 0134, 0068, 0050
Fujitsu 0030
Fujitsu General 0067
Goldstar 0067, 0510, 0030
Goodmans 0030, 0102, 0270, 0308, 0067, 0050,
0111, 0378, 0667, 0382, 0672
Granada 0134, 0078, 0111, 0270, 0067, 0256,
0072, 0030
Grandin 0102, 0067, 0050, 0030, 0308
Grundig 0111, 0377, 0379, 0256, 0350, 0378,
0102, 0382, 0772, 0064
Hanseatic 0067, 0308, 0111, 0068
Hitachi 0072, 0196, 0071, 0030, 0270, 0111, 0134,
0414, 0623
Hypson 0102, 0308, 0382, 0030, 0067, 0510
Interfunk 0111, 0134
Intervision 0030, 0308, 0067, 0378
ITT Nokia 0078, 0582
JVC 0071 0097, 0414, 0516
Karcher 0308
Kendo 0136, 0345, 0378, 0102, 0067, 0308
Kenwood 0071, 0068
Kneissel 0382, 0378, 0067, 0308
Lenco 0308
LG 0067, 0510, 0030, 0308, 1167
Lifetec 0378
Loewe 0111, 1592, 0256, 0067
Luxor 0136, 0073, 0102, 0134, 0077, 0078, 0345
Matsui 0378, 0067, 0270, 0382, 0030, 0772
Medion 0378, 0382
Melectronic 0030, 0067, 0068
Metz 1592, 0256, 0377, 0111, 0067, 0866, 0867
Mitsubishi 0073, 0097, 0111, 0510, 0030, 0672
Multitech 0067
NEC 0071, 0068, 0097, 0134, 0067, 0308, 1167
Neckerman 0071, 0111
Neufunk 0067

Nikkai 0050, 0102, 0308
 Nokia 0134, 0136, 0345, 0071, 0308, 0270, 0078,
 0072, 0111, 0582
 Orion 0382, 0378, 0379, 0772
 Otto Versand 0111
 Palladium 0102, 0345, 0067, 0071, 0270, 0378,
 0462
 Panasonic 1592, 0256, 0866, 0867
 Philips 0111, 0176, 1311, 0414, 0623, 1299
 Pioneer 0097, 0111, 0072, 1833
 Proline 0030, 0308, 0350, 0672, 0351
 Protech 0111, 0308
 Quelle 0111
 Samsung 0270, 0462, 0650
 Sanyo 0134, 0077, 0078, 0097
 Schneider 0102, 0030, 0067, 0111, 0308, 0270,
 0176, 0072, 0382, 0672
 SEG 0102, 0270, 0308, 0672, 0111, 0667
 Seleco 0071, 0414, 0050, 0067
 Sharp 0078, 0067, 0599
 Siemens 0067, 0134, 0111, 0176, 0350, 0377
 Sony 0064, 0062, 0136, 1062
 Tandberg 0308
 Teac 0102, 0071, 0030, 0308, 0672, 0067, 0111,
 0337, 0623, 0667, 0874
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0681, 0820, 1183, 1131
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Sharp 0660, 0782, 0725
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Universon 0771, 0743, 0621, 0809, 1948, 1943,
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12 Frequently asked questions

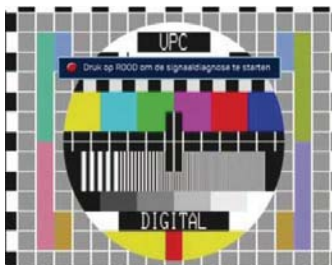
If you encounter any problem concerning the service, please contact the UPC Customer Service department at 0900-5008080 (€ 0.10 per minute) available Monday to Friday 8AM to 9PM and Saturday from 8AM to 6PM


1. Testing the complete installation

If the quality of the signal is poor, do a test by going to channel 999.


Step 1

Press the **UPC** key on the remote control and then press 9 9 9.



The test channel is now displayed. A message appears after a few seconds, telling you to press  on your remote control.

