

# At home

Landline | Broadband | TV

Welcome Guide

[www.du.ae](http://www.du.ae)

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Welcome to the world of  
**home services from du**



## Our welcome guide contains:

Details of all our services as well as a step-by-step guide to help you take full advantage of each service.

- How to get the most out of the many Landline features we offer
- How to set up and manage your Broadband connection and email accounts to suit your needs and style
- How to get maximum enjoyment out of our TV-based advanced entertainment systems
- Comprehensive billing support
- Frequently asked questions
- A guide on how to modify your services with minimum effort

For any enquiries, issues, suggestions, troubleshooting or questions, please feel free to contact customer care on **+971 4 390 5555** or write to us at **[customer.care@du.ae](mailto:customer.care@du.ae)**

Please mention your customer ID for reference.

Customer ID .....

Landline number .....

## Your Landline

Always connected

du offers you an extensive range of breakthrough Landline features. Better your Landline experience and take advantage of the latest innovative services today and in the future.

### Enhance your Landline experience with:

- Pay by the Second
- Itemised billing
- Competitive Landline calling rates

With every Landline subscription, we offer a phone set free of charge. An additional Caller ID phone set can be purchased for a nominal charge.

du offers you a wide range of value added features on your Landline. Please follow these simple steps to activate, check status or cancel the features as you require.

### Return Last Missed Call

This feature enables you to know the last incoming telephone number that called, so that you can easily return the call.

#### When you dial:

**1471** – it will enable you to hear an announcement, confirming the telephone number of the last incoming call, along with the date and time of the call. After the announcement you will be asked to press 3 if you want to return the call.

**1472** – it will call the last telephone number that called, without hearing the announcement.

## Ring Back When Free

With this feature you do not have to call back or stay on the line when the person you are trying to call is already engaged on another call.

**Ring Back When Free** automatically redials the desired number once the other party becomes free. If you call someone and their line is busy, dial 5 and replace the handset. As soon as the called party becomes free, the call will automatically connect without you having to wait on the line or redial. Your handset will ring to tell you when the call has connected.

How to use this feature:

Activate	Check status	Cancel
Pick up the handset Press <b>*37#</b> Replace the handset	Pick up the handset Press <b>*#37#</b> Listen to the automatic voice message Replace the handset	Pick up the handset Press <b>#37#</b> Replace the handset

## Call Forward – all\*

This feature allows you to forward incoming calls to another number. When the feature is active, a stuttered dial tone will be heard for a short time when you pick up the handset.

How to use this feature:

Activate	Check status	Cancel
Pick up the handset Press <b>*21*</b> Enter the telephone number to which all incoming calls will be diverted Press <b>#</b> Replace the handset	Pick up the handset Press <b>*#21#</b> Listen to the automatic voice message Replace the handset	Pick up the handset Press <b>#21#</b> Replace the handset

## Call Forward – busy\*

With this feature you can have incoming calls forwarded to another number when your line is busy, allowing someone else to take the call.

How to use this feature:

Activate	Check status	Cancel
Pick up the handset Press <b>*67*</b> Enter the telephone number to which all incoming calls will be forwarded when you are busy with another call Press <b>#</b> Replace the handset	Pick up the handset Press <b>*#67#</b> Listen to the automatic voice message Replace the handset	Pick up the handset Press <b>#67#</b> Replace the handset

## Call Forward – no reply\*

This feature will automatically forward incoming calls to another number if you do not answer within approximately 30 seconds. When the feature is active, a stuttered dial tone will be heard for a short time when you pick up the handset.

How to use this feature:

Activate	Check status	Cancel
Pick up the handset Press <b>*61*</b> Enter the telephone number to which all unanswered incoming calls will be forwarded Press <b>#</b> Replace the handset	Pick up the handset Press <b>*#61#</b> Listen to the automatic voice message Replace the handset	Pick up the handset Press <b>#61#</b> Replace the handset

\*Note: Please enter the telephone number to which the incoming calls will be forwarded to, in the format in which you would dial the number normally.

## Caller Line ID

This feature displays the caller's number on your telephone handset. No activation is required for the service. You just need to have a caller ID phone to display the caller's number.

## Call Waiting – tone

If a call comes in while you are engaged on another call, you will hear a short tone (beep) to indicate that the new call is waiting. You can then choose whether to:

- Ignore the waiting call
- Reject the waiting call and continue with the original call by pressing "Flash" 0
- Accept the waiting call and release the original call by pressing "Flash" 1
- Accept the waiting call and hold the original call by pressing "Flash" 2

How to use this feature:

Activate	Check status	Cancel
Pick up the handset Press <b>*43#</b> Replace the handset	Pick up the handset Press <b>*#43#</b> Listen to the automatic voice message Replace the handset	Pick up the handset Press <b>#43#</b> Replace the handset

Note: If your handset does not have a "Flash" button, please use the equivalent button which is "Recall" or "Redial" or "Hook Switch". Please refer to the handset user manual for details on this feature.

## 3 Party Call Conferencing

With this feature you can connect with two other callers to create a three way conversation. This feature allows you to place an existing call on hold, dial a new number and then set up a three way conference call.

How to use this feature:

### 3-way conferencing

A calls B. A presses "Flash" button (or equivalent) and dials C. B is automatically placed on hold. Once C answers, A presses "Flash" 3 (or equivalent) and enters 3-way conferencing.

## Landline features available at nominal monthly fee

### Call Barring – incoming

When you do not want to be disturbed, this feature allows you to stop incoming calls. When the feature is active, you will hear a stuttered dial tone. The caller receives an announcement indicating that you are not accepting calls at that time.

How to use this feature:

