



DigiGuide User Manual

v8.1 Build 968



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Welcome

Welcome to DigiGuide, the UK's best Interactive TV Guide

DigiGuide enables you to personalise your own TV guide, perform fast searches and set up reminders so you never miss your favourite programmes.

This Guide provides instructions on using the main DigiGuide features to help you get started. The  arrows relate to specific tasks to illustrate our features.

The Guide covers just a preview of what you can do with DigiGuide. For more advanced features, please refer to our on-line tutorials at www.digiguide.com and click on Support.

If you have a technical questions, please use our on-line technical support.

If you have any comments you would like to share, please use our forums by clicking the community link on our web page.

May we take this opportunity to thank you for using DigiGuide.

The DigiGuide Team

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System Requirements

Minimum System Configuration

If your system does not meet any one of the following minimum system requirements, DigiGuide will not run properly.

Microsoft® Windows 95/98/2000/NT/XP
10MB free uncompressed hard disk space
16-bit Windows-compatible sound card (if sound alerts are required)
Internet connection.



Installing DigiGuide

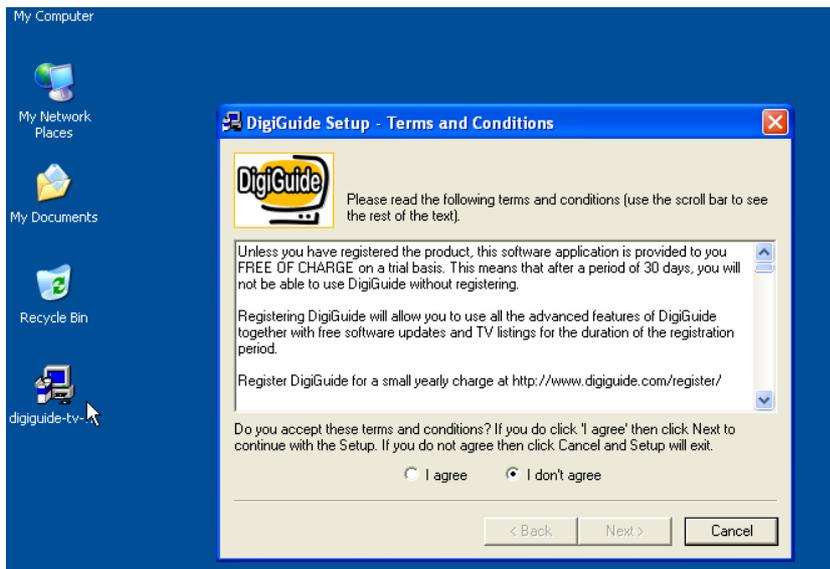
Installing DigiGuide

From our DigiGuide web page (www.digiguide.com), double-click on the **Download a Free trial Now** icon. This will take you to a page where you can set up your account preferences. Click on the **download** link again.

On the **File Download** window, click **Save** and select **Desktop** from the pop down list, then click **Save**. This will start to download DigiGuide.

Once downloaded, close your web browser.

On your desktop, you will see your DigiGuide Installation file. Double-click to start the installer after agreeing to the terms and conditions.



Step through the DigiGuide wizard leaving all the options unchanged and click **finished**.



Installing DigiGuide

Once installed, DigiGuide will automatically start with a **DigiGuide Set Up wizard** on screen. This wizard will help you to configure your DigiGuide.

Sign in with your account information when prompted.

Select United Kingdom - and click **Next**

Select your region - and click **Next**

Select your provider - and click **Next**

This will take you to the **Customise Lineup** window where some channels are pre-selected according to the region and provider selected above. Check the channels and click **Next**.



This will take you to a **Viewing Preferences** window to automatically highlight programmes in your DigiGuide.

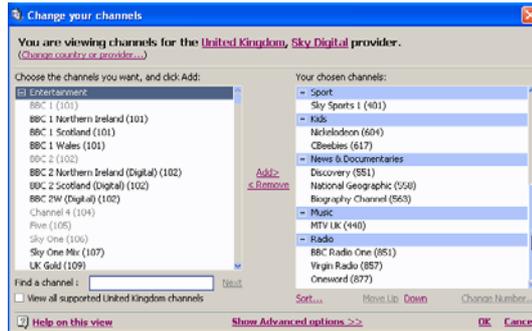


Select how much you like each of the categories and click **Finish**. Alternatively, leave the options as they are so no programmes are automatically highlighted.



Installing DigiGuide

You will then see the **Change Your Channels** window.



Scroll down the list on the right column (your chosen channels) and remove the channels you don't want by double clicking with the left mouse key. You can also add more channels.

Click **OK** when finished and DigiGuide will automatically start downloading listings for you (note: you must be on-line). You are now ready to use your DigiGuide.

Read on to configure your own TV listing or select Quick Start tutorials in the **Help** menu to access quick video lessons.

Uninstalling DigiGuide:

To uninstall the program, proceed as follows:

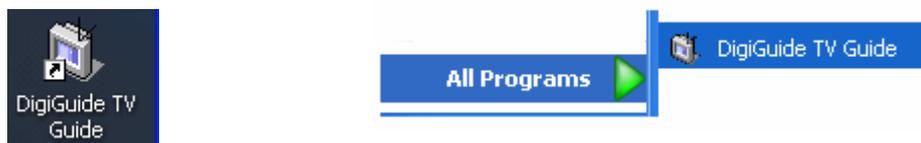
1. From the taskbar, click on Start and select **Control Panel**
2. Double Click on **Add or Remove Programs** icon
3. Scroll down to **DigiGuide TV Guide** and click on this option
4. Click on **Remove**
5. Follow the on-screen instructions to complete the uninstallation.



Getting Started

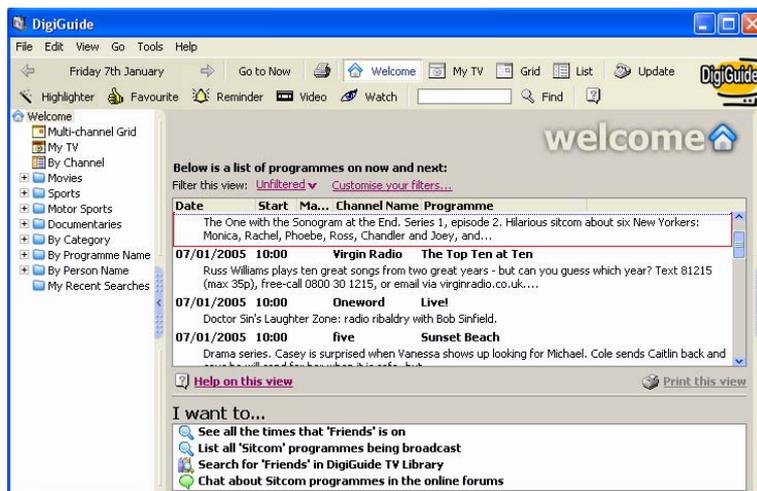
Getting Started

You can start your DigiGuide by clicking on the **DigiGuide TV Guide** icon on your **All Programs** windows menu or the link on your desktop.



