





User Manual


Thomson DTI6300 Top Up TV+Digital TV Recorder


 Turn on/off sound (on the TV).


 Sets the remote control to DTR mode.


 “Quick” key to the Top Up TV services.


 Displays the TV listings screen.


 Controls the TV sound level.


 Navigation in menus and programmes (up/down for channels, Left/right for time).


 Takes you from delayed TV in memory to live TV.


 Rewind and -24Hr in the TV listings.

 Stop recording or playback.


 Current programme information. Skip back in recordings.


 Used to select the corresponding colour option shown on the screen.


 Controls the Audio & Video signals sent to the TV.


 Enter channel numbers or information into menus and “swap” between tuners and hard disk drive.





 Turns the DTR (or TV) on or off.


 Sets the remote control to TV mode.


 Display the recorded programmes screen.


 Displays the DTR main menu.


 Up/down channel or page (in menus).


 Chooses the highlighted option or confirms your selection. Also activates Quickfind (fast channel selection).

 Navigates back up from menus.


 Fast forward and +24Hr in the TV listings.


 Pause/ Play a recording or pause live TV.
Top half is Pause
Bottom half is Play

 Make an instant recording of a current programme by pressing and holding for 3 seconds.

 Access digital text services. Skip forward whilst watching recordings.

 Subtitles on or off.

 Enter channel numbers or information into menus.

 Enter channel numbers or information into menus.

Contents

Quick Start Guide

4 Quick Start Guide

Safety Information

10 Safety Information

11 Accessories

Getting Started

12 Introduction

13 Remote Control

14 Connections

16 Basic Operation

Using Your DTR

17 Using the Quick TV Guide

18 Using the Menus

19 Using the Programme Guide

21 Top Up TV

22 Using your Programme Library

24 Using Planned Recordings

26 Recorder Functions

Setting Up

27 Set-Up

30 Customising TV Favourites

Information

34 Troubleshooting

37 Technical Specifications

37 Product Details

38 Terms and conditions

40 Warnings

Index

41 Index

Quick Start Guide

A Quick-Start Guide to setting up your Thomson Top Up TV+ Digital TV Recorder



First things first

Did the retailer check your postcode for Digital TV reception?

If not, you should contact your retailer or try one of the following to ensure you live in a Freeview coverage area:

- Text your postcode to 83331 (standard rates apply)
- Visit www.freeview.co.uk or www.dtg.org.uk/consumer
- Call Freeview on 08708 809980

Please note:

In order to receive the best digital signal, you may need an aerial upgrade. Call our Aerial Helpline on 0800 5428265 for more information.

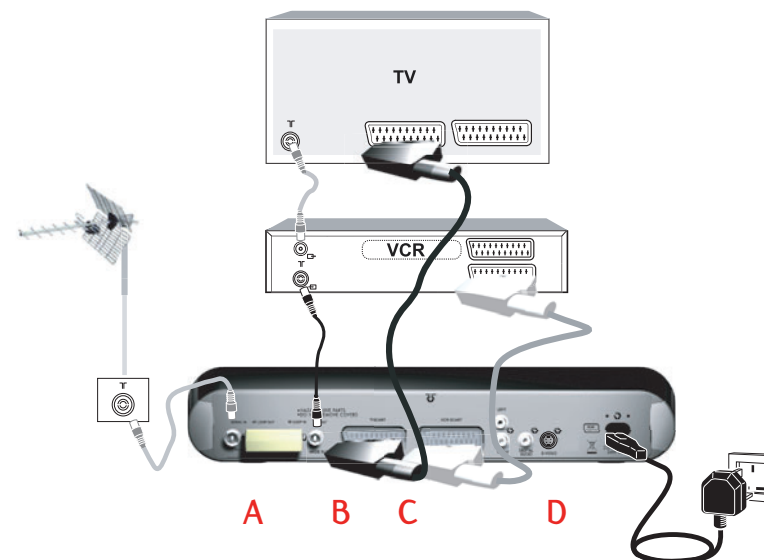
Six quick and easy steps to get you up and running

Step 1

Unpack your Digital TV Recorder (DTR) and check you have all the following accessories:

- Remote Control
- SCART lead
- Aerial lead
- Mains lead
- Remote control TV set-up codes
- 2 x AA batteries to place in your remote control

Step 2



IMPORTANT: Disconnect the power to all your existing equipment.

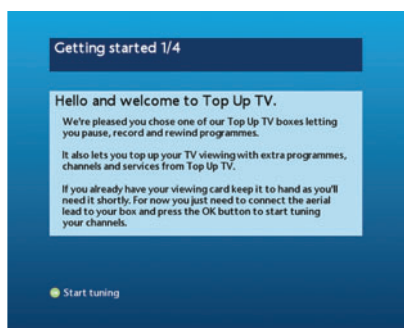
Now place your DTR where you want to keep it and connect it to your TV as shown in the diagram, by following these simple instructions:

- A Unplug the aerial cable from your VCR (or TV) and plug it into the Aerial In socket of your DTR.
- B Using the aerial lead supplied, connect the RF Out socket on your DTR to the Aerial In socket of your VCR (or TV).
- C Using the scart lead supplied, connect the TV SCART socket on your DTR to the AV1/EXT1/AUX1 scart socket at the back of your TV.
- D And lastly, connect the mains lead to the Mains Input socket on your DTR and switch on at the mains. Reconnect the power to all your existing equipment and Turn your TV on.

When you plug your box into the power supply or when it is updating, a red-amber light will be displayed for about 45 seconds. You must wait for it to change to solid red or green before pressing any buttons.

Step 3 – Your DTR is ready to scan for channels

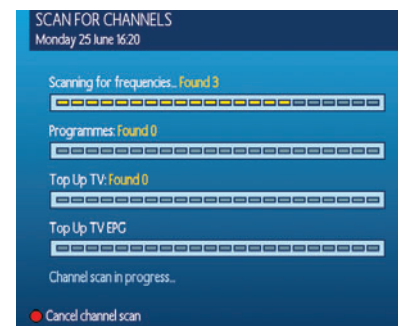
Press the DTR button on your remote. The button will momentarily flash. This will confirm that the remote control is working correctly. Now wait for the light on the front of your DTR to turn from red to green.



Your TV should now automatically switch to the DTR input and display the image shown. If this does not happen, using your TV remote, manually select the TV SCART input to which you have connected your DTR. Refer to your TV handbook if required, but it is likely that the TV remote button will be labelled 'AV' or have this symbol

Once you can see the image on screen displayed here, and have ensured all connections are correct, press on your remote.

Step 4 – Channel Scan

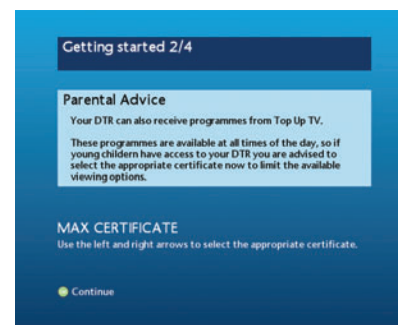


You will see this screen showing that your DTR is now searching for all available channels.

In the event that your DTR does not find any channels, or has missed some, see the section on what to do if your Installation fails, on page 10.

When your DTR has successfully found all channels, your DTR will search for and install the extended 14 day Programme Guide software. Please note that when you start to use the extended guide after installation, that this may take up to 24 hours to fully populate.

Step 5 – Parental Control



You will now be prompted to set up the Parental Control PIN for your DTR. For Top Up TV subscribers, this controls who will have access to the extra programmes, which are downloaded automatically to your DTR every night. The Parental Control PIN will not control or restrict access to Freeview programmes (your default PIN is 0000.)

If children have access to your DTR, it is advisable to select the maximum appropriate viewing certification now, in order to restrict access. E.g. by selecting 12, you will restrict access to programmes rated 15 or higher.

Once you have completed this step, press on your remote. For more parental control options please refer to page 28.

Step 6 – TV Favourites set up

With TV Favourites you'll get up to 600 carefully selected programmes downloaded to your Top Up TV+ DTR every month. That's up to 150 extra programmes available at any one time on top of your normal Freeview channels. You can also upgrade to PictureBox which gives you an additional 30 movies a month.



Using your DTR remote control, now switch to channel 16 and check you are getting a picture. If you are not getting a picture on channel 16, please refer to the Troubleshooting section for help.

To activate the extra channels available from Top Up TV, please refer to your welcome pack.

It may take up to 48 hours for your first TV Favourites and PictureBox programmes to appear in your DTR library, but you will be able to watch your Freeview channels right away.

To ensure the best operation of your DTR, we recommend that you leave your DTR in **STANDBY** whenever it is not in use. Note that turning the power off at the mains will prevent your DTR from receiving Top Up TV programmes.

If the installation fails, check the points below and try to rescan for channels again.

- Check that all the connections have been made as shown in the diagram on page 6 and the power is switched on to all of the equipment.
- Check that the batteries in the remote control are in the right way round and press the DTR button. Check that the DTR button flashes when pressed.
- Make sure the TV aerial is connected directly to your DTR (1st in chain).
- Check any signal boosters are Digital TV compatible and switched on.
- Repeat the installation by following the channel scan instructions on page 8 of the main user manual.

If the installation still fails, please refer to the Troubleshooting guide and/or the help pages on the website topuptv.com

You may also call Top Up TV on **08444 159 159** for further assistance.

If your viewing card has not been inserted into the DTR for 7 days after receipt, then you may need to call Top Up TV on 08444 158 158 to reactivate the card.

Safety Information

Mains connection

This receiver is suitable for use on A.C. mains supply, 220-240 V - 50 Hz only. It must not be connected to D.C. mains.

Note: The mains lead of the receiver is fitted with a moulded plug. If the mains sockets are not compatible or if for any reason the plug is removed please follow the directions below.

The moulded plug cannot be rewired and if removed must be disposed of safely. Remove the fuse to make it safer.

Do NOT under any circumstances plug the severed plug into any mains socket as this could result in an electric shock.

Important!

If the plug is removed, rewire new plug as follows: The wires in the mains plug are coloured in accordance with the following code:


BLUE - NEUTRAL

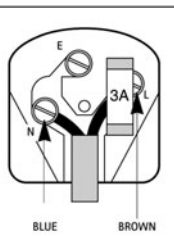
BROWN - LIVE

As the colours of the wires in the mains lead of this apparatus may not correspond with the coloured markings identifying the terminals in your plug, proceed as follows:

BLUE wire to the terminal coded N (Neutral) or coloured black.

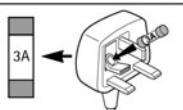
BROWN wire to the terminal coded L (Live) or coloured red.


