



your guide digital TV

NT178090

The content of the user manual is subject to change. The listed channels, their positions, images and associated details are indicative.



Welcome to digital TV from Airtel

Get ready to enter into a world of amazing entertainment with crystal clear picture and high fidelity sound quality using the latest MPEG4 technology, all at the convenience of your home.

We bring you the best and wide variety of channels and programmes ranging from Sports to Music to General Entertainment and by the time you finish some, there would be lots to look forward to. There's always more entertainment and a whole host of other things to enjoy here.

Get the best On-Demand content with Airtel Live. Choose from a rich selection of Hollywood and Bollywood movies, enjoy the latest music with radio-on-TV, play games and make your TV viewing interesting with many interactive features.

Our state-of-the art interface is simple and easy to use. It will remind you of your favourite programmes, help you search and plan and do much more with just a gentle tap of your fingers.

Do take a few minutes to familiarize yourself with the features and functions by going through this guide.

...and if you have any questions, give us a call at 1800 102 8080 (Toll Free) / 020 40181400 (Tolled) and we will be happy to help you anytime.

Find Your Way

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Understand the Basics

01

Magic begins here

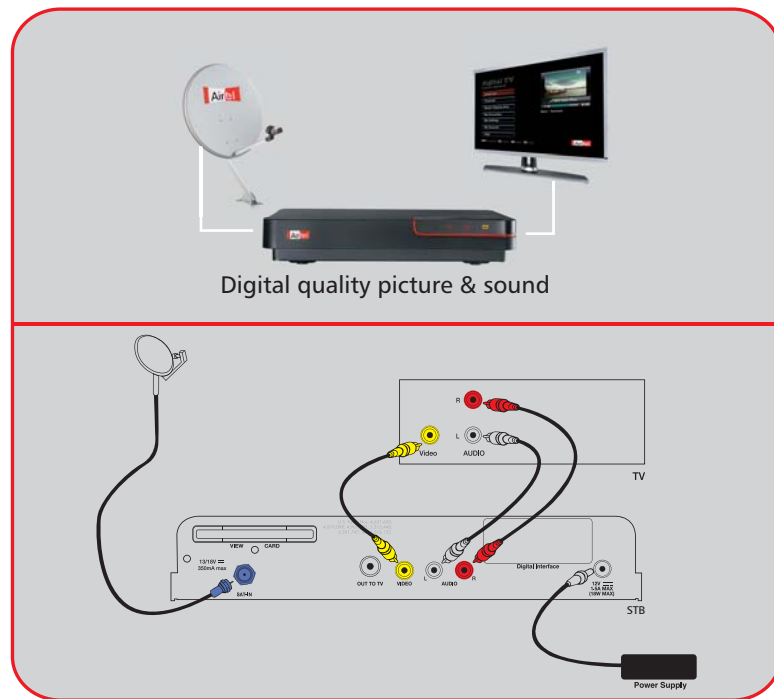
The installation team from Airtel will show you how to use your equipment. However here is a quick description of what you need, to enjoy great entertainment and the features we offer.

Your Dish Antenna: Your Dish antenna receives signals from the satellite and then sends them to your Set Top Box. It will be installed by Airtel's professional service engineers and you should not attempt to change its direction or tamper with it after installation. In case the Dish gets damaged please contact us.

Airtel service engineers will install and connect your Set Top Box with your Dish Antenna and your Television. A representation of the standard setup is shown here.

Top tip

You must disconnect your STB from the main supply before you connect it to any other equipment



Digital quality picture & sound

Connecting your Equipment

02

Your Set Top Box (STB): Your Set Top Box with state-of-the-art MPEG4 technology receives signals through your Dish Antenna and then sends them to your television.

Front Panel: You will see three indicator lights:

- Remote command light: Blinks when you press any button on the remote.
- Standby light: Red, when Set Top Box is plugged in but not switched on (standby), green when it is switched on.
- Message light: This will turn yellow when you have an unread message in your inbox.

Top Panel: Some basic functions of the digital TV system can be operated directly from your Set Top Box, in case the remote batteries run out:

- Power button: Turn your Set Top Box on and off.
- OK button: Press for 3 seconds to see main menu of digital TV.