You can also set up DigiGuide to **automatically start** when you start your PC (this will enable the reminder functions, introduced later on). To do this, select **Customise** on the Tools menu, select **Startup** and make sure the box is ticked.

By default, you will have the following screen – The Welcome (please note some of the colours, channels and programme information could be different as they are automatically linked to your programme preferences given during set up).

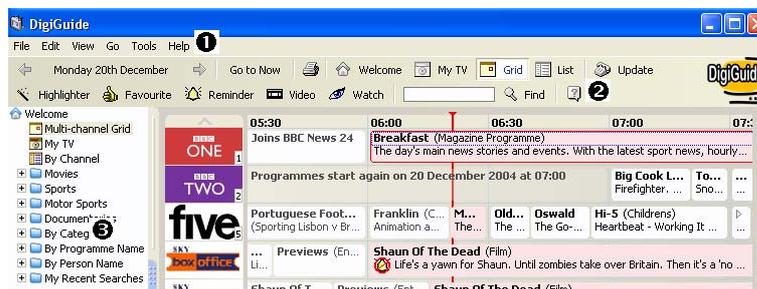




Updating Programme Information

How to access your DigiGuide features?

There are three methods of accessing features within DigiGuide, the menu bar ❶, the tool bar ❷ and the explorer bar ❸. We will refer to these in this manual.



Updating your Programme Information

DigiGuide provides an ideal listings and software update mechanism. It can be completely silent or it can inform you of everything it does. To set up your Auto-Update, simply choose **Customise** from the Tools menu and click the **Auto-Update** in the list. Select your options.

To update your listings you can click on the **Update** icon on your tool bar (or press F5) at any time.



Please note, although DigiGuide works off-line, you must be on-line to perform the updates.

Tool Bars

The following table provides you with a description for each tool bar icon in DigiGuide.

BUTTON	PURPOSE
	To launch the Highlighter Wizard. This will enable you to quickly and easily highlight a type of programme, a programme name or even an actor.
	To mark a programme as favourite. When selecting this icon for a selected programme cell, it will automatically mark it as a favourite.
	To set a reminder for a programme. When selecting this icon for a selected programme cell, it will automatically mark it so you can get an alert when the programme is about to start.
	To mark a programme to watch. When selecting this icon for a selected programme cell, it will mark it so you can easily see what you want to watch.
	To perform a search. Type a programme type, name, actors, part of the description, etc.. and it will search the schedules for you.
	Help. This icon will connect you directly to our on-line tutorials.
	Listing Update. Click if you want to update your listings with the most up to date information. You must be on-line.
	List View. To view programme information by channel, in a traditional newspaper-style vertical layout.
	Multi-channel Grid View. That's where you can see all programmes on multiple channels at the same time.
	MyTV View. To access your own personalised TV guide created by all your markers and preferences.
	Welcome View (default view). View featuring programmes now and next
	Print. To print a selected view.



Updating Channels Information

Updating your channels at any time

When you installed DigiGuide, you selected the channels for which you wanted to view programme information. You can add or remove channels at any time.



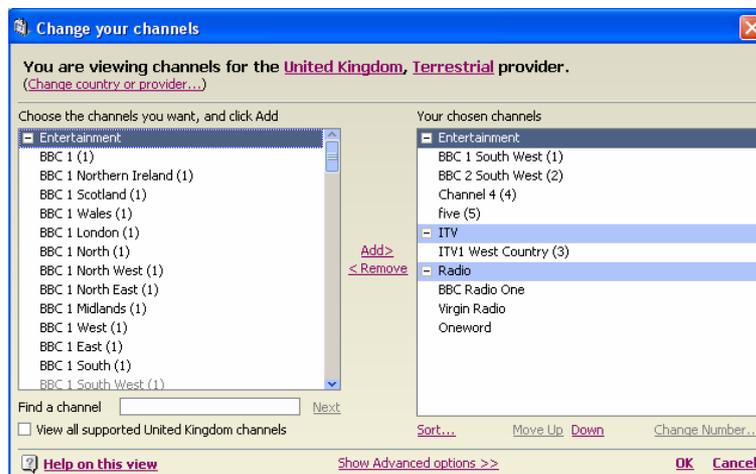
To delete channels

Right click on a channel logo and select **Remove this channel** to delete this channel from your line up. Please note, you must be on "The Multi-channel Grid" or "By Channel" view modes.



To add channels

Right click on any channel logo and select **Add a new channel** to display the **Change your Channels** window.



From this window, you will be able to add and remove any channels from your line up and even change your country or provider. You can also perform more advanced options as sorting your channels and creating groups. Alternatively, you can access this window by selecting **Change your Channels** on the Tools menu.

Whenever we add new channels in DigiGuide, you will be asked if you wish to add them to your channel selection during your update.



Panel Bar

Panel Bar

The Panel Bar is a very useful tool. It contains some handy tools and quick ways to find out information like what's on now and next.

If it doesn't appear on the right, choose **Show Panel Bar** from the **View** menu.

You can remove sections of the panel, or change their order, by right-clicking on the heading of the panel section and using the popup menu options.

Panel Calendar

The Panel Calendar provides a quick view through the days. You can see at a glance the days that have TV listings available marked in **bold**.

Change the month by clicking the arrows on either side.

If you click a day, DigiGuide will switch to that day.

The current day has a red outline.

Tip of the Day

Navigate through the Tip of the Day, you might find a nice feature that you were not aware of!

Hotlinks

To find out more on any programme, use one of the Hotlinks and get on the net.

Legend

To view any previously created markers and search quickly and easily by pressing the right mouse key on any item.