Do NOT make any connection to the terminal in the plug which is marked by the letter E or by the safety symbol  or coloured green and yellow.




A fused plug must be fitted with a 3A fuse approved by ASTA or BSI to BS 1362 and fuse covers must always be securely replaced.

If the fuse blows, check the mains cable for damage or call a qualified technician. Do not try to bridge the fuse or increase its rating!




The OFF button  on the remote control and on the recorder itself, does not completely disconnect the unit from the mains supply, but switches operating power on and off.

In order that you may enjoy this product for a long time it is important that you observe the following points when installing and operating your recorder.

Note: In order to disconnect this equipment completely from the mains it is necessary to withdraw the plug from the wall socket. Please ensure that the plug remains accessible at all times. As soon as the mains plug is inserted into the wall socket it will become powered and commence its initialisation sequence. When complete the unit will remain in its standby mode until activated by use of either the remote control or front panel standby button .

- Disconnect the recorder from the mains supply before you connect the recorder to (or disconnect it from) any other equipment. Remember that contact with 230 Volt AC mains can be lethal or cause severe electric shock.
- This recorder is intended for the reception of TV picture and sound signals. Any other application is expressly prohibited.
- **Do not** expose the recorder to any moisture. The recorder is intended for use in dry rooms. If you wish to operate it in the open air, make absolutely sure that it is protected against moisture (rain, splashes, etc.).
- **Do not** place any object filled with water (vases or similar) on the recorder.

- Place the recorder on a flat and hard surface. **Do not** place any objects (e.g. newspapers) on or under the recorder.
- If placed in an enclosed unit, the all-round distance between the recorder and the sides of the unit must be at least 10cm. **Do not** allow the vent slots in the sides or underneath to become obstructed.
- **Do not** place the recorder in the immediate vicinity of a heat source or in direct sunlight as this would prevent appropriate cooling.
- During a thunderstorm it is recommended that you disconnect the recorder from the mains and aerial to prevent damage from lightning strikes.
- Never open the recorder as this will invalidate your guarantee.

 This symbol on your set guarantees your product complies with European Directives 2006/95/EC, 89/336/EEC on safety and Electromagnetic compatibility.

Environmental Information

The batteries use some hazardous substances which are very polluting for the environment. Do not throw them out. Remember to dump them in collection points.

CLEANING - Dust will collect on the unit and can be removed with dry clean cloth. **Do not** spray any substances directly on to the unit.

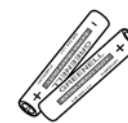
Accessories



User Manual
Quick Guide



Remote control
TV set-up codes



2 x AA
Batteries

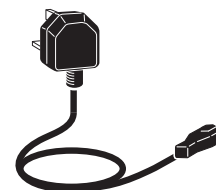
Remote
Control



Aerial lead



Scart lead



Mains Lead

Introduction



Congratulations on your choice of this state-of-the-art Digital Television Recorder (DTR). We hope you will enjoy all the new features this technology brings to your home for many years. Your DTR is going to revolutionise the way you watch TV.

You can pause live TV, for example while you answer the phone and then resume watching where you left off. You can also record two different channels at the same time. Delayed viewing, fast-forward and rewind functions allow you to play and replay the sports action without having to worry about the rest of the game which is still being recorded. These features could make you lose track of time, but fortunately the **LIVE TV** button brings you back to the present instantly.

Your dealer should have checked your postcode for reception, but the availability of Digital Signals does depend on the transmitter(s) available to your receiving aerial. If you have any doubt about this availability, please contact your dealer, or try one of the following:

- Text your postcode to 83331 (standard rates apply)
- Visit the websites www.freeview.co.uk or www.dtg.org.uk/consumer
- Call FREEVIEW on 08708 809980

If you experience reception problems, check page 35 for some suggestions or contact our aerial helpline on 0800 5428265



NOTE: This product can be upgraded from software updates broadcast over the air to your recorder. Top Up TV reserves the right to transmit software updates that it would consider appropriate in order to improve the functionality of the product, without degrading the quality level.

Remote Control

Inserting the batteries



Insert the batteries into the handset as shown. Point the remote control at the DTR and press the **DTR** button. The **DTR** button will flash once to confirm that the remote control is working correctly.



Important information regarding the batteries

Do not mix different types of batteries or new and old batteries. **Do not** use re-chargeable batteries. **Do not** throw batteries into a fire, do not recharge them. Remove the batteries from the remote control if you are not going to use it for several weeks. Immediately remove

any leaking batteries. Take care in doing this, as leaking batteries may cause burns to the skin or other physical injury.



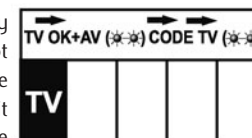
• Please respect the environment and prevailing regulations. Before you dispose of batteries ask your dealer whether they are subject to special recycling and if they accept them back.



Using your DTR Remote to control your TV



The DTR remote control is capable of controlling the common functions of your TV. Locate the "Remote control TV set-up codes " sheet from your accessories and find your make of TV on the list. Note the four digit number(s) applicable to your TV. On the DTR remote Press **TV**, now press **and hold OK** and **AV** together. The **TV** button will flash twice. Now enter the 4 digit code relating to your make of TV. Again the **TV** button will flash twice. If an invalid code is entered, the **TV** button will only flash one long flash.

Make sure that the entered code is the right one for your TV by pressing the 'active' buttons from the list below. If your TV does not respond, repeat the sequence with the next available code in the table. Once you are sure that the code is correct you can write it down in the box to the right and on an identical label on the inside battery door of your DTR remote control.



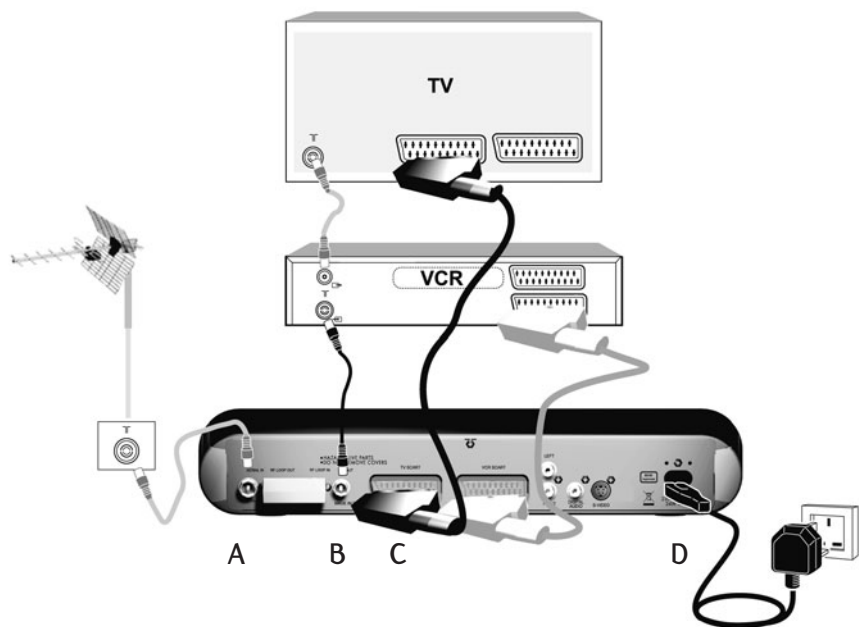
Controlling your TV set



- | | |
|--|---|
| TV | Sets the remote control unit in TV mode (by pressing once) and enables you then to control your TV set. |
|  Vol. +/- | Switches the TV set on or off
TV Volume control. |
|  CH +/- | Switches sound off or on again.
Switches channel or selects an AV socket. |
| AV | Selects an AV socket. |
| 0 to 9 | Change channel or enters digital values. |
| TEXT | Access Teletext pages (On /Off). |
| 'Play' button | Access Teletext pages (Off) |
| Colour buttons | Enables you to use the Teletext function on TV sets. |

Connections

-  **How to connect the aerial and scart cables**
REMEMBER SAFETY FIRST - ALWAYS UNPLUG ALL YOUR EQUIPMENT FROM THE MAINS BEFORE MAKING CONNECTIONS



Follow the steps below referring to the numbered parts on page 7 and the diagram above:-

- Unplug the antenna cable from your VCR (or TV) and plug it into the **Aerial In** socket of your DTR.
- Using the aerial cable supplied, link the **RF Out** socket on your DTR to the **Aerial In** socket of your VCR. Your DTR should now be linked first to your aerial, then to your VCR and finally the VCR to the TV.
- Using the scart lead supplied, link the **TV SCART** socket on your DTR to the **AV1/EXT1/AUX1** socket of your TV.
- Finally, connect the mains lead to the **Mains Input** socket on your DTR and turn on your TV.
 If you have a Top Up TV viewing card, please make sure it is inserted correctly now.



After a few seconds, the lights on the front will come on and a menu will appear on the TV screen. Please follow the on screen instructions carefully or refer to the Quick-Start Guide.

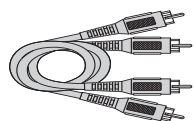
More/Advanced Connections

The diagram on page 14 shows a connection method that includes a VCR. The supplied Accessory cables allow rapid connections to the TV only, in order to get you going as quickly and easily as possible. But should you wish to adopt the more advanced connections shown in the diagrams, please purchase additional leads as explained below.



Archiving off the DTR onto a VCR or other recorder

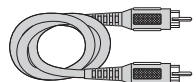
Use a scart lead to link the **VCR SCART** socket on your DTR to the **AV1/EXT1/AUX1** socket of your VCR. This connection will allow you to archive to a permanent media. If your VCR supports auto-start recording, then the DTR will control the VCR automatically.



Connection to a Hi-Fi system

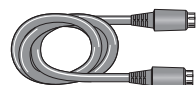
Use a pair of stereo coaxial phono leads to connect the **L/R AUDIO OUT** socket on your DTR to the **L/R AUDIO IN** on your Hi-Fi unit. This will allow you to hear higher quality sound through your Hi-Fi.

NOTE : Audio sockets are generally identified by colour. White for Left and Red for Right.



Coaxial connection to an Audio Visual Amplifier

To get even better sound from your DTR, use a digital audio phono lead to connect from the **DIGITAL AUDIO OUT** socket on your DTR to the **DIGITAL AUDIO IN** on your AV amplifier.



