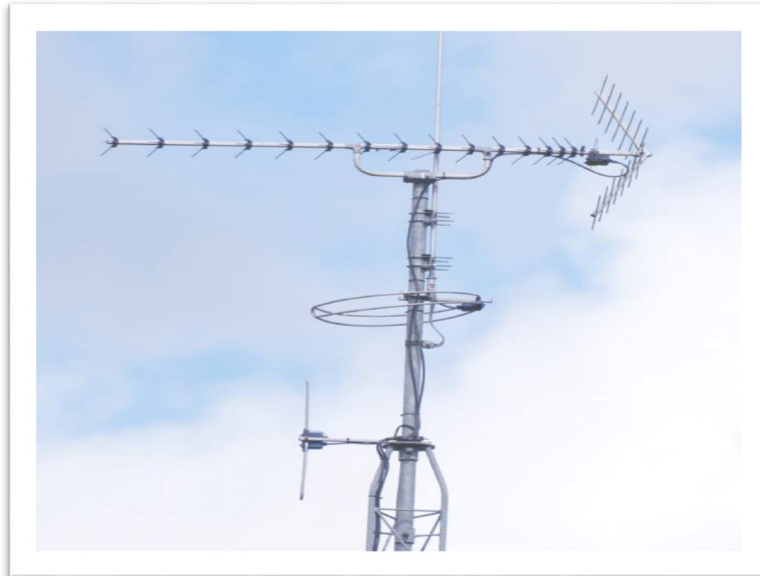




Bournville
Stewardship Services



Integrated Reception System

A Residents Guide



Introduction

Lightmoor Village has been designed and built to the highest quality specification. Bournville Stewardship Services work together with partners to maintain these standards.

Part of this commitment includes providing excellent quality TV and radio reception without the need for TV and radio aerials and satellite dishes attached to houses, that detract from the appearance of the development.

The Joint Venture (JV) have developed an Integrated Reception System for Lightmoor Village. Using this communal system, residents will be able to receive signals for TV, radio, Freeview, Freesat and Sky.

All TV, radio and satellite signals are received at a single mast and transmitted around Lightmoor Village via a network of optic fibres and cables to bring all the signals to each property.

This system guarantees excellent reception wherever you are in Lightmoor Village.

There is no need to worry about aerials or satellite dishes. To protect the appearance of the development, these are prohibited.

How it Works

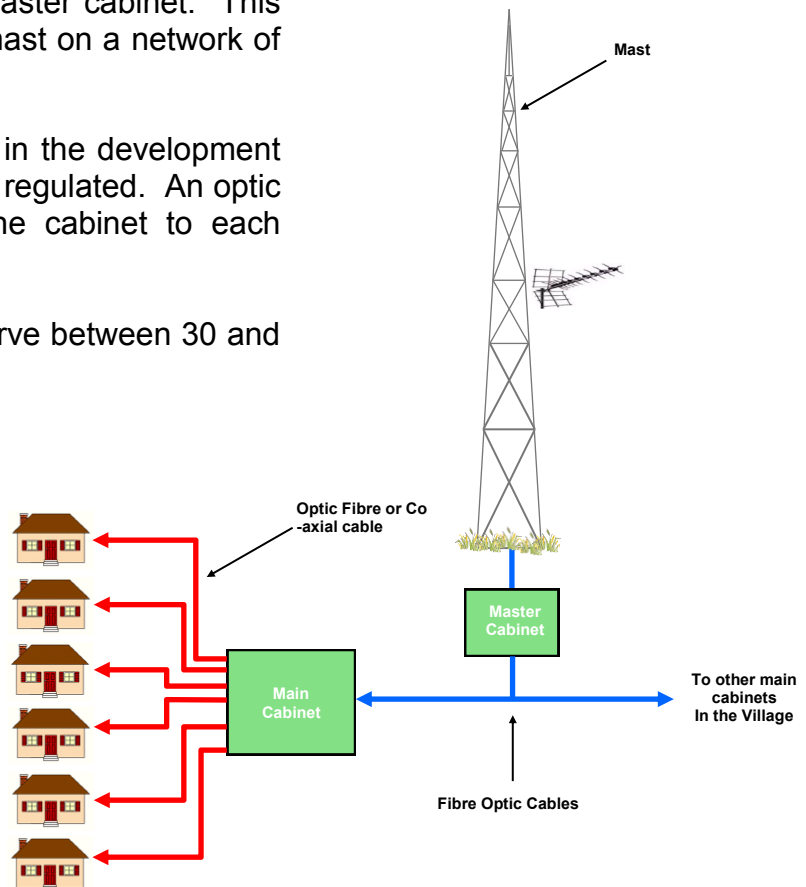
The single receiving mast is sited in to the north of Lightmoor Village adjacent to Round House Park. The mast has ordinary TV and radio aerials and a satellite dish.

The mast is equipped only to receive signals – it does not transmit signals. There are none of the perceived health risks that are sometimes associated with transmitter masts such as mobile phone masts.