Remote command light

Standby light

Message light

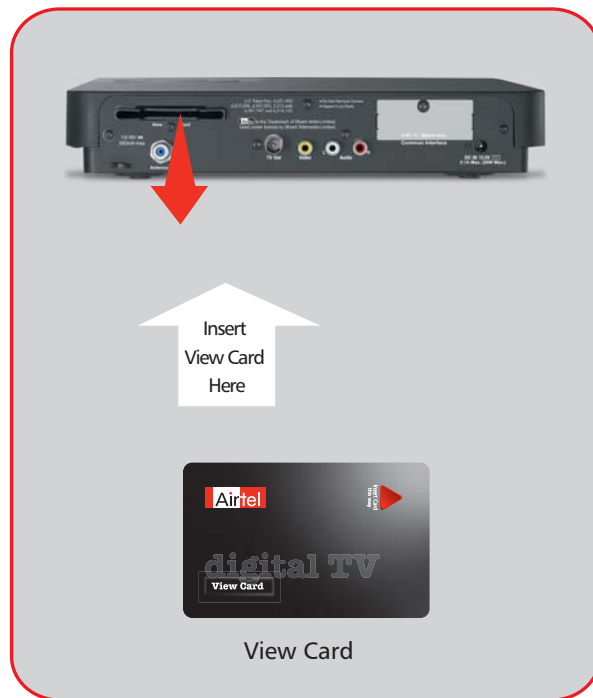
- 4 Arrow buttons: Press these to bring up the miniGuide on screen. Use left/right buttons to change channels and up/down buttons to change programme or to see what's coming up next.
- Back button: Go to the previous channel or previous page in the Electronic Programme Guide.

Your View Card: Your Airtel digital TV View Card contains your subscription information and allows you to access the channels you have chosen as per your subscription. To ensure it functions properly leave the view card inserted in your Set Top Box even while you are not watching television. Do not remove or re-insert the View Card unless it is faulty or expired.

A word of caution:

- Don't bend the View Card.
- Keep the Card away from heat and sunlight.
- Keep the Card dry and never clean it with fluids.
- Keep the Card away from small children and pets.

For a better TV viewing experience, we recommend that you also go through the instructions in subsequent pages along with the Do's and Dont's.



Universal Remote

Your Airtel digital TV comes with a Universal Remote that can manage both, your TV and Set Top Box. Imagine, just one remote! Our installation team will programme your Universal Remote to work with your particular brand of TV. Press TV button on the remote to switch control from your Set Top Box to TV and press STB to go back to control the Set Top Box.

Replacing the batteries:

Your remote runs on 2 AAA batteries. Remember to always match the + and – marks while changing the batteries. If your remote control is left without charged batteries for more than 10 min, you may need to programme it again. Your remote will show when the batteries need replacement. The light on the remote will blink 5 times when the battery becomes low. This will help remind you to change the batteries before your remote stops working.

Using colour buttons for more options:

Colour buttons at the bottom of your remote act as shortcut keys for example, while you are watching a channel, the colour buttons can do the following:

- Yellow: Shows the inbox when an unread message icon is displayed on the screen.
- Green: Adds the channel you are watching to your favourite list.
- Blue: Changes the audio language, if available.

Top tip

Your remote comes loaded with many special buttons for direct access to certain functions in the Electronic Programme Guide.



Teach your remote

While our installation team will set up the Airtel digital TV remote for it to work with your particular brand of TV, the following steps give you an overview of programming the remote:

Step1: Get your Airtel remote to learning mode by pressing and holding 'OK' and numeric '2' buttons together for 3 seconds. The LED blinks twice to indicate that your Airtel remote is ready to learn.

Step2: Hold the source remote and Airtel remote in front of each other (3cm-6cm apart).

Step3: Press & release the button (first of the Airtel remote and then of the source remote) which needs to be programmed in the Airtel remote.

Step4: Press 'OK' button on your Airtel remote to store the new information about your TV.

The LED will blink twice to indicate successful transfer of knowledge. If the Airtel remote blinks four times, it means the learning has failed. Go to Step1 again.

Please Note: Not all TV manufacturers and model numbers are supported.



Electronic Programme Guide (EPG)

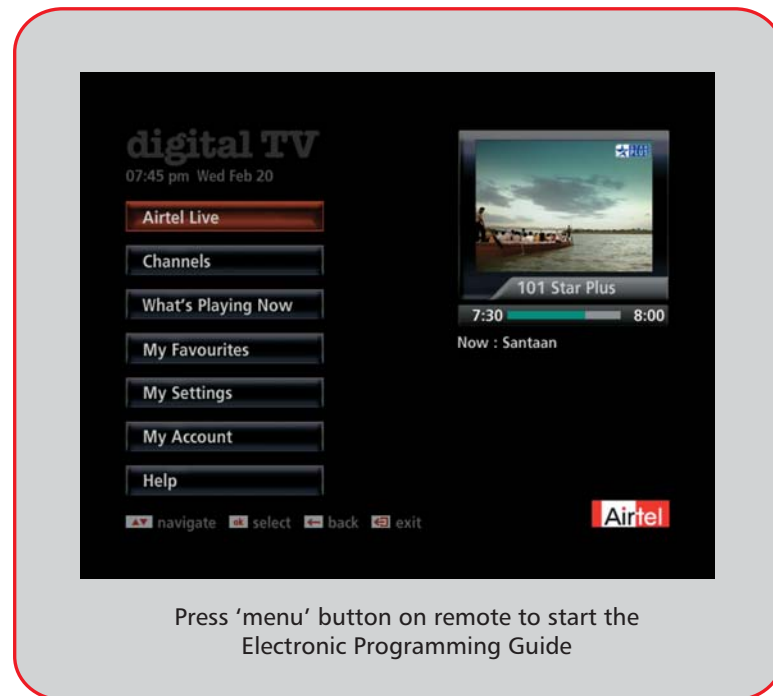
Now have complete control of your entertainment experience with the on-screen Electronic Programme Guide (EPG). Just sit back with your remote and browse through various options that we offer. To access the EPG while watching TV, just press the 'menu' button on your remote.

