

# Horizon HD Recorder

User Manual



**HORIZON**



upc

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Thank you for choosing Horizon! Welcome to a completely new TV experience – we hope you will enjoy the exciting new features that Horizon has to offer.

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Carefully unpack the box and check that you have received all the items shown below:

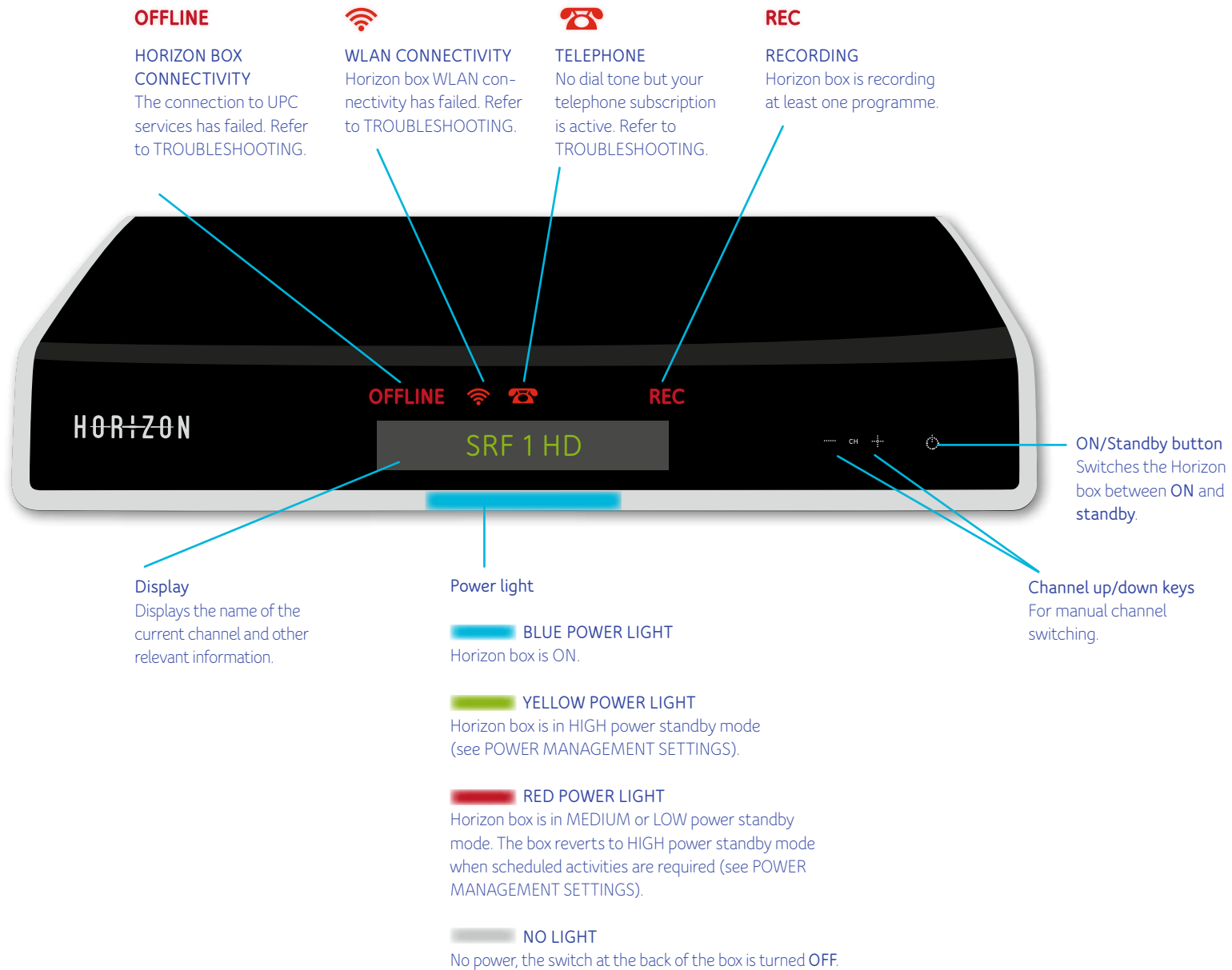


- 1 Horizon HD Recorder
- 2 Remote control
- 3 Power cable
- 4 Power pack
- 5 HDMI cable
- 6 a) Coax cable  
b) Coax cable adaptor (for UPC 2-hole wall socket)
- 7 RJ11 telephone adaptor

If any of the items are missing or damaged, contact the UPC customer service on **0800 66 88 66**.

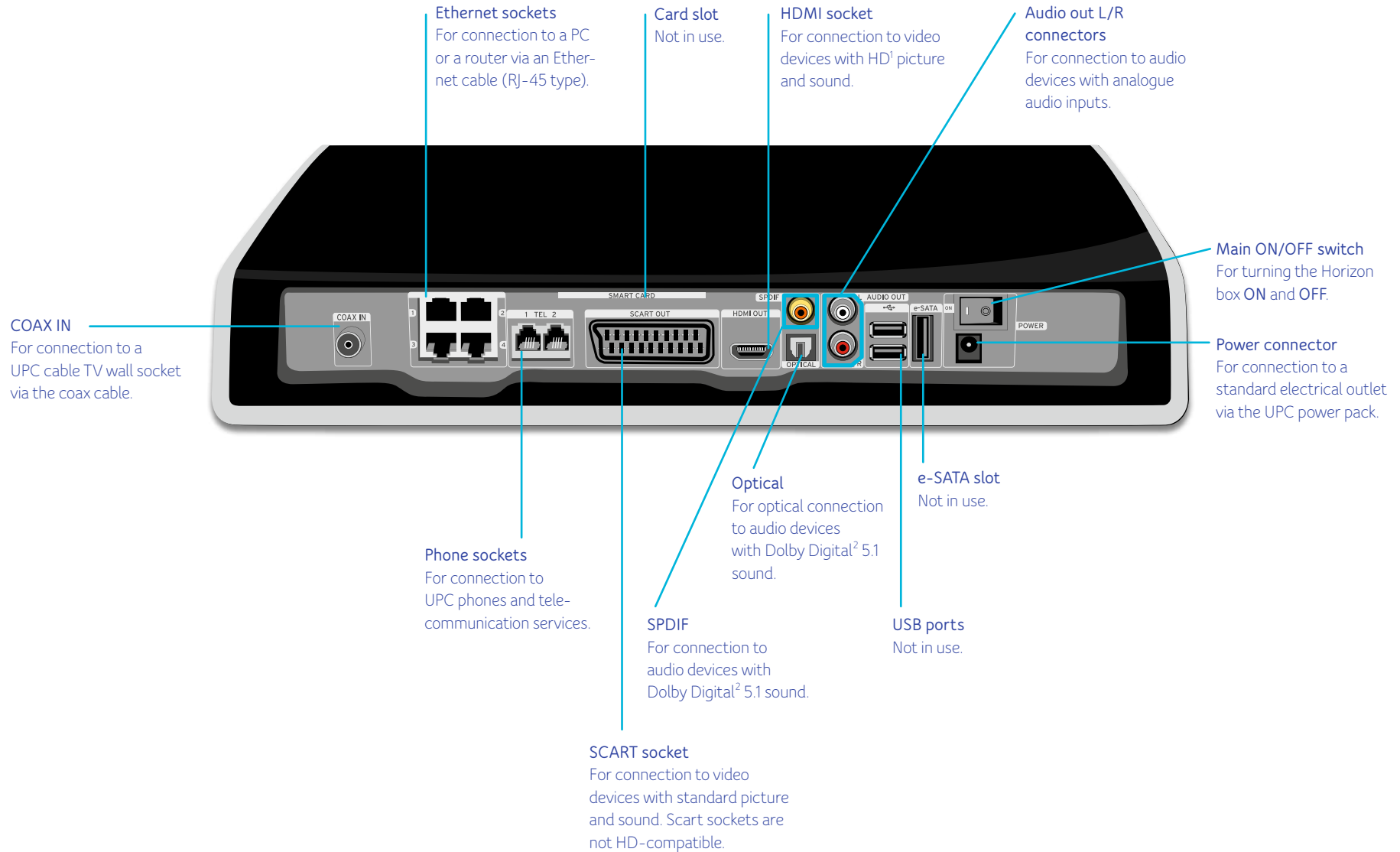


**YOUR HORIZON BOX**





**HORIZON CONNECTORS**



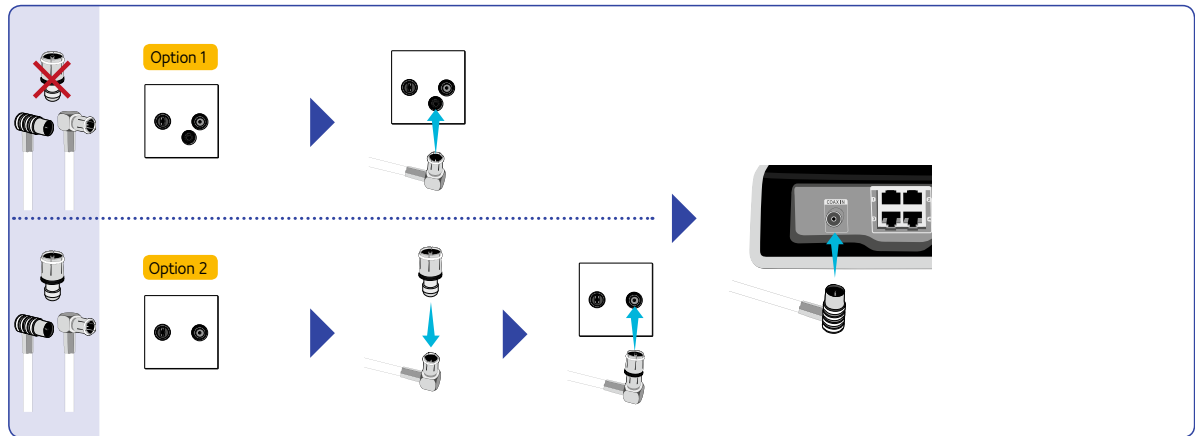
<sup>1</sup> HD stands for High Definition; it is a video format that has a resolution substantially higher than that of traditional television systems

<sup>2</sup> Manufactured under license from DOLBY Laboratories. "DOLBY" and the double-D symbol are trademarks of DOLBY Laboratories.

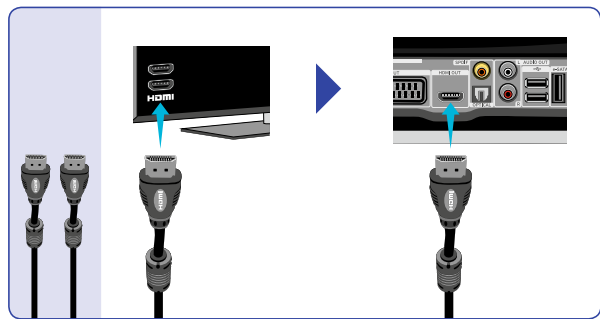
Your new media experience starts now. Here you will find a description of the Horizon box, instructions on how to set up the device and how you can connect it to other devices. After successfully following the instructions, you are ready to start using the Horizon box and to enhance your new media experience.

**CONNECTING YOUR HORIZON BOX**

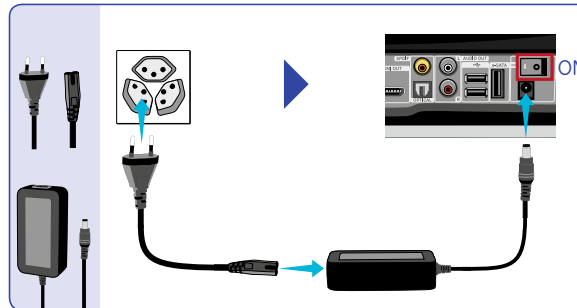
- 1 Connect your Horizon box to a UPC wall socket. If your UPC wall socket has 3 holes you can connect the coax cable to the smallest hole in the middle. If you have a 2-hole wall socket you must first put the small adapter on the coax cable and then connect it to the right-hand hole (TV). Your wall socket might also be installed the other way round; in this case please connect the coax cable with adapter to the left-hand hole.



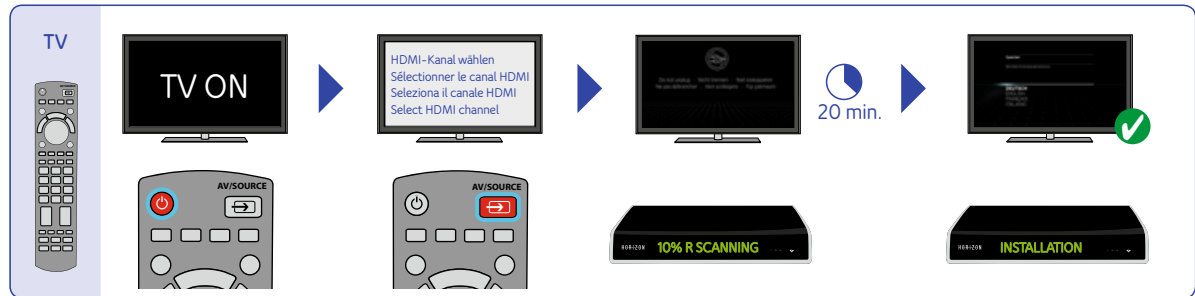
- 2 Now take the HDMI cable and connect it to the box and to one of the free HDMI sockets on your TV. Please remember the chosen socket (e.g. HDMI 1/2/3, etc.). In step 4 you will need to select the correct HDMI socket on your TV.



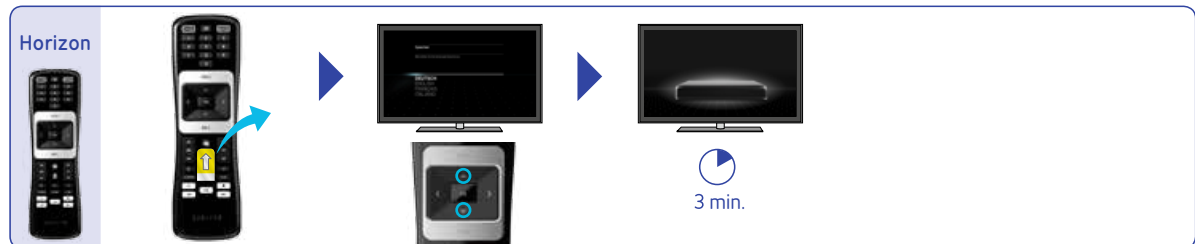
- 3 Plug the power cable into the power pack and connect the other end to a power point. Plug the power pack into the Horizon box. Make sure that the ON/OFF switch is set to ON.



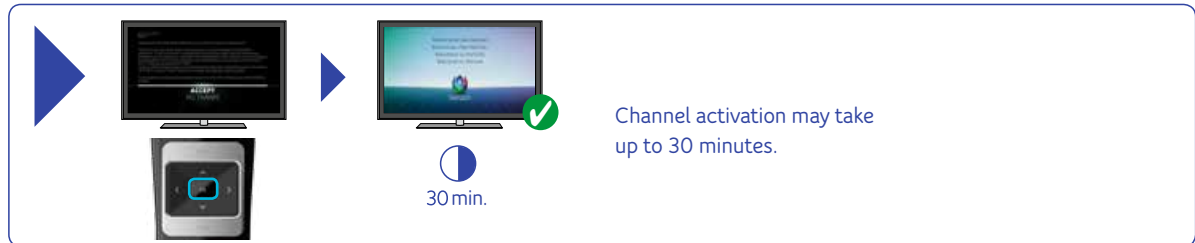
- 4 Switch on your TV using your TV remote control. Press the "Source" button on your TV remote control to choose the HDMI channel to which you have connected the HDMI cable. The Horizon Box now downloads the latest software (if available); this can take around 20 minutes. When the software has been downloaded, you will be asked to select the language of your choice.



- 5 Take the Horizon remote control in your hand and carefully remove the shroud from the Horizon remote control battery compartment. With the arrows UP and DOWN select your preferred language, press OK to confirm your choice.



The Horizon box will set up the required configurations. After a few minutes you should see the personalisation message. Choose whether you wish to receive personalised recommendations for programmes and films (for more information on personalised recommendations please refer to the chapter "[SUGGESTED](#)"). Installation is now completed. Enjoy Horizon!



THE HORIZON REMOTE CONTROL



TV CONTROL

- 1 TV on/off**  
Switches the television on or off (Standby)
- 2 TV Source**  
Switches between the different video ports on your television
- 3 TV VOL+ / VOL-**  
Changes the volume on the TV
- 4 TV Mute**  
Switches the television volume to mute

HORIZON BOX CONTROL

- 5 BOX on/off**  
Switches the Horizon box on or off (Standby)
- 6 Digits**  
Direct entry of a channel number or a digit in a text
- 7 MENU**  
Opens the main menu
- 8 Arrow buttons**  
Navigates within the menu
- 9 OK**  
Confirms a menu selection or opens the action menu
- 10 BACK**  
Displays the channel bar or jumps a step back in the menu
- 11 LIVE TV**  
If you want to leave the menus or any functions displayed on the screen quickly and return to the full picture TV view, press the LIVE TV button. If a programme is running, you can use this button to switch to the last channel selected.
- 12 CH+ / CH-**  
Selects a channel with a higher or lower number
- 13 TEXT**  
Opens the teletext  
Press BACK to cancel the teletext
- 14 Stop**  
Stops the current recording
- 15 Fast Forward**  
Fast forwards during a film, recording or live programme being played back with a time delay
- 16 REC**  
Records the selected programme
- 17 Rewind**  
Rewinds during a film, recording or live programme
- 18 Play / Pause**  
Pauses or resumes the current programme or video





**KEYBOARD (rear of remote control)**

**19 Pairing key**

**Note:** the Horizon remote control is connected to your Horizon box by radio-frequency. The connection is established automatically during the initial installation of the box. If the remote control needs to be connected to the box again at a later date (for example if the box has been returned to its default setting), please execute the following steps:

- 1 Make sure that your Horizon box is switched on and that there is a clear sight between the Horizon box and the remote control
- 2 Turn the remote control so that the keyboard side is facing up (see illustration)
- 3 Press and hold the pairing key for 10 seconds aiming at the Horizon box
- 4 If pairing is successful, a message to this effect will be displayed on your TV set

**20 Numbers 0-9**

For channel selection and PIN entry

**21 Keyboard lock key**

The remote control has a sensor which detects which side is facing up and will activate only the keys on that side. If you want to use the keyboard side while this side is facing down you can press the lock key to activate all keyboard keys while they are facing down

**22 Navigation**

Keys to navigate horizontally and vertically through menus

**23 Keyboard for text entry**

**CAPS:** triggers the letters to be written as capitals. Press it a second time to de-activate

**Fn (green):** press and hold this key while pressing a key with a green character to activate the green character

**Fn (yellow):** press and hold this key while pressing a key with a yellow character to activate the yellow character

**24 Colour keys**

**25 Action keys**

**MENU** key

**BACK** key  
Return to previous screen when navigating a menu. / Access channel information while watching TV.

**OK** key to confirm menu selection



BACK



## Pairing the Horizon remote control with your TV

Pair the Horizon remote control to your television to switch it on or off and to adjust the volume.

1. Look up your TV brand code.

Grundig	1162	Philips	2195
Hitachi	1251	Pioneer	2212
JVC	1464	Samsung	2448
LG	1628	Sharp	2550
Loewe	1660	Sony	2679
Metz	1810	Telefunken	2914
Nec	1950	Thomson	2972
Panasonic	2153	Toshiba	3021

You can find further TV codes [HERE](#).

2. Switch off the Horizon box.
3. Switch on your television.
4. First, press both the **VOL v** button and the **TV Source** button for 5 seconds until the **TV ON/OFF** button flashes 3 times.
5. Enter the TV brand code via the **keypad** within 10 seconds.
6. Point the Horizon remote control at your TV set and hold down the **TV ON/OFF** button for up to 1 min. until the TV turns off. If your TV does not turn off, repeat steps 2 to 5.
7. As soon as your TV has switched itself off, once again press the **VOL v** button and the **TV Source** button until the **TV ON/OFF** button flashes 3 times.

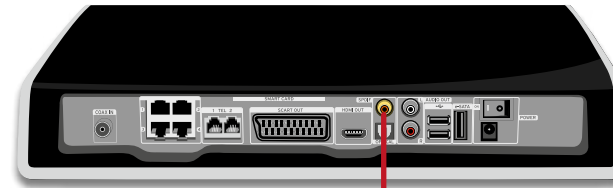


**i** If you wait too long after the TV has switched itself off, an incorrect code may be memorised. If this is the case, please repeat the procedure.

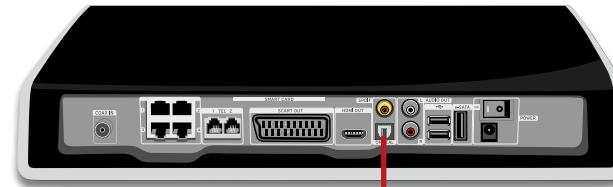
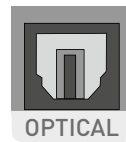
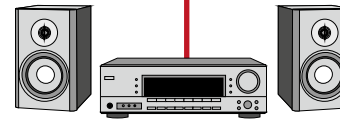
## Connecting to audio devices

The Horizon box supports audio output to devices such as a Hi-Fi system or a home cinema system. Depending on the connections available on the audio device, you can use one of the three following audio-only connection options. Please note that some home cinema systems also have HDMI connections; if you connect with HDMI, you may not need to use a separate audio connection.

