Altech Node
Settings
Guide

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1. General Information

Congratulations on purchasing your Altech Node. The purpose of this Settings Guide is to provide easy to understand instructions on how to connect your Node to LAN, Wi-Fi or 3G, and how to set up your personal network and Node priorities and preferences.

Should you have any difficulties with the installation or registration of your Node, please call us on **086 000 NODE (66 33)** during our office hours, i.e. between 07:00 and 22:00 for support, or use the Web Self-Service Portal at www.node.co.za. Alternatively you can consult our Node help section on www.node.co.za. It is frequently updated and it includes search functionality as well as an option to post new questions and comments.

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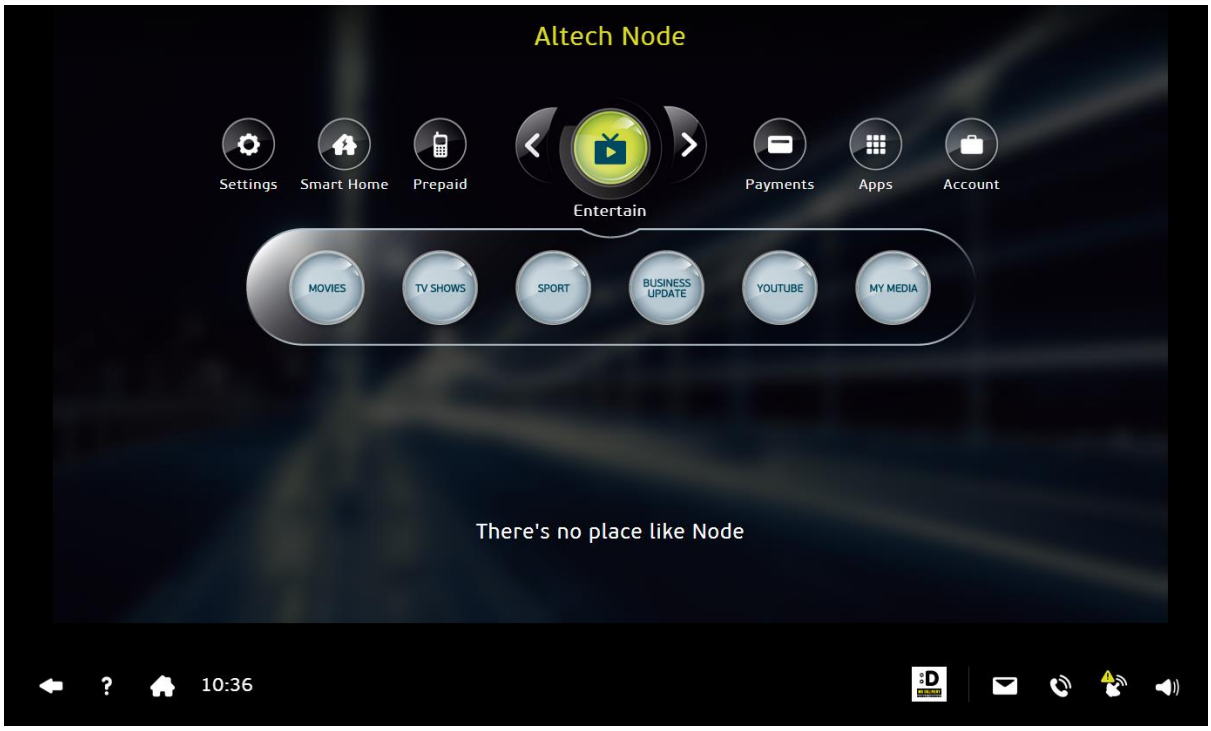
2. Node Settings

Your Altech Node *Settings* screen allows you to:

- Set up, edit and prioritise the various internet connections available to you
- View connected peripherals
- Set up the DLNA
- Set up and edit your satellite connection
- View external storage devices
- View and edit personal preferences such as video and audio preferences and parental control
- View your Altech Node's system information
- Run diagnostics and
- Reset the Altech Node back to its original factory settings.

2.1. Accessing your Settings Options



1. On the Altech Node's homepage, select *Settings* and press *OK*.
2. The following *Settings* screen is displayed.

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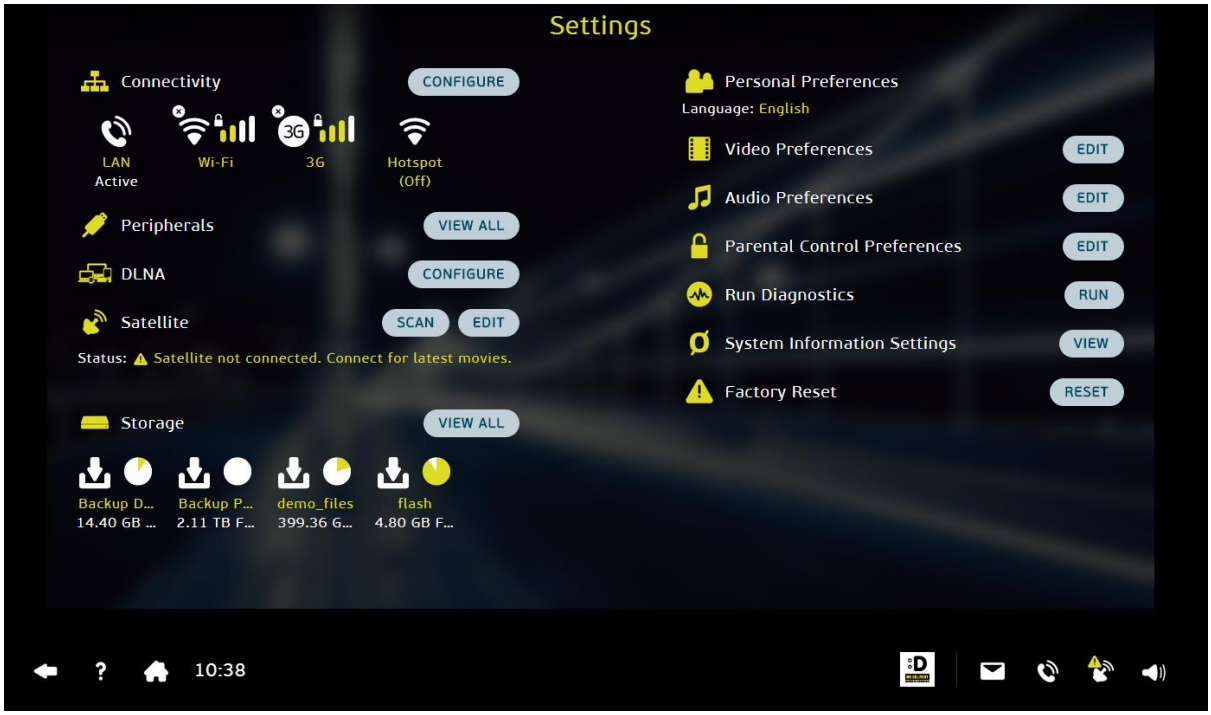


2.2. Connectivity

There are 3 ways to connect your Altech Node to the Internet:

(a) a LAN connection
(b) Wi-Fi
(c) 3G SIM card

Select your preferred connection type and follow these easy steps to get connected.

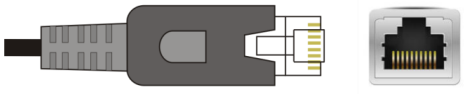
If you use more than one network, you can prioritise these to determine which connection your Altech Node will use if its default connection is not available.

The network connection you configure **first** will be your default Internet connection. Your Altech Node automatically uses that network connection before trying any other.

2.2.1. LAN Connection / Advanced Options

This option will only apply to you if you are within a Local Area Network and you have access to a physical LAN/Ethernet cable.

1. Ensure the Ethernet cable is connected to the Ethernet port at the rear of your Altech Node as shown below:



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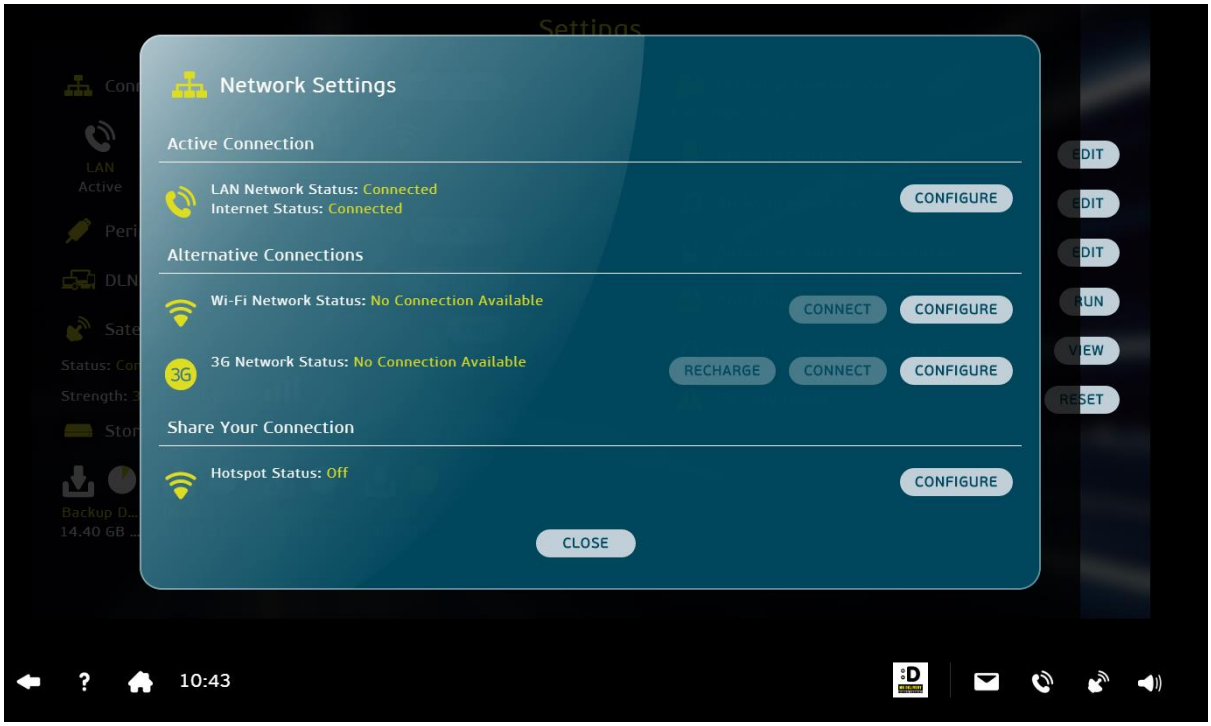
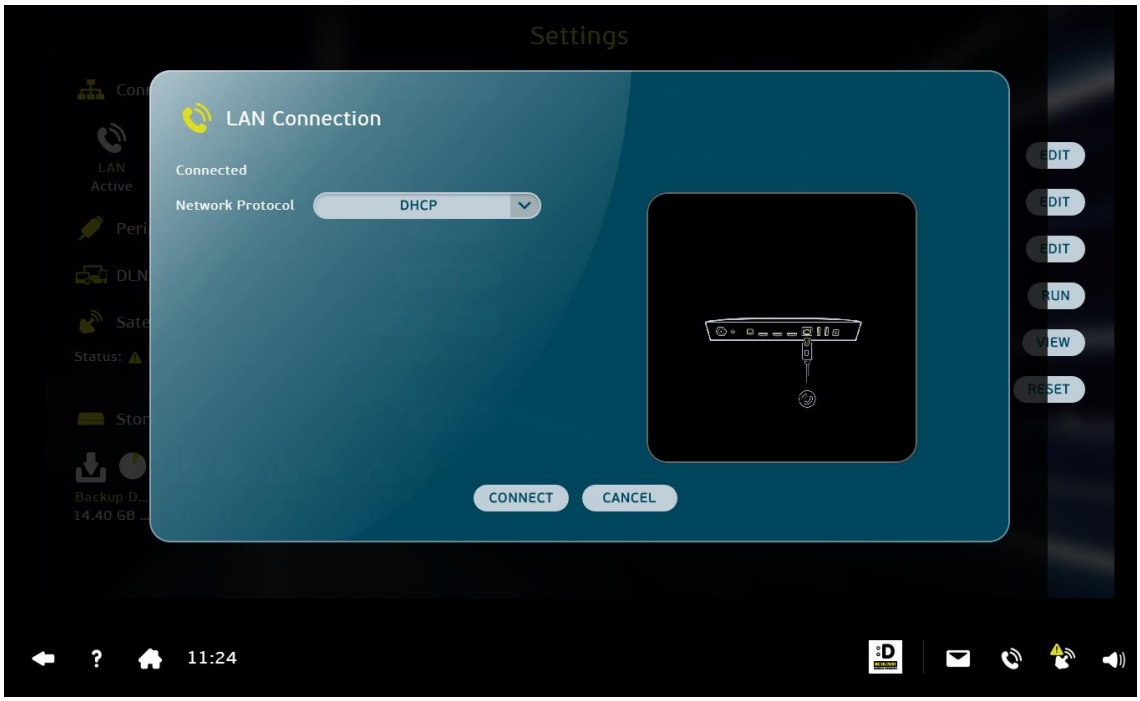
2. Select the *LAN* icon.
3. Select *CONFIGURE* and then press *OK* to access the *Network Setting* screen.
4. The following *Network Setting* popup screen is displayed.



5. Select *CONFIGURE* and then press *OK* to access the *Network Protocol* screen.
6. The following *Network Protocol* screen displays.



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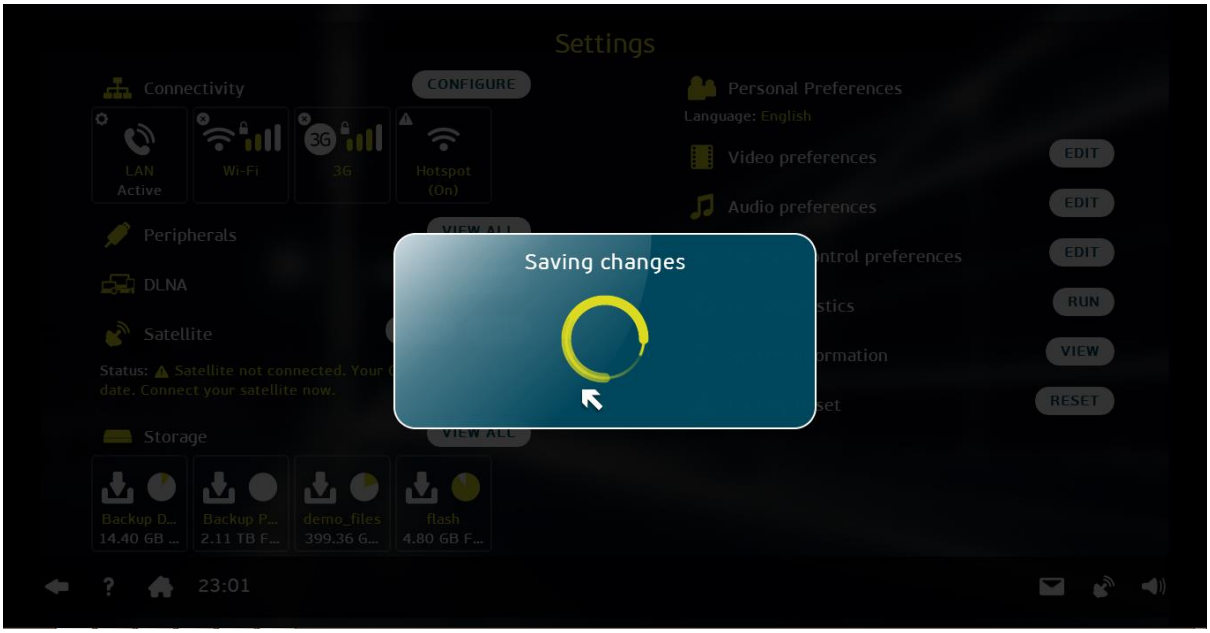
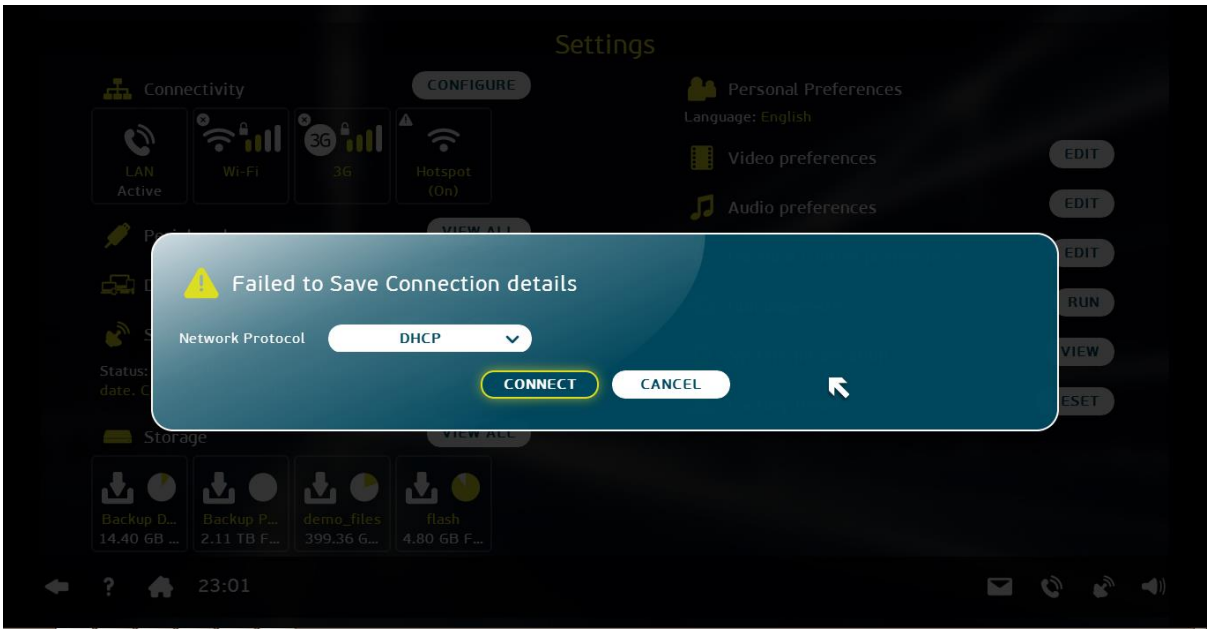
7. To select a network protocol, select the *Network protocol* bar and press *OK*. A dropdown menu displays available protocols from which you select yours.
8. Select the *CONNECT* to activate the new protocol. The following *Saving Changes* screen is displayed.



2.2.2. Unable to connect to LAN

If the Altech Node fails to connect to the LAN, the *Failed to Save Connection details* message will appear.



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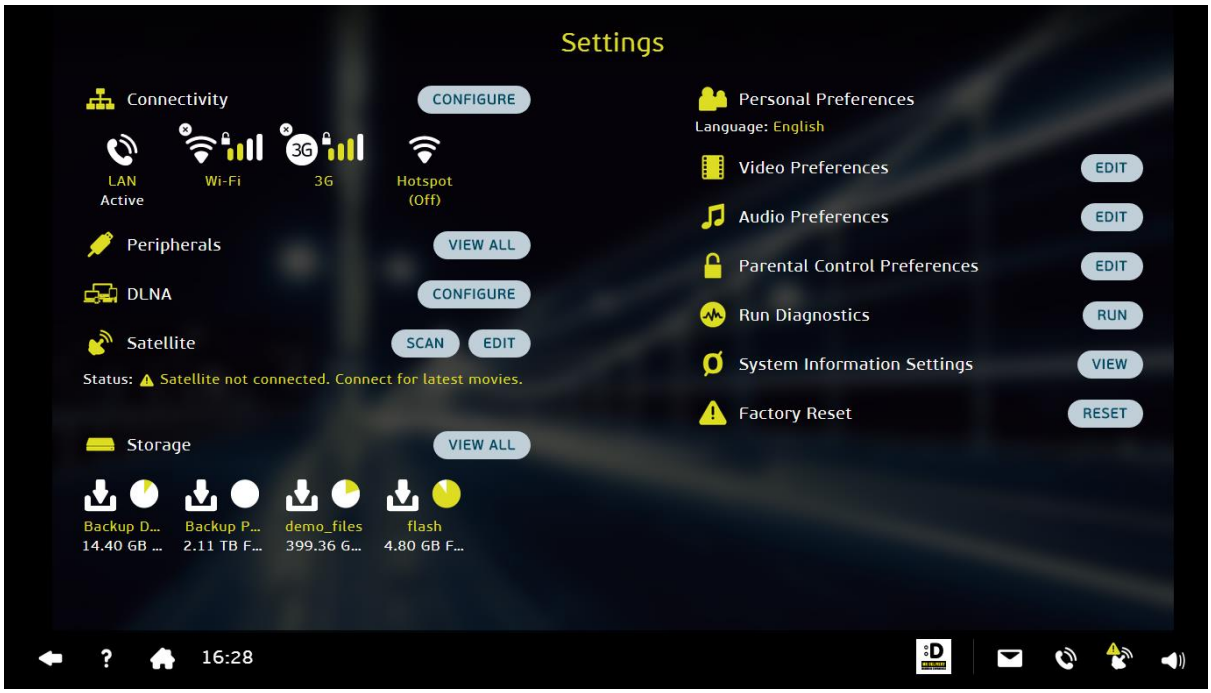
1. Ensure the Ethernet cable is connected to the Ethernet port at the rear of your Altech Node as shown below:

2. Select *CONNECT* to try again.
3. If your LAN connection fails again, try another protocol setting or call 086 000 NODE (66 33) between 07:00 and 22:00 for assistance.

2.3. Wi-Fi Connection



This option will apply to you if you have access to a Wi-Fi network. When selecting the network, you have the option to scan for new Wi-Fi networks or to manually add a Wi-Fi network. All networks within range of the Node are shown, with the network with the highest signal strength at the top. Change Wi-Fi networks as follows:

1. Select the *Wi-Fi* icon on the *Settings* screen.
2. Select *CONFIGURE* to access the *Network Setting* screen.

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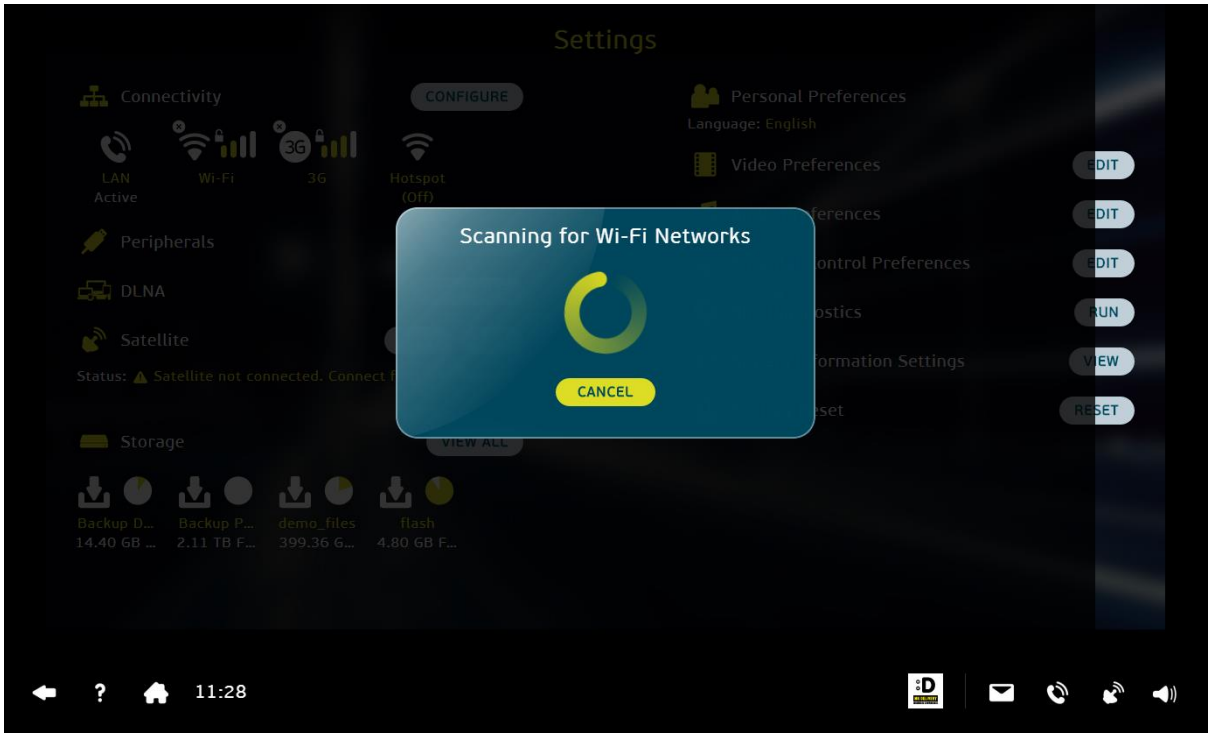
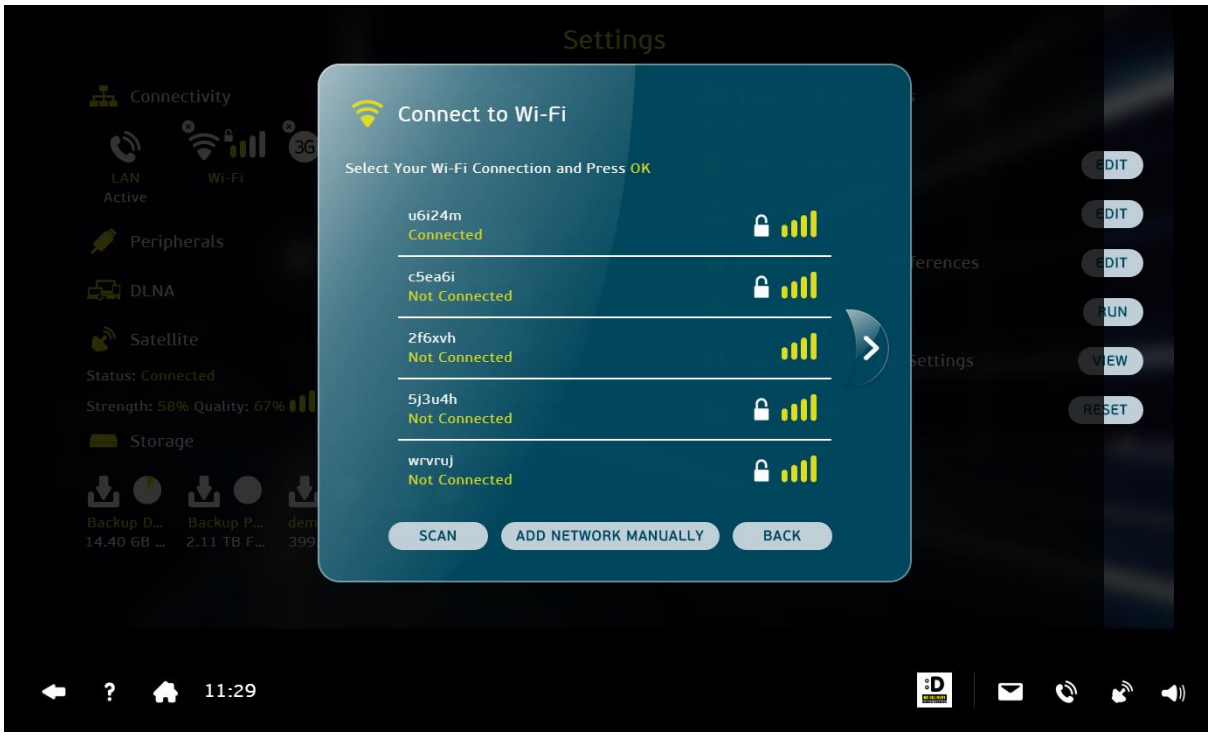


3. The *Scanning for Wi-Fi networks* screen is displayed.



4. The *Select your Wi-Fi connection* screen displays all available Wi-Fi networks in close range to your Altech Node.
5. Select your Wi-Fi connection from the list and press *OK*.
6. Enter your Wi-Fi password when requested to do so

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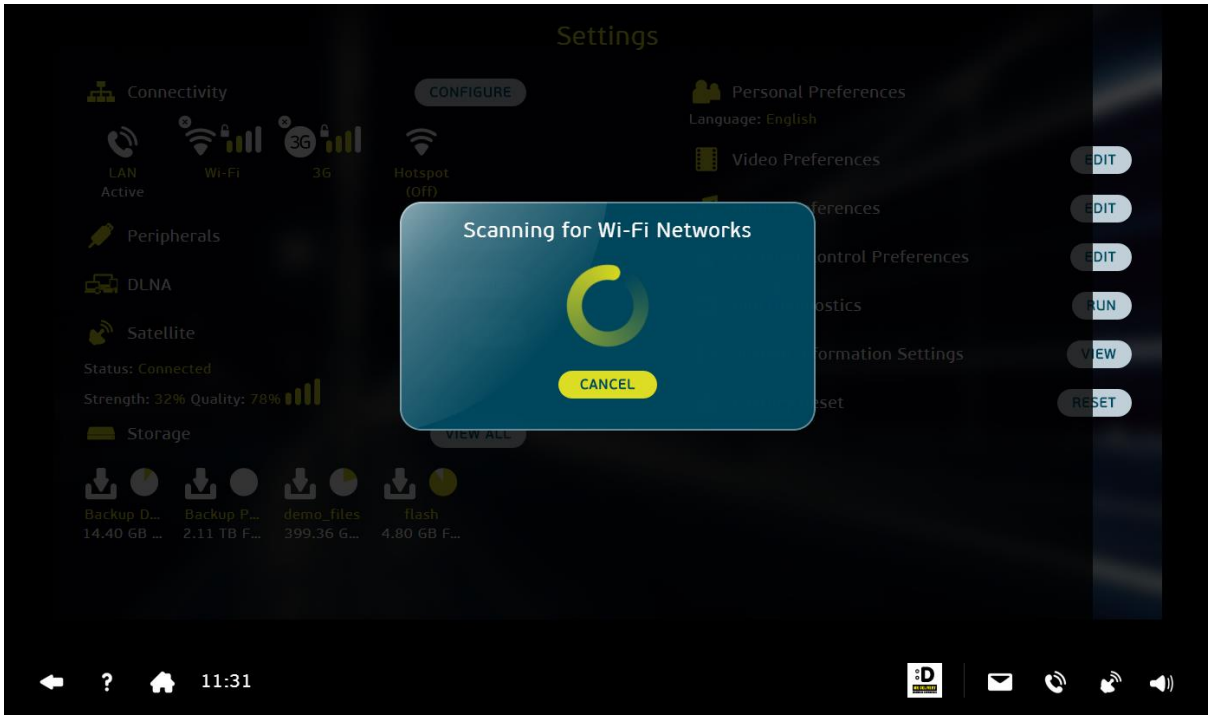
7. Select *Connect*. Your Wi-Fi connection will be validated and connected.
8. If no Wi-Fi connection is found, select *SCAN* to perform another search for Wi-Fi networks.



