

User Manual



freeview|plus[®]



**FREEVIEW
HD**



**USB
RECORD**



**ON
DEMAND**



**ENHANCED
TV GUIDE**



Welcome

Thank you for choosing this Dish TV Freeview® High Definition Digital Set Top Box. You will be able to receive all Freeview High Definition and Standard Definition digital channels, as well as the detailed FreeviewPlus Catchup service.

iManual

A digital and up to date version of the Manual is built into your unit, we update the iManual frequently so that you get the correct information.

To access the iManual go to **Menu > User Manual**



This FreeviewPlus Digital Set Top Box gives you access to over 20 free to air digital channels, without a subscription or contract.

For more information about Freeview, visit www.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.

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Main Features

- Freeview approved Single Tuner Terrestrial USB PVR
- Record two channels and watch another on the same frequency
- New channels added automatically
- FreeviewPlus EPG, book, watch and explore content
- 1080p HD output via HDMI
- Composite AV output for non HDTV s
- Subtitles and Audio Description when available.
- Catchup Apps

What's in the box?

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

Your new set top box



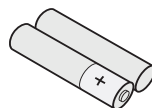
AV Cables



Remote Control



2x AAA Batteries



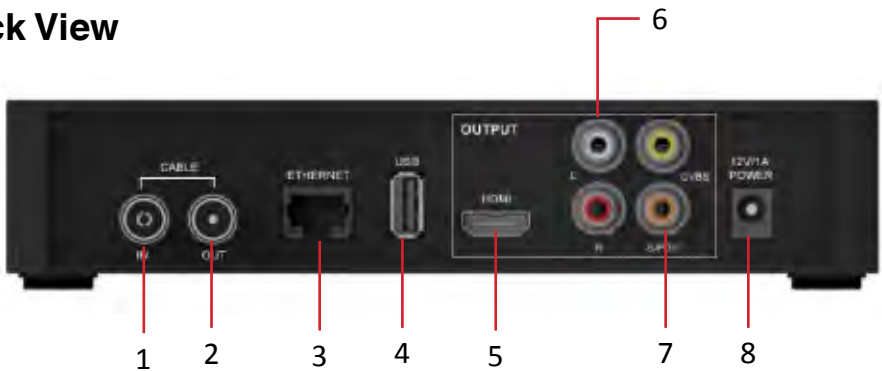
Some items missing? Please contact the retailer or store you purchased this from.

Front View



- | | |
|--|---------------------------------|
| 1. Power Indicator
Power/Standby Indicator | 3. USB
HDD Connection |
| 2. Standby Button
Switches on the receiver | |