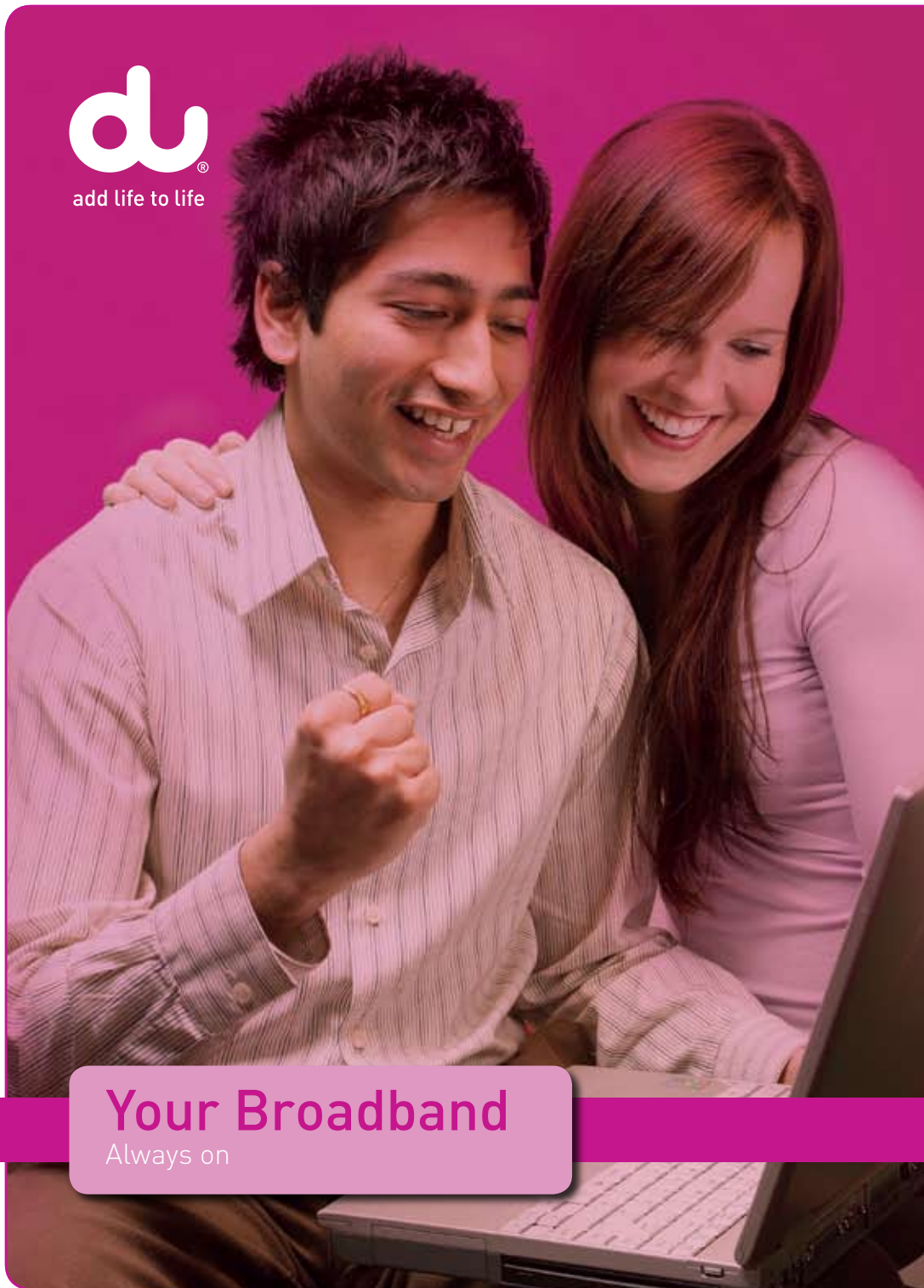
Activate	Check status	Cancel
Pick up the handset Press <b>*261#</b> Replace the handset	Pick up the handset Press <b>*#261#</b> Listen to the automatic voice message Replace the handset	Pick up the handset Press <b>#261#</b> Replace the handset

### Call Barring – outgoing

You can use this feature to prevent certain types of calls being made, such as national calls, international calls or calls to mobiles. The deactivation process can be protected with a password of your choice to prevent unauthorised users from using the phone. When the feature is active, a stuttered dial tone will be heard for a short time when you pick up the handset.

Service	Activate	Check status	Cancel
All Call Barring	Pick up the handset Press <b>*342#</b> Replace the handset	Pick up the handset Press <b>*#342#</b> Listen to the automatic voice message Replace the handset	Pick up the handset Press <b>#342*</b> password # Replace the handset
International Barring	Pick up the handset Press <b>*343#</b> Replace the handset	Pick up the handset Press <b>*#343#</b> Listen to the automatic voice message Replace the handset	Pick up the handset Press <b>#343*</b> password # Replace the handset





## Your Broadband

Always on

You are connected to a state of the art network using the latest fibre optic technology. This means you can connect to the internet by simply plugging in your computer. There is no need to dial up numbers or remember usernames and passwords. Just choose the speed that suits your needs.

The service is “always on” meaning, you do not have to dial in and connect every time you want to access the internet.

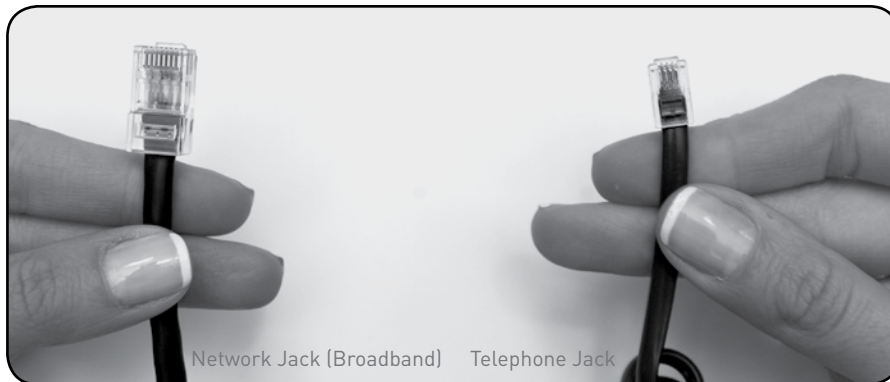
In case you find your selected speed inadequate for the type of applications you use, you may consider an upgrade to any of our higher speed broadband packages. For packages details please visit [www.du.ae](http://www.du.ae)

### Connection tips

Your computer must be equipped with a network card, usually pre-installed in most modern PCs today.

Also make sure you are using the appropriate cable, there is often confusion between the telephone and network cables. The difference is in their jacks. The telephone jack (RJ-11) being smaller than the network jack (RJ-45) can easily fit into the network card port but will not work.

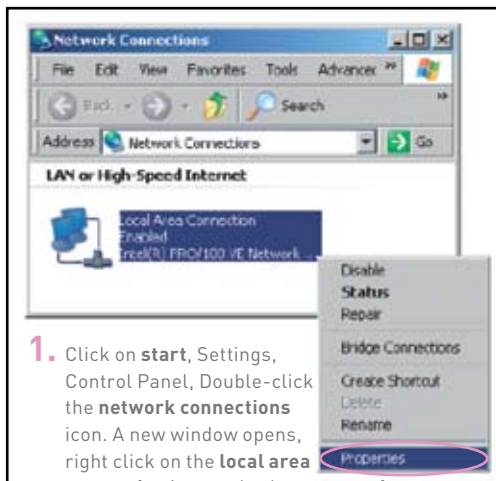
Please refer to the diagram below:



For any further clarifications, please contact our customer care representatives on +971 4 390 5555.

