aerialBox T2200

Dish TV®

User Manual

my freeview plus

FREEVIEW HD

SERIES LINK

ON DEMAND

ENHANCED TV GUIDE

Welcome

Thank you for choosing the Dish TV aerialBox T2200 MyFreeviewPlus® PVR. You will be able to receive all Freeview High Definition and Standard Definition digital channels, as well as the new MyFreeviewPlus® bringing the most popular shows from On Demand and Live TV together all free from subscriptions.

For more information about FreeviewPlus® visit www.freeviewplus.co.nz

MyFreeviewPlus provides access to content and services from the Freeview networks. The FreeviewPlus service provides a 7+ day Electronic Program Guide, all available Catch Up TV on the TV, recommendations and the ability to set reminders and favourites.

For more information about FreeviewPlus, visit freeviewplus.co.nz

This product is capable of receiving and decoding Dolby Digital Plus.

Manufactured under license from Dolby Laboratories. Dolby and the double D symbol are trademarks of Dolby Laboratories.

This product has a HDMI Connector so that you can watch high definition TV via an HDMI lead when connected to an HD Ready TV.

HDMI, the HDMI logo and High Definition Multimedia Interface are trademarks or registered trademarks of HDMI Licensing LLC.

aerialBox

Contents

About your Set Top Box.....
Main Features 6
What's in the Box?.....6

Product Overview.....
Front and Back View 7
Remote Control.....8

Connecting Up.....9

Getting Started.....10

Main Features.....
Changing the Channel 12
Information Banner.....12
Service and Carrier Details.....12
Quick Selection.....13
Audio Descriptions.....14
Subtitles.....14

FreeviewPlus.....15

Freeview EPG.....
Launching the EPG 16
Navigating Around.....16

Recording.....
Instant Recording 17
Recording via the Freeview EPG.....18
Canceling a Recording (Freeview EPG).....18
Pause Live TV.....19
Playback Library.....19
Delete Recordings.....20
Library Options.....20
Editing Recordings.....21
Bookmarking Recordings.....22

Main Menu.....
Installation.....
Factory Reset.....22
Country Setup.....22
Version/System Info.....22
Settings.....
Language.....23
OSD On Screen Display.....23
Audio.....24
Video.....24
Wakeup Timer.....25
Parental Controls.....26
Time Settings.....26
Admin.....26
PVR Settings.....26
Channel Organiser.....**27**
Network Setup.....**28**
Media Manager.....
USB.....29
Media Info.....29
Booked List.....29
File Transfer.....30

Firmware.....
Upgrading via USB 31
Upgrading via Network.....31
Upgrading via Over the Air.....31

Frequently Asked Questions.....**32**
Technical Specifications.....**33**
Troubleshooting.....**34**
Support Information.....**35**
Warranty Information.....**36**

Main Features

- MyFreeview, record two channels while watching another.
- New channels added automatically.
- Watch TV One, TV2 and TV3 in High Definition.
- MHEG-5 Freeview 8 Day EPG, book recordings from the guide
- MyFreeviewPlus
- 1080p High Definition output via HDMI
- Composite AV output for non HDTVs
- Subtitles and Audio Descriptions when available.
- Built-in Wifi for wireless Internet connectivity.
- 1TB Built in Hard drive for recording. No USB required

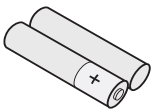
What's in the box?

Please check to see weather you have all the following in this box, you should have:

Your new set top box

Remote Control

2x AAA Batteries



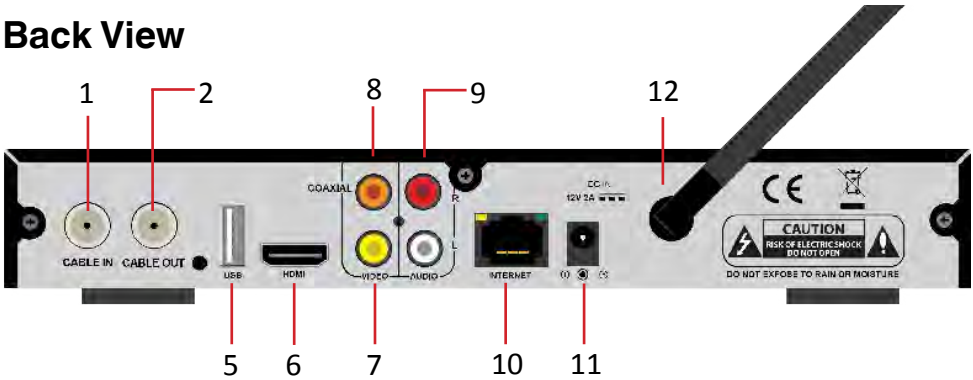
AV Cables

Product Overview

Front View

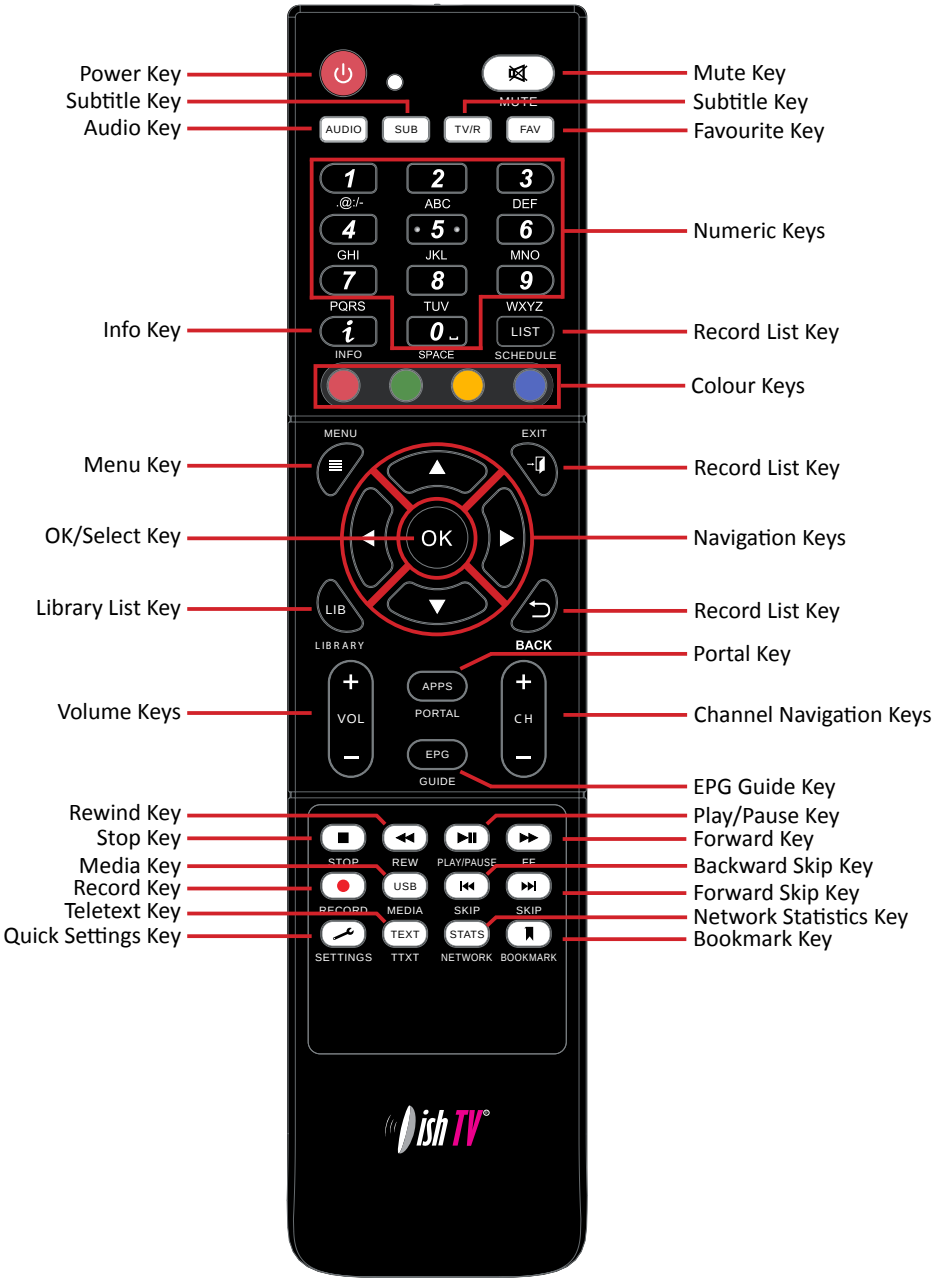
1. **Standby Button**
   Switches on/off the receiver
2. **LED Display**
   Displays channel number, menu.
3. **Signal/Power/Standby Indicator**
   Orange: Signal Lock
   Green: Power
   Red: Standby
4. **Menu buttons**
   Access Menu, volume, channel.

Back View



1. **RF IN**
   Input for UHF Aerial
2. **RF OUT**
   Output to another STB.
3. **USB**
   Media Playback/ Firmware upgrade
4. **AV Video Out**
   Yellow connection to non HD TV
5. **Coaxial**
   Digital Audio for Surround Sound
6. **Audio L and** R
7. **Ethernet Port**
   For Wired Internet connection.
8. **DC 12V IN**
   Connect power supply.
9. **Wifi Antenna**
   For Wireless Internet Connection

Remote Control



Connecting Up

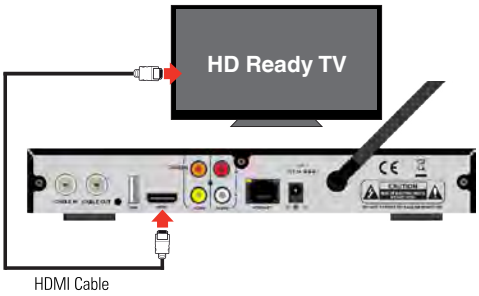
Connecting to the Aerial

Connect the cable from your aerial to the RF IN socket in the back of your receiver.

Connecting to your TV

Connecting using a HDMI Cable

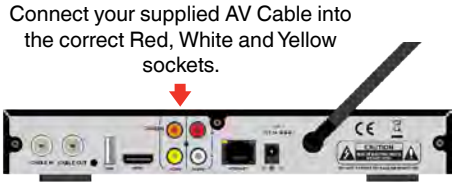
Connect one end of the HDMI cable into the HDMI socket on the back of the receiver, then connect the other end to the HDMI input sockets on your HD Ready TV.



Connecting using an AV Cable

If your TV doesn't have HD compatibility, you can connect the receiver using the supplied AV Cable, using the Red, White and Yellow sockets on both your TV and receiver.

Please note if you are using an AV connection then it is not possible to view programms in High Definition



Step 1

Install batteries in the remote control

Open the battery cover of the remote control and put two AAA size batteries so the '+' and '-' marks on the batteries match the '+' and '-' marks inside the remote control. Replace the battery cover.

Step 2

Plug in and switch on

Plug the AC adapter into the wall socket and switch on, then switch your TV on and select the correct video input (i.e. HDMI1 or AV)

The Receiver will take some time for it to boot up as part of the initial installation.

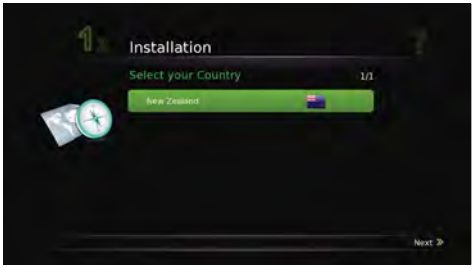
Step 3

First time installation screen

The welcome screen should appear on your TV*

The setup process will ensure you are all set to enjoy Freeview,

Follow the instructions on the next page to go through the setup process



*If the welcome screen does not appear, go to the **Menu** select **Admin** then **Factory Reset.** The default password is 0000.