9. The *Scanning for Wi-Fi networks* screen is displayed.

2.4. 3G Configuration

1. Insert your 3G SIM card into the SIM card tray at the bottom on the left of your Node.

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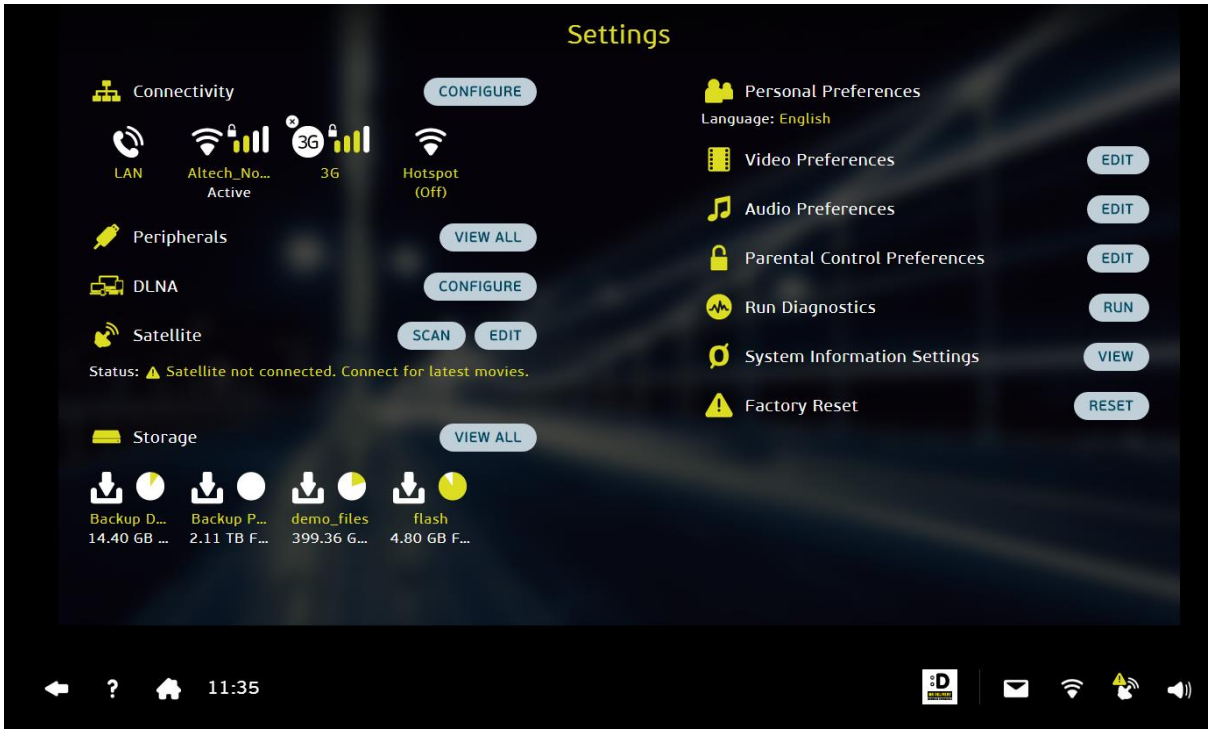
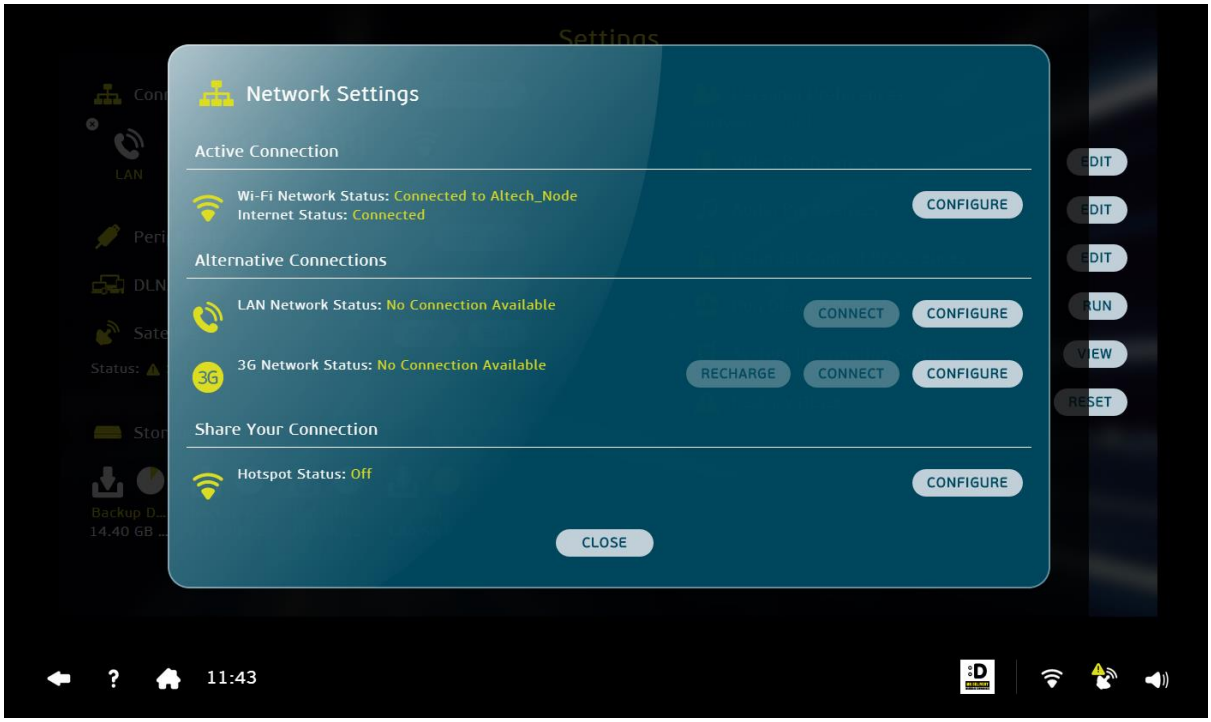


2. Select the *3G* button on the *Settings* screen. The *Network Settings* screen is displayed.



3. Select the *Connect* button. Your 3G connection will be validated and connected.
4. The following *Checking mobile connection* screen is displayed.

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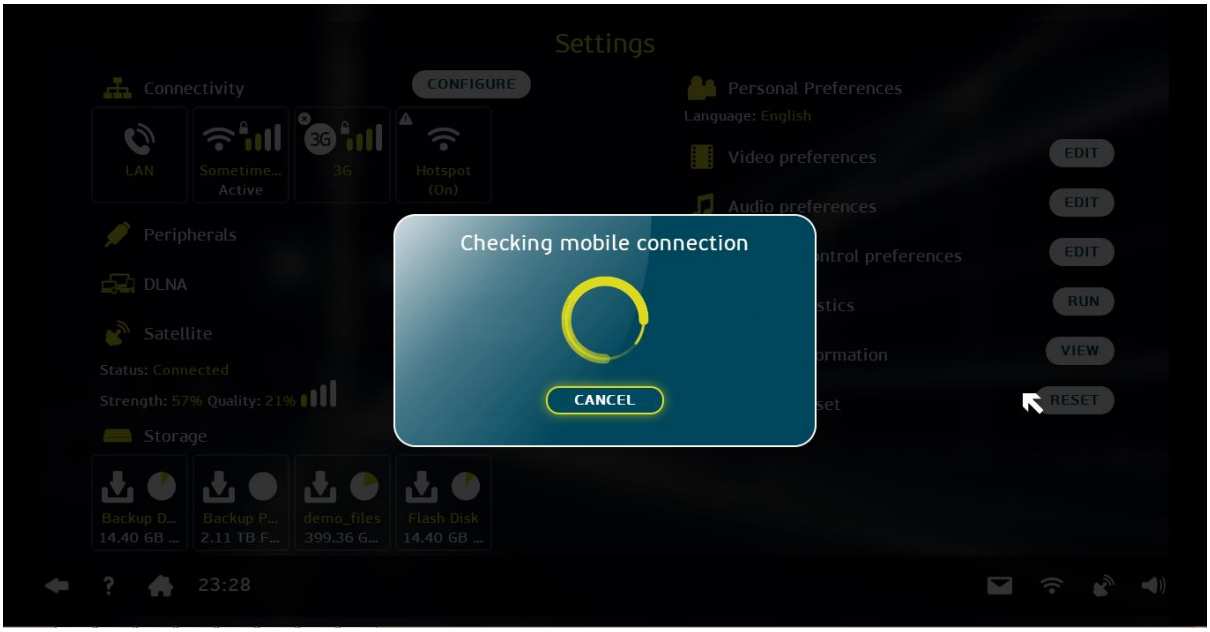
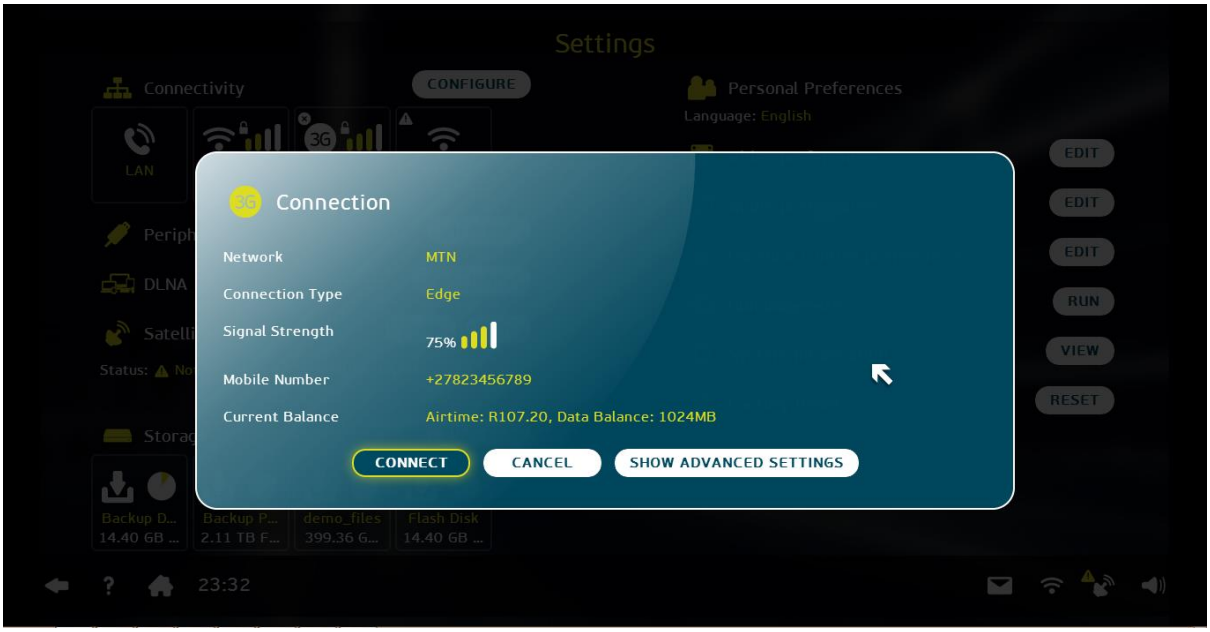


5. If necessary use the *3G Advanced* option to override the network APN setting.
6. Select *CONFIGURE*. The *3G Connection* screen is displayed.



7. Select *SHOW ADVANCE SETTINGS*. The following *Connection* popup screen is displayed with the APN options.

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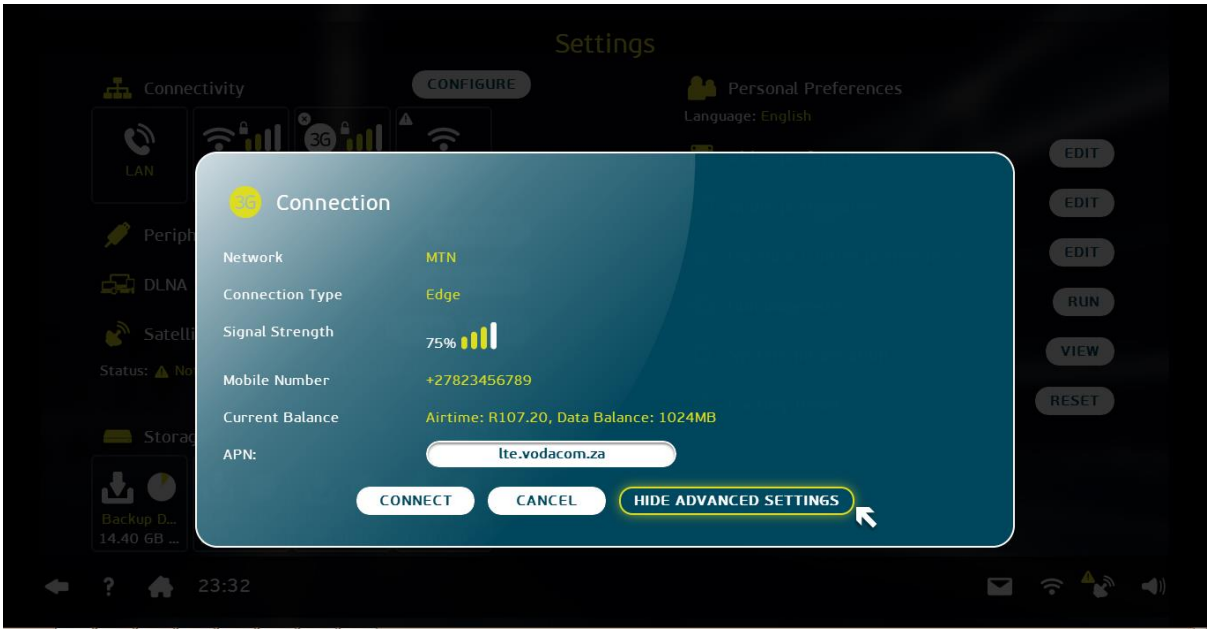
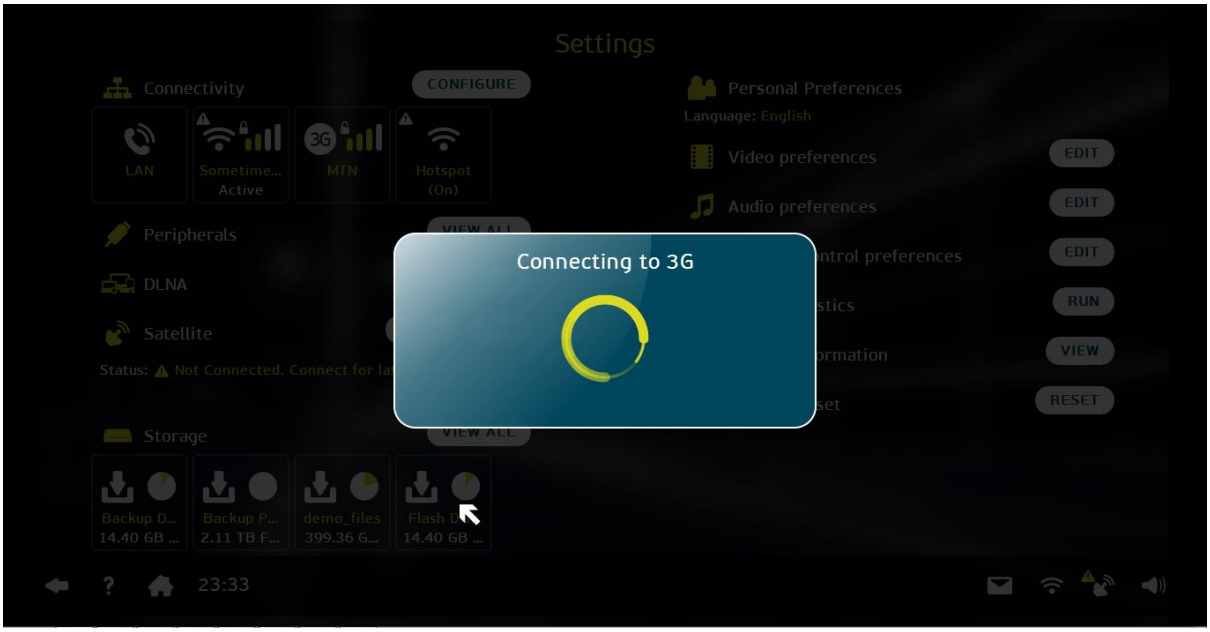


8. Confirm the appropriate APN option and select *Connect*. The following *Checking to 3G* popup screen is displayed.



2.4.1. Recharge

1. On the *Settings* screen select *3G* and then select *CONFIGURE* to access the *Network Setting* screen.

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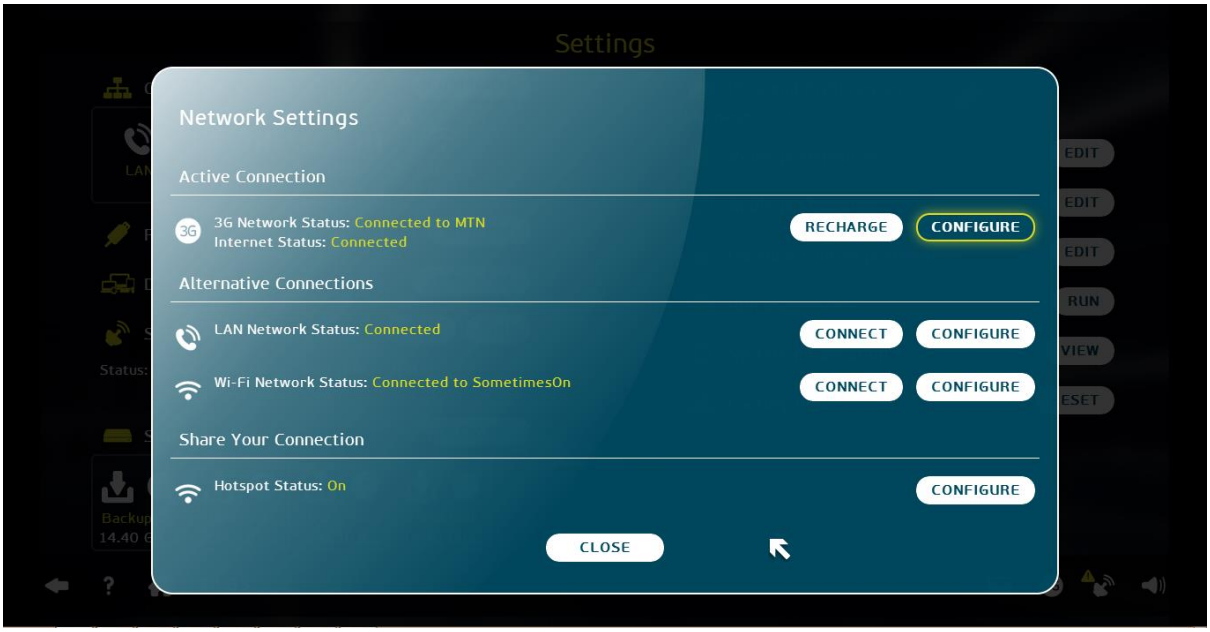
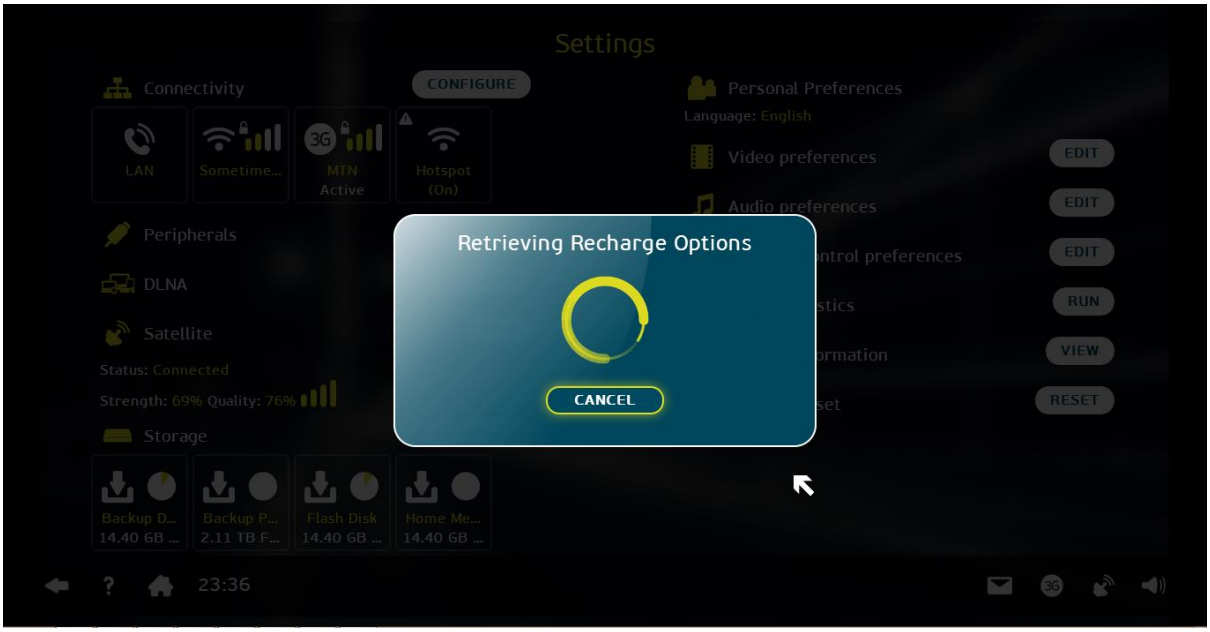


2. Select *RECHARGE* and then press *OK*.
3. The *Retrieving Recharge Options* screen is displayed.



4. The following *Please wait* popup screen is displayed.

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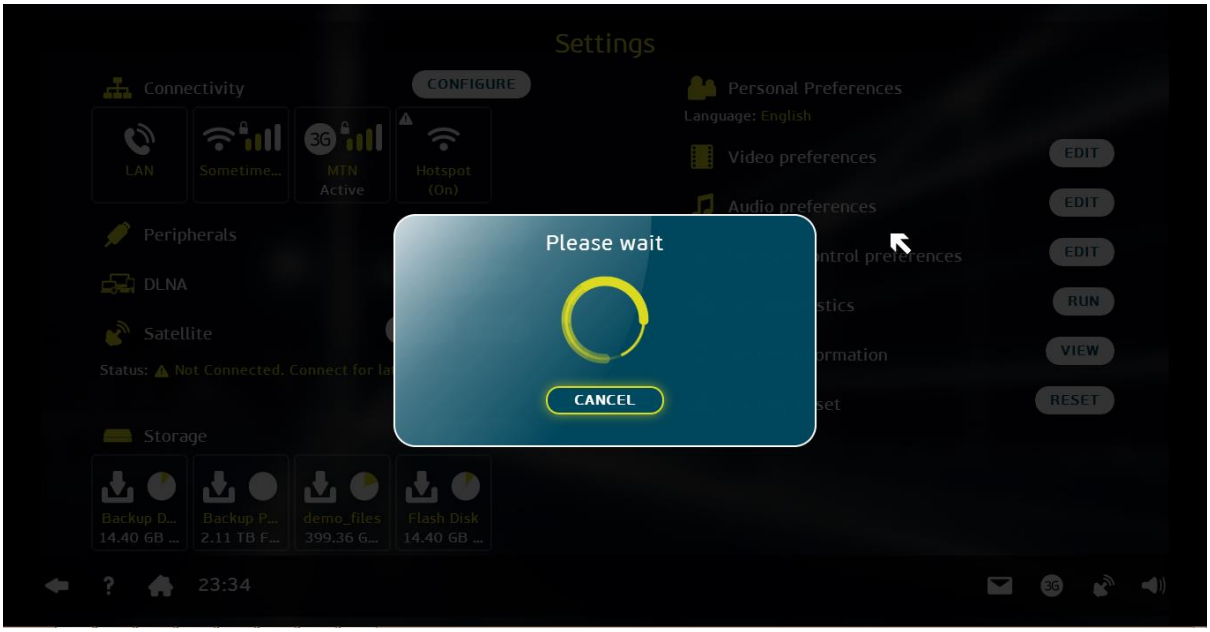
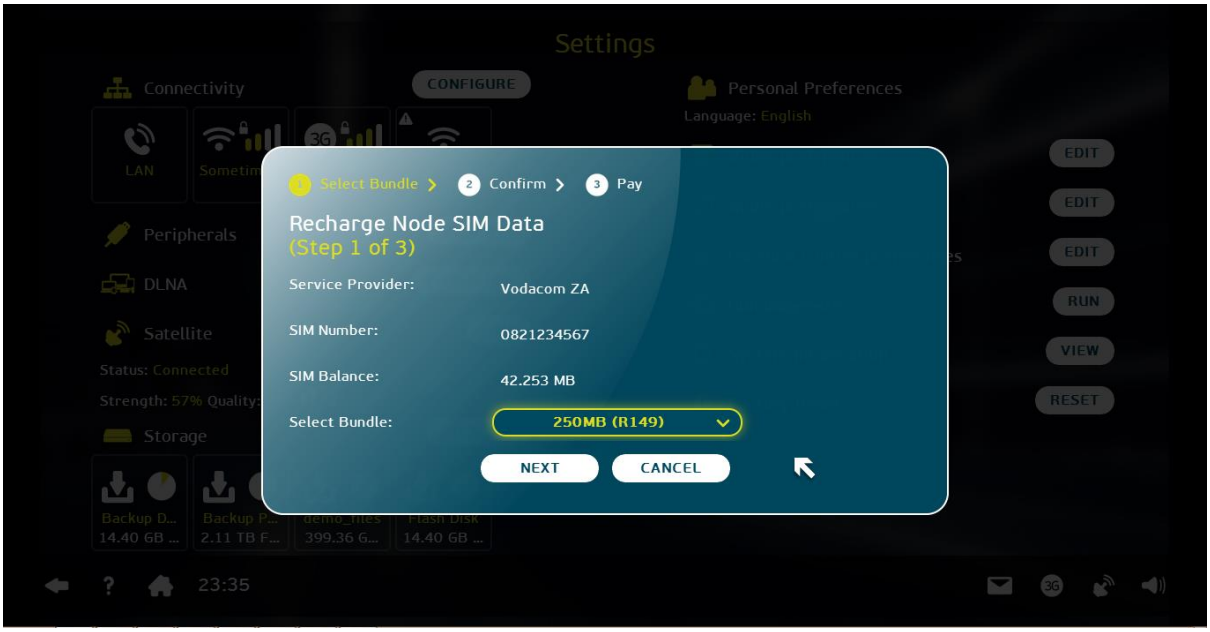


5. The *Recharge Node SIM Data - Step 1 of 3* screen is displayed.



6. To recharge your SIM card, select the *Select Bundle* bar and then press *OK*. A dropdown menu displays the available recharge bundles.