Back View

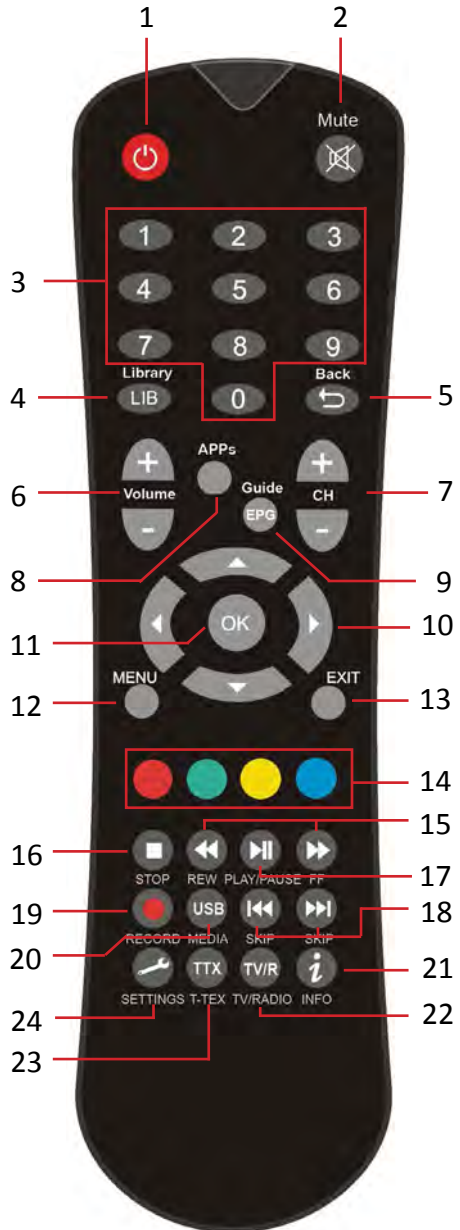


- | | |
|--|---|
| 1. CABLE IN
UHF Aerial Input | 5. HDMI
High Definition output for HDTV |
| 2. CABLE OUT
UHF Signal Out | 6. R,L and CVBS
AV Output (non HD TV) |
| 3. ETHERNET PORT
For wired Internet Connectivity | 7. Pb, Pr and Y
SPDIF (Surround Sound System) |
| 4. USB
Firmware Upgrade & HDD Connection | 8. DC 12V
Connect the 230V- 12v Adapter |

Remote Control



1. **Standby**
Switches the receiver on/off
2. **Mute**
Turns the sound on/off
3. **0-9**
Use to select channels & enter PIN numbers
4. **Library**
Displays the recorded program list
5. **Back**
Go to previous screen
6. **Volume +/-**
7. **Channel +/-**
8. **Apps**
9. **EPG**
Electronic Programme Guide
10. **▲▼◀▶ Cursor**
Selects options in the menu
11. **OK**
Confirms selection in menu/on screen displays.
12. **Menu**
Brings up the Main Menu
13. **Exit**
Exits menus or screens
14. **Color Buttons**
For interactive use and navigating menus.
15. **Fast Forward/Rewind Playback**
16. **Stop**
17. **Play/Pause**
18. **Skip Forward/Back**
19. **Instant Record**
20. **Access USB Media**
21. **Info**
Hold for more information
22. **TV/Radio Toggle**
Switch between TV and Radio channels
23. **Teletext**
Brings up the Teletext service
24. **User Options**



Connecting Up



Connecting to the UHF Aerial

Connect the cable from your UHF aerial* to the Cable IN socket in the back of your receiver.

**It's best to check that your UHF aerial is aligned to your closest transmitter and that the aerial can withstand any strong weather.*



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.

Connect your supplied AV Cable into the correct Red, White and Yellow sockets.



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

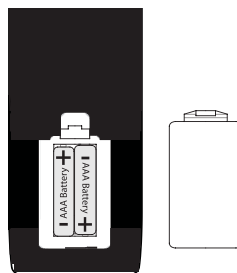
Getting Started



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*

Ensure you have your Country, Region and your Aspect Ratio correct then press **OK** to start a scan. The auto scan will start, please do not push any buttons until it has finished.

Once the scan has been completed and successful, you can start enjoying your unit.



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

All receiver settings and tuning options are accessed from the Main Menu. You may require to access this menu if you wish to alter the Media, User Interfaces or if you experience an issue with the receiver and you need to reset it.

The Main Menu features several options:

Installation

Install channels in the receiver

Organiser

Manage and organise channels and favorites

User Settings

Change receiver settings such as HDMI, Aspect ratio etc...

PVR

View recorder options such as Media Info,

Library and Booking List.

Wakeup Timer

View recorder options such as Media Info, Library and Booking List.

Admin

Complete Factory Reset and Software Update.

Weekly EPG

View the weekly EPG Guide.

Version Info

Obtain Software and Dish TV Support details.



You can toggle between the options by using the **UP/DOWN** and **LEFT/RIGHT** keys.



Lock, Skip or Delete a channel

1. Go to **Menu>Organiser** on your remote
2. Access **Channel Organiser** and enter in the default **PIN 0000**
3. Select a channel you wish to set using the **▲▼** keys on the remote.
4. On your remote press the corresponding color:

Red: Lock Channel

To view the locked channel enter in your password.

Green: Skip Channel

Will skip the channel when pressing the Channel + and - key to surf channels.