1. **Select your Country**
   By Default, this is set to New Zealand so you don't have to do anything. Press the ► key to continue

2. **Select your Region**
   Select your region, this will ensure you receive the correct channels and that advertisements are tailored to your part of New Zealand. Use the **OK** button to select the region then press the ► key to continue

3. **Select your OSD Language**
   By Default, this is set to English, Press the ► key to continue
4. **Select your Info Banner timeout**
   Choose how long you want the on screen information to appear when you change channels, Use the **OK** button to select the region then press the ► key to continue

5. **Select your Beeptone option**
   You can choose to have this either ON or OFF, Press the ► key to continue.
6. **Select your Video Resolution**
   Choose your video resolution for your TV. , Use the **OK** button to select the resolution then press the ► key to continue.

7. **Select your Aspect Ratio**
   The default is 16:9 for wide screen TVs or you can choose 4:3 for older square TVs or if you are unsure select Auto. Use the **OK** button to select the resolution then press the green button to continue.

8. This will take a few seconds you will be promoted to scan for Freeview Channels, highlight **Yes** and press **OK**

Scanning will take 2-5 minutes.

Main Features

Your receiver comes packed full of great features which you can use right away, this section will tell you the basic functions of the receiver so that you can get used to it.

Changing the channel
Use your remote to quickly change the channel, you can use either the numeric pad on the top half of the remote or you can use the **+ CH -** button.

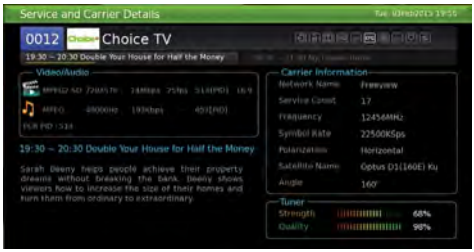
Press the **BACK** button to view the previous channel selected.

Info Banner
Every-time you change the channel, the Info Banner will display on the bottom of your screen. This will tell you what channel you are on and what the current programme is and what's on next.

1. **Current Channel No. , Logo and Name**
2. **Current Date and Time**
3. **Current Programme and Rating**
4. **Next Programme and Rating**

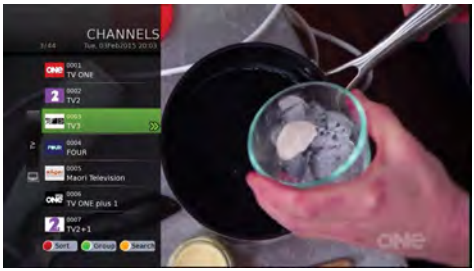
Service and Carrier Details
Pressing the **INFO** button twice will display the technical information about the channel; including the signal strength.

This is very useful when you want to provide a support tech with additional information



Quick Select
This will allow you to select other channels or view its schedule while allowing you to view the current channel.

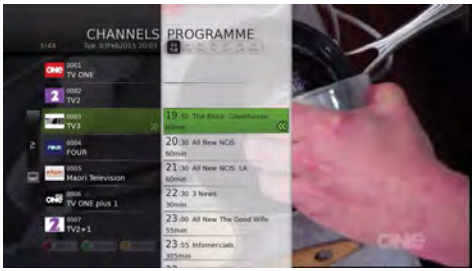
1. Press **OK** on your remote.
2. Use the ▼▲ keys to select a channel.
3. Press OK to view that channel.



Quick Select - Programme Guide
You can also view a 7 Day schedule of any channel without interrupting the current channel, this is very handy if you want to view what's on TV later on in the day.

1. With the Quick Select menu open:
2. Use the ▼▲ keys to select a channel
3. To view its schedule press ► to access the 7 Day guide. You need to scroll down to see the schedule of programms.

   Once you have finished you can press **EXIT** or **BACK** if you want to view another channel.

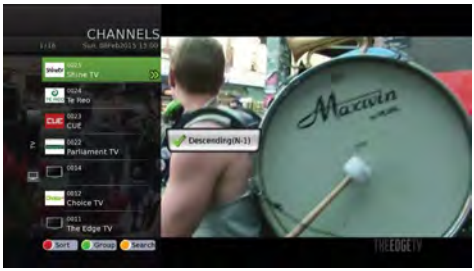


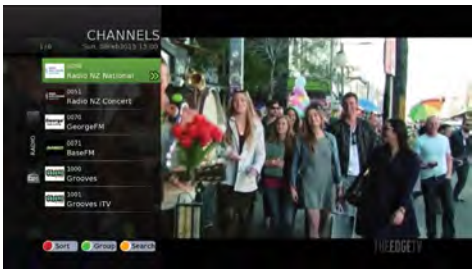
Quick Select - Sort, Group, Search
You can change the way channels can be viewed in the Quick Select menu as well as toggling between TV and Radio channels.

Pressing the **RED** button will allow you to sort the order of the channels, keep pressing the button to your preferred order.

Pressing the **GREEN** button will allow you to toggle between Radio and TV channels.

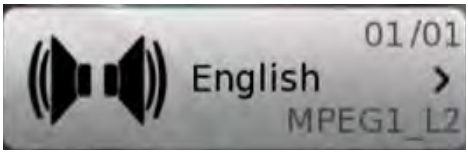
Pressing the **Yellow** button will allow you to search for a channel. Use the ◄► and **OK** keys to search for a particular channel.





Audio Descriptions
Audio Descriptions are helpful for those who are visually impaired, Audio Descriptions narrate the programme so that you can understand what is happening in a scene.