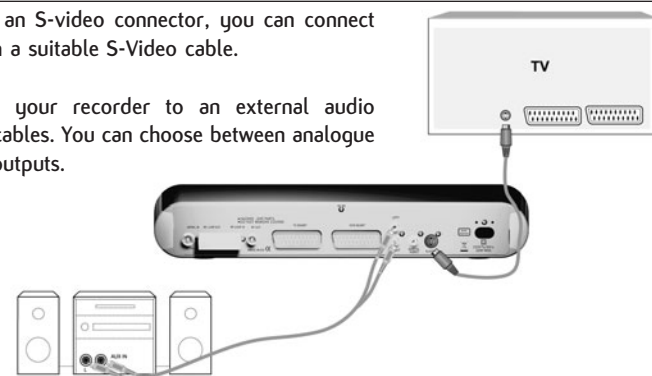
S-Video connection to a TV, Plasma Display or Projector

The scart connection to a TV provides the best picture as RGB (Red, Green, Blue separately), but some types of display device don't have a scart socket. In this case, either an adaptor should be purchased, or connect an S-Video lead from the **S-VIDEO OUT** on your DTR to the **S-VIDEO IN** on your TV, Plasma display or projector. This will also give a high quality picture, but you must make a separate audio connection, as the cable doesn't carry sound.

Advanced Connections

If your TV or VCR has an S-video connector, you can connect your recorder to it with a suitable S-Video cable.

You can also connect your recorder to an external audio amplifier with suitable cables. You can choose between analogue audio or digital audio outputs.



Basic Operation



Note : Before you go any further, are you watching a digital TV picture?

If not, check that your TV aerial is plugged into the DTR Aerial In and follow the on screen instructions carefully or refer to the Quick-Start Guide. This will make the DTR try tuning again. If it fails again, you will probably need to upgrade your aerial, please refer to the troubleshooting section on page 35.

Turning On and Off



To turn on your DTR, press the **DTR** button or the button. The red standby indicator light will go green.

To turn off your DTR, press the button. The standby light will turn red again. An amber light indicates the box is updating and that you should wait before pressing any further buttons.

The DTR must be on or left in standby if you want to keep the Programme Guide and Top Up TV programmes updated.

Changing channels



To change channel press the **CH+** or **CH-** buttons. This will move through the channel list one at a time. Note that the channel numbers are not continuous. These are set by the broadcaster and cannot be changed.

If you wish to search for your channel by name, use **Quickfind**.



- 1 Press the **OK** button.
- 2 Use the arrow buttons to move the highlighter around the programme names, until the channel you wish to watch is highlighted. (Only some channels are shown inside the box, keep moving left or right to find the rest.) If favourite channels are set, only those chosen will appear in the box.
- 3 Press the **OK** button again to change the channel.



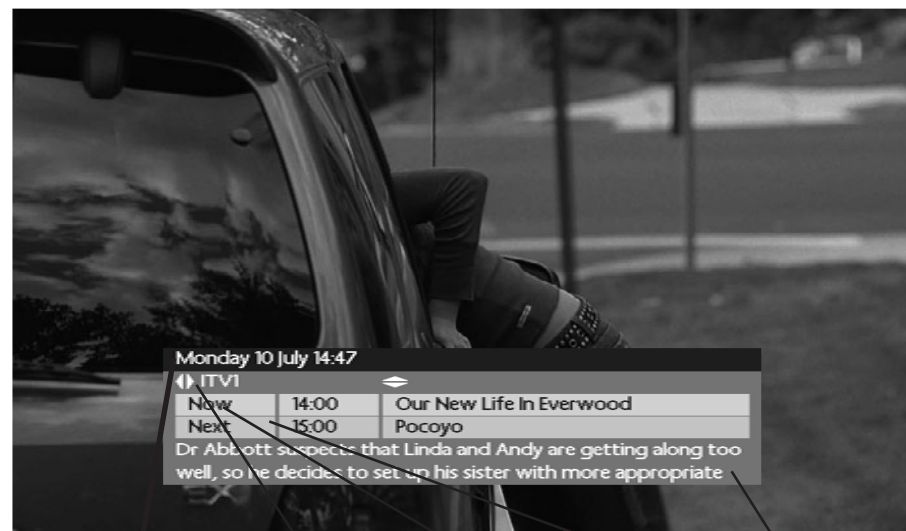
If you know the channel number you are looking for, enter this using the number buttons. With digital TV there can be up to 3 digits in the number.

A banner with information about the programme currently showing will appear briefly each time the channel changes. For more details on getting programme information, see page 17

Teletext and interactive services

If your chosen channel has digital text features press the **TEXT** or coloured buttons to access them. To return to normal viewing press **TEXT** again. Some services offer interactive features, details of these and how to use them will appear on screen as they occur.

Using the Quick TV Guide



Shows the current date and time

Shows the channel name

Now Shows the programme name and start time

Next Shows the programme name and start time

Shows short details of the programme (synopsis)

When you are watching TV you can find out what's on other channels without interrupting your viewing using the Quick TV Guide. This is the small banner that appears at the bottom of the screen during channel changes or when you press an arrow button.



To change the view to show what's on **NOW** or **NEXT**, use the up / down arrows.

To see what's on another channel use the left or right arrows.


If you see a programme you want to watch, press **OK**.



NOTE: The full Programme Guide will normally be updated by your DTR automatically overnight. Until then, you will have use of a reduced guide that will not enable you to access all the features of your DTR. Please ensure you leave your DTR in Standby overnight, every night. Depending on what time of day you set up your DTR, it may take up to 48 hours for Top Up TV programme downloads to be recorded and placed in your library.

Using the Menus



To set up and work the other facilities of your DTR you will need to get used to operating the menus. Throughout this manual, we will use **BOLD** text when referring to remote control button presses, and *ITALIC* text when referring to a particular menu level. You will be using the remote control buttons highlighted and the coloured buttons, take a moment to find them now. Please refer to the inside front cover for a full colour image of your remote control and its primary functions. 

To use these menus, you must first press the **MENU** button which will then display the main menu.

Now choose the item (called a sub menu) that you want to look at.

You do this by using the **UP** arrow (Δ), to move the yellow box up the list and the **DOWN** arrow (∇) to move it down the list.

Once you have highlighted your choice with the yellow box, press the **OK** button to move to the new menu level.




If the DTR states that a PIN number is required (Personal Identification Number), enter this now.

The default number is **0000** you can find how to change this on page 32.

As you learn to use the DTR you will find that the number buttons can take you directly to sub menus without the need for using the arrow buttons. e.g. Use 4 for the fourth item (**set**up), 1 for the first item (**Programme Guide**), etc.

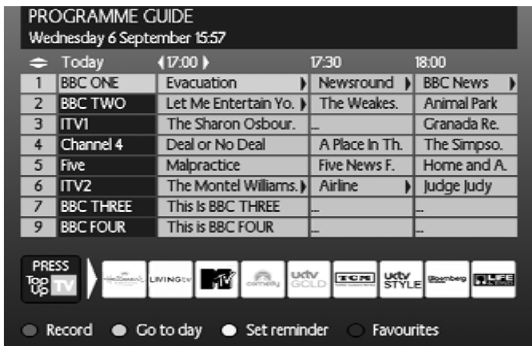


In each menu, look at the bottom lines of text for more information on which buttons to press. This could be arrow buttons (\triangleleft or \triangleright) or the coloured buttons.

Finally, when you have finished making adjustments, use the **BACK** button to return to the TV picture. You may need to press it more than once, depending on the menu item. 

Using the Programme Guide

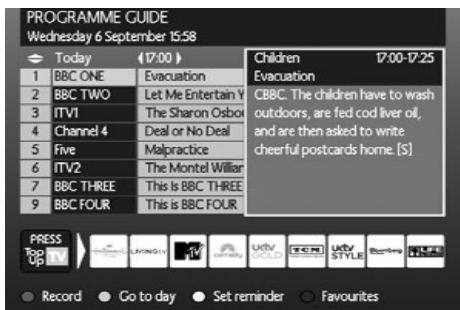
Your DTR has access to two programme guides. Initially your DTR will access the broadcast 7 day Programme Guide, but as soon as your DTR has acquired the Top Up TV on-screen programming guide, you will have access to 14 day listings. The Programme guide screen gives you a fast way of planning your viewing and recording. To access this guide, press the **GUIDE** button.



While in the Programme Guide, you can navigate around using the arrow buttons. Up/down arrows will move between channels, while the left and right arrows move in time. The Guide is split into three sections of 30 minutes each. The information contained in a time segment usually shows the name of the programme. This is only the case when the programme takes up the whole of that 30 minute time slot. As programmes can be longer or shorter than 30 minutes, the Programme Guide has been constructed to inform you of this.

If a programme is longer than 30 mins the next time slot shows three dots to indicate that the programme runs in to the next slot. If a programme is shorter than 30 mins the programme name is followed by an arrow to indicate that more than one programme exists in that slot.

If a programme does not start exactly on the time boundary, it will have two dots in front of the programme name to indicate that it starts later than the time shown in the column heading.



If you leave the highlighter box over a programme for more than five seconds, a box will appear showing a synopsis of the programme. It also shows the start and end times for that programme in the top right-hand corner.

Across the bottom of the screen are a number functions activated by pressing the coloured buttons on your remote control.


Go to day

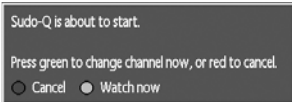
Pressing the GREEN button will bring up an overlay box (pop-up). This is the GO TO DAY menu.

Using the up and down arrows you will move the highlighter to a day in the future. Pressing OK will take you back to the Programme Guide, but now the guide is showing programmes on the day you selected. From here you can set-up recordings or reminders.



Set reminder


Pressing the YELLOW button will add a reminder to the currently highlighted programme. you can see if you have set a reminder as the reminder icon  will appear next to the programme name. If you wish to cancel the reminder, press the YELLOW button again.



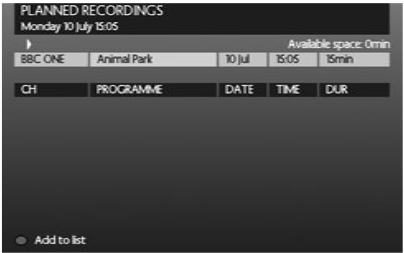
When that event arrives, you will be reminded by a pop-up which will appear on-screen.

You can accept the reminder by pressing the GREEN button to watch the programme or cancel it with the RED button.

Record

Pressing the RED button will take you to the PLANNED RECORDINGS screen. Press the RED button again to add the recording to the 'planned recordings list. When you go back to the TV Guide, you will see  next to the planned recording.