The Electronic Programme Guide lets you:

- See programme calendar for the next 7 days
- View the latest of Bollywood, Hollywood & Regional movies
- Set reminders for programmes
- Set up and see favourite channels
- Use a range of Interactive services
- Know your account status
- Change settings of your digital TV system
- Play exciting games



In case you get stuck press the 'back' or 'exit' button to return to the channel you were watching!



Press 'menu' button on remote to start the Electronic Programming Guide

Main Menu

Watch TV

Get Started

Turning TV and Set Top Box on/off:

Step 1: Press TV on your Airtel digital TV remote to turn the TV on.

Step 2: Press the AV button.

Step 3: Now press STB button to turn the Set Top Box on, and wait for a few moments for it to start.

Once both your STB and TV are on, you will be able to see the last viewed channel.

The standby light on the front panel is red when the STB is plugged into the power supply but not switched on. The light turns green when switched on.

Changing the volume: Use the vol +/- button to change the volume of your TV. You can turn the volume off with the 'mute' button. To change the volume of your STB, please see details on page 26.

Changing the channels: You can use the ch +/- buttons to change the channels one at a time. To jump straight to a certain channel, use the number button to enter the channel number. For example, enter 9-9-9 for help channel. What's more, in case you don't know the channel number, press the 'guide' button on your remote and look up the channel from the 'All Channels' list.

When you change channels, a miniGuide appears on the screen with details of the current and the next programme.



We have made it simpler for you to enjoy and control your TV with the Electronic Programme Guide. Press the 'menu' button on your remote for the main menu to appear.

You can watch TV, order a movie, listen to radio, create lists of favourite channels, play games and even shop from your TV in just a few clicks.



Use arrow buttons to go up/down and press Ok to select an option.

The main menu helps you navigate through various features of our service categorized under different headings. Each section is briefly explained in subsequent pages.



Main Menu

Browse through channels

You can see the list of all channels and programmes or quickly find the channels clubbed in different categories eg News , Movies, Sports, etc from the 'Channels' option in the main menu.

If you want to see all channels, simply select 'All Channels' option on the Channels menu or press the 'guide' button on your remote for the channel guide.

Complete channel guide

Once you select a category of channels, the respective guide appears on screen. Here you can find a range of information about listed programmes. Just choose and start watching!

Please refer to Help Video on Ch.999 for more details.



Main Menu > Channels

View as you surf

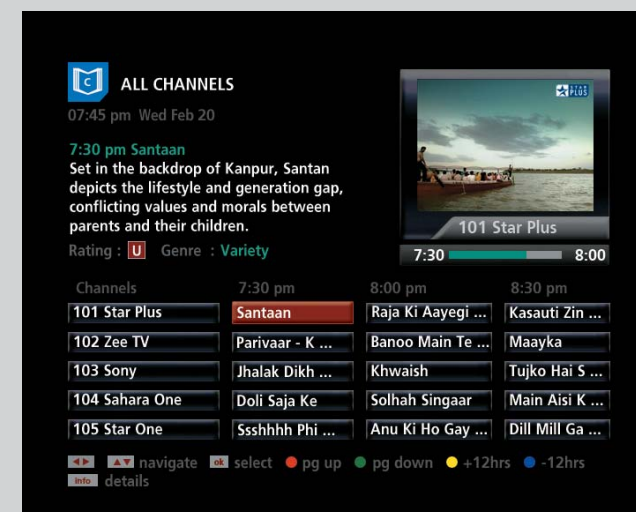
We understand your need for watching every moment of a programme. A small preview screen on the top right corner plays your last viewed programme even while you navigate through the EPG.

Depending on what you want to watch you can also change the channel with Ch +/- buttons or use the numeric buttons to enter a 3 digit channel number to go to that channel. This will make the selected channel appear in preview screen. Press OK to see in full screen.



