



## Questions and Answers

### **What is DigiGuide?**

DigiGuide is an Interactive Programme Guide (IPG). It's a Windows desktop TV guide installed on your PC.

### **How does it work?**

DigiGuide works off-line so you do not need to be connected all the time to access programme information. DigiGuide will update automatically when you go on-line again.

### **Where can I get DigiGuide?**

DigiGuide can be downloaded from our website [www.digiguide.com](http://www.digiguide.com)

### **Do you offer a free trial?**

Yes, you can try DigiGuide for 30 days for free, with no commitments.

### **Is the free trial version restricted?**

No, the 30 day free trial is the complete version with all channels information and features.

### **How much does DigiGuide cost?**

A one year subscription costs £8.99, that's under 75p a month.

You can also purchase a two, three, four or 5 year subscription at the current price.

### **How can I pay?**

You can make payments on line via PayPal (global leader in Online Payment - part of eBay) or WorldPay (part of The Royal Bank of Scotland group). Alternatively, you can pay by post or by phone (GBP only). Follow the 5 easy steps from our purchase wizard and select your payment option.

### **How many installations can I do with one subscription?**

A single customer subscription allows you to install DigiGuide on a maximum of 3 PCs.

### **System Requirements**

DigiGuide can run on Windows 95, Windows 98, Windows NT 4.0, Windows 2000 or Windows XP. No other software is required to run DigiGuide.



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### Supported System

x86-based personal computer

10MB hard disk space

Screen resolution must be no less than 640x480 pixels but 800x600 is recommended.

### Installation

To install DigiGuide, double click the install file which you download from our web site. Follow the installation wizard. It is strongly recommended that you accept the installation default settings. See more step to step guidance in our user manual.

### How do I get help?

We have produced a User Manual which can be downloaded from our website (PDF).

Alternatively, you can contact on-line help via:

- Pressing F1 whilst using DigiGuide
- Logging to our support page on our web site
- Contacting us via our Forum.

### If I can't download DigiGuide, what is the solution?

You can purchase MyDigiGuide which is an online version. Go to [www.mydigiguide.com](http://www.mydigiguide.com)

### Can I install an old subscription on a new computer?

Yes, first download DigiGuide from our home page and re-sign into your account when prompted.

### If I change my ISP, can I re-install DigiGuide?

Yes, log in to [www.digiguide.com](http://www.digiguide.com), go to MyAccount, update your email details and click on Make Changes. Then, re-install, signing into your account with the new info when prompted.

### What countries do you cover?

DigiGuide lists programme information for UK and Ireland. We also have a partner product which lists all programme information for the USA ([www.mytvinfo.com](http://www.mytvinfo.com)).



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### **How many channels do you cover?**

We currently have 360 channels for the UK and Ireland and adding new ones constantly. If you have a special channel request, please let us know via our forum. We'll do our best to get it. When new channels are added, a pop up window will inform you when you next use DigiGuide and allow you to select these channels.

### **How long in advance can I view programme information?**

For most channels, DigiGuide will provide information for the next 14 days. However, for some channels, it can go up to 2 months.

### **What are the time settings of DigiGuide?**

We produce the listings in GMT time and DigiGuide uses your system clock and time zone settings to make any relevant changes (i.e. British Summer Time).

### **Can DigiGuide list the VideoPlus Codes?**

We are unable to get an appropriate license from GemStar at this time to process VideoPlus codes within DigiGuide.

However, one of our customers has created a program which generates VideoPlus numbers up to 6 digits long. Although not approved by GipsyMedia, this tool does work seamlessly with DigiGuide and it's free.

You can download it from <http://helpdesk.digiguide.com/solution.asp?s=7&sl=7>

### **Do you have a Windows Pocket PC or Palm version for DigiGuide?**

Not at the present time. However, you can use our popular MyDigiGuide online listings service with AvantGo on a Windows Pocket PC or Palm. We are also in discussions with many Palm providers to provide DigiGuide as a set up feature.

### **What are the differences between DigiGuide and free web TV listings?**

DigiGuide is powerful and allows you complete control over your TV listings. You can select your channels, the way they are displayed, get free unlimited reminders, print your own TV listing, perform quick and easy searches.

It's also advertising free - with no annoying pop-ups.



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### **What is MyDigiGuide?**

MyDigiGuide is a sister product which works on line only. This is for people not allowed to perform any download on their PCs. MyDigiGuide doesn't have all the features provided with DigiGuide but is the fastest and most powerful online web site TV guide. For a complete description of MyDigiGuide, please refer to [www.mydigiguide.com](http://www.mydigiguide.com).

### **What is the difference between DigiGuide and MyDigiGuide?**

MyDigiGuide works on-line only and doesn't have all the features provided with DigiGuide. For a complete list of differences, please log to [www.mydigiguide.com](http://www.mydigiguide.com) and click the link "Should I use myDigiGuide.com or DigiGuide For Windows, what is the difference?"

### **How much is MyDigiGuide?**

A one year subscription costs £8.99.

### **If I want to use MyDigiGuide and DigiGuide, do I have to pay two subscriptions?**

Yes, these are two different products.

### **How long has DigiGuide been in the market?**

DigiGuide was launched in 1999.

### **Who is GipsyMedia?**

GipsyMedia is the publisher for DigiGuide, myDigiGuide and TV library