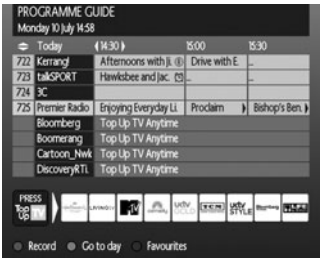
For more information on planned recordings, please refer to 'Using Planned Recordings' on page 24.



Top Up TV

In addition to the standard Freeview channels, your DTR can also give you access to a wider range of programmes on Top Up TV.

By subscribing to Top Up TV for a small monthly fee, your DTR will automatically record and download programmes from providers like Warner TV, National Geographic, and more, for you to watch whenever it suits you.



The channels from which you can choose to select programmes are shown across the bottom of the Programme Guide screen.

Pressing the Top Up TV button on your remote enables you to view the list of programmes available to watch right now. Then you simply use the left and right arrow buttons to scroll through and press OK on anything you want to watch.

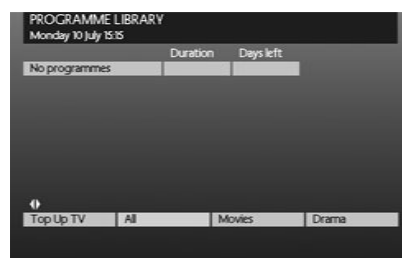
To view programmes from these channels call now on 08444 158 158.



Using your Programme Library

To access the **PROGRAMME LIBRARY** press the **LIBRARY** button on your remote control or option 2 from the **MAIN MENU**.

Initially the Programme Library will be empty, but as you start using your DTR, it will build and show not just the recordings that you have made or saved, but also the Top Up TV programmes that are stored on your DTR and available to watch at 'anytime'.



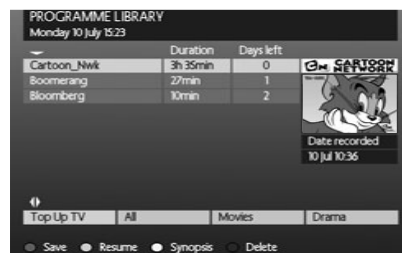
Your DTR storage area is partitioned into two sections. For more information on how to change the partition sizes, please turn to page 30. The two sections are arranged so that you have control over the 'top' section which appears first on the top section of the menu. Here you can keep your recordings or delete them to make more space as required. To delete a recording, move the highlighter with the **UP** or **Down** arrow buttons over the programme that you wish to delete and press the **BLUE** button.



When you move the highlighter into the Top Up TV storage area, you will notice that the screen appears slightly different. There are two differences, the first and most important is the **Days Left** column, the second is the red **Save** button.

Days Left

This shows how many days the programme will remain stored on your DTR before it is automatically deleted and replaced with new programmes. You may watch the programme at anytime, but if the **Days Left** number reaches zero, you only have a few hours left before the programme is over written. If you would like to watch the programme, but do not have time within the time remaining, you can move the programme to 'your' storage area by pressing the **RED** button. The programme will now appear in the top section of the Programme Library and the **Days Left** will show **Saved**.



There are a number of functions that are common to both storage areas: If you pause the highlighter over a programme, that programme will automatically start playing in the small preview window on the right-hand side of the screen. If you wish to watch the programme, press the **OK** button. If you had previously not finished watching a programme, press the **GREEN** button to resume the playback from the last watched point.



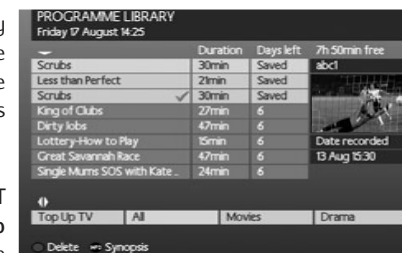
You can always access the Top Up TV programmes by pressing the Top Up TV button.



Folders

Programmes on your recorder are automatically placed in folders. Each recording can reside in more than one folder, the **ALL** category and typically one other genre folder, for example, **Movies**, **Sport**, **Kids** etc.

To move between Folders use the **LEFT** and **RIGHT** arrow buttons. To Highlight a programme use the **Up** and **Down** buttons. To view the programme, press the **OK** button.



Synopsis

With the highlighter over a programme / recording, pressing the **INFO** button will pop-up a small window with a brief summary of the contents of that given programme.

Delete

With the highlighter over a programme, press the **BLUE** button. You will see a confirmation pop-up to confirm that you wish to delete the programme or exit without deleting.

ICONS

There are two icons used to assist you in managing your **Programme Library**.

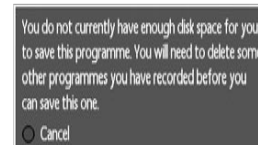
The ✓ at the end of the *programme name* field is used to indicate that a programme has been watched.

The ⌂ at the end of the *programme name* field is used to indicate that a programme is currently 'playing'.

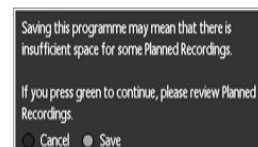
Pop-ups

Finally, you need to be aware of a few pop-ups that may appear to help you with your selections.

Depending upon the way you have set-up your recorder, or if you have not set-up enough storage space on your DTR or you have simply run out of space, your DTR will prompt you that there is not enough space to store your selection. If this happens, you will need to delete some of your recordings if you wish to save additional programmes.



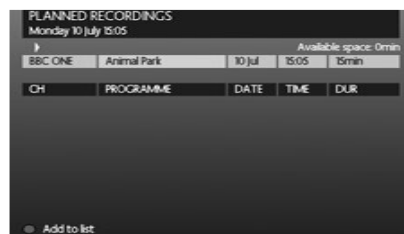
Also, a similar pop-up may appear if you are saving a programme that will limit the storage space for any future recording. In this instance you may save this programme, but you should also go to the **Planned Recordings** menu to make sure you have enough space and if necessary delete old recordings.



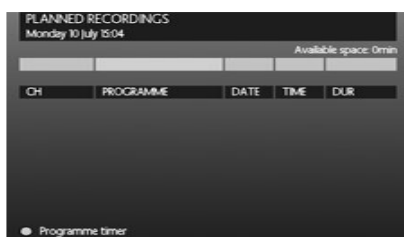
Using Planned Recordings

Your DTR is very versatile and will allow you to customise the way you record a programme.

In this section, we will show you just what options are available to you. Typically you will have pressed the **R** button in the **Programme Guide** which will have automatically taken you to this screen, but you may also wish to set an recording manually. If you have arrived at this screen via the Programme Guide, simply press the **R** button to accept the default settings and your recording will be added to the list and completed without further interaction.



If you wish to set-up a manual recording via the **Planned Recordings** menu, you will typically be presented with a virtually blank screen as shown.



Press the **GREEN** button to continue and you will be prompted to enter the channel, date, start and stop times. Use the **LEFT** and **RIGHT** buttons to increment or decrement the selection and use the **UP** and **DOWN** buttons to move between the settings. Finally press the **GREEN** button to add the event to your **Planned Recordings** list.


Editing an event

There may be an occasion where you wish to adjust the recording (event) that you are setting. This DTR allows you to change both the start time (**TIME**) and the duration of a recording.

Entering a recording from the **Programme Guide** or manually from the **Planned Recordings** menu, the highlighter will be positioned over the **PROGRAMME** field. Press the **RIGHT** arrow button to move the highlighter over the **TIME** field. Use the **GREEN** or **YELLOW** buttons to increase or decrease the start time. You can also move the Highlighter to the **DURATION** field again with the **RIGHT** arrow and use the **GREEN** or **YELLOW** buttons to increase or decrease the recording duration. Once satisfied with your adjustments, press the **RED** button to add this recording to the list.

Why edit an event?

There may be occasions where multiple recordings overlap and your DTR will warn you that two recordings collide. You may know that the programme you wish to record has moved due to an over-run of a previous programme. Or simply, you know that the part of the programme you are interested in starts later than the actual programme start time; for example, a football match. Editing the timing will allow you to record programmes that would otherwise conflict with each other and save space on your DTR for future recordings.

 Your DTR is also capable of automatically adding time to a recording to guard against programme over-run. Please refer to Page 31 for more information on **Guard Times**.

Space for recordings

When you add a recording to the **Planned Recordings**, your DTR will check to see if there is enough space to complete all the scheduled recordings. If there is a risk that there is not enough space, you will see this pop-up. You have the option to cancel the recording or continue with the event. If you continue with the recording, you should go to the **Programme Library** menu and try to clear space by deleting programmes that you have already watched and no longer wish to keep. If you do not make space, you may lose the end of your recording or fail to be able to record further programmes.

If you plan this recording, there may not be sufficient space for all recordings unless you delete programmes from your Programme Library before the recording takes place.

Do you wish to add it to the Planned Recordings anyway?

☐ Cancel ☒ Add to list

Simultaneous recordings

Your DTR has two tuners which means that it is capable of recording two different programmes at the same time. In the event that you try to record more than two programmes at the same time, your DTR will alert you to this overlap with the pop-up shown. The pop-up will inform you of the date, time and duration of the overlap.

It is not possible to record this programme as there would be three simultaneous recordings.


Your receiver can only record two programmes at once. You might want to delete one of the other recordings.

☐ Cancel



Make a note of this overlap and go back to the **Planned Recordings** main menu. Find the programmes that overlap and look to see if you can manually change the start times or durations of the overlapping events to resolve the conflict. This will still enable you to record the programmes you wish and not miss anything of significance.

Series Link

Some programmes are broadcast with special tags that indicate that the programme is part of a series. If while setting a recording your DTR detects this tag, it will advise you with this pop-up. You now have three options; cancel the recording (**RED** button), record all programmes with that 'Series link tag' (**GREEN** button) or just that specific programme and remove the Series link (**YELLOW** button). When you go back to the **Programme Guide**, you will see that a series link icon has been added to the programme name. It looks like this 

This programme has a series link.

Would you like to record the whole series or just this programme?

☐ Cancel ☒ Series ☐ Programme

Top Up TV services conflict

At certain times of the day (or night) your DTR will attempt to use both tuners to record the Top Up TV services. If the recording that you are setting up conflicts with a Top Up TV service event, your DTR will warn you of this conflict and present you with a list of the Top Up TV programmes that won't record as a result. You then have the option to cancel your recording and allow the Top Up TV download, or continue with your recording and not the Top Up TV one.

Recording this programme may mean that some or all Top Up TV programmes will not be stored.

Would you like to continue anyway?

☐ Cancel ☒ Continue

Recorder Functions

Numeric channel entry



Channels are ordered in a preset list this is called the Logical Channel Number (LCN). Once you have been using your recorder for a little while you will remember the LCN associated with a particular channel. You can enter the LCN directly with the numeric buttons on your remote control. You will need to enter all three digits of the LCN.