While moving up/down the programme list in the current time band, highlight it for 4 seconds and it will start playing in the preview screen. Simply press OK to switch to full screen.

Remember: If you are not subscribed to a channel, you will get the non-subscription message in the preview screen.



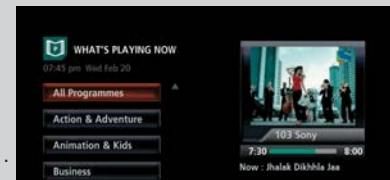
Main Menu > Channels > All Channels

What's Playing Now

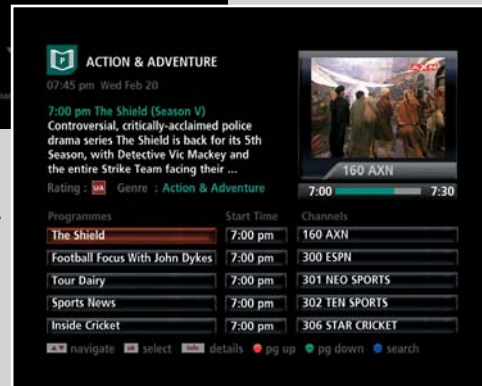
There will be times when you would want to watch a programme depending upon your mood. Like you may just wish to see all the action and adventure programmes running currently on any channel. This menu option does all that!

- Select this option from the main menu by pressing 'OK'.
- Use up/down buttons to select a category you are in a mood to watch.
- On selecting a specific category, for example – Action & Adventure, a list of all such programmes currently running on any channel will appear.
- Highlight a programme and hold for a few seconds to see it in the preview screen. To switch to full screen TV mode, just press 'OK'.
- The time-bar shows how much of a programme is still left for you to watch.

1.



2.

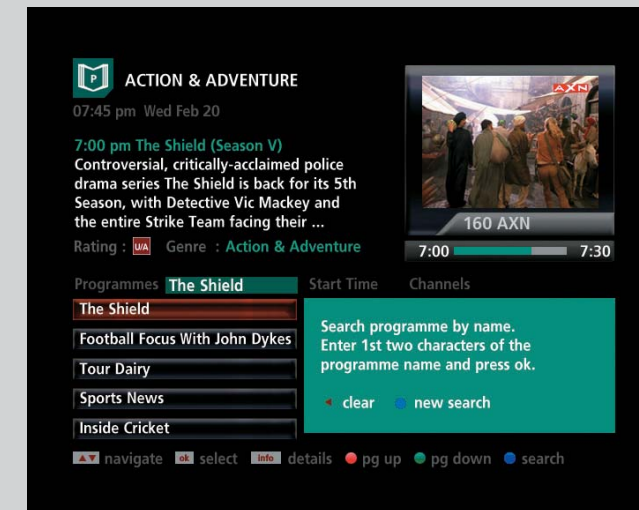


1. Main Menu > What's Playing Now
2. Main Menu > What's Playing Now > Action & Adventure

Search a programme

You can search for a programme simply by it's name. Here's how:

- While viewing 'What's Playing Now', a search box will appear on pressing the blue button on the remote.
- Enter the first two characters of the programme name in the search box using number buttons (the way you type an SMS).
- Use the left arrow button to delete the text in case you input it wrongly.
- After you have finished typing, press 'OK' to see the programmes with names starting with the two characters that you entered.
- You can press 'info' button on the remote to see more details of the highlighted programme.
- To start a new search press the blue button again.
- Press the 'back' button on your remote while on the filtered results page to go back to the complete list of programmes.



Main Menu > What's Playing Now > Press blue button on remote

Using the miniGuide

If you want to know how much of the programme you are watching is over, what's the next programme, change channels and set reminders, all without interrupting what you are watching, just use the miniGuide. It comes on the screen as soon as you press any of the arrow buttons or by pressing OK on your remote.

- 1 Shows the name of the channel you are watching. Press left/right arrow button to see what's on other channels.
 - 2 Shows the name of the current programme (always comes in red highlight). Press top/down arrow button to see the next programme on same channel.
 - 3 The Time-Bar indicates time elapsed for the current programme.
- To see a programme (highlighted in red bar) press 'OK'.
 - If you want to set a reminder for a future programme (highlighted in red bar), press 'OK' (more details on page 18).



Press any arrow button while watching a programme to bring up the miniGuide



Finding out more about a programme

Sometimes merely the name of a programme doesn't tell you what the programme is all about. You can find out more details about a programme with the 'info' button on your remote. Press this button to see details about a programme while watching it or when it is highlighted in the miniGuide or channel guide.

The information pop-up appears with all that you need to know about the programme.