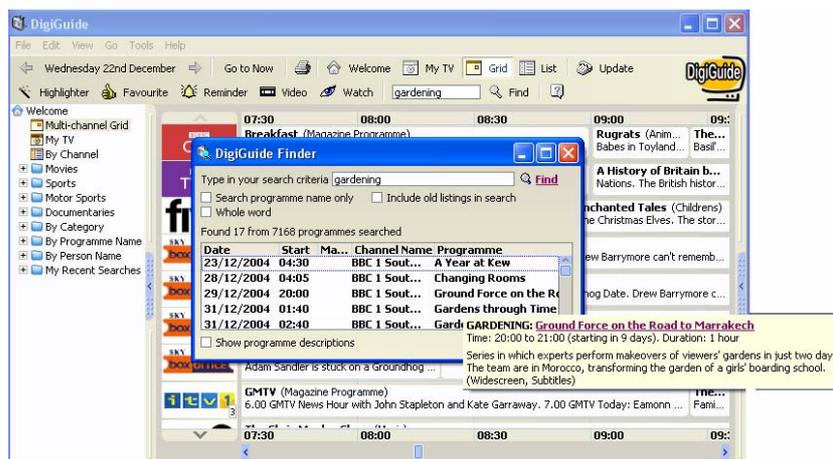
Performing Searches

Quick Programme search

One of the major advantages of DigiGuide over a paper-based alternative is the ability to search for programmes. This powerful feature allows you to find any text within any area of a programme's details.

How can I find all gardening programmes?

Type your search phrase, for this example “gardening” into the search box on the toolbar and click **Find**. The **DigiGuide Finder** window will instantly display the results.



The quick search is an easy way to check if a favourite programme, actor, etc. appears in any schedules. In addition to searching forwards, you can also search back through the TV listings on your computer by ticking the **Include old listings in search** option.



Performing Searches

Advanced searches

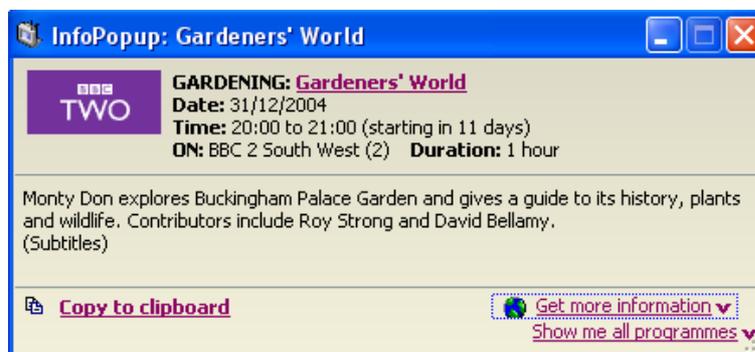
You can also perform more powerful searches using keywords.

➔ **How can I find all new gardening programmes with Monty Don and print the information?**

Type **gardening AND monty don AND NOT repeat** in the search box and click **Find** (please note that the qualifiers (e.g. AND) don't have to be in upper case, this is just to highlight their usage). Click on the **Print** icon.



By default, the Finder window doesn't show descriptions, but these can be displayed by ticking the **Show programme descriptions** check box at the bottom left of the window. In addition, by double-clicking on any programme, the InfoPopup window for that programme will be displayed.

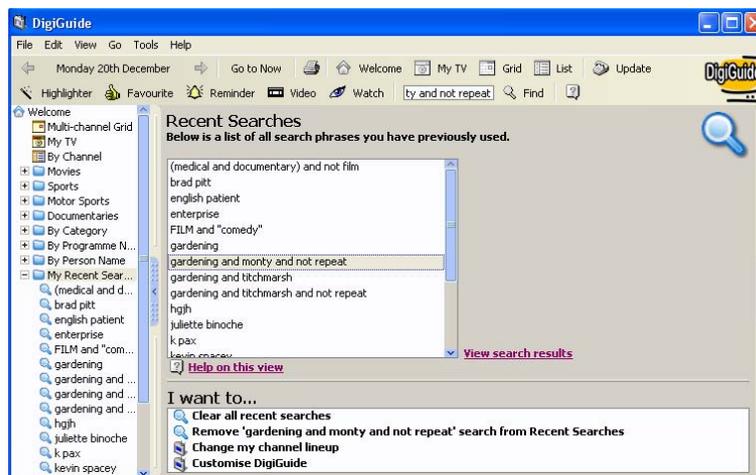




Performing Searches

View recent searches

You can view your recent searches by double clicking on **My Recent Searches** in your explorer bar.



Creating Markers

One of the most useful facilities of DigiGuide is its ability to “mark” a programme so you can see at a glance all your favourite programmes.

There are different “types” of markers:

-  **Favourite:** to highlight your favourite programmes
-  **Reminder:** to set up reminders about specific programmes
-  **Watch:** to get a list of all the programmes you want to watch
-  **Video:** to get a list of all the programmes you want to record

Category: to highlight a programme by setting the background colour and/or displaying an icon

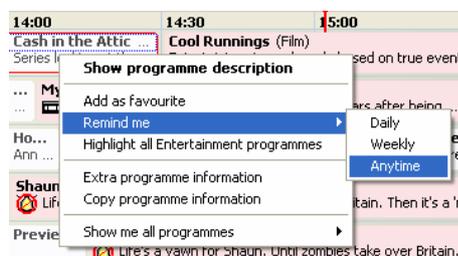
Manually created: this allows you to create your own criteria for highlighting programmes and how they are marked (explained in the next section).

The three ways to mark and highlight a programme

1. Select the programme you want to mark and click one of the toolbar buttons:



2. Right click on the programme you want to highlight and choose one of the menu commands:



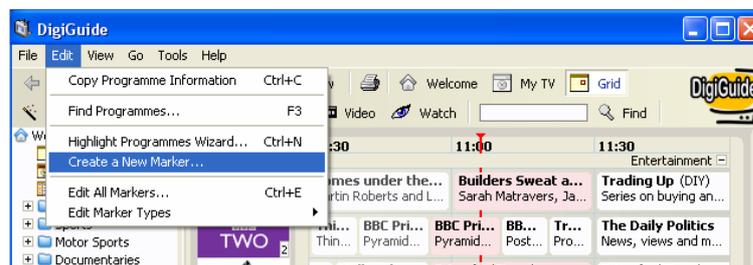
3. Choose **Create a new marker** from the Edit menu (for more advanced options) – see next section

Creating Markers and Setting Up Reminders

Creating a new Marker

➡ How can I see at a glance all movies featuring Kevin Spacey and get reminders ?

From the **Edit** menu, select **Create a New Marker**



That will take you to the **Create a New Marker** box. First you need to give the marker an individual name so you can easily recognise it. For the purpose of this example, type "Kevin Spacey".