At the base of the mast there is a master cabinet. This allows signals to be taken from the mast on a network of optic fibres.

One fibre runs to each main cabinet in the development areas. The signals are then split and regulated. An optic fibre or co-axial cable runs from the cabinet to each dwelling.

Typically, each cabinet might then serve between 30 and 50 dwellings.



The optic fibre or co-axial cable runs into your dwelling at a fixed point, often visible by external ducting. If this is in your garden, please work carefully in the area of the cables.

The system is installed by a specialist contractor working with the JV.

Bournville Stewardship Services maintains the system.

Analogue and Freeview TV

The Wrekin Transmitter that serves the development has completed the Digital Switchover, so no longer transmits an analogue signal.

To receive all the terrestrial channels (BBC1, BBC2, ITV, C4 and C5) you will need a digital set top box or a compatible TV with a built in digital tuner. This will also allow you to receive all the 'Freeview' channels.

You may need to re-tune your equipment when you move in.

Sky TV & other Satellite Services

The IRS supplies Sky, Sky+, Sky HD and Freesat signals to your property. Please note that you may need to subscribe to view these services.

The system can be set up to send the signal to the other TV points allow viewing of Sky services in other parts of the property.

PLEASE NOTE – IRS at Lightmoor Village is not compatible with the 'Multiroom' service offered by Sky.

When dealing with Sky, please let your supplier know that you are connected to a Sky+ compatible IRS.

If you need any general advice about a Sky package, then the number to ring is 08702 404040.



Radio

The IRS provides FM and DAB (digital) radio signals. Your radio reception may be greatly improved by connection to the IRS. Many Hi-Fi systems and quality portable radios and other systems have a connection for external antennae.

Please note that both Freeview and Sky carry the major radio stations, which means that you can also listen to radio on your TV (via your receiver) or connect to a suitable audio device.

Using the Integrated Reception System

When you move into Lightmoor Village, the outlets for TV and radio within your home will already be active.

There may be a box within each house where the signals enter the property, which is usually, but not always located in a storage cupboard on the ground floor. This has a power supply and will boost the signal within the property.

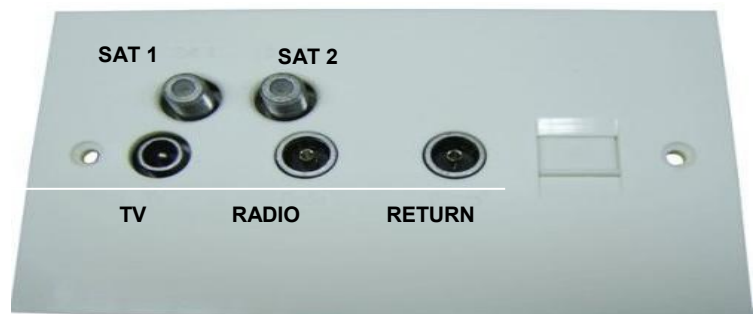
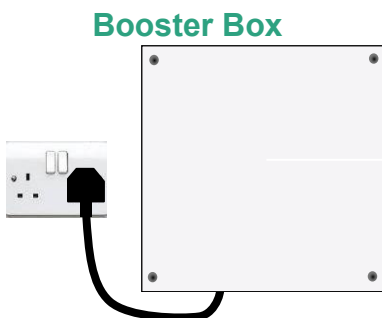
If you have a booster box, please do not make any changes to the box or the power supply. Please leave the power switched on.

Within each dwelling there is a master outlet panel, and possibly a number of additional points. The master panel will be in the main living room.

The main outlet has a number of connections. The additional points have only one or possibly two TV co-axial connection sockets – they look like ordinary TV sockets.

The wiring is in the structure of the dwellings – under the floors or in small conduits in the walls. You do not need to do anything to the outlet points and should not touch the wiring in the dwelling. Please take care when working in the area of the outlet points.

Master Outlet Panel



Distributing Signal within your home

To use the additional sockets in the property the signal must be fed into the return socket on the master plate.

There are two ways to achieve this. You can loop the signal from the SAT2 input to the return using the cable supplied by the developer.

You can also loop the signal from the TV input to the return using a standard cable. If you have Sky or Freesat, you should have a co-aerial out socket on the Sky or Freesat box. Using a standard cable from the box to the outlet socket, the signal from the box can be sent to the additional sockets.



Additional Sockets

Additional sockets can be fitted but have to be compatible with the IRS. If you want to have more outlet sockets then please contact Bournville Stewardship Services for advice first.

If your proposals need changes outside the house – for example, external wiring, then you will need permission from Bournville Stewardship Services. You will not be granted permission for externally mounted TV aerials or satellite dishes.

Please note that if faults are found with the IRS in your home that were caused by changes in the system they will not be covered under the IRS maintenance provided by Bournville Stewardship Services.

Additional Point



Fault Finding - General

The advice in the following sections is separated into general advice, and then notes relating to first terrestrial TV and then to subscription services. Finally there is a section on who to call and advice about what might happen then

Trouble Shooting

This section provides guidance on how to avoid problems with the IRS and what to do if you experience any problems setting up the system to your satisfaction.