Yellow: Move Channel

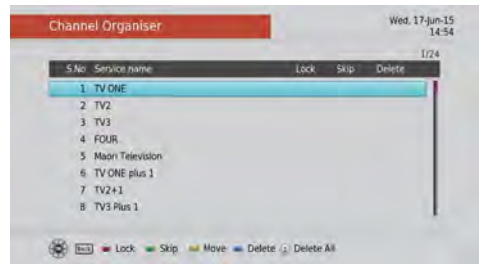
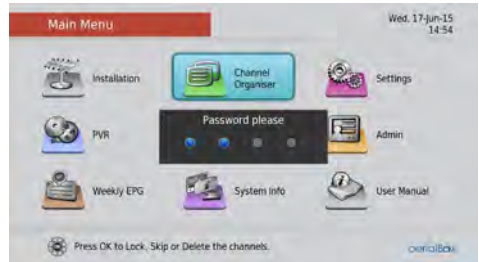
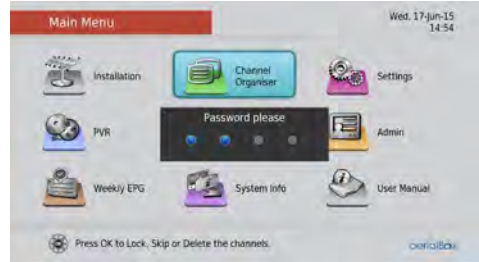
Moves the channel to another position.

Blue: Delete Channel

Deletes the channel from the list.

To delete all channels **Press 1** on your remote

Press **OK** to confirm the operation.



User Preferences allows you to adjust the common settings of the receiver so that you can customize your viewing experience.

To do this, select your preference you wish to adjust (This will be highlighted in blue) then press the **RIGHT** key on your remote to adjust the settings.

Brightness and Contrast

If the picture on screen is either too bright or too dark you can adjust the levels to your preference.

Language

This is currently locked to English.

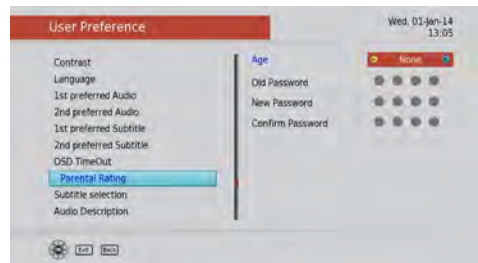
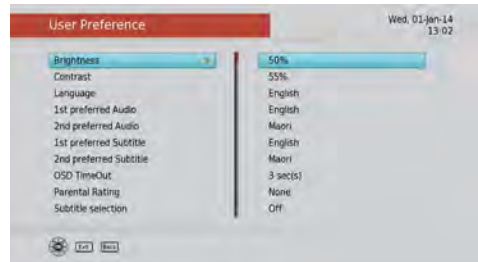
OSD Timeout

You can adjust how long the information banners will stay on screen, these banners appear each time you change a channel.

Parental Rating & Change Password

1. Enter your password (Default is 0000)
2. Adjust the Parental Rating by pressing either the **Yellow** or **Blue** buttons.
3. You can also change the password for more security, please note you need this password when you adjust settings in the future.
4. Press **OK** to save

*Options will vary depending on firmware version.



System Settings



Select your preference you wish to adjust (This will be highlighted in blue) then press the **RIGHT** key on your remote to adjust the settings.

HD Resolution

This is where you set the HDMI output resolution depending on what your TV can handle for upscaling, you can adjust the resolution to improve picture.

The **Native** option is set to the defaulted broadcast resolutions.

Aspect Ratio

You can set the output picture shape depending on what kind of TV you have.

16:9 - Suits most newer LCD, LED and Plasma TVs

4:3 - Suits older conventional square TV's

HDMI Output & SPDIF Mode

You can either have Compressed or Uncompressed, this usually applies when handling HDMI receivers or Surround Sound systems.

Hearing Impaired

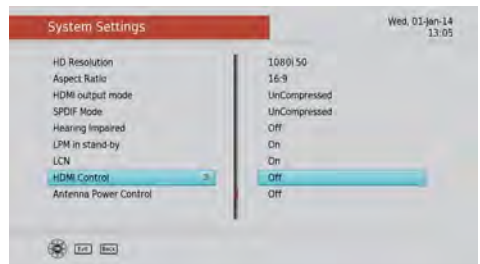
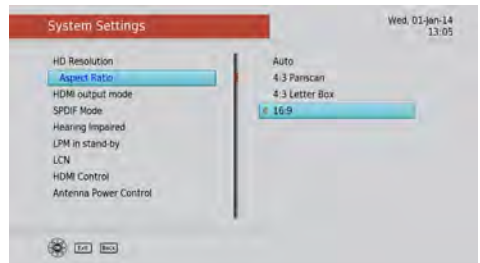
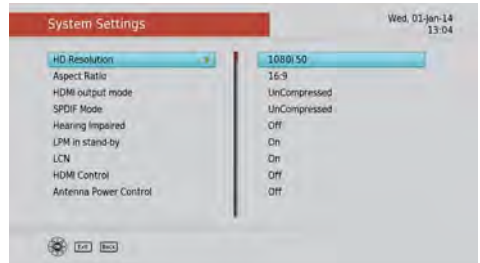
Toggle this option if you wish to turn on subtitles on/off.

