

# GUIDE TO GETTING STARTED



**Digicel+**

Better Connected

# ACCOUNT INFORMATION

HERE ARE YOUR ACCOUNT DETAILS FOR EASE OF REFERENCE.

**Customer Account Number** Payment should be made to this 12 digit number

**Account ID / User Name** Required to activate Multi-Screen

**Account Password**

**TV PIN** Required for On Demand purchases and setting your Parental Control

**WI-FI PASSWORD**

**FIBRE PHONE NUMBER**

Visit our website at  
[www.digicelgroup.com/vg](http://www.digicelgroup.com/vg)  
for details on all our promotions, products and services.

## HERE'S HOW YOU CAN REACH US:



Visit our website.  
Select help, then live chat.



[digicelfibre@digicelgroup.com](mailto:digicelfibre@digicelgroup.com)



Come and visit us!  
See a list of our locations  
on our website.



Call us:  
**1-284-300-1000** or  
**#100** from your Digicel mobile.

# Thank You For Choosing Digicel+

This is your guide to using your new **Digicel+** service, giving you the essentials as well as handy tips on all our great features.

# THE FASTEST FIBRE NETWORK FOR YOUR LIFE

We use the latest, most reliable fibre technology to power your home and keep all devices better connected.

## WHAT DOES THAT MEAN FOR YOU?

### **The Fastest Broadband Speeds in the BVI**

We carry more data faster so everyone in your home can upload, download, stream, surf, game and do more of what they love.

### **Better WiFi Coverage. Seamless Connections**

Our new Smart WiFi solution is designed to work with our fibre network so you can worry less about drop-offs in your WiFi connection, low WiFi signal or managing multiple WiFi networks.

### **Ultra-sharp Picture and Sound Just for You!**

Experience the sharpest and most consistent digital quality on standard or high definition channels with HD channels at no extra cost.

### **All your Favourite Shows, Movies and More**

We offer the best global and local content, and access to all the exclusive content in the region so you can always find more of what you love.

### **TV Entertainment your Way**

Our interactive guide is designed to give you the power to control your TV viewing experience. Move beyond regular cable and watch what you love on your schedule.



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**GETTING  
STARTED ▶**

# FIBRE TV

Simply More Ways to Enjoy The Entertainment You Love



## HOME

Discover what's on, coming soon, trending now or get recommendations on what to watch.

## MAIN MENU

Easily find the TV Guide, On Demand, Recording, Search, Support, Settings and My Account.

## TV GUIDE

See what's on now or coming soon. You can also find what you want by filtering the guide by genre or favourite channels.

## ON DEMAND

Watch popular TV series and movies for free or rent new releases.

## WATCHLIST

Add live TV or On Demand content to watch at a later time.

## RECORDINGS

See a list of your current and scheduled recordings.