Stream swap

Your DTR has two tuners which means it can receive two different channels at the same time. You can switch between these two channels by pressing 0 on your remote control. If that channel is paused, it will automatically switch to play to allow you to watch the programme. Furthermore, if you are watching a recorded programme, your DTR will pause that programme and switch to the programme currently being received by one of the tuners. Pressing 0 again will switch to the other tuner and pressing 0 again will return you to your recorded programme and resume playback.

Instant record

If while watching a programme you decide you wish to record it, press the **RECORD** button on your remote control and hold for 3 seconds. Your DTR will automatically record the programme to the end of the scheduled time and add any of that programme that exists in your review buffer.

Chase play viewing

This is the ability to view a programme that is currently being recorded as part of a scheduled record or an instant record process. There are two ways to view a programme while it is being recorded. From **Planned Recordings** highlight the programme you wish to watch and press the **RED** button on your remote control and hold for 3 seconds. This will start the programme from the beginning. You can also change channels to the one that is recording your programme and use trick modes such as **REWIND** to move back through the recording to your desired point.

Trick modes



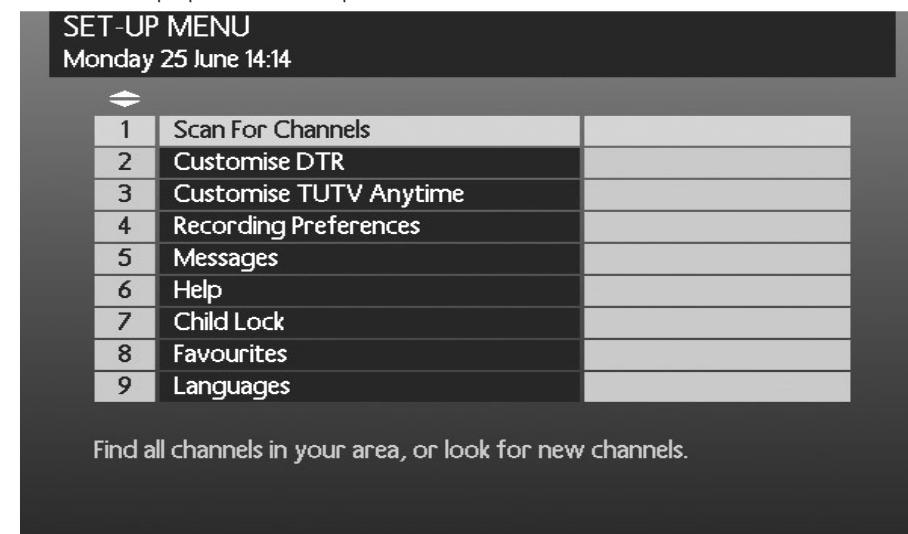
These are functions that enable you to move forward or rewind through a recording. There are nine incremental speeds for both forward and rewind, these are /, fi, x1, x2, x4, x8, x16, x32 & x64.

Press the forward or rewind button on your remote control to enter the trick mode. Repeated presses of that button will increase the speed. To reduce the speed press the opposite button.

Note: That quarter and half speed modes are only accessed from pause mode. To enter pause mode, press the Pause button on your remote control. Also, while in pause mode, you can press the pause button again to advance one frame. Continued pressing will advance frame by frame.

Set-Up

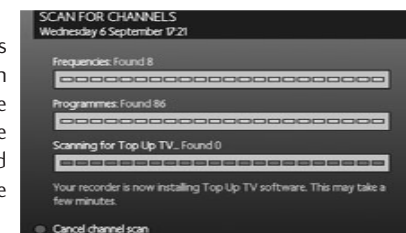
From the **MAIN MENU**, press 4 or select **Set-Up**. The basic set-up menu has 6 options, but the ability to be expanded with additional options. Press the **RED** button to expand the menu to see all of the set-up options. The set-up menu should now look like this:



Use the **UP** and **DOWN** buttons to highlight the sub-menu you wish to enter and press the **OK** button, or press the number button that is associated with the sub-menu.

SCAN For Channels

You will have performed this option automatically as part of the installation process, but if for any reason you wish to re-scan for new channels (if you have moved or have a new aerial for example), make sure that all the connections to your DTR are connected correctly. Press the **GREEN** button to start the automatic search for available channels.



Once the scan has started you can cancel it by pressing the **RED** button.

You can monitor the progress of the search as your DTR first searches for digital broadcast frequencies and then for specific programmes on those frequencies. Finally your DTR will attempt to acquire the Top Up TV service.

When the scan is complete, the text at the bottom of the screen will say Scan complete and the **GREEN** button will re-appear to enable you to re-scan if required. To exit this menu option, press the **BACK** button.



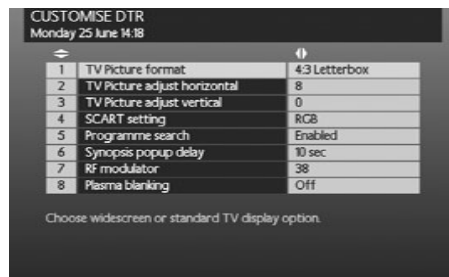
Throughout the set-up menus, we will list the available settings within an option. Please note that the DTR factory default will be UNDERLINED. If at anytime your are not sure what setting to make, refer to the relevant page and look for the setting that is underlined.

Customise DTR

Use the UP and DOWN arrow buttons to select an option and use the LEFT and RIGHT arrow buttons to cycle around the available settings.

TV Picture format

Use the LEFT and RIGHT arrow buttons to choose from 4:3 letterbox (black bars top and bottom), 4:3 Centre Cut-Out (full screen, but lost picture on left and right), 4:3 Full Screen (if your 4:3 TV supports 16:9 switching, check your TV manual) or 16:9 Widescreen (for widescreen TV's).



TV Picture Adjust horizontal and TV Picture Adjust vertical

Select these options to move the picture generated by the DTR either horizontally or vertically so it sits centrally on your television screen.

SCART setting

Use the LEFT and RIGHT arrow buttons, to choose from S-Video (for specific TV's), RGB (for best pictures) or PAL for all other types. See your TV manual for the best choice, it usually depends on which socket you connect to.

Programme search

This option turns on or off the "Search" facility (accessed using the red key in the Guide) that provides a search facility across the EPG and VOD listings. When enabled the red key is used to access the Search screen and the white (R) key is used to record programmes within the Guide. If disabled the red key is also used to record programmes within the guide.

Synopsis Pop Up delay

This option allows you to either turn off the synopsis window that pops-up over the Guide or video when a programme is selected, or to change the period that you wait for before it appears.

RF modulator [advanced]

Your DTR is equipped with an RF (aerial) modulator. This feature allows you to watch pictures on a TV set when only connected via the aerial lead. This can be useful if you wish to send the pictures from your DTR to more than one TV in your house. Using the example method below, you can also view the VCR on other TV's in your home. Check your VCR manual for details on its RF modulator.

Plasma blanking [advanced]

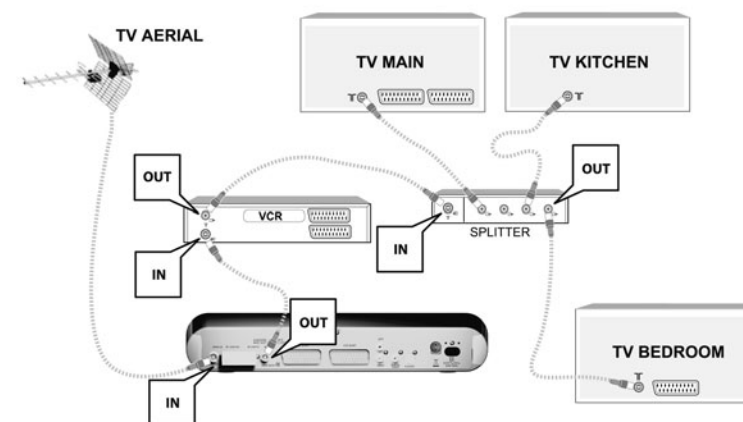
This option allows you to specify a time after which the display automatically dims. This is important as static images can damage certain screen types.

For both Radio and Plasma blanking the available settings are: OFF 3, 5, 10, 20 (mins)



It is strongly recommended that the main TV is connected using the scart lead provided as this will provide the best possible pictures. These instructions assume you are connected to the main TV with a scart lead as shown on page 5.

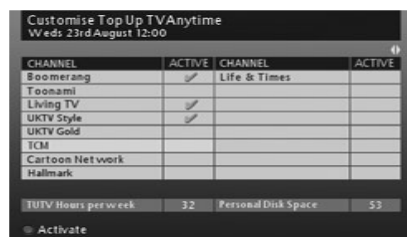
- 1 Make sure that all the aerial connections have been made as shown in the diagram below. You will need an aerial distribution amplifier (splitter), this can be purchased at most good dealers or DIY stores. Make sure you use good quality, double screened co-ax aerial cables. (e.g. CT100)



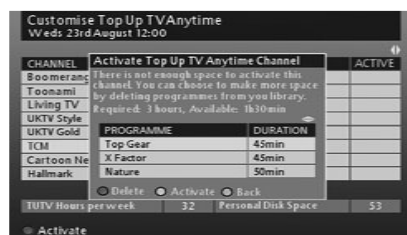
- 2 Referring to your TV user manual, tune your TV's into channel 22 (default) for the DTR.
- 3 If this picture is snowy or disrupted, you may need to change the modulator channel. Use the LEFT and RIGHT arrows to change the modulator channel number (21 to 69). Finally, re-tune the TV again.
- 4 Repeat step 3 until you have clear pictures on all your TV sets.
- 5 If you do not wish to use the RF modulator then choose off.
- 6 Press **BACK** to return to TV viewing.

Choosing your channels

One of the great things about Top Up TV is that you don't have to download all the programmes available. You can choose to record and download only those programmes from channels you watch. So for example, if you don't have kids, you can save space on your hard drive by de-selecting the kids channels, giving you more space to download those you do want to watch. Choosing your channels is easy and should be done on a regular basis to ensure you maximise the amount of space you have available for your own recordings. This menu presents a list of available Top Up TV channels. Use the **LEFT** and **RIGHT** arrow buttons to move between columns. Use the **UP** and **DOWN** arrows to move the highlighter over a channel for activation. Press the **RED** button to activate the channel.



Note the two times on the bottom of the screen. The Top Up TV (TUTV) hours per week will change as you activate or de-activate channels. The available space left for personal recordings on your DTR's hard disk drive (storage space) is shown on the far right.