Please Note: Audio Descriptions are only available on TV One and TV2 and with selected programmes only with the AD icon in the Freeview EPG (Page)

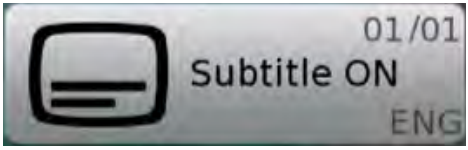


1. Press AUD twice on the remote to activate Audio Description

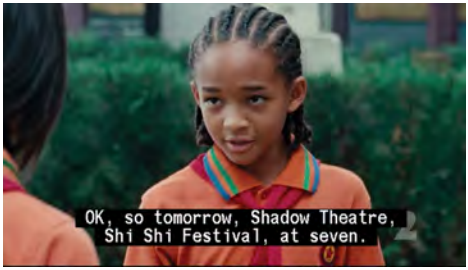
2. Audio Description will now begin

To turn off the feature, press the AUD button twice.

Subtitles
This feature is for those who are Hearing Impaired.



1. Press **SUB** twice on the remote to activate Subtitles



2. Wait until the subtitle notification is gone for the subtitles to turn on.

To turn off the subtitles, press the SUB button twice.

FreeviewPlus™

THE SMARTEST WAY TO ENJOY TV, bringing the most popular shows from On Demand and Live TV together. The T2100 Set Top Box has access to the following features:

More information about FreeviewPlus can be found on the Freeview Website at www.freeviewplus.co.nz

We also have a range of videos about how to use FreeviewPlus on our website.

FEATURED SHOWS

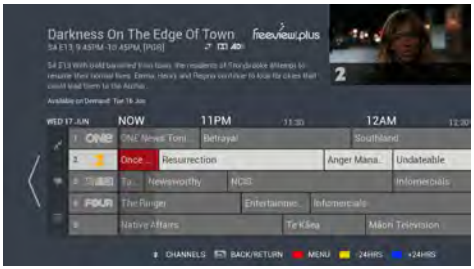
SERIES LINK

CATCHUP ON DEMAND

SET FAVOURITES

SET REMINDERS

ENHANCED TV GUIDE



Launching FreeviewPlus

Launching FreeviewPlus is easy, You will need to be one of the following channels to see the FreeviewPlus prompt:

TV One, TV2, TV3, FOUR, The Plus 1 Channels and The Edge TV.

When the prompt appears, press the **Red Button** on your remote to launch the Mini Guide. Or if you wish to go directly to the Catch Up Apps press the **Green Button.**

FreeviewPlus requires you to be connected to the Internet and catch up Apps including the mini and full guides count towards your data usage.

More information on FreeviewPlus are available at freeviewplus.co.nz and dishtv.co.nz and also our YouTube channel.

Freeview EPG

The Freeview EPG allows you to view detailed programme information on your favorite channels for up to 8 Days. You can also view what's on now/next and switch to another channel.

Launching the Freeview EPG

1. Press the **EPG (Guide)**
2. Wait for the guide to load.
3. You will have the EPG viewed with the current channels listings.

Navigating Around

Use the ▼▲ keys to scroll up and down on the channel's schedule.

Use the ◄► keys to view the other channel schedules.

Press the **YELLOW** Button to view next weeks listings e.g. Its a Monday today and you want to look at next Monday's schedule.

Press the **BLUE** button to view the schedule for the next day.

Press the **EPG (Guide)** button to view what's currently on now/next on all channels.

Recording

MyFreeview allows you to watch your favorite TV Shows when you want, record a whole series so you can watch them back to back in the future, Pause and rewind live TV and heaps more! You have a built-in 1TB hard-drive so you can record just over 200 Hours of your favorite TV programs for free!

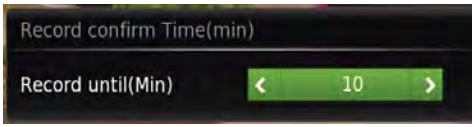
Instant Recording

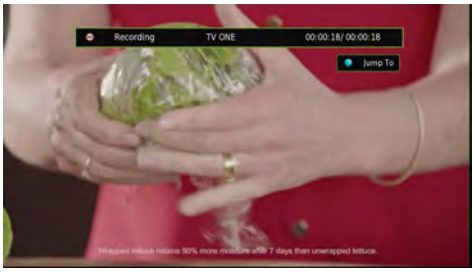
1. Press the ● **REC** button to initiate recording.

2. Please wait until the record duration message appears.

3. You can manually adjust the record duration using the ◄ ► buttons or leave it to the default duration which is set to the end of the current program.

4. Press **OK** to confirm the Instant Record.





When you want to stop recording you can press the ■ button to bring up options, you can choose to rename, stop or discard the recording.

Recording Notes:
You can book two shows at the same time and watch a third, if you try to book a third show in the same time slot then the receiver cannot complete this request, unless you are booking shows on TV One, TV2, TV3 or FOUR then the receiver will schedule these on the Time shifted Channels (Plus1 Channels on CH 6, 7, 8 and 9)

Hard drive Allocation
Everytime you schedule a recording, the required space needed is reserved for that recording to avoid any conflicts.

Recording via the Freeview EPG

1. Press the **EPG (Guide)** button.

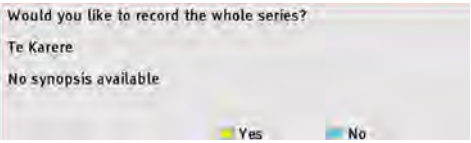
2. Browse for a programme you wish to schedule for recording, and then press the **RED** button.

3. The EPG will mark the programme to record.

   If the programme has more than one episodes then the EPG will ask if you wish to record the series (**YELLOW**) or only just the one episode (**BLUE**).

4. Once the recording has been set, you will see a small **R** or **S** in red beside the program name.

   R indicates that the recording will be a one off. **S** indicates the programme will be recorded in a series.



Canceling a Recording

1. Press the **EPG (Guide)** button.

2. Locate the programme you have set.

3. Press the **RED** button, the guide will then ask you if you want to continue the cancellation of the recording.

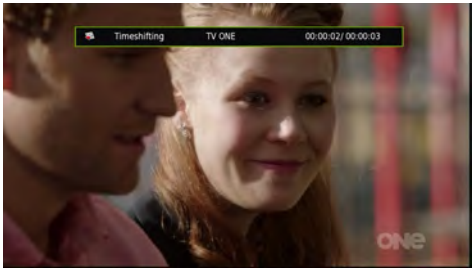
Pause Live TV (Time shifting)

If you are interrupted while you are watching a live TV programme such as a telephone call or have to leave the room, then you can pause the TV and pick up where you left off.

