



## Annex 1 - Area activation codes

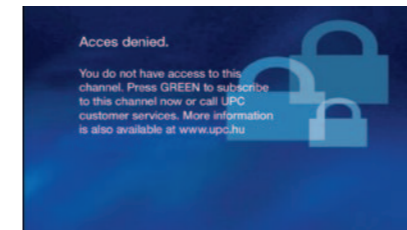
Area	Activation code	Area	Activation code	Area	Activation code	Area	Activation code
Acsa	880	Écség	305	Kótelek	880	Szada	122
Agárd	122	Écser	220	Leányfalu	122	Szárliiget	206
Alsónémedi	220	Eger	330	Lovas	822	Szarvasgede	327
Alsóórs	822	Egerbakta	332	Lőrinci	302	Szarvaskő	880
Alsóvadász	381	Egerbocs	880	Maglód	220	Százhalombatta	122
Andornaktálya	880	Egercsehi	880	Makád	330	Szeghalom	540
Apc	303	Egerszalók	337	Maklár	880	Székesfehérvár	800
Aszaló	384	Egerszólát	336	Mályi	343	Szendehely	880
Aszód	880	Egyházashely	321	Martonvásár	122	Szentendre	122
Balaton	880	Ercsi	122	Mátraszőlős	880	Szentes	880
Balatonalmádi	822	Erdőkertes	122	Mátraverebély	880	Szentgál	540
Balatonfüred	823	Erdőkürt	218	Mende	220	Szentkirályszabadja	825
Balatonfűzfő	818	Erdőtárca	216	Mezőtúr	540	Szentlőrincváta	220
Bánd	540	Farmos	880	Mezőkeresztes	880	Szentmártonkáta	220
Baracska	122	Fegyvernek	880	Mikófalva	880	Szigetbecse	330
Bátonyterenye	307	Fehérvárcsurgó	800	Miskolc	350	Szigetcsép	330
Bátor	880	Felsőórs	813	Mizserfa	314	Szigetszentmárton	330
Bekőlce	880	Felsőpakony	220	Mogyoród	122	Szigetújfalu	330
Bénye	220	Felsőtárkány	333	Mogyoród-Szentjakab parkfalu	880	Szikszo	380
Bér	318	Felsőszolca	356	Moha	800	Szilvásvárad	880
Berhida	816	Fót	880	Monor	220	Szirák	319
Berkenye	880	Galgagyörk	880	Mónosbél	880	Szolnok	500
Besenyszög	880	Galgamácsa	880	Mór	806	Szombathely	970
Bélapátfalva	880	Gárdony	122	Nagykálló	432	Szomolya	880
Bogács	880	Gomba	220	Nagykanizsa	880	Szöd	880
Bogád	762	Göd	880	Nagykátá	276	Szödliget	880
Budaórs	204	Gödöllő	122	Nagykozár	762	Szurdokpuszki	880
Budapest, district I.	101	Gödöllő (ex RubiCom)	880	Nagytálya	880	Szűcs	880
Budapest, district II.	102	Guttamási	800	Nagytarcsa	122	Táborfalva	237
Budapest, district III.	103	Gyál	236	Nagyveleg	806	Tápióbicske	220
Budapest, district IV.	104	Gyomaendrőd	540	Nagyvisnyó	880	Tápiógyörgye	880
Budapest, district V.	105	Gyömrő	223	Nemesvámos	828	Tápióság	220
Budapest, district VI.	106	Gyöngyös	320	Nógrád	880	Tápiószecső	220
Budapest, district VII.	107	Gyöngyössolyos	323	Noszvaj	880	Tápiószéle	880
Budapest, district VIII.	108	Gyulafirátót	843	Novaj	335	Tápiószentmárton	276
Budapest, district IX.	109	Gyúró	122	Nyáregyháza	220	Táplánszentkereszt	975
Budapest, district X.	110	Hajmáskér	819	Nyíregyháza	440	Tápiószőlős	880
Budapest, district XI.	111	Héhalom	324	Nyíregyháza-Oros	456	Tar	880
Budapest, district XII.	112	Heréd	301	Nyíregyháza-Sóstófürdő	443	Tard	880
Budapest, district XIII.	113	Herend	540	Nyíregyháza-Sóstóhegy	448	Tárnok	122
Budapest, district XIV.	114	Hevesaranyos	880	Ócsa	235	Tatabánya	280
Budapest, district XV.	115	Hosszúhetény	769	Ónga	357	Tatárszentgyörgy	237
Budapest, district XVII.	117	Iklad	880	Ostoros	334	Tiszasüly	880
Budapest, district XIX.	122	Inárcs	237	Órbottyán	122	Tóalmás	220
Budapest, district XX.	120	Inota	811	Órbottyán (ex RubiCom)	880	Tordas	122
Budapest, district XXI.	121	Isaszeg	880	Órkény	237	Törökszentmiklós-Surjány	521
Budapest, district XXII.	122	Izszakszentgyörgy	800	Óskü	815	Újhartyán	237
Bugyi	220	Izstímér	800	Palotás	326	Újlak (Vizslás-Újlak)	308
Buják	304	Jászládány	880	Pánd	220	Újlengyel	237
Bükkzsérc	880	Jenő	800	Pécel	219	Újszilvás	880
Bükkzentmárton	880	Jobbágyi	306	Pécs	762	Úrhida	800
Cegléd	880	Kádárta	842	Penc	880	Úri	220
Csécse	311	Kajászó	122	Peremarton	817	Üllő	221
Cserépfalu	880	Kakucs	237	Péteri	220	Úröm	122
Cserépváralja	880	Kálló	217	Pétfürdő	812	Vác	880
Csévharaszt	220	Kápolnásnyék	122	Petőfbánya	322	Vácduka	880
Csomád	880	Katalinpuszta	880	Pilis	272	Vácegres	880
Csongrád	880	Káva	220	Pilisborosjenő	122	Váchartyán	880
Csopak	826	Kazár	313	Pilisszentlászló	122	Vácsisújfalu	880
Csömör	880	Kazincbarcika	370	Pusztavacs	237	Vácrátót	880
Csörög	880	Kerecsend	339	Püspökatvan	880	Vanyarc	268
Csövár	880	Kerepes	122	Püspökszilágy	880	Várpalota	810
Dabas	237	Kincsesbánya	800	Ráckeve	330	Vasad	220
Debrecen	400	Kisbágyon	325	Rád	880	Vecsés	222
Debrecen-Józsa	422	Kiskunlacháza	330	Rákóczi bánya	315	Velence	122
Demjén	338	Kisnémedi	880	Romonya	762	Verseg	880
Dinnyés	122	Kistarcsa	122	Salgótarján	310	Vértesszőlős	283
Diósjenő	880	Kóka	220	Sarkad	540	Veszprém	820
Domony	880	Komló	730	Sárszentmihály	800	Vizslás	316
Dunakeszi	880	Kópháza	949	Somoskőújfalu	312	Zagyvaszántó	309
Dunaújváros	240	Kozárd	317	Sopron	940		
Ebes	421	Kőszárhegy	800	Sülysáp	220		