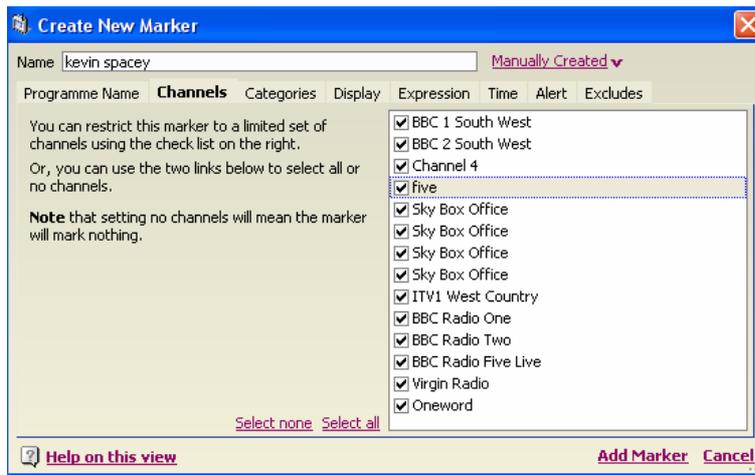


As we are not searching for a specific programme, we can leave the box on the **Programme Name** empty.

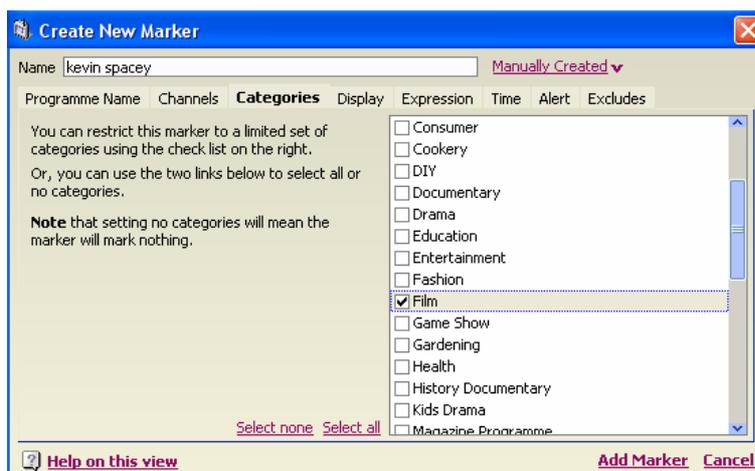


Creating Markers and Setting Up Reminders

Next, click on the **Channels** tab. As we want to search every channel, we make sure that all the boxes are ticked. If, however, we wanted to select particular channels only (e.g. Sky Box Office Movies), we would have clicked **Select none** and clicked the tick box for the appropriate channels on the list.



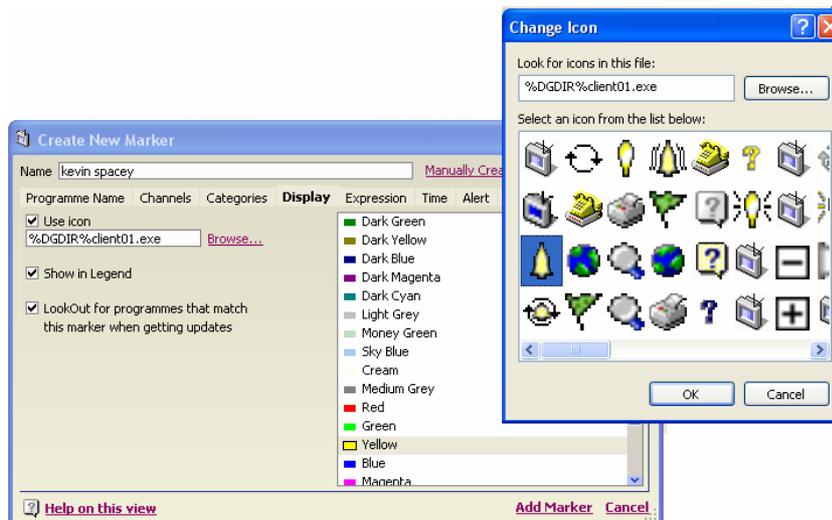
Next, click on the **Categories** tab. As we want to search for films only, we first click **Select none** to clear all the tick marks, then tick "Film" only. You can also select other categories as TV shows, documentary, etc... or keep all the options ticked.



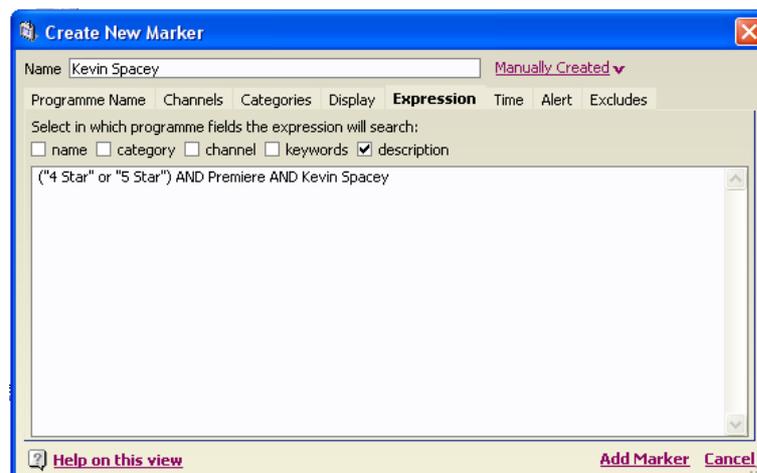


Creating Markers and Setting Up Reminders

The next tab **Display** will allow you to set the way you would like your marker to display on your programme grid. You can select the background colour (for example Yellow) and add an icon if you wish by selecting the tick box on **Use Icon** and typing "%DGUIDR%client01.exe" into the box, then click on **Browse** to display all of the icons available within DigiGuide. Choose any one you want and click **OK**.

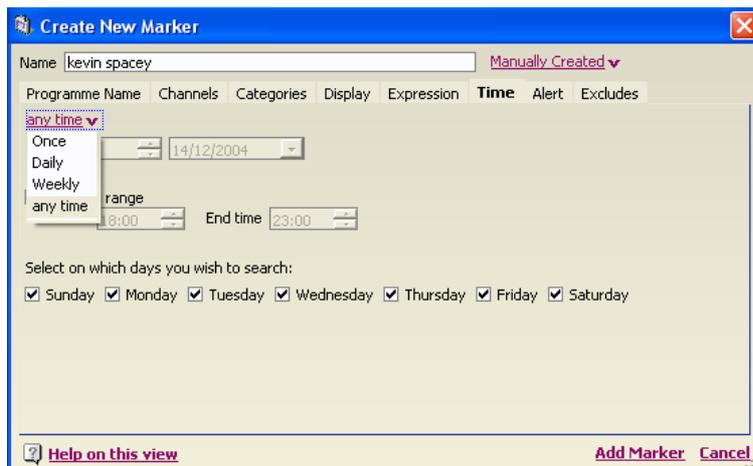


The **Expression** tab is crucial and will allow you to qualify your selection by searching a specific feature which would be within the programme description. For example, type ("**4 Star**" OR "**5 Star**") AND **premiere** AND **Kevin Spacey** into the box to select all premiere movies rated 4 and 5 stars with Kevin Spacey (note, this is not case sensitive). Make sure that only the **description** option is ticked. As our search is about Kevin Spacey, it is essential to type his name in this box.