Step 2

Press  on the remote control to automatically execute five tests.




The results of those tests appear under each

other on screen. If one of the tests comes back with an error as result, we recommend that you check the connections of all plugs and cables and execute the test on channel 999 again. If the test still comes back with an error, please contact the UPC Customer Service department at 0900-5008080 (€ 0.10 per minute) available Monday to Friday 8AM to 9PM and Saturday from 8AM to 6PM

2. The following message appears: "de installatie wordt nu voltooid. Dit kan 15 minuten duren ...". What now?

This screen indicates that the installation will now be completed. Wait at least 15 minutes. If the Digital Cable Receiver still displays the same message after 15 minutes, please contact the UPC Customer Service department at 0900-5008080 (€ 0.10 per minute) available Monday to Friday 8AM to 9PM and Saturday from 8AM to 6PM to ask for the status of your subscription.

3. I want to select a channel listed in the UPC TV Guide channel summary but see the message "Zender niet toegankelijk".

The channel summary of the UPC TV Guide displays all the channels available from UPC Digital TV, even those you are not subscribed to. You can only select channels to which you have subscribed. To watch a channel you must subscribe to it. If you would like to subscribe to additional channels, you can purchase a subscription directly using the remote control. Go to the UPC TV Guide and press  on your remote control. Select the subscription you would like to purchase and follow the steps on the screen. Please contact the UPC Customer Service department at 0900-5008080 (€ 0.10 per minute) available Monday to Friday 8AM to 9PM and Saturday from 8AM to 6PM

4. I want to select a channel to which I've subscribed, but the television picture stays black.


Unfortunately, fault situations can arise (for a number of different reasons) which can

adversely affect the reception of channels. Please contact the UPC Customer Service department at 0900-5008080 (€ 0.10 per minute) available Monday to Friday 8AM to 9PM and Saturday from 8AM to 6PM

5. Have you lost or forgotten your PIN code?

The default PIN code is "0000" but you have the option of changing it. It is possible to lose or forget your PIN code after it has been changed. To reset your PIN code please contact Call the UPC Customer Service department at 0900-5008080 (€ 0.10 per minute) available Monday to Friday 8AM to 9PM and Saturday from 8AM to 6PM

6. I can no longer order any films via the Digital Cable Receiver.

Your Digital Cable Receiver may not be connected properly to the wall socket. If you have directly connected the device to the wall socket, there may be other causes. If you want to be certain of the cause you can perform a diagnosis. Go to channel 999, wait for a few seconds and then press . Five different tests will be carried out. If one of the five tests should result in ERROR, please contact the UPC Customer Service department at 0900-5008080 (€ 0.10 per minute) available Monday to Friday 8AM to 9PM and Saturday from 8AM to 6PM

7. I have completed the installation procedure and noticed that "150" channels were found, but am unable to view them all. What should I do?

The number of channels you can view depends on your subscription.

Some channels require an additional subscription. If you are interested, please contact the UPC Customer Service department at 0900-5008080 (€ 0.10 per minute) available Monday to Friday 8AM to 9PM and Saturday from 8AM to 6PM.

If you encounter any problem concerning the product, please contact the Philips Consumer Care Centre at 0900 84 07 (€ 0.10 per minute).

8. Can I use UPC Digital TV as soon as the Digital Cable Receiver is installed?

You can watch television and enjoy the benefits of UPC Digital TV once the Digital Cable Receiver has been installed and the subscription of UPC HD TV has been activated. You will experience enhanced (digital) picture and sound quality, and have access to a wider selection of television and radio channels. You can order films and have instant access to the UPC TV Guide, an electronic programme guide, at all times. The Digital Cable Receiver supports special TV settings, such as parental locking for programmes which should not be watched by your children.

9. How does the remote control work?

The remote control supplied has been specially designed to take optimum advantage of the possibilities offered by UPC Digital TV. It can also be used to operate your television, video recorder or DVD player/recorder. More information on using the remote control and a detailed explanation of the keys can be found in the **Remote control full overview** chapter.