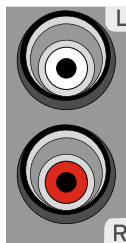
**i** The SPDIF and OPTICAL connectors are used for digital audio output. The L/R connectors are used for analogue audio output.



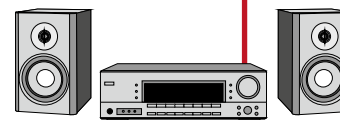
SPDIF coaxial cable



TOSLINK (OPTICAL) cable



L/R audio cable



**HOME NETWORK SETUP**

If you ordered a UPC internet subscription with your new Horizon box, you can use the Horizon box as an internet router and WLAN access point.

If you have an existing internet subscription (separate router from UPC or third party internet subscription), you can connect the box to your existing router.

Even if you don't have an internet subscription you will be able to connect your devices such as PCs, NAS, tablet PCs or smartphones to your Horizon box (WLAN or LAN) in order to enjoy your photos, videos or music on your TV.

For more information refer to the chapter [SETTING UP HOME MEDIA](#).

**Using Horizon box as a router**

To use your Horizon box as your router and WLAN access point go to [MAIN MENU > TOOLBOX > SETTINGS > HOME NETWORK SETTINGS > SET UP YOUR HOME NETWORK](#)

Select **CREATE NETWORK**. The Horizon box configures its WLAN access point. As a result, the **SSID**, and **ENCRYPTION METHOD** are displayed on screen. Write down the **NETWORK NAME** (SSID), and encryption method, as you will need them to connect devices to the WLAN access point. The WLAN password can be found on the underside of your Horizon HD Recorder.



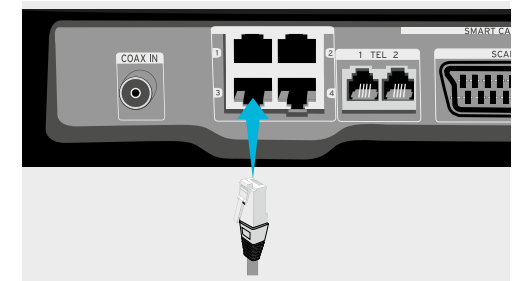
The Horizon box now acts as your router and access point. At this point, you can set up your media catalogue by selecting [SETTING UP HOME MEDIA](#). Refer to [SETTING UP HOME MEDIA](#) to continue.

**Connecting to existing router (client mode)**

If you have an existing internet subscription (UPC or third party), you can connect the Horizon box to your existing router via Ethernet or WLAN.

**Connecting via Ethernet**

Connect one of the four LAN ports on the rear of the Horizon box to your existing router using an Ethernet cable then go to:  
[MAIN MENU > TOOLBOX > SETTINGS > HOME NETWORK SETTINGS > SET UP YOUR HOME NETWORK](#)



Select **JOIN NETWORK**. The Horizon box searches the network for the DHCP server to obtain an IP address. Once an IP address has been obtained, the following message will be displayed: "Your box is successfully connected to your home network. Please select **CONTINUE** to continue the setup process."



The Horizon box now acts as Client. At this point, you can set up your media catalogue by selecting [SETTING UP HOME MEDIA](#). Refer to [SETTING UP HOME MEDIA](#) to continue.

**i** Please note that the Horizon Box uses several of your router IP addresses.





## Connecting via WLAN

To connect the Horizon box to your existing router via WLAN go to:  
 MAIN MENU > TOOLBOX > SETTINGS > HOME NETWORK SETTINGS  
 > SET UP YOUR HOME NETWORK

- 1 Select **JOIN NETWORK**. The Horizon box searches the network for a DHCP server to obtain an IP address. Since the Horizon box is not directly connected to the router via an Ethernet cable, the search will not be successful and you will be offered the option of selecting your preferred connection.



- 2 Now you can select **WLAN** from the displayed options.



- 3 You are then given multiple options for connecting your box via WLAN:
  - Select from a list of available WLAN networks
  - SET UP WITH WPS PBC
  - MANUAL ENTRY



### Select from a list of available WLAN networks

Select the **SSID** of the existing WLAN router you wish to connect. Enter the **PASSWORD** for the **WLAN** router, select **CONFIRM** and press **OK**. The Horizon box will now connect to the router.

### Set up with WPS PBC

The **SET UP WITH WPS PBC** option provides an easy connection method if your existing router has auto pairing configuration capabilities. Check your router's user manual for auto pairing setup instructions. When the router is searching for devices, select **SET UP WITH WPS PBC**. The Horizon box and your existing router will then connect.

### Manual Entry

The **MANUAL ENTRY** option requires you to enter the **SSID** of your existing router manually. The Horizon box then scans for this network. Enter the **PASSWORD** for your existing router, then select **CONFIRM** and press **OK**. The Horizon box connects to your existing router. At this point, you can set up your media catalogue by selecting **SET UP CATALOGUE**. Refer to **SETTING UP HOME MEDIA** to continue.



## Setting up home media

Once you have successfully connected the Horizon box to your home network, you can set up your media catalogue of music and videos stored on your connected devices. Make sure your **DLNA-certified** devices are connected to the home network using either WLAN or Ethernet before continuing. If your device does not support DLNA you should install a DLNA server such as Twonky. Twonky is available for PC, Mac, tablet PCs and smartphones. As a UPC customer, you can download Twonky software (PC and Mac) for free from the UPC website ([upc.ch.ch/twonky](http://upc.ch.ch/twonky)). Download Twonky software for tablet PCs and smartphones from an app store (e.g. Apple App Store or Google Play Store).

**i** Horizon's DLNA functionality is currently limited. If you possess a large number of photos, videos or audio content, the box may freeze or respond very slowly.

We recommend you use a LAN cable to connect Horizon to your home network or else use fewer than 1,000 files. If your box nevertheless exhibits problems, we recommend restoring Horizon's default settings and forgoing use of the media playback function from the home network for the time being.

We are working with our technology partners to extend the number of compatible formats and improve the cataloguing of media content from the home network.

**1** After setting up the home network you can set up your media catalogue. Select **SET UP HOME MEDIA** and press OK.



**2** If DLNA devices are found, the Horizon box will display a list of the connected devices. Select **CONTINUE** and press OK to continue with the next step.



**3** You will be asked if you would like your Horizon box to create a catalogue of the music and videos stored on your home network. This will make it easier and quicker to find and play your home network content. Select **YES** to turn this on and complete the setup process. Your films and TV series will then be available in **MY LIBRARY > MY VIDEOS**.



## Connecting your PC & Mac via WLAN

You can connect your PC and Mac to the Horizon box using WLAN. Instructions are provided for the following operating systems:

- [WINDOWS 8](#)
- [WINDOWS 7](#)
- [WINDOWS VISTA](#)
- [WINDOWS XP](#)
- [MAC OS X](#)

### WINDOWS 8

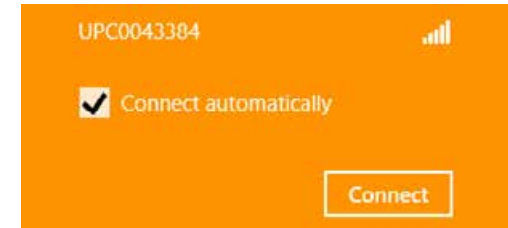
1 Click on the network symbol  at the bottom right-hand corner in the taskbar.




2 Now select your network. You will find your network name on the underside of your Horizon HD Recorder. It is called SSID and starts with UPC. Please ensure that you select 2.4GHz SSID.



3 Tick the "Connect automatically" box and click on "Connect".



4 Now enter the relevant password and click on "Next". It can also be found on the underside of your Horizon HD Recorder below the SSID.

 This key is case-sensitive.



5 You have now successfully established your wireless Internet connection.

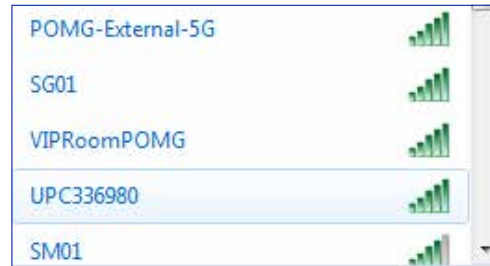


WINDOWS 7

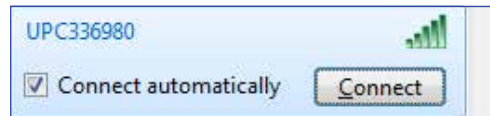
1 Click on the WLAN icon in the taskbar at the bottom of your PC screen.



2 Select the wireless network connection of your Horizon box (e.g. UPC336980). This is the SSID on the sticker on the underside of the Horizon box.

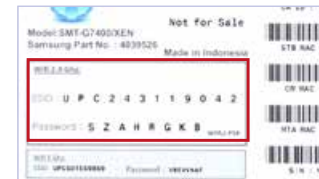


3 Click the Connect button.



4 Enter the security key (WPA2-PSK) confirm by pressing OK. You can find the key on the sticker on the underside of the Horizon box.

*This key is case-sensitive.*



5 Congratulations. You are now connected to the Horizon WLAN network. If you also ordered an Internet subscription with your Horizon box, you can now access the Internet.

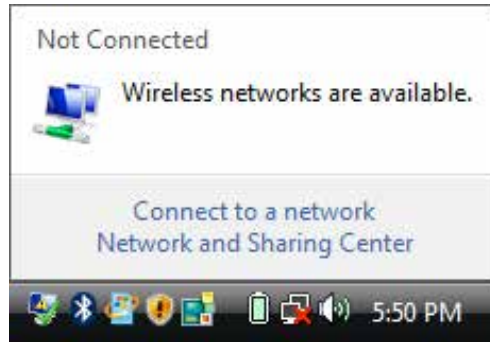


WINDOWS VISTA

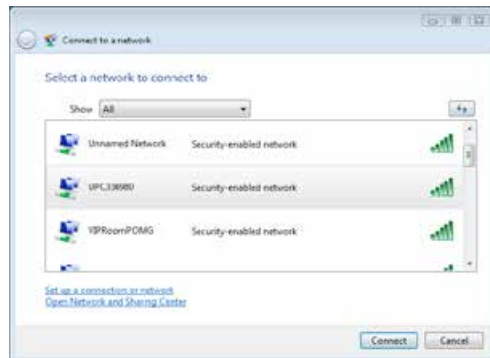
1 Click on the network icon in the taskbar at the bottom of your PC screen.



2 Select 'Wireless networks are available'.



3 Select the wireless network connection of your Horizon box (e.g. UPC336980). This is the SSID on the sticker on the underside of the Horizon box.



4 Enter the security key (WPA2-PSK) confirm by pressing OK. You can find the key on the sticker underneath the Horizon box.


**i** This key is case-sensitive.



5 Congratulations. You are now connected to the Horizon WLAN network. If you also ordered an Internet subscription with your Horizon box, you can now access the Internet.

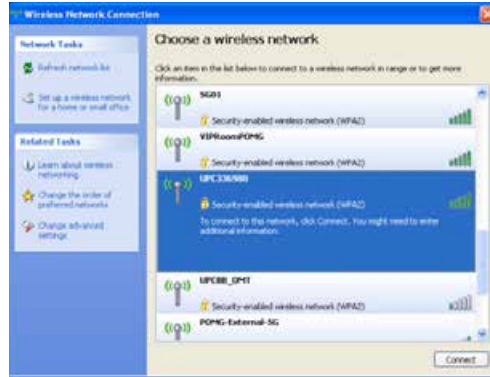


WINDOWS XP


1 Click on the  icon in the taskbar at the bottom of your computer screen.

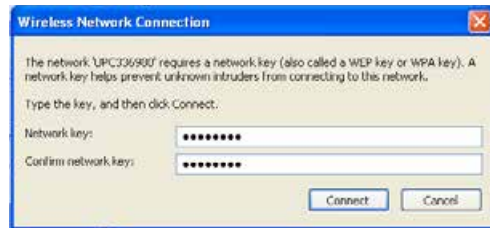


2 Select the wireless network connection of your Horizon box (e.g. UPC338980). This is the SSID on the sticker on the underside of the Horizon box.




3 Enter the security key (WPA2-PSK) and confirm by pressing OK. You can find the key on the sticker on the underside of the Horizon box.

 This key is case-sensitive.



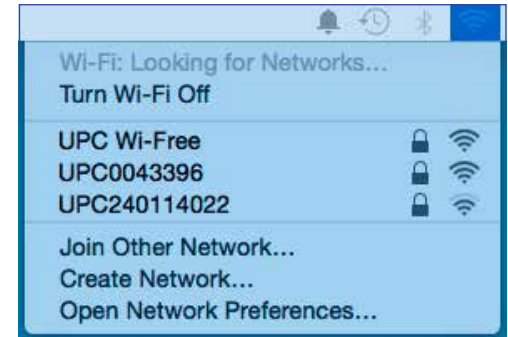
4 Congratulations. You are now connected to the Horizon WLAN network. If you also ordered an Internet subscription with your Horizon box, you can now access the Internet.

MAC OS X


1 Click on the  in the status bar at the top of your computer screen and select Turn AirPort On.



2 Select the wireless network connection of your Horizon box (e.g. UPC0041743). This is the SSID on the sticker on the underside of the Horizon box.



3 Enter the security key (WPA2-PSK) confirm by pressing OK. You can find the key on the sticker on the underside of the Horizon box.

 This key is case-sensitive.



4 Congratulations. You are now connected to the Horizon WLAN network. If you also ordered an Internet subscription with your Horizon box, you can now access the Internet.



## THE HORIZON MAIN MENU

The Horizon interface contains many menus, sub-menus and menu options. This chapter explains how to handle the menu structure and how to get the most out of your Horizon media experience.

You will find all functions of the Horizon box in the **MAIN MENU**. There are seven **MAIN MENU** options in the **MAIN MENU**. These options are: **CHANNELS**, **TV GUIDE**, **SUGGESTED**, **SEARCH**, **TOOLBOX**, **ON DEMAND** and **MY LIBRARY**.

The **MAIN MENU** is always displayed when you turn the Horizon box on from a standby mode, or after pressing the **MENU** key on the remote control. In the **MAIN MENU**, the **TV GUIDE** menu option is always highlighted.

When you turn the Horizon box on, the channel shown behind the **MAIN MENU** will be the last channel you were viewing before the Horizon box was turned off, or your favourite channel.

Pressing the **MENU** key on the remote control will return you to the **MAIN MENU** screen from any screen. Pressing the **BACK** key on the remote control switches from the **MAIN MENU** to the TV screen display. The main menu is automatically faded out after 10 seconds.



OVERVIEW HORIZON MAIN MENU

**TV GUIDE** Interactive programme guide providing continuously updated information for current and upcoming programmes.



**ON DEMAND** Provides an overview of the entire upc cablecom catalogue, including Video on Demand and TV on Demand items. These items are available for rental or are free.



**SEARCH** Allows you to search the available media content using functions such as keyword search and advanced search.



**SUGGESTED** Offers personalised recommendations and lists of selected videos or other multimedia content.



**CHANNELS** Displays information on the current TV programme



**TOOLBOX** Enables you to customize the Horizon box and provides online help and customer service information.



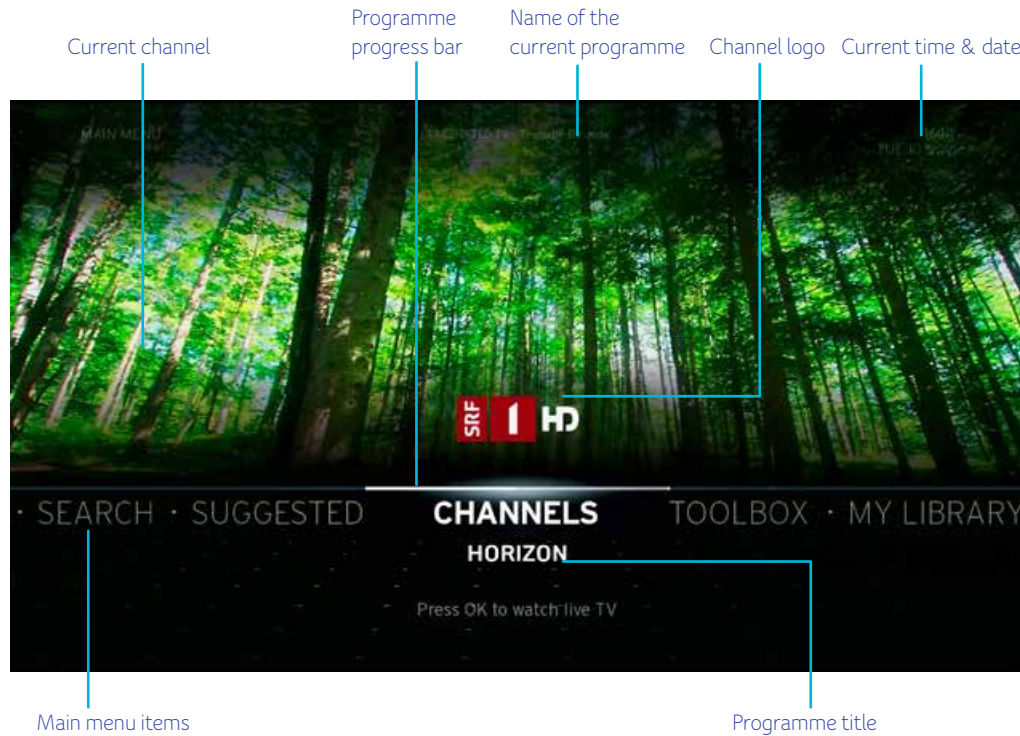
**MY LIBRARY** Contains all your recorded or rented videos, your apps and your home network content such as videos, photos and music.



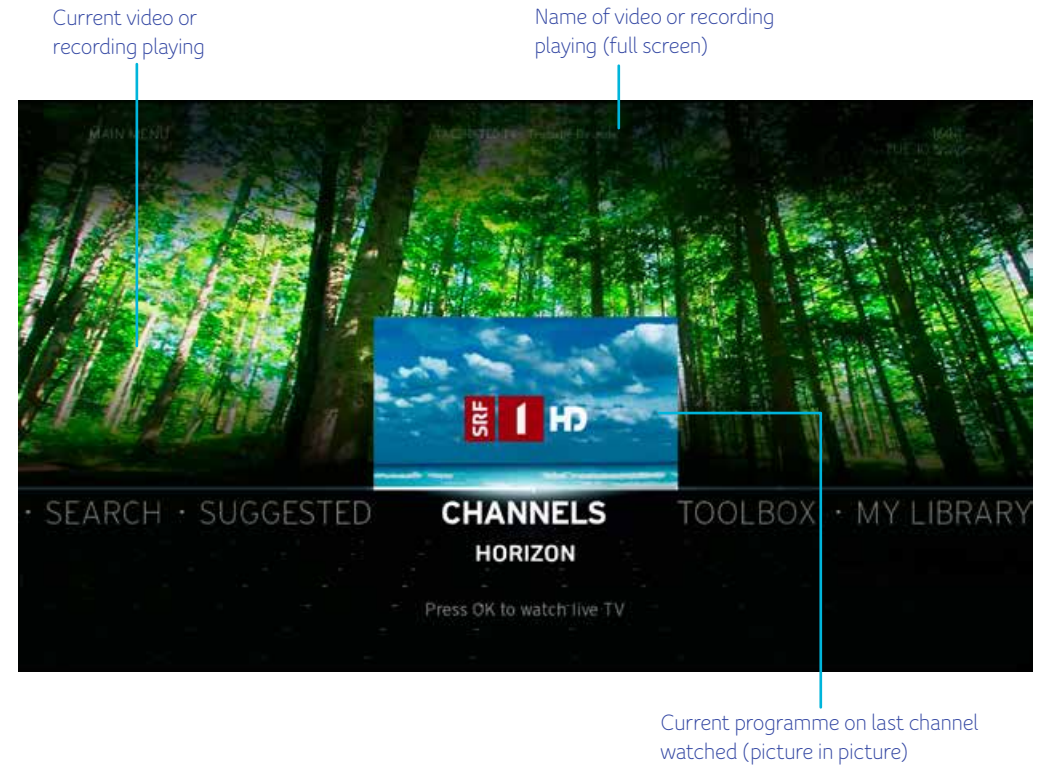


## MAIN MENU after switching on the Horizon box

While watching TV, a **NOW PLAYING** status message appears that indicates if the broadcast is **ON DEMAND**, **DVR**, **TIMESHIFTED TV** or **LIVE TV**. The status message includes the title of the broadcast that is currently playing.



## MAIN MENU after pressing the MENU KEY during video playback or during timeshifted playback



You can browse the **MAIN MENU** options by using the **LEFT** and **RIGHT** keys on the remote control. Press the **OK** key on **CHANNELS** in the **MAIN MENU** to access the programme in the picture-in-picture display. Pressing all other **MAIN MENU** options takes you to the corresponding sub-menus.