LPM in Stand-by

Turns on/off Low Power Mode when the unit is in standby. Energy Saving.

HDMI Control

Control your TV / Set Top Box with one remote.



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.

Wireless (Built-in WIFI)

This receiver comes with a built in WIFI dongle so it can connect wirelessly.

1. Select Wireless by pressing **OK**
2. Scan for a WiFi network Automatically or you can enter it in manually.
4. Select your WiFi network and enter in the network password using the ◀▶▲▼ keys on your remote.



Time Settings



Time Mode

Set the receivers time via the Freeview Broadcast or via the Internet (Requires Internet Connection)

Region

Set to your region to get the relevant channels available in your area.

Recorder Settings

You can adjust how the receiver records to improve reliability so it can record the whole show without cutting the beginning or ending of the content.

Rec Start Time Offset

Adjust how many minutes before your program the unit can start recording. The default is currently at 1 Minute.

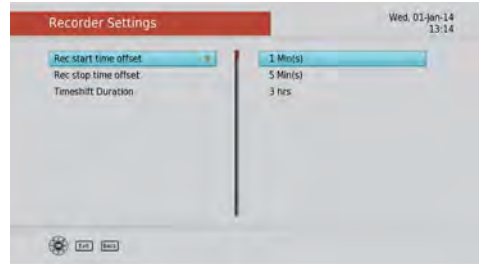
Rec Stop Time Offset

Adjust how many minutes after your program the unit can stop recording. The default is currently at 5 Minutes.

These options are very handy when programs are not running to schedule so you don't miss parts of your program.

Time-shift Duration

You can set the maximum length the unit will time-shift to.



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 awake until you press the standby button. A maximum of 8 timers can be set at once.

How to set up the Wakeup Timer

1. Set the Timer Mode to **Once**, **Daily** or **Weekly** to make a recording. If this option is set to *Off*, the timer will not operate.

2. Set the Wakeup Mode to **Recording**, **Services** or Message. If you only want the unit to wake up on a channel at the set time without recording, set this to **Services**

3. Set the channel you want to record, or set the message you want to appear at the set day and time.

4. Set the Date option to a desired date, on which the digital receiver will turn on. Use the left, right buttons on your remote to navigate and change. The date format is Day/Month/Year.

5. Set the start **Time** option to a desired time, at which the recording will be started. Use the left, right and number buttons on your remote to navigate and change. The time format is Hour:Minute.

6. Set the **Duration** option to a desired length of time, in which the recording will be finished. Use the left, right and number buttons on your remote to navigate and change.



Freeview EPG

The Freeview Guide is an on screen TV guide (Electronic Programme Guide or 'EPG') that you can access with the click of a button on your remote. It's simple to use and lets you see 8 days of programme listings for every Freeview channel.

To view the EPG press the **EPG (Guide)** button on your remote and wait a few seconds for the guide to load.

You can navigate around the guide using the on screen navigation buttons which you can use on your remote.

To close the EPG press **EXIT**.



Weekly EPG

As well as the Freeview EPG, you can access the built in Electronic Programme Guide to view channel listings and schedule bookings.

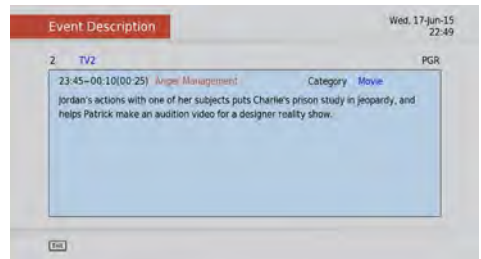
To access the Weekly EPG:

Go to **Menu**, then select **Weekly EPG**.