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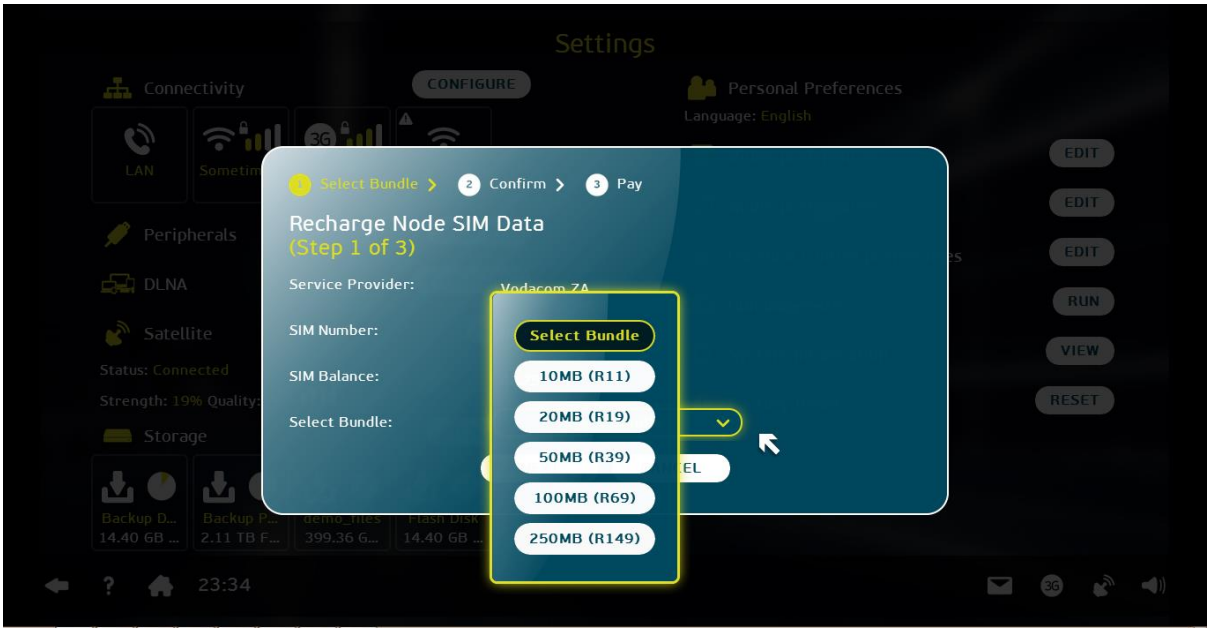
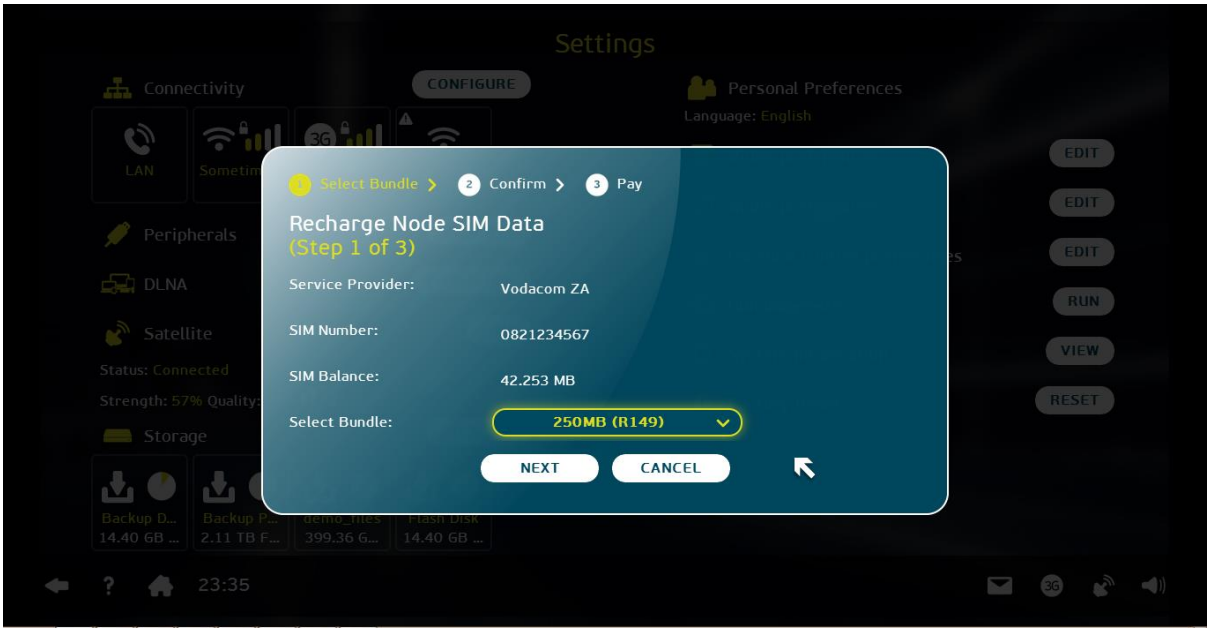


7. Select the appropriate recharge bundle from the menu and then click *OK*. The recharge bundle you selected will appear in the bar.



8. Select *NEXT* to go to *Step 2 of 3* of the recharge process. The following *Selecting Bundle* popup screen is displayed, followed by the *Recharge Node SIM Data (Step 2 of 3)* screen.

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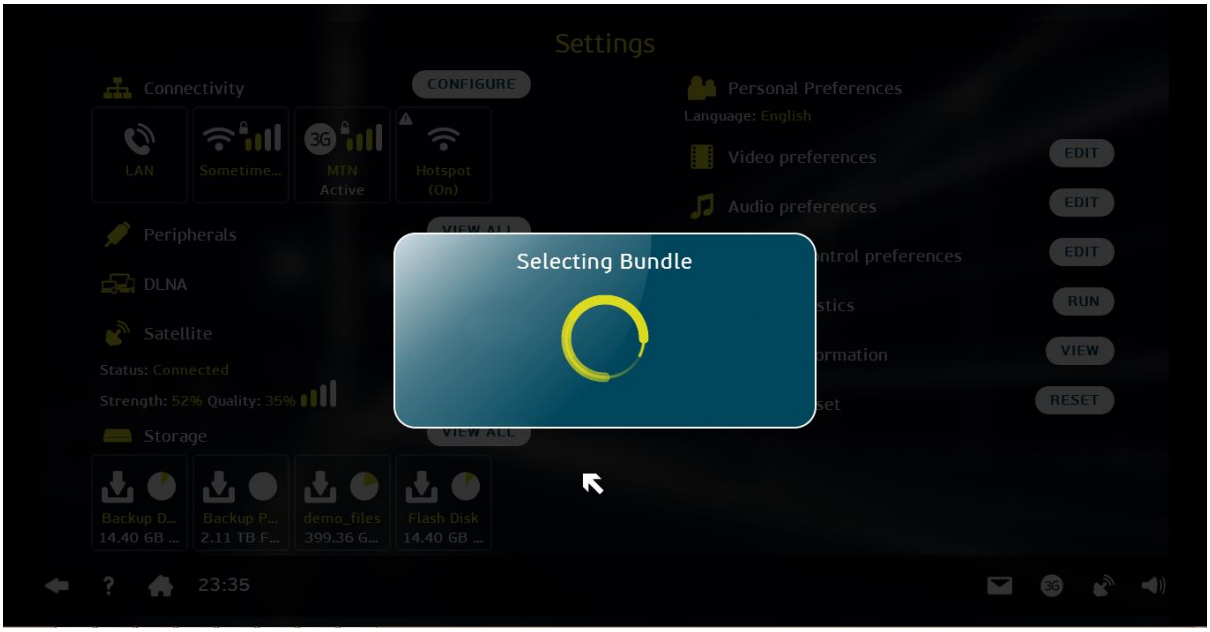

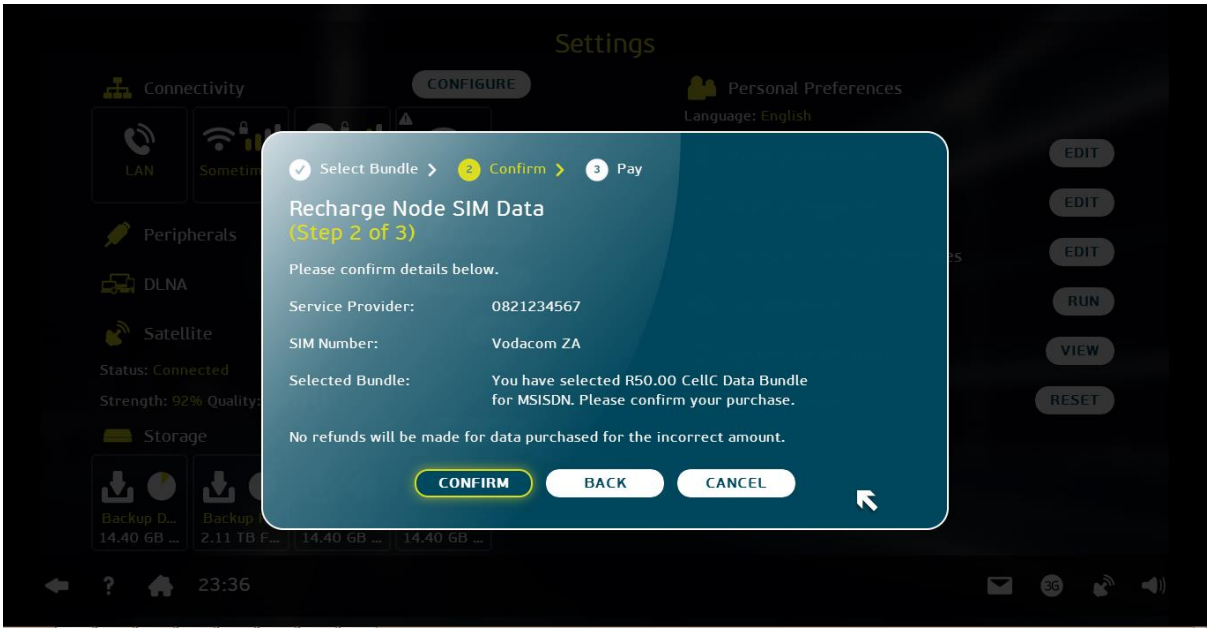

9. Select *CONFIRM* and then press *OK* to move on to Step 3 of 3.
10. The *Confirming Bundle Selection* screen is displayed.

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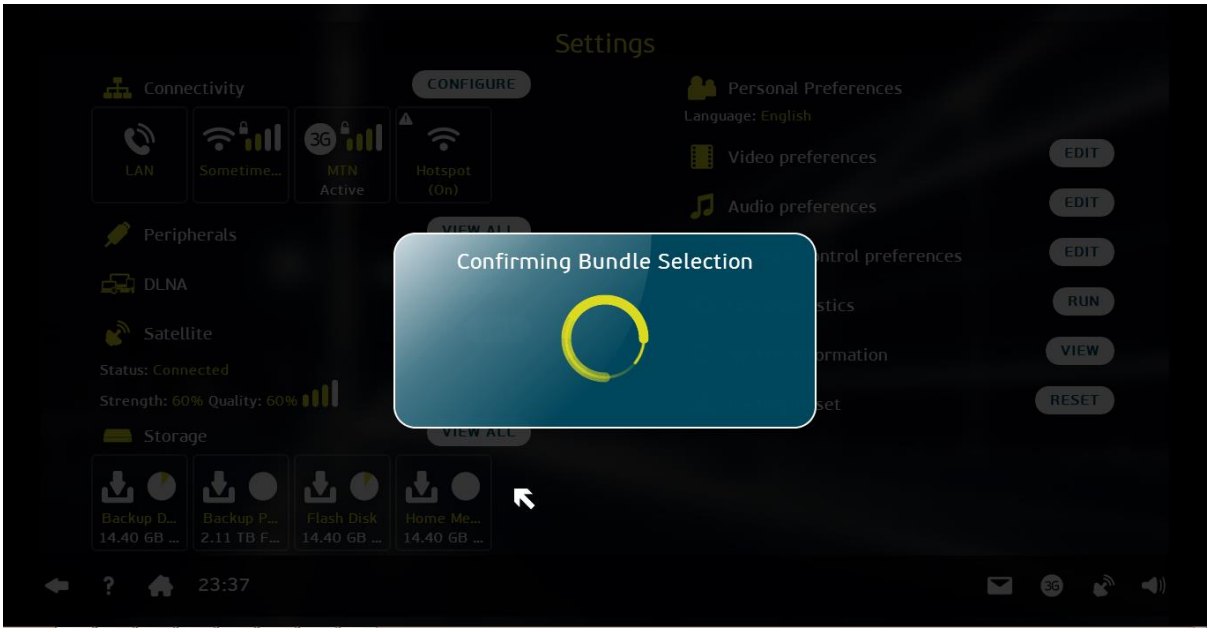
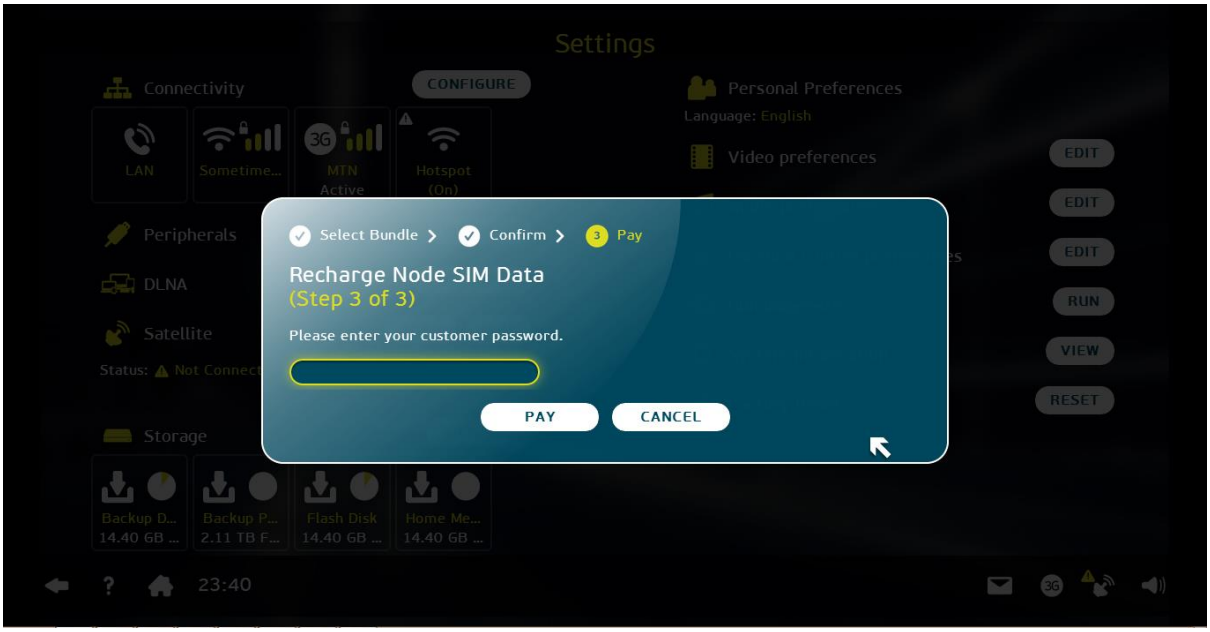


11. On completion of *Confirming Bundle Selection*, the *Recharge Node SIM Data (Step 3 of 3)* screen is displayed.



12. Select the *Please enter your customer password* bar and type in your password.
13. Select *PAY* and then press *OK*.
14. The following popup screen is displayed confirming that the recharge was a success.

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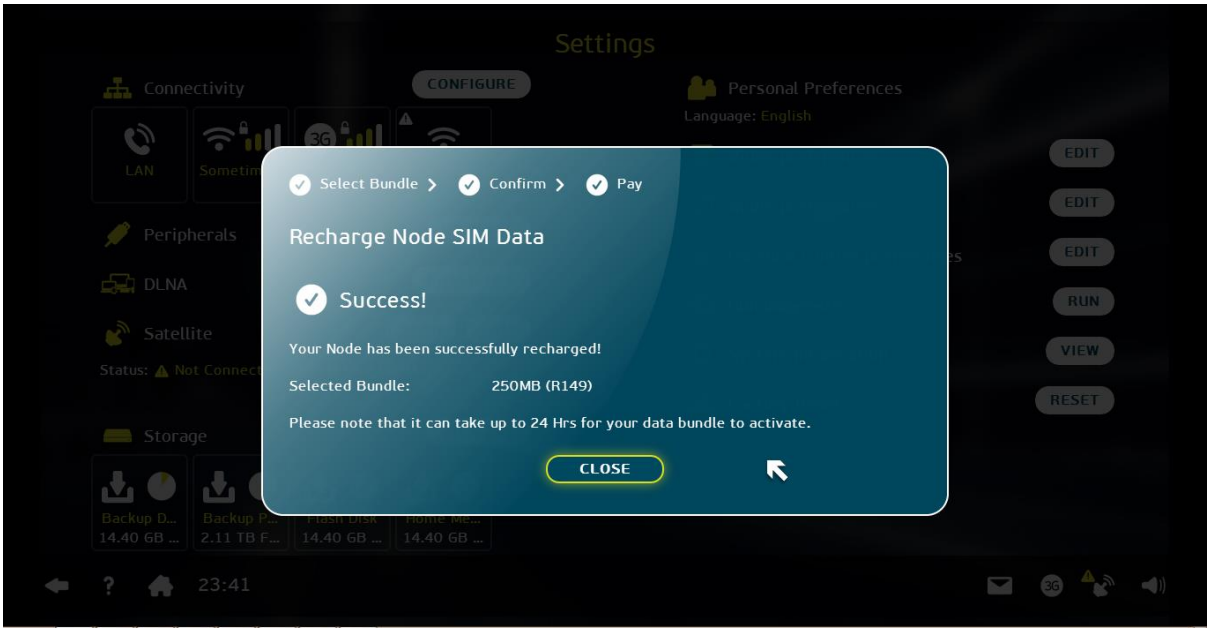
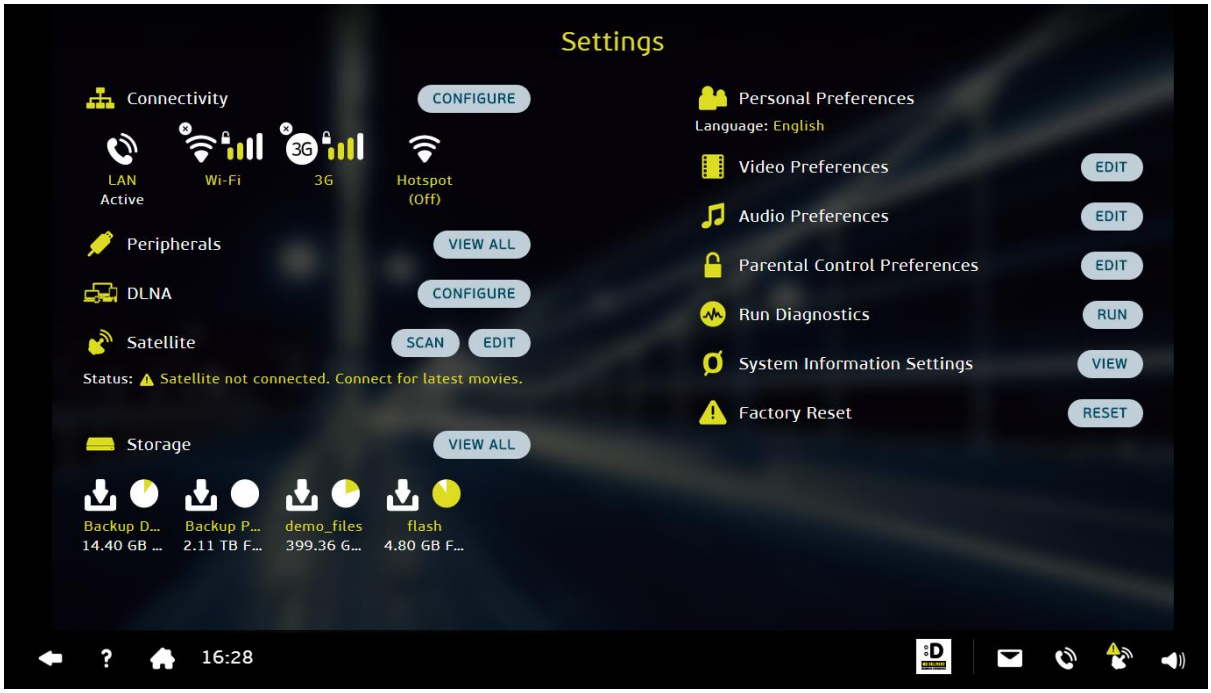


2.5. Set up a Wi-Fi Hotspot

Your Altech Node can be used as a Wi-Fi hotspot, creating a Wi-Fi network in your home for all other Wi-Fi enabled devices.



1. Select the *Hotspot* icon, then select *CONFIGURE* and then press *OK* to access the *Network Setting* screen.

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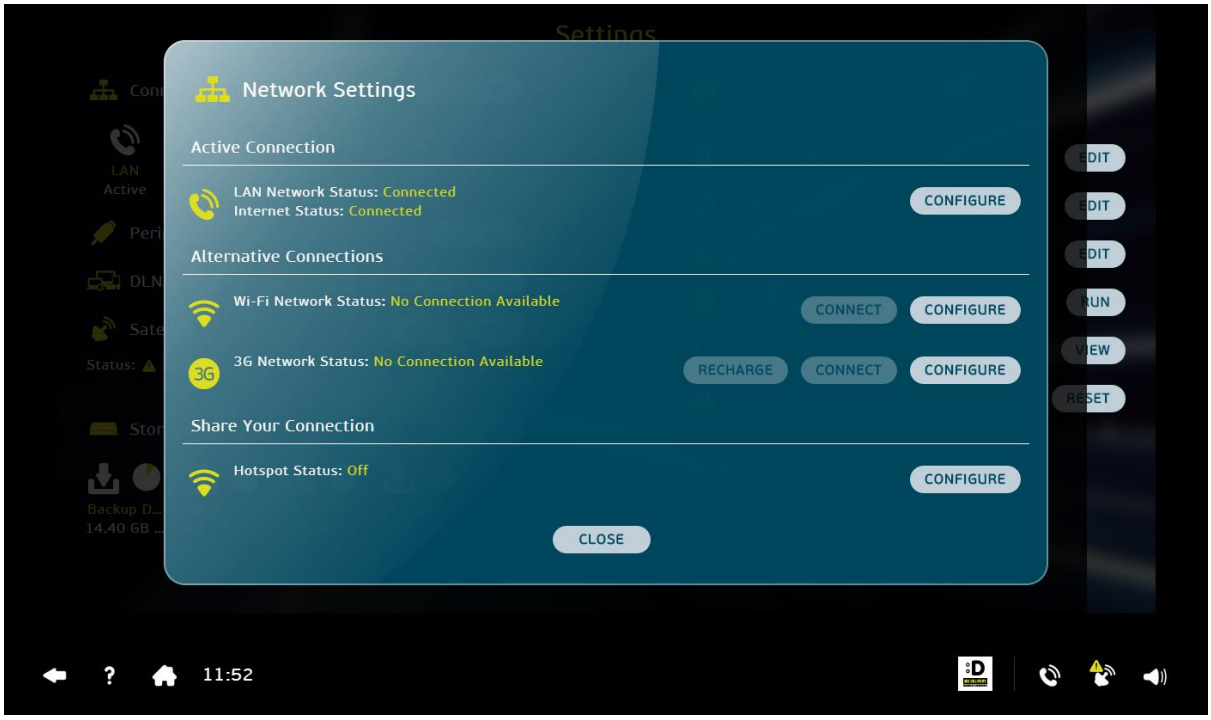
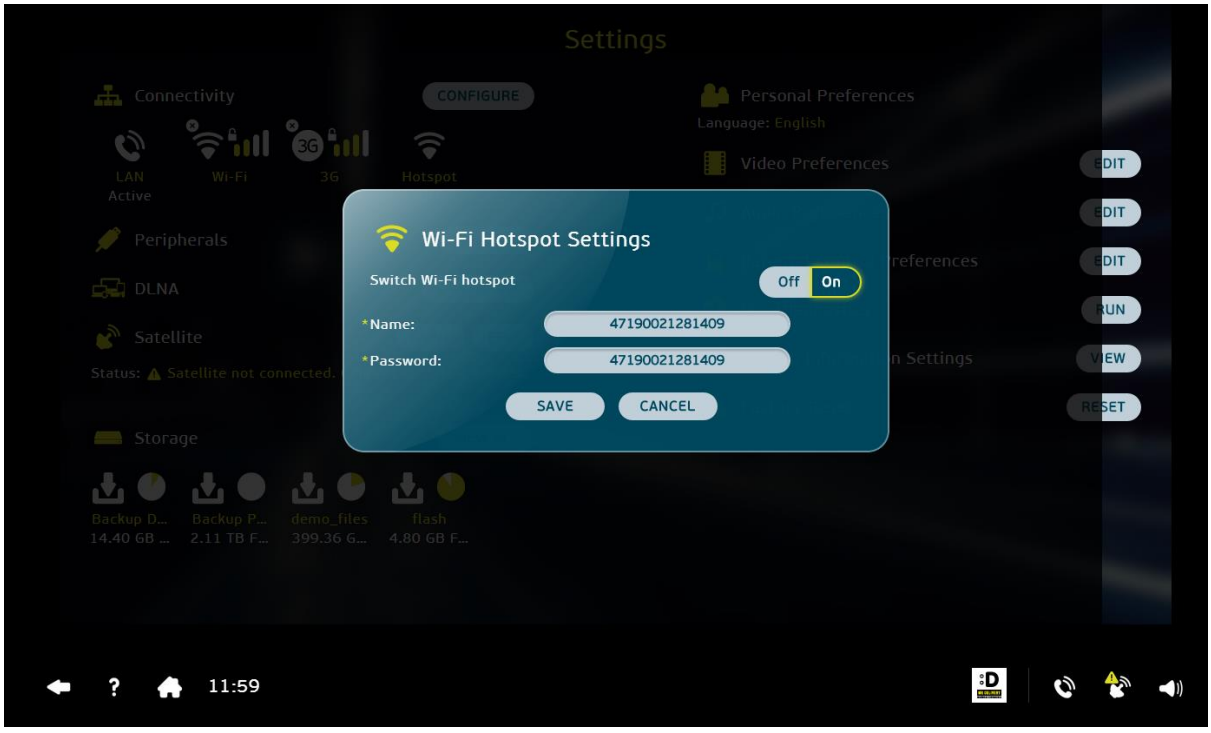


2. You can view the status and change the settings of your home's Wi-Fi hotspot from this screen.
3. Select *CONFIGURE* and then press *OK* to access the *Wi-Fi hotspot settings* screen.



4. Press *OK* to switch the Wi-Fi hotspot *On* or *Off.*
5. The Node's *Serial Number* will populate the password bar.
6. To change your password, select the *Password* bar and type in your new password.