1. Press **Pause** on your remote.

2. Your content will now pause and the rest of programme will be recorded.

3. Press **PLAY** to resume the programme, you can fast forward and rewind parts of the recorded segment, the **Stop** button catches up to live TV and discards the recording.



Playback Recordings

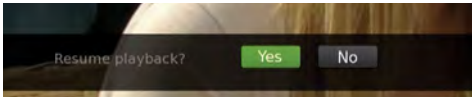
To view all your recorded programs you can access the Library, there you can view, delete, edit, and rename them.

1. Press **Library**

2. Select a program you wish to play and press **OK**

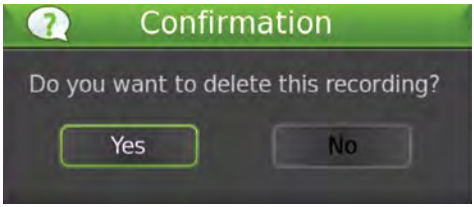
3. If promoted, you will be asked whether you want to watch from the beginning or from your last viewed position.

When you want to return back to the Library, press either the BACK, STOP or Library buttons and confirm by selecting Yes on the top of the screen



Delete Recordings

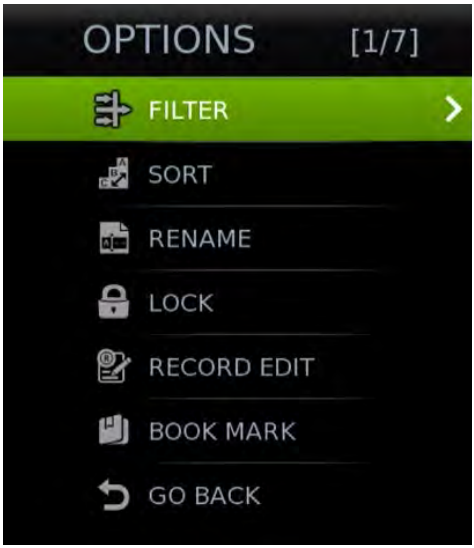
To delete a recording in the Library, highlight your selected program and then press the **RED** button to delete, confirm and your show is now erased from the HDD



If you want to delete multiple recordings at the same time, simply press the **GREEN** button to mark each program (You will notice a small blue tick appearing beside the channel name) then press **RED** to delete.

Library Options

Library options provide more settings you can adjust to customize the library. You can bring up the options by pressing the **YELLOW** button.



Filter: You can adjust so you can only see All, New, Viewed, Recently Viewed, Locked or HD programs in the Library.

Sort: Sort how you view the library by Programme, Channel, Start Time, Duration and Size.

Rename: Rename the selected program to something else.

Lock: Lock the selected program so you can only view this by entering in your PIN.

Record Edit: Remove certain content from your recording (Page 20)

Book Mark: Bookmark certain scenes in the recording so you can quickly view them.

Editing Recordings

You can edit out certain parts of a program which is handy if you want to create a seamless viewing.

1. Once you have selected your program and accessed the Recording Edit from the options menu the program will play in its real-time.

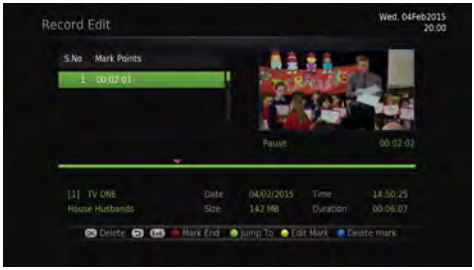
2. Using the **Fast Forward** and **Rewind** buttons on your remote you can change the where the Red ▼ marker will set the start of your A Mark. Use the Pause button to stop on that point.

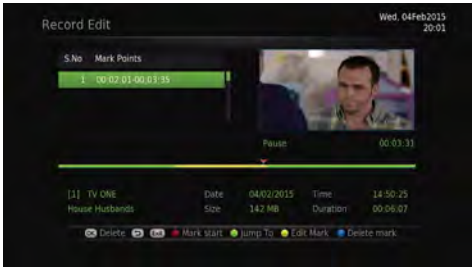
3. Press the **RED** button to mark pointer A.

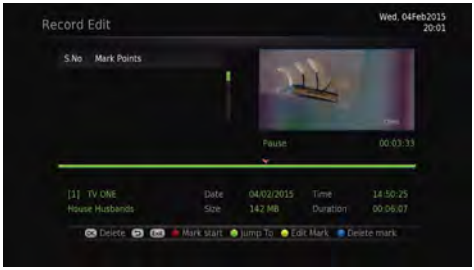
4. Press Play and mark where you want put the B mark press **RED** to add end mark.

5. You will notice your selected marker line in yellow, if you want to mark another scene at the same time you can do so by following the same process, once you are happy with your markers you can press the **BLUE** button to delete that section from the recording.

6. Your recording will now be edited and saved and you can return to the Library to view that program



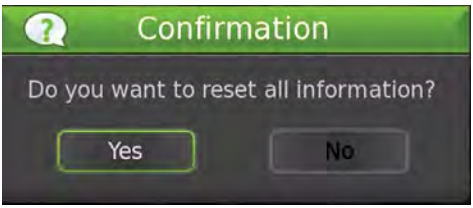




Factory Reset

If you experience any issues with your receiver and can't get channels or things are not right you can do a factory reset which will refresh the unit and reset all the internal components.

PLEASE NOTE:
A Factory Reset will loose all your recorded programs!