## CHANNELS

TV channels category displays information about the current programme and enables you to switch channels.

### Channel bar



Press **OK** on the remote control while **CHANNELS** is selected on the main menu. The main menu closes and video is displayed in full screen with the channel bar showing information on the current programme. The channel bar will disappear automatically after 5 seconds. You can change the length of time the channel bar is displayed in the **PERSONAL SETTINGS** options.

The **channel bar** also appears when:

- pressing the **BACK** key on the remote control. All options available on the channel bar are displayed.
- changing from channel to channel (zapping).



The **info bar** can contain up to four of the following submenu options depending on the channel being viewed:

### NOW

This is the default option of the **channel bar**. It shows information about the current programme.

- OK** short and long push - displays the **ACTION MENU**.
- Up** or **Down** - scrolls through the **NOW** content for the other available channels. Pressing **OK** selects the available channel for viewing.

### NEXT

This shows information about the next programme on the current channel.

- OK** - displays the **ACTION MENU**.  
 If there is no next programme available, this option is not displayed in the **channel bar**.
- Up** or **Down** - scrolls through the **NEXT** content for the other available channels. Pressing **OK** displays the **ACTION MENU** for that available channel.

### MORE LIKE THIS

Shows content similar to the programme you are watching.

- OK** - access to the related items.  
 If there is no related content available, this option is not displayed in the **channel bar**.
- Up** or **Down** - scrolls through the **MORE LIKE THIS** content for the other available channels.



## Action menu

The **action menu** contains options related to the selected programme and allows you to perform different actions.

The **action menu** appears for example when pressing the **OK** key on the remote control while watching TV.



The **action menu** is common to every TV programme, Video on Demand, DVR recording, and personal media file. The general principle is always the same, however the options differ from menu to menu

The following action menu options are available under **CHANNELS**:

- PAUSE** This is the default item highlighted when the action menu is displayed. Pressing the **OK** key displays the media playback control bar with total paused time displayed. For more details on using the controls, refer to [MEDIA PLAYBACK CONTROLS](#).
- MORE LIKE THIS** Launches a screen with related videos and programmes for you to watch.
- INFO** Shows information about the programme you are currently watching. The information includes start and end time, a progress bar, parental rating, director, actors and description of the programmes and videos.

**RECORD**

Enables you to start recording the current programme. After pressing the **OK** key, the options screen appears. The **OPTIONS** section allows you to set the frequency of the recordings (how often the times the recording will occur) and the end time. If the programme you want to record is part of a series, the options will include **RECORD ALL EPISODES** and **RECORD THIS EPISODE**.

**i** If the action menu is selected while the recording is in progress, the **RECORD** option is replaced by the **CANCEL RECORDING** option.

**MAKE FAVOURITE** Enables you to add the current channel to your list of favourites.

**AUDIO & VIDEO** Offers setting options for audio, subtitles and video.

**ACTIVATE FAVOURITES MODE** Enables you to display only the channels included as favourites.

**DEACTIVATE FAVOURITES MODE** Return to full list of channels.

**PLAY FROM START** Enables you to watch programmes that are already playing from the start.

**i** This function is not available for all channels. You can find more detailed information at: [www.upc.ch.ch/de/fernsehen/replay/](http://www.upc.ch.ch/de/fernsehen/replay/) or by calling **0800 66 88 66**

### Switching channels while in full screen TV

To switch between channels while in full screen playback, use one of the following methods:

#### CH +/- keys





Briefly press the CH+/CH- key on the remote control while in full screen playback to switch to the previous or next channel.

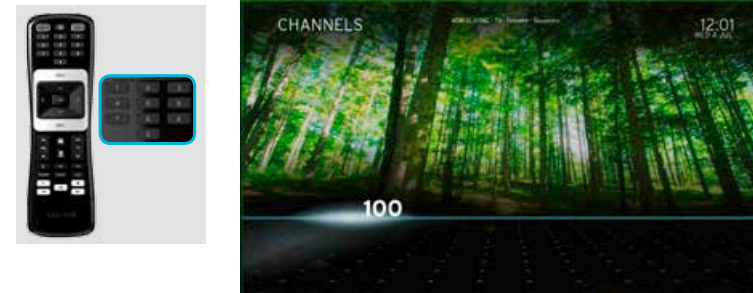
**i** The information on the channel is displayed for 5 seconds. This can be changed via TOOLBOX - [PREFERENCES](#)

#### Accessing the channel list



Press the  or  key on the remote control for 2 seconds (long press) to display the channel list.

### Entering a channel number directly



Enter the number on the Horizon remote control to switch directly to the channel with this number.

**i** If the channel number does not exist, the system displays an error message and tunes into the nearest channel.

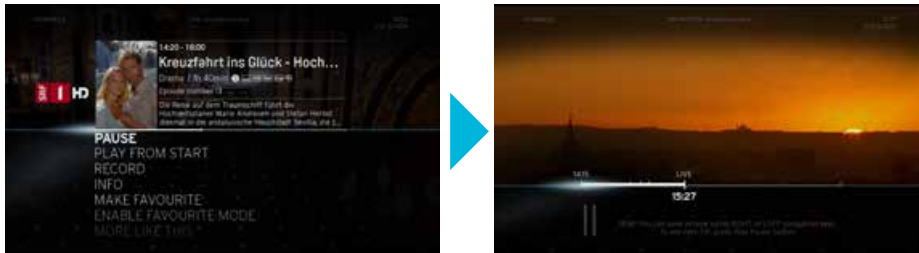
### Locked items

If you set a programme rating or lock a channel, that programme or channel will be unavailable for viewing. For information on how to unlock these items, refer to MISCELLANEOUS - [LOCKED ITEMS](#).

## Media playback controls

The **media playback controls** are displayed when pressing the OK key during a live TV programme or a recorded playback and then pressing the OK key while the **PAUSE** option of the **action menu** is highlighted.

**i** You can also pause a programme with a long press (2 sec.) on the OK button during full screen playback.



**Media playback** is applicable to live TV content, recorded videos, Video on Demand or Replay items as well as home network content.

**i** By briefly pressing the **RIGHT** or **LEFT** arrow buttons, you can skip between the selected intervals.



BACK



## Recording

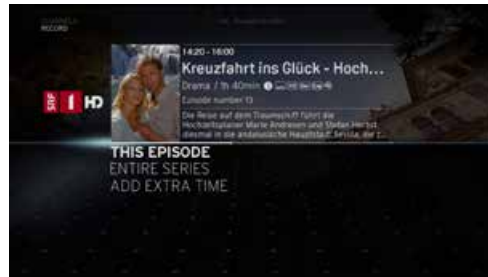
To set up a recording, you can either open the action menu and select **RECORD**, or you can push the **record** button on the Horizon remote control.

**Recording via the action menu**

Press **OK** during a current programme to activate the action menu. Select **RECORD** and then **CONFIRM** to start recording. Set a customised time buffer before and after the programme under **ADD EXTRA TIME**.

**Recording via the REC button on the remote control**

Press **REC** on the remote control during a current programme. Select **CONFIRM RECORDING** to start recording. If, for the programme selected, it is possible to record an entire series, the options "THIS EPISODE" or "ALL EPISODES" are displayed. Set a customised time buffer before and after the programme under **ADD EXTRA TIME**.



## How to exit the MAIN MENU



If you want to exit the menus or on-screen functions quickly and return to full screen TV, press the **Live TV** key. When watching a programme, you can also use this key to switch to the last viewed channel.

**i** Your Horizon HD Recorder allows simultaneous recording of up to 4 programmes!

**REWIND**

Pressing **REWIND** on the remote control during video playback doubles the rewind speed and the media playback controls appear. Pressing **REWIND** repeatedly while rewind is in progress, incrementally increases the rewind speed.

For example:

- Press once to double speed
- Press twice for six-fold speed
- Press three times for twelve-fold speed
- Press four times for thirty-fold speed

Pressing **PLAY/PAUSE** at any time cancels the rewind in progress and returns to normal play back speed. Pressing **FAST FORWARD** at any time doubles the fast forward speed.

**PLAY/PAUSE**

Pressing **PLAY/PAUSE** at any time during rewind or fast forward initiates playback at normal speed. Pressing **PLAY/PAUSE** while live video is playing initiates **PAUSE**. Pressing **PLAY/PAUSE** during **PAUSE** mode initiates normal speed playback. Press **FAST FORWARD** during **PAUSE** mode to half the normal forward speed.

**FAST FORWARD**

Press **FAST FORWARD** on the remote control during video playback doubles the fast forward speed, and the media playback controls appear. Pressing **FAST FORWARD** while fast forward is in progress, incrementally increases the fast forward speed.

For example:

- Press once to double speed
- Press twice for six-fold speed
- Press three times for twelve-fold speed
- Press four times for thirty-fold speed

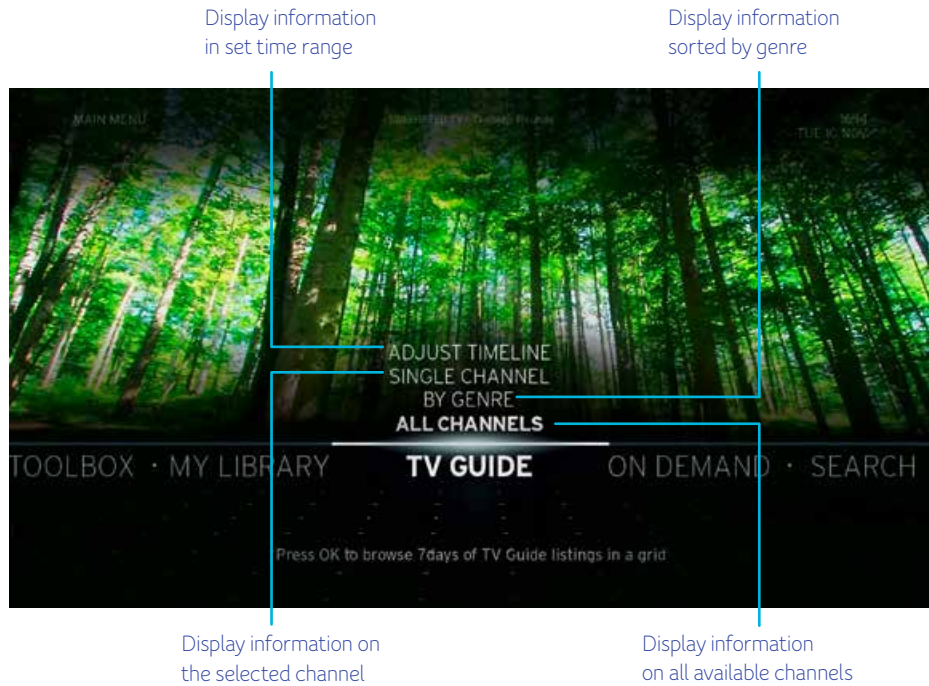
Pressing **PLAY/PAUSE** cancels the fast forward in progress and returns to normal playback speed. Pressing **REWIND** at any time doubles the rewind speed.

**i** While in **FAST FORWARD/REWIND** mode, the on-screen **media playback** controls indicate the action in progress including a speed indicator. In this case, the **BACK** key serves no purpose. When you return to normal speed playback or during **PAUSE**, the on-screen **media playback** controls indicate the status and are cancelled after a time delay or by the user pressing **BACK**.



**TV GUIDE**

The **TV GUIDE** provides detailed information about current programmes as well as upcoming programmes on individual channels for the next 7 days (depending on the channel) and offers three modes to review the schedule.



**Locked items**

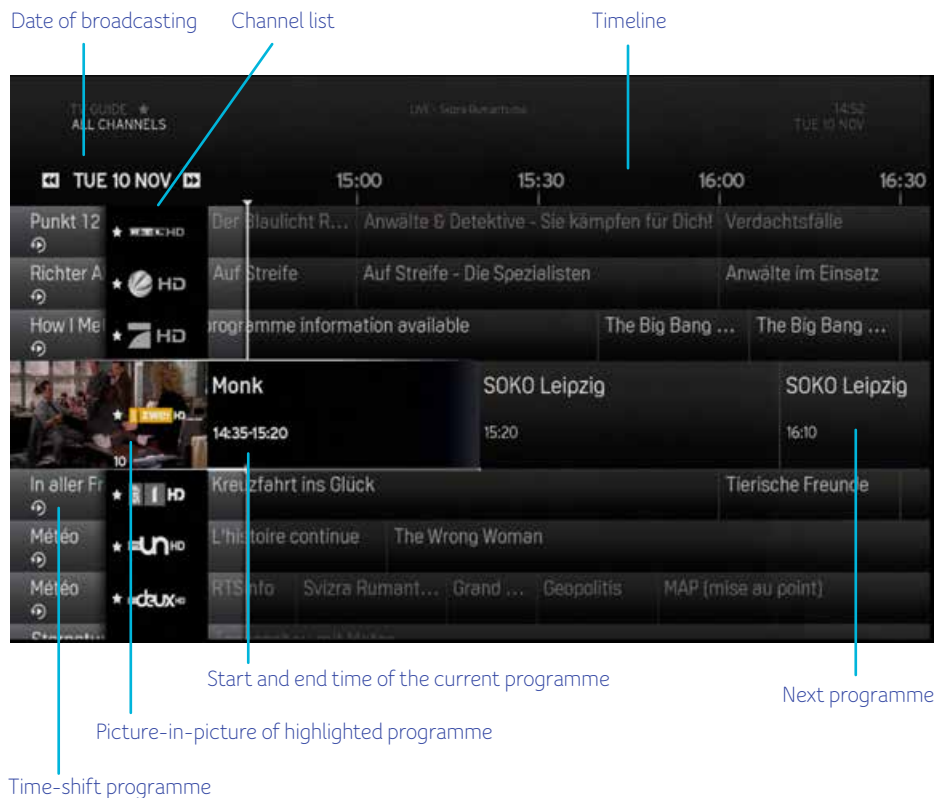
If you set a programme rating or lock a channel, that programme or channel in the **TV GUIDE** will be unavailable for viewing. For information on how to unlock these items, refer to **MISCELLANEOUS – LOCKED ITEMS**.





## ALL CHANNELS

The **ALL CHANNELS** option provides up to 7 days' programme information. The channels are included in the channel list with your favourite channels at the top of the list.



- or short press – highlights the next/previous channel.
- or long press – moves fast up or down within the channel list
- or short press – highlights the next/previous programme.
- or long press – moves fast to the right or to the left within the programme list
- or – jumps one day backwards or forwards

You can watch time-shift television up to 7 days later with Replay. More information can be found at: TV GUIDE - REPLAY

### When the current programme is selected:

- short press – displays the **action menu** with **VIEW** highlighted.
- long press – selects the channel and programme and switches to full screen view of programme.

### When any upcoming programme is selected:

- short or long press – displays the **action menu** with **RECORD** highlighted.

- BACK** – returns to **TV GUIDE** home screen.
- MENU** – retrieves the **MAIN MENU**.
- 0 - 9** – directly enter a channel number.

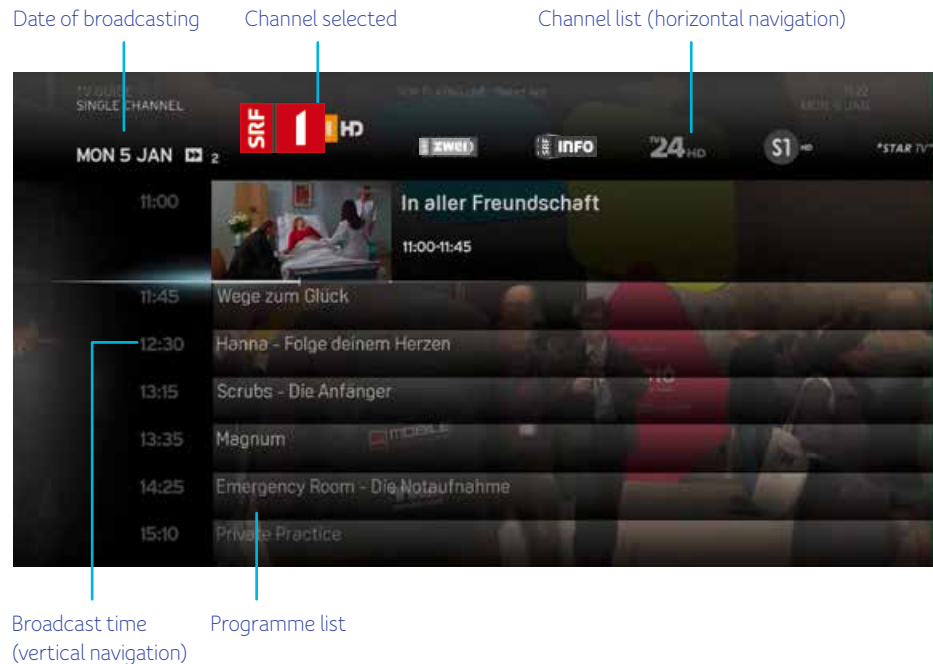


BACK



## SINGLE CHANNEL

The **SINGLE CHANNEL** option provides information on the current and upcoming programmes of the selected channel.



- ▲ or ▼ short press - highlights the next/previous programme.
- ▲ or ▼ long press - moves fast up or down within the programme list
- ◀ or ▶ short press - highlights the next/previous in the channel list
- ◀ or ▶ long press - moves fast to the right or to the left within the channel list
- ◀◀ or ▶▶ - jumps one day backwards or forwards

### When current programme is selected:

- OK short press - displays the **action menu** with **VIEW** highlighted.
- OK long press - selects the channel and programme and switches to full screen view of programme.

### When any upcoming programme is selected:

- OK short or long press - displays the **action menu** with **RECORD** highlighted.
- BACK - returns to **TV GUIDE** home screen.
- MENU - retrieves the **MAIN MENU**.
- 0 - 9 - directly enter a channel number.





BACK



## BY GENRE

The **BY GENRE** option displays a programme list for all channels based on their genre. It contains the following categories:

- MOVIE
- NEWS
- VARIETY & GAME SHOWS
- SPORT
- KIDS & YOUTH
- MUSIC & DANCE
- ARTS & CULTURE
- CURRENT AFFAIRS
- EDUCATIONAL
- LEISURE
- SPECIAL
- ENTERTAINMENT
- CRIME
- TV SERIES
- ADULT

Use the  or  keys to highlight the genre you want and press **OK** to access it.



Here is an example of the **MOVIE** genre screen:



Annotations for the MOVIE genre screen:

- Name of genre: TV SERIES
- Date of broadcasting: MON 5 JAN
- Time of broadcast: 10:45
- Channel broadcasting the programme of selected genre: HD




 or  short press - selects the next/previous programme.

### When current programme selected:

-  short press - displays the **action menu** with **VIEW** highlighted.
-  long press - selects the channel and programme and switches to full screen view of programme.

 or  - jumps one day backwards or forwards

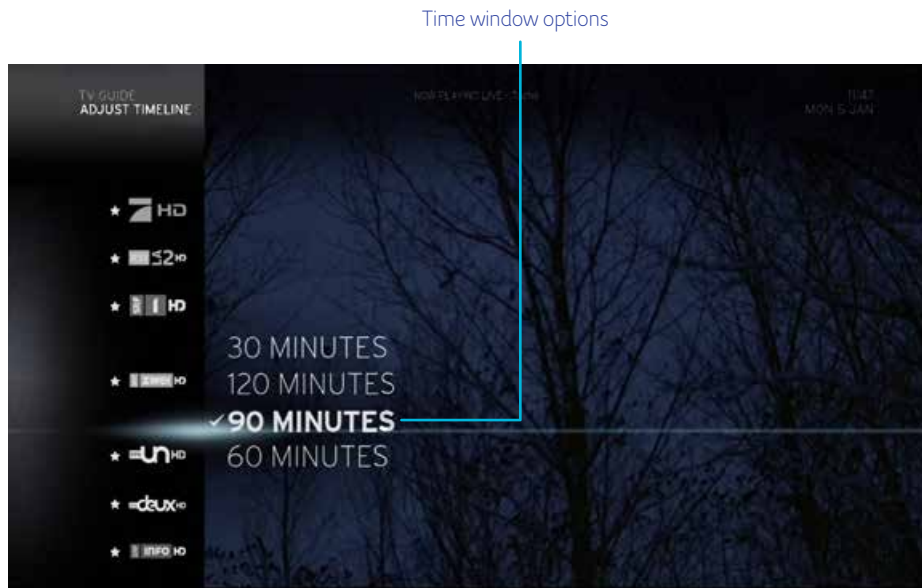
### When any upcoming programme selected:

 short or long press - displays the **action menu** with **RECORD** highlighted.

- BACK** - returns to the **TV GUIDE** home screen.
- MENU** - retrieves the **MAIN MENU**.
- 0 - 9** - directly enter a channel number.