## Configuration of LAN for internet connectivity through du

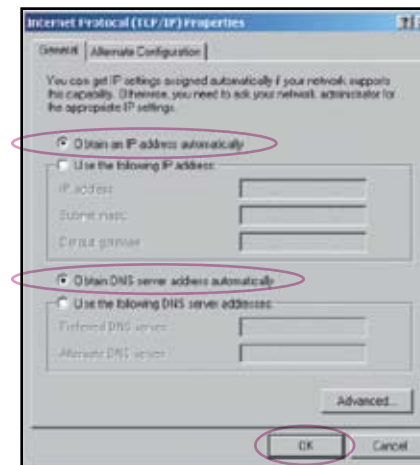
### Configuring TCP/IP



1. Click on **start**, **Settings**, **Control Panel**, Double-click the **network connections** icon. A new window opens, right click on the **local area connection** icon and select **properties**



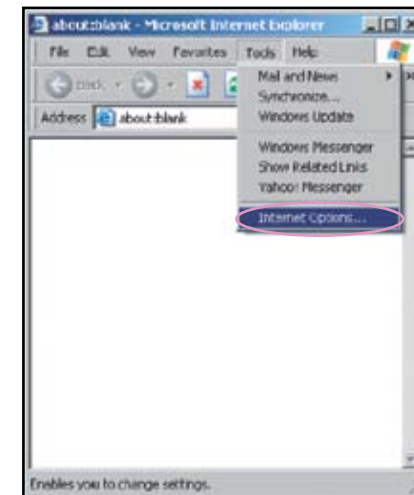
2. Highlight **internet protocol (TCP/IP)** and then click on the **properties** button



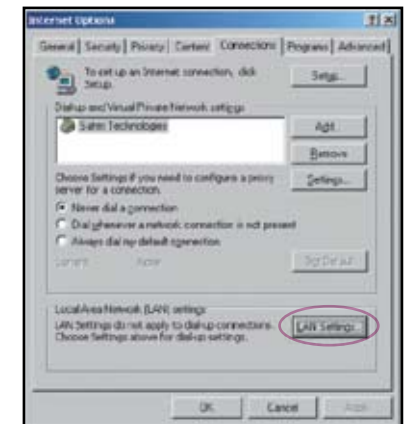
3. Make sure that **obtain IP address automatically** and **obtain DNS server address automatically** are selected here and then click **OK**



4. Click on the **OK** button

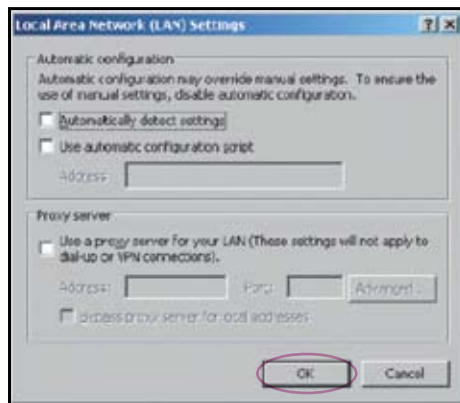


5. Open **internet explorer** on the menu bar, select **tools** and then click on **internet options**



6. Choose the **connections** tab and click on **LAN settings**





7. Make sure that **all options are unchecked** here and then click **OK**
8. Click **OK** for the Internet Options window too. That's it. You should be able to access the internet now!

## Webmail

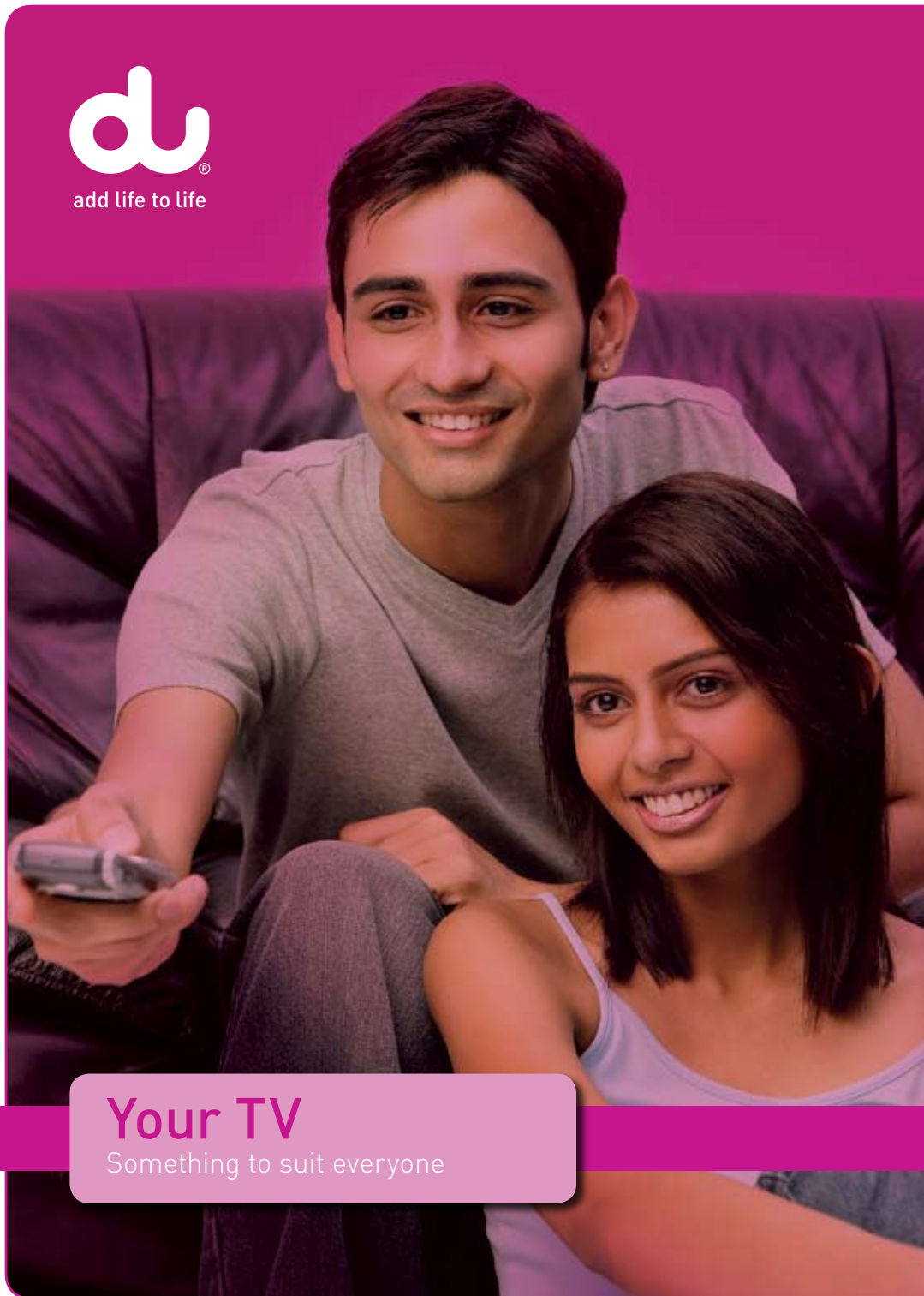
Our webmail service allows you to access your emails from anywhere in the world, from any connected PC, at any time.