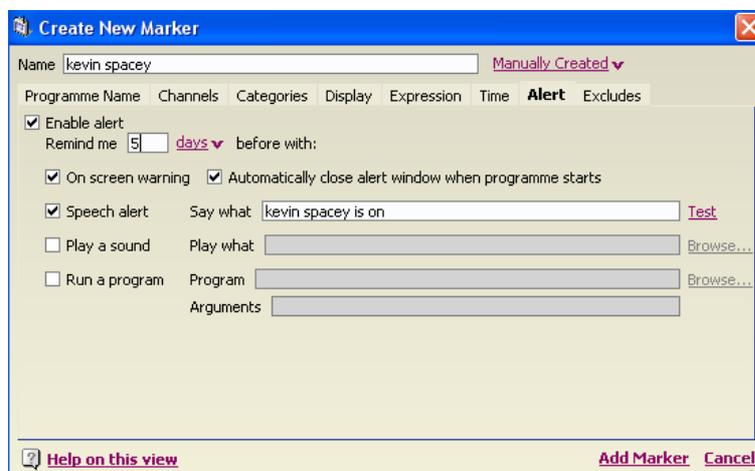
Creating Markers and Setting Up Reminders

As we want to find any programme at any time, we make sure that only the **any time** option is selected on the **Time** tab. Alternatively, we could limit our marker search to a time range or days by selecting the appropriate options.



Setting Up Reminders

Finally, we want to make sure that we don't miss any programmes DigiGuide finds for us, so in addition to the specific display on the programme grid, we would like to set up a reminder option. Click the **Alert** tab and tick **Enable alert**. Then select how long before the programme starts you would like your reminder to appear (minutes, hours, days or weeks). Tick **On-screen warning** and even **Speech alert** if you wish your computer to talk to you! You can type whatever phrase you wish but you can't change the voice!

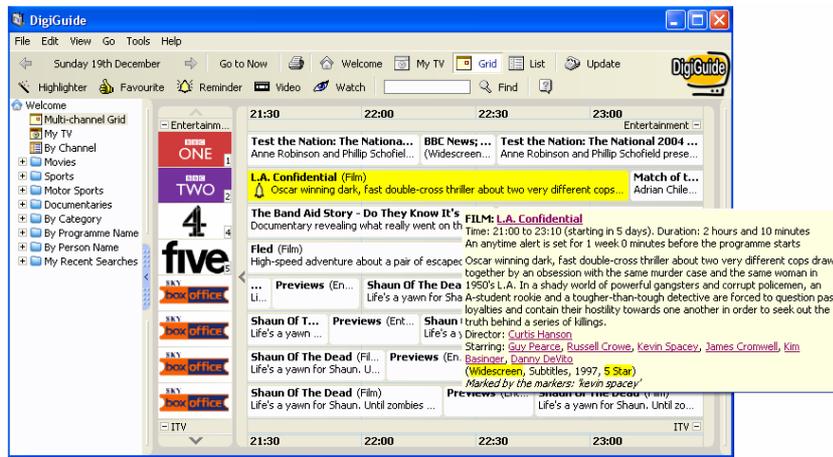




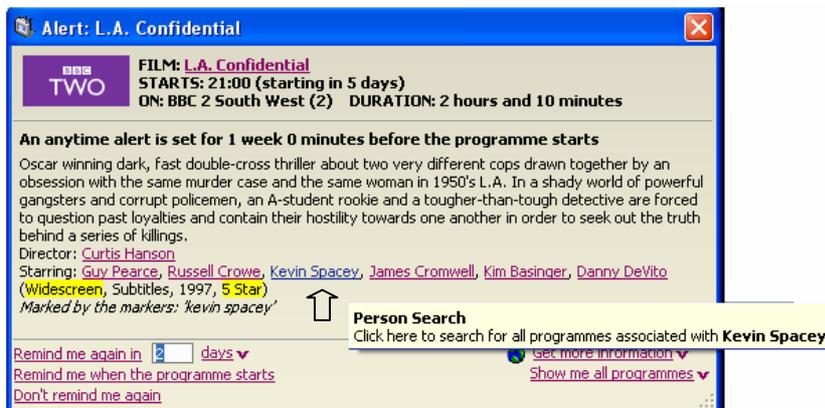
Creating Markers and Setting Up Reminders

Click **Add Marker** to save your settings and exit.

You will now notice that your markers have been implemented and are displayed as you marked them when the next programme is on.



Reminders will pop up and let you know all information you need about the specific programme you selected: Name of movie, when it is on, channel, cast and programme description. This information box also contains links you can click on to find out more information.





Show Me All View

Show me all

If you click for example on the **Kevin Spacey** link, you will automatically display a **show me all** view of all programmes broadcast featuring Kevin Spacey in your TV listings for your selected channels.

The light shaded text marks programme which have been shown already. This list will show all programmes without any constraints that you may have sep up with your markers (i.e.. 4 stars, widescreen, premiere, etc..).

You can also access the **Show me all** view by right clicking on any programme.

The screenshot shows a window titled "Show me all : Programmes associated with 'Kevin Sp...". It includes a search bar with "Include old listings in search" checked and a "Find" button. Below the search bar is a link "Lookup Kevin Spacey on the Internet". The main content area displays "Found 5 from 13388 programmes searched" and a table of results.

Date	Start	Markers	Channel Name	Programme
05/12/2004	23:45		BBC 2 Sout...	Looking For Richard
18/12/2004	12:30		BBC 2 Sout...	Dial h For Hitchcock
19/12/2004	21:00		BBC 2 Sout...	L.A. Confidential
24/12/2004	00:25		five	Midnight in The Garden o...
18/12/2004	18:30		ITV1 West ...	Westlife - She's the One

At the bottom of the window, there is a checkbox for "Show programme descriptions" and a "Print this view" button.

You can click on any of them to display the full programme description.



Customising your own TV guide

You can have full control over the channels in DigiGuide as well as their order and the names of the channel groups. In this section, we will take you through the various steps so you can customise your very own TV guide.

➡ How can I view my programme information?

You can view your programme information in three formats. Choose by clicking the appropriate icon on the tool bar or select from the Explorer bar.

1. The Multi-Channel Grid view



This is the view by default when you first install your DigiGuide. If you want to browse your television or radio listings then this view is the one to use. The grid is similar to most electronic TV guides found in many satellite and cable systems.

You can see several hours of listings across several channels at the same time, providing an instant capability of finding out what's on at a particular time.