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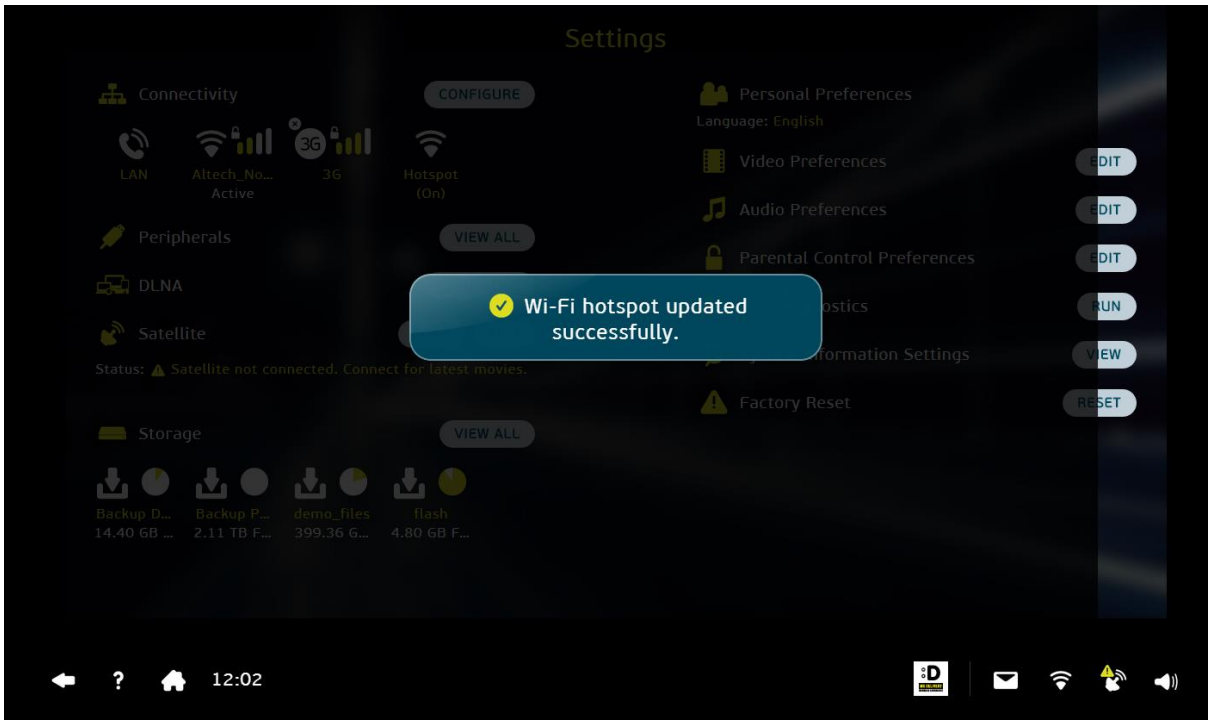
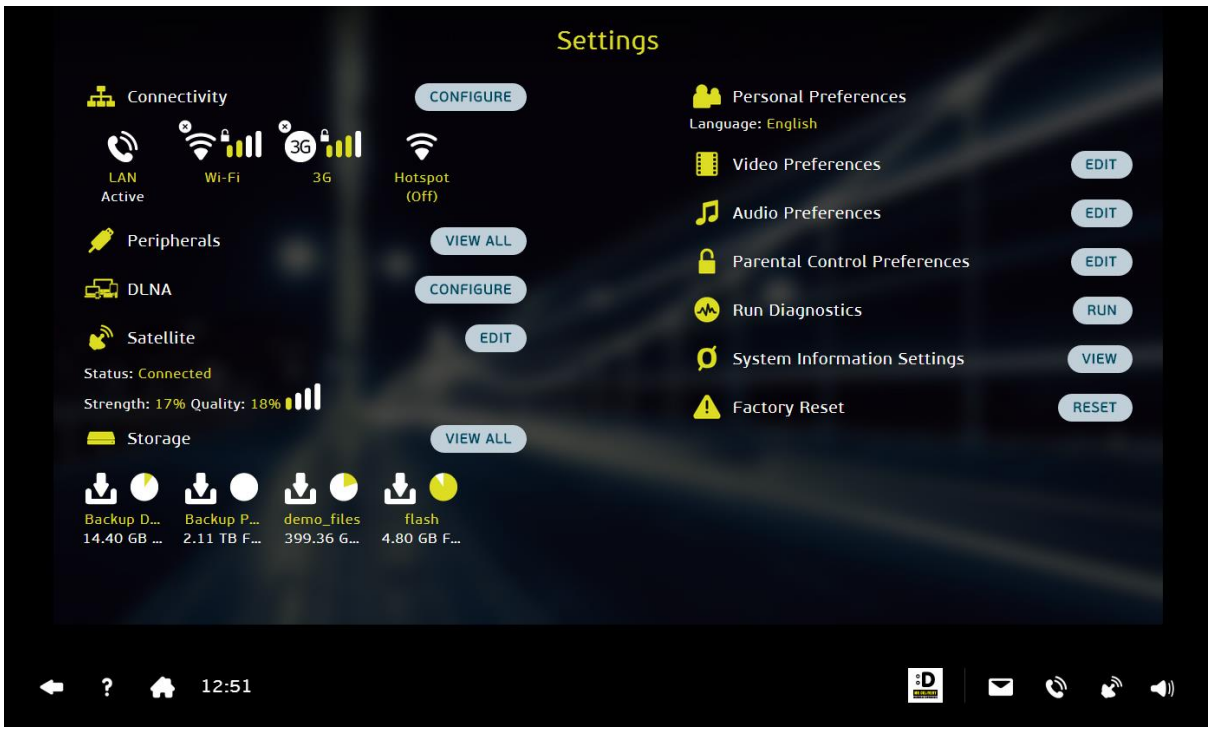
7. Select *SAVE* and press *OK* to activate the Wi-Fi hotspot.The *Wi-Fi hotspot updated successfully* screen is displayed.



2.6. View Peripherals

Peripherals are external devices such as a remote control units, mice, keyboards and printers, etc. that can be connected to your Altech Node. You can view all the connected peripherals by selecting *VIEW ALL* from the *Settings* screen:



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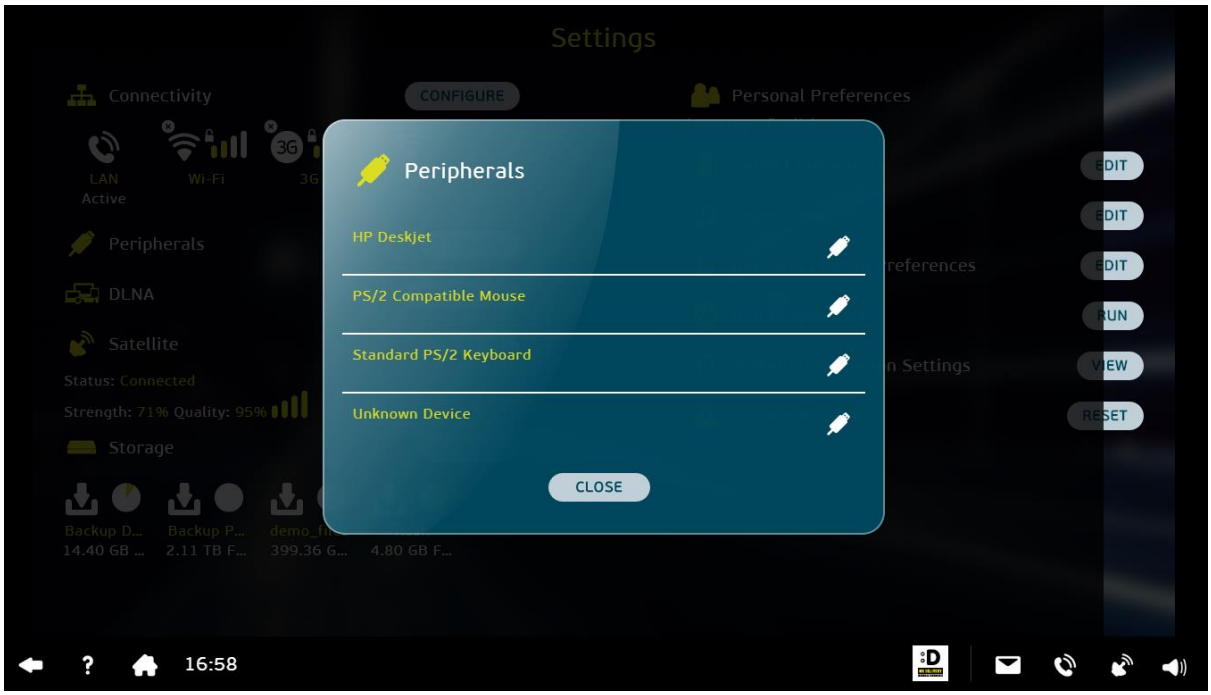
1. Select the *Peripherals VIEW ALL* button and press *OK* to view the list of peripherals.
2. The following *Peripherals* screen is displayed.



2.6.1. Adding a Device

When adding a device, the system will automatically detect that a device had been connected to your Altech Node. The Node operating system automatically installs and configures the device so that you can use it. Once the device is active, the following screen is displayed showing that a peripheral was added.

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2.6.2. Removing a Device

When a device is no longer needed, you can simply disconnect it. After the device is disconnected, the following screen is displayed.

2.7. DLNA

The Digital Living Network Alliance (DLNA) defines standards that enable devices to share content such as photos, video, music, etc. with each other. You can use your DNLA enabled

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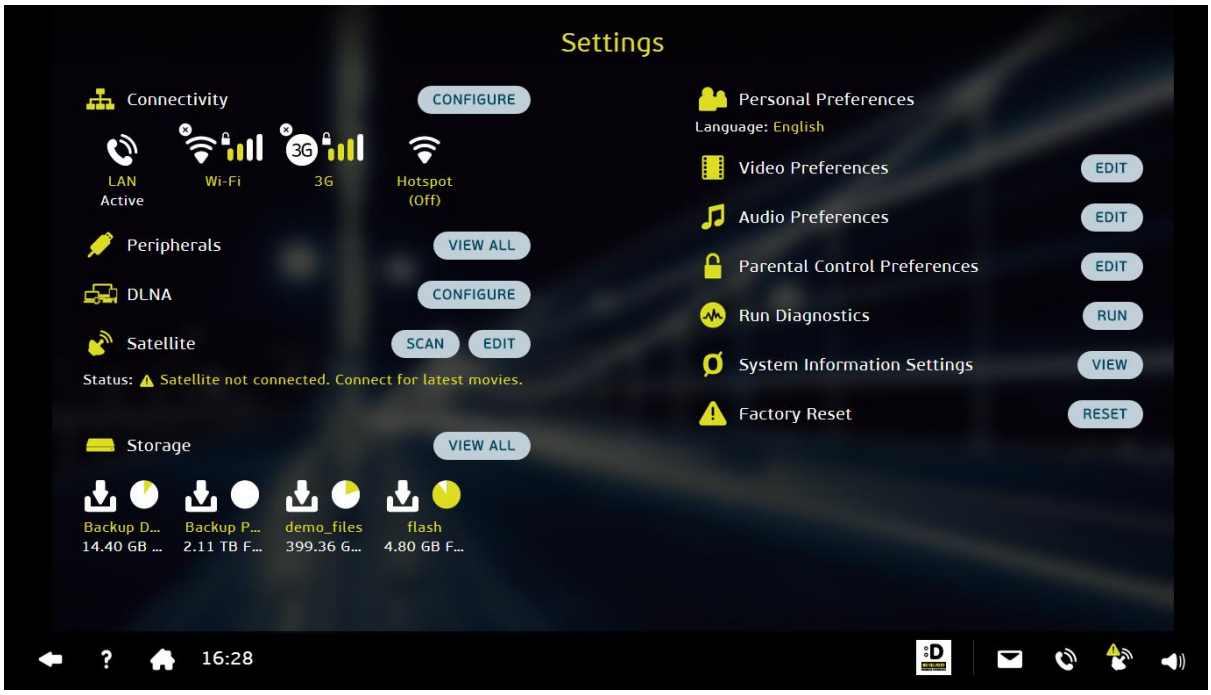
USB-driven devices such flash drives, external hard drives, etc. to feed your own music, pictures, video etc. to your Altech Node.

Through DLNA your Node can also deliver YouTube content directly to your screen.



1. Select the *CONFIGURE* button next to the *DLNA* icon on the *Settings* screen and then press the *OK*.
2. The *Retrieving DLNA Settings* screen is displayed followed by the *Configure DLNA Server* screen.

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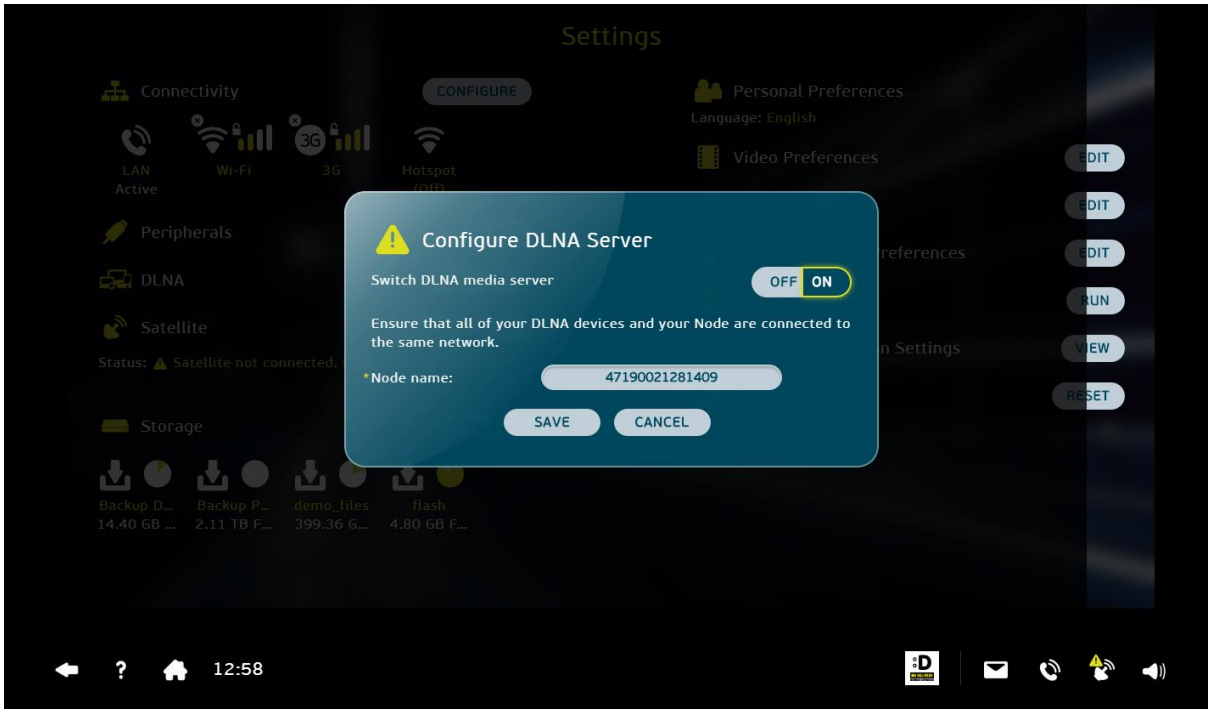
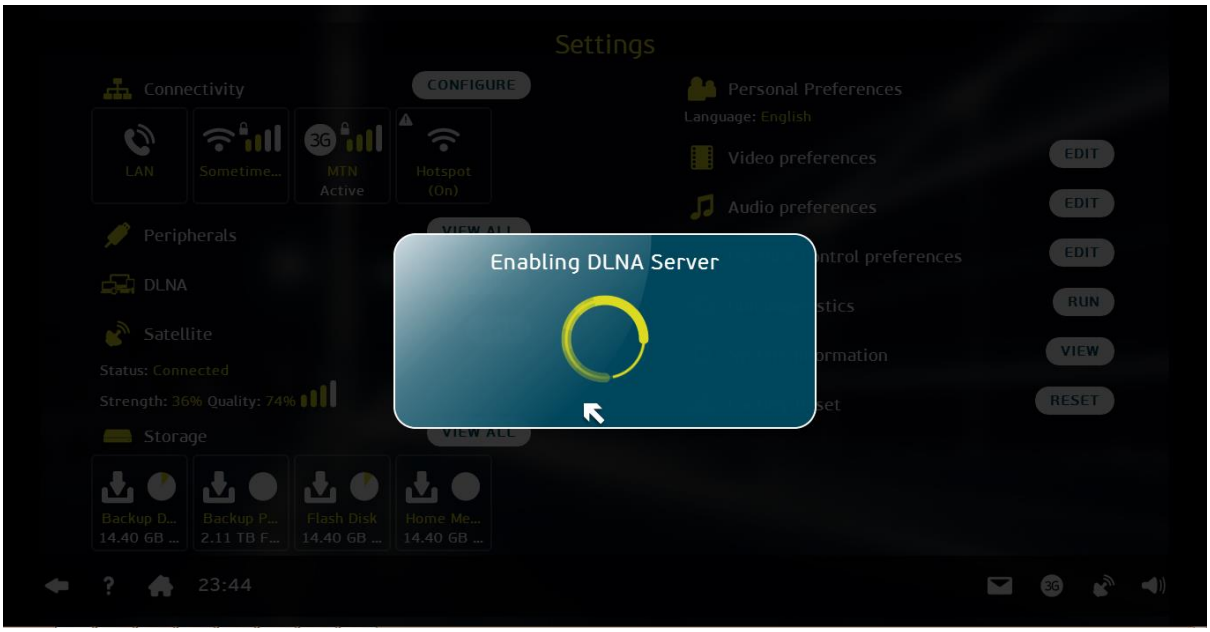


3. The Altech Node's *Serial Number* will populate the *Mode Name* bar. Confirm your Node's serial number, press the *On* switch, and then select *SAVE*.
4. The *Enabling DLNA Server* screen is displayed.



5. Once the DLNA is enabled the *Settings* screen will be again be displayed.

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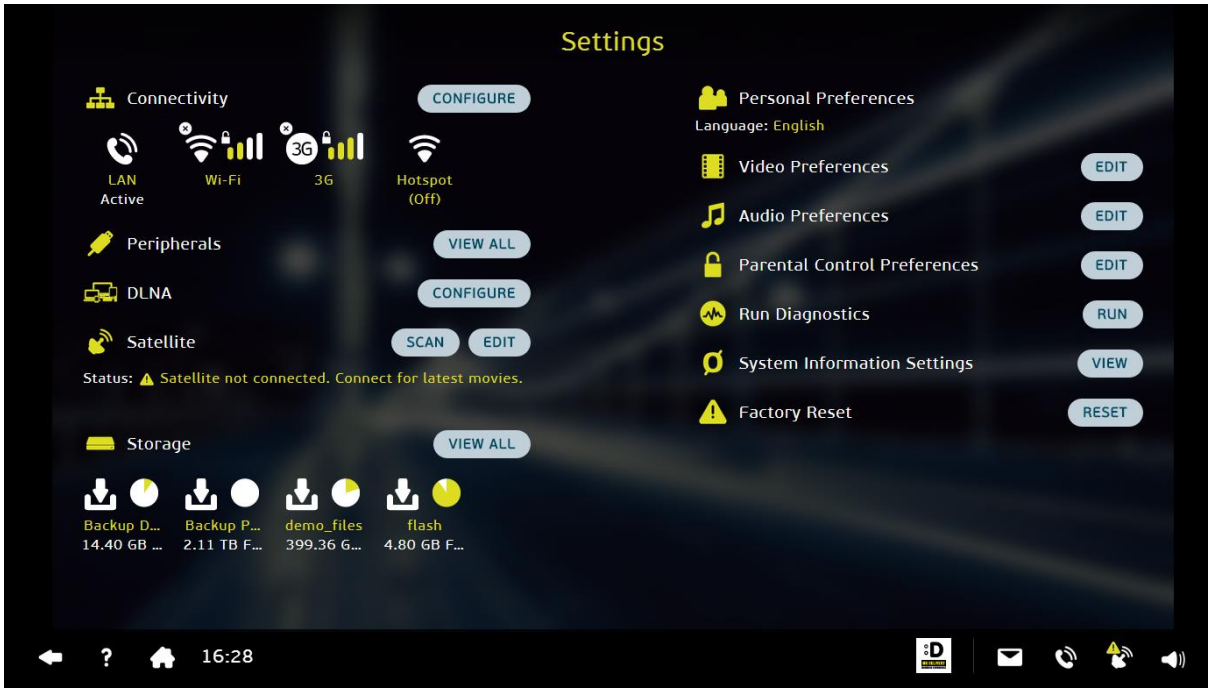
2.8. Satellite



On the *Settings* screen you can see the status of your satellite connection. If the satellite is not connected, you have the option to scan for a satellite or to edit your advanced satellite settings.

1. From the *Settings* screen, select *EDIT* and then press *OK*.
2. The *Loading Satellite Configuration* screen is displayed followed by the *Satellite – Advanced Settings* screen.
3. **A word of caution:** In most cases this section would be set up by our installers and should not concern you. If you already use the dish of another service provider, the advanced settings will not correspond with any of the settings of such a provider. ***You are strongly encouraged to use an experienced installer to take care of configuration steps below.***

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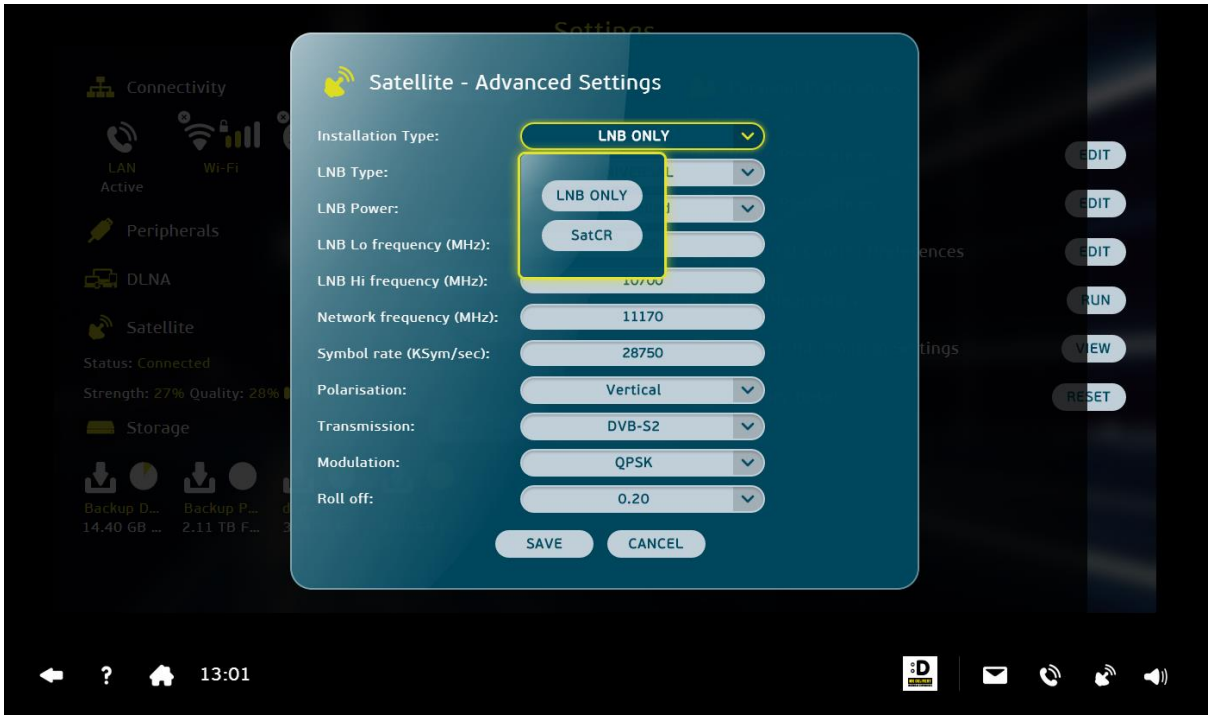
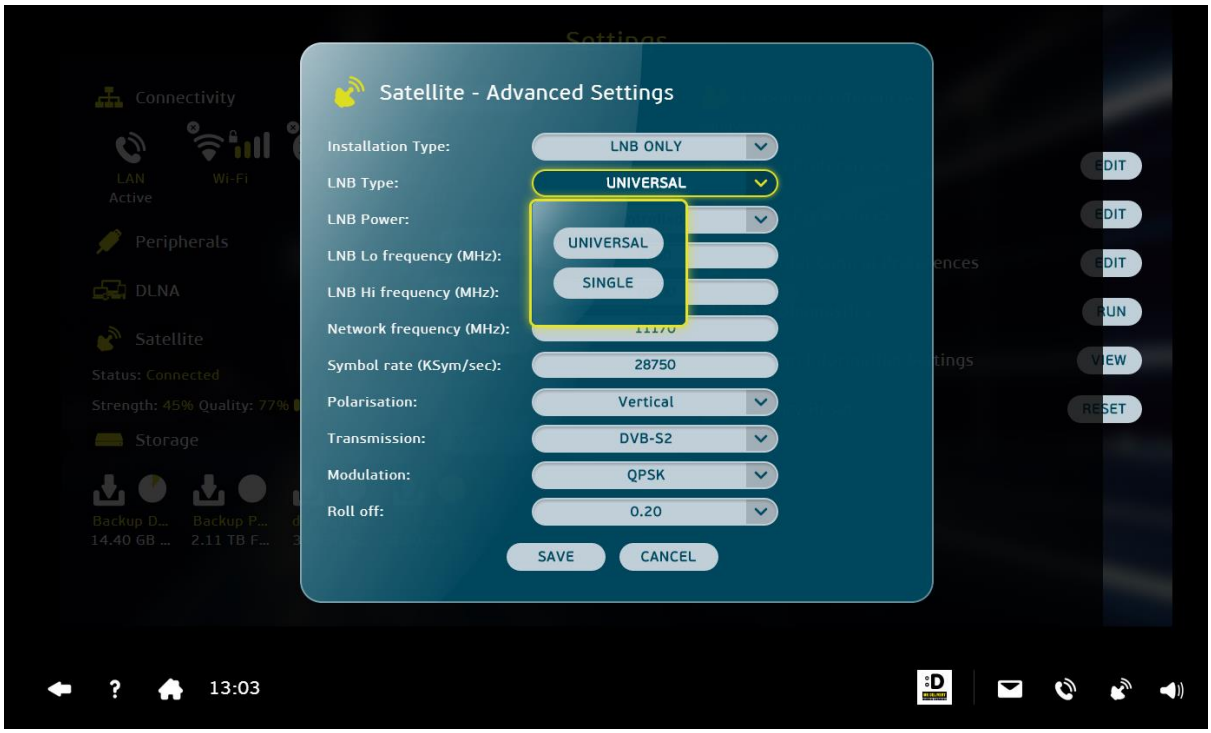


4. Select the *Installation Type* bar and then press *OK*. A dropdown menu is displayed showing two options. Select the appropriate LNB type from the menu and then press *OK*.
5. To change LNB type, select the *LNB Type* bar and then press *OK*. A dropdown menu will display two options. Select the appropriate LNB type from the menu and then press *OK*.