If you haven't configured your email accounts at the time of purchasing the service, please call customer care on +971 4 390 5555.

Once your email is set up, you can access it by simply visiting [www.mailme.ae](http://www.mailme.ae) and logging in using your supplied user name and password.

### Features of [www.mailme.ae](http://www.mailme.ae) - our webmail service are:

- View and update your contacts, calendar, tasks and email directly from the computer you are using
- Be up to date with important dates by using the calendar feature
- Use rich text editing for your email messages to include bold, italics, bullets, alignment, coloured fonts, pictures displayed directly in the message body and linked items
- Spell check your emails before sending them
- Customise the appearance of your email using different theme designs and colours



## Your TV

Something to suit everyone

We offer TV services that are set to revolutionise the TV viewing experience in the region. du TV services include an array of advanced features such as intuitive and simplified search and display, superior channel browsing, instant channel change capability and an ergonomically designed Enhanced Electronic Programme Guide (EPG).

### Subscribe to du TV package and benefit from the best in entertainment with a host of features:

- **more than 130 TV channels from around the world** in more than 15 different languages and covering all genres from movies to sports, kids, music, news and more
- **browse what's on other channels (Picture-in-Picture)** – take a glimpse at what's happening on other channels while watching your current favourite programme
- **create your favourite channel list.** Too many channels shouldn't worry you – simply create your own list of favorite channels for easy navigation
- **search for your favourite shows.** Too many programs? No worries! Just enter the name of your favourite show or actor and start watching
- **Video-on-Demand** – have the choice and convenience of watching movies whenever you want with a simple click on your du remote control, from a broad selection of Arabic Cinema, Hollywood & Bollywood

### You can also choose our advanced du TV+ package and get even more exciting features:

- **pause, rewind and record live TV** – enjoy full control by recording your favourite programme and watching whenever you want
- **watch a programme and record another.** If your two favourite programmes are being broadcast at same time, watch one and record the other one
- **schedule recording** – no need to rush back to home, simply schedule the recording of upcoming programmes and watch them whenever you want

Not only this, du TV service supports High Definition TV (HDTV) giving you an experience like never before with sharper, brighter and clearer picture quality. Feel closer to exclusive documentaries, hear all the big moments in sports and see the irresistible view of the world in your living room. Simply subscribe to any of our HD packages and enjoy all the moments in stunning high definition.

Moreover, you have choice to subscribe from our variety of premium pay TV packages from Orbit-Showtime, Pehla, Firstnet, JSTV, ART and more.



### **Pehla packages:**

TV packages from Pehla are targeted mainly towards customers from the Indian subcontinent, with most channels in English, Hindi, Urdu and other Indian regional languages.



### **Orbit Showtime packages:**

The newly merged Orbit Showtime platform, brings together 75 premium channels, the widest choice of premium entertainment in the Middle East and North Africa. These channels provide a blend of English, Arabic and Filipino content across a variety of genres with exclusive rights on movies, series and sports. Orbit Showtime also provides a selection of sports, movies and series on HD through its exclusive Showtime HD channel.



### **Family entertainment package:**

This package comprises some of the most watched channels in the region. For a small nominal monthly fee you can watch Al Jazeera Sports +1 to + 10 Al Jazeera Sports HD, Boomerang, Cartoon Network and Turner Classic Movies.

### **ART packages:**

TV packages from ART are targeted towards the Middle Eastern population mainly in Arabic and English. Some Indian TV channels are also included. ART channels offer programmes across the following genres: documentary, kids, movies, music, news and sports. There are three packages available with more than 40 TV channels.



### **Firstnet packages:**

TV packages from Firstnet cover a mix of documentary, kids, movies, music, news and sports programmes. The channels are mainly broadcast in English. There are two packages available with more than 25 channels.

### **JSTV packages:**

With our JSTV package you can enjoy 2 TV channels - JSTV and JSTV2 – plus JSTV Radio. Bringing you Japan's latest drama, documentaries, sports, children's programmes, entertainment, business information, news, comedy, and educational programmes, JSTV provides you with a unique insight into Japanese culture.

- minimum TV contract duration: 6 months
- you can change your Pay TV package at no additional cost provided if you have been using an existing Pay TV package for at least 3 months

For more details on the channels offered with each package, please refer to the latest TV channel list or our website, [www.du.ae](http://www.du.ae) and click on "at home, TV".





## Your billing

Payments made simple

### We offer you a number of convenient payment options which include:

- **Payment using automatic recurring payments on your credit card:** Pay your du home services bills conveniently through your credit card automatically every month. You can set this up by completing an automatic payment form by visiting us at our du shops. Please call customer care for more information
- **Payment on our website [www.du.ae](http://www.du.ae):** Pay your bills simply registering on our self care at [www.du.ae](http://www.du.ae)
- **Payment at participating banks:** You can conveniently pay your bills at the following banks using their available channels. (Please check with your preferred bank which channels are available for du payments)
  - Emirates Bank
  - Mashreq Bank
  - National Bank of Dubai
  - Union National Bank
  - Commercial Bank of Dubai
- **You can deposit your cheque\*** in any du drop box using the envelopes provided at the drop boxes (you can find out the drop box location on [www.du.ae](http://www.du.ae)) click on "at home / customer care / billing & payment"
- **You can post your cheque\*** to P.O. Box 122122, Dubai, United Arab Emirates in the name of EITC PJSC
- **At any du shops** by cash, cheque or credit card

For more information on our du shops please visit our website on [www.du.ae](http://www.du.ae)

\*When paying by cheque or using bank payments, please enclose the payment advice slip attached at the bottom of your bill or provide the name of the account holder and Landline/ account number for applying the payment correctly into the account. Please also allow seven working days for the payment to be reflected in the account.