## ADJUSTING THE TIMELINE

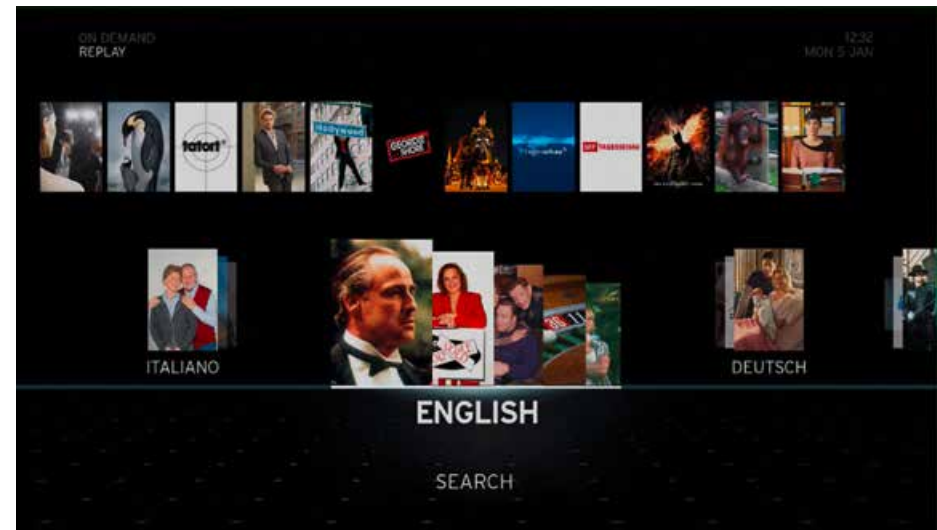
This option enables you to change the schedule timeline of the ALL CHANNELS screen. The time window can be set to 30, 60, 90 and 120 minutes. Press OK on the remote control to access this item.



Select one of the time intervals and press OK on the remote control to activate.  
 The 30 min option will display 30 minutes in total with two intervals of 15 minutes each.  
 The 60 min option will display 60 minutes in total with two intervals of 30 minutes each.  
 The 90 min option will display 90 minutes in total with three intervals of 30 minutes each.  
 The 120 min option will display 120 minutes in total with four intervals of 30 minutes each.

## REPLAY

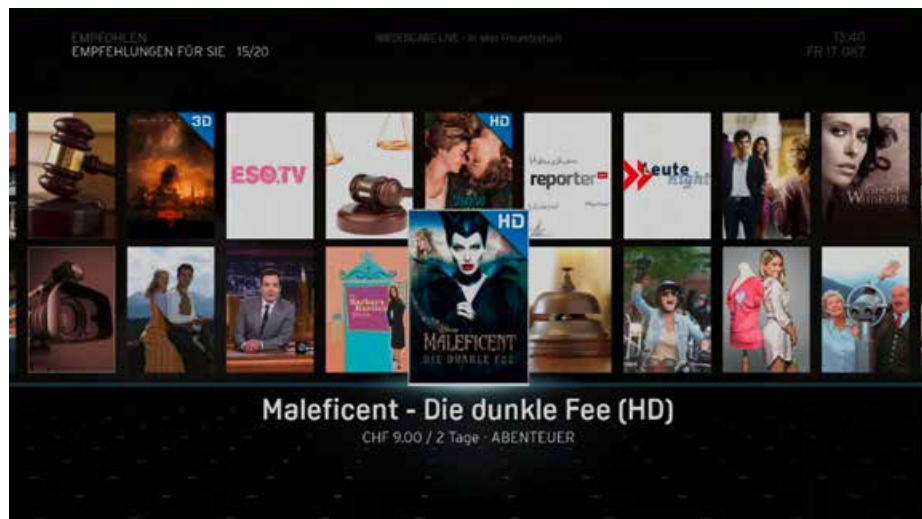
With Replay, you can enjoy time-shift television from the last 30 hours on some 75 channels – free and in the very best quality. Simply go back through the TV guide and play it again.



The function is available to all subscribers to our Comfort and Classic channel packages. If you wish to subscribe to Replay, simply consult [upc.ch.ch/myupc](http://upc.ch.ch/myupc) and log in to your account. Alternatively, you can call **0800 66 88 66**.

## SUGGESTED

The **SUGGESTED** option in the main menu contains your personalized recommendations for TV programmes and Video on Demand content as well as **FEATURED** picks from editors and critics. It also allows you to change the personalisation **SETTINGS**. Press **OK** on the remote control to access the **SUGGESTED** option.



## SUGGESTED FOR YOU

Horizon benefits from unique functions which ensure that your entertainment experience is tailored to suit your tastes. The box can memorise TV programmes that you have watched or recorded then use this information to offer personalised recommendations for TV programmes, Video on Demand films and series that you might find interesting.

If you choose to deactivate personalised suggestions, this option will instead list generic recommendations. This list is continuously updated with new items.

## FEATURED

This option offers a list of popular items selected by editors and critics.

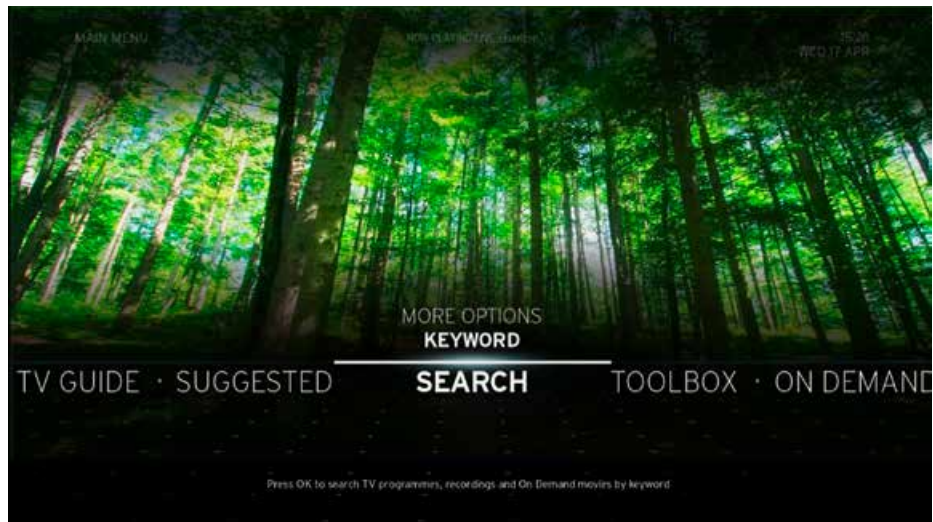
## SETTINGS

This option allows you to activate or deactivate personalisation.

Pressing the **OK** key with **PERSONALISED RECOMMENDATIONS** highlighted displays the **YES/NO** selection screen. Select either **YES** or **NO** and press the **OK** key.

## SEARCH

The **SEARCH** option in the **MAIN MENU** enables you to search for various services and items such as films, programmes and On Demand content. Not only is this a standalone option in the **MAIN MENU**, it is also accessible from many of the on-screen sub-menus and functions.



## Keyword

The **KEYWORD** search option enables you to search for items by entering one or more keywords (up to 40 characters) related to the item. Home screen of the **KEYWORD** search:

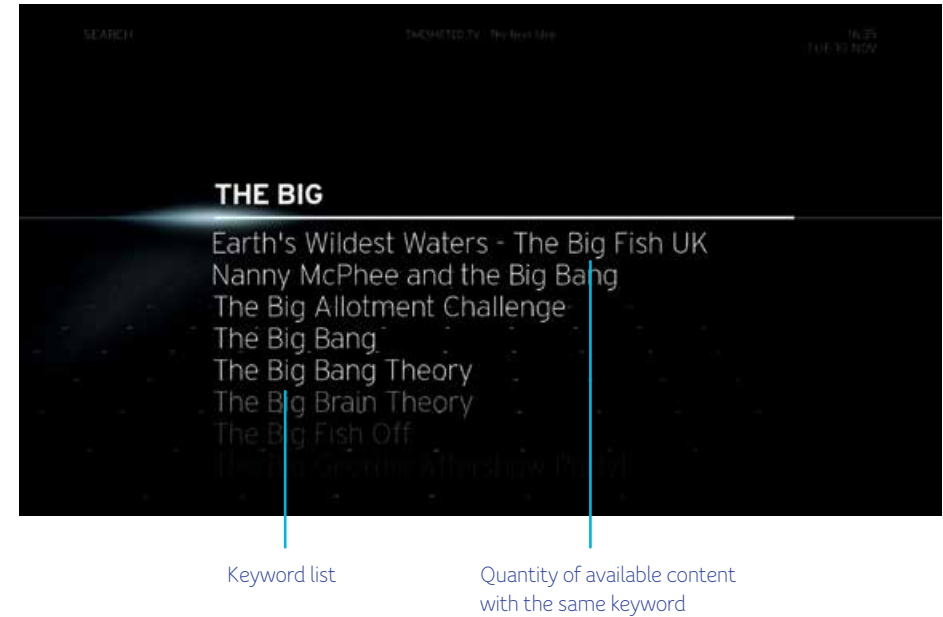
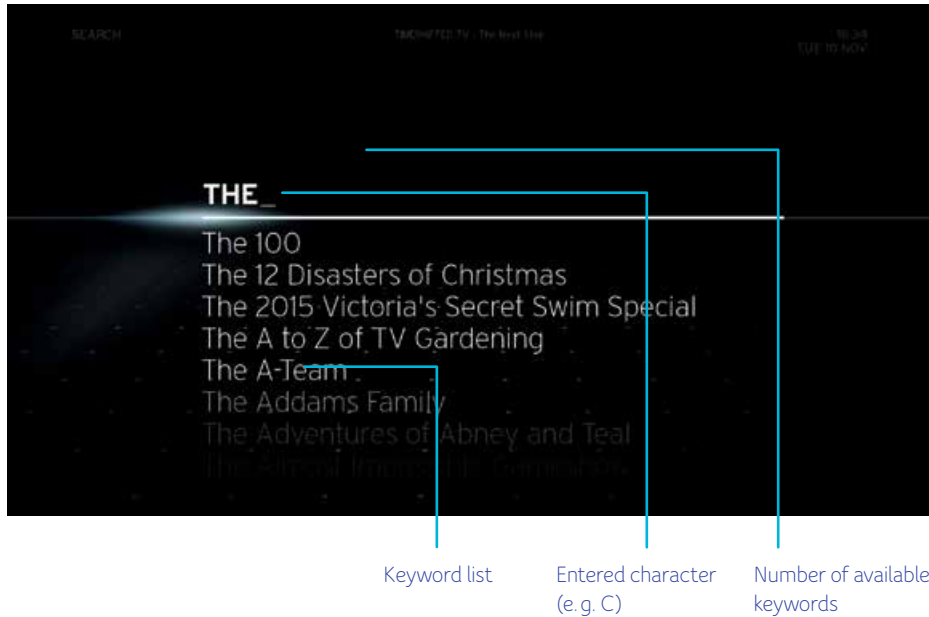




BACK

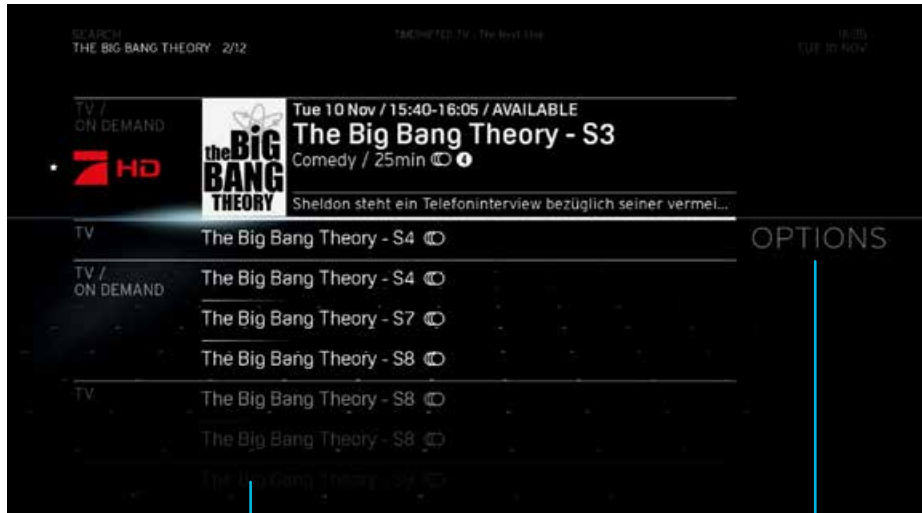


After entering the first character, the screen automatically offers a filtered keyword list, based on the available matching search results. This filtered list is refined after each character is entered. Characters are greyed out and non-selectable if they are not valid as the next possible character in the search results.

After entering a few characters, the keyword list is filtered down to fewer words. If the keyword you want to search for is not yet included in the filtered list, you must enter more characters.



When the keyword/keywords you are searching for appears/appear in the list, use the  or  to highlight it/them and then select it/them by pressing OK on the remote control. This will display the results screen:



List of results containing the selected keyword

Refine your results

If you are satisfied with the result, press OK on the remote control to access the item.

If you are not satisfied with the result, you can use the **OPTIONS** function to obtain more results.



BACK

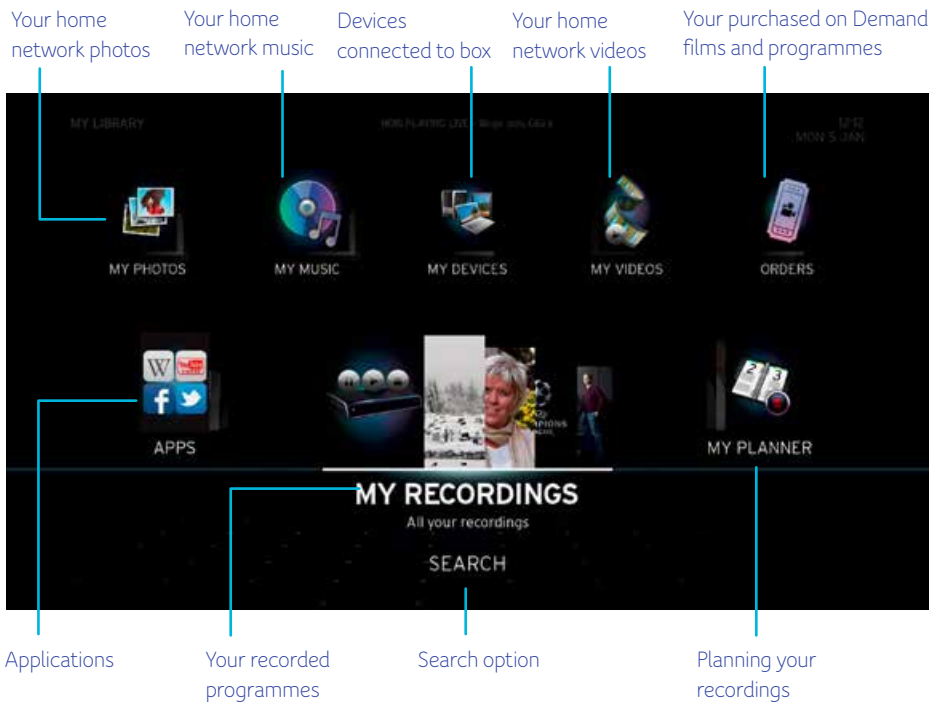




MY LIBRARY

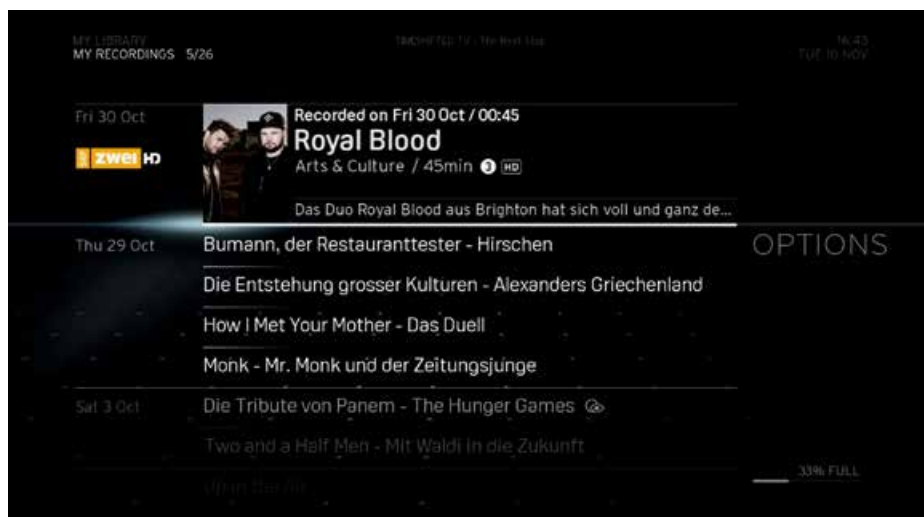


The MY LIBRARY option in the MAIN MENU enables you to set up and manage recordings, view recorded and rented content and view your home network content such as photos, music and videos. Press OK on the remote control to access the MY LIBRARY options.



## MY RECORDINGS

This option displays a list of programmes you have recorded. At any time, you will always see the newest and latest recorded content.



## ORDERS

Select **ORDERS** to view which On Demand content you ordered most recently. During the rental period (generally 48 hours) you can play videos as many times as you like without incurring additional costs.

## MY VIDEOS

This option is not yet available. You can access your home network videos via [MY DEVICES](#).

## "MY RECORDINGS" and "ORDERS" action menu

Pressing OK when the desired video or recording is highlighted displays the **action menu**, with **Play** selected. The **action menu** contains several options related to the video. After highlighting an option, press OK to access it. The options are:

- PROTECT/UNPROTECT** Enables you to protect the video from automatic deletion by the system during disk cleaning actions.
- FORMAT** Enables you to change the audio, subtitles and video format.
- INFO** Offers various information on the played video. The information includes start and end time, progress bar, parental rating, director, actors, users' and critics' ratings, and a description of the videos.
- PLAY/PAUSE** Displays the **MEDIA PLAYBACK CONTROLS** as well as the total playing time and the time already played.
- PLAY FROM START** Enables you to restart the film from the beginning if it is already being played.
- DELETE** Launches a delete confirmation screen enabling you to delete the video.
- DELETE ALL EPISODES** Enables you to delete an entire series in a single click.
- LOCK** Enables you to protect the content from automatic deletion by the system during disk cleaning actions.
- MORE LIKE THIS** Launches a screen with related videos and programmes for you to watch..

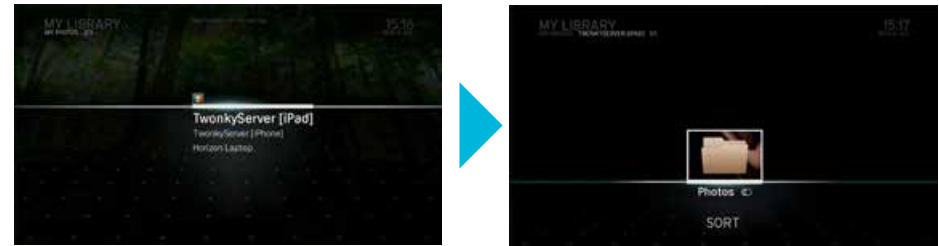
MY PHOTOS

The MY PHOTOS option contains all the photos or pictures from your home network devices. Press OK on the remote control to access your photos.



**i** Before continuing, make sure your DLNA-certified devices are connected to the Horizon home network using either WLAN or Ethernet. Refer to [SET UP HOME MEDIA](#) for more information on how to connect your home media devices.

**i** Please note that the preview pictures of your photos are only displayed if the device on which the photos are stored supports this function.



Use the **▲** **▼** navigation keys to browse through the available devices. Once you have highlighted the device you want, press OK.

Select the "Photos" folder and press OK. You will then be able to select your pictures by date, album name, etc. Select the desired folder until your pictures are displayed.

Select the next or previous photo by using **◀** or **▶**. The photos can be sorted by DATE or in alphabetical order (A – Z). To do so, highlight SORT and select one of the options and then press OK to sort the photos.



**"MY PHOTOS" action menu**

To retrieve the **action menu** for **MY PHOTOS**, press **OK** when viewing a photo in full screen. The **action menu** contains the following options:

- SLIDESHOW** For viewing photos automatically in sequence. After pressing **OK**, you can select a refresh rate of between 1 second and 20 seconds. Once you select the refresh rate, press **OK** to start the slideshow. Options during slideshow:
- STOP SLIDESHOW** Stops the slideshows, returns to full screen photo view.
- PAUSE SLIDESHOW** Pauses the slideshow without quitting.
- RESUME SLIDESHOW** Resumes the paused slideshow.

**Supported image formats for "MY PHOTOS"**

Horizon supports the following image formats within "MY PHOTOS":

- .JPG/JPEG
- .PNG



Horizon's DLNA functionality is currently limited. If you possess a large number of photos, videos or audio content, the box may freeze or respond very slowly.