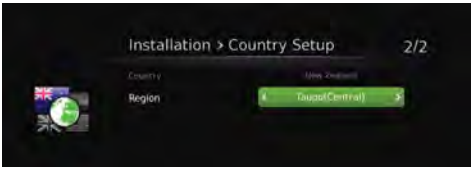


1. Launch **Factory Reset.**
2. Confirm if you want to complete a factory reset.
3. Enter in your PIN number (Default is 0000)

Country Setup

If you have moved region, you can set the receiver to tailor channels to your part of the country.

1. Launch **Change Region**
2. Change your **Country** (Default is New Zealand)
3. Change your **Region** by using the ◄► keys.
4. Press the **GREEN** button to save.



Version/System Info

If a technician or support person wants to find out more information about your receiver you can find them in the **Version** section of the Installation Menu**.**

You will find firmware versions, hardware information and the network status as well as the support information if you want to contact Dish TV.

Language

The language settings allow you to adjust the native language for the unit.

There are several adjustments you can make which includes:

- **OSD** (On Screen Display)
- **First Preferred Audio**
- **Second Preferred Audio**
- **First Preferred Subtitle**
- **Second Preferred Subtitle**
- **MHEG Preferences**

OSD: On Screen Display

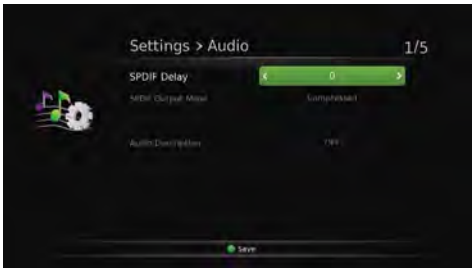
The OSD adjusts how you want to view info banners and their colors.

- **Info Banner Timeout**
- **Banner Position**
- **Theme Selection (Color)**
- **OSD Animation**

Press the **GREEN** button to apply the changes.

Audio

If you have a home theatre system that you are using to get digital audio from the receiver then you can adjust the settings according to your setup.



- **SPDIF Delay**
  Adjust the delay time for the audio to come through.
- **SPDIF Output Mode**
  Choose either Compressed or Uncompressed Audio.
- **HDMI Output Mode**
- **Audio Description**
  Turn this either on/off for Audio Descriptions.
- **Sub Audio Mix Level**

Press the **GREEN** button to save any changes.

Video

- **Resolution**
  576i, 576p, 720p,1080i, 1080p & Native
- **Aspect Ratio**
  Choose either 4:3 (Older TVs) 16:9 (Newer TVs) or AUTO
- **Scaling Method**
  Change appearance of video by Stretch, Zoom or leave it as normal.
- **Audio Description**
  Turn this either on/off for Audio Descriptions.
- **HDCP**
  High Definition Copy Protection
- **HDMI Control**
  Control your unit via your TV remote.
- **Brightness**
- **Contrast**

Wakeup Timer

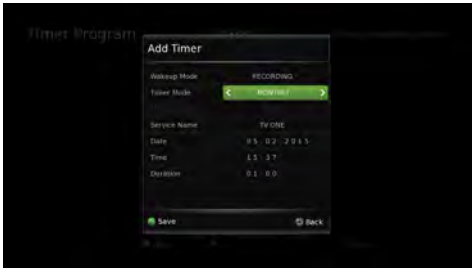
You can set a service to be recorded at a specific time. Even if the digital receiver is in standby mode, it will start recording at a specified time.

When the recording comes to the end the unit will stay in standby until you press the standby button.

How to set up the Wakeup Timer

1. Press the **GREEN** button to begin a new time

2. **Wakeup Mode:**
   - **Recording:** The Receiver will wakeup and record a channel at a certain time.
   - **Service** The Receiver will wake up and show the selected channel only
   - **Message:** The Receiver will wakeup and display a message at a certain time.



3. **Timer Mode:**
   Choose if you want this repeated daily, weekly, a certain date or only once.
4. **Message:**
   If you have chosen Message then you can choose if its a Birthday, Anniversary or General Greeting.

5. **Service Name**
   Choose the channel you want to wakeup on or record.
6. **Date**
   Set the date of the timer
7. **Time**
   Set the time
8. **Duration**
   Set the duration of the recording

Press the **GREEN** button to save the timer.

Parental Controls

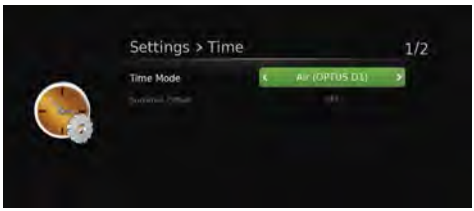
Parental controls are handy if you have young children. You can lock programs that have a G, PGR or AO rating.

To unlock the channel/programme you can enter your PIN to view.

Time Settings

Adjust how you want to retrieve the Time and Date via any of the following methods:

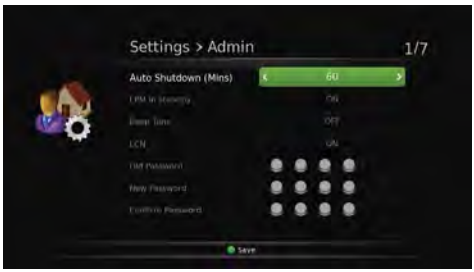
- Air (Optus D1)
- Internet Connection Required)
- Manual (Set the Time yourself)



Admin

The Admin Settings allow you configure the receivers auto-shutdown mode and LCN arrangements as well as changing your 4 Digit PIN number.

- **Auto Shutdown (Mins)**
  Set the unit to automatically shut down.
- **LPM in Standby**
  Reduces Energy when in standby
- **Beep Tone**
- **LCN**
  Local Channel Number, ensures Freeview channels are in correct logical order.



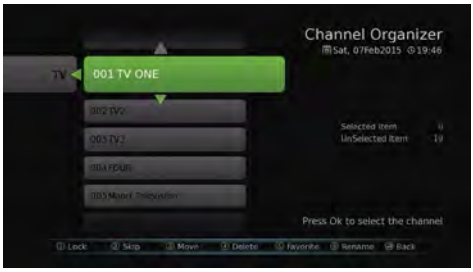
PVR Settings

If you find that your recordings are cutting off, you can adjust the recording settings so you can allow when recordings can start and end in case a programme is delayed.