2. Single Channel List view



By clicking on the **By Channel** icon on the Explorer Bar, you will display a list of programmes for a particular channel in a familiar vertical newspaper style format. To select the channel you want, click on the channel logo (in the channels column) and the list will automatically change to display all programmes for the day for this channel.





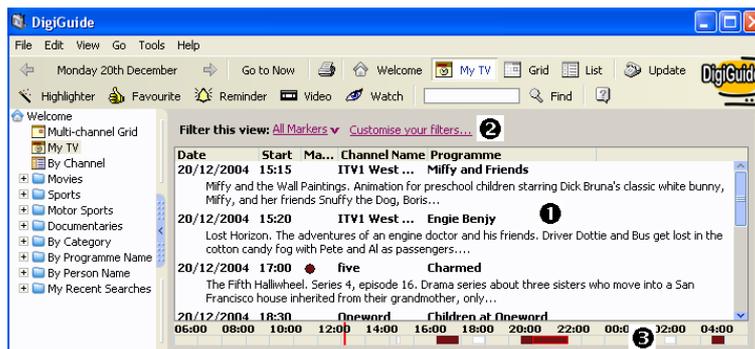
Customising your own TV guide

3. My TV



If you want a summary of your interesting marked programmes across all selected channels then this is the view to use. The **My TV** displays all programmes highlighted by one or more of your markers.

There are three elements to the display: ❶ the Programmes List, ❷ the Filter Area and ❸ the Timeline.



The Programmes List

This section contains a list of all programmes for the current day that have been highlighted with a marker. Each programme is on a new line and detailed information is provided in the content of the columns (date, time, channels, etc..).

The Filter Area

To allow the content of the programmes list to be filtered based on the type of markers.

The Timeline

This area shows a convenient mini-grid of important programmes so you can see quickly and easily if any clash with each other.



Print your own TV Guide

Printing your own TV guide

The printing system in DigiGuide is simple and powerful.

Select **Print This View** from the File menu and choose how many days you want to print or click the options link if you want more power over your printouts.

You can print multiple days - just give a date and the number of days to print. Some of the power options allow you to do things like choose to include programme descriptions or not, or select programmes with specific markers only.

The printing templates that ship with DigiGuide provide a basic printing system that is useful and informative. However, you can choose different print templates by clicking on **Get more templates**. You will be re-directed to one of our web site's pages called DigiGuide Print Templates (please note, you need to be on-line). Sort **by Times Downloaded** to find the most popular templates, then select one by clicking **Download this DigiGuide Print Template now!** Select **Save** for the File Download window. Once downloaded, the new template will appear in the appropriate print view.

Note: These templates are not created or supported by DigiGuide, so if you have any problems or questions, please contact the author.



How can I print a list of all Dramas featured in the evenings for the next 14 days?

Select **By Category** in the Explorer bar, and click on **Drama**. You will get a list for the selected day.

Right click on any one of the programme and select **Highlight all Drama programmes**.

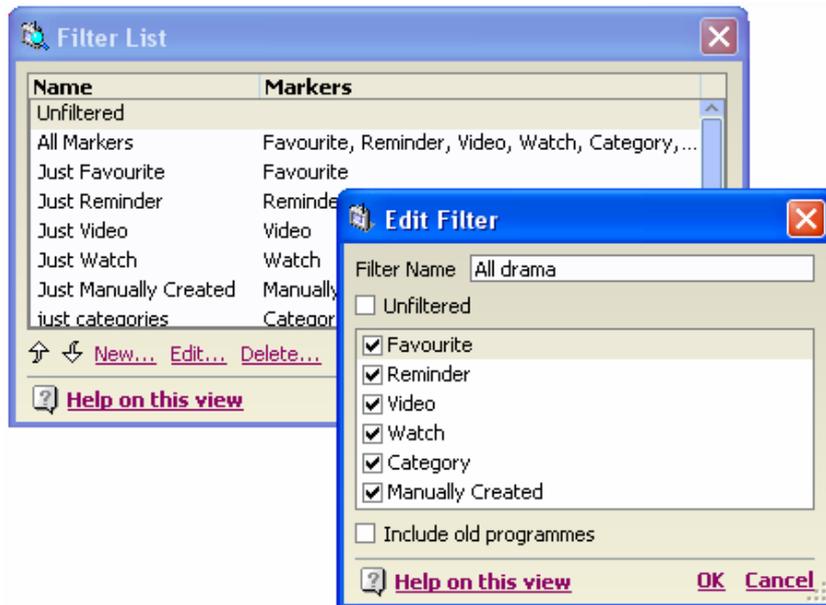
Go to **MyTV** view.

In the Filter area (🔍), select **Customise your filters**.



Print your own TV Guide

Click on **New** and give a name to your filter (e.g. "All Drama"). Click **OK** and **close**.



Next, go to **All Markers** in the Filter area, and select your newly created marker - in this case **All Drama**.

Click on the **Print** icon in your tool bar to display the **Print My TV Guide View**. Click **Show customise options**.



Click to show more options.

This will expand the window and show more options for allowing you to change which programmes are printed and whether they include programme descriptions.



Print your own TV Guide - con'td

Select **Only special programmes**.

Ensure that only **Category** is selected (uncheck any others).

Select your evening time in the time filter. For this example, from 17:00 to 23:00 for both weekend and weekdays.

You can select different time ranges for the weekdays and weekends if you wish.

Type "14" in **Days to print** box.

Print My TV Guide View

Layout template: default Start date: 21/12/2004 Days to print: 14

Get more templates... Edit... << Hide customise options

Filter

Weekend start time: 17:00 End time: 23:00

Weekday start time: 17:00 End time: 23:00

Include what

All programmes Only special programmes

Favourite
 Reminder
 Video
 Watch
 Category

Content

Show descriptions

No programmes All programmes Only special programmes

Favourite
 Reminder
 Video

Print Cancel

Click **Print**.



Print your own TV Guide - con'td

DigiGuide will automatically send your document to print.