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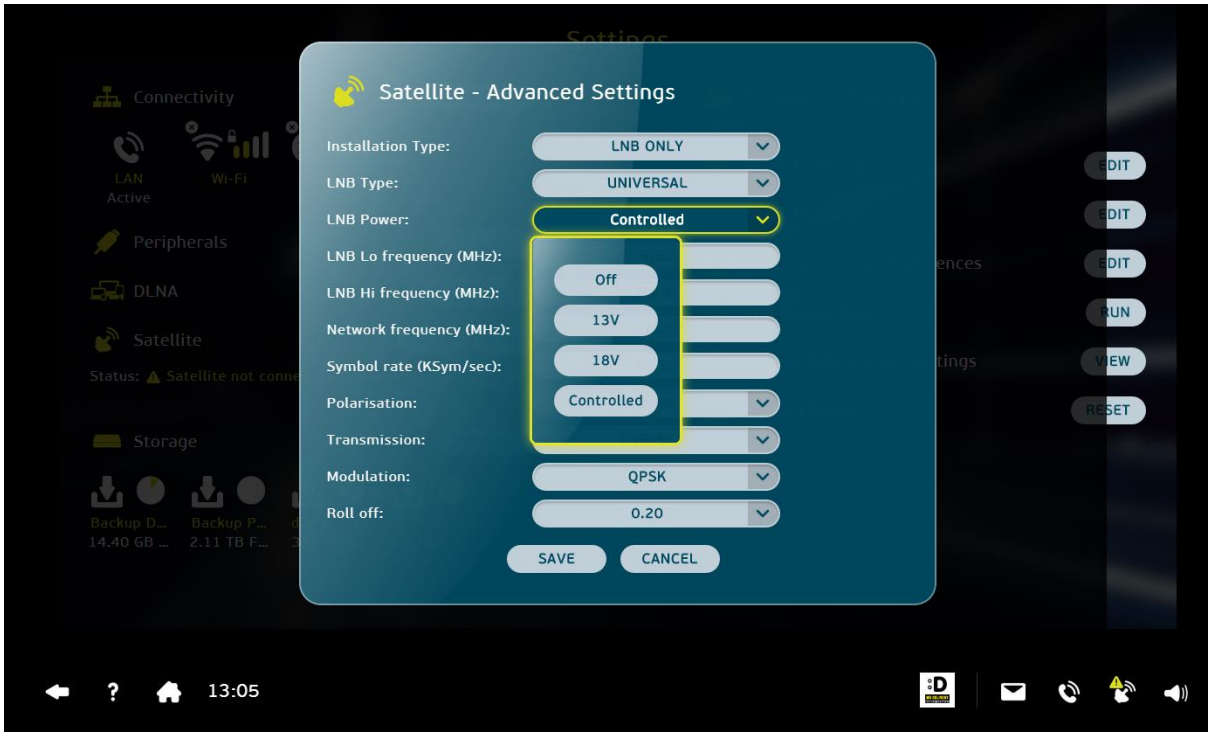
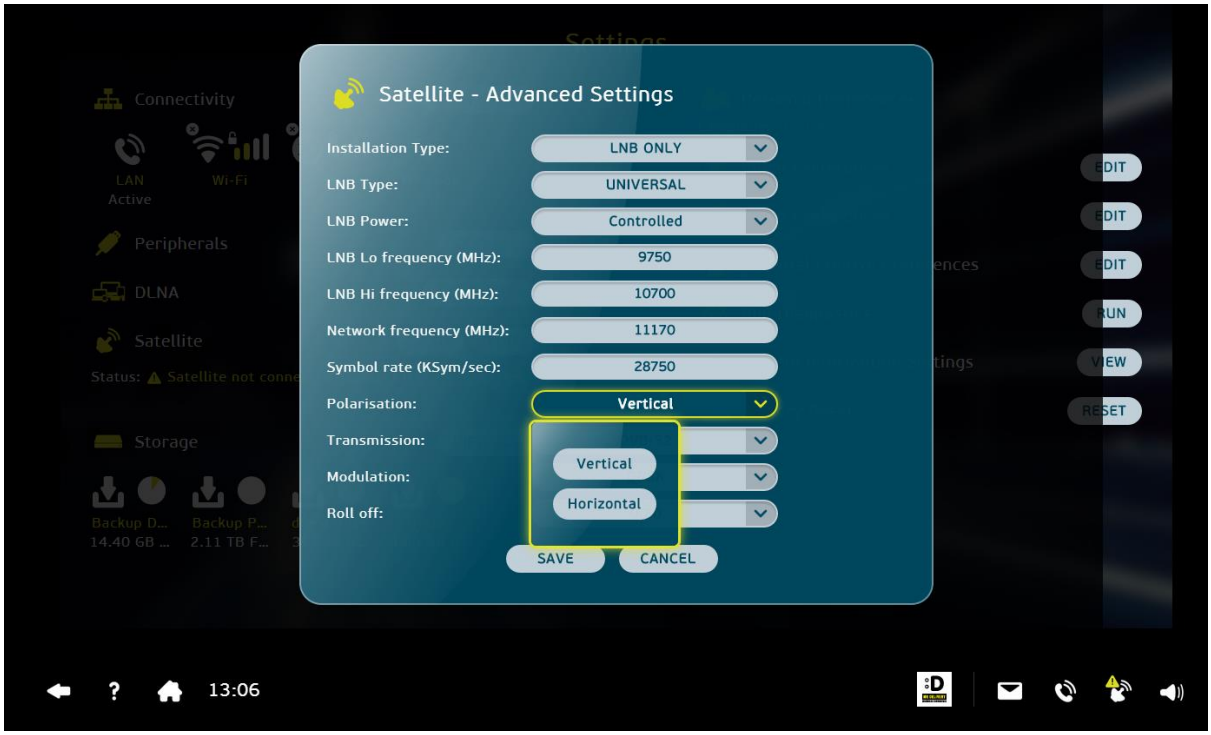
6. Now follow the same procedure working through all the provided field bars as shown in the screens below:





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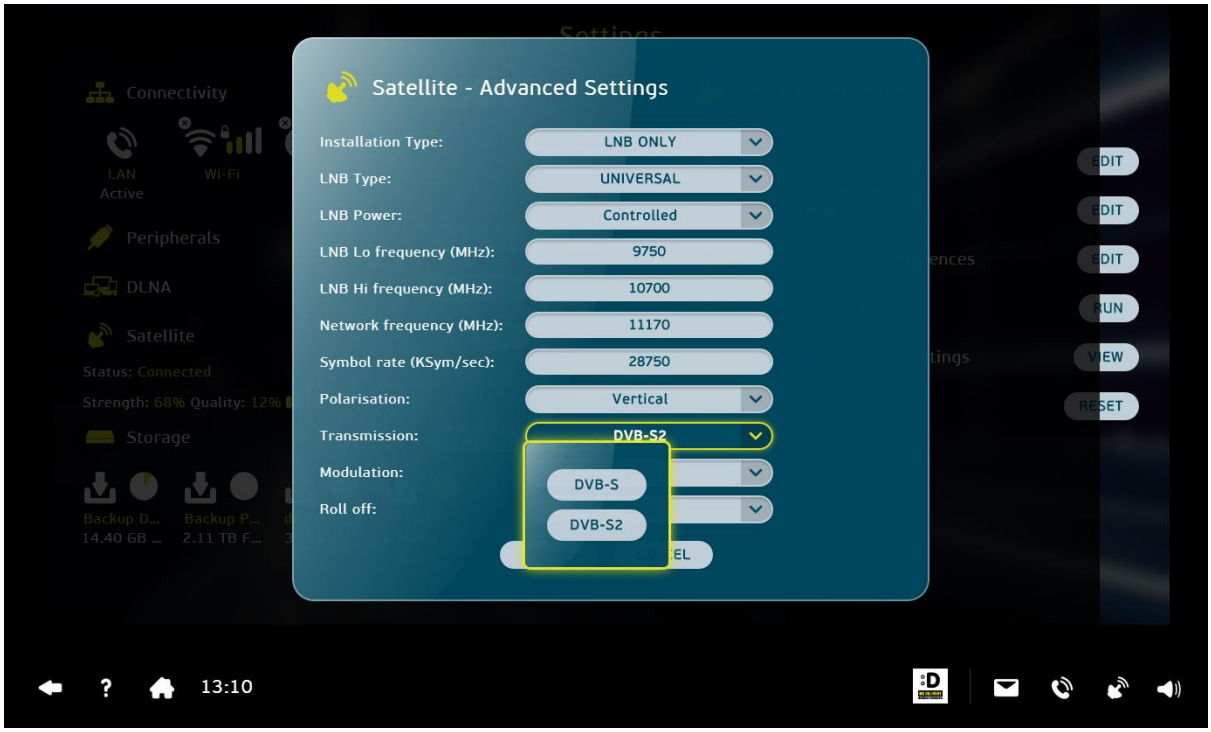

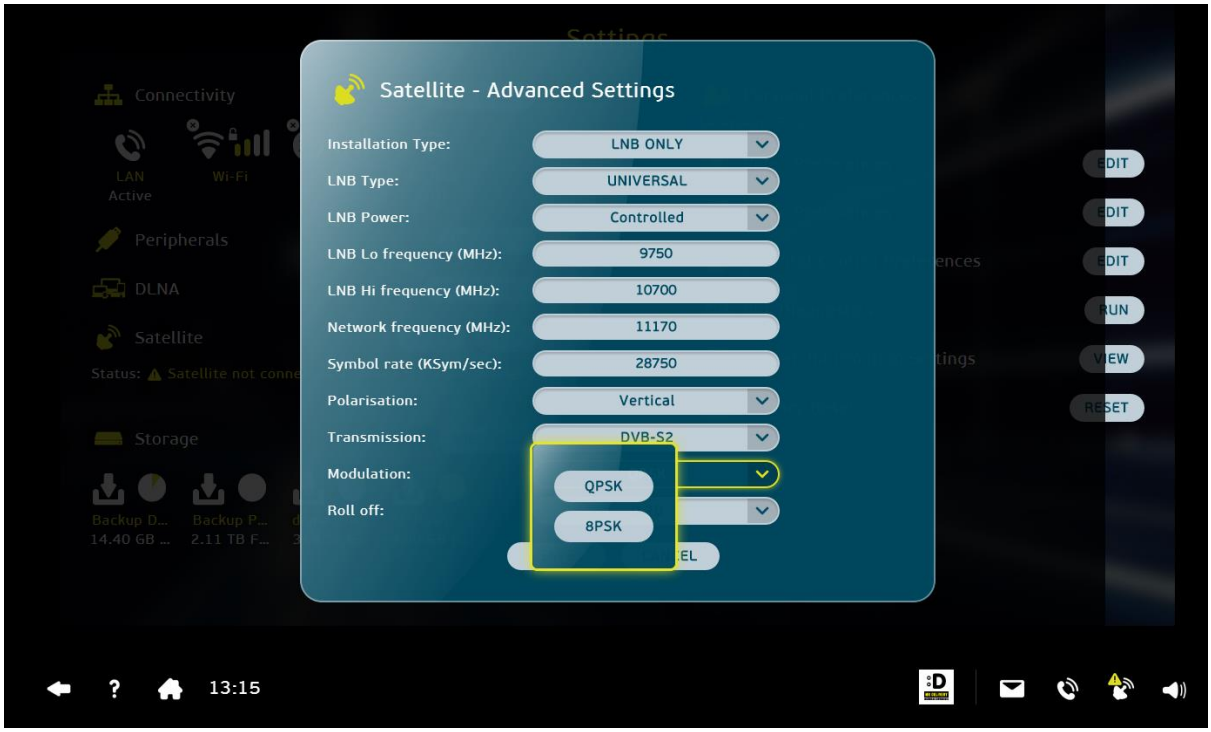

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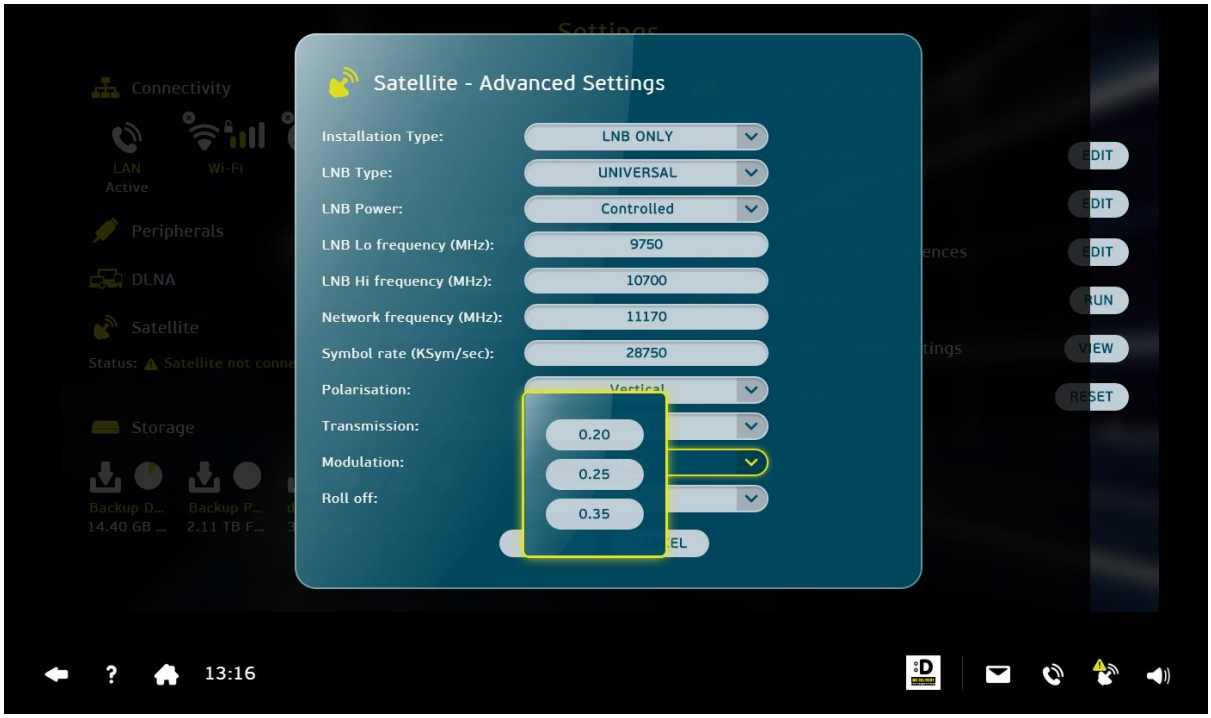
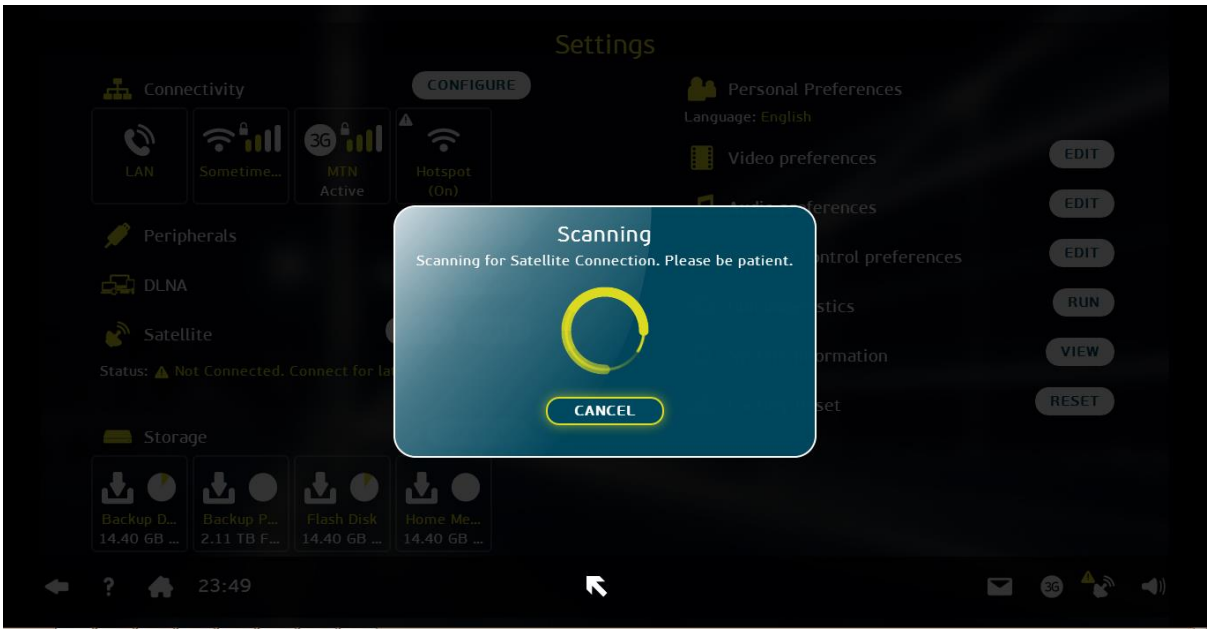


7. Once all the changes have been completed, select *SAVE* and press *OK* to update the new settings. The following *Scanning* screen is displayed.



8. If the scan is successful the Node will show a *Connected* screen.

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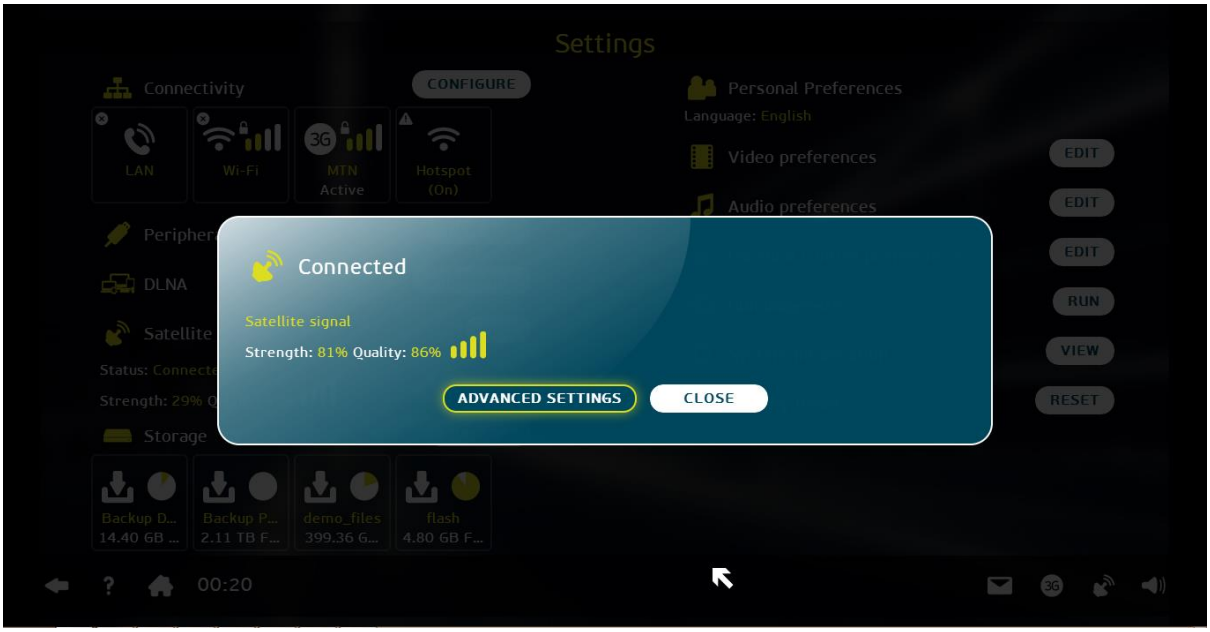
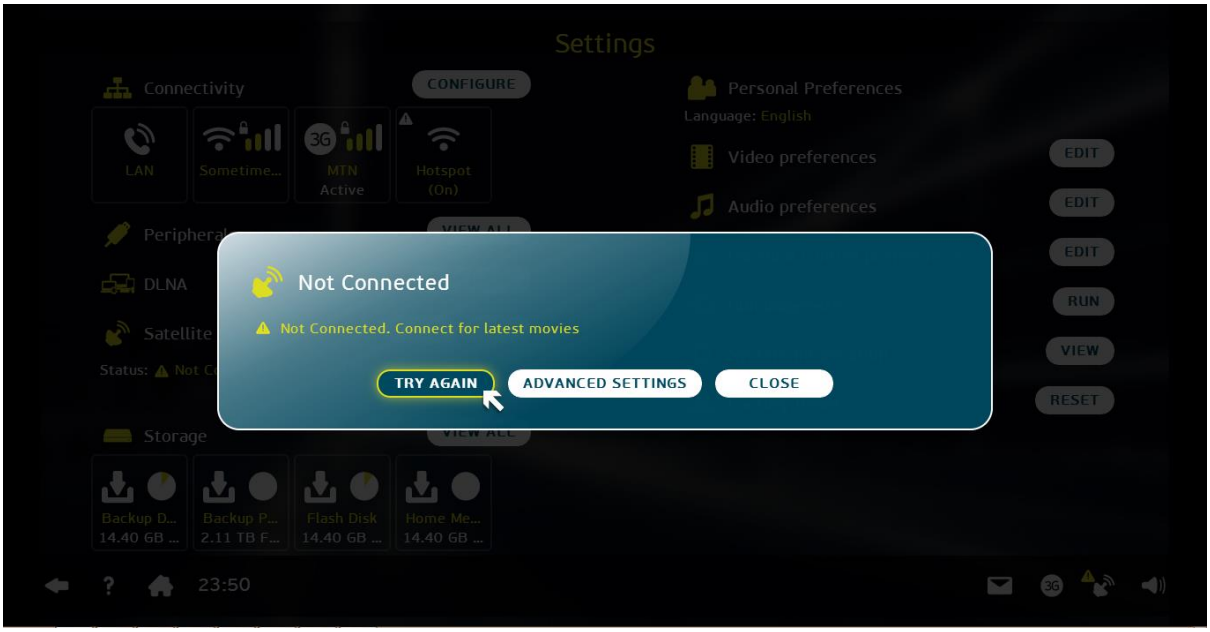


9. The following *Not Connected* popup screen is displayed if the connection is not successful.



10. If your satellite connection fails, call **086 000 NODE (66 33)** between 07:00 and 22:00 for assistance.
11. Once the update is completed, select CLOSE and then OK to return to the *Settings* screen.

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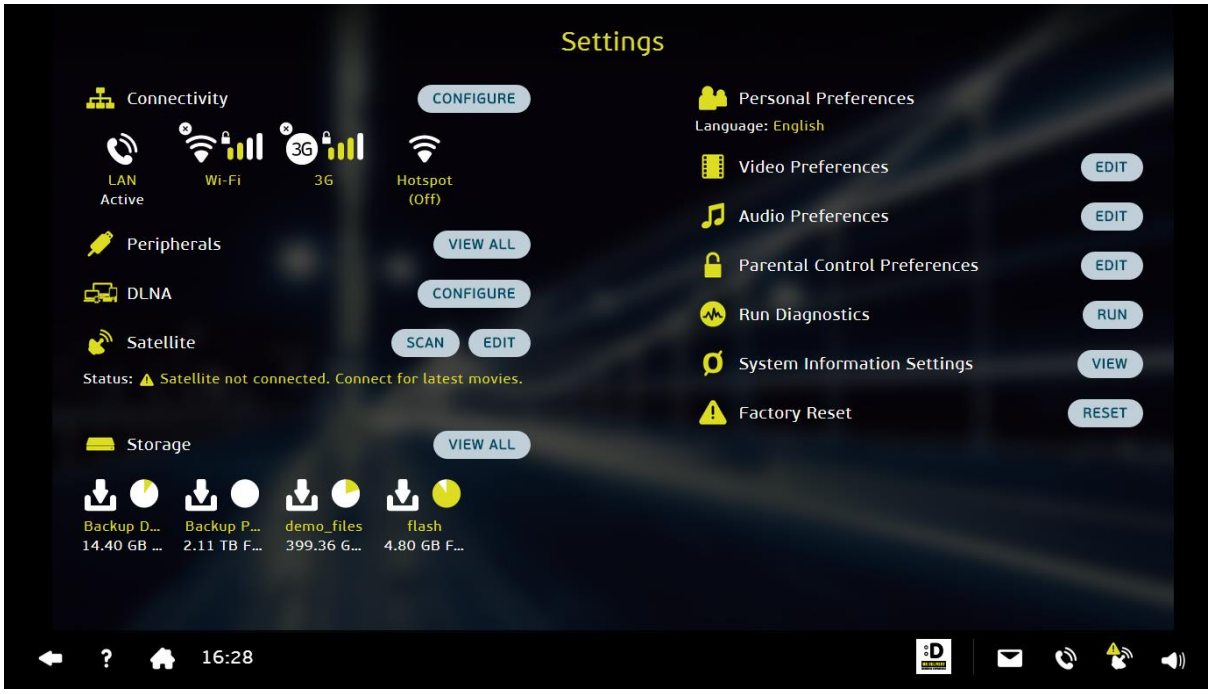
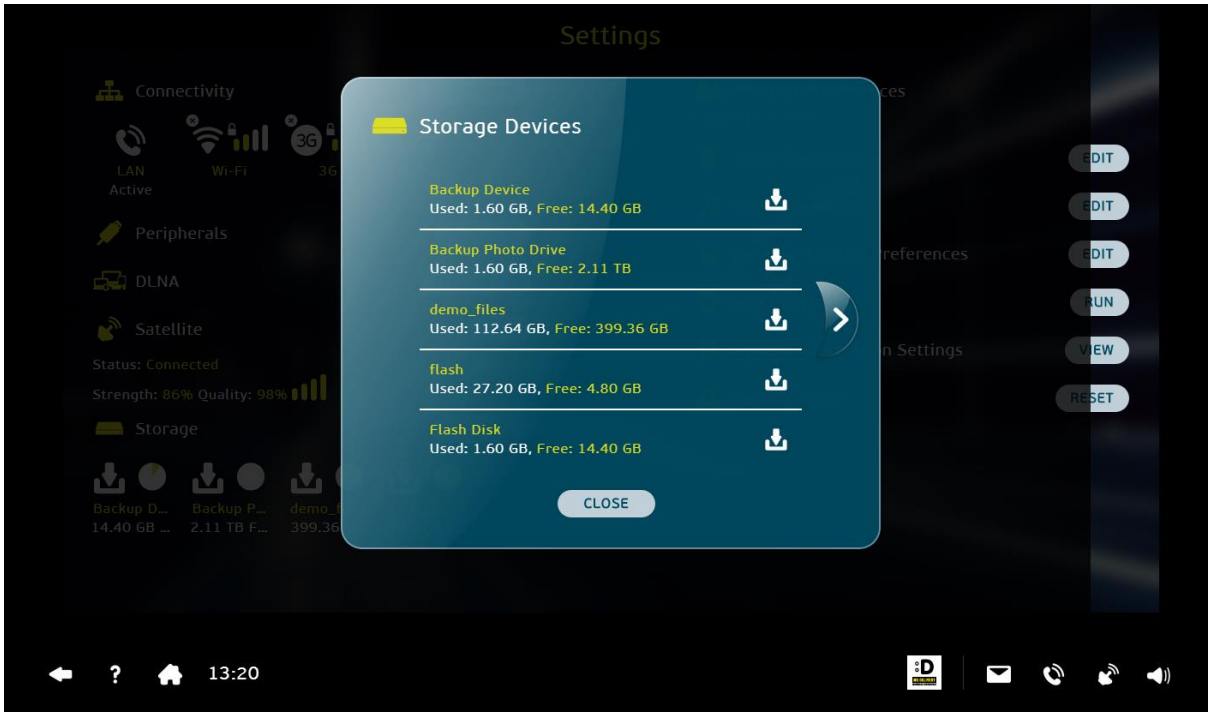
2.9. View External Storage Devices

Storage devices such as external hard drives, flash drives, etc. can be connected to the Altech Node via Wi-Fi or via the two **USB IN** sockets on the rear panel of the Node.



1. From the *Settings* screen select the *Storage VIEW ALL* button.
2. Press *OK* to view all devices.



3. The above *Storage devices* screen is displayed, listing all connected devices.

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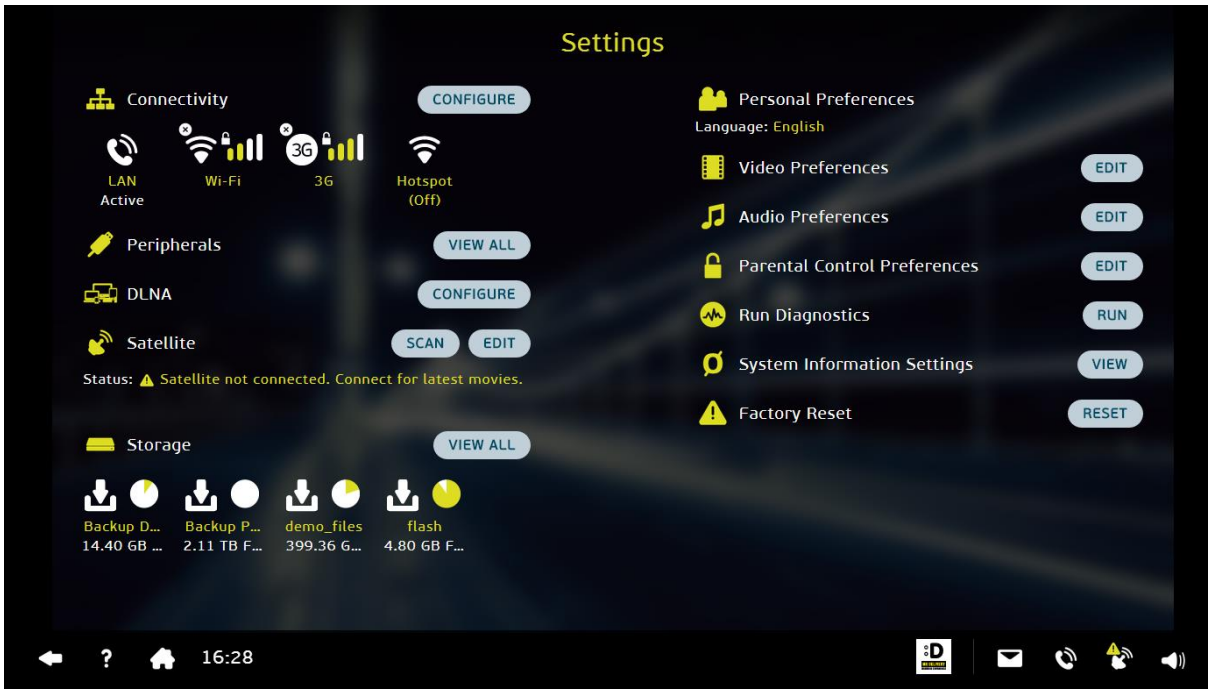
2.10. Personal Preferences

You can customise video, audio and parental control preferences from the Altech Node settings screen.

Tip: Please use the *Help* (**?**) function at the bottom left of your screen for explanations of terminology in this section that may be foreign to you, e.g. Dolby, Stereo, screen ratio, pillar box, etc.



2.10.1. Video Settings

The *Video preferences* function allows you to change video settings such as screen ratio, screen format and resolution.