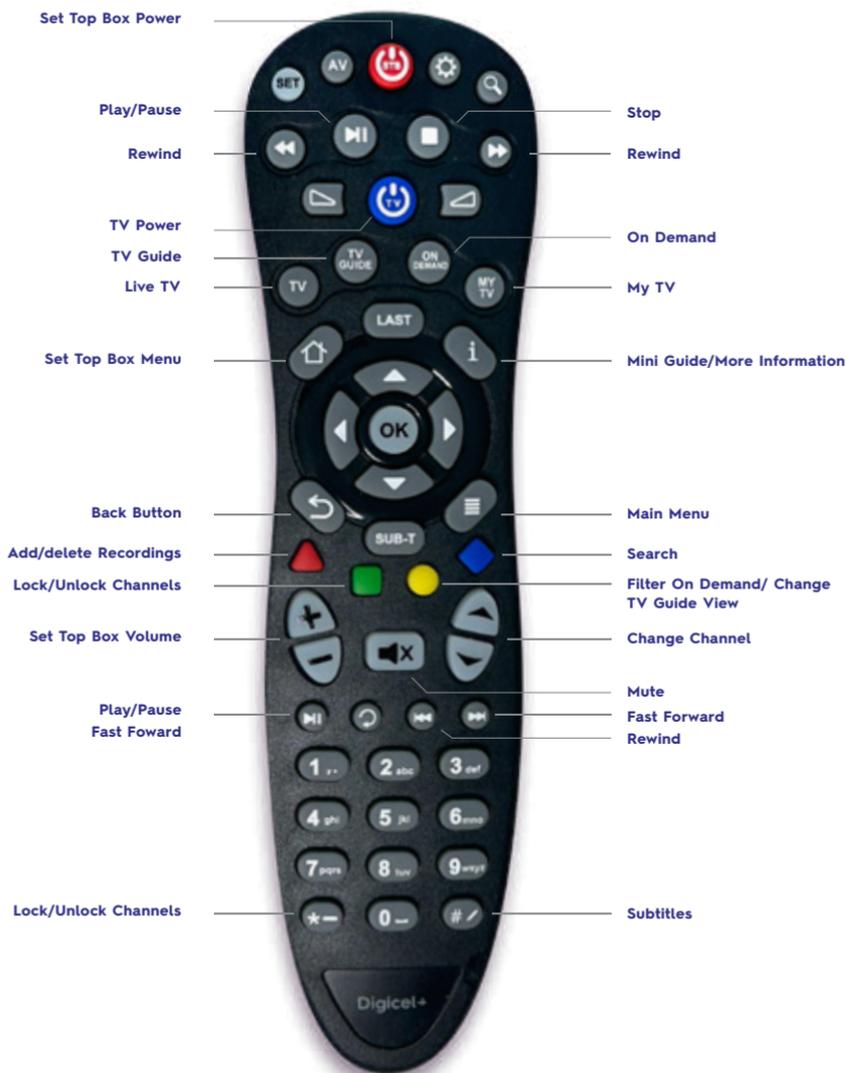
## SUPPORT

Learn more about your Digicel+ TV service with our in-depth tutorial videos and FAQs.

## SEARCH

Search Live TV or On Demand by actor, director or programme title.

# REMOTE CONTROL



## HOW TO PAIR THE REMOTE TO YOUR TV

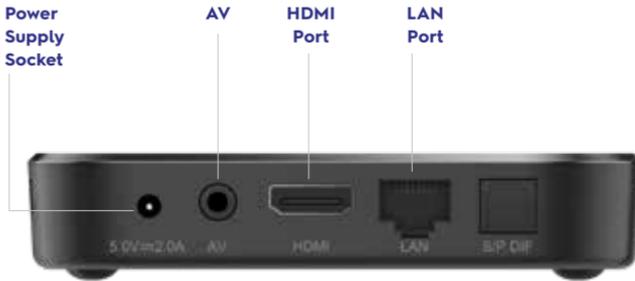
### Step 1.

With the TV on press the SET Button until the PINK LED remains solid.

### Step 2.

Point the remote at the TV and hold down the Blue TV power button until the TV turns off.

# TV SETUP



## LOGIN TO YOUR SET TOP BOX (STB)

We'll connect your set top box (STB) to your TV during installation. Just in case, you can find your Account ID and password on the inside cover of this guide. If you cannot locate it, please contact Customer Care.

# CONNECT THE SET TOP BOX TO YOUR TV



- 1 Ensure the fibre modem, set top box (STB) and TV are plugged into an electrical outlet.
- 2 Connect the equipment using the HDMI and LAN cables as shown in the diagram above.
- 3 Turn on your TV and STB. You should see the image below.
- 4 Enter your Account Number, Password and select your country to Sign In.



# QUICK TIPS

## CHANGE THE CHANNEL

Press the **CH -** or **CH +** buttons on your remote control. If you already know the channel number, enter the numbers using the remote to go directly to that channel.

## ACCESS THE MAIN MENU

Press the Main Menu button  on your Digicel+ remote. From there you can find TV Guide, On Demand, Settings, Recordings and more.



## GO TO LIVE TV

Press the TV button on your Digicel+ remote to go to live TV programming from any screen.

## CONTROL THE VOLUME

Press the **VOL +** or **VOL -** button on the remote. If this does not work, try using the original remote control that came with your TV or press the volume button on your television.

