



Welcome to your Fibre Integrated
Reception System (FIRS)

www.ofnl.co.uk

Your new home is connected to entertainment services, including terrestrial TV, Freeview, and Sky Q. This is delivered through a communal satellite dish and aerials which are mounted in a central location on your development. This is known as a Fibre Integrated Reception System (FIRS).

Open Fibre Networks – Equipment in your home

You will already have a Gateway Terminal Unit (GTU) installed in your home. This enables you to receive Sky or terrestrial Freeview services. You do not need your own Sky dish or aerial to receive TV. Your GTU and FIRS are supplied and managed by OFNL.

TV Services - Connecting to your GTU



Freeview

Connect a Freeview enabled TV or Freeview set-top box to the TV aerial output.



Freesat

Connect a Freesat enabled TV or Freesat set-top box to the satellite output 1 and 2.



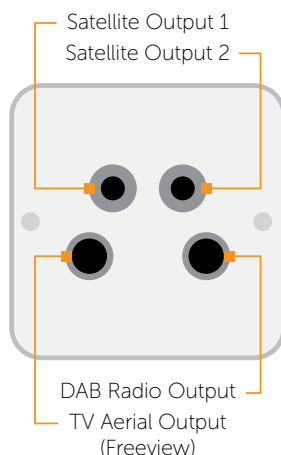
Sky Q, Sky+, HD, 3D

Connect a Sky Q or Sky HD box to the satellite output 1 and 2.



DAB Radio

Connect a DAB radio to the DAB radio output.



Your media plate may differ from the above.

Watching Freeview

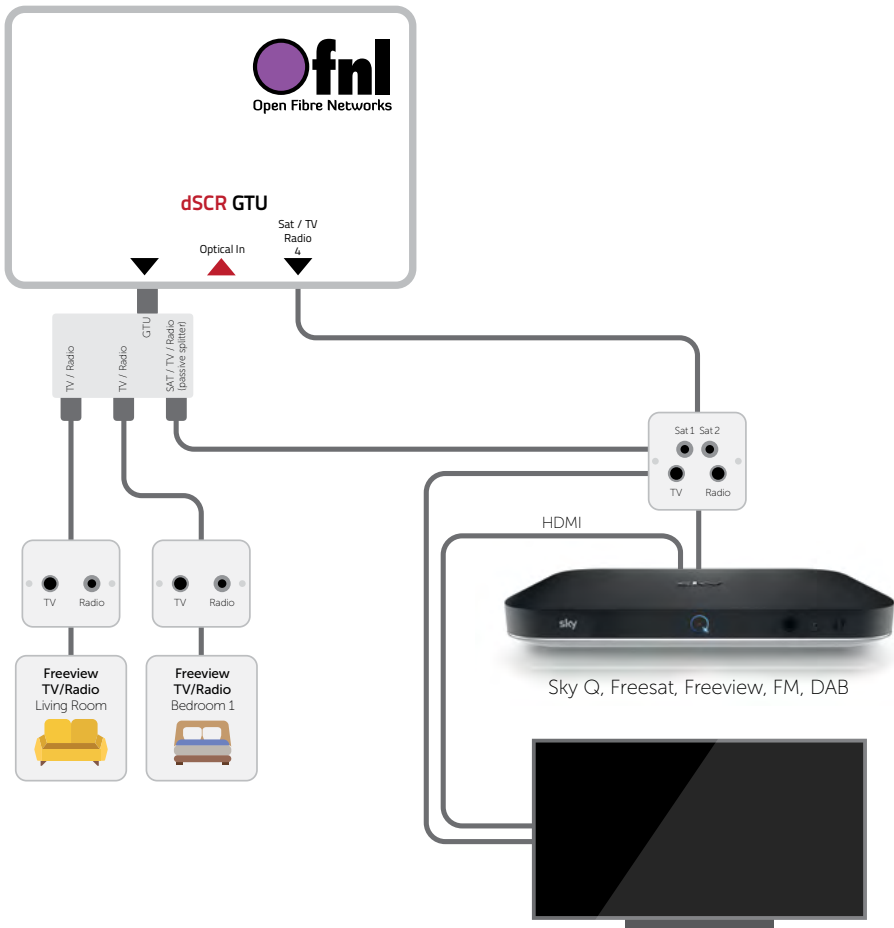
You can connect a Freeview enabled TV or Freeview set-top box to the TV aerial output on your media plate.

Watching Sky Q / Freesat

You can connect a Sky Q / Freesat set-top box to the TV satellite output on your media plate.