**du shops are conveniently located across the UAE:**

**1. What charges will appear on my first bill?**

There are a number of factors to be considered when reviewing the bill amount on your first bill. Some of them are:

- Based on what day of the month your service has been activated, you will see a pro-rated portion of your regular monthly fee for the service you have subscribed
- The activation charges that you have already paid
- Service usage charges depending on your usage

**2. Can I pay my bills automatically each month using my credit or debit cards?**

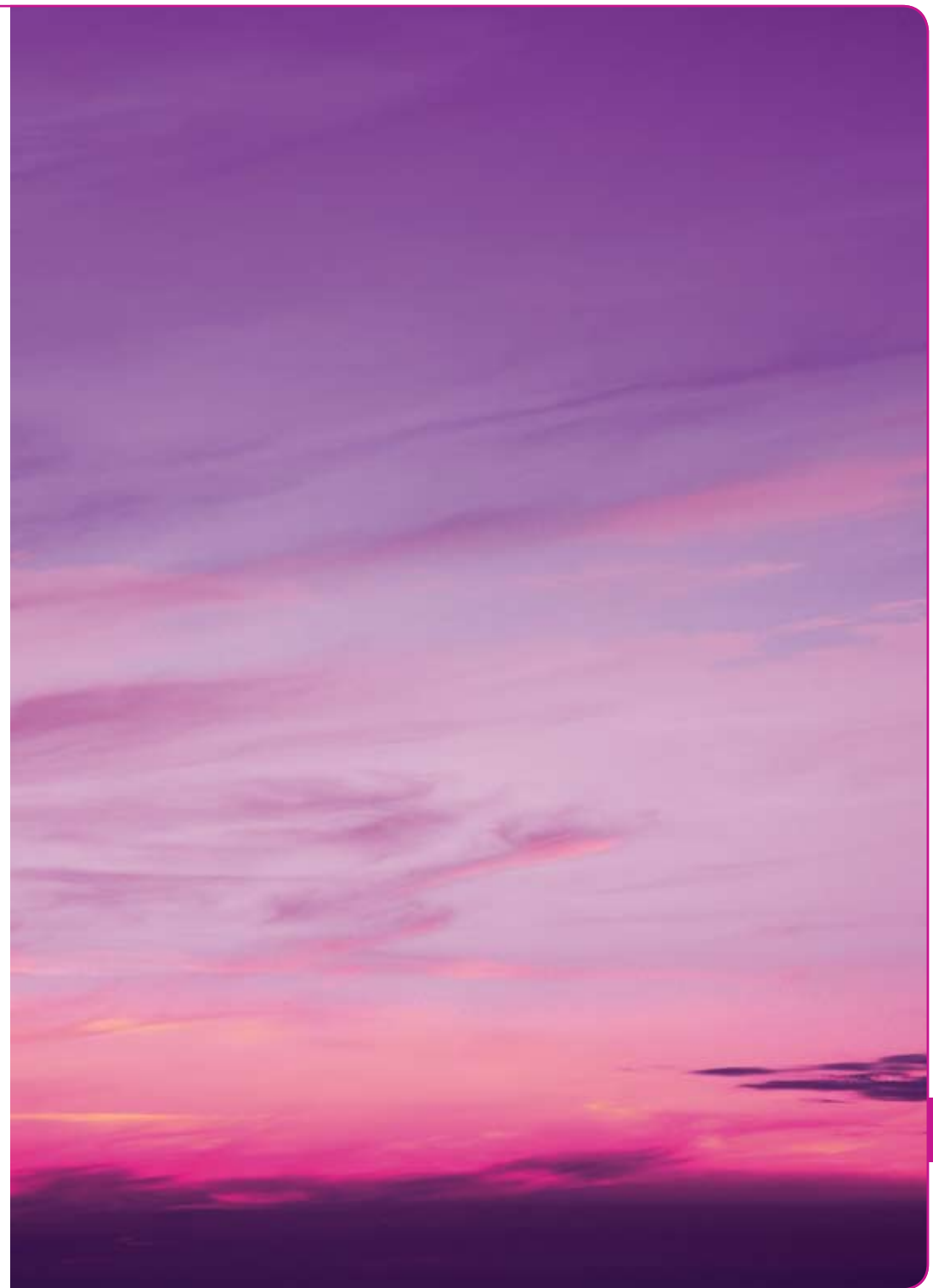
You can pay your bills automatically each month by signing up an 'automatic payment form' which can be easily obtained from our website, call our customer care or visit any of our Sales Office offering home services.

**3. Can I have one bill for mobile and home services?**

You can opt for having one bill for entire telecom services including mobile and home services or you can choose to have a separate bill for each service.

**4. How do I get my services reconnected after being suspended due to non-payment or late payment?**

If your account is not settled on time, your services will be deactivated. To resume your services; pay the outstanding amount and you will be reconnected within 24 hours. Your services will be terminated if your account remains unpaid for 45 days from the payment due date. To reconnect your services, you will have to re-apply and in addition to the outstanding amounts due, you will be charged activation fee for home services. Moreover your telephone numbers will change.





## Your questions

Answers to all your concerns

### Modifying your services

You may make changes to your services by:

- Calling customer care on **+971 4 390 5555**
- Visiting our du shops
- Writing to **customer.care@du.ae**

Amendments to service include one or more of the following:

- Subscribe to additional home services
- Change in billing address
- Change in Landline number
- Additional Landline service
- Additional Landline extensions
- Upgrade/downgrade your Broadband speed
- Change in email address
- Upgrade mailbox size of an email account
- Additional Broadband extensions
- Change in TV packages

Please consult our price guide included in the pack for any charges which may apply to changing services. For assistance do not hesitate to contact customer care or visit our du shops.

## Frequently asked questions

### 1. Who do I contact if I have an enquiry?

For any enquiries, issues, suggestions, troubleshooting and other questions please contact our customer care hotline on 04 390 5555 or write to us at [customer.care@du.ae](mailto:customer.care@du.ae). Please always be sure to mention your Customer ID for reference.

### 2. May I cancel my services at any time? Is there a related charge?

You may cancel your Broadband or Landline services at any time free of charge provided you give a minimum of 30 days notice. For TV service there is a minimum subscription period and a minimum stay period with a TV provider such as Showtime, Orbit, ART, Firstnet, Pehla. A termination of TV service within the minimum period or a cancellation of a TV package from a provider within the minimum stay period will attract a charge (please refer to the price guide included in the pack).

### 3. Can I move my subscription with me if I move my house/apartment?

As long as you move to a new property within the service area of du you may move your subscription with you. This can be done on a specific date. A one time relocation service charge will apply. Please refer to service and tariff guide for details or please contact our customer care.