## SET YOUR CHANNEL FAVOURITES

To add or delete channels from your favourites, highlight the channel on the TV guide then press the \* button on your remote.

## SEARCH FOR A PROGRAMME

Go to the Top Left Menu, use the right arrow button to highlight the **Search** icon  and then press **OK**. You can then choose to search by **TV Guide** or **On Demand**.

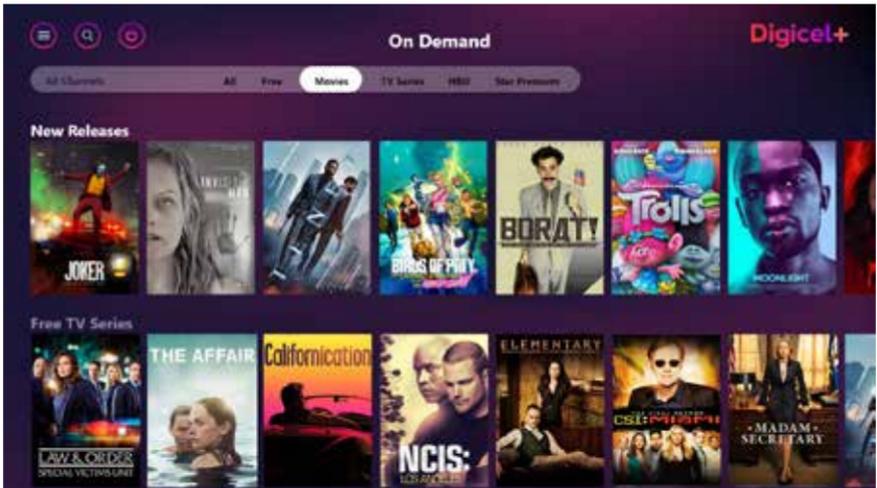
## GET PROGRAMME INFO

Press the "i" button on your remote while watching live TV or once the programme is highlighted on the **TV Guide**.

## HOW TO CHANGE THE TV GUIDE VIEW

Press **TV Guide** on your remote while watching live TV, then press the **Yellow** button to switch between mini, half and full screen views.

# ON DEMAND



## WATCH HIT MOVIES AND POPULAR TV SERIES FOR FREE OR RENT THE LATEST MOVIE RELEASES.

### Access the Free On Demand Library

As a Digicel+ TV customer, you have access to hundreds of movies and TV series at no additional charge.

To access our Free library, simply follow the below steps:

- 1 Press the **On Demand** button on your remote
- 2 Select Free from the top navigation bar
- 3 Find the Title you want to watch and press **OK**

### Rent New Releases On Demand

If the title selected has a rental charge, you will see the price next to the Rental button. You will need to enter your TV Pin to confirm your purchase.

Your rental will be available to watch immediately if you are within your assigned credit limit. Any charges for your On Demand rental will appear on your next bill.

**NOTE:** Your default TV PIN is 0000 unless otherwise changed.

## MULTI-SCREEN

Turn any room in your home into a TV room and watch your favourite programmes anytime! With Digicel+, enjoy live TV plus all the features of your TV service on up to five tablets or smartphones.



### HERE'S A FULL LIST OF WHAT YOU CAN DO:

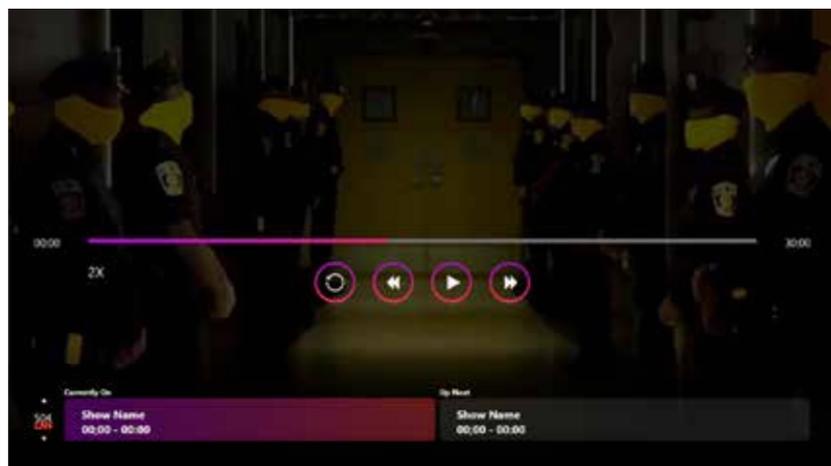
- Watch channels included in your Digicel+ plan
- Pause & rewind live TV
- Browse the TV guide
- Schedule recordings
- Set reminders
- Manage parental control
- Browse & watch On Demand