My TV Guide

Thursday 20th January 2005

19:30-20:00 Bestsellers (Drama) ●

Oneword

Bestsellers: On Green Dolphin Street, written & read by Sebastian Faulks 4.
Marked by the markers: 'Category: Drama'

20:00-21:00 The Bill (Drama) ●

ITV1 West Country (3)

Suzie and Jo find themselves working on a case involving rent boys and illegal pornography when a suspect implicates DI Neil Manson's father-in-law. PC Honey Harman confesses to Steve Hunter that she kissed Scott.
Starring: Wendy Kweh, Sally Rogers, Kim Tiddy, Matt Bardock, James Lloyd, Andrew Lancel (Widescreen, Subtitles, Stereo, Audio Described)
Marked by the markers: 'Category: Drama'

20:00-21:30 Judge John Deed (Drama) ●

BBC 1 South West (1)

Above the Law.
Drama series about an uncompromising High Court judge. Menace and intimidation fill the air in Deed's court when three young men are charged with shooting a rival gang member. Starring: Martin Shaw, Jenny Seagrove, Barbara Thorn, Simon Ward, Donald Sinden (Widescreen, Subtitles)
Marked by the markers: 'Category: Drama'

20:30-21:00 Crime (Drama) ●

Oneword

Crime: Set In Darkness by Ian Rankin, read by James MacPherson 8.
Marked by the markers: 'Category: Drama'

21:00-21:30 Crime (Drama) ●

Oneword

Oneword Fantasy: Ramses, Son of Light by Christian Jacq, read by Martin Shaw 3.
Marked by the markers: 'Category: Drama'

21:00-22:30 Taggart (Drama) ●

ITV1 West Country (3)

The Ties That Bind.
DCI Matt Burke's professional life is left hanging in the balance when the body of a librarian is found behind the wheel of his car in the Clyde after an apparent hit and run. The detectives are baffled - it appears that the victim had been tied up and was already dead before the car hit the water. Starring: Alex Norton, Blythe Duff, John Michie, Colin McCredie, Lesley Harcourt, David Robb (Subtitles, Stereo)
Marked by the markers: 'Category: Drama'

Saturday 22nd January 2005

16:25-17:10 Monk (Drama) ●

BBC 2 South West (2)

Mr Monk and the Sleeping Suspect.
Crime drama series about a private police consultant with an obsessive-compulsive disorder. Monk suspects that the man responsible for the mail-bombing murder of a rich woman is the victim's brother. However, he has a seemingly cast-iron alibi - he was in a coma at the time. Starring: Tony Shalhoub, Bitty Schram, Ted Levine (Subtitles)
Marked by the markers: 'Category: Drama'

17:10-18:00 The Return of Sherlock Holmes (Drama) ●

BBC 2 South West (2)

Silver Blaze.
Classic mystery drama with the world's most famous detective. When the most remarkable racehorse in England goes missing and its trainer is murdered, Holmes gets on the case. Starring: Jeremy Brett, Edward Hardwicke, Peter Barkworth, Malcolm Storry, Barry Lowe (Subtitles)
Marked by the markers: 'Category: Drama'

18:00-18:45 Charmed (Drama) ●

five (5)

A Wrong Day's Journey into Right. Series 6, episode 20.
Drama series about three sisters who move into a San Francisco house inherited from their grandmother, only to find they have inherited her powers of witchcraft as well. Sixth series of the supernatural drama about three sisters who have inherited the power of witchcraft. Paige reconjures Mr Right, but unknowingly releases his evil twin, Mr Wrong, who tricks her into wanting to kill her sisters. Starring: Holly Marie Combs, Alyssa Milano, Rose McGowan, Brian Krause, Drew Fuller (Subtitles, Stereo, 4 Star)
Marked by the markers: 'Category: Drama'

19:30-20:00 Bestsellers (Drama) ●

Oneword

Bestsellers: On Green Dolphin Street, written & read by Sebastian Faulks 6.
Marked by the markers: 'Category: Drama'

20:10-21:00 Casualty (Drama) ●

BBC 1 South West (1)

Thrown Out. Series 19, episode 21.
Abs is forced to take dramatic action to get Ellen out of his life forever. It looks like romance is blossoming for Bex, whilst Woody and Luke plot to improve other love lives. Tess helps Comfort find a way to get over her loss. Starring: Georgina Bouzova, Sarah Manners, Martina Laird, James Redmond, Matthew Wait, Suzanne Packer (Widescreen, Subtitles)
Marked by the markers: 'Category: Drama'

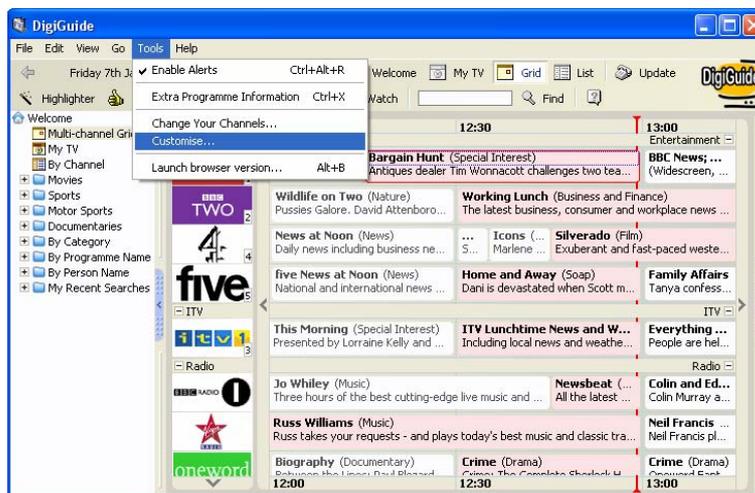
(sample extract)



Customising your Display

How can I customise the way my channels are displayed?

Select **Customise** from the **Tools** menu to open the Customise DigiGuide dialog box.



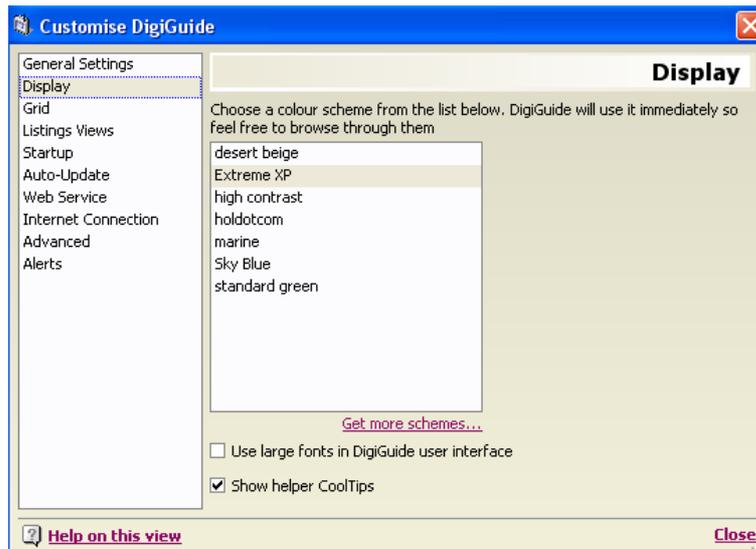
The Customise DigiGuide dialog box gives you a list of options on the left hand side column. By navigating through these options, you will be able to:

- *Change the General Settings* with an option to set up your DigiGuide to go straight to your prime time when starting up
- *Customise your Display*: change the colour scheme and increase the font size for all the DigiGuide interface
- *Customise your Grid*: to select the level of information you want to display in your grid
- *Customise your Listings Views*: where you can select to have your listings views set up as newspaper style and what information should be included.
- *Customise your Start Up, Auto Update and Alert settings*; plus more advanced settings for internet connection and web service.