You may sometimes see programme ratings with the following codes:

- U** Universal - suitable for all viewers including children
- A** Adult - suitable for viewers over 18 years
- U/A** Universal/Adult - Suitable for viewers aged above 12 years under parental guidance.



Press the 'back' button on your remote to remove the information pop-up



Press 'info' button on remote to see more details of a programme

Tag Favourites & Set Reminders

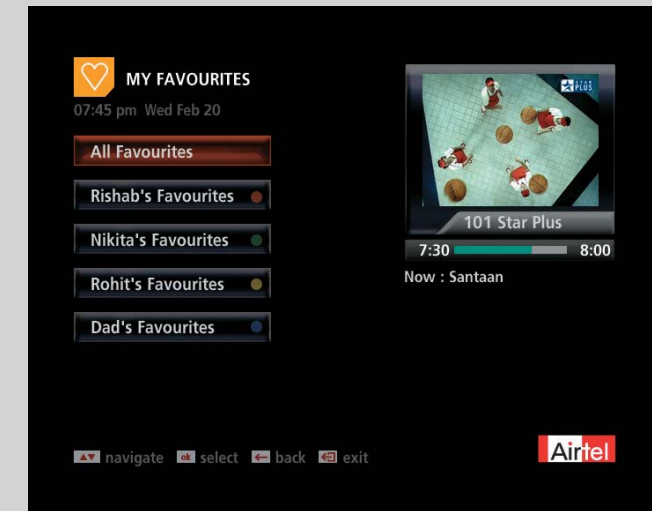
Favourites for everyone

We bring you a unique 'My Favourites' function which allows each member of your family to set their own favourite channels for easy viewing.

Four different groups can be created for example Dad's Favourite, Rishab's Favourite etc. Each group can contain upto 15 channels as per the group owner's choice.

To view the channels in a favourite list:

- Select 'My Favourites' from 'Main Menu'.
- Select 'All Favourites' set or any one of the 4 favourite lists.
- As you select a favourite list, a channel guide with just your chosen channels appears. Now you can select a programme, see details, view programme calendar of next 12 hours or even next 7 days.
- Press OK on a programme to view it in full screen.



Main Menu > My Favourites

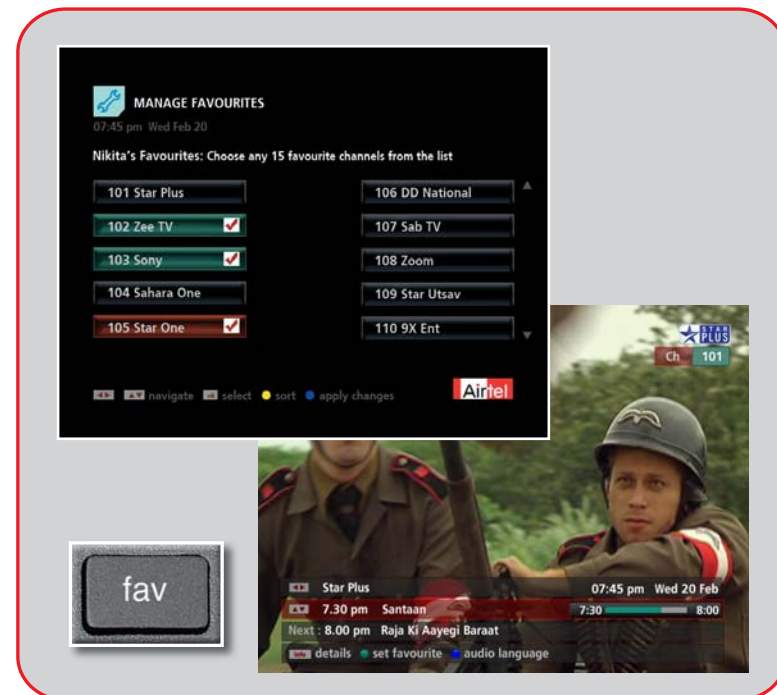
To set a channel as favourite

1. Press 'menu' button to go to main menu.
2. Select 'My Settings' then 'User Settings' and finally 'Manage Favourites'.
3. Highlight the channel that you want to add as your favourite and press OK. A tick appears next to the channel.
4. When you have selected upto 15 channels, press the blue button to apply changes.

You can name your favourite lists using a maximum of 8 characters. By default the names appear as fav 1, fav 2, fav 3, fav 4.

You can also set a channel as your favourite, by pressing the green button in your remote while viewing the channel.

To switch to your favourite channels press 'fav' button on your remote and use corresponding colour buttons on the remote to go to the defined favourite list.



Main menu > My Settings > User Settings > Manage Favourites

Setting Reminders

If there's a programme that you would not want to miss, the EPG can remind you before it's scheduled to start.