To get started, you must be a **Digicel+** home bundle subscriber; then follow the steps below:

- 1 Download the Digicel+ Multiscreen app
- 2 Connect to your in-home Digicel Wi-Fi and open the app.
- 3 Select your country from the list provided.
- 4 Enter your Account ID and Password to log in.

Available for:  

## PAUSE & REWIND LIVE TV

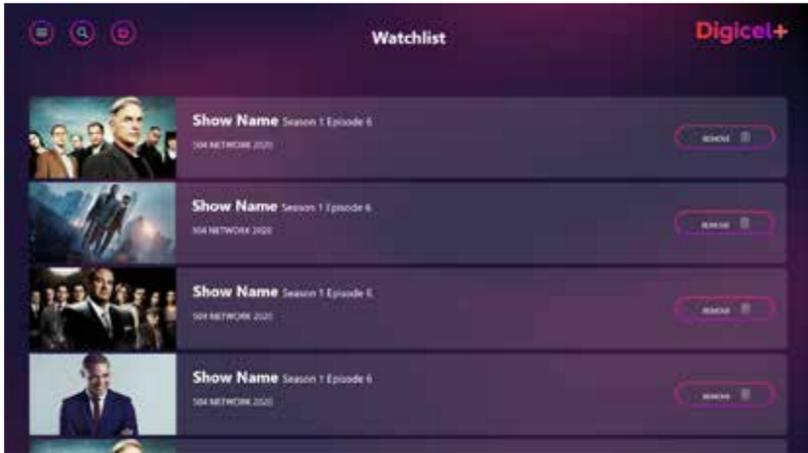


### Don't Miss a Moment Due to Unexpected Interruptions.

Pause, watch and rewind up to two hours of any live TV programming, or fast forward within the same two-hour live programme window. Press **Stop** to go back to the present live TV programming schedule.

## WATCHLIST

Add live or On Demand content to your Watchlist to enjoy at a later time.



## ADD CONTENT TO YOUR WATCHLIST

Find the content you would like to add and press OK. If the content selected can be added, a Watchlist button will be included on the info screen for that title. Simply highlight the button and press OK to add.



## BROWSE YOUR WATCHLIST

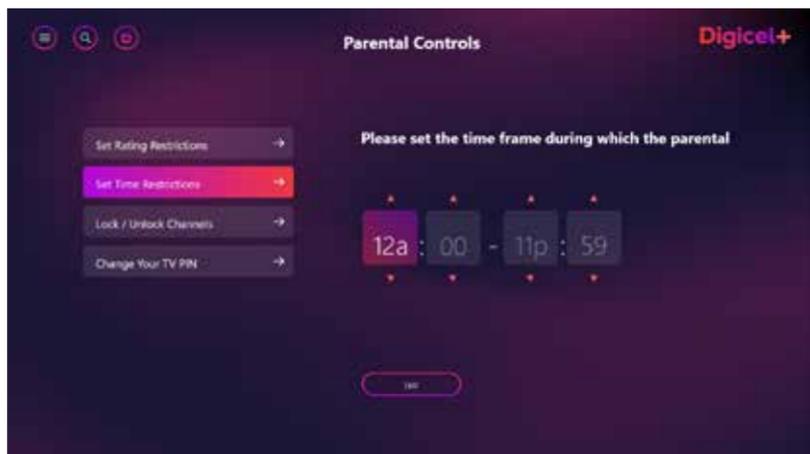
Press the Main Menu button on your remote, scroll to Watchlist then press OK. You can then use the arrow buttons on your remote to browse. To watch simply highlight the content and then press OK.