- Follow the guidance given in the previous pages and use the right connections at the outlet points.
- Make sure that equipment is plugged in and power indicators are on.
- Ensure that all connection leads are securely plugged in and in the correct sockets.
- Make sure that all other equipment (set top boxes, video recorders and so on) are connected and working properly.
- If you have a new TV, please tune it to the appropriate channels. The equipment guidance or manuals will advise on this.

If you are using the IRS then you will not need a set top aerial or aerial booster system. Please do not connect any such ancillary equipment, as it will affect the IRS signal.

Please use good quality leads and try to keep leads as short as possible. If you wish to use a long lead, so as to position the TV some distance from the socket, then buy the best quality that you can. A long lead of poor quality will also act as a type of short aerial and may cause interference.

If you are still having problems, then please refer to the sections later in this guide and if the system does not operate satisfactorily, please call the help lines found on page 7.

Terrestrial TV

If you have no terrestrial TV picture:

1. Check that the power is on at the property and the TV is turned on.
2. Check that the IRS booster box is plugged in and has power (if fitted).
3. Check that the remote control is working, has enough battery power and that the TV/AV button is switched to TV
4. If needed test the socket by plugging in another electrical appliance.
5. Check that all aerial leads are connected in this outlet plate(the wall plate) and into the TV or other equipment.
6. Check that all leads are connected to the wall plate, Sky and Freeview boxes, and any digital recorders and DVDs.
7. If in doubt, please plug the aerial lead directly into the TV socket (on the wall plate) and try again.

Satellite TV

If you have no satellite TV picture:

1. Check that the power is on at the property and the TV is turned on.
2. Check that the IRS booster box is plugged in and has power (if fitted).
3. Check that the satellite box is plugged in and turned on (that the green LED on the front of the box is on).
4. Check that the satellite box is connected to the socket marked "SAT" or "Satellite" (on the wall plate).
5. Check that the lead from the "RF1 out" on the satellite box is connected to the aerial input socket on the TV.
6. Check that the correct programme number is tuned to the TV - for example, button 6.
7. If a SCART socket is in use then check that AV is selected on your TV and that the SCART lead is connected both to the TV and to the satellite box.
8. Check if any messages are on the screen. There may be a message saying for example "no satellite signals being received". If a message is displayed then please refer to the equipment handbook or guidance notes.

If you are experiencing problems with signal interference, please be aware that some digital cordless (DECT) telephones can affect the signal. Turn off the telephone to see if this clears the problem. If it does then the telephone should be repositioned to avoid interference.

If you are still experiencing problems with the signal and the problem is not with Sky (i.e. Sky confirm that their signal is working acceptably) please telephone the help lines found on page 7.



When contacting Bournville Stewardship Services

When you call for assistance because the IRS system is not working properly, the person who you speak with will ask you questions relating to the problem you are experiencing.

These are important to help us to understand the nature of the problem to remedy any fault as soon as possible.

Please give your name and address, and a contact telephone number. For new developments it may help if you give the name of the developer or the site marketing name, and the plot number. This may be more immediately recognised by the contractor who installed the system than a postal address.

If at all possible, it is useful to know if the reception fault is only for your property or if it affects neighbouring or other properties as well. If several properties are affected the fault or problem may be in the external wiring, in the cabinet serving your local area or at the mast and the master cabinet next to the mast.

It is easier to diagnose a fault or operational issue if we can identify if it relates to a single customer, to a group of properties, or the whole system.

Please call :

During Office Hours
Monday to Friday
8.30 am to 4:30 pm
(Excluding Bank Holidays and Public Holidays)

01952 898524

or

Outside Office Hours

Bournville Village Trust on this number:-

0300 333 6540

This is the number for central control at Bournville Village Trust. The operator will ask you for details of the problem and for your contact details (name, address and telephone number). If they cannot resolve the problem then they will refer the matter to a contractor.

Call out response times

In respect of good Estate Management of the IRS, certain provisions for call outs and for responses to rectify faults have been provided.

Your IRS problem will fall into one of the below priorities. These priorities are described below together with the appropriate response times.

First priority

Total Breakdown with total loss of signal.

Expected response time

Before 16.00pm, 4 hour response. After 16.00pm response before 10.00am the following working day.

Second priority

Partial loss of signal or interference issues.

Expected response time

Within 3 working days from time reported.

Please note that the response times quoted are the expected time between the fault being reported and an engineer contacting you to discuss the issue and to visit the property if required. It may not always be possible to rectify the fault on the first visit, but we will always aim to rectify the fault as quickly and efficiently as possible.

Important notes

Bournville Stewardship Services hold a limited stock of set top aerials so may be able to offer some temporary arrangements for viewing the main terrestrial channels in some circumstances.

Bournville Stewardship Services will use all reasonable endeavours to maintain the system at all times, but cannot accept liability for system failure or compensation for lost viewing whilst the system is not working for any reason.

The pictures and diagrams provided in this guide book are for illustration purposes only and may differ from those provided in your home.