- **Start Offset**
  Adjust how many minutes before your program the unit can start recording. The default is currently at 1 Minute.
- **End Offset**
  Adjust how many minutes after your program the unit can stop recording. The default is currently at 5 Minutes.
- **Timeshift**
  You can set the maximum length the unit will time-shift to.

Channel Organiser

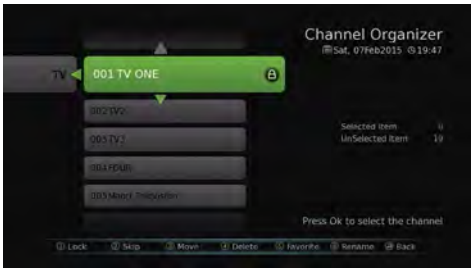
The Channel organiser is a great way to sort through the channels and organise them into favorites, lock, rename and skip them.



The Organiser displays the list of channels which you can use the ▲/▼ keys to scroll through, select a channel by pressing the **OK** button to do any of the following:

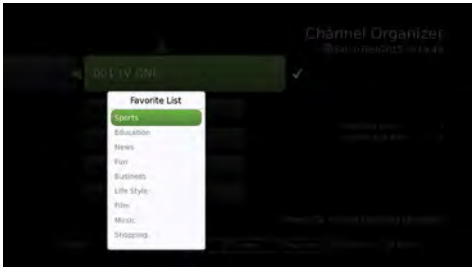
Press the following number to:

1. **Lock Channel**
   Locks selected channel so when you try to view any program you will be prompted to enter in your four digit **PIN** number.
2. **Skip Channel**
   You can skip this channel when using the **CH +/-** keys to scroll through live TV, the only way to access that channel is by entering in its channel number.
3. **Move Channel**
   You can only move non-Freeview channels as the LCN option is enabled in the Admin Settings.
4. **Delete Channel**
   Removes the channel from the receiver and list, to restore you will need to re-tune the receiver.



5. **Favorites**
   Organise channels into favorites categories so when you push the **FAV** button on the remote you can access certain channels within that group.

   The Favorite List will pop up and you can select which category you want the channel to fall under, press **OK** to confirm.



6. Press **BACK** to Return.

Network Setup

To access Internet Services you will need to connect the receiver to the Internet. You can connect using two methods:

Ethernet Cable (LAN)

Connect an Ethernet cable from your router into the back of the receiver to connect to the Internet., Configuration will be done automatically .

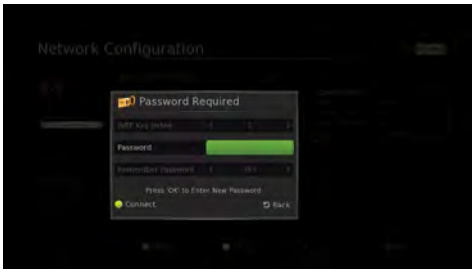
Wireless (Built-in WIFI)

This receiver comes with a built in WIFI dongle for easier wireless Internet access.

1. Ensure you are on the Wireless Page by pressing the GREEN button (A WIFI router image should show up along with nearby access points)

2. Select your Access Point and press the YELLOW button to connect.

3. Select your WiFi network and enter in the network password using the ◄►▲▼ keys on your remote to select the letters. Press the GREEN button to save and wait for the network to be configured successfully.



4. You should now be able to access Internet features and update your receiver software via the Internet.

USB

You can open up photo, music and video files from a USB drive that you can playback on the receiver.

Navigate through the menu to select and playback your content.

Media Info

This displays the current USB Media interfaces that are connected to the receiver.

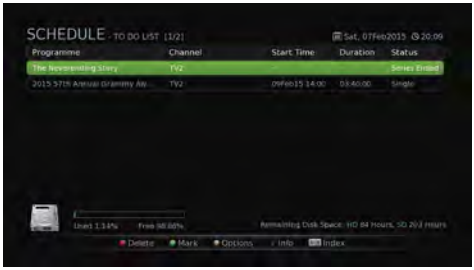
You will be able see their total space and free space and can format the drive to work on the receiver.

If you want to access the USB drive you will need to go into the USB Menu.

Booked List

View booking information
Select a schedule booking that you wish to view and press the INFO key to open up its booking information.

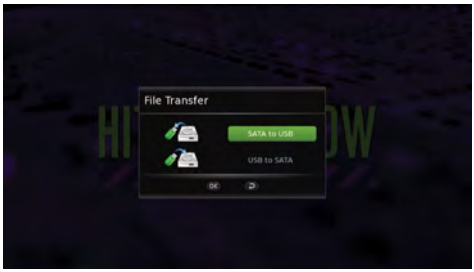
Delete a Booking
Select a scheduled booking and then press the RED key, confirm and the booking will be deleted



Change to a Series or Single Recording
Select a schedule booking that you wish to change its series or single recording and press the INFO key, A synopsis will appear and a indicator on the bottom right press the GREEN key and confirm the changes.

File Transfer

You can move recorded content from either the built in memory (SATA) or a plugged in USB drive to another, very handy if you wish to view content on the go or on your PC.



Transfer from SATA to USB
Select a program you wish to move or copy to USB, you can also mark several programs by pressing the **YELLOW** button.

To Move the content completely to USB press the **RED** key and wait for the transfer to finish.

To Copy the content to USB press the **GREEN** key and wait for the transfer to finish.

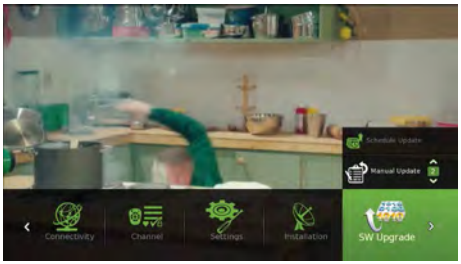
The process will take a few minutes.