## REMOVE CONTENT FROM YOUR WATCHLIST

Press the Main Menu button on your Digicel+ remote, scroll to Watchlist and then press OK. Once on the Watchlist menu, use the arrow buttons to find the content you would like to remove, highlight the Remove button and press OK.

## PARENTAL CONTROL

With parental control, you can restrict the content being viewed in your home based on the programme rating, time or channel. Your **TV PIN** will be required to make changes to these settings or view content previously locked.



## CHANGE PARENTAL CONTROL SETTINGS

- 1 Select **Settings**.
- 2 Select **Parental Control**.
- 3 Enter your **TV PIN**.
- 4 Adjust parental control level to desired setting.

**NOTE:** Your default TV PIN is 000 unless previously changed.

## LOCK/UNLOCK A CHANNEL

- 1 Press **TV Guide** on your Digicel+ remote.
- 2 Highlight the channel you would like to lock/unlock on the TV Guide.
- 3 Press the **Green** button on your remote.
- 4 Enter your **TV PIN** to Lock/Unlock the channel.

## CHANGE YOUR TV PIN

Your **TV PIN** is needed to manage your parental control settings and make On Demand purchases. The default PIN is 0000 unless you have previously made a change.

- 1 Go to the **Main Menu**
- 2 Select **Settings**
- 3 Select **Parental Control**.
- 4 Enter your **TV PIN**.
- 5 Select **change TV PIN**.
- 6 Enter your new **TV PIN**.
- 7 Re-enter your new **TV PIN**.

**NOTE:** If you have forgotten your PIN, dial 145 from your Digicel mobile, 1-888-935-5050 from any landline or go to [www.digicelplayjamaica.com](http://www.digicelplayjamaica.com), select the Help tab, then Live Chat.

## VIDEO RECORDER

Record and save all your favourite shows with the push of a button to watch when you want! You will need to have purchased storage space in order to use the recording feature. Please contact us for more details.

## VIEW YOUR RECORDINGS

Go to **Main Menu** then choose **Recordings**. You can view a list of recorded shows, your upcoming recordings and manage your storage space.



## RECORD A SHOW

Find the show you want to record in the TV guide, then press the **Red** button on your remote. If the programme you have selected is a series, you have the option of recording the highlighted episode or all episodes in the series.

## MANAGE VIDEO RECORDER STORAGE

From the **Main Menu**, go to **Recordings**. Your available storage space is located at the top right of the screen

# FIBRE BROADBAND



# CONNECT A DEVICE TO THE MODEM



- 1 Using the extra LAN cable provided, plug one end of the cable into the LAN port found at the back of your fibre modem.
- 2 Plug the other end of the LAN cable into the port of the device you wish to connect.

## YOUR WI-FI PASSWORD

Your Wi-Fi password can be found underneath your new modem as “WPA”.



## CHANGE YOUR WI-FI PASSWORD

- 1 Open your web browser and enter the web/log on address
- 2 Use the Log on Username and Password to sign in.
- 3 Select the WLAN tab
- 4 Enter your new Wi-Fi name in the SSID Field
- 5 Enter your new Password in the WPA Shared Filed
- 6 Click Apply

# SMART WIFI

## Better WiFi Coverage, Seamless Connections



### IMPROVED WALL-TO-WALL COVERAGE

Enjoy a faster and more reliable WiFi connection in every room - even in those hard to reach areas.



### ENJOY SEAMLESS ROAMING

With a single WiFi network, you can worry-less about WiFi drop-offs as you move around your home.



### BALANCE WIFI RELIABILITY & PERFORMANCE

Smart WiFi manages your WiFi traffic, reduces congestion and automatically switches channels/connections so that your devices get the best connection.



To get started, contact us and we will send a team to your home to conduct a WiFi Assessment and to install the Smart WiFi Starter Kit.