Customising your Display

For the purpose of this example, we will show you how to customise your display settings. Click on **Display** and choose a colour scheme from the drop down menu.



You will notice that DigiGuide will immediately implement the changes so it's easier for you to choose the one you like.

If you want more options, click on **Get more schemes....** You will be directed to one of our web site's pages for DigiGuide Schemes.

By selecting **Sort Items** and **Times Downloaded**, you will see the most popular user schemes. If you like one, just click on **Download this DigiGuide Scheme now!** By opening the file in the File Download dialog box, you will automatically update your DigiGuide.

Note: These templates are not created or supported by DigiGuide, so if you have any problems or questions, please contact the author.

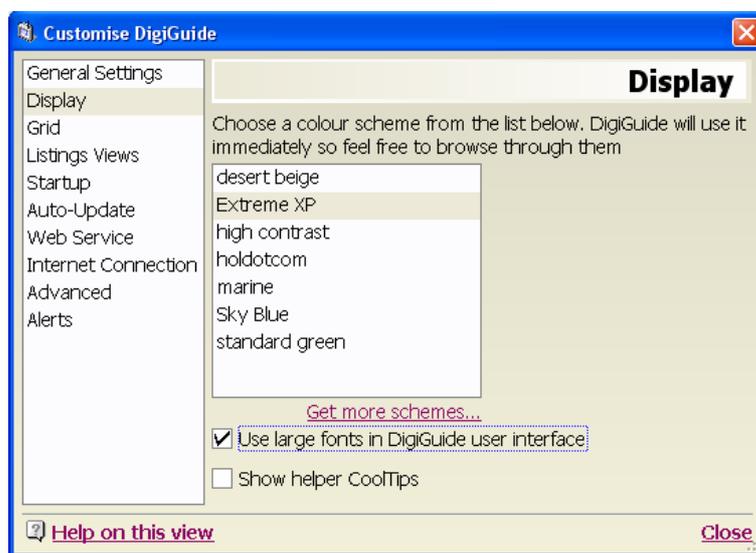
If you want to go back to your original settings, you can click on one from the **Customise DigiGuide options** again and it will update.



Displaying Large Fonts

How can I increase the font size?

Choose the **Customise** command from the Tools menu, select **Display** and tick the option **Use large fonts in DigiGuide user interface**.



That will automatically increase the font size of all the text within DigiGuide.

You can also use keyboard shortcuts. Press the F11 key to automatically increase the font size, and press F11 again to revert to the original size.

Or press Ctrl+ PLUS (numeric keypad) to increase the font (the more you press, the more it increases) or Ctrl+ MINUS to decrease the font.

Coupled with the High Contrast display scheme, this feature will greatly help those with visual impairments.



Technical Support - Troubleshooting

When I check for new listings, it fails with an error message

OR

When logging in or getting listings I get "cannot request subscription information"

If you have a firewall, proxy server, or some other internet based application like that, then you may find it interfering with the communication between DigiGuide and the Internet.

This can cause various problems with error messages when logging-in or getting listings like "The system cannot find the file specified", "Cannot request subscription information" or "Page not found".

Make sure the firewall is configured properly to let DigiGuide access the internet.

Do not disable or uninstall the firewall, this often makes the situation worse.

If the firewall is a decent one, then it will ask you if DigiGuide is allowed to access the internet ... say "Yes, always".

I get an error message saying that 'The server name or address could not be resolved'

This warning message is usually displayed when you try to **Get New Listings** and DigiGuide cannot connect to the Internet through your Internet Provider.

It normally appears if you have a Personal Firewall or Proxy Server stopping DigiGuide having access to the Internet.

If you have a Firewall, ensure DigiGuide is configured to have full access. If it worked before, then remove all references to DigiGuide and then try DigiGuide again, agreeing to any Firewall messages that appear.



Technical Support - Troubleshooting

DigiGuide keeps aborting, crashing or just will not start

OR

Some of my listings have blank gaps all over the place, how do I fix this?

It sounds like your local programme database has become corrupt, therefore you will need to remove it.

1. Close DigiGuide
2. Open Windows Explorer and navigate to your DigiGuide directory, this is usually **c:\program files\DigiGuide**
3. Select the folder **Schedules** and press the Delete key
4. Select the folder **New** and press the Delete key
5. Restart DigiGuide and get listings in the usual way.

When I view listings the text is truncated in each column

You can resize the column to display more information.

Just click between the two column headings and you will see the mouse pointer change, then click with the left mouse button and hold whilst you drag the mouse to the right to make the column bigger, then just release the mouse button to set the position of the column.

My listings are all out of order, like 9pm is before 10am

The list views in DigiGuide present the programmes in a 'list' style with columns. The columns that you see can be removed and others added, but not only that they can be sorted by clicking the appropriate heading. You may be using one of the views other than the multi-channel grid.

What can happen, is that one of the other columns other than "Start" time has been clicked and therefore sorted on, which could make the programmes appear 'jumbled'.

Right-click the column heading and select "**Sort->Date**" and you should find everything appears as it should do.

Also, if you move the mouse pointer above the column heading and press the Right Mouse Key, you will notice a menu of columns appears. Just highlight the column you wish to add or delete and click with the Left Mouse Key.



Technical Support - Troubleshooting

All the programmes in DigiGuide are hours out

We produce the listings in GMT time and DigiGuide then uses the system clock and time zone settings to make any relevant offsets.

This is used to add on the extra 1 hour for BST but also so DigiGuide displays the programmes as you would receive them in other countries, i.e. in France. This explains why your computer Time Zone settings can have a big affect on how listings are displayed.

To change your Time Zone settings, just follow the instructions below:

1. Double-click the time in the bottom right corner of your Windows screen
2. Click the "**Time Zone**" tab and ensure that it is set appropriately ("GMT London" or whichever is applicable to you) and the "**Adjust for daylight savings**" is ticked.
3. Click the **Apply** button
4. Click "**Date & Time**" tab and change the time on the window that appears to the correct time for now
5. Click the **OK** button



Customer Support

Customer Support

If you could not find the solution to an issue in our Troubleshooting section, DigiGuide offers a variety of support options.

- Press F1 whilst using DigiGuide to reach our on-line support (you must be connected to the Internet at the time).
- Open a Support Ticket stating your questions or descriptions of your problems. Our customer support will reply to you by return e-mail.
- Contact us via our Forum on our web page.

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