### 4. Can I transfer my contract to another person?

The contract cannot be transferred to another person. You will have to cancel the contract and the other party would have to sign a new contract and provide new documents. Otherwise the original contract holder will remain liable for all payment.

### 5. When will my services be activated?

We strive to activate the services for our customers in the shortest time possible, which is normally within 4 working days. Our sales representative will assign a date for the field engineer's visit to activate the services requested, depending on the customer's availability. The field engineer will then pay a visit at the agreed date and time.

## Landline

### 1. How many Landline connections can I have and how many extensions can I get on each Landline line?

There is no limit for the Landline connections one can have. But the maximum number of extensions per line depends on the number of cabled sockets you have in your apartment unit or villa.

### 2. What telephone handsets can I use?

Almost all telephone sets available in the UAE work on our network. You can purchase telephone sets from any of our retail shops or any other telephone outlets or other retail shops you wish.

### 3. What are national and international dialling prefixes?

**National fixed** – The dialling prefix is "0" followed by (Emirates area code)-(phone number). For example to call Abu Dhabi dial 0(2)-123 4567.

**National mobile** – The current dialling prefix is "055" for du mobile services and "050" for Etisalat mobile services, followed by (phone number). For example, to call a du mobile number dial 055 – 123 4567.

**International** – The dialling prefix is "00" followed by (country code)-(area code)-(phone number). For example to call UK dial 00-44-123-456-7890.

### 4. When people call me, they either get a busy signal or the wrong person answers. What is happening?

There is possibility that the call has been forwarded. Depending upon the type of call forwarding activated, please deactivate the feature. For more information on how to deactivate, call our customer care.

### 5. How are international calls charged?

International calls are charged by the second. Other calls types such as national calls to Landline and mobile are also charged by the second. You pay only for what you talk.

### 6. What are the peak and off-peak timings?

Off-peak timings are from Saturday to Thursday 2.pm – 4.pm and 9.pm – 7.am  
Friday the whole day is off-peak.  
Peak timings are from Saturday to Thursday 7.am – 2.pm and 4.pm – 9.pm  
Refer our website [www.du.ae](http://www.du.ae) for any special offers on international calls.

### 7. Can I send and receive SMS from my Landline?

We apologise, currently this service is not available.

## TV

### 1. What TV offers can I subscribe for?

With du TV you have two options to choose from. You can choose du TV+ Services which allows you to pause/rewind live TV, record videos, watch one programme while recording another, schedule future recordings, view an electronic programme guide, and browse what's on other channels (view what's coming up on other channels while watching your favourite show).

You also have the option to choose du TV Services which permits you to do all the above, except recording. Our du TV+ Services comes with an advanced recordable TV decoder while du TV Services comes with a basic TV decoder.

### 2. What are the various TV packages available?

We offer a wide range of TV packages comprising more than 250 channels, catering to the needs of customers from different cultural backgrounds, and keeping everybody's interests in mind. du TV bouquet features packages from Showtime, Orbit, ART, Pehla, Firstnet, JSTV and more. Each TV subscription comes standard with a Basic Package, including more than 130 TV channels from around the world, more than 15 languages, and all genres from documentary and kids to movies and sports.

### 3. Will I get any discount for subscribing to the additional TV subscriptions?

You will enjoy great discounts from most of the pay TV providers on a second subscription from the same package. To know more about discounts on TV packages, call customer care or visit [www.du.ae](http://www.du.ae)

### 4. How can I change or upgrade my TV subscription?

Simply call our customer care and request for an upgrade or change your TV subscription. There may be minimum contract terms for pay TV subscriptions. Our customer care representative will take care of your requirements and recommend the best for you.

**5. What is the difference between du TV and du TV+ services?**

du TV+ Services allows you to pause/rewind live TV, personal video recording, watch one and record another, schedule future programme recording, view electronic programme guide and browse what's on other channels (view what coming up on other channels while watching your favorite show). du TV+ Services comes with an advanced recordable TV decoder.

du TV Services allows you to do all that du TV+ Services does except recording.

du TV Services comes with a basic TV decoder.

**6. Can I set up the du decoder remote control to control my TV set?**

The du decoder remote can be conveniently used to control both your TV and your decoder functions. To set up your decoder remote to control your TV, simply refer to the decoder instructions manual and set up your remote control.

**7. Can I record live TV?**

You will require du TV+ Services to record live TV. You can record up to 80 hours of TV and also pause, rewind or fast-forward your recorded programmes. To upgrade to du TV+ Services, call customer care.

**8. How can I schedule the recording of a single programme and a series?**

You will require du TV+ Services to record a programme or a series. Simply go to programme guide, select your favourite programme or show and press the 'rec' button on your remote. You will see a red dot appear next to the programme confirming your recording. To record a series, follow the same steps and press the 'rec' button twice. You will see three red dots appear next to the series to confirm the recording.

**9. Not able to schedule a series recording?**

You can only schedule a series recording for a programme that is a series. To know more about how to record a series programme, refer to the TV user guide.

**10. How can I know if my selected recordings are scheduled?**

Go to TV menu and select 'recorded TV'. Go to 'scheduled' and you will see all your scheduled recordings. Alternatively, you can go to programme guide. Go to the programme that you have scheduled for recording. For a single programme recording, you will see a red dot appear next to the programme and for series of recordings you will see three dots appear next to the programme.

**11. Will the decoder stop recording in standby mode?**

All your scheduled recordings (single or series programme) will be recorded when the decoder is in standby mode. You don't need to worry about missing a moment of your favourite show.

If you are recording a live programme by using the 'rec' function, the recording will stop if the decoder is put into standby mode.

**12. If I record a programme that is restricted for viewing by using the Parental Control function, can somebody else see it?**

You will need to enter the PIN (personal identification number) to play a programme that is recorded with viewing restriction. The programme will appear on the list of your recorded programmes. However, to play a PIN will be required.

**13. Are the subtitles available?**

Some channels may broadcast subtitles on a programme. To check if the subtitles are available, press the 'options' button on your decoder while watching the channel in full screen. You will see the available languages. Use the 'arrows button' to select your desired language and press OK to select the language.

**14. Can I control which channels to show or hide on the programme guide?**

du TV allows you to control which channels to show or hide on the programme guide listings. From the list of subscribed channels you may want some channels that you never watch, not to be shown on the programme guide. Go to 'settings' menu. Go to 'TV settings' and select 'customise channel guide'. Uncheck the programmes that you wish to hide from listing on programme guide. Save the settings.