	Number of Boosters	Price
Smart WiFi Starter Kit	1	\$6.50
Additional Boosters	1	\$5.00

*\*Available for Digicel fibre internet customers*



**HOW CAN  
WE HELP?**



## BILLING CYCLE

Your billing cycle is the duration which you are charged for the provided service.



The billing cycle you are assigned to depends on your service installation date.

## SUBSCRIPTION CHARGES

These charges represent the cost of your current bundle package or any additional TV, Broadband or Voice Packages.

DESCRIPTION	SERVICE PERIOD	TOTAL
Variety Bundle 500 Mbps	01 May to 31 May	\$225.00
HBO	01 May to 31 May	\$40.00
Adult+	01 May to 31 May	\$45.00
<b>Total</b>		<b>\$310.00</b>

## ON DEMAND CHARGES

Movies rented from our On Demand library will be listed here.

## ON DEMAND / PAY-PER-VIEW CHARGES

DATE	TIME	DESCRIPTION	CHARGE	DISCOUNT	TOTAL
19/04/2024	7:21 AM	MOVIE PURCHASE	\$5.00	\$0.00	\$5.00
19/04/2024	8:21 AM	MOVIE PURCHASE	\$5.00	\$0.00	\$5.00
19/04/2024	9:21 AM	MOVIE PURCHASE	\$5.00	\$0.00	\$5.00
19/04/2024	9:21 AM	MOVIE PURCHASE	\$5.00	\$0.00	\$5.00
19/04/2024	10:21 AM	MOVIE PURCHASE	\$5.00	\$0.00	\$5.00
<b>Total Current Charges</b>			<b>\$25.00</b>	<b>\$0.00</b>	<b>\$25.00</b>

## OTHER CHARGES AND CREDITS

These charges represent any additional equipment or services added to your account that are not included in your monthly subscription fee.

# BILL PAYMENT OPTIONS

Paying your bill is easy. See directions below:

Your 12-digit account number is required when making a payment to ensure it is applied to the correct account.

## PAYMENT METHODS

### CALL CENTER

For payments with Debit/Credit Card over the phone  
*(Payments will be applied within 24-48 hours)*

- +1 284 300-1000
- +1 284 300-3444

### DIGICEL LOCATIONS

- Flagship Store - Road Town, Tortola
- Virgin Gorda Store, Village Rose

### ONLINE

MyDigicel App



Google Play Store



Apple App Store

- Website (<https://mda.digicelgroup.com>)
- Republic Bank
- CIBC First Caribbean International Bank

### CHEQUE DROP-OFF

Customers with the appropriate account number can drop off a cheque in the Digicel Store.

*(Provide the invoice payment slip along with BAN on cheque. In case of multiple accounts, please ensure that the account numbers and amounts are provide for each one)*

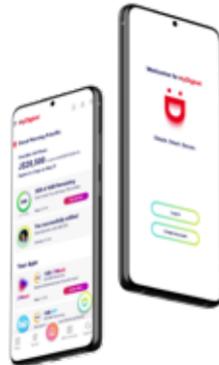
### KIOSKS

*(Payments accepted are Cash and Credit Card)*  
Locations:

- Digicel Flagship Store in Road Town
- Riteway Pasea
- Riteway Fleming Street
- Riteway Virgin Gorda

**NOTE:** Once you have completed the registration for online payments, your account number will no longer be required to complete your online payments.

**HAVE YOU DOWNLOADED THE  
MyDigicel APP?**



**THE MY DIGICEL APP ALLOWS YOU TO MANAGE  
YOUR DIGICEL ACCOUNT IN A CENTRAL PLACE.**

- Top up and activate plans.
- Send credit/plans to family and friends.
- Check your account balances.
- Pay your mobile and Play bills.
- Claim your bonuses.
- View your call, data and SMS charge for the past 7 days.
- FREE live chat with customer care.

# FREQUENTLY ASKED QUESTIONS

## **Q. HOW WILL MY BILLS BE SENT?**

**A.** Your monthly statement will be sent to you via the email address provided at signup unless you have requested same by mail.