10. Can I also use the remote control for my television and other devices?

The remote control can be used to operate your TV and DVD player/recorder or video recorder. The remote control is set up by default to operate the Digital Cable Receiver. To use the remote control with your TV and DVD player/recorder or video recorder, the remote control must first be set up for these devices. After the remote control has been set up for use with your TV, it can be used to increase or decrease the volume of digital TV and radio programmes. If you do not set up the remote control, you will only be able to increase or decrease the volume with the remote control for your television. The user manual describes how to set up the remote control for use with other devices.

11. My remote control no longer works.

If the remote control no longer works properly, this probably means the batteries need replacing. In order to function correctly, the remote control requires direct contact with the Digital Cable Receiver, without any obstacles between them. If it still doesn't work, contact the Philips Consumer Care Centre at 0900 84 07 (€ 0.10 per minute).

12. The UPC Digital TV sound is quieter than the sound of the analog channels from the standard Radio/TV package. How can I increase the volume?

You can increase or decrease the volume of UPC Digital TV by selecting the **TV settings** option from the **Settings** menu.

13. The volume keys on the remote control do not work. I cannot change the volume for any programmes. What must I do?

To increase or decrease the volume for UPC Digital TV programmes with the remote control, the remote control must first be set up for use with your television. If you do not set up the remote control, you will only be able to increase or decrease the volume with the remote control for your television. The **Setting up the remote control** chapter describes how to set up the remote control for use with other devices.

14. The television picture is pixelated or the “Signaalverlies” screen appears.

Symptoms of interference or signal loss on the cable network (which can be due to a number of reasons) include pixelation (visible blocks) of the picture from the Digital Cable Receiver. The signal received by the Digital Cable Receiver is too weak. If the pixelated effect continues or the message “Signaal verlies: Er schijnt geen signaal te zijn” appears, it is important that you first check the coaxial cable between the wall socket and the Digital Cable Receiver. It is imperative for the quality of the digital TV signal that the

supplied cables or other cables compliant with the C12 standard are used (C12 is short for Coax12 - this cable meets the attenuation (loss) and irradiation requirements). If you are using your own distributors or amplifiers, disconnect them first and connect the Digital Cable Receiver directly to the wall socket. Use the RF Out output on the Digital Cable Receiver if you want to feed the analog television signal to several televisions in your home. If the picture remains pixelated after the cables have been checked or the “Signaal verlies: Er schijnt geen signaal te zijn” does not disappear, please contact the Philips Consumer Care Centre at 0900 84 07 (€ 0.10 per minute).

15. The Digital Cable Receiver has crashed and I cannot do anything anymore.

Unfortunately, the Digital Cable Receiver sometimes crashes and can no longer be operated by the remote control or the buttons on the front panel of the Digital Cable Receiver. One possible reason for the Digital Cable Receiver crashing is that the device is currently receiving new information. In this case, the message **Software Download in Progress** will appear on screen. The message will disappear from your screen as soon as the Digital Cable Receiver has finished receiving the information. You can now resume using the UPC Digital TV services. If the Digital Cable Receiver does not respond and/or the **Software Download in Progress** message does not appear, it may help to briefly disconnect the mains power to the Digital Cable Receiver. If the Digital Cable Receiver still does not work after this, please contact the Philips Consumer Care Centre at 0900 84 07 (€ 0.10 per minute).

16. I have connected the Digital Cable Receiver and a screen now prompts me to enter a location code. What should I do?

You must enter the location code for the town/city in which you live.

The location code can be found in the **Additional information** chapter.

17. The following message appears: “signaal verlies, er schijnt geen signaal te zijn...”. What should I do?

This message indicates that the signal received by your Digital Cable Receiver is too weak or there is no signal.

Check that your Digital Cable Receiver is directly connected to the wall socket - without any intermediate non-UPC devices, distributors or amplifiers. If the problem cannot be resolved, please contact the Philips Consumer Care Centre at 0900 84 07 (€ 0.10 per minute).