1. From the *Settings* screen, select the *EDIT* button next to *Video preferences* and then press the *OK*.

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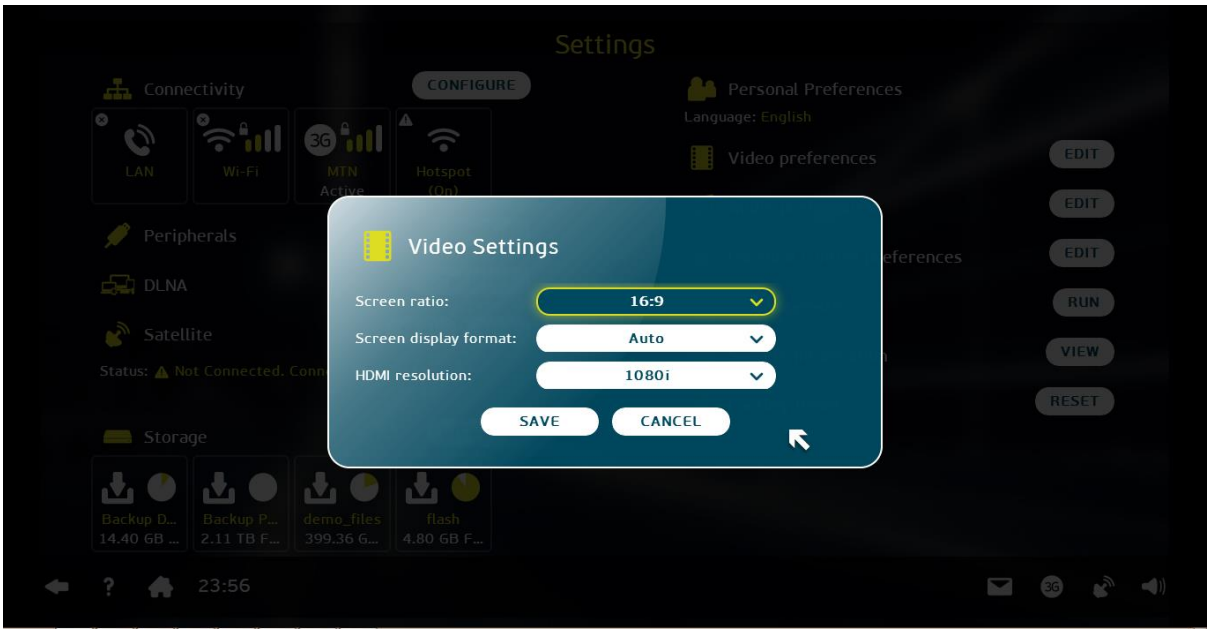
2. *Retrieving Video Settings* is displayed followed by the *Video Settings* screen.



3. To change screen ratio (aspect ratio), select the *Screen ratio* bar and press *OK*. A dropdown menu is displayed with the various ratios available.

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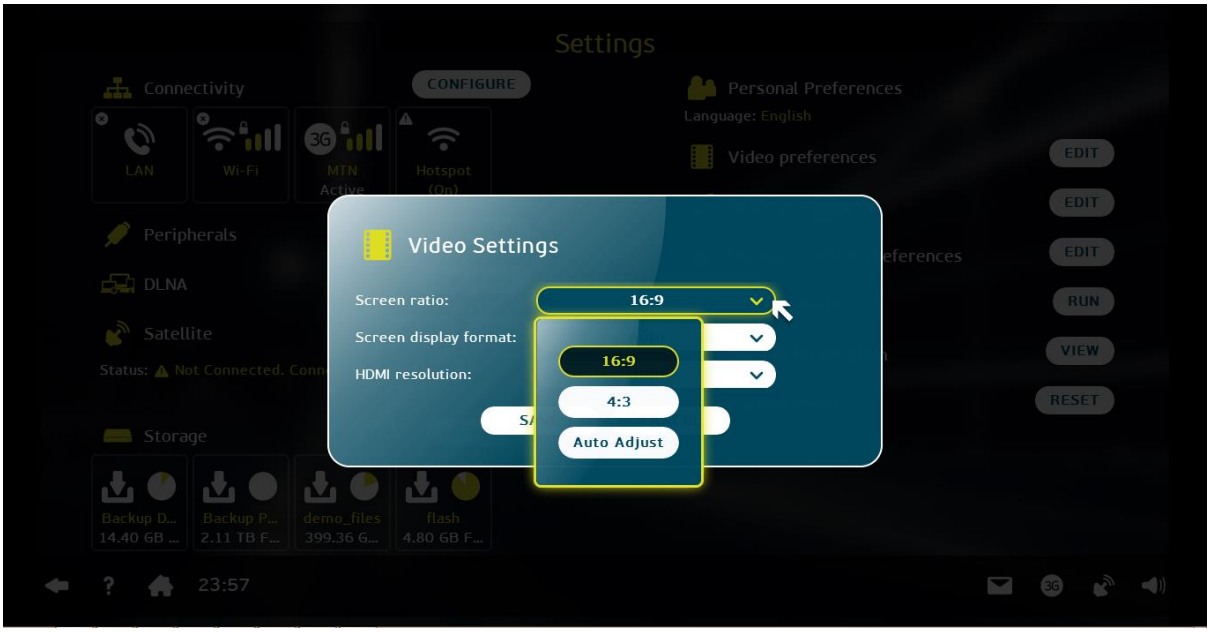
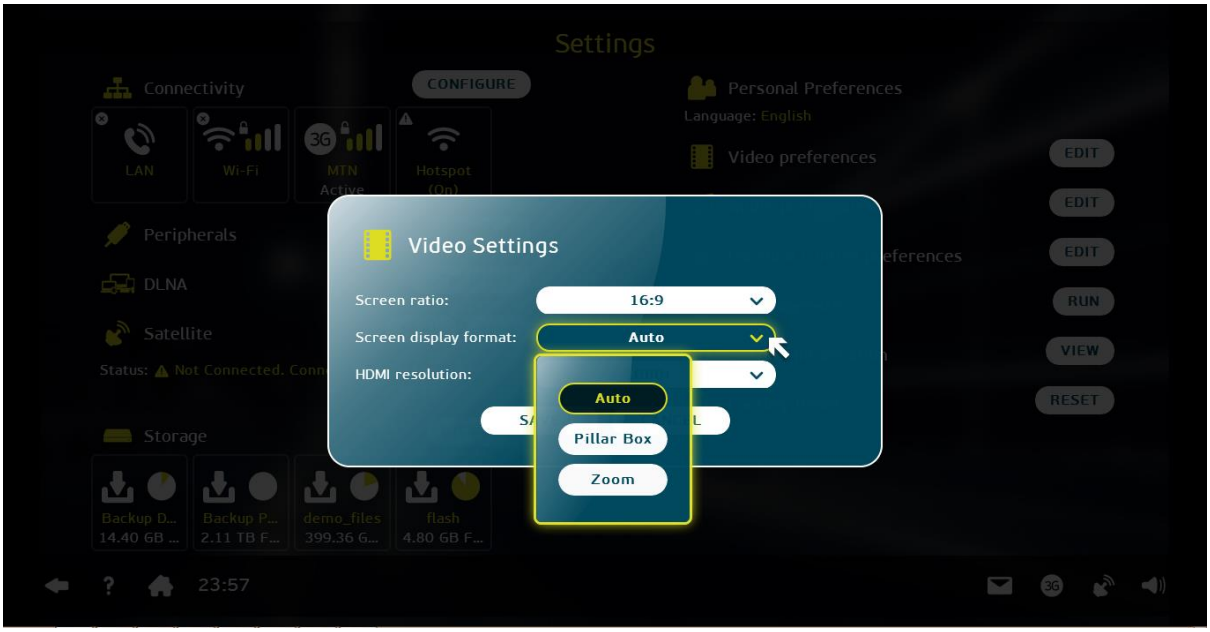


4. Select the appropriate ratio from the menu and then click *OK*. The ratio you selected will appear in the bar.



1. To change screen display format, select the *Screen display format* bar and press *OK*. A dropdown menu is displayed with the various formats.
2. Select a screen display format from the menu and press *OK*. The format you selected will appear in the bar.

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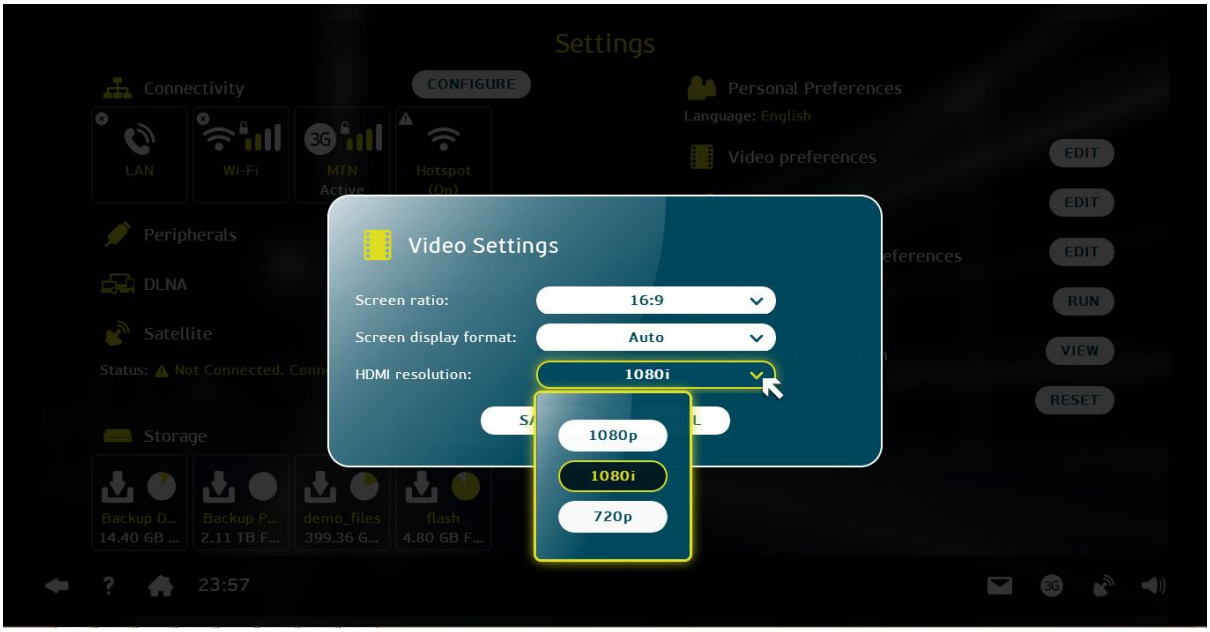
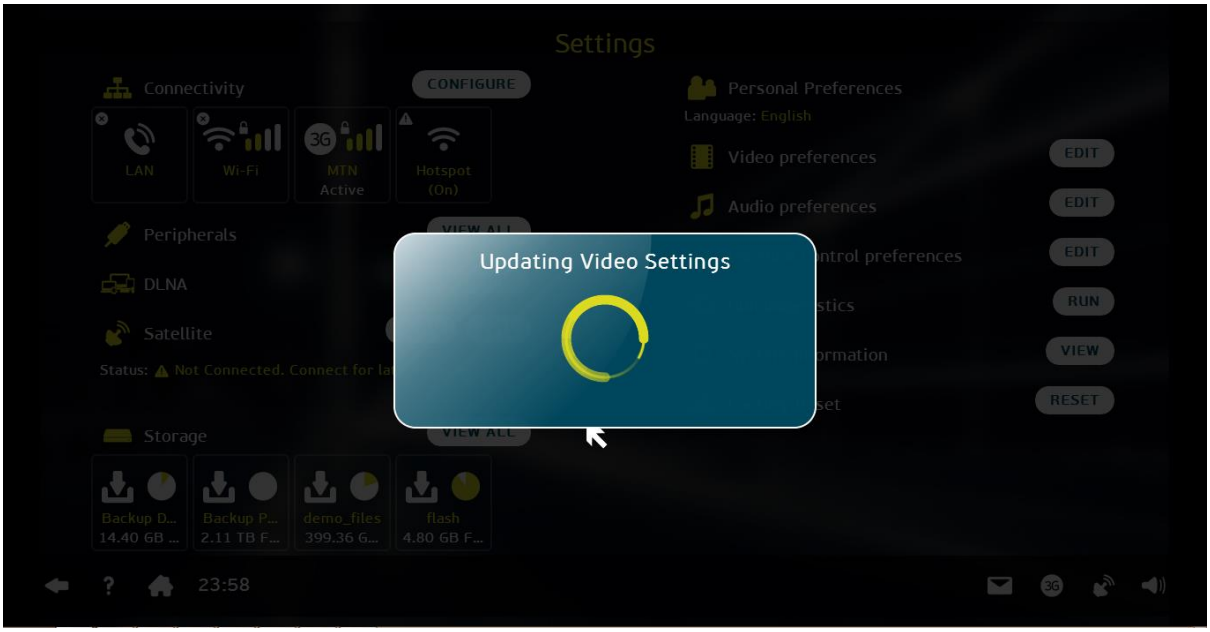


3. To change the resolution, select the *HDMI resolution* bar and press *OK*. A dropdown menu will display the resolution options.
4. Select a resolution from the menu and then click *OK*. The resolution you selected will appear in the bar.
5. Select *SAVE* to save the updated video setting details.



1. The *Updating Video Settings* screen is displayed.
2. Once the update is complete, you will be returned to the *Settings* screen.

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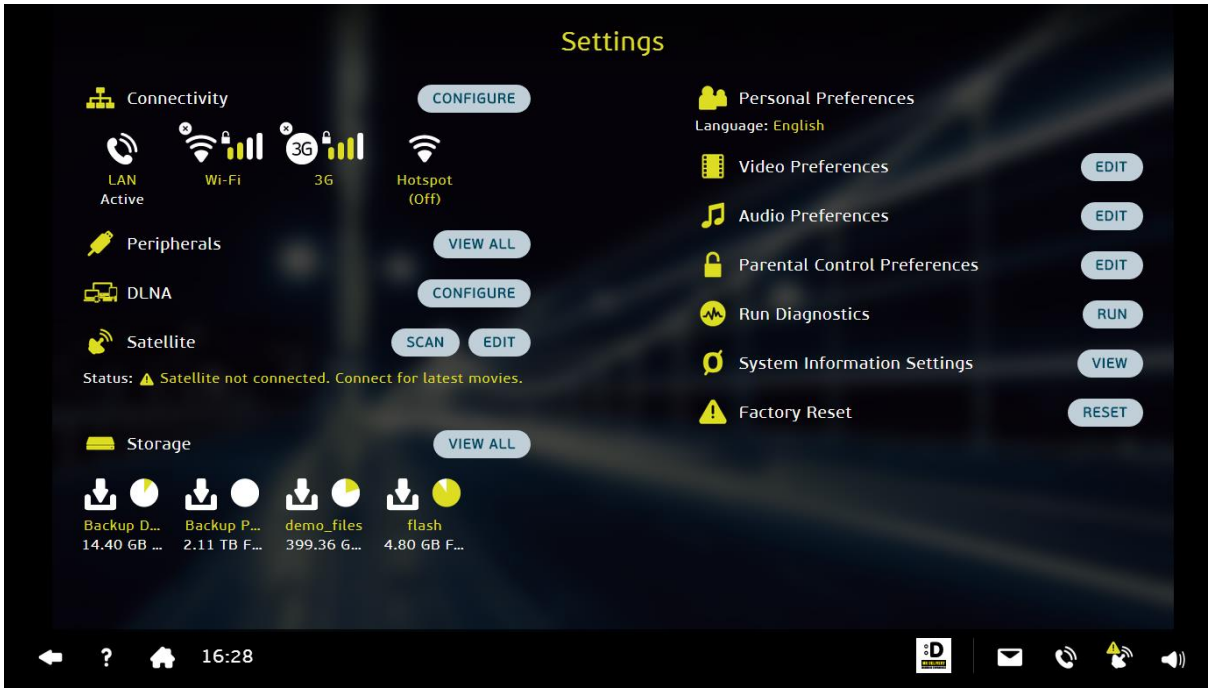
2.10.2. Audio Settings

The audio setting function allows you to change settings such as HDMI output, S/PDIF and lip sync delay.



1. On the *Settings* screen, select the *EDIT* button next to *Audio preferences* and press *OK*.

2. The *Retrieving Audio Settings* screen is displayed followed by the *Audio Settings* screen.

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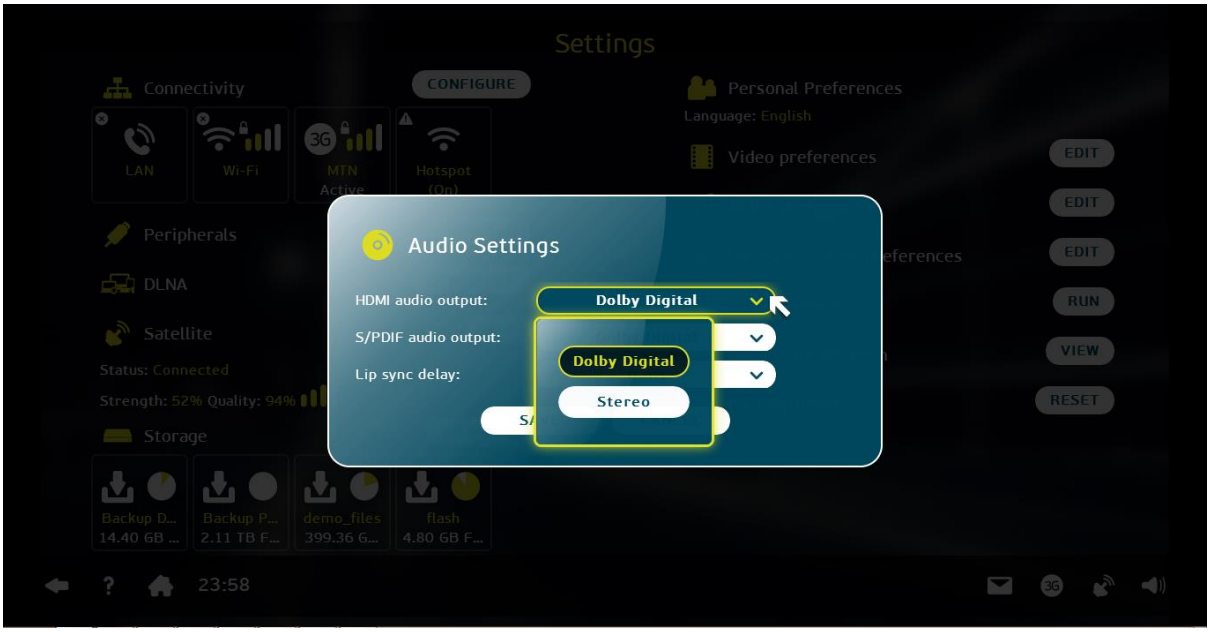
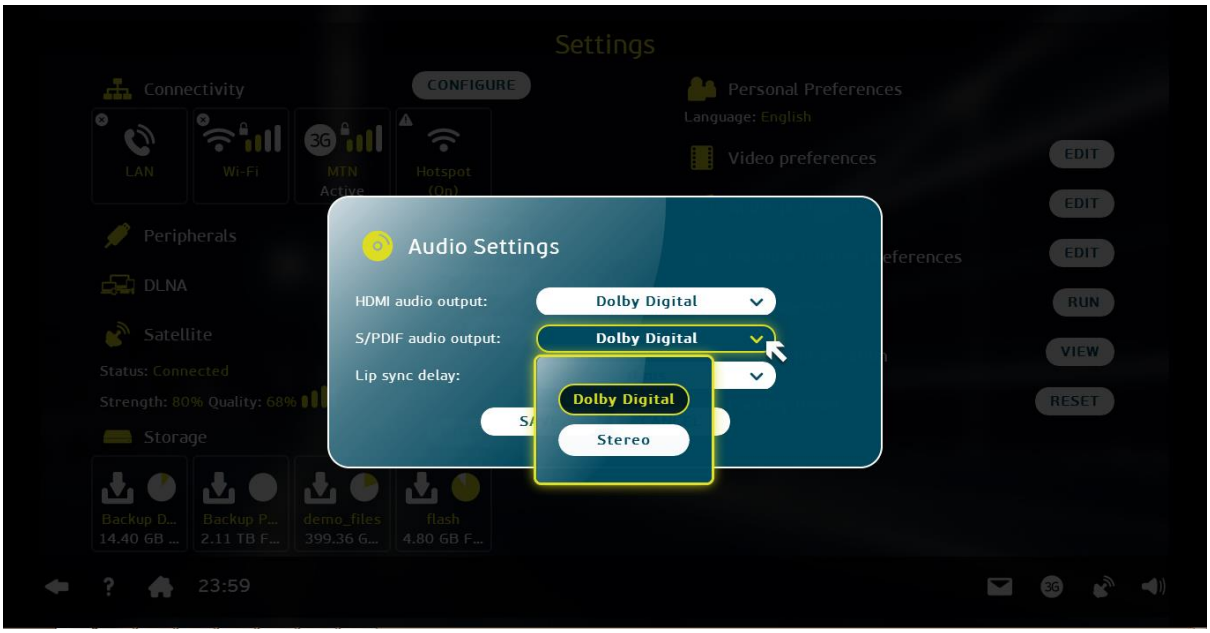


3. To change HDMI audio output, select the *HDMI Audio output* bar and then press *OK*. A dropdown menu will display two options.
4. Select an audio output from the menu and press *OK*. The audio output you selected will appear in the bar.



5. To change S/PDIF, select the *S/PDIF audio output* bar and then press *OK*. A dropdown menu will display two options. See the following screen.
6. Select an audio output from the menu and then press *OK*. The audio output you selected will appear in the bar.

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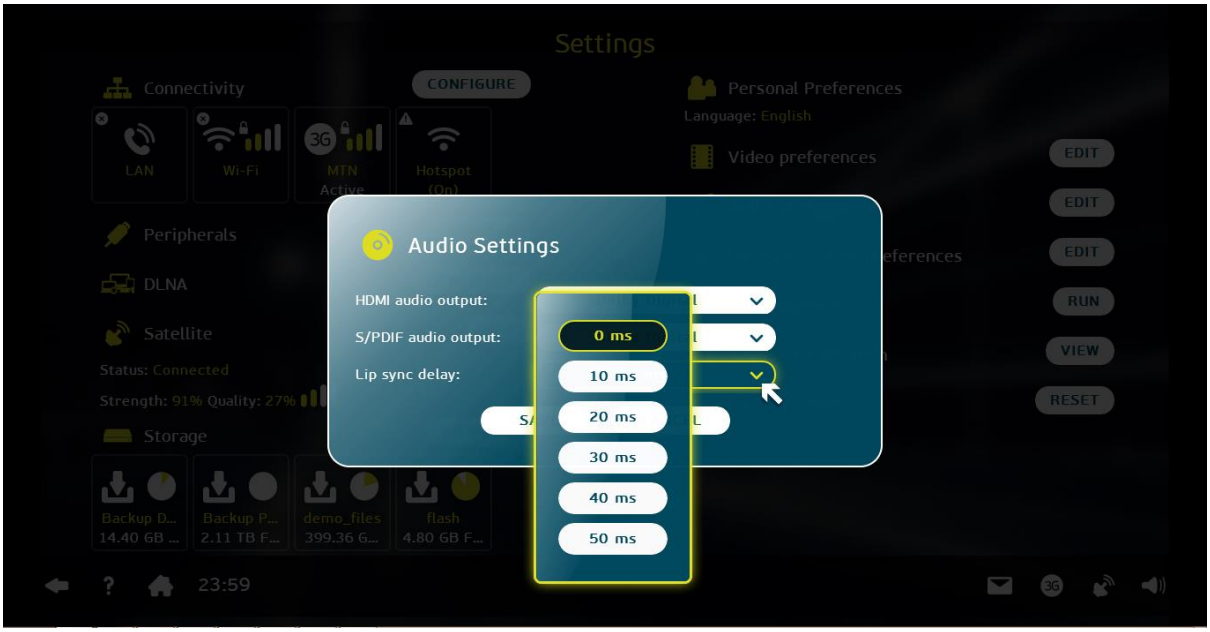
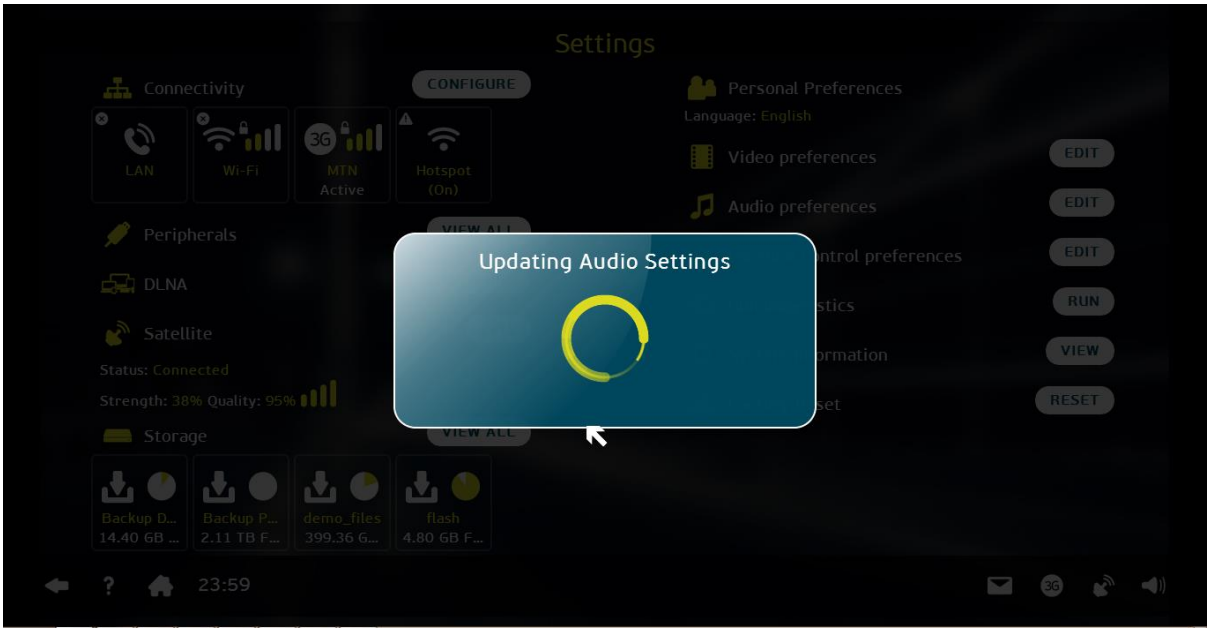


7. To change the lip sync delay, select the *Lip sync delay* bar and then press *OK*. A dropdown menu displays the available lip sync delay values in milliseconds.
8. Select a lip sync delay option from the menu and press *OK*. The lip sync delay you selected will appear in the bar.
9. Select *SAVE* to save the updated audio setting details.



10. The *Updating audio settings* popup screen is displayed.
11. Once the update is complete, you will be returned to the *Settings* screen.

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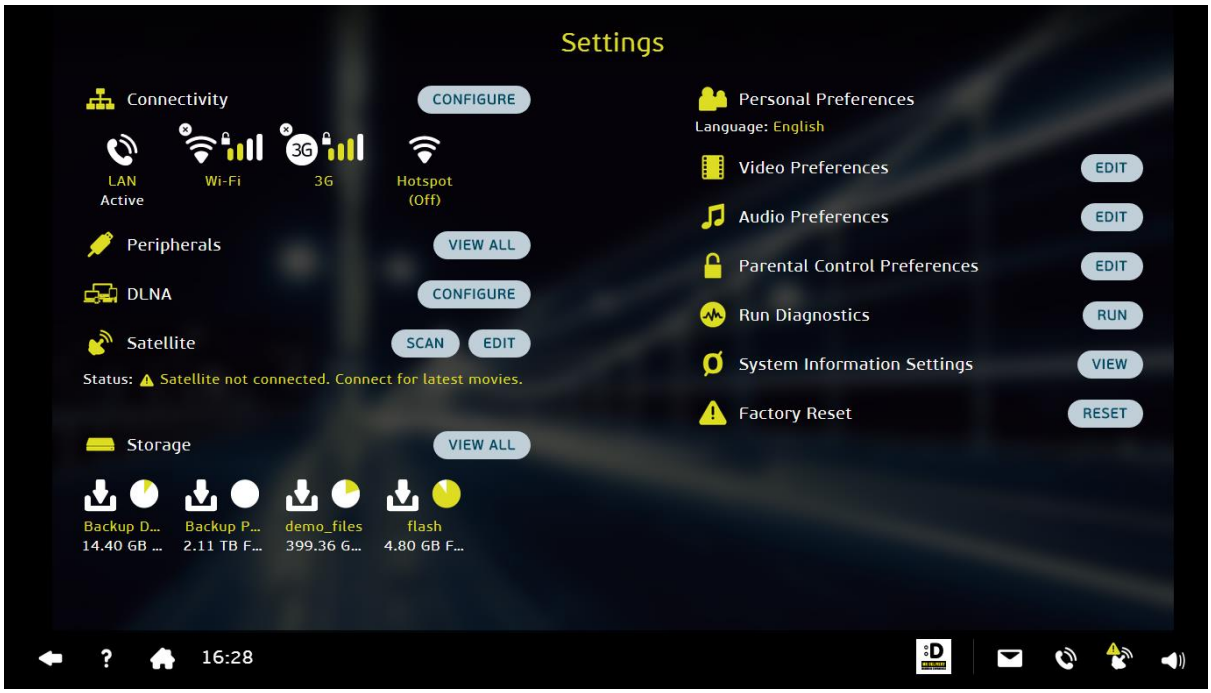
2.11. Parental Control

Your Altech Node allows you to set up parental control if you wish to protect members of your family against certain content. The Node has been designed to use the ratings and advisories of the Film and Publication Board of South Africa (FPB).