## What to do if the following problems occur?

### Digital cable TV

#### The notification "Access denied" appears on your screen

- Please check if the selected channel is part of your subscription package. If it is, then please contact our customer service at the phone number 1221!



#### You see the following text on your screen: "Init/UPC"

- Unplug the media box for 30 seconds. After you reconnected it to electricity, the device will restart and the text „Init/UPC“ will reappear on the media box display. Press the "upc" button on the remote control and carry out installation following Point 6 of the installation guidelines.

#### One or more channels are missing (you see a black screen in the place of the selected channel)

- On the upc remote control go to "Menu → Settings → Network search → Manual search" and insert the activation code of your locality (See Annex 1 - Area activation codes)

#### "Loss of signal" sign on the TV screen



- Check if the television (coaxial) cable is properly connected to the media box

#### "Channel search in progress..." sign on the screen

- The device is indicating that installation is in progress. If it lasts longer than 10 seconds, then please call our customer service at 1221.

#### The UPC remote control does not work

- After pressing the „upc“ button on the media box remote control, a red light will flash up on the „upc“ button to indicate that it works. If it doesn't, you may need to replace the batteries. If it still doesn't work after replacing the batteries, please visit one of the UPC Shops.

#### The UPC video on demand service does not work (the device does not react to the "on-demand" button)

- It is likely that the service doesn't work because of the filter on the TV cable used previously. Based on the figure below check the coaxial TV cable connected to the media box and use key "D", provided in the package, to detach the filter that you will no longer need. If you do not have a filter or if it cannot be detached, please call customer service at 1221.



#### In case of problems other than the above:

- Unplug the media box for 30 seconds. After reconnecting it to electricity, the device will restart and you will first see the sign "--:--" on the media box display, then a couple of seconds later the exact time will appear. Press the „upc“ button on the remote control and carry out installation following Point 6 of the installation guidelines.

- Resetting the media box to default settings. Default settings can be reset through "Menu → Settings → Factory settings". By selecting this, the media box will erase everything from memory (timing, recording of series, parental controls, favourite channels, PIN code, etc.. This, however, will not affect recordings on the hard disk.), including those settings that may be wrong. Re-installation will begin, which you can carry out following the instructions in Point 6 of the installation guidelines.

- Perform a network search on your media box. Network search can be reached through "Menu → Settings → Network search → Automatic search". To start network search, insert you PIN code (default: 0000). By selecting this, the media box will erase everything from memory (timing, recording of series, parental controls, favourite channels, PIN code, etc.. This, however, will not affect recordings on the hard disk.)

### Internet

#### The web pages do not appear and the Internet applications (e.g. Skype, Outlook) do not work

- Check if the LEDs on the front panel of your cable modem are on. If they are not, then check all connections (electricity, coaxial cable, UTP cable) and if the main switch on the back of the modem is set to „I“.

- The first 4 LEDs (from the left) on the modem should have a solid light on, which indicates that your device is properly connected to the Internet.

#### Slow, interrupted Internet connection

- If you have WIFI:
  - Restart the WIFI! Unplug, then replug it in a couple of minutes and try the Internet connection.
  - Use encryption. Secure your WIFI with a password. (It is recommended that you use at least WPA encryption.)
- If you do not have WIFI:
  - Go to [www.speedtest.upc.hu](http://www.speedtest.upc.hu) to carry out speed test. Before starting the test, stop all running applications, downloads or update.
  - If the test indicates slowing down or interruptions, run a virus check on your computer, then perform a speed test again.

### Telephone

#### There is no signal, you cannot start or receive calls.

- Unplug the cable modem for 30 seconds, replug it, then check the following:
- If the cables are connected properly (electricity, coaxial cable, telephone cable) and verify that the main switch on the back of the modem is set to „I“. The first 4 LEDs (from the left) on the modem should have a solid light, which indicates that your device is properly connected to the Internet.
  - If the telephone cable is connected to the TEL-1/LINE1 socket on the back of the cable modem.
  - If your telephone is set to TONE mode (which you can set on your phone set).
  - If you cannot start or receive calls
    - Please check if your telephone is set to TONE mode.
  - You can start calls but you cannot be reached
    - Please call our customer service at 1221.

For further information or in case of any problems, our customer service is at your disposal at 1221.