In some cases there will be insufficient free storage space in the **Personal Disk Space** area to re-assign for Top Up TV use. In this case, a pop-up will be displayed as shown to enable you to remove content from the **Record Library**. Use the **UP** and **DOWN** arrows to select a programme and then delete it by pressing the **RED** button. Once you have created enough space, you can activate the new channel by pressing the **GREEN** button. To exit this menu press the **YELLOW** button.

You may attempt to activate a channel for which you do not have the right level of subscription. If this occurs, you will be taken to the **Subscription** screen. Follow the steps on screen to change your subscription.

Warnings

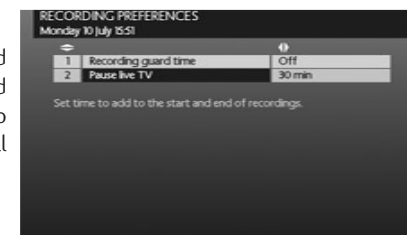
There are some warnings that may pop-up as a result of some of your selections / actions.

The first of these may be if you de-activate a Top Up TV channel. The warning will inform you that if you de-activate this channel, you will no longer receive any of that channel's programmes and delete any recordings made from that channel.

The second warning you may see is in activating a new channel, you may not have enough space on your disk drive for planned recordings. The warning will advise you to review your **Planned Recordings** as soon as possible. Please refer to page 23 on how to make space by deleting unwanted recordings.

Recording Preferences

There are two options available to change, the Guard time and the rewind buffer size. Use the **UP** and **DOWN** arrow buttons to move between the two options and the **LEFT** and **RIGHT** arrows to scroll through the available values for that option.



Recording guard time

A guard time is a small amount of time added to the start and end of a recording to help protect against programmes starting slightly ahead of schedule or more typically over-running their scheduled finishing time. There is obviously a small penalty for this feature which is that you will use up more space for each recording with a guard time set. The available settings are **OFF**, **1**, **3** or **5** minutes. As you can see the default setting is **OFF** to maximise the available disk space for recordings.

Pause live TV

Your DTR automatically records and buffers the channel you are currently watching. The size of this record buffer is set to 30 minutes. This means that you can pause and rewind the channel you are watching back by 30 minutes, or by the amount of time you have set as the **Pause live TV** buffer size. As with the guard times, this obviously takes up space on your Hard disk drive for recording other programmes so if you do not use this feature you can turn it off to increase the available space for recordings. The available settings are **OFF**, **15**, **30**, **45** or **60** minutes.

If while watching a programme you decide to record it, your DTR will use as much of the buffer as is available to add to your recording in an attempt to record the whole of the programme from the start.

Messages

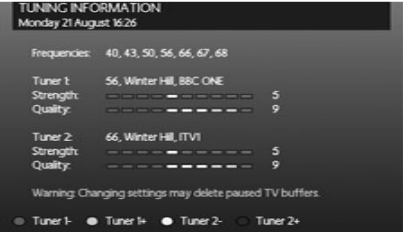
Occasionally, events may occur that your DTR stores for your information. For example, your DTR is capable of having its software upgraded automatically using the same transmission media as the programmes themselves. If you have any messages waiting to be read, a light on the front of your DTR will come on. Also, in the **Main Menu** screen top right-hand corner, a small envelope icon will appear as shown. To view any messages, select **Messages** from the **Main Menu** or **Set-Up** menu. Once you have read your messages, you may delete them by pressing the **RED** button.




Help

This is a high level information screen that will tell you basic information about your DTR. If you require further assistance please call the telephone number shown on-screen.

There is also an option to press the **RED** button for tuning information. This screen shows the current status of the two tuners, what channel number they are currently set to and the **Strength & Quality** of the signals being received. You can also change the channel a given tuner is set to with the coloured buttons; **RED & GREEN** for Tuner 1 or **YELLOW & BLUE** for Tuner 2.



 Changing the channels that the tuners are set to may result in you losing scheduled recordings. Please use this screen with care or wait to be advised on how to use this screen by one of our Customer Care Advisers.


Child Lock [Advanced]

This menu option enables you to set-up Parental Control levels and to determine the access you and your family have to content. As soon as you select this option, you will be prompted to enter your Personal Identification Number (PIN). The default number for this is 0000. It is highly recommended that you change this number as soon as possible. Once you have entered a valid PIN you are given the option to change the PIN by pressing the **RED** button and following the simple steps on-screen.



Max Certificate

This sets the maximum certificate value allowed on any viewed content (Live or Recorded). If at anytime a user tries to view content with a certificate higher than the maximum certificate allowed, the recorder will blank the screen, mute the audio and pop-up the PIN entry window. Unless a valid PIN is entered, the content cannot be viewed. The available settings are; U, PG, 12, 15 or 18. Note that the default is 18 which means that there is no automatic block of any content from being viewed. You should lower this to a level suitable for the people with access to your DTR.

 Note that setting a certificate does not limit the content that can be recorded, only what can be viewed. This allows viewing decisions to be made when the viewer is present.

Lock Period Start & Lock Period End

This allows the DTR to be locked down during the **START** and **END** times. Use the **LEFT** and **RIGHT** arrow buttons to increment or decrement the time in 15 minute steps. In both cases, the default value is **OFF**.

Lock

Once you have set lock periods, you will have to activate them by setting **Lock** on. Likewise, you can also turn lock periods off with this option.

Languages [Advanced]

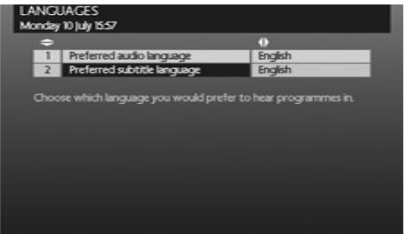
Preferred audio language

This option sets the Preferred language audio output. In a multi-language broadcast, your DTR will attempt to acquire your preferred language. If your preferred language is not available, your DTR will switch to the default language.

Preferred subtitle language

This has the same action as Preferred language, but for **Subtitles** in place of the audio output itself.

To select an option, use the **UP** or **DOWN** arrow buttons. To scroll around the possible languages, use the **LEFT** and **RIGHT** arrow buttons. The default Language is English and the available options are Welsh and Gaelic.



Troubleshooting

Tuner conflict resolution

Your receiver is recording two channels and cannot show a third.

To change channel you must first cancel a recording.

☐ Cancel

In some cases there may not be enough tuners for all the functions your recorder is trying to perform, for example if two recordings are taking place and you try to change channels, you will see this pop-up menu. If you really wish to change channels, go to the **Planned Recordings** menu and cancel the recording. Pressing the **RED** button will take you to the **Planned Recordings** menu.

Top Up TV conflict resolution

Watching live TV may conflict with the requirement to record Top Up TV programmes. This may occur if you are watching a programme when the Top Up TV programmes start, you switch on your recorder while Top Up TV programmes are being recorded or you are watching a Top Up TV programme but then try to change channels.

Your recorder needs to store your Top Up TV programmes at this time. If you view other channels at this time you will not be able to view stored Top Up TV programmes.

Press Red to allow the store, green to override it. The recorder will automatically cancel in 26 seconds.

☐ Cancel ☐ Override

In the event of a conflict, you will see this pop-up. If you press the **RED** button, you will continue to record the Top Up TV programmes, however, if you press the **GREEN** button the Top Up TV recordings will be abandoned and your recorder will be considered to be in override mode.

Your Recorder will remain in override mode for one hour



or until it is placed in stand-by.

Your recorder needs to save guide listings and other Top Up TV information.

If you wish to complete this action some listings may not be updated and some Top Up TV programmes not received.

Press Red to allow the save, or green to override it. The recorder will automatically cancel in 27 seconds.

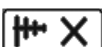
☐ Cancel ☐ Override

In the same way, if your recorder is trying to collect TV listings or Top Up TV information, your recorder will pop-up this warning. If you press the **RED** button, you will continue to collect the required information, however, if you press the **GREEN** button the task will be abandoned.



By overriding this task, your recorder may fail to update the TV listings and as a consequence, may fail to record Top Up TV programmes.

Loss of Signal




If your recorder can not detect a signal, it will present this icon in the top centre of your TV screen. Check all connections or refer to Reception problems on the following page.

Reception Problems

When you purchased your DTR, your dealer should have checked your postcode to ensure that you can receive Digital TV. If you wish to check this yourself, please look on the internet websites:- www.freeview.co.uk or www.dtg.org.uk/consumer.

Once you have established that your area should be able to receive digital TV, there are a few reasons why you may be experiencing problems.

- Your current aerial and cabling may not be able to receive all the digital channels due to its age and condition. Now is the time to renew them. We recommend the use of CAI "Benchmarked" aerials. Look for the logo.  Always use good quality, double screened aerial cable. e.g. CT100 coaxial cable.
- In your location the digital channels may be transmitted on different frequencies to your existing analogue signals and you may need a different type of aerial to receive them. Check the 'group' of your aerial, you may need a 'wideband' one.
- The new digital channels may be transmitted from a new transmitter and if this is the case the aerial would have to be re-aligned. Alternatively, add a second aerial to your system.
- If you need to use a mast-head amplifier, make sure that it is a digitally compatible one and that it is as close to the aerial as possible.
- In some blocks of flats, filters may be in use that will interfere with digital signals. Consult with your landlord if you have difficulties.
- Indoor or window mounted aerials are not recommended, except in areas where the signal is extremely strong.
- Your aerial could be too high. Try adjusting the height of the aerial to avoid picking up unwanted signals from other transmitters.
- If you live near a road, the passing traffic may cause problems. Try pointing the aerial at an upward angle over the road, this helps reduce engine interference picked up by the aerial.
- If you get periodic picture losses, this could be due to electrical interference picked up in your house. This could be from a central heating thermostat, a fridge/freezer, or any other item with a motor. Try switching these appliances off temporarily to establish what is causing the problem. Then replace the problem item.
- If your aerial comes into your room via an aerial connection point (socket), replace it with a good quality shielded one. This will help prevent electrical noise entering your aerial.

If you are still having difficulties it's likely that you may require an aerial upgrade. For help and advice, contact our Aerial Helpline on 0800 5428265.

Not every picture or sound problem is caused by a defect in your DTR. Leads having been accidentally pulled out or worn out batteries in the remote control can also cause impairment. If your unit does something unexpected while you are using it, please unplug it, wait a few seconds then plug it in again. If this fails to solve the problem or the following measures do not bring about satisfactory results, please consult an authorised dealer.