Please Note:

1. You parental control password is **not** the same as your customer password.
2. The parental password will be blocked if it is entered incorrectly three (3) consecutive times.



1. On the *Settings* screen select the *EDIT* button next to *Parental Control Preferences* and then press *OK*.

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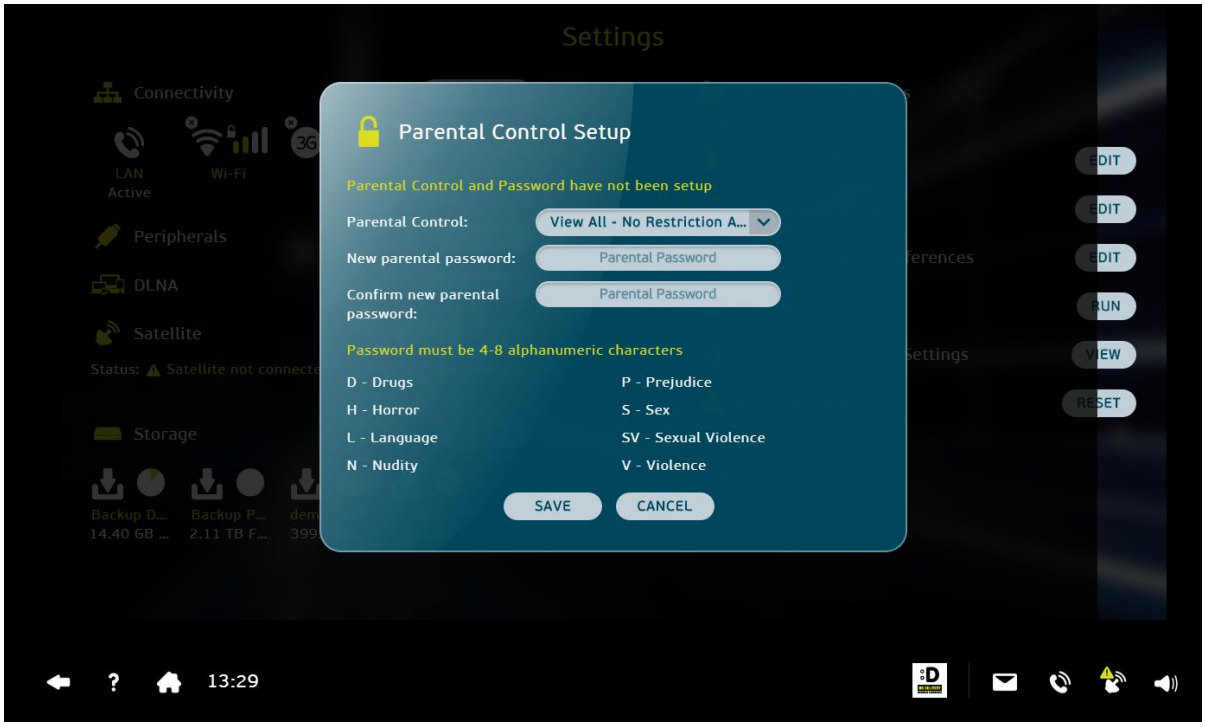

2. The *Parental Control setup* screen is displayed. When using this function for the first time, the screen will display a message: *Parental Control and Password have not been set up*.
3. The default parental password is **NODE** and the default parental control setting is *View all – No restriction applied*.
4. To set your parental control password enter a unique password of your choice that must be between 4 and 8 alphanumeric characters long.
5. Select *SAVE* to confirm your new parental control password.

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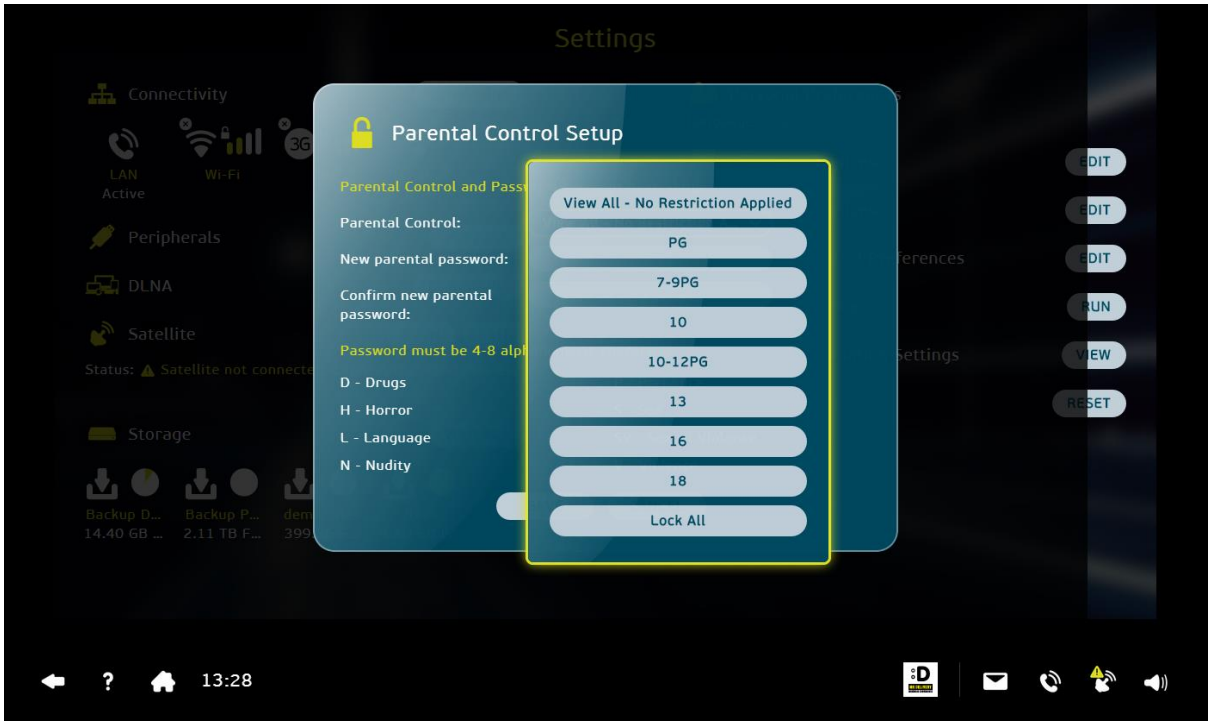
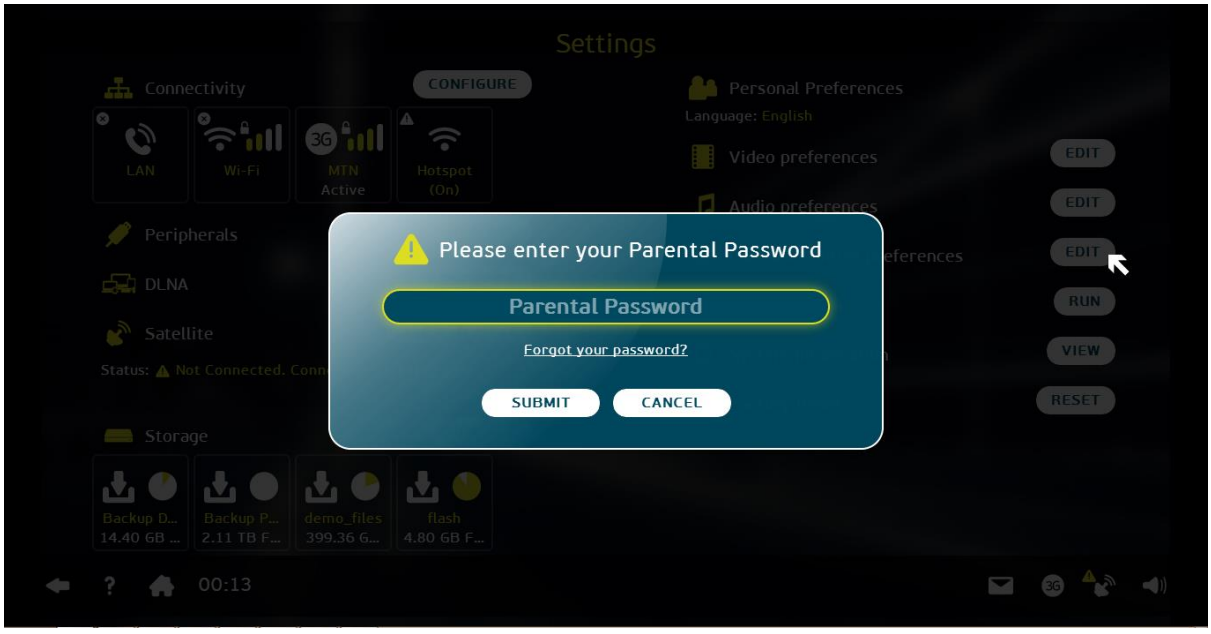


6. To change parental control settings, select the *Parental control* bar and then press *OK*. A dropdown menu will display all available age group ratings.
7. Select an appropriate age group from the menu and press *OK*. The age group you selected will appear in the bar.
8. Select *SAVE* to save the updated parental control setting.
9. You will now be required to enter your parental password before you can view any age restricted content falling within the selected rating category.



10. The *Please enter your Parental Password* screen is displayed.

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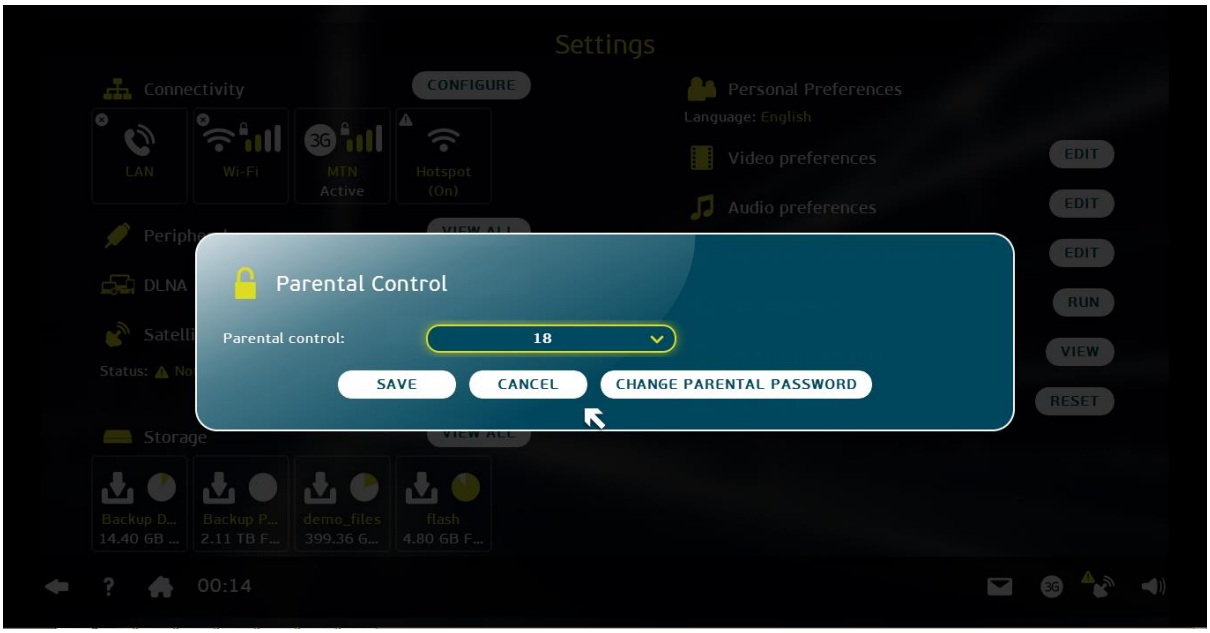
11. Type your password into the *Parental Password* bar and select *SUBMIT*.

12. If a parental control password is entered incorrectly for three (3) consecutive times, the parental password will be blocked. There are two ways to correct this:
    12.1. Select *Forgot Password?* This will then take you to a screen asking you to enter your **customer** password. If your customer password is correct, you will be taken to a screen to reset your parental password.
    12.2. Call **086 000 NODE (66 33)** between 07:00 and 22:00 to reset the password after successful authentication that you are the owner of your Altech Node.
13. Once you have submitted your password the following screen is displayed.



14. Select *SAVE* to save the updated setting.

Forgot Customer Password

1. If you forgot you customer password, select *Forgot your password?* on the *Please enter your Parental Password* screen.

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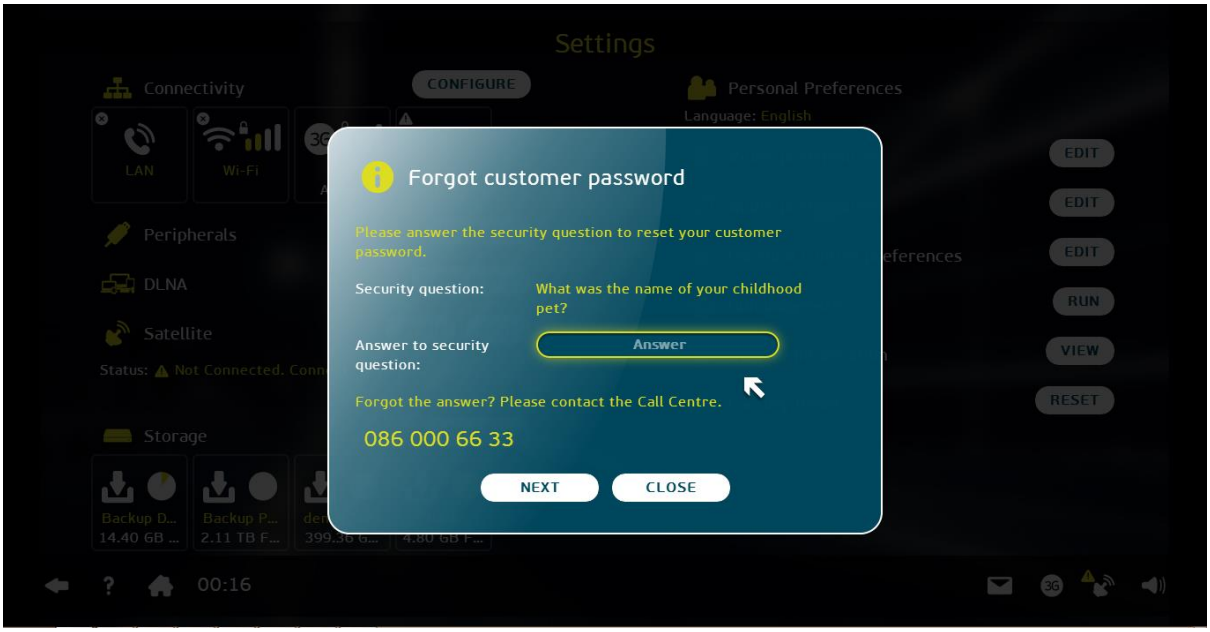
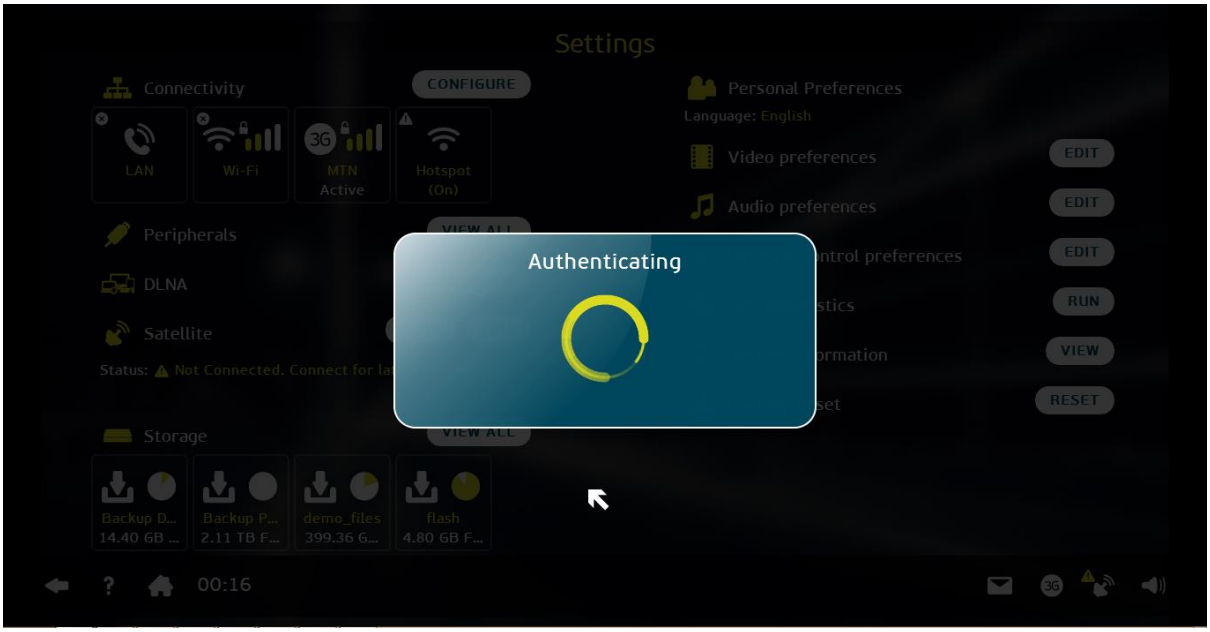


2. The *Forgot customer password* screen will appear, asking you to answer a security question.
3. Select the *Answer to security question* bar and type in your answer. Then select *NEXT*.



4. The *Authenticating* screen is displayed, followed by the *Change Customer Password* screen.

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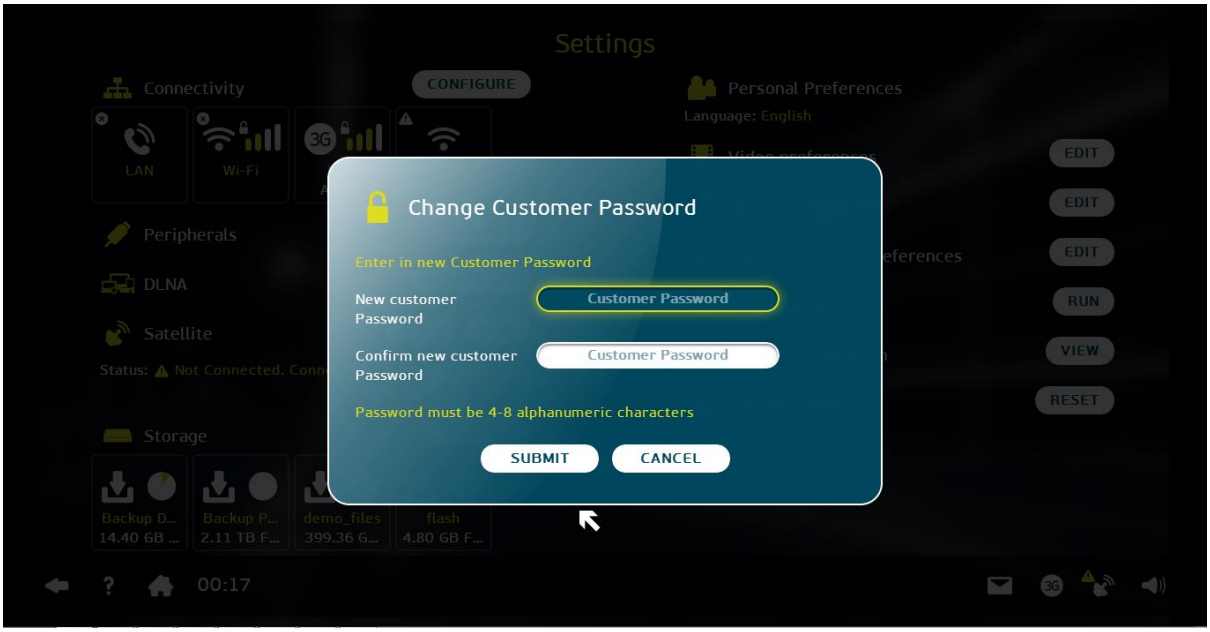

5. Select the *Customer Password* bar and type in your new alphanumerical password.
6. To confirm your password, enter it again. Then select *SUBMIT* and then press *OK*.
7. The following *Authenticating* screen is displayed again.
8. Once the authentication is complete, you will be returned to the *Settings* screen.

2.12. Run Diagnostics

The diagnostics function allows the system to check automatically whether (a) your Altech Node, (b) the satellite and (c) the Internet are running correctly. If problems are detected, it will enable you to identify where the possible problems are.

- If a problem relates to the Altech Node, check your *Settings* as discussed above or call **086 000 NODE (66 33)** between 07:00 and 22:00 for assistance.
- If a problem relates to your satellite connection, check your satellite connection or call your installer.
- If a problem relates to your internet connection, call your service provider.

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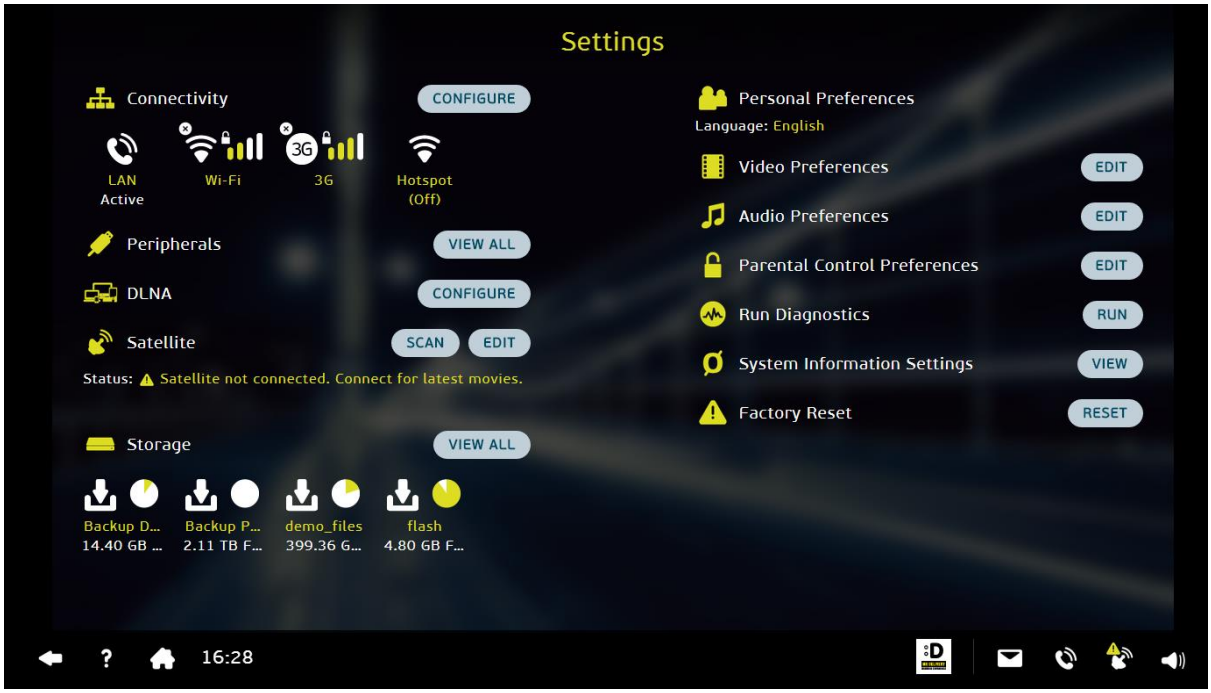
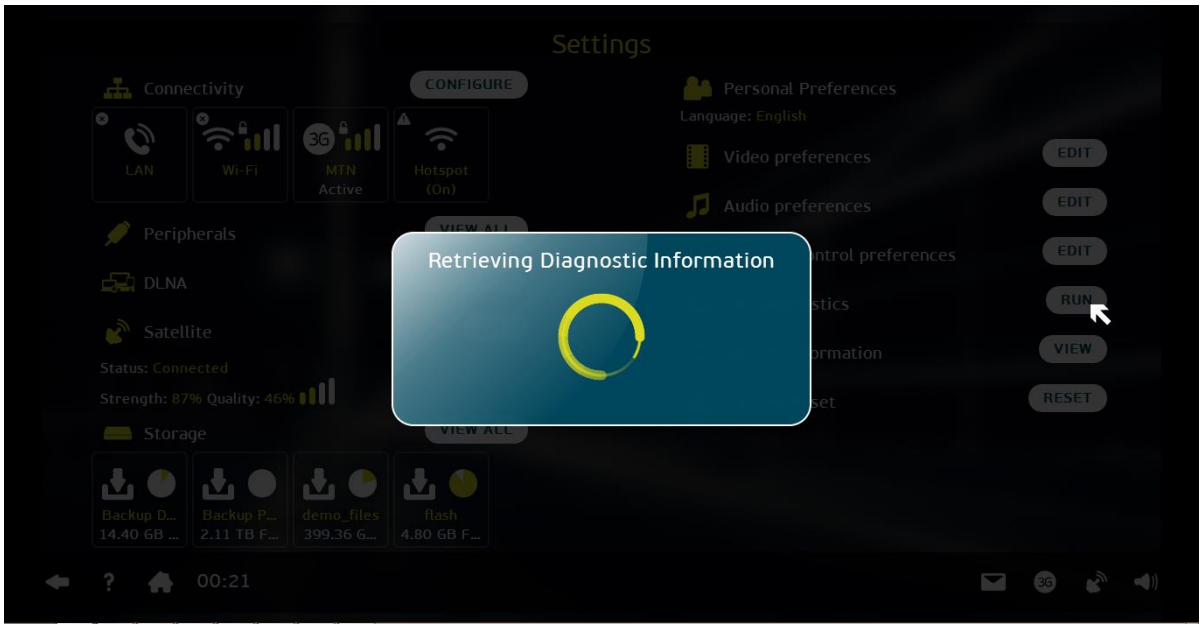


1. On the *Settings* screen select *RUN* next to *Run diagnostics* and then press *OK*.
2. The *Retrieving Diagnostic Information* screen is displayed.