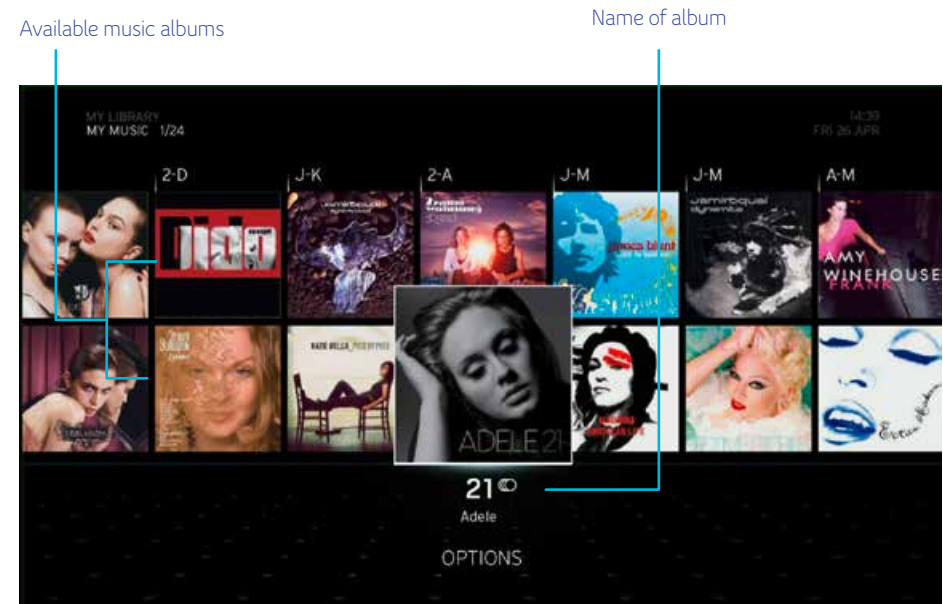
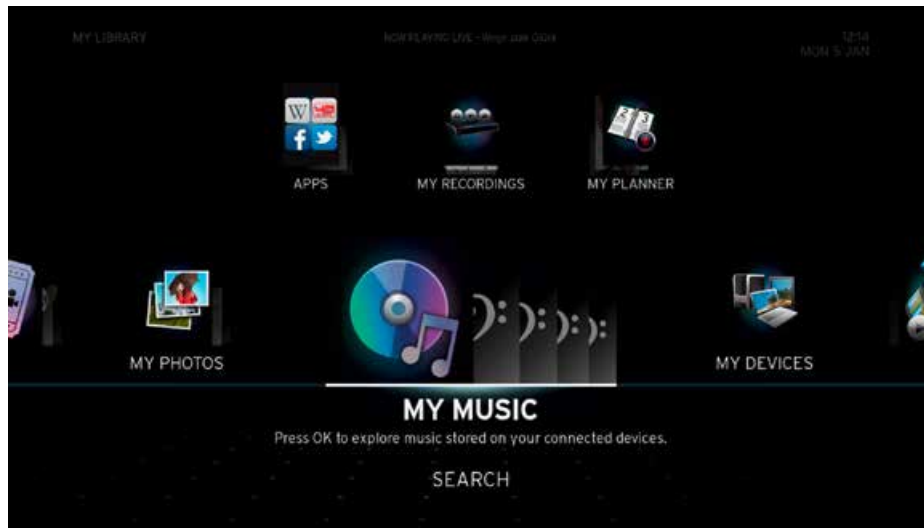
We recommend you use a LAN cable to connect Horizon to your home network or else use fewer than 1,000 files. If your box still exhibits problems, we recommend restoring Horizon's default settings and forgoing use of the media playback function from the home network for the time being.

We are working with our technology partners to extend the number of compatible formats and improve the cataloguing of media content from the home network.



MY MUSIC

The MY MUSIC option contains all music-related items from your home network devices. Press OK on the remote control to access your music.

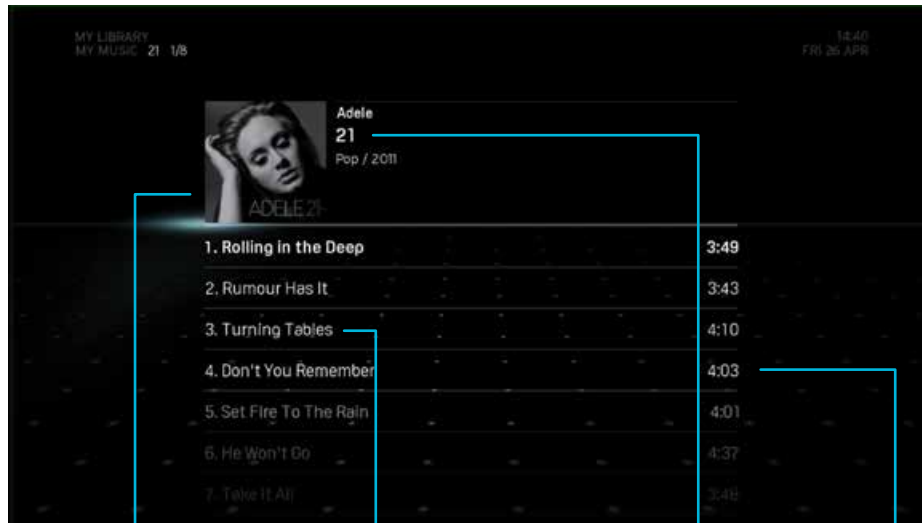


**i** Before continuing, make sure your DLNA-certified devices are connected to the Horizon home network using either WLAN or Ethernet. Refer to [SET UP HOME MEDIA](#) for more information on how to connect your home media devices.

**i** Indexed music files located on a currently disconnected device are displayed in grey type.

**i** Horizon's DLNA functionality is currently limited. If you possess a large number of photos, videos or audio content, the box may freeze or respond very slowly. We recommend you use a LAN cable to connect Horizon to your home network or else use fewer than 1,000 files. If your box still exhibits problems, we recommend restoring Horizon's default settings and forgoing use of the media playback function from the home network for the time being. We are working with our technology partners to extend the number of compatible formats and improve the cataloguing of media content from the home network.









Album thumbnail (if available)

Track names

Name of album

Track playing time

Use the     navigation keys to browse through the available albums. Once you have highlighted the album you want to play, press OK. The first track of the album will start to play.

 The music cover must be embedded within the music file metadata to be correctly displayed in "My Music".

### Supported music formats for "MY MUSIC"

Horizon supports the following music formats within MY MUSIC:

- .MP3
- .M4A
- .AAC
- .WAV
- .WMA

MY DEVICES

MY DEVICES displays all the devices you have connected to the Horizon box as well as the content of the device. Press OK on the remote control to access the content of your devices. Select MY DEVICES to access all supported media (videos, photos and music) from your home network.



**i** Before continuing, make sure your DLNA-certified devices are connected to the Horizon home network using either WLAN or Ethernet. Refer to [SET UP HOME MEDIA](#) for more information on how to connect your home media devices.

**i** Horizon's DLNA functionality is currently limited. If you possess a large number of photos, videos or audio content, the box may freeze or respond very slowly. We recommend you use a LAN cable to connect Horizon to your home network or else use fewer than 1,000 files. If your box still exhibits problems, we recommend restoring Horizon's default settings and forgoing use of the media playback function from the home network for the time being. We are working with our technology partners to extend the number of compatible formats and improve the cataloging of media content from the home network.



Use the navigation keys to browse through the available devices. Once you have highlighted the device you want, press OK to access the content of the device.

Select the folder you want to access and press OK to play (if it is a video or music) or view (if it is a photo or picture) the content.

Supported video formats for "MY DEVICES"

Horizon supports the following video formats:

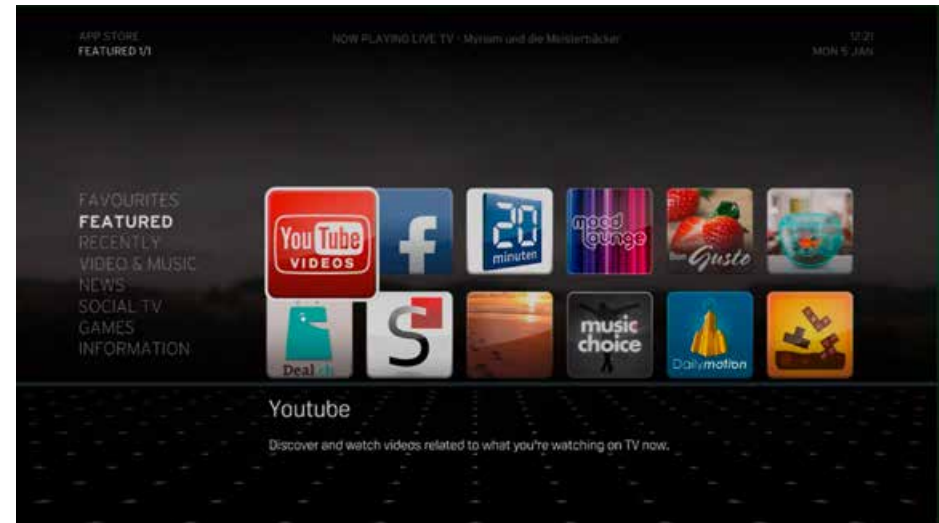
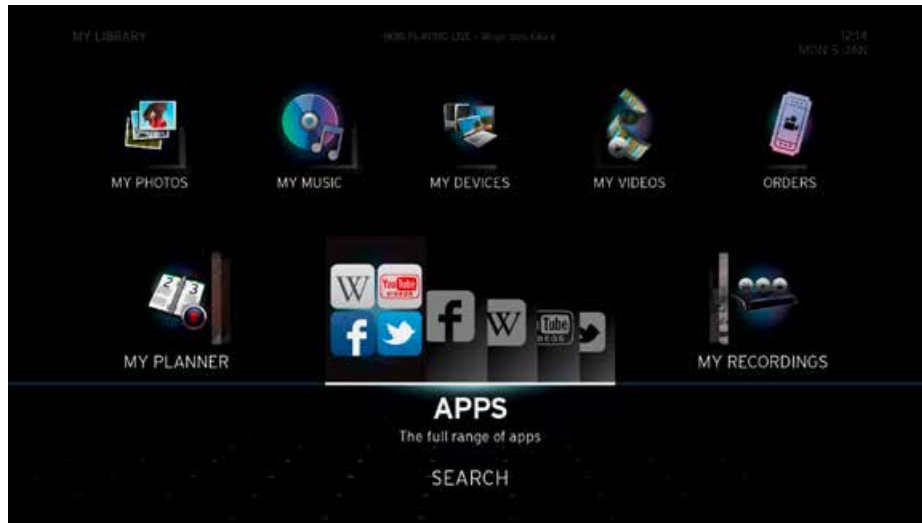
- .AVI
- .MKV
- .MP4
- .MOV

**i** For more information about supported video formats and codecs visit the support area on our website ([upc.ch/support](http://upc.ch/support)).



APPS

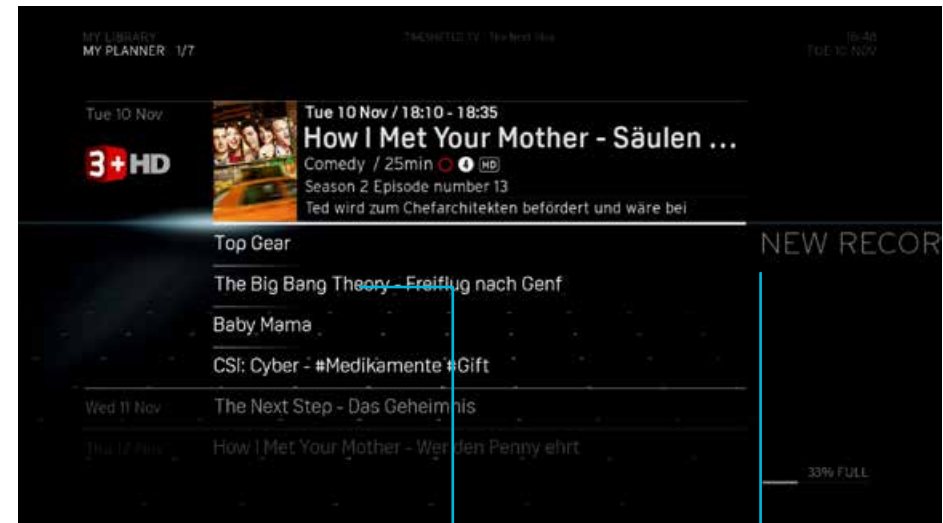
The "APPS" option contains all the applications available on the Horizon box. Select "Apps" then press OK on the remote control to access the applications portal. All apps are displayed in a mosaic view.





MY PLANNER

MY PLANNER contains a list of all programmed recordings. You can also set up new manual recordings or modify and delete future events.



Set new recording manually

List of scheduled recordings

The MY PLANNER screen displays an overview of all programmed recordings. In addition, it enables you to programme a new recording manually by selecting the **NEW** option. The default order of the displayed items is by date (from earliest to latest). Within any single date, the items are sorted by start time.



BACK



**NEW RECORDING**

NEW RECORDING enables you to set up a manual recording using your own criteria. You can choose from the following options:



After setting all aforementioned data, select **RECORD** and press **OK** to return to the **MY DVR PLANNER** screen, otherwise correct the settings under **CRITERIA**.



- CHANNEL** Enables you to select the channel you want to record from. Use the or key to scroll through the channels, then press **OK** to select a channel.
- DATE** Enables you to set the day of recording. By default the first date on the list is **TODAY**. Use the or key to scroll through the dates, then press **OK** to select a date.
- START TIME** Enables you to set the start time of the recording. Enter the digits "by" using the remote control and press **OK**. After setting the time, scroll to **CONFIRM** and press **OK**.
- END TIME** Enables you to set the end time of the recording. Enter the digits using the remote control and press **OK**. After setting the time, scroll to **CONFIRM** and press **OK**.
- FREQUENCY** Enables you to set the frequency of the recording (how many times the recording will occur). Use the or key to highlight one of the options.

**"MY DVR PLANNER" action menu**

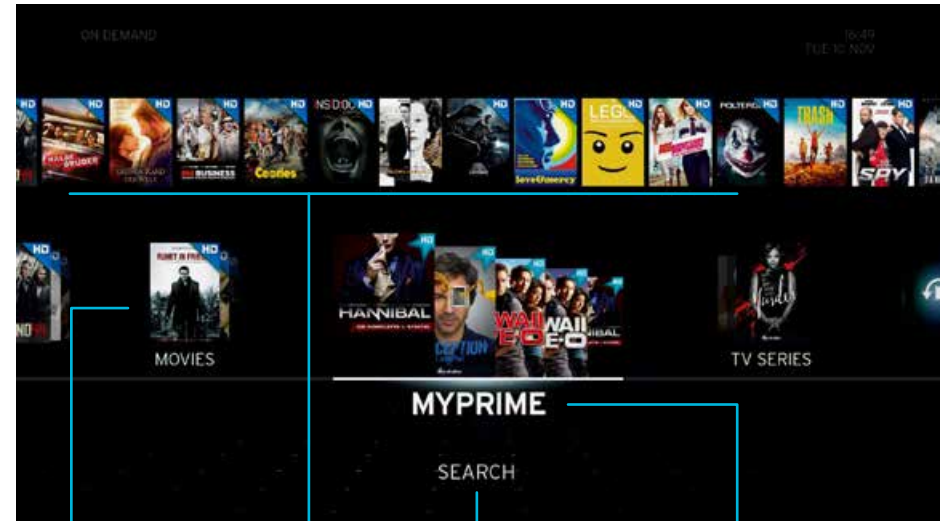
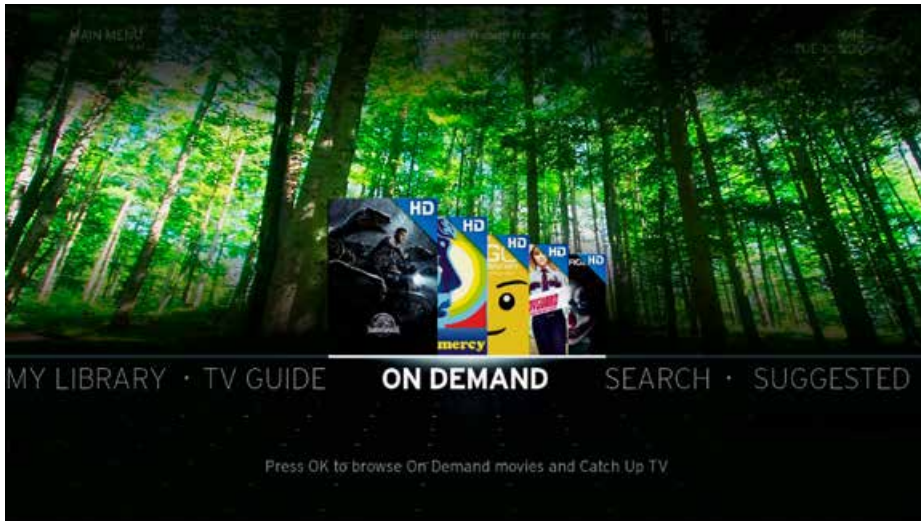
To retrieve the **action menu** for the **PLANNER** option, press **OK** when an item is selected and highlighted. The **action menu** contains several options related to the planner. After highlighting an option, press **OK** to access it. The options available are:

- INFO** Offers various information on the item.
- LOCK** Enables you to protect the content from automatic deletion by the system during disk cleaning actions.
- DELETE** Launches a delete confirmation screen enabling you to cancel **THIS** programmed recording.
- DELETE ALL** Launches a delete confirmation screen enabling you to cancel **ALL** programmed recordings.
- RECORD SERIES** Enables you to set up the recording of a complete series.
- OPTIONS** Enables you to change the start and end times of the programmed recording.
- MORE LIKE THIS** Launches a screen containing related videos and programmes for you to watch..



ON DEMAND

The ON DEMAND option of the MAIN MENU enables you to view and rent items from the entire UPC catalogue. Press OK on the remote control to access ON DEMAND.



Available categories Recommendations "Search" function Category selected

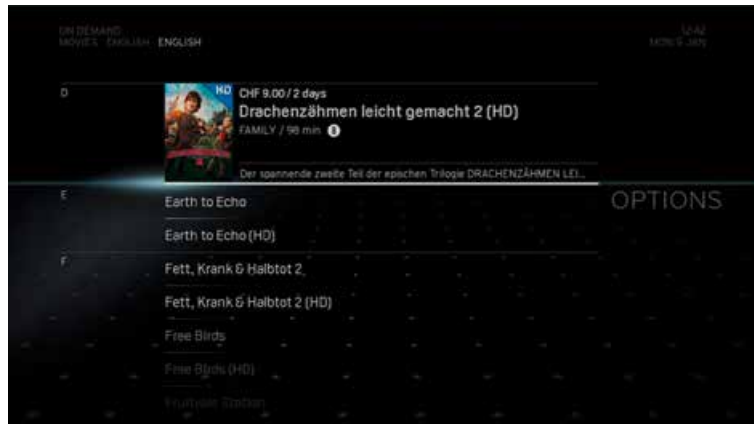
The ON DEMAND main screen contains the most popular content categories.



FILMS

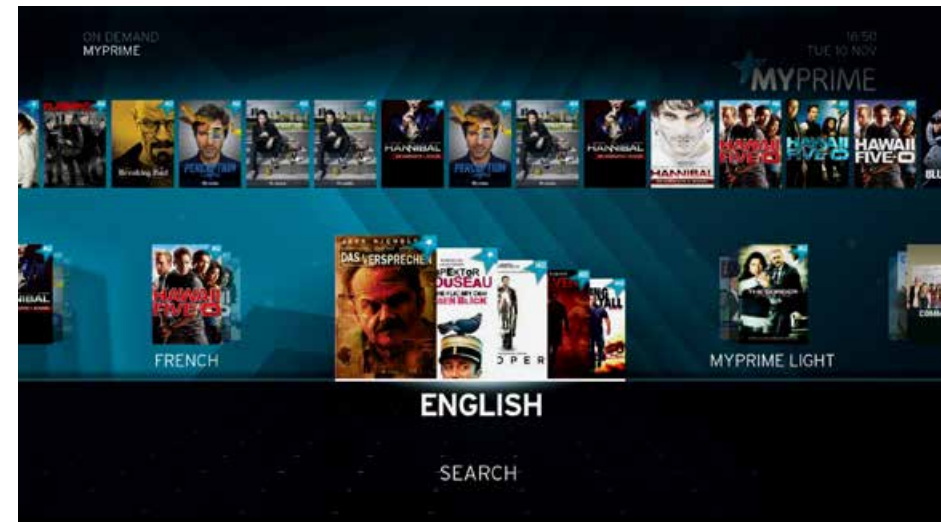
FILMS is a sub-category of the ON DEMAND menu. It displays all available films. Browse the different categories and access the desired category by pressing OK.

You can browse through the available items by using the navigation keys on the remote control, sort them using the options or display them in list view.



MYPRIME

The service is constantly being expanded - every month new films and series are added to MyPrime. Depending on your subscription, you can use MyPrime at no extra cost or subscribe to it as an option of your current Digital TV package.