You can also create your own favourite list of channels. To do so, refer to 'my favourite' section in the TV user guide that comes with your subscription.

**15. Can I control what my kids watch on TV?**

du TV Services allows you to restrict certain channels or programmes that you don't want your children or anybody else to watch. To do so, use the Parental Control feature. Go to the 'settings' menu, select 'Parental Control' and enter your PIN.

To restrict a channel select 'channels' and select 'change'. Select the channel that you wish to restrict and press OK. You will see a lock sign next to the channel confirming the channel is restricted from viewing. You can restrict as many channels as you want.

To restrict a programme by rating, select 'programme ratings' and select 'change'. Choose the standard rating by which you wish to restrict programmes. All the programmes with that rating will be automatically restricted. Select the rating and press OK.

- 1) NC-17 - for adult viewing only
- 2) R - requires presence of an adult
- 3) PG 13 - not recommended for children age below 13
- 4) PG - recommended for viewing with an adult
- 5) G - general viewing

**16. What audio languages are available within du TV?**

Some channels may be broadcasting more than one audio language. With du TV, you can select and watch your favourite show in your preferred language (if the channel is broadcasting in that language). To set your preferred language, go to the 'settings' menu. Go to 'general setting' and select 'audio language'. Select your preferred language and press OK.

**17. I can see the TV menu and the programme guide screen but no channel.**

Ensure that all the cables are properly plugged in and the wall sockets are active. If the problem still persists, call customer care.

**18. I cannot hear anything or the audio level is too low.**

Check if there is a 'mute' icon displayed on the screen. If yes, press the 'mute' button on your remote to remove the 'mute' feature. You should be able to hear the audio now.

If the mute is not active, ensure all the audio cables are properly connected. If the problem still persists, check if you are using the secondary audio stream, which is not supported by this channel. To check, press 'menu' on your remote. Go to 'settings', go to 'general settings' and select 'secondary audio'. Select 'use primary audio'. Some channels have multiple audio streams but the audio is not broadcasted. If the problem still remains, call our customer care.

**19. My TV screen appears clipped on the edges or it is stretched.**

While watching the channel on full screen, press the 'options' button on your remote. Go to the 'aspect ratio' menu with the help of the 'arrow' button and select the zoom option that fits the best on your TV set.

**20. I cannot browse what's on other channels in any screen or menu?**

The feature 'browse what's on other channels' is available on currently broadcasting channels only. This feature is not available for future or recorded programmes.

#### 21. My TV is not recording the programme that I have scheduled for recording?

There could be several factors responsible for not recording your scheduled programme

- Someone has cancelled the scheduled recording and set another programme to record at the same time
- There was a conflict between another recording and you have resolved the conflict by not choosing to record the particular programme
- The hard disk of your decoder is full and you may need to delete old recordings to make space available for new recordings

If the problem still persists, call customer care.

#### 22. I have forgotten the PIN to unlock the channels or programmes from viewing.

You can easily reset your PIN by calling customer care.

#### 23. I notice some channels missing from the programme guide?

Check if the channel is set to be hidden from the channel list. Press the 'menu' button on your remote. Go to 'settings', go to 'TV settings' and select 'customise channel guide'. If the channel is unchecked, check the channels one by one and save the settings. You can also choose to check 'all' and save to see all the channels that you have subscribed to in the programme guide. The channels that are not subscribed will not show on the programme guide.

## Broadband

#### 1. What is Broadband?

Broadband Internet access, often called 'Broadband Internet' or just 'Broadband' is an Internet connection that allows end users to access the Internet through the network of an Internet Service Provider (ISP). It's often called 'High-Speed Internet' with a higher rate of data transmission that allows users to connect to the Internet and enjoy browsing, email, games and other online applications such as e-banking, e-learning and e-government.

We offer Broadband packages ranging from speeds of 256 Kbps to up to 24 Mbps. To check our latest offers, visit our website at [www.du.ae](http://www.du.ae) or call customer care.

#### 2. What do 'download speed' and 'upload speed' mean?

The speed of a Broadband connection is associated with upload and download. The download speed is the speed at which the user retrieves data from the internet. For example, whenever a user downloads a file or listens to on-line radio. The upload speed is the speed at which the user sends data to the internet. For example, whenever a user sends an email. For the majority of internet users the need for download speed is much higher than for upload. Hence the download speed is usually much higher, thus optimising the usage of available bandwidth. As an example, a 24 Mbps/1 Mbps connection downloads data at a speed of up to 24 Mbps and uploads data at a speed of up to 1 Mbps.

#### 3. How do we measure Broadband speed?

Broadband speed is the rate at which data is transmitted over a broadband connection. The speed of a broadband connection is usually measured in Kbps (kilobits-per-second) or Mbps (Megabits-per-second). The conversion is simple, 1 Mbps = 1,000 Kbps.

When measuring or comparing speeds, it is important for you to use the same metric units to avoid confusion. For example, at the end of each download, Windows reports speeds using KB/sec (kilobytes-per-second) and this must be converted to kilobits-per-second (1 KB/sec = 8 Kbps).

#### 4. What hardware do I need for my PC to work on du's network?

Any PC or MAC with an Ethernet (Network) Card and suitable Operating System can work on the du network. Most PCs today have this card built into them.

#### 5. How do I know whether my PC has an Ethernet (Network) card?

##### What should I do if my PC does not have an Ethernet card?

Most of the new personal computers (PCs) have Ethernet cards built into them, and depending on the Operating System installed on your PC, you will be able to find out whether or not you have a network card installed. However, if you are not sure, please consult a computer hardware specialist at the outlet where you have bought your PC.

#### 6. Do I have to subscribe for Landline in order to use Broadband access?

Landline service is not required to access Broadband service. Our Broadband service is delivered via a fibre-to-the-home network which does not require any modem or Landline connection.

#### 7. Can I get a Wireless connection at my residence?

You can set up your own wireless connection by installing a wireless router that can easily be bought from most computer shops. du shall only be responsible for delivering the Internet connectivity at your Internet sockets while the configuration of your internal home network (wireless or not) shall be your responsibility.

#### 8. How can I protect my PC from viruses?

- Use a firewall - The first and most fundamental step is to install a firewall. By properly configuring and updating firewall software on your PC, you can stop hackers and any other unlawful system entry
- Use anti-virus software - du provides McAfee antivirus software for free to protect your PC. Please make sure you install and use it and then keep it active and up to date
- Be wary of email attachments - Viruses spread via email - usually as attachments. Unless you are absolutely sure what the attachment is, don't open it
- Know what's out there - By knowing which viruses are prevalent and what they look like, you'll be much better at spotting virus emails

#### 9. I have a Broadband Internet connection, yet it is slow, why?

The download speed you have subscribed to is the maximum speed at which you can receive data from the Internet.