FAULT	CAUSE/REMEDY
Recorder does not respond to remote control.	Press the DTR button on the handset. Point the remote control at directly at the recorder. Remove all obstacles in the path of the remote control signal. Check or replace the remote control batteries. Re-boot the DTR by briefly interrupting the mains power.
No Picture. Disrupted Picture.	Check all connections at the rear of the unit. Check the RF IN connection. Ensure cables to TV are inserted correctly. Select AV channel on TV set. Refer to reception problems on page 35.
No Sound.	Check all connections at rear of unit.
No sound from VCR.	VCR sound is not available at the Digital audio output socket. Connect VCR to your amplifier directly.
No Power or indicators not lit.	Check mains plug is inserted correctly and the power is switched on. Check that the mains socket is operational. (Use a lamp to test it.)
Picture shape looks wrong.	Set your DTR to match your type of TV. 4:3 = conventional 16:9 = widescreen See page 28 for instructions.
DTR won't record any more.	The hard disk is full. Clear some space to allow the DTR to record. An archiving event is occurring, wait for it to finish.
Live Pause won't work.	Two record events are happening at the same time. Wait for the recordings to stop. The hard disk is full. Clear some space to allow the DTR to record.
There is a humming noise in the DTR.	This is the noise from the fan and the hard disk and is normal. It will not generally be noticeable and is unavoidable.
DTR won't change channels.	Two record events are happening at once. Wait for the recordings to stop.
Programme Guide is empty.	You must leave the DTR plugged in overnight to allow it to receive the programme information. This takes place at about 3am every day.
No or less than 20 services tuned.	Insufficient signal is getting to the recorder. Refer to reception Problems on page 35.
Subtitles not appearing.	Not all programmes have subtitles. Check with your broadcaster for details on subtitled programmes.

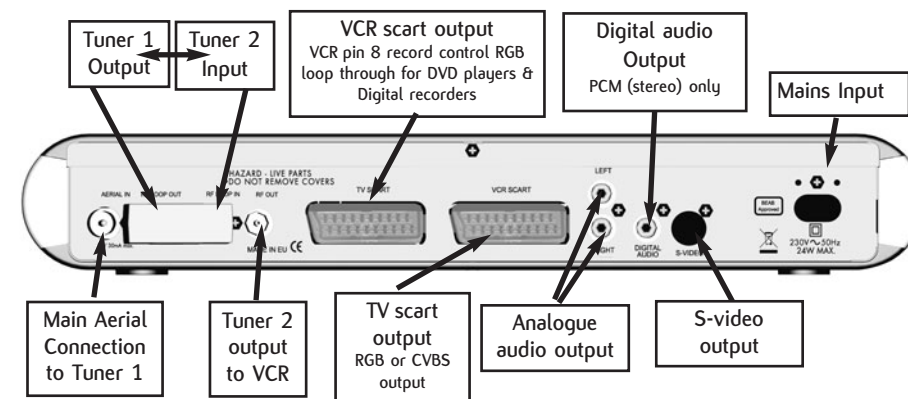
Technical Specifications

This product fulfils the European directives 2006/95/EC, 89/336/EEC. This device conforms to the safety regulation EN 60065 and therefore the international safety regulation IEC 60065. You may not open the DTR. The manufacturer accepts no liability for damage resulting from improper handling.

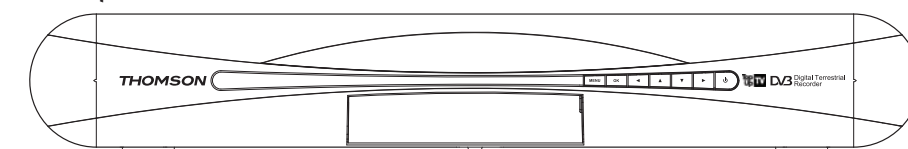
Mains voltage: 230V~, 50/60Hz	Power consumption: Operating approx. 24W.	Standby Power consumption: 24W max
Operating temperature: +10°C to 35°C	Audio Format: Analogue : Stereo Sound Digital : SPDIF Stereo Sound	Remote Control battery Type: R6P SIZE AA 1.5V
Hard disk: DTI6300-16/25 Capacity: 160GB/250GB	Dimensions: WxHxD - 368x62x221mm Weight: Approx. 1.8kg	

Product Details

Rear panel connections



Front panel indicators and buttons



Front Panel indicators (LED's)
 Power status, Green On / Red Standby
 Remote Command
 Recording
 Message Waiting

Front Panel buttons
 MENU - Displays on screen menu
 OK - Chooses highlighted option
 Arrows - Moves the highlight around the screen
 On/Standby button

DTR Terms & Conditions

This document sets out the basis of your Agreement with Top Up TV Europe Limited in respect of the DTR (as defined below). In this Agreement we refer to Top Up TV Europe Limited as "us" or "we" and we refer to you as "you".

1.0 THE TERMS WE USE

- 1.1** We have used words with capital letters where those words have particular meanings. These meanings are set out below:
- "Address" (if you purchased your DTR directly from us) means the address of your home in the United Kingdom given to us during the Order Process;
- "Agreement" means the contract between you and us on the terms set out in this document and (if you have an HP Agreement) the HP Agreement;
- "DTR" means the digital video recorder box (also known as a Personal Video Recorder or PVR) that you purchase from us and as described more particularly during the Order Process;
- "Fees" means the fees payable by you to us for the DTR. If you purchased the DTR directly from us, this will be the fees for the DTR confirmed during the Order Process and/or in the HP Agreement and which include delivery charges and VAT;
- "Freeview" Freeview is a separate free digital TV service which does not require a monthly subscription. Freeview is not operated by Top Up TV Europe Limited;
- "HP Agreement" means the additional terms of the Agreement in respect of your purchase of the DTR on a hire purchase basis;
- "Order Process" (if you purchased your DTR directly from us) means the process by which you purchased a DTR whether over the telephone or internet;
- "Top Up TV Services " means any digital video subscription or other services which you obtain from Top Up TV Europe SARL (a different company from us but in the same group) under separate agreement(s);
- "Top Up TV Services Agreement " means an agreement you enter into with Top Up TV Europe SARL for the provision of Top Up TV Services via the DTR; and
- "Viewing Card" means the electronic card that enables you to view those parts of the Top Up TV Services and/or additional service to which you are entitled by means of a DTR and/or any card that enables you to view any other service we provide.

Please note: clauses 2 to 5 (inclusive) only apply if you purchased your DTR directly from us. If you did not purchase your DTR directly from us, please refer to clause 6 onwards.

2.0 ORDER PROCESS

- 2.1** All orders placed by you for DTRs through the Order Process are subject to acceptance by us. We may choose not to accept your order for any reason in which case you will not be charged any Fees. We will confirm to you whether or not your order has been accepted or not.
- 2.2** If the Order Process you use is via our website then the technical steps you need to take in order to complete your order will be described to you on-screen.
- 2.3** We will confirm in writing to you the key details regarding your order once it is accepted by us including the price and delivery details for the DTR that you have chosen. Please note that prices reduced for sales or specific promotions are only valid for the specified period.
- 2.4** We reserve the right to amend the price and specification of any DTR published on our website or otherwise at any time. The price and specification will of course be made clear to you during your Order Process before you confirm your order.
- 2.5** You confirm that all information you have supplied to us is correct. You will tell us if you change your Address or change your DTR model or make.
- 2.6** In order to use your DTR to access Top Up TV programme content, you will need a viewing card and to subscribe to the relevant Top Up TV Services Agreement.

3.0 PRICE AND PAYMENT

- 3.1** You agree to pay us the Fees on accepting this Agreement as agreed with you during the Order Process and confirmed to you in writing.
- 3.2** Where relevant, you confirm that the credit/debit card that is being used is yours. All credit/debit card holders are subject to validation checks and authorisation by the card issuer. If the issuer of your card refuses to authorise payment, or we or our authorised agents are unable to contact your card issuer, we will not be liable for any delay or non-delivery and we are not obliged to inform you of the refusal.
- 3.3** During the Order Process we may offer you the opportunity to pay by alternative payment means such as cash or online payment system. If we do so, we may charge an additional amount to cover our additional administration costs. Any such charges will be set out in the Order Process.
- 3.4** We may carry out a credit check on you which involves searching the files of one or more credit reference agencies [which may keep a record of the search]. We may also disclose details about your conduct as a customer to those credit reference agencies. Such information is used only to help make credit decisions affecting you or members of your household, or occasionally for fraud prevention or tracing debtors.
- 3.5** We are not responsible for your card issuer or bank charging you as a result of our processing of your credit/debit card payment.
- 3.6** We may pass your details to a third party debt collection agency to reclaim Fees owed to us.

4.0 DELIVERY AND RISK

- 4.1** We despatch DTRs ordered by you when they are available or otherwise as set out during your Order Process and in any event 30 days after the day after you place your order.
- 4.2** The DTR will be sent to your Address or to an alternate address that you nominated as part of the Order process. We cannot be held responsible if this delivery address is unsuitable for you or the wrong details have been given.
- 4.3** We do not accept any liability for late deliveries or deliveries lost in the post.
- 4.4** Once the DTR has been received by you, all risk of damage to, or loss of, the DTR shall pass to you. If you intend to cancel your DTR order (under clause 5 below) you must keep good care of the DTR pending return of it to us.
- 4.5** Subject to clause 6 below, the DTR will only become your property when all Fees due or that become due to us from you have been paid in full and therefore we may require its return where payment is not received as due.

5.0 CANCELLATION AND RETURNS

- 5.1** You may cancel this Agreement within seven working days commencing on the day after the date that the DTR is received by you by contacting us on 08444 159 159. For the avoidance of doubt, you may be asked to confirm any notifications of termination in writing. Where a notice of cancellation is given under clause 5.1, the giving of notice shall also have the effect of cancelling the HP Agreement. This Agreement will terminate automatically if you terminate or cancel your HP Agreement.
- 5.2** If this Agreement is cancelled you will no longer be able to access any Top Up TV Services or content that you have stored in your DTR and you are required to return to us the DTR at your own cost. We will provide you with information about how to do so. You acknowledge that failure to return the DTR may result in us charging you for the replacement cost of such DTR or the reasonable costs incurred by us in reclaiming it. You must return the goods to the address stated in clause 11 clearly stating your name and address with the returned DTR.
- 5.3** If there is a fault with your DTR then you can return it to us for repair or replacement at any time within 12 months of the commencement of this Agreement.

6.0 SOFTWARE

- 6.1** For the avoidance of doubt, the software in the DTR is owned by us, or is licensed by one of our suppliers, and will not become your property. You must not remove software from the DTR, add software to the DTR or tamper in any way with the software in the DTR. Also, you must not authorise anyone else to do any of these things.
- 6.2** You must allow us, and only us, to update the software in the DTR by sending signals via the digital terrestrial network to the DTR.
- 6.3** This clause 6 will continue after this Agreement is cancelled or terminated for any reason.