18. I have completed the installation procedure, however the picture is very poor. What must I do?

There can be several reasons for poor picture quality - how would you describe the visible symptoms of the fault?

19. Wrong TV format

The wrong picture format may also be set in the **TV settings** option of the **Settings** menu.

20. Stripes, interference, black & white, specks, blurry or discoloured picture:

These faults are caused by the cable between the Digital Cable Receiver and your television or other external devices. Check whether these cables are faulty or the connectors are loose and replace the cables.

Black, frozen, pixelated picture:

This fault is caused by a problem in the signal received by the device. Possible causes include poor or loose cables or malfunctions in our network. Check that the Digital Cable Receiver is directly connected to the wall socket - without any intermediate non-UPC devices, distributors or amplifiers. If the problem cannot be resolved, please contact the Philips Consumer Care Centre at 0900 84 07 (€ 0.10 per minute).

21. The device seems slow when I'm zapping.

Changing channels with digital television takes approximately half a second longer than with analog television and switching between HD and SD channels might also take longer.

22. Should I leave the Digital Cable Receiver in standby mode when I'm not watching television?

The Digital Cable Receiver regularly receives software updates via the cable network. New services (such as new games) are also received via these “software downloads”. In order to receive the new software (and new services), it is important that you leave the Digital Cable Receiver in standby mode if you are not using it.

23. What do I have to check when connecting the Digital Cable Receiver?

It is important that you directly connect your Digital Cable Receiver to the wall socket, without any intermediate non-UPC devices, distributors or amplifiers. There must also be sufficient space around the Digital Cable Receiver to ensure proper ventilation.

24. I have several televisions at home. Can I watch UPC Digital TV on all of them?

This is not possible, unfortunately. The “digital” signal can only be used with one television. By connecting a distributor to the aerial (RF) output, your “normal” analog TV signal can be distributed to the other televisions in your home.

25. I have just connected the Digital Cable Receiver but don't see a picture. What should I do?

Check whether the Digital Cable Receiver is connected to the 230V mains voltage. Also check whether the Digital Cable Receiver has been correctly connected to the television and that the right channel has been selected.

26. How do I connect the Digital Cable Receiver?

Instructions can be found in the **Connect** chapter. If you are purchasing several UPC products, you can find the instructions in the installation manual **Connecting all UPC services**. If you are unable or do not wish to carry out the installation yourself, an installer can perform the installation for you. Please contact the Philips Consumer Care Centre at 0900 84 07 (€ 0.10 per minute).

13 Glossary of terms

A

Analogue audio

Sound that has not been turned into numbers. Analogue sound is available from the LEFT/RIGHT AUDIO outputs. The red and white sockets send audio through two channels, the left and right.

Aspect ratio

Aspect ratio refers to the length to height ratio of TV screens. The ratio of a standard TV is 4:3, while the ratio of a high-definition or wide TV is 16:9. The letterbox format allows you to enjoy a picture with a wider perspective on a standard 4:3 screen.

D

Delay

The time difference between a sonic event and its perception at the listening position. Use the Lip Synchronization feature to cancel the delay.

De-scrambling/scrambled

Many TV channels are scrambled. To de-scramble them you need specific smart cards provided by different pay-TV providers.

Digital audio

Sound signal that has been converted into numerical values. Digital sound is available when you use the DIGITAL AUDIO OUT COAXIAL. These sockets send audio through multiple channels, instead of just two channels as analogue does.

Dolby Digital

A surround sound system developed by Dolby Laboratories containing up to six channels of digital audio (front left and right, surround left and right, centre and subwoofer).

DVB

Digital Video Broadcasting.

H

HDMI

HDMI is a standard for video interfacing; it can convey a massive amount of digital data. It means it can easily support all HDTV standards.

HDTV

High-Definition Television.

I

Interactive

Gives you access to an interactive page offering various information and services.

J

JPEG-EXIF

JPEG-Exchangeable Image File. A file format developed by Fuji Photo Film for digital still cameras. Digital cameras from various manufacturers use this compressed file format, which carries date, time and thumbnails information, as well as picture data.