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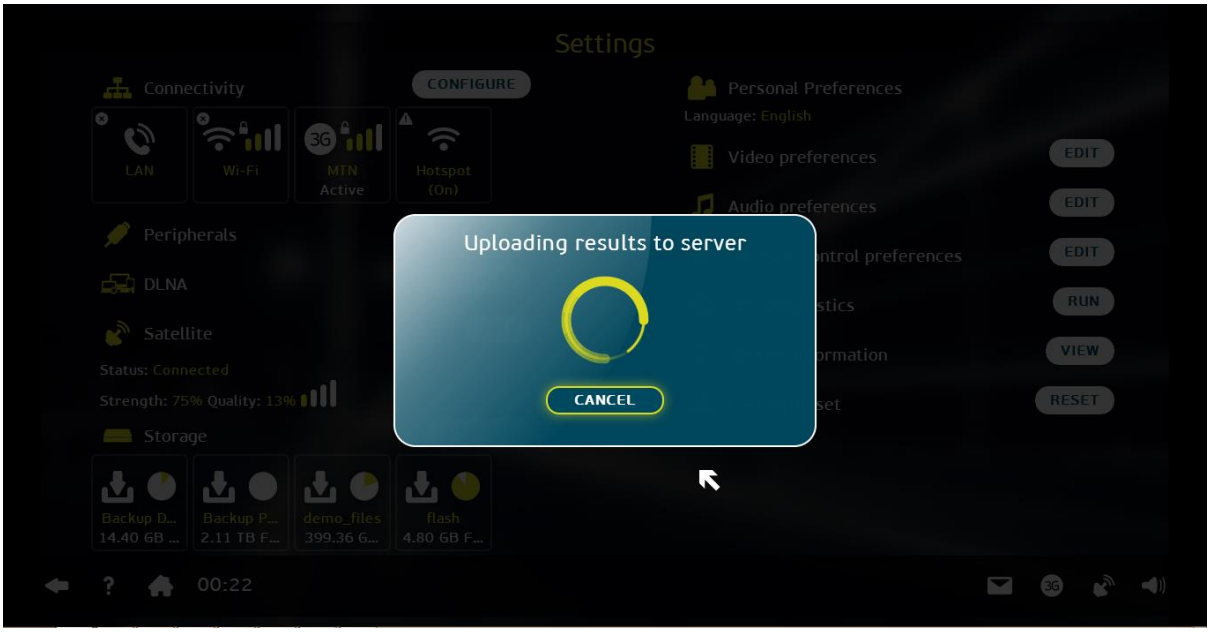
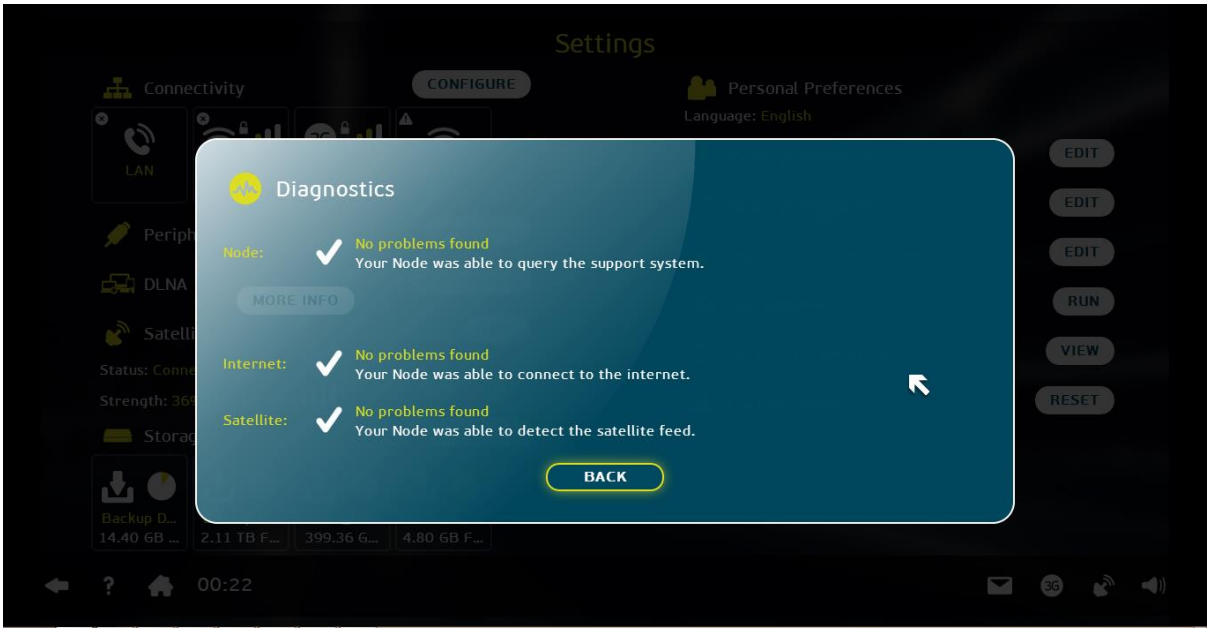


3. Then the *Uploading results to server* screen is displayed.



4. The *Diagnostics* screen will display the results of the test.

2.13. System information

The System Information function lets you to view Altech Node system information regarding software versions, driver versions and other information that could assist you to diagnose problems that may occur. Through this function you can also run diagnostics, ping when requested to do so by the Call Centre, and view the status of your connection.

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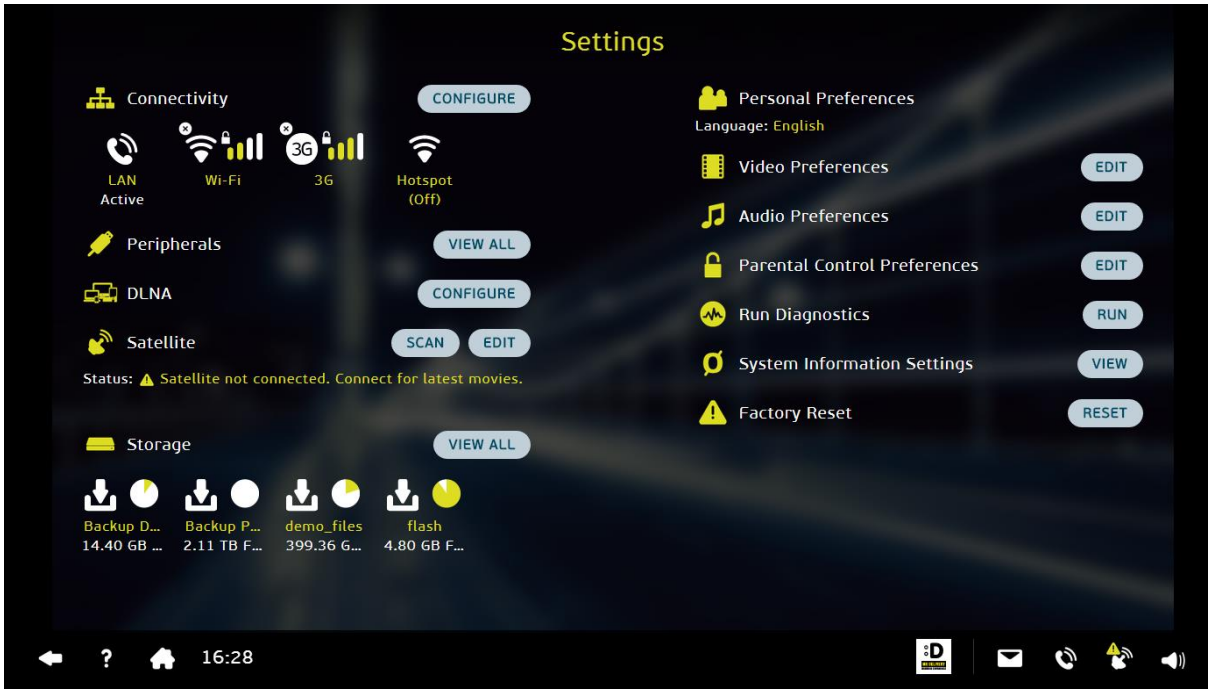
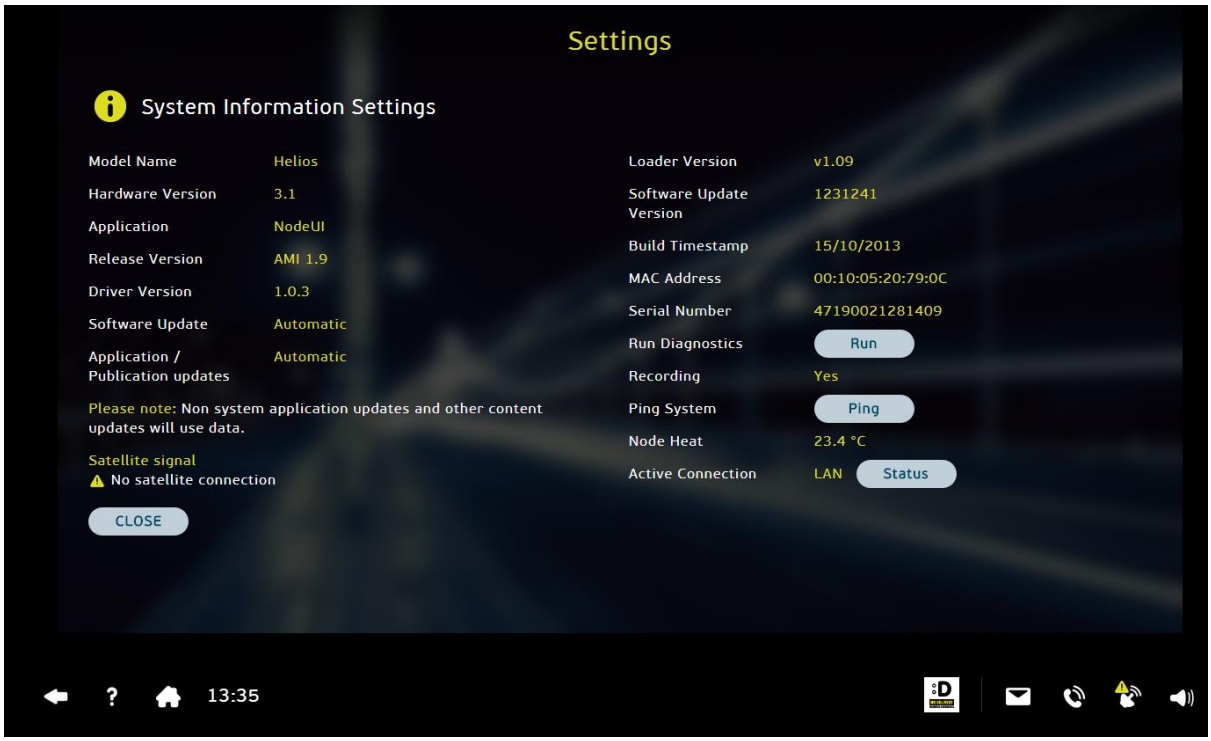


1. On the *Settings* screen select the *VIEW* button next to *System Information* and then press *OK*.



2. The *System Information* screen is displayed.

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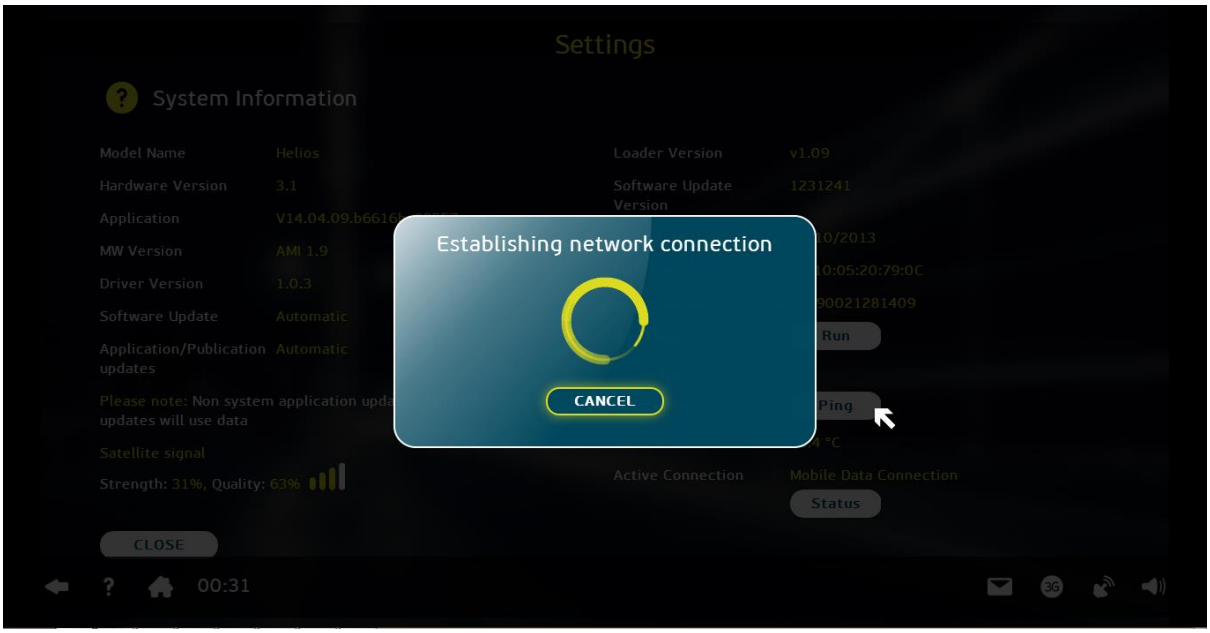
2.13.1. Run Diagnostics (System Information)

For the procedure to run *Diagnostics*, see paragraph 2.10.4 above.

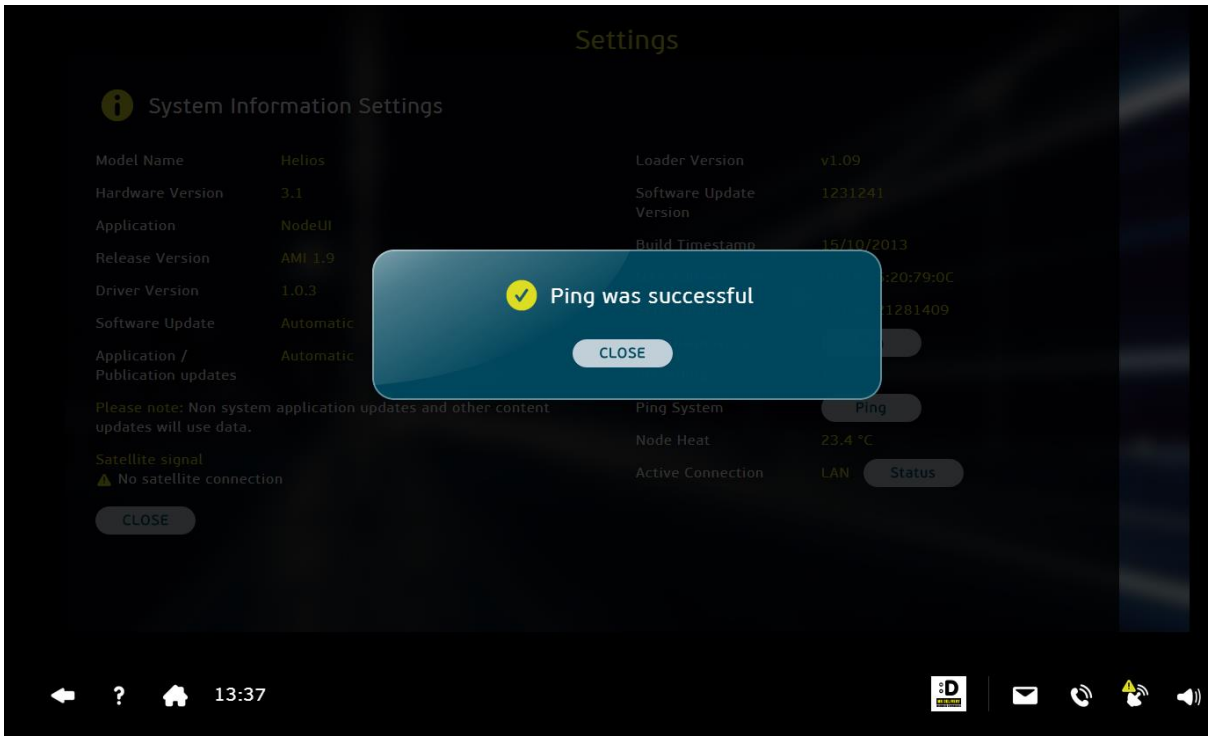
2.13.2. Ping

The *Ping* button must only be used when requested to do so by the Call Centre. It is intended to test communication between us (the provider) and the Altech Node.

1. On the *System Information* screen, select *Ping* and then press *OK*.



2. The *Establishing network connection* screen is displayed.



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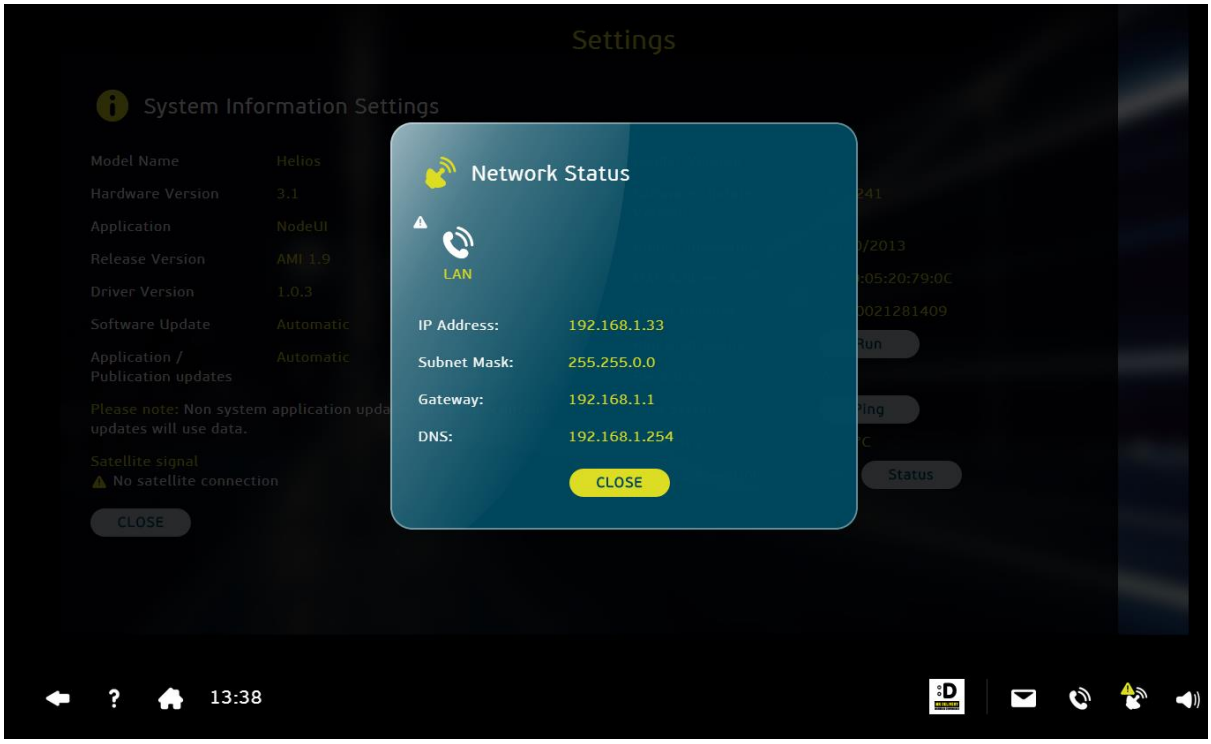
3. The following *Ping was successful* screen is displayed.
4. Select *BACK* to go back to the *System Information* screen.

2.13.3. Status

1. Select *Status* on the *System Information* screen and then press *OK*.



2. The *Network Status* screen displays which network you are using as well as information relevant to the network.
3. Select *BACK* to go back to the *System Information* screen.

2.14. Factory Reset

Please note: after performing a *Factory Reset* on your Altech Node all your personal settings will be lost and you will have to re-enter all your own settings and preferences. This includes the records of movies that are still within the 48 hour window for viewing.

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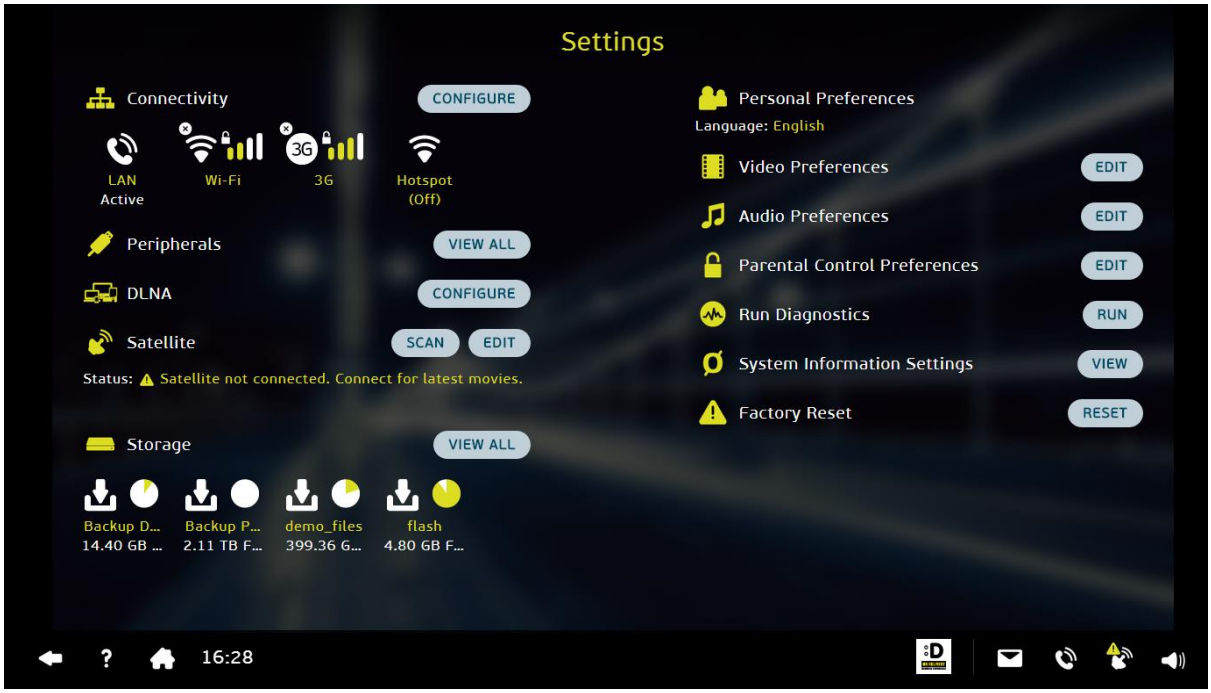
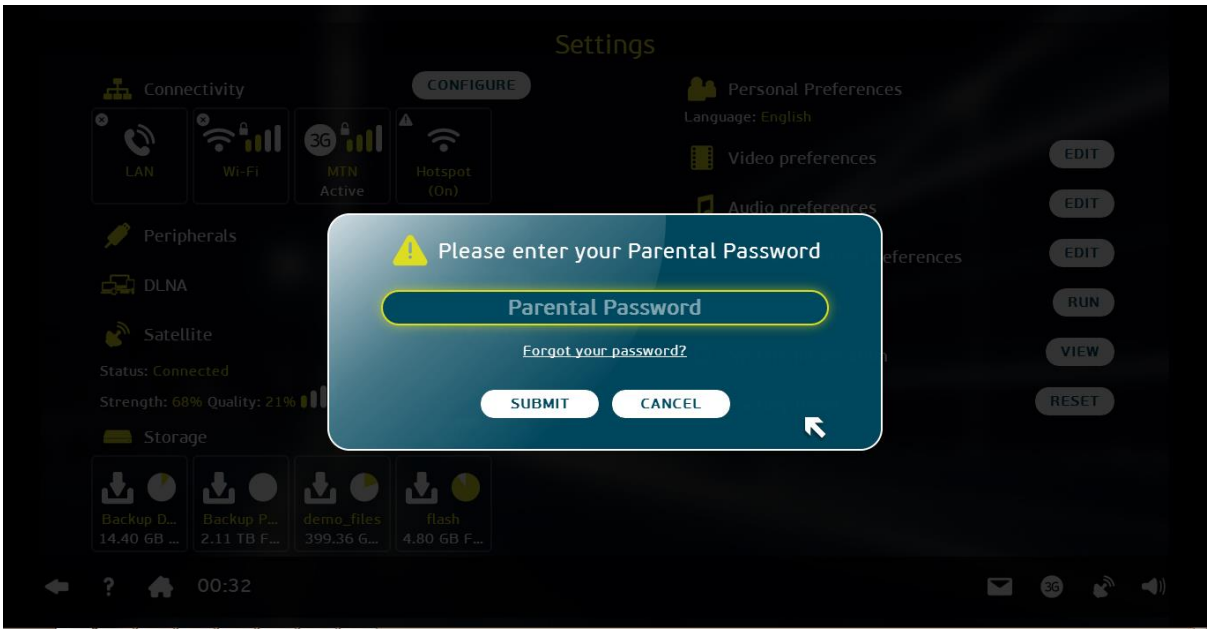


1. Select the *RESET* button next to *Factory Reset* on the *Settings* screen and then press *OK*.



2. The *Please enter your Parental Password* screen is displayed.
3. Select the *Parental Password* bar and type in your parental password.
   NB: not your *customer* password!
4. Select *SUBMIT*.

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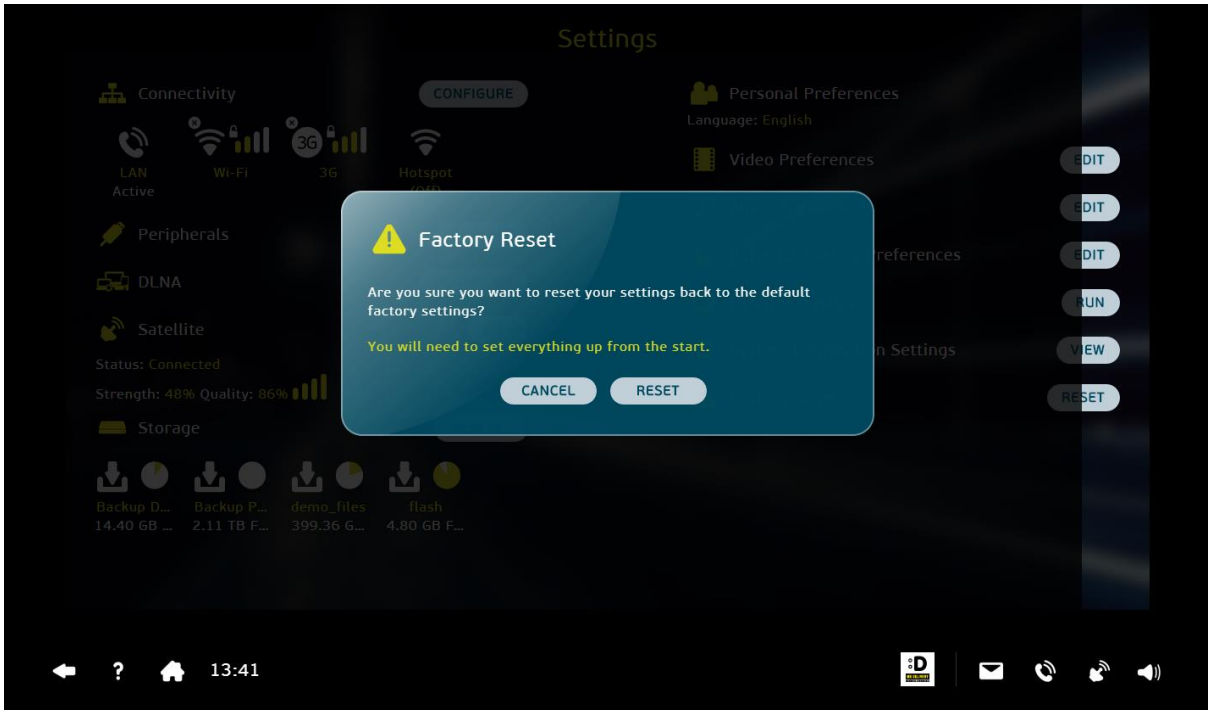
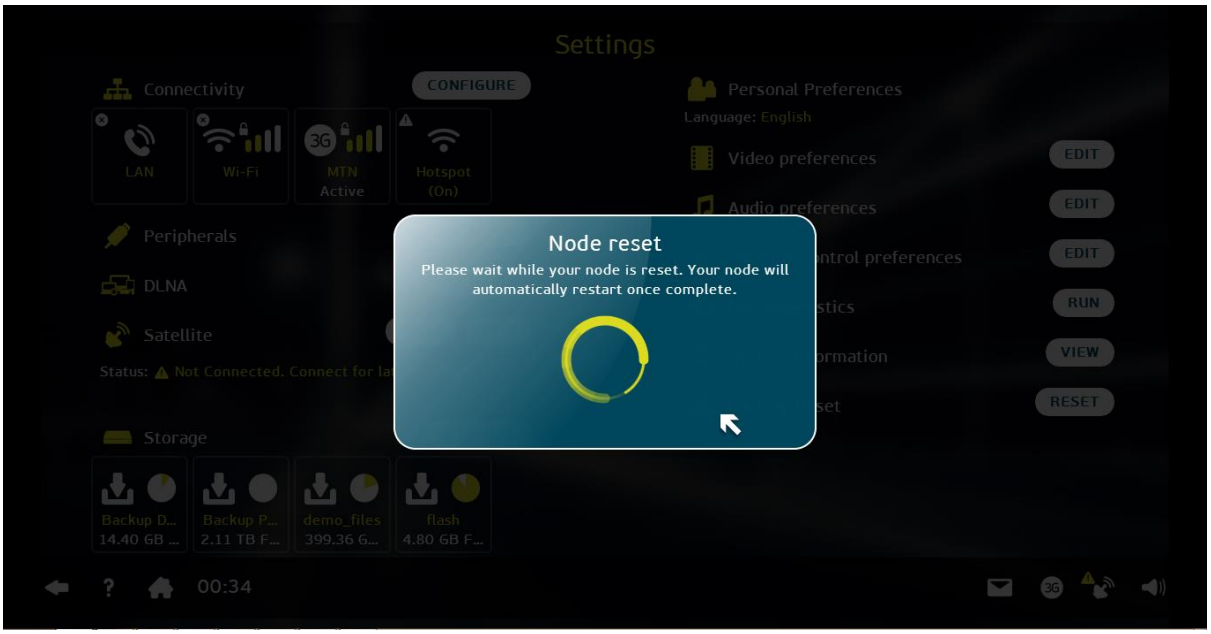


5. The *Factory Reset* screen is displayed, asking if you are sure you want to reset your Altech Node back to its default factory settings.
6. Select *RESET* and then press *OK* to perform the factory reset.
7. The following *Node Reset* screen is displayed.



8. Once the reset has been completed your Altech Node will automatically restart.

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3. Terms and Conditions

Full customer terms and conditions can be accessed on the Node help section www.node.co.za.

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