- You can set a reminder for any future programme either from the miniGuide which appears on screen as soon as you change a channel or from the channel guide screen.
- Press OK on any highlighted future programme to set a reminder.

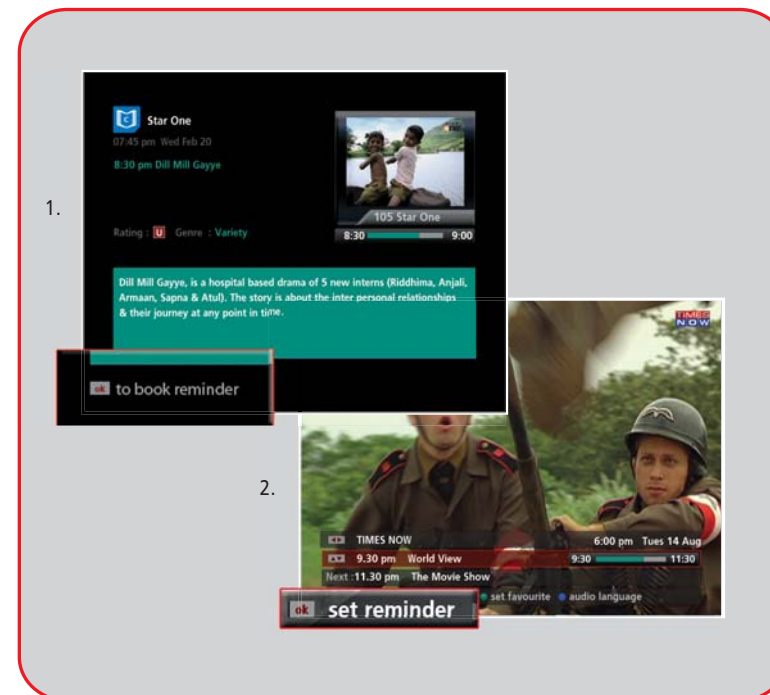
There are two ways in which you can set a reminder.

1. Press OK on Channel Guide where it says "OK to book reminder".
2. Press OK on miniGuide where it says "Set reminder".

A reminder message appears on your screen 5 minutes before the programme starts.



Top tip When the reminder message appears on screen, pressing the red button on the remote autotunes to the programme when it starts.



1. Main Menu > Channels > All Channels > Selected Channel > OK
2. Current Channel > miniGuide > Set Reminder

Managing Reminders

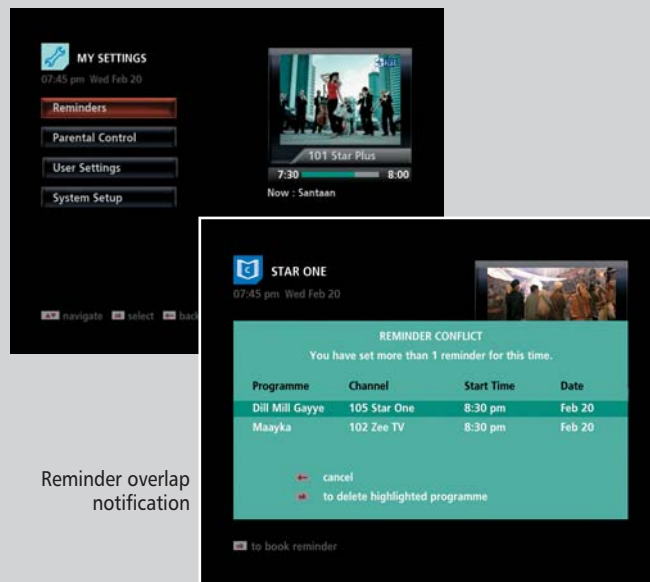
You can set reminders for either a programme or for any pay-per-view content. In case you wish to see all your reminders, select 'Reminder' option on the 'My Settings' screen.

You can now see a list of all programmes on which reminders have been set. You can read the details of the programmes on the screen and accordingly choose to keep or delete them.

To delete a reminder press the red button.

When reminders overlap

If the reminder you are trying to set for a programme is clashing with a previous one, you will get a pop-up asking you what you want to do.



Reminder overlap notification

Main Menu > My Settings > Reminders



Airtel Live

Add more magic to your TV viewing experience with Airtel Live on digital TV. Here, you can access some of the best content from around the world. Hollywood, Bollywood and Regional blockbusters, exciting games, shopping, education and much more.

It's simply amazing...so start exploring.

- You can access Airtel Live services by pressing the 'Live' button on your remote.
- You can also reach Airtel Live from the main menu.

In the pages ahead you can discover the true magic of Airtel Live.

Watch latest movies

With Airtel Live you get a wide range of exclusive movies and a vast variety of programmes that you can watch at will.