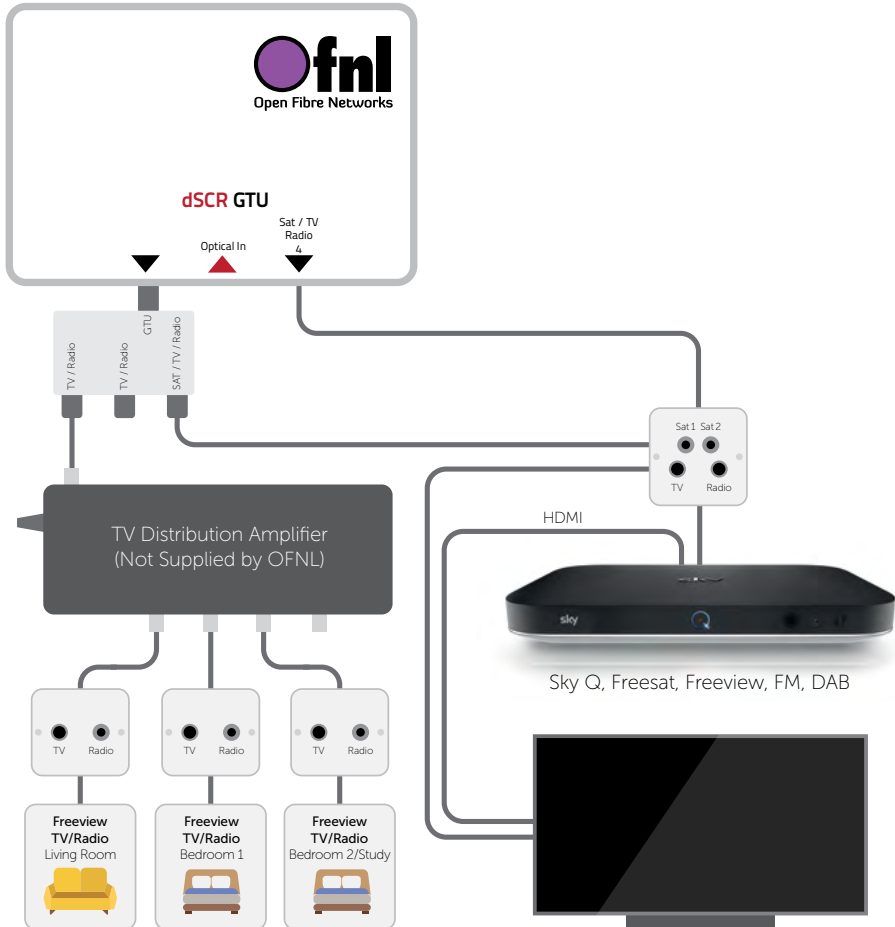
Watching Digital TV on up to three TVs

To watch Digital TV on up to three TVs the diagram below shows the configuration.



Watching Digital TV on more than three TVs

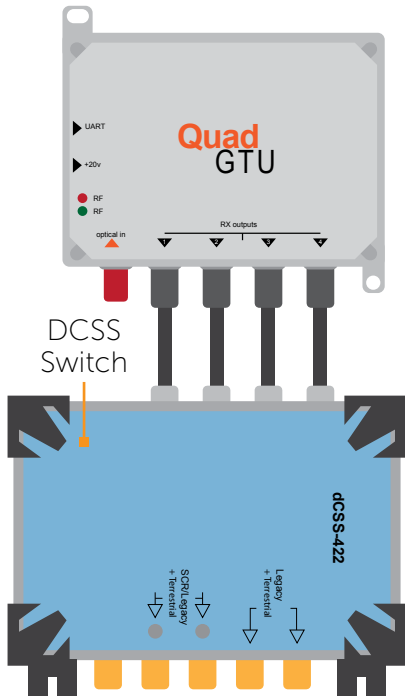
To watch Digital TV on more than three TVs, you may require a distribution amplifier. OFNL does not supply these. Please contact your local aerial/TV supplier to purchase one. Plug the distribution amplifier into the spare port of the GTU. Use additional cables and plug these into the faceplate in each room.



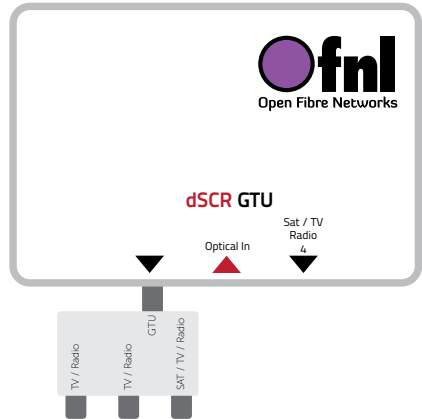
Sky engineer visit

To set up Sky TV services in your new home, a Sky engineer will need to visit to install a Sky set-top box. Please remind them you are on a communal site with FIRS. The Sky engineer will not require access to the communal satellite dish.

If you have a Quad GTU, the engineer will need to supply and connect a DCSS switch to it to allow you to receive Sky Q services.



If you have a dSCR GTU, you will not need a DCSS switch to receive Sky Q services. The engineer will connect your GTU directly to your Sky Q set-top box, via your in home cabling.



Before the Sky engineer leaves the property, they will check you have a strong TV signal to the Sky Q box to ensure the best picture quality. If the Sky engineer experiences TV signal issues, ask them to reset the GTU by powering it down for two minutes, as this can help to fix signal problems.

Troubleshooting your GTU

If you experience issues with your TV signal, please try the following before calling OFNL:

- Power down the Sky box/Freeview box and check the cables are going into the correct ports and are securely connected.
- Power down the GTU for five minutes.
- Ensure that the coax cables connecting the GTU to your home's wiring are correct and securely fastened.
- After two minutes, power up the GTU, set-top box and TV. A green or amber light on the GTU will illuminate when the power is fully restored.
- If you are missing Freeview channels, ensure you have run the autotune feature on your TV/set-top box.

Once troubleshooting has been completed, if you are still experiencing any issues, please contact OFNL on www.ofnl.co.uk/get-in-touch or telephone 02921 678 550.



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