## **Q. WHY IS MY FIRST BILL HIGHER THAN EXPECTED?**

**A.** Your first bill amount will be slightly higher than expected. This is because the total amount due includes prorated charges from the date of installation to the last day of your monthly billed period, plus a full month's subscription as you are charged a month in advance.

## **Q. WHY IS MY BILL AMOUNT DIFFERENT FROM WHAT'S EXPECTED?**

**A.** Your bill amount may vary on a monthly basis due to additional charges incurred which may include, but are not limited to the following:

- Outstanding amounts from the previous month
- Video Recorder storage
- Any package changes (upgrades or downgrades)
- Expiration of promotional offers
- Out of bundle call charges
- On Demand purchases
- Additional equipment

Prorated charges will also appear on your bill if you have added/changed a service during your billed period.

## **Q. WHAT HAPPENS IF I CAN'T PAY MY BILL?**

**A.** If you are unable to pay your monthly bills, please contact us so we can work with you to see what can be done to clear your balance while maintaining your service.

For additional information relating to your account and billing, please see the last page of your billing statement.

## **Q. HOW LONG DOES IT TAKE FOR PAYMENT TO BE APPLIED?**

**A.** Payments made through the MyDigicel app or at a Digicel store are applied to your account within the hour.

Any payments made using a third-party vendor will be applied within three to five business days.

# TECHNICAL TIPS

These troubleshooting tips may assist if you have an issue with your new service:

## FIBRE BROADBAND

ISSUE/ERROR MESSAGE	POSSIBLE CAUSES	SUGGESTED FIX
Slow browsing	<ul style="list-style-type: none"><li>• Too many connected devices</li><li>• Inconsistent Wi-Fi signal</li></ul>	<ul style="list-style-type: none"><li>• Restart the modem</li><li>• Reduce the number of connected devices</li><li>• Connect to the modem via ethernet cable</li><li>• Move closer to the modem if connected via Wi-Fi</li></ul>
Weak or no Wi-Fi signal	<ul style="list-style-type: none"><li>• Out of Wi-Fi range</li><li>• Wi-Fi disconnected</li></ul>	<ul style="list-style-type: none"><li>• Move closer to the modem if connected via Wi-Fi</li><li>• Turn your device Wi-Fi off, then On to reconnect</li></ul>
No internet connection	<ul style="list-style-type: none"><li>• Modem unplugged or not correctly plugged in</li></ul>	<ul style="list-style-type: none"><li>• Push the power button to turn off, then on</li><li>• Ensure all cables are correctly connected at the rear of the modem</li></ul>
No light on the modem	Modem unplugged	<ul style="list-style-type: none"><li>• Check to ensure the modem is plugged into a working electrical socket</li><li>• Push the power button to turn off, then on</li></ul>

## FIBRE TV

No signal message	Incorrect input source	Use your TV remote to switch to the correct input source
You're currently blocked while using the multiscreen feature	Out of Wi-Fi range	Check to ensure your device is connected to your Digicel+ Wi-Fi
Account ID/password required	Power outage	<ul style="list-style-type: none"><li>• Push the restart button on the rear of your set top box</li><li>• Enter the account ID/Password provided at installation</li></ul>

## FIBRE PHONE

No signal or no light on the handset base	Phone is not correctly plugged in or connected	<ul style="list-style-type: none"><li>• Check the handset to ensure it is plugged into the electrical outlet</li><li>• Check to ensure the line is plugged into TEL 1 port of the modem</li></ul>
Unable to make or receive calls	Phone line plugged into an incorrect port in the modem	Check to ensure the line is plugged into TEL 1 port of the modem
Padlock displayed	Keypad lock is enabled	Press and hold the <b>asterisk key (*)</b> to unlock

# WE ARE HERE TO HELP YOU

## CONTACT US

**#100** from a Digicel Mobile or at  
**284 300-1000** or **284 300-3444** from other  
mobile or fixed lines



# Digicel+

Better Connected



SCAN HERE TO SIGN UP TODAY

[digicelgroup.com/vg](https://digicelgroup.com/vg)