Some of the content on Airtel live would be charged for. Please call us at 1800 102 8080 (Toll Free) / 020 40181400 (Tolled) for more details.



Main Menu > Airtel Live

Airtel Live has blockbusters and exciting archival programmes in Hindi, English and Regional languages.

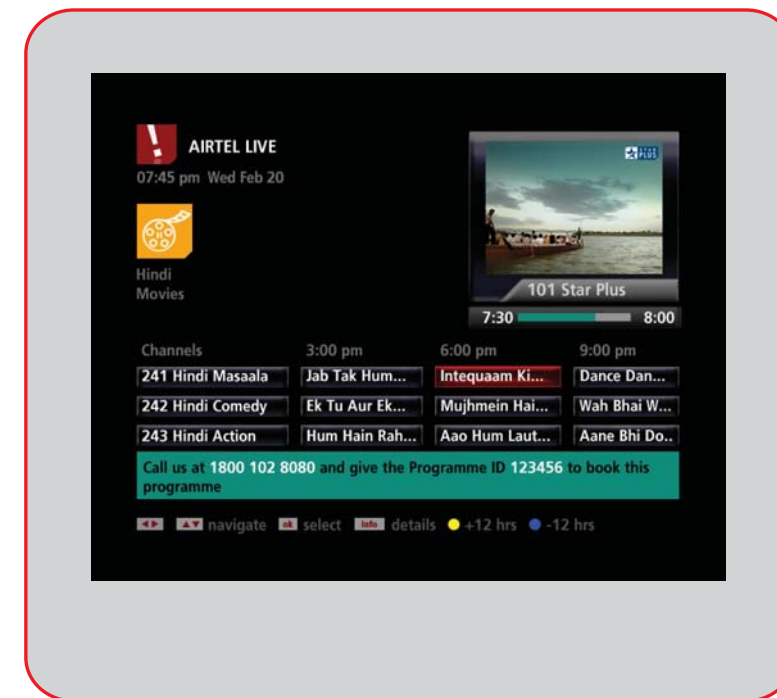


Here's how to order:

- Select the type of movie you wish to watch. Use left/right arrow button to highlight and press OK button to select.
- You will see a list of movies running currently and the ones coming up in the next 7 days.
- To watch a movie, highlight it and press OK button on your remote. If you have booked the event, you will be able to view it or you will get instructions for the same.
- Once selected a pop-up shows the details like programme ID, rating and a brief description.
- Now book the movie by calling us on 1800 102 8080 (Toll Free) / 020 40181400 (Tolled) and mention the Programme ID and Customer ID.



For booking and cancellation policy, please call us at 1800 102 8080 (Toll Free) / 020 40181400 (Tolled) for more details.



Main Menu > Airtel Live

Paying for what you watch (Pay-Per-View)

- The requisite charge for any content that you book will be deducted from your account balance.
- You can see your expenditure towards all pay-per-view programmes in your account statement (see details on page 28).
- In case your account balance is lower than the cost of programme, you will need to recharge your account before ordering it.

Interactive Applications

iTV applications or Interactive applications are specially designed applications which let you shop, play games, see horoscopes and much more.

- Press 'iTV' button on your remote to see the list of all applications listed with your digital TV.
- Choose from iAstro, iNews, iShop or iSports etc. to enjoy the exclusive Airtel Live content.

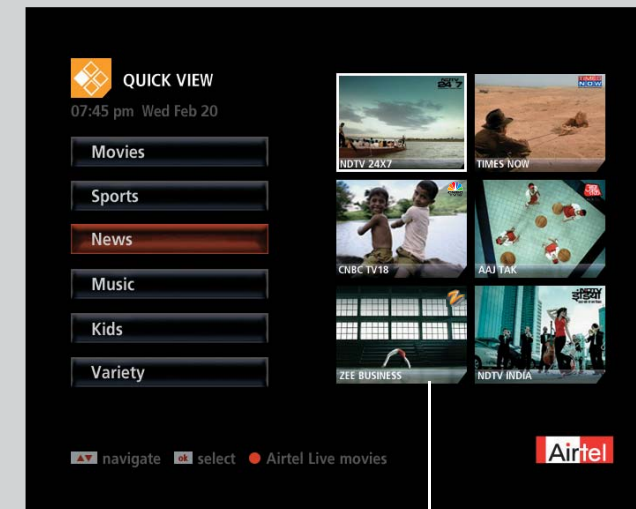
We refresh these applications from time to time to ensure unlimited entertainment.



Magic of Quick View

Imagine being able to see multiple channels running on the same screen! Here is how you can do it:

- Press the 'Live' button on your remote.
- Select Quick View icon on screen to see a list of categories.
- Use the arrow and OK buttons on your remote to navigate and select respectively.
- Choose a category to see multiple channels simultaneously and select any one of them to view in full screen.