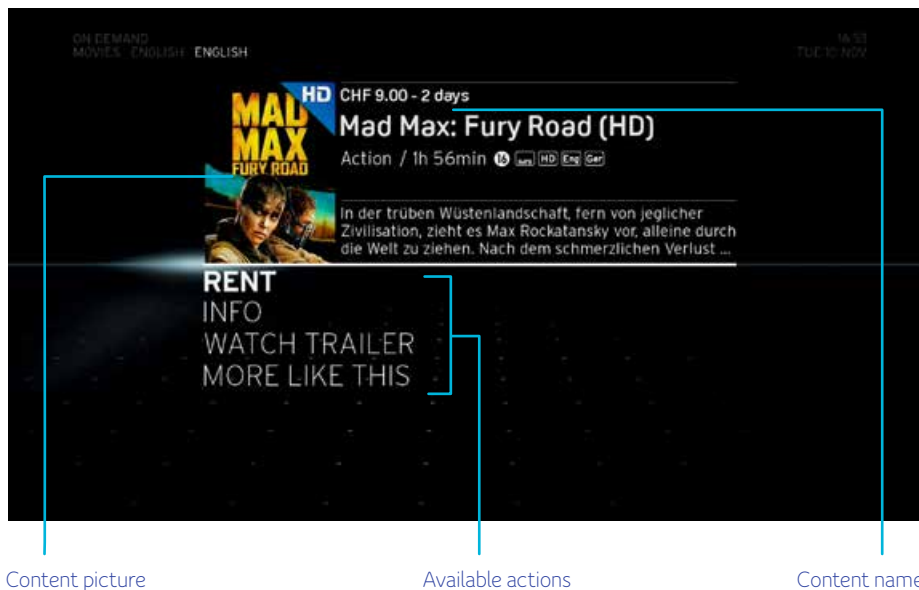


Order MyPrime now at [upc.ch/myupc](http://upc.ch/myupc) and log into your account or call us on 0800 66 88 66.



## ON DEMAND action menu

The **ON DEMAND** action menu appears when you press **OK** on an item highlighted in the mosaic view. The various options available depend on the type of item. You can obtain information about the item, rent it, and search for other items.



Content picture

Available actions

Content name

**INFO** Offers a variety of information on the selected video. Information includes parental rating, director, actors and description of the videos.

**RENT** Select **RENT** and then enter your PIN to order the film. The default PIN is 0000.

**MORE LIKE THIS** Launches a screen with related videos and programmes for you to watch.

## TOOLBOX

The **TOOLBOX** section of the **MAIN MENU** enables you to customize the Horizon box according to your needs. It also provides frequently asked questions (FAQs) and other useful customer service information. It contains the following categories:



### DIAGNOSTIC

Enables you to review the status of various features of the Horizon box.

### CUSTOMER SERVICE

Enables you to consult frequently asked questions (FAQs) and other useful customer service information.

### ADVANCED SETTINGS

Enables you to set and adjust the general features of the Horizon box and to set video and audio formats and other personal settings.

### NETWORK SETTINGS

Enables you to set up your home network and your media catalogue.

### PIN & CHILDREN'S PROGRAMMES

Enables you to set various features regarding your personal privacy, organize your children's access to the Horizon box and channels, and create a PIN code.

### PERSONAL SETTINGS

Enables you to compile a list of your favourites and set your viewing settings

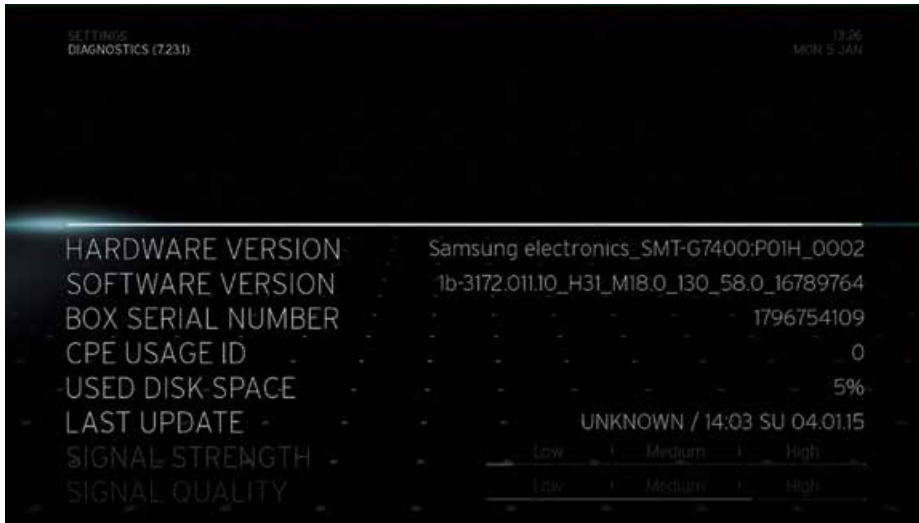


BACK



## DIAGNOSTICS

The options available in the **DIAGNOSTIC** section enable you to review the status of various features of the Horizon box.



## CUSTOMER CARE

The **CUSTOMER SERVICE** section of **OPTIONS** provides you with helpful information. The helpful information is grouped into the following categories:

### HORIZON FAQs and ACCOUNT FAQs

These options provide on-screen help topics arranged in a series of menus and sub-menus. The help topics provide information on the various features of the Horizon box, its system and your account.

### CONNECTION TEST

The **CONNECTION TEST** enables you to test the connection of the Horizon box to the UPC network and check that your home connection is working

### CONTACT UPC

The **CONTACT UPC** option offers several methods of contacting UPC, such as e-mail or social media. Select one of the options for more information.



## ADVANCED SETTINGS

Enables you to set and adjust the general functions of the Horizon box and to set video and audio formats and other personal settings.

### VIDEO SETTINGS

---

The options available in **VIDEO SETTINGS** enable you to select the type of video connection and to set the display format and resolution:

#### VIDEO CONNECTION

Enables you to select either the **HDMI** or **SCART** connection or allows the Horizon box to select the required video connection automatically.

#### HDMI RESOLUTION

Enables you to switch between TV resolutions.

#### CHANGE FORMAT

Enables you to select the type of screen display to use when a programme is broadcast in 4:3 format. The following display types are available: **PILLARBOX**, **FULL SCREEN (ZOOM)** and **FULL SCREEN (STRETCH)**.

#### TV COLOUR MODEL

Enables you to select the appropriate TV colour model. The **AUTOMATIC** option is set as standard. The options available are **AUTOMATIC**, **RGB**, **YCbCr-4:2:2** and **YCbCr-4:4:4**. If any problems should occur with the picture display (e.g. picture loss or incorrect colours).

### AUDIO OUTPUT

---

The options available in **AUDIO OUTPUT** enable you to activate and deactivate the different audio outputs and change audio delays for both **HDMI** and **SCART**. The audio delay setting helps you to optimise the time delay between the video and the audio signal, if required.

#### SCART

Activates or deactivates the **SCART** audio output.

#### HDMI

Activates or deactivates the **HDMI** audio output.

#### HDMI AUDIO DELAY

Sets the **HDMI** audio delay. The delay can be changed in increments of 50 ms between limits of 0 ms and +200 ms.

#### S/PDIF

Activates or deactivates the **S/PDIF** audio output.

#### S/PDIF AUDIO DELAY

Sets the **S/PDIF** audio delay. The delay can be changed in increments of 50 ms between limits of 0 ms and +200 ms.

#### DOLBY DIGITAL

Activates or deactivates the **DOLBY (AC3)** audio output.

### HORIZON BOX

---

Enables you to set and adjust the general features of the Horizon box.

#### DEFAULT SETTINGS

Enables you to reset the Horizon box to the default settings with the possibility of keeping or deleting the recordings stored on the Horizon box disk.

#### DISPLAY BRIGHTNESS

This option enables you to set the brightness of the Horizon box display. The available setting levels are 25%, 50%, 75% and 100%, where 100% is the maximum brightness.

#### DELETE HARD DISK (WARNING)

When this command is activated, the hard disk is reformatted and all recordings are deleted.





## NETWORK SETTINGS

The settings grouped under **NETWORK SETTINGS** enable you to set up your Horizon box as a router and WLAN access point or to connect the Horizon box as a client to an existing router.

You can then access multimedia files stored on your PC and other devices and play them back using the Horizon box.

## HOME NETWORK MODE

Provides information on the status of the home network.

## HOME NETWORK ASSISTANT

Use this assistant to set up the Internet and home network connections on your Horizon box. This will allow you to access video, music and photo content stored on your home network from this box. There are two options to choose from.

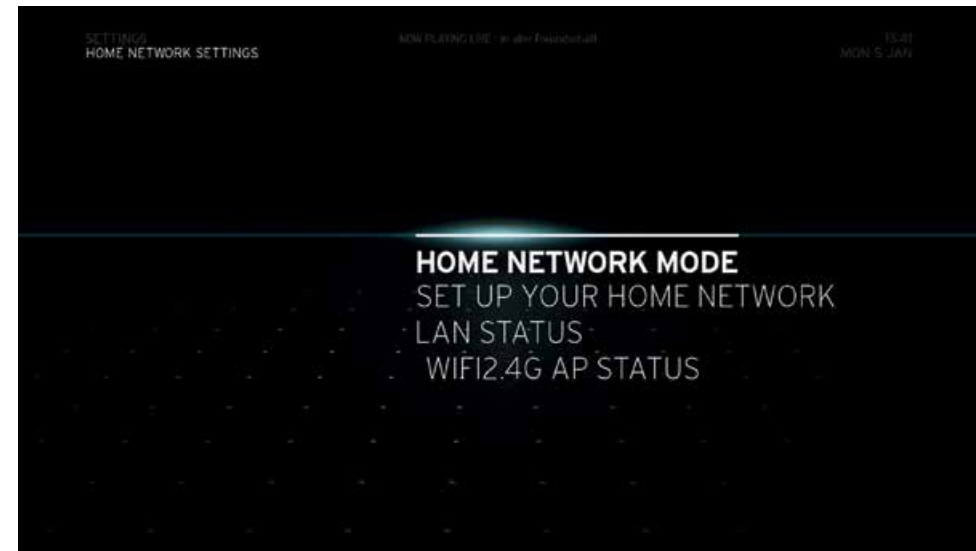
If you have a UPC Internet connection, you can set up your box as the main Internet access point for your home network. If you use an Internet connection through another access point in your home, you can connect your box to that existing home network. See [HOME NETWORK SETUP](#) for instructions.

## LAN

Provides information on the status of the LAN connection. Insert info bar: The **WLAN SETTINGS** can be changed using the web user interface. For more information, see p77

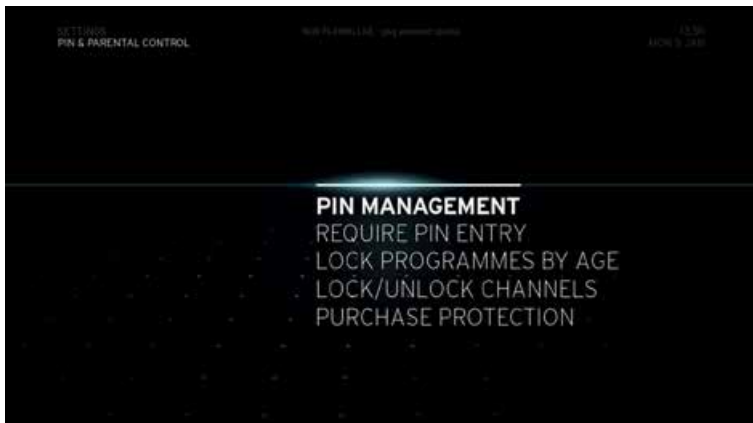
## WIFI2.4G AP STATUS

Provides information on the status of the WLAN connection.



## PIN AND PARENTAL CONTROL

The PIN AND PARENTAL CONTROL option enables you to set various features regarding your personal privacy, organise your children's access to the Horizon box and channels and create a new PIN code.



### PIN MANAGEMENT

The options available in PIN MANAGEMENT enable you to change your PIN:

#### CHANGE PIN CODE

Select this option if you want to change your PIN. The default PIN CODE is 0000.

#### REQUIRE PIN ENTRY

Select this option if you want to request a PIN when accessing the SETTINGS menu.

#### LOCK PROGRAMMES BY AGE

By activating this option, you will be asked to enter a PIN for programmes, which are unsuitable for the selected age.

## LOCK/UNLOCK CHANNELS

Enables you to lock and unlock individual channels. You must enter your PIN to view any locked channels.



Select the channels you would like to lock or unlock by pressing the OK key. You will see a lock displayed beside the selected channel.



After selecting the channels, select CONFIRM on the left of the screen by pressing the OK key.

## PURCHASE PROTECTION

This option enables you to activate or deactivate the purchase protection. With purchase protection set to ON, you are asked to enter your purchase code when purchasing items. If you set this option to OFF, any member of the household can purchase items using your account. In default setting, the purchase protection is set to ON.



## PERSONAL SETTINGS

The settings grouped under **PERSONAL SETTINGS** enable you to personalise your user experience with the Horizon box.

### FAVOURITES

These options enable you to create a list of your favourites.

#### SET FAVOURITES

This option enables you to set your list of favourites. These channels appear at the top of the default channel list. You will recognise your favourites when channel hopping by means of a star beside the channel logo.



To compile a list of favourites:

- Select **FAVOURITES** followed by **SET FAVOURITES**.
- Browse through the available channels and select any you want using the **OK** key. Once a channel is selected, a ★ symbol appears beside its name.
- When you quit **SET FAVOURITES**, all changes will automatically be saved.
- You can remove your favourites list by selecting **DELETE LIST**.

**i** The new "Favourites" mode can be activated in the action menu and only displays the favourite channels in the channel list and the TV Guide. Only the channels in the list of favourites can be watched. The numbering of your favourite channels has been changed. In "Favourites" mode, channel numbers are now displayed as they appear in the list of favourites.

#### ORGANISE FAVOURITES

This option enables you to organise your favourites. The order you choose is the order in which the channels will appear when switching channels.



To reorganise the list of channels:

- Select **FAVOURITES** followed by **ORGANISE FAVOURITES**.
- Browse through the list and select the channel you want to move using the **OK** key.
- Move the channel to another position using the **UP** or **DOWN** key. Confirm by pressing the **OK** key.
- When you quit **REORDER FAVOURITES**, all changes will automatically be saved.
- If you want to reset the order that you have just changed, select **RESET**.

**i** If you change the order of your favourite channels, the channel number therefore also changes in favourites mode.



### SKIP FORWARD

---

This enables you to determine the fast-forward interval when controlling your media playback.

The options are "10 SEC.", "30 SEC.", "1 MIN.", "5 MIN." and "10 MIN."

### SKIP BACK

---

This enables you to determine the rewind interval when controlling your media playback.

The options are "10 SEC.", "30 SEC.", "1 MIN.", "5 MIN." and "10 MIN."

### MENU LANGUAGE

---

Enables you to change the menu language. The options are the same as those shown when the Horizon box was switched on for the first time. You can set the menu language to German, French, Italian and English.

### SET TRANSPARENCY

---

Enables you to set the transparency of the menus that appear over full screen TV. The options available are:

CLEAR:	The most transparent
STANDARD:	About 50% transparent
DARK:	The most opaque

### INFO BAR DISPLAY

---

Enables you to set the length of time the info bar is displayed. The options are "5 sec", "10 sec" or "15 sec".

### SUBTITLE LANGUAGE

---

Enables you to set the subtitles language if this option is available for programmes or films.

### SUBTITLES FOR THE HARD OF HEARING

---

Enables you to display additional descriptive subtitles for customers with hearing problems, if available. This service is not available on all channels.

### SELECT AUDIO LANGUAGE

---

Enables you to set the audio language, if available. Press OK to display the list of languages available. Scroll to the desired language and press OK.

### STANDBY POWER USAGE

---

Enables you to set the power level used when the Horizon box is in standby mode. The options are HIGH, MEDIUM and ECO MODE (NO TEL/INTERNET).



Please note that in LOW standby mode, the telephone and Internet connection are inactive.

### AUTO-STANDBY MODE

---

Enables you to define when the Horizon box automatically switches to standby mode.

#### AUTOMATIC

The Horizon box switches to standby mode at the time set by you or after a set period of time.

#### OFF

AUTO-STANDBY MODE not in use.

#### AT NIGHT

The Horizon box switches to standby mode at the default time of 11 p.m. AT NIGHT standby mode finishes at a default time of 5 a.m. These times can be set using AUTO-STANDBY FROM-TO.

### AUTO-STANDBY FROM-TO

---

Enables you to set the start and end time of AUTO-STANDBY.



## AUTO-STANDBY AFTER

---

Enables you to set the period of time after which the Horizon box switches to standby mode. The time is set in increments of 30 minutes, from 30 minutes to a maximum of 240 minutes. The default setting is 210 minutes.

## TV GUIDE BACKGROUND

---

Enables you to change the way the TV Guide is displayed. The options available are:

### TRANSPARENT

The TV Guide is displayed semi-transparently over the channel watched shown in full screen.

### DARK

The TV Guide background is dark. The current channel is displayed in a mini TV screen in the top left corner.

## BUFFER BEFORE PROGRAMME

---

### AUTOMATISCH

The Horizon box monitors changes in the programme start and end time and adjusts the times in order to record the entire programme.

### 0 MIN.

The recording starts at the time programmed.

### 1 MIN., 2 MIN., 5 MIN., 15 MIN., 30 MIN.

Adds the selected number of minutes to the start of the recording.

## BUFFER AFTER PROGRAMME

---

### AUTOMATIC

The Horizon box monitors changes in the programme start and end time and adjusts the times in order to record the entire programme.

### 0 MIN.

The recording ends at the time programmed.

### 1 MIN., 2 MIN., 5 MIN., 15 MIN., 30 MIN.

Adds the selected number of minutes to the end of the recording.

## SERIES RECORDING

---

### ON A SINGLE CHANNEL

Records the series on the selected channel only.

### ON SEVERAL CHANNELS

Records the series on all channels showing it.

## DISK SPACE MANAGEMENT

---

### AUTOMATIC

The Horizon box will resolve any conflict by itself at the time the actual conflict arises.

### WARNING

You are notified that recordings will be deleted to free up space for new recordings. If no recordings can be deleted (for example when all recordings on the DVR are protected), a notification is displayed to inform you to free up disk space to continue with new recordings.

### MANUAL

You can resolve the conflict manually by selecting a programme to be deleted.



## LOCKED ITEMS

If you set a programme rating or lock a channel, that programme or channel will be unavailable for viewing.

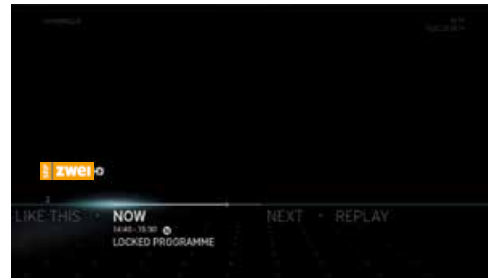
### Locked channel

This occurs when the current channel is locked for viewing. To unlock the channel press **OK** and enter your **PIN** or go to **SETTINGS** to remove the lock for this channel. The default **PIN** is 0000.



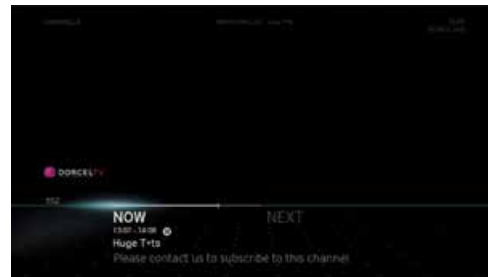
### Locked programme

This occurs when the current programme is locked by age rating for viewing. To unlock the programme press **OK** and enter your **PIN** or go to **SETTINGS** to remove the age rating. The default **PIN** is 0000.



### Unsubscribed channel

This occurs when the channel you switch to is not included in your subscription. If you wish to subscribe to this channel, visit [upc.ch.ch/myupc](http://upc.ch.ch/myupc) and login into your account or call 0800 66 88 66.



### Locked channel or programme in channel bar

Locked programmes or channels are also shown when using the channel bar. This occurs by pressing the **UP** or **DOWN** key when the channel bar is displayed. The preview window is updated with the previous/next channel, but the channel or programme is locked.



## RECORDING CONFLICT MANAGEMENT

Your Horizon HD Recorder allows simultaneous recording of up to 4 programmes. If more than 4 recordings are active at the same time, a recording conflict will occur.

There are two situations where recording conflicts can occur. When you want to record a programme and other programmes are scheduled for recording with recording times that overlap (**PROGRAMME RECORDING CONFLICTS**).

When you programme a recording and the disk is full (**DISK SPACE MANAGEMENT CONFLICTS**).

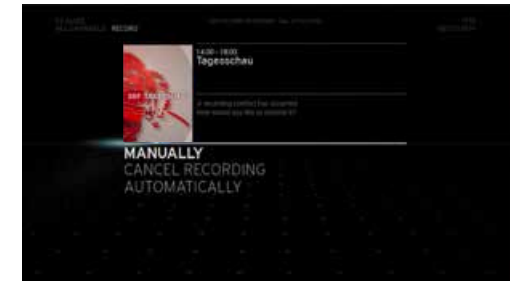
Conflicts can occur when you programme a recording from any of the following areas:

- during Live TV content
- while using the channel bar
- in the TV Guide
- from your search results
- in "Suggestions"
- while searching related items

## Programme recording conflicts

A programme recording conflict occurs when you programme a recording and the maximum number of other recordings, that have overlapping times, are already scheduled. The conflict arises when you select the **RECORD** option in an action menu and press the **OK** key. When a conflict occurs, the conflict resolution screen appears. You can choose to resolve the conflict in three ways:

- **AUTOMATICALLY**
- **MANUALLY**
- **CANCEL RECORDING**



## AUTOMATICALLY

If you select the **AUTOMATICALLY** option, the Horizon box decides how to resolve the conflict at the actual time of the conflict.