Transfer from USB to SATA
Follow the same instructions as above to move or copy content into the built in SATA memory.

Firmware

Overtime, software updates may become available to this receiver either through the USB, Internet or over the Freeview platform.

To update the receiver go to **Menu>Software Update** then follow any of these steps to update



Upgrading via USB

1. Download firmware from **dishtv.co.nz** ensure you download the correct firmware and follow the instructions on the website.

2. Insert the USB into the **USB socket** on the receiver.
3.
4. On the Software Updates menu toggle to **USB** and press **OK**,
5. The unit will search for the firmware and then update, this will take several minutes.

Upgrading via Internet

1. On the Software Updates menu toggle to **OND** and press **OK**,
2. The unit will search for the firmware on the server and then update, this will take several minutes.

Upgrading via Freeview (OTA)

1. On the Software Updates menu toggle to **AIR** and press **OK**,
2. The unit will search for the firmware on the satellite and then update, this will take several minutes.

Frequently Asked Questions

Dish TV aeialBox T2200- UHF Aerial connection only.

Q. There is a message on my TV saying “No signal”
A. Low or No signal can cause this message to appear, it could be either or all of the following:

- Faulty Set-Up i.e. Aerial
- Aerial not pointing to correct transmitter
- Cables are too old or are worn
- Poor joints in cable
- Split into too many rooms
- Aerial blocked by objects, environment.

Q. How do I set the time?
A. Your unit will automatically update the time from the Freeview broadcast or Internet.

Q. I get pixelation on some channels
A. Please check the answer to the first question and consult a local installer.

Q. What is the default PIN code?
A. The default PIN is 0000.

If you are getting unusual issues with your unit such as freezing on menus please

- Factory Reset the unit,
- Check that software is up to date. (Page 31)

- The built in iManual features more information and up to date topics about the aerialBox T2200 PVR

Technical Specifications

aerialBox

Item	Specification	
Tuner	Frequency Range	174MHz to 858MHz
	Signal Input Level	-90 ~ -20dBm
	IF Bandwidth	7, 8 MHz

Interface	HDMI Output
	RCA Composite (CVBS) video/audio output
	S/PDIF audio via RCA Coaxial
	RJ-45 Ethernet 10/100Mbps
	2x USB 2.0 Connectors 1x front 1x rear
	IR extension socket
	12v DC jack input 5.5mm x 2.1mm
	Wi-Fi 802.11N

Memory	RAM	512MB DDR3
	NAND Flash	256MB
	NOR Flash	4MB

Audio / Video	HDMI Output	576i50, 576p50, 720p50, 1080i50, 1080p50
	Aspect Ratio	16:9, 4:3, Panscan, Letterbox
	CVBS	PAL
	Video Decoding	MPEG2, MPEG4 AVC/H.264
	Audio Decoding	MPEG 1, 2 & 3, AAC ,AC3

Storage	1TB 2.5” SATA3 5400RPM Internal Hard Drive
Dimensions	255mm(W) x 195mm(D) x 42mm(H)

Troubleshooting

Problem	Possible Causes	What to do
Power Indicator on front panel not lit.	Main Lead unplugged/switched off	Check that the adapter is plugged in and switched on.
No picture on TV	Your TV isn't able to display the current output format	Check to see if your TV is set to the current source.
		Go to Menu>Settings> System Settings Adjust the resolution to suit the TV, sometimes HDMI cables can't provide a 1080p picture to your TV.
Tuning Failed or Database Empty	• Aerial cable not plugged in • UHF Aerial may be misaligned	Plug in the UHF aerial into the ANT IN socket at the back of the receiver. Align the UHF aerial to your closest transmitter, ensure that there are no objects that could interrupt the signal path.
	You might be located in an area which has very limited or no Freeview Terrestrial coverage	You might need a higher aerial but please consult your retailer or local installer about this.
Remote Control is not responding /working	No batteries or batteries incorrectly inserted into the back of the remote	Insert the supplied 2x AAA Batteries into the back of the remote.
	Batteries are flat	Replace batteries with new ones.
	The Infrared receiver on the S8200 receiver is obstructed (Front panel blocked by objects)	Check that there is a clear line of sight between the front panel and your remote control, move objects if necessary.

Support Information

We provide free technical assistance to all our products during our normal business hours. We try our best to get the issues sorted either over the phone or via email.

Contact us through either of these methods

Method	Contact Details
Phone	0800 DISH TV (0800 347 488) or 07 929 4123
Fax	07 929 4122
Email	support@dishtv.co.nz
Website	www.dishtv.co.nz/contact-us/Hamilton-Office
Geekzone*	www.geekzone.co.nz then submit a forum post
Freeview Forum*	www.freeviewforum.co.nz then submit a forum post

Office Hours are 9:00am - 5pm NZST, Mon - Fri.

* Geekzone and Freeview Forum free registration required, please be a descriptive as possible when posting and make sure you include Dish TV in the post title.

Warranty Information

Please keep your receipt as proof of purchase. This product is warranted for any defect in materials or workmanship for one year after the original date of purchase. This product is for normal domestic use only.
This warranty does not cover damage from misuse or neglect, accidental damage, vermin infestation, excessive voltages such as lightening or power surges or any modification that affects the reliability of the product.

In the unlikely event that your product fails to work normally please contact your supplier and have your receipt of purchase on hand.

This warranty is subject to the following provisions:

- This is only valid in New Zealand
- The product must be correctly connected and operated in accordance with the instructions contained in the manual.
- This product must be used solely for domestic purposes only.
- The warranty will be rendered invalid if the product is resold or has been damaged by unauthorized repair. |

Warranty and Product Registration:

To assist with any product or warranty updates in the future please register your product on our website.

1. Go to **www.dishtv.co.nz**
2. Click on **Support and Downloads** from the menu bar
3. Click **Warranty and Registration**

More information about support and warranty returns can be found on this page and will ensure you have the right information when contacting us.

www.dishtv.co.nz
0800 347 488
support@dishtv.co.nz