7.0 VIEWING CARD

7.1 What is a Viewing Card?

A Viewing Card is an electronic device that, when activated, acts like a key to enable you to view those parts of the Top Up TV Service to which you are entitled. We, or a third party we appoint, may provide you with a single Viewing Card. An additional charge will apply to further Viewing Cards that you request and to replacement Viewing Cards as set out in this clause 7. We may activate or deactivate Viewing Cards in accordance with the Top Up TV Services Agreement.

7.2 Ownership of a Viewing Card: The Viewing Card will remain our property (or the property of our licensors) at all times. You agree to promptly send it back to us, or a third party we will appoint, within 7 days where we ask you to do so. Your Viewing Card is for your personal use only and must not be given to anyone else or we may deactivate it.

7.3 Interference with Viewing Card: You must ensure that your Viewing Card is kept in reasonably appropriate conditions and treated in an appropriate way. This includes (but is not limited to): (i) keeping the Viewing Card at a temperature between 0°C and 40°C; (ii) keeping the Viewing Card at a humidity level between 20% and 80%; (iii) handling the Viewing Card only using the plastic portion; (iv) not handling the Viewing Card using gilded connectors or separating the chip from its support; (v) not inserting the Viewing Card in anything other than its intended reader; (vi) not attempting to make any modifications of any kind to the Viewing Card; and (vii) not decompiling, disassembling, modifying or reverse engineering the Viewing Card or any part of it.

7.4 DTR. You should keep your Viewing Card in your DTR at all times, and the DTR connected to a mains supply and in standby mode while not in use unless we instruct you otherwise from time to time. In addition you must allow us, and only us, to update the software in your DTR and/or Viewing Card where we consider it appropriate, including by sending signals to your DTR. Your viewing may be temporarily interrupted during software updates. Failure to comply with this paragraph or our instructions may result in interruptions to your use of the DTR and/or interruptions to the Top Up TV Services.

7.5 This clause 7 will continue after this Agreement is cancelled or terminated for any reason.

8.0 LIMITATION OF LIABILITY

8.1 We will always be liable to you for death or personal injury caused by our negligence or fraud. In addition we do not restrict or limit our liability to the extent it arises as a result of our breach of this Agreement or negligence (except as set out in Clauses 8.2.4, 8.2.5 and 8.2.6).

8.2 Subject always to clauses 8.1 and 8.3, we will not be liable under this Agreement for any damage or loss suffered or incurred by you:

8.2.1 as a consequence of any fault in your television set or your aerial or any problems associated with Freeview, its channels or service information;

8.2.2 as a consequence of any use of your DTR with any decoding apparatus which we have not approved;

8.2.3 as a consequence of any fault in your Viewing Card caused by you or anyone else damaging or tampering with it, your negligence or failure to follow our reasonable instructions; or

8.2.4 for losses you incur that were not foreseeable to you and us when the Agreement was entered into (whether due to our breach of this Agreement or the DTR otherwise);

8.2.5 that was not caused by our breach or negligence; or

8.2.6 if you are not entering into this Agreement as a consumer.

8.2.7 due to your failure to adhere to the recommendations and requirements in Clauses 6.1, 7.3 and/or 7.4,

8.2.8 as a consequence of our failure to deliver the DTR caused by events outside our reasonable control (this includes but is not limited to, transmission failure, extremes of weather, industrial disputes, nuclear accident, acts of God, war or terrorist activity, riot, civil commotion, malicious damage, compliance with any law or governmental order, rule, regulation or direction coming into force after the date of this Agreement, accident, breakdown or plant or machinery, fire, flood, storm or default of suppliers or sub-contractors).

8.3 We will not be liable under this Agreement for any damage or loss suffered or incurred by you as a consequence of our failure to fulfil our obligations under this Agreement caused by events outside our reasonable control (this includes, but is not limited to, transmission failure, extremes of weather, industrial disputes, nuclear accident, acts of God, war or terrorist activity, riot, civil commotion, malicious damage, compliance with any law or governmental order, rule, regulation or direction coming into force after the date of this Agreement, accident, breakdown of plant or machinery, fire, flood, storm or default of suppliers or sub-contractors).

8.4 To the fullest extent permissible under law, we reject any and all warranties of any kind (whether express or implied) in relation to the DTR purchased by you from us. Your statutory rights as a consumer are not affected however. Your statutory rights include your right to receive goods conforming to their description and which are of satisfactory quality. For more details on your statutory rights you should contact your local Trading Standards Office or Citizen's Advice Bureau.

8.5 Subject to clauses 8.1 and 8.2, our liability to you arising out of or in connection with this Agreement shall be limited in to the Fees payable by you to us in relation to the DTR to which our responsibility relates.

9.0 CONTENT

9.1 We reserve the right to send visual and data content, including channel preview and advertising content and electronic programme guide data, to your DTR. This content may fill up to 15% of the space of the hard disc of your DTR and you will not be able to record on that space.

9.2 You must not use the DTR to access any services except the Top Up TV Services, Freeview and any other services we or any of our associated companies may offer or authorise you to receive.

10.0 OTHER MATTERS

10.1 You may not transfer your rights or obligations under this Agreement to anyone else.

10.2 If you telephone us we may record your call for training purposes and to ensure that information is captured accurately and in order to monitor the quality of service that we provide to you. We will not do so for any reason unconnected to these purposes.

10.3 We are registered under the Data Protection Act 1998. Your personal data will be used and processed in accordance with our privacy policy which is available on our website.

10.4 This Agreement is governed by and interpreted in accordance with the laws of England (or the laws of Scotland if you are domiciled there). Disputes arising in connection with this Agreement shall be subject to the exclusive jurisdiction of the courts of England and Wales unless you choose the jurisdiction of your domicile in Scotland or Northern Ireland.

10.5 Please note that we reserve the right during and/or after the cancellation of this Agreement to send a signal to your DTR disabling certain of your DTR's functions where you breach this Agreement, the Top Up TV Services Agreement or the HP Agreement including where you fail to make any outstanding payment or payments where due from you under such agreement. Except where you persistently breach any of the agreements referred to above, the disabled functions will be restored on your DTR as soon as is reasonably possible after you comply with the agreements.

11.0 CONTACT DETAILS

11.1 Top Up TV Europe Limited has its registered office at 22 Grenville Street, St Helier, Jersey JE4 8PX

11.2 Our VAT number is GB 918 0222 49

11.3 Our customer helplines and services are available as follows:

For Customer Services, call 08444 159 159. Calls are charged at 5p per minute from a BT landline.

Calls from mobiles or other networks may be considerably more.

This line is open between 9am and 5pm, Monday to Friday. Information correct at July 2009.

For correspondence, write to PO Box 801, Kirkcaldy, Fife, KY2 6WW or email enquiries@topuptv.com

Warnings

Fuse Rating - Your recorder is supplied with an approved 3AMP fused mains plug. When replacing the fuse always use a **3 AMP (BS1362)** approved type. To obtain a replacement fuse contact your retailer. If the mains sockets in your home differ or are not suitable for the type of plug supplied, then remove the fuse from the plug for safety, cut the plug from the mains lead and refit a suitable type following **Brown - Live, Blue - Neutral**. You must use a 13 AMP plug (BS1363) and fit a **3 AMP (BS1362)** fuse. If any other type of plug is used a **3 AMP (BS1362)** fuse must be fitted, either in the plug, adaptor or the distribution board.

Interference - **Do not** place your recorder near appliances which may cause electromagnetic interference (e.g. hi-fi speakers). If you do, it may adversely affect the working of the unit, causing the picture or sound to distort.

Covers - **Do not** remove any fixed covers as this may expose dangerous voltages.

Weather - It is advisable to unplug the aerial during a thunderstorm. Even if your recorder and TV are switched off, they can still be damaged by lightning strikes.

Ventilation - The ventilation holes in the casing of your recorder prevent it from overheating. **Do not** block or cover these holes - especially with cloth or paper. If your recorder is to be built into a compartment or similarly enclosed, make sure that there is a gap of at least 10cm on both sides and 20cm at the top and back of the unit.

Damage - **Never** use your recorder if it is damaged in any way. Always place your recorder on a flat level surface avoiding anywhere which may be subject to strong vibration.

Batteries - batteries are easily swallowed by young children. **Do not** allow young children to play with the remote control unit.

Temperature - **Avoid** extremes of temperature, either hot or cold, place your recorder well away from heat sources such as radiators or gas/electric fires. **Do not** place candles or table lamps on or near your recorder.

Moisture - **Do not** allow your recorder to be exposed to rain, moisture or dust. **Do not** place a plant or flowers which may need watering on your recorder. If any liquid is spilt into your recorder it can cause serious damage. If you spill any liquid into your recorder **switch it off at the mains immediately** and contact your store.

Index

Adding	Parental control
Reminders20	changing your pin18
Audio Language	setting18
Changing33	PIN18,32
Accessories11	Playback
	Choosing programme22
Banner	Pop-ups22,24,28
programme information17	Problem Solving35
reminder20	Programme
Batteries13	finding16,17,18
Buffering26,31	information17,18
Changing	Recording
channel16	currently-showing programmes26
language33	future programmes using the Programme Guide21
your PIN32	making space22,25,30
Channels	Reminders20
changing16	Remote control
Child lock32	replacing the batteries13
Contents3	operating your TV13
	Removing
Days left22	viewing restrictions30
Digital audio output14,34	Replacing the batteries13
Digital text16	Restrictions30
Disk space management25	
Delete23	Safety information10
	Series link25
Editing an event24	Setup
	connections14,15
Folders23	basic operation16
Front panel indicators37	PIN18
	automatic tuning26
Getting started12	languages33
Guard times31	child lock32
	picture settings27
Icons20,21,23,25,34	Scan for channels27
Indicators - front panel37	Solving Problems35
Information	Specifications37
quick guide17	Subtitles33
Programme Guide19,20,21	Synopsis23
Inserting your Top Up TV Viewing card8	System setup27-33
Instant Replay12	
Interactive16	Teletext16
	Terms and Conditions38
Language	Top Up TV7,8,21,30
changing33	Troubleshooting
Live Pause12,31	General problems34,35,36
	Reception problems35
Mains Plug10	
Menus18	TV Guides
Messages31	Quick Guide17
	Programme Guide19
Optical digital audio output14,35	Upgrades12
	Viewing restrictions32

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