The Horizon box assigns each of the programmed recordings a priority level, with protected recordings having the highest priority and recordings that were programmed earlier the lowest priority. Live TV has priority over all programmed recordings.

When a conflict is imminent, the Horizon box will stop recording the item with the lowest priority and start recording the item with the higher priority.

If the higher priority item is completed before the lower prioritised programmed item time is over, the Horizon box will resume recording the lower priority item.

## MANUALLY

If you select the **MANUALLY** option and press **OK**, a list of programmes to be recorded appears (listed from the earliest to the most recent).

You can now select the single/multiple programmes that you want to cancel to resolve the conflict. Until the conflict is resolved, the next item to be cancelled remains highlighted. If the conflict is resolved, this screen disappears automatically.



**i** There is a timeout of 120 seconds on this screen. If the timeout elapses and you have not selected how to solve the conflict, the new recording you set is automatically cancelled.

## CANCEL RECORDING

The option **CANCEL RECORDING** cancels the newest item to be programmed and returns to full screen TV.



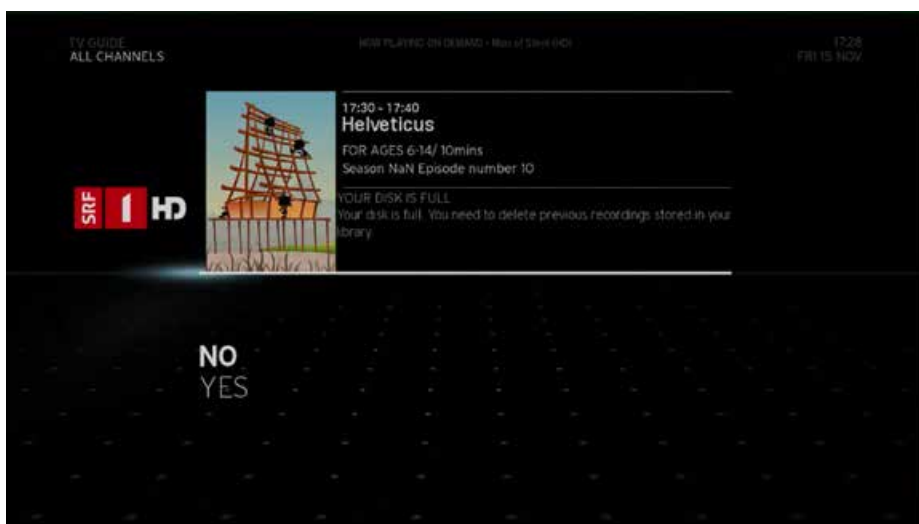


## Disk space management conflicts

The disk space management conflict screen is displayed when you have started or programmed a recording of a programme and the Horizon box determines that there is insufficient disk space to complete the recording. When this conflict screen appears, it is displayed because of the disk space management settings you have configured in **TOOLBOX – RECORDINGS AND REMINDERS**.

### Conflicts while recording

When there is a recording in progress and the disk is full, the following screen appears:



Based on the priority of the recordings, the system displays two different messages. The following message is displayed if there are non-protected (low priority) recordings on the disk:

#### Your disk is full. Would you like to automatically delete previous recordings?

In this case, you are asked to accept or reject the deletion of low priority recordings from the disk to continue the recording. You have two choices:

- To keep the low priority recordings, select the **NO** option and press **OK**. The Horizon box will not delete the recordings with low priority and recording of the current current item is stopped.
- To delete low priority recordings, select the **YES** option and press **OK**. The Horizon box will delete recordings with low priority and the current programmed recording will continue.

The following message is displayed if protected (high priority) recordings are on the disk:

#### Your disk is full. You need to delete previous recordings stored in your library.

In this case, you are asked to accept or reject the deletion of high priority recordings from the disk to continue the recording. You have two choices:

- To keep the high priority recordings, select the **NO** option and press **OK**. The Horizon box will not delete the recordings with high priority and recording of the current item is stopped.
- To delete the high priority recordings, select the **YES** option and press **OK**. The Horizon box will delete recordings with high priority and the current programmed recording will continue.



This screen has a 180-second timeout for your decision. If the timeout expires, the default action (**NO** option) will be applied.



### Conflicts during programming or instant recording

When you are programming a recording or you manually start a recording and the disk is full, the system will also display a conflict warning message.

Depending on the disk management settings you have set in TOOLBOX - RECORDINGS AND REMINDERS, the Horizon box will display the following options:

- If the disk space management settings are set NEVER DELETE RECORDINGS, the notification screen is displayed. You must go to the LIBRARY and select recordings to delete to free up disk space.
- If the disk space management settings are set to AUTO DELETE RECORDINGS or WARN ME ABOUT CONFLICTS, the Horizon box checks if there are any lowest priority recordings. If there are, then the disk quota conflict is ignored and the recording is programmed. Low priority recording disk space will be used for the programmed item.
- If there are no low priority recordings, the notification screen is displayed. You must go to the LIBRARY and select recordings to delete to free up disk space.



This screen will disappear after a timeout of 120 seconds. If the timeout expires, the programmed item will be ignored.



## OUR FIXED NETWORK SERVICES

We are happy that you have chosen fixed network. The following pages contain everything you need to know about the various options which this proven service from UPC offers you. We would like to wish you a lot of fun with your first call.

The voicemail box is deactivated by default. If required, you will need to set up the voicemail box first.

## Your voicemail box

### Features of the voicemail box

- Notification of new messages by means of a special dialling tone on your home phone or, alternatively, an SMS can be sent to your mobile phone
- Messages can be retrieved and voicemail box settings changed via the Internet
- A choice of a standard greeting or a personally recorded announcement (max. 1 minute recording time)
- Push-button callback
- Maximum duration per recorded message: max. 5 minutes
- Capacity: 100 messages
- Storage time
  - New (unheard) messages: 30 days
  - Previously heard messages: 5 days
  - Stored messages: 30 days
- Voice-guided user instructions in German, French, Italian or English
- Direct access to your voicemail box when you are away from home: dial 086 followed by your phone number including the area code (e.g. 086 044 123 45 67).

### Setting up the voicemail box for the first time

- 3 Please dial 3 and follow the instructions.

Here you can choose the language, record a personal greeting and change your PIN for external access to the voicemail box. You can switch this on by [forwarding your calls](#).

### Changing your PIN code for external access to the voicemail box

- 3 Dial 3 to access the "Main Menu" of your voicemail box.
- 3 Press the number 3 to go to the "Settings" menu.
- 2 Press the number 2 to go to the "Changing your PIN code" menu.  
Follow the voice-guided instructions to change your PIN code.

- i** Please note that the PIN code for external access to the voicemail box is not valid for [call barring services](#). There is another PIN code for that matter.

### Listening to voicemail messages

When new messages have been recorded for you, the voicemail box can notify you in two ways.

- By SMS on your mobile phone (activation is described below)
- By a double dialling tone when you pick up the receiver

### Listening to voicemail messages via your own line

- 3 Dial 3 to listen to your voicemail messages.
- 3 Once you have listened to them, you can delete voicemail messages by pressing button 3.

### Listening to voicemail messages via any line

#### 0 8 6 your telephone number

Dial 086 followed by your telephone number (for example, 086 044 123 45 67) and press the \* button during the greeting message. Now enter your pin and confirm with the button #.

### Listening to voicemail messages via the Internet

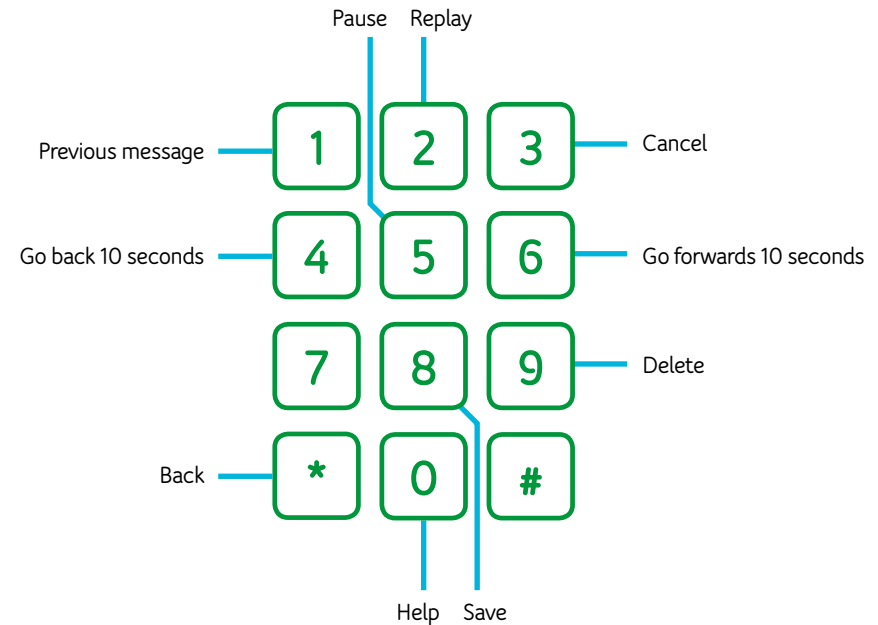
Log on to [upc.ch/myupc](http://upc.ch/myupc) and click on "My Products". With your PIN code, you can access the "Voicemail box" section of "fixed network" and listen to messages there.

### Notification by SMS

Log on to [upc.ch/myupc](http://upc.ch/myupc) and click on "My Products". With your PIN code, you can access the "Voicemail box" section of "fixed network" and specify a mobile phone number that will receive an SMS for every new voicemail message.

### Features of the voicemail box

While listening to a voicemail message, you will have the following options:



## Forwarding calls to the voicemail box

**Forwarding calls to your voicemail box when your phone line is busy****ACTIVATION**

Call the following service number:

\* 555 #

Wait for the confirmation and then end the call.

**DEACTIVATION**

Call the following service number:

# 555 #

Wait for the confirmation and then end the call.

**Forwarding calls to your voicemail box when you are not available (after 25 seconds)****ACTIVATION**

Call the following service number:

\* 888 #

Wait for the confirmation and then end the call.

**DEACTIVATION**

Call the following service number:

# 888 #

Wait for the confirmation and then end the call.

**Forwarding all calls to the voicemail box on a permanent basis (you will receive no further calls on your telephone.)****ACTIVATION**

Call the following service number:

\* 000 #

Wait for the confirmation and then end the call.

**DEACTIVATION**

Call the following service number:

# 000 #

Wait for the confirmation and then end the call.

## Call barring services

This function is used to block outgoing calls. The function is protected by a PIN code. This means that only you can activate or deactivate the function.

- Before you can use this service, you must first change the pre-set PIN code (0000) on your home phone connection. The PIN code must contain four digits and four identical numbers may not be used. This is not the same **PIN code** as for external access to the voicemail box. However, you can define the same PIN for both functions.

Call the following service number:

\* 99 \* 0000 \* new PIN \* repeat new PIN #

Wait for the confirmation and then end the call.

- Please note that only one call barring service can be activated at any one time. In order to switch from one call barring service to another, simply activate the call barring service you wish to use. The previous function will be deactivated automatically.

**Barring all outgoing connections (except for emergency calls 112, 117, 118, and short numbers 143, 144, 145 and 147)****ACTIVATION**

Call the following service number:

\* 33 \* your PIN \* 1 #

Wait for the confirmation and then end the call.

**DEACTIVATION**

Call the following service number:

# 33 \* your PIN #

Wait for the confirmation and then end the call.

### Barring outgoing calls to numbers abroad and calls to satellite phones

#### ACTIVATION

Call the following service number:

\* 33 \* your PIN \* 3 #

Wait for the confirmation and then end the call.

#### DEACTIVATION

Call the following service number:

# 33 \* your PIN #

Wait for the confirmation and then end the call.

### Barring outgoing calls to numbers abroad, to all business numbers and to satellite phones

#### ACTIVATION

Call the following service number:

\* 33 \* your PIN \* 7 #

Wait for the confirmation and then end the call.

#### DEACTIVATION

Call the following service number:

# 33 \* your PIN #

Wait for the confirmation and then end the call.

### Barring outgoing calls to satellite phones

#### ACTIVATION

Call the following service number:

\* 33 \* your PIN \* 4 #

Wait for the confirmation and then end the call.

#### DEACTIVATION

Call the following service number:

# 33 \* your PIN #

Wait for the confirmation and then end the call.

### Barring outgoing calls to satellite phones and business numbers (0906x)

#### ACTIVATION

Call the following service number:

\* 33 \* your PIN \* 8 #

Wait for the confirmation and then end the call.

#### DEACTIVATION

Call the following service number:

# 33 \* your PIN #

Wait for the confirmation and then end the call.

### Barring outgoing calls to business numbers (0906x)

#### ACTIVATION

Call the following service number:

\* 33 \* your PIN \* 5 #

Wait for the confirmation and then end the call.

#### DEACTIVATION

Call the following service number:

# 33 \* your PIN #

Wait for the confirmation and then end the call.

### Call forwarding

#### Permanent call forwarding to a chosen number

This enables you to forward all incoming calls to another telephone number.

#### ACTIVATION

Call the following service number:

\* 21 \* call forwarding number #

Wait for the confirmation and then end the call.

#### DEACTIVATION

Call the following service number:

# 21 #

Wait for the confirmation and then end the call.

### Barring outgoing calls to 0900x, 0901x and 0906x business numbers

#### ACTIVATION

Call the following service number:

\* 33 \* your PIN \* 6 #

Wait for the confirmation and then end the call.

#### DEACTIVATION

Call the following service number:

# 33 \* your PIN #

Wait for the confirmation and then end the call.

### Forwarding calls to a chosen number when you are not available (after 25 seconds)

This enables you to forward all incoming calls to any telephone number in Switzerland.

#### ACTIVATION

Call the following service number:

**\* 61 \* call forwarding number #**

Wait for the confirmation and then end the call.

#### DEACTIVATION

Call the following service number:

**# 61 #**

Wait for the confirmation and then end the call.

### Forwarding calls to a chosen number when your phone line is busy

This enables you to forward all incoming calls to another number in Switzerland when your line is busy.

#### ACTIVATION

Call the following service number:

**\* 67 \* call forwarding number #**

Wait for the confirmation and then end the call.

#### DEACTIVATION

Call the following service number:

**# 67 #**

Wait for the confirmation and then end the call.

**i** Please note that when activating call forwarding “if no answer” or “if engaged”, the relevant forwarding instructions to the voicemail box are deactivated and have to be reprogrammed if engaged. If you wish to transfer calls to a new telephone number, deactivate the old call transfer first. Please also note that call forwarding does not work if the “Call waiting” function is active.

**i** Please note that for safety reasons, all call forwarding to numbers abroad are blocked. To forward calls abroad on a permanent basis, please contact our customer service on 0800 66 88 66.

### Additional functions

#### Do not disturb

If you prefer not to be disturbed, you can turn off your phone with “Do not disturb” without disconnecting the phone from the cable modem. A recorded message will advise the caller that you do not wish to be disturbed.

#### ACTIVATION

Call the following service number:

**\* 26 #**

Wait for the confirmation and then end the call.

#### DEACTIVATION

Call the following service number:

**# 26 #**

Wait for the confirmation and then end the call.

#### Withholding your number – for individual calls

You can withhold your telephone number on a call-by-call basis to prevent it from being displayed on the called subscriber’s phone.

Call the following service number:

**\* 31 \* number to call #**

Wait for the confirmation and then end the call.

#### Permanently withholding your number

To activate this function, please call our customer service on 0800 66 88 66.

**i** Please note that some companies as well as private subscribers will not accept calls if the caller’s number identification is blocked.

## Rejecting calls from withheld numbers

### ACTIVATION

Call the following service number:

\* 77 #

Wait for the confirmation and then end the call.

### DEACTIVATION

Call the following service number:

# 77 #

Wait for the confirmation and then end the call.

## Call waiting

If your line is engaged, a third party can still call you and let you know that they are waiting. You will be informed by means of an audible tone. You now have the option of terminating the present call or placing it on hold temporarily while you accept the waiting call. You can of course ignore the waiting call if you wish.

### ACTIVATION

Call the following service number:

\* 43 #

Wait for the confirmation and then end the call.

### DEACTIVATION

Call the following service number:

# 43 #

Wait for the confirmation and then end the call.

## Toggle

## Rejecting a waiting call

Press **[\*]** or **[R]** wait for the dialling tone and press **[0]**.

**i** Please note that call forwarding if engaged does not work if the "Call waiting" function is active.

## Accept waiting call and terminate existing call

Press **[\*]** or **[R]** wait for the dialling tone and press **[1]**.

**i** You can also end the current connection by hanging up. In this case, a call indicates that you have a call waiting. While you hear the ringing tone, you can accept the waiting call by lifting the receiver.

## Accept waiting call and place existing call on hold

Press **[\*]** or **[R]** wait for the dialling tone and press **[2]**.

Press **[\*]** or **[R]** and **[2]** to switch between the connections / calls.

**i** Please note that as long as the "Call waiting" function is active, forwarding if engaged will not work. When you end one of the two connections (hang up the receiver), a tone indicates that the other connection is still active. While you hear the ringing tone, you can answer the other connection by lifting the receiver.



## Hold

This enables an existing call to be placed on hold in order to query something with another subscriber on the same line or to answer a waiting call (that has already been signalled). The existing call is held in the exchange.

### Hold and accept a new incoming call

Press **[\*]** or **[R]** and wait for the dialling tone.  
Select the number **[2]** for questions (within 20 seconds) and wait for a connection.

Press **[\*]** or **[R]**, then **[2]** to switch between the connections / calls.

### Terminate call on hold

Press **[\*]** or **[R]** wait for the dialling tone and press **[0]**.  
The existing call remains active.

### Terminate current call and accept call on hold

Press **[\*]** or **[R]** wait for the dialling tone and press **[1]**.  
The call on hold becomes active.

**i** If you terminate one of the two calls (by replacing the receiver), the phone will ring to indicate that the other call remains active. You can accept the call by picking up the receiver while the phone is ringing.

## Three-way conference

During a call, you can add another person to the conversation or exclude them again at any time without terminating the existing call.

### Start three-way conference (during a call)

Press **[\*]** or **[R]**, wait for the dial tone and enter the desired number; press **[\*]** or **[R]** again wait for the dialling tone and confirm with **[3]**.

### End - during a call

Replace receiver (both calls are terminated).  
To switch back and forth between participants:  
Press **[\*]** or **[R]**, wait for the dialling tone, enter **[2]**.  
First connection is put on hold, second remains active.

### From the function "Hold"

Press **[R]** or **[3]** and wait.

## Fax

You can also connect a fax machine for data transmission to the cable modem. The fax groups 2/3 (up to 14.4 kbit/s) are supported.

## Short numbers

Number	Service name	Description
1818	Directory enquiries	National and international
112	Emergency services number	
117	Police	Connects you to the nearest emergency control centre.
118	Fire service	
143	Telephone counselling service	
144	Ambulance	
145	Emergency numbers for cases involving poisoning	Offers round-the-clock medical advice in cases involving poisoning.
147	Telephone assistance for children and young people	
140	Breakdown service	
1414	Rega	Emergency helicopter
1415	Air-Glaciers	
1600	Regio-Info	Regional information
161	Talking clock	
162	Weather forecast	
163	Inforoute	TCS road information
164	SporTel	Sports information
175	Trouble-shooting service	
187	Avalanche bulletin	

## Support

Answers to the most frequently asked questions and general tips are available online at [upc.ch/support](http://upc.ch/support). Naturally, you can also contact our technical support team on 0800 66 88 66 during opening hours, Monday to Sunday from 8 am to 10 pm, if you require any further help.



## OUR ADDITIONAL INTERNET SERVICES

Thank you for choosing UPC as your Internet service provider. The following pages contain everything you need to know about the various options provided by the proven Internet service from UPC. We hope you have a lot of fun!

### Installation

To correctly install your modem and the WLAN router, **please use the Quick Install Guide**. The Quick Install Guide shows you how **terminals must be connected**.

### Security

The complete security solution offered by UPC protects your computer effectively against threats from the Internet. The Internet Security Package includes anti-virus protection, spyware protection and a fire-wall and parental control. Please download the software from [upc.ch/security](http://upc.ch/security).

### Webmail

Depending on the type of subscription, you can register up to **five @hispeed.ch e-mail addresses**. The maximum storage space per e-mail address is 5 GB. The maximum size of an e-mail is limited to 100 MB (sending and receiving). You can login to Webmail at [www.hispeed.ch](http://www.hispeed.ch). For this, you need your @hispeed e-mail address and your personal password. You will receive the password (username and password) separately by mail.