- The congestion on the Internet varies considerably during the day, depending on how many Internet users are active in various parts of the world
- The capability of the individual website you are visiting is a critical factor
- Server capability - if you have an 8 Mbps connection but the server is on a 2 Mbps connection, the best speed you can possibly get is 2 Mbps
- Sharing the Internet connection at home will also slow down your experience
- Malicious software installed on your PC can in some cases negatively impact your experience of Internet speed

## Troubleshooting

Problem-solving advice

Problem	Solution
<b>Landline</b> <b>No dial tone</b>	<ol style="list-style-type: none"> <li>1. Could be a loose connection. Make sure the telephone cable is plugged in firmly and is in the correct wall socket.</li> <li>2. Telephone set might be faulty. If possible try with a different telephone set.</li> <li>3. Check that the power in the IT closet is switched ON.</li> </ol>
<b>Phone not ringing</b>	<ol style="list-style-type: none"> <li>1. Make sure the ringer switch is not turned off.  <b>For Caller ID set:</b> This setting is on the left edge of the telephone set (right next to where the cable is plugged in).  <b>For Regular set:</b> Adjust "handset volume" from the right edge of the telephone set.</li> <li>2. Telephone set might be faulty, if possible try with a different telephone set. (Please refer to handset manual for details).</li> </ol>
<b>Cannot dial out</b>	<ol style="list-style-type: none"> <li>1. Confirm that telephone setting is on "Tone"  <b>For Caller ID set:</b> Press Function button  Press down arrow till you get "Set Dial Mode"  Press "Enter"  Select Tone by pressing down arrow  Press "Enter" again and then "Exit".  <b>For Regular set:</b>  Check "Dialling Mode" on the right edge of the phone set.</li> </ol>
<b>Caller ID display not working</b>	<ol style="list-style-type: none"> <li>1. Check that the batteries are correctly inserted in the telephone set.</li> <li>2. Check that the feature is activated.</li> </ol>
<b>Broadband</b> <b>Cannot browse any website</b>	<ol style="list-style-type: none"> <li>1. Check that network cable is plugged in firmly at both ends (PC port and wall socket). A blinking light on the PC port indicates normal activity.</li> <li>2. Ensure network card is not disabled. To check this go to Start/Settings/Control Panel. Double-click the network icon, right-click Local Area Connection and choose enable.</li> <li>3. Open Internet Explorer, click on Tools/Internet Options/Connection tab/LAN settings. Ensure that all boxes are unchecked in this window, click OK for all windows.</li> <li>4. If you are using a wireless router make sure your PC/laptop is properly connected to the router and the router is properly connected to the wall socket.</li> </ol>



Problem	Solution
<b>Using a company laptop at home</b>	When moving a laptop from home to office and vice versa, you may need to change your network and email connectivity settings, regardless of whether you have different profiles set up in Windows. Please contact your company's IT support to properly configure your laptop for both business and home use.
<b>How to detect your network card</b>	<p>For Windows 2000 or Windows XP or WIN N or Windows Vista: go to menu Start / All Programmes / Accessories / Command Prompt.</p> <p>This will open up the Command Prompt Screen. Type in "ping localhost". If you have a network card you will get a reply in four separate lines. If there is no reply, then there is no network card.</p> <p>For Windows 98 or Windows 95 or WIN Me: go to menu Start / Run / and then type in "command" and click OK.</p> <p>This will open up the Command Prompt Screen.</p> <p>Type in "ping localhost". If you have a network card you will get a reply in four separate lines. If there is no reply, then there is no network card.</p>
<b>How to detect your network card</b>	Please contact customer care on +971 4 390 5555.
<b>TV</b>	
<b>Black screen with no sound or picture</b>	<ol style="list-style-type: none"> <li>1. Check that decoder is connected properly to TV</li> <li>2. Check that decoder is switched on</li> <li>3. Check that the TV is switched on</li> <li>4. Check that proper AV input is selected on the TV</li> <li>5. Check that the remote control has working batteries</li> <li>6. Check that the right remote control mode is selected, Press the TV/du button on the du remote to switch between operating your TV and your du decoder.</li> </ol>
<b>Only sound, no picture</b>	Ensure that the video cables between the decoder and your TV are properly connected.
<b>Video appears missing or clipped at the edges</b>	Press the Options button on du remote & select appropriate Aspect Ratio. Suggested aspect ratio is "Normal" or "Stretch", whichever may look best on your TV.
<b>TV has no audio or audio is low</b>	Check that mute button is not active on your TV or decoder. Check that the audio cables between the decoder and your TV are properly connected.

Problem	Solution
<b>Menu screen is not disappearing</b>	Press the 'exit' button on the remote control to go to live TV.
<b>Cannot record or play a programme on an external (USB) hard disk</b>	Please note that it is not possible to record to or play from an external hard disk.
<b>Unsure whether enough disk space exists to record more programmes</b>	<p>The system manages disk space by automatically deleting old recordings. To check available disk space, select Menu / Settings / System Information / System resources. You can see remaining disk capacity (disk usage: x% remaining).</p> <p>If you want to make sure the important programmes are not deleted, then select the specific recording on the Recorded TV menu, and select Keep Until / I Erase.</p>
<b>How to lock a channel so that children can't watch it.</b>	To lock a channel, go to Menu / Settings / Parental Control / Parental Locking screen. Select 'change' on the Channels sub-menu. You are provided with a list of all channels. Select the channel to lock. This channel can now only be seen by entering the Parental PIN.
<b>TV viewing is blocked by a message stating that a client upgrade is in progress</b>	The decoder is receiving a new version of its software. This normally takes 15 to 20 minutes. After receiving the software, the decoder will restart automatically and resume showing TV channels.
<b>Some buttons on the remote control are not working</b>	<p>These buttons are reserved for future functionalities</p> <ul style="list-style-type: none"> <li>- VOD</li> <li>- Favourites</li> <li>- Colour buttons: red, green &amp; blue</li> </ul> <p>Please note that pausing live TV &amp; recording related buttons will only work on the du TV+ decoder with personal video recording.</p>

All information provided is correct at the time of going to print. Service offering and all prices are subject to change. Availability of services may vary according to geographic location of customer.

**For more details please contact us on:**

Website: [www.du.ae](http://www.du.ae)

Email: [customer.care@du.ae](mailto:customer.care@du.ae)

Tel no: + 971 4 390 5555