JPEG

A very common digital still picture format. A still-picture data compression system proposed by the Joint Photographic Expert Group, which features small decrease in image quality in spite of its high compression ratio. Files are recognized by their file extension "JPG" or "JPEG".

L

Lip Synchronization

Setting used to synchronize sound and pictures in case a delay is experienced, in particular if the sound of speech does not match lip movements.

M

MPEG

Motion Picture Experts Group. A collection of compression systems for digital audio and video.

P

PIN Code: 4-digit code used to prevent access to inappropriate programmes (parental control).

S**scart Loop-through**

Function allowing automatic signal by-pass for playback from a VCR or DVD player/recorder connected to scart EXT2.

SDTV

Standard Definition Television.

Smart card

Card to be inserted into the smart card slot. It is provided by the pay-TV provider whom you took out a subscription.

Surround

A system for creating three dimension sound fields full of realism by arranging multiple speakers around the listener.

U**UPC On Demand**

Gives you on-demand access to films from UPC On Demand.

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DCR 5012

Serial number:

PHILIPS Nederland / The Netherlands

Philips Consumentenlijn
Postbus 102
5600 AC Eindhoven
Tel: 0900 8407 (€ 0,10/min)

UPC Centre Almere Stad

Traverse 5 (opposite the Utopolis movie theater)
Monday 13:00 - 18:00
Tuesday to Friday 9:30 - 18:00
New: Thursday open to 21:00
Saturday 9:30 - 17:00
Every last Sunday of the month between 12:00 and 17:00

UPC Centre Amsterdam

Kabelweg 51
Monday 10:00 - 17:30
Tuesday to Friday 9:00 - 17:30
Closed on Saturdays and Sundays

UPC Centre Amsterdam

Ceintuurbaan 117
Monday 10:00 - 17:30
Tuesday to Friday 9:30 - 17:30
New: Thursday open to 21:00
Saturday 9:30 - 17:00
Closed on Sunday

UPC Centre Arnhem

Koningstraat 73
Monday 13:00 - 18:00
Tuesday to Friday 9:30 - 18:00
New: Thursday open to 21:00
Saturday 9:30 - 17:00
Closed on Sunday

UPC Centre Nijmegen

Takenhofplein 1
Monday 10:00 - 17:30
Tuesday to Friday 9:00 - 17:30
Closed on Saturdays and Sundays

UPC Centre Haarlem

Grote Houtstraat 133
Monday 13:00 - 18:00
Tuesday to Friday 9:30 - 18:00
New: Thursday open to 21:00
Saturday 9:30 - 17:00
Closed on Sunday

UPC Centre Leeuwarden

Ruiterskwartier 127 (on Zaailand Square)
Monday 13:00 - 18:00
Tuesday to Friday 9:30 - 18:00
New: Thursday open to 21:00
Saturday 9:30 - 17:00
Closed on Sunday

UPC Centre Rotterdam

Lijnbaan 117
Monday 12:00 - 18:00
Tuesday to Thursday 9:30 - 18:00
Friday 9:30 - 21:00
Saturday 9:30 - 18:00
Sunday 12:00 - 17:00

UPC Centre Rotterdam

Zuidplein Hoog 441
Monday 12:00 - 18:00
Tuesday to Thursday 9:30 - 18:00
Friday 9:30 - 21:00
Saturday 9:30 - 17:00
Sunday - only when shops are open

UPC Customer Service

If you have any questions after reading this manual or if you come across any unexpected situations during or after installation of the device, please contact the UPC Customer Service department at 0900 15 80 for technical support (€ 0.10 per minute), available seven days a week from 08:00 to 21:00.

Websites

For more information about Philips products, please visit www.philips.com

Visit our website for more information on the possibilities offered by UPC Digital TV, as well as by UPC Broadband Internet, UPC Telephony and UPC Mobile. For more information and questions about UPC Digital TV, visit: www.upc.nl

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