### Support

Answers to the most frequently asked questions and general tips are available online at [upc.ch/support](http://upc.ch/support). Naturally, you can also contact our technical support team on 0800 66 88 66 during opening hours, Monday to Sunday from 8 am to 10 pm, if you require any further help.

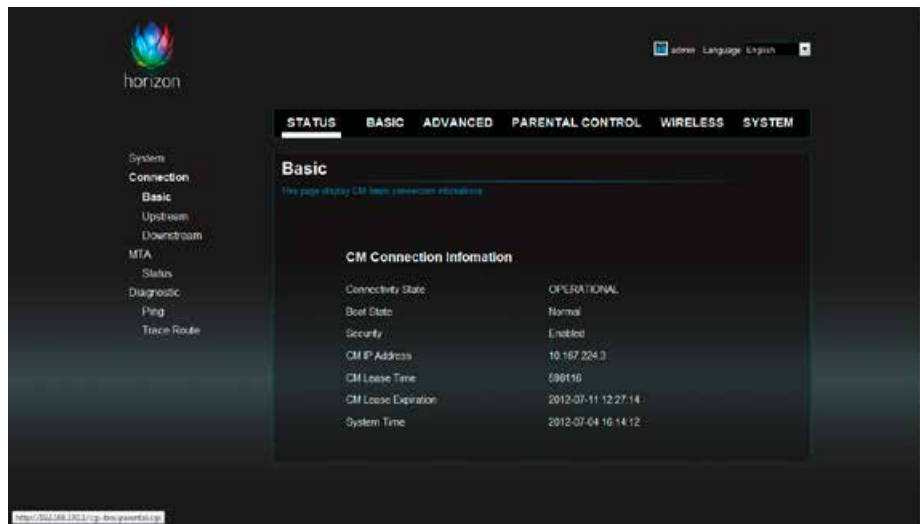


## ACCESSING THE WEB INTERFACE OF YOUR HORIZON ROUTER

The integrated WLAN router in the Horizon box operates independently and can be accessed from a computer. Follow these steps to access the Web Admin interface of the Horizon router:

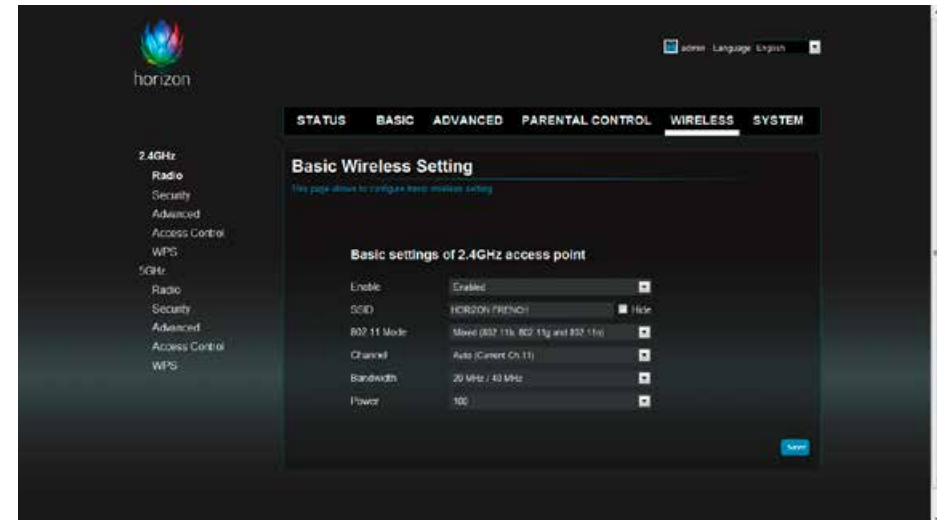
1. Connect your computer to the rear of the Horizon box using an Ethernet cable
2. Open a web browser and type in the following address:  
`http://192.168.192.1`
3. Enter "admin" as both the username and password

The Horizon Web Admin interface is displayed in your web browser.



## Checking WLAN settings

To check the basic settings of the WLAN network select **Wireless > 2.4GHz > Radio**.

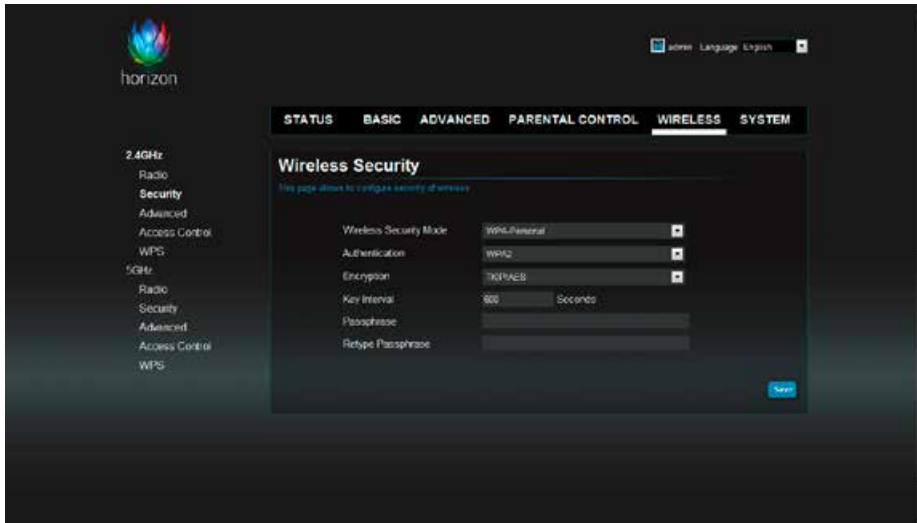


This screen shows the SSID and the channel in use.



Changing the WLAN security settings

To change the WLAN security mode, encryption or password select **WIRELESS > 2.4GHz > Security**.




This screen shows the authentication and encryption protocols used and gives you access to the connection password. This can be changed in the “**Passphrase**” field. Make sure to note the password as this will be required when connecting other devices to the WLAN network of your Horizon box. The default password can be found on the underside of your Horizon box.



Please note that your password must contain at least 8 characters.

TROUBLESHOOTING

Horizon box failure icons

If any of the following icons appear on the Horizon box display during normal operation and the problem please contact UPC customer service (0800 66 88 66).

- 
**TELEPHONE** Failure, no dialling tone but your telephone subscription is active.
 

No dialling tone
- 
**OFFLINE** **HORIZON BOX CONNECTIVITY** There is no connection to UPC services.
- 
**WLAN CONNECTIVITY** Horizon box WLAN connectivity failed.

Error messages

If an error message appears on the screen during either the installation process or normal use, follow the instructions on the screen and write down the **ERROR CODE**. If the problem persists, please call UPC customer service (0800 66 88 66).



## Problems and solutions

### There is no picture on the TV

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- Check the HDMI or SCART cable connections of the Horizon box and TV.
- Check the cable connection between the Horizon box and the wall socket.

### There is no sound on the TV

---

- Check the HDMI or SCART cable connection between the Horizon box and TV. If other audio devices are connected, check their cables also.
- Verify that the volume level is not set to zero.

### There is no power supply to the Horizon box

---

- Check if the power supply cable is correctly plugged into the Horizon box and the mains socket.
- Check that the ON/OFF switch on the rear of the Horizon box is set to the ON position.

### The Horizon remote control no longer works, the Horizon box does not react to its commands

---

If the remote control no longer functions correctly, it is probably time to replace the batteries. If the remote control still doesn't work after having replaced the batteries please call UPC customer service (0800 66 88 66) to have your remote control replaced.

### The volume controls on the Horizon remote control do not work. I can't change the volume for any programmes

---

To increase or decrease the volume for digital television programmes, the remote control must first be set up for use with your television. Otherwise the sound volume can only be adjusted using the TV remote control.

For more information, refer to [pairing the horizon remote control with your tv](#).

### The television picture is pixelated ("blocky" effect)

---

The signal received by the Horizon box is too weak. Check the coax cable between the wall socket and the Horizon box. In order to ensure the quality of the digital signal, you must use the cables supplied (see p. 7) or C12-compatible cables. C12 stands for Coax12; this cable corresponds to the special requirements for damping and radiation. If you have your own distributors or amplifiers, always connect them externally - the Horizon box must be directly connected to the wall socket. If the picture remains pixelated after the cables have been checked, please call customer service on 0800 66 88 66.

### Picture loss (black screen) or displaying of the wrong colours

---

Change the TV colour output to "RGB".

This function is available at TOOLBOX - SETTINGS - AUDIO & VIDEO - VIDEO SETTINGS - TV COLOUR OUTPUT - RGB

### I have forgotten or lost my PIN code

---

The preset PIN code is 0000. If the PIN has been changed and you have forgotten or lost the new code, please call customer care on 0800 66 88 66 to reset the PIN code.



I want to watch a channel but a message is displayed stating that I have not subscribed to this channel

The number of available channels depends on your subscription. Some channels require an additional subscription. If you are interested in an additional subscription, please call customer service on 0800 66 88 66.

I have forgotten or lost my PIN code

The preset PIN code is 0000. If the PIN has been changed and you have forgotten or lost the new code, please call customer service on 0800 66 88 66 to reset the PIN code.

What do I have to watch out for when connecting the Horizon box?

It is important that the Horizon box is connected directly to the wall socket. There should not be any other devices, distributors or amplifiers between the wall socket and Horizon box.  
Make sure you also leave sufficient space around the Horizon box to ensure good ventilation.

Do HD channels always broadcast their programmes in HD quality?

HD stations always broadcast their programmes in High Definition (HD) quality. However, many of the programmes in question have only been produced in Standard Definition (SD). These are then upscaled by the broadcaster to match HD resolution. Upscaled graphical material does not match the quality of material produced in HD.

I do not have an HDMI connector on my television; can I still connect the Horizon Box?

Yes, by connecting a SCART cable (not delivered with the device) to the SCART connector on your television set. For best picture quality, you should always use the HDMI cable where possible.

Can I connect the Horizon Box to the television via both HDMI (for HD) and SCART (for standard definition) at the same time?

This is not generally possible. Very few TV sets offer this possibility. If this is the case, it is possible to manually switch between SCART and HDMI transmission. Generally, it is recommended that you decide on one or the other. The HDMI connector will usually be the best choice.



## TV CODES FOR THE HORIZON REMOTE CONTROL PAIRING

0	Alba	0086	Asuka	0227	Beko	0346	Brother	0433	Chengdu	0535	CWN	0668	Digital Life	0772
888	Alcyon	0093	ATD	0229	Belson	0355	Bruns	0435	Chimei	3563	CWR-Tech	4778	Digitek	0779
A	Alkos	3523	Atec	0230	Belstar	0357	BskyB	0436	Ching Tai	0541	Cybertron	0675	Digitex	0780
A.R. Systems	Allorgan	0105	Atlantic	0233	Bennett	3612	BSR	0437	Chuangjia	4096	Cytronix	0681	Digitor	0781
Accent	Allstar	0108	Atori	0237	BenQ	0359	BTC	0439	Chun Yun	0545	D		Digix	3520
Acer	Amitech	0130	Auchan	0240	Bensten	3559	Bush	0445	Chunfeng	0546	D.Boss	3619	DiK	0787
Acme	Amoi	0132	AudioSonic	0264	Beon	0361	Buxtron	5095	Chung Hsin	0547	Daewoo	0692	Dixi	0807
Acoustech	Amplivision	0138	Audioton	0266	Berthen	0363	C		Chungfeng	0548	Dainichi	0694	DL	0810
Acoustic Solutions	Amstrad	0140	Audiovox	0268	Best	0364	Caihong	0462	Chunsun	0549	Dansai	0699	DMTech	0813
Action	AmTRAN	3785	Audioworld	0269	Bestar	0368	Caishi	0465	Cimline	0552	Dansette	0701	Domeos	0817
Acura	Anam	0146	Ausind	0276	Bestar-Daewoo	0369	Cameron	4032	Cinex	0563	Dantax	0702	Dongda	0820
ADA	Anam National	0147	Autovox	0280	Bestwell	3560	Camper	3911	City	0569	Datron	4201	Donghai	0821
ADC	Anasonic	4602	Aventura	0287	Binatone	0378	Capsonic	0486	Clarivox	0576	Datsura	0703	Drean	0832
Adcom	Andersson	0148	Awa	0296	Black Diamond	0384	Carad	0488	Clatronic	0581	Dawa	0707	DSE	0833
Addison	Anglo	0151	Axxent	0302	Black Star	0386	Carena	0489	Clayton	0582	Daytek	0708	DTS	0837
ADL	Anitech	0154	Axxon	0303	Black Stripe	3613	Carrefour	0492	CMS	0590	Dayton	0709	Dual	0838
Admiral	Ansonic	0156	Ayomi	3525	Blacktron	3526	Carver	0494	CMS Hightec	0591	Daytron	0710	Dual-Tec	3528
Advent	AOC	0165	B		Blackway	0388	Cascade	0496	Coby	0597	De Graaf	0716	Dumont	0840
Adyson	Aolinpike	0168	B&D	3609	Blaupunkt	0390	Casio	0499	Commercial	0615	DEC	0717	Duongjie	4101
AEA	Apex Digital	0170	Baier	0308	Blue Media	3378	Cat	0500	Solutions		Decca	0718	Durabrand	0842
AEG	Apollo	0171	Baihe	0309	Blue Sky	0395	Catha	4094	Concorde	0626	Deitron	0722	Dux	0843
Afron	Arc En Ciel	0178	Baile	0310	Blue Star	0396	Cathay	0501	Condor	0627	Denko	0730	D-Vision	0684
Agashi	Arcam	0179	Baird	0311	Boca	0399	CCE	0504	Conia	0628	Denver	0733	DVX	0847
Agazi	Arcam Delta	3524	Bang & Olufsen	0314	Boman	0402	Celebrity	0509	Conrac	0632	Desmet	0738	DX Antenna	0849
AGB	Arcelik	4791	Baohuashi	0316	Bondstec	0403	Celestial	0511	Conrowa	0634	DGM	3566	Dynatron	0855
Aiko	Ardem	0184	Baosheng	0318	Boots	0405	cello	0514	Contec	0635	Diamant	0746	Dynex	3476
Aim	Arena	3375	Barco	0319	Bork	3615	Centrex	0516	Continental Edison	0637	Diamond	0747	Dyon	4769
Airis	Aristona	0192	BARON	3959	BPL	0413	Centrum	0519	Cosmel	0647	DiBoss	0749	E	
Aiwa	ART	0199	Basic Line	0325	Brandt	0416	Centurion	0520	Crosley	0655	Dick Smith	0750	E: max	0856
Akai	Art Mito	3737	Bastide	0327	Brandt Electronique	0417	Century	0521	Crown	0658	Electronics		Easy Living	0860
Akashi	Arthur Martin	0200	Bauer	0329	Brillian	0422	CGE	0523	CS Electronics	0663	Digatron	0751	Ecco	0864
Akiba	ASA	0202	Baur	0331	Brimax	3797	Changcheng	0526	CTC	0664	Digihome	0758	ECE	0865
Akira	Asberg	0205	Baysonic	0333	Brinkmann	0423	Changfei	0527	C-Tech	0449	Digiline	0759	Edison-Minerva	0871
Akito	Asora	0213	Bazin	0335	Brionvega	0424	Changfeng	0528	CTX	0665	DigiLogic	0760	Elbe	0880
Akura	Astar	0218	Beaumark	0340	Britannia	0425	Changhai	0529	Curtis	0666	DigiMax	3808	Elbe-Sharp	3529
Aaron	Astra	0221	Beijing	0345	Broksonic	0432	Changhong	0530	Curtis Mathes	0667	Digital Device	0770	Elcit	0883



Electa	3530	Excello	0975	Furi	1057	Grandin	1156	Highline	1236	ICE	1324	J	KDS	1494
Electrion	4787	Expert	0976	Furichi	1058	Great Wall	4105	Hikona	1237	ICeS	1325	JCB	Ken Brown	1499
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Elfunk	0899	Feiyue	0993	Gateway	1076	Haier	1175	Hitsu	1257	Indiana	1350	Jinhai	KIC	1512
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Elin	0902	Fenner	0994	Geant Casino	1082	Haiyan	1177	Hoher	4504	Ingersol	1355	Jinta	Kingsley	1520
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Eurofeel	0954	Frontech	1042	Gooding	1141	Hema	1222	Huijiaban	4108	IRT	1397	Kangli	Kotron	1560
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Europa	0957	Fujimaru	3575	GP	1147	Hewlett Packard	1229	Hyper	1309	ITS	1405	Kapsch	KTV	1572
Europhon	0959	Fujitsu	1052	GPM	1149	Hicon	1232	Hypson	1312	ITT	1406	Karcher	Kuaile	1573
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LaSAT	1597	Luxor	1683	Megas	1792	MTlogic	1892	Nikko	2000	Opera	2090	Perfekt	2186	Promax	2275
Lavis	1602	LXI	1686	Megatron	1795	Mudan	1896	Nimbros	4065	Optimus	2095	Petters	2189	Proscan	2279
Layco	4117	<b>M</b>		MEI	1796	Multistandard	1904	Nintaus	2006	Optonica	2099	Philco	2192	Proscopro	2280
Leader	1604	M Electronic	1688	Meile	1797	Multisystem	4121	Noblex	2013	Orava	2101	Philharmonic	2194	Prosonic	2282
Lecson	1606	Madison	1698	Melectronic	3654	Multitec	1906	Nobliks	2014	Orbit	2103	Philips	2195	Protech	2284
Legend	1609	MAG	1701	Melvox	1799	Multitech	1907	Nogamatic	2016	Orion	2111	Phocus	2198	Proton	2288
Lenco	1615	Magnadyne	1702	Memorex	1800	Murphy	1911	Nokia	2017	Orline	2113	Phoenix	2199	Protron	2289
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Lesas	1622	Magnum	1709	Mercury	1804	MyCom	3659	Nordmende	2022	Osaki	2118	Pilot	2207	Pvision	2300
Levis Austria	3648	Mandor	1717	Mermaid	1806	Myryad	1922	Nordvision	3543	Osio	2121	Pioneer	2212	Pye	2302
Lexsor	1626	Manesth	1718	Merritt	3655	<b>N</b>		Normerel	2024	Oso	2122	Pionier	2213	Pymi	2304
Leyco	1627	Manhattan	1719	Metronic	1809	NAD	1926	Nortek	3862	Osume	2123	Plantron	2219	<b>Q</b>	
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Life	3538	Mascom	1738	MicroTEK	1829	NAT	1941	<b>O</b>		Packard Bell	2138	Poppy	2236	Questa	2324
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Local Chennai TV	1652	Matsui	1750	Ministry Of Sound	4247	NEI	1952	Odys	4066	Panache	4069	Precision	2244	Radiola	2330
Local Delhi TV	3411	Matsushita	1751	Minoka	1840	NEO	3947	Okana	4122	Panama	2149	Premier	2248	Radiomarelli	2331
Local India TV	1653	Matsuviamas	1752	Mirai	1849	Nesco	1960	Okano	2065	Panasonic	2153	President	2250	Radionette	2332
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Lodos	1659	Maxdorf	1756	Mitsubishi	1855	NetTV	1967	Olevia	2067	Panda	2155	PrimeView	3513	Radiotone	2334
Loewe	1660	Maxent	1757	Mivar	1857	Network	1968	Omega	2072	Papouw	3664	Princess	3514	Rank	2345
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Recor	2359	Samsung	2448	Sheng Chia	2554	Sonic	2666	Sunwood	2772	Teachimagen	4140	Tennessee	2952	Trio	3056
Rectiligne	2362	Sandra	2454	ShengCai	4217	Soniko	2669	Superla	2782	Tec	2861	Tensai	2954	Tristar	3057
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## SAFETY INSTRUCTIONS

### POWER

- Insert the power plug firmly in the socket.
- Connect your TV after powering off the TV and the set-top box by pulling out the power plugs.
- Do not insert the power plug before connecting the power cable to the product.
- Do not touch the main body, power cable, or power plug with wet hands.
- Do not connect multiple devices to a single outlet simultaneously.
- If the video/sound cable becomes hot after connection, pull out the power plug and contact customer service immediately.
- The socket must be close to the equipment and must be easily accessible.

## INSTALLATION & MAINTENANCE

- Risk of electric shock, DO NOT OPEN
- Install the product in an area with good ventilation.
- Install the product in accordance with the instructions in the user guide.
- Do not install in humid or dusty areas, and avoid installing near heating devices.
- Do not cover the top of the box.
- Do not put anything heavy on top of the product as it can affect the front panel functionality.
- Do not spray water directly on the unit and do not use chemical solvents such as wax, mosquito spray, alcohol or detergent.
- Do not place the product on an unstable support.
- Do not disassemble, repair or alter the product.
- Pull out the power plug during thunderstorms or when not used for a prolonged period of time.
- Pull out the power plug at once and contact customer service if unusual noise, smell, or smoke comes out.
- Wipe the product with a soft and dry cloth when cleaning.

### GENERAL

Please keep this manual for future reference.



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