Use the **▼▲** keys to scroll up and down the programme listings.

Use **◀▶** keys to view guide for other channels.

You can find out whats happening during the week by pressing the **Green** and **Yellow** keys on the remote,



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.



USB
RECORD



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.

User Options can be accessed from watching a channel and has options to turn on subtitles, audio description and access the favorites list.

To open up User Settings press the **Settings Button** on the bottom left of the remote.

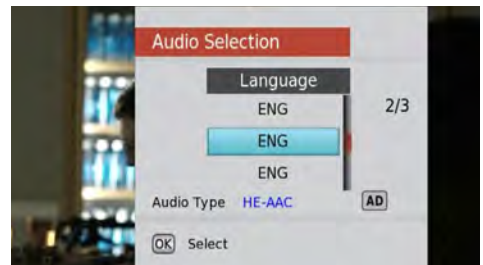


The following can be enabled, disabled and viewed from the menu:

- 1. Network Statistics
- 2. Network Setup
- 3. Access Audio Description
- 2. Access Subtitles

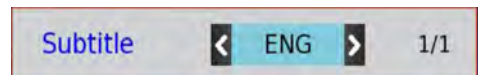
Audio Descriptions

Under **User Options** select **Audio Selection**. Use the up and down arrow keys on the remote to locate the language that features the small **AD** icon, then press **OK**. You will then be able to hear audio descriptions.

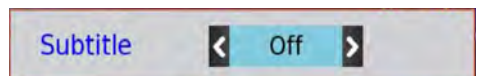


Subtitles (Closed Captions)

Under **User Options** select **Subtitle Selection**. Use the left and right arrow keys on the remote to locate ENG, then press **OK**. You will then be able to see captions on the bottom of your screen. This may take a few seconds to appear.



Subtitles are on when the ENG appears



Subtitles are off when the OFF appears

Recording functionality requires a EXT4 USB drive connected to the receiver. The receiver can format the USB drive for you.

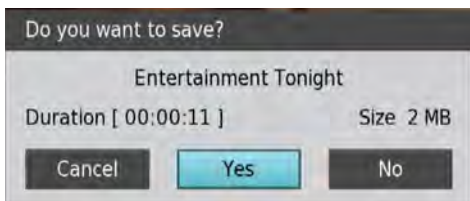
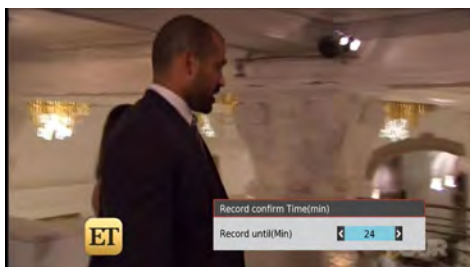
This unit has a single tuner for you to record your shows onto a USB HDD. There will be some limitations to what channels you can watch while you are recording. FreeviewIHD has several channel groups, when recording a channel you can only watch another channel from the same channel group as the one you are recording.

For more information about channel groups visit www.dishtv.co.nz

Instant Recording

1. Press the **REC** button on the remote to initiate the recording.
2. 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.
3. 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 via the Freeview EPG

EPG recording allows you to schedule recordings for programs throughout the week.

1. Press the Guide button on the remote
2. Browse for a programme you wish to schedule recording for and then press the Red Button.
3. The EPG will mark the programme to record, and if the programme has a series, then it will ask if you wish to record the whole series (Yellow) or just this episode (Blue)
4. Once you have a recording set, you will see a small **R** or **S** in red beside the program name. **R** indicates the single recording will be made and **S** indicates that a series will be recording.

Canceling a Recording

If you want to cancel a recording you have set in the Freeview EPG you can do this by:

1. Pressing the **Guide** button on the remote.
2. Locate the programme you have set.
3. Press the **Red Button**, the guide will ask you if you want to continue the cancellation of the recording.



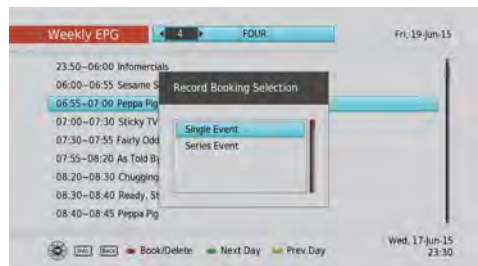
Recording via the Weekly EPG

You can also book programs via the Weekly EPG just like the Freeview Guide.

1. Press the Menu button on the remote
2. Go to Weekly EPG
3. Browse for a programme you wish to schedule recording for and then press the Red Button.
3. The EPG will mark the programme to record, and if the programme has a series, then it will ask if you wish to record the whole series or just this episode, select one of them and press OK to confirm

4. Once you have a recording set, you will see a small **icon** on the right hand side of the program name.

5. To cancel a recording simply press the red button again and confirm.



Series Recording



Single Recording

Need Help?

You will need to supply your own USB Hard Drive, the T2100 receiver scans the device before it is used to determine its reliability, you also need to consider how much recording you are going to do which needs to reflect the size of the USB device. You will need up to 4GB per hour of recording.

Our support team are here to help when needed. You can contact us at www.dishtv.co.nz or via Online communities at geekzone.co.nz and freeviewforum.co.nz our team are ready and happy to help.

View and playback recordings:

1. Press **LIB (Library)** on your remote
2. Select a programme 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.



Delete Multiple Recordings

1. Select each recording by pressing the Yellow button.
2. Press the Red Button to delete the recordings.



View Booked Recordings

1. Press Menu on your remote
2. Go to PVR
3. Go to **Booked List**

You will see a list of all the booked content you have set the unit to record. You can choose to delete the booking or adjust the Series



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

Upgrading via USB

You will need a PC or Mac and a USB Pen Drive to upgrade 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. Press **Menu** and then **Admin**
4. Select **USB Software Upgrade**
5. The unit will install via the USB

Upgrading via Internet

You need to be connected to the Internet before you start, visit Page X for info.

3. Press **Menu** and then **Admin**
4. Select **Network Software Upgrade**
5. The unit will connect to the server and will install the software when available

Upgrading Over The Air

This will upgrade software over the air, This will only work if the upgrade is being broadcast.

1. Press **Menu** and then **Admin**
2. Select **OTA Software Upgrade**
3. The unit will search the Freeview Broadcast and will install the update.

Need Help?

Upgrading new firmware can be confusing. You can contact us at www.dishtv.co.nz or via Online communities at geekzone.co.nz and freeviewforum.co.nz our team are ready and happy to help.

Dish TV T2100 Terrestrial Receiver - 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 Aerial Set-Up
- Aerial set for wrong polarity
- Cables are too old or are worn
- Poor joints in cable
- Split into too many rooms
- Using indoor rabbit ears or antenna
- Reception patchy at location
-

Q. How do I set the time?

A. Your unit will automatically update the time from the transmitter.

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.

Q. I have recorded something but a group of channels are unavailable to watch?

A. Freeview HD signal is transmitted on three different frequencies, with single tuner you can only watch and record 1 frequency at a time hence channels on the other frequencies are not available until the tuner stops recording.

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

Check the Troubleshooting on Page 27 for additional help, otherwise you can contact Dish TV via Page 28

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.
		<p>Go to Menu>Settings>System Settings</p> <p>Adjust the resolution to suit the TV, sometimes HDMI cables can't provide a 1080p picture to your TV.</p>
Tuning Failed or Database Empty	<ul style="list-style-type: none"> Aerial cable not plugged in UHF Aerial may be misaligned 	<p>Plug in the UHF aerial into the ANT IN socket at the back of the receiver.</p> <p>Align the UHF aerial to your closest transmitter, ensure that there are no objects that could interrupt the signal path.</p>
	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 T2100 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.

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, via email or on Geekzone and FreeviewForum.

Contact us through either of these methods

Call Us:

Call our team during our usual working hours at 0800 DISH TV (0800 347 488)

Monday-Friday 9am-5pm (We also have a local number 07 929 4123)

Email Us:

Email our team at any time at support@dishtv.co.nz or fill out the detailed form at dishtv.co.nz, We aim to respond to emails within 1 business day.

Online Forums:

Our Team are available on Geekzone and FreeviewForum to discuss any issues or questions. geekzone.co.nz and freeviewforum.co.nz

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 and select **Warranty and Registration**
3. Enter in your details via the form

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