Live channel running in each category

Main Menu > Airtel Live > Quick View

Radio and Games on TV

Listening to Radio

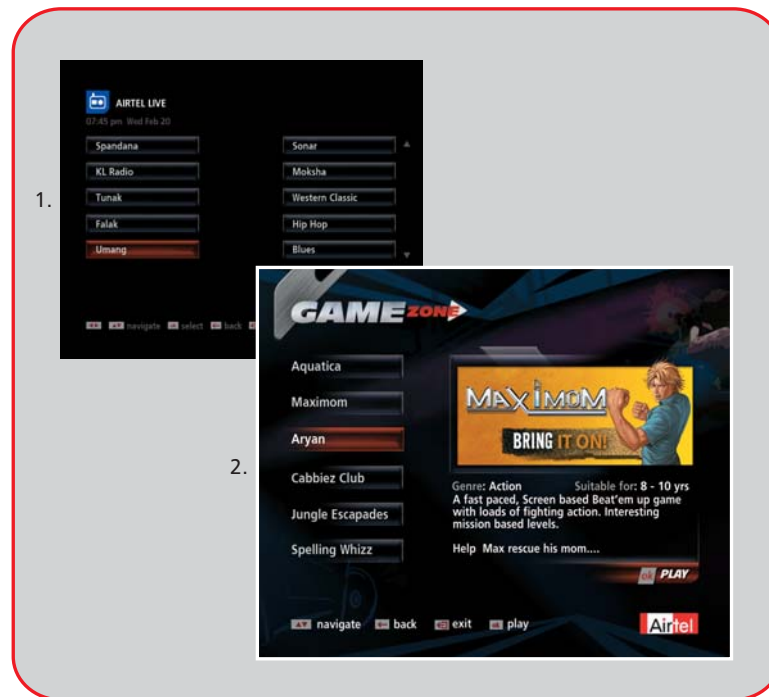
You may at times want to rest your eyes and just listen to some good music. We bring you a vast range of music stations. So tune in and turn your TV into your own personal radio following these simple steps:

- Press the 'Live' button on your remote.
- Select Radio on the screen.
- Navigate through the available stations using arrow buttons on your remote and press OK to listen to a particular station of your choice.

Playing Games

You can turn your TV into a gaming console by selecting any game of your choice from Airtel Live. So, bid farewell to boredom and say hello to good times.

- You have a shortcut to reach to Games from your remote.
- The four arrow buttons and some number keys on your remote act as the control buttons.



1. Main Menu > Airtel Live > Radio
2. Main Menu > Airtel Live > Games

Customize
Your System

System settings

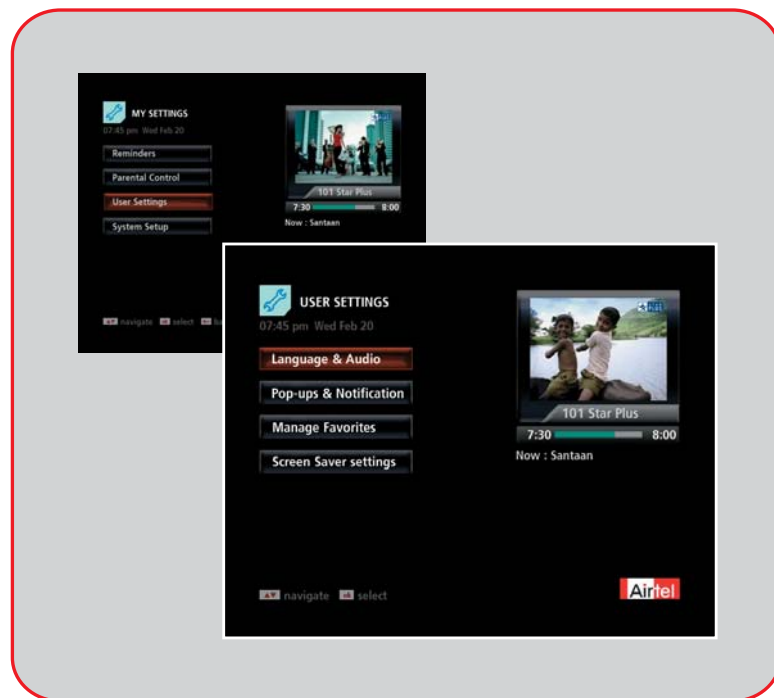
We give you complete control of your digital TV system. You can customize the settings as per your choice. However there are certain system settings which we recommend you not to change in the System Setup section.

Language and Audio settings

EPG Language: The default language of the EPG is English however you can change it to Hindi as per your preference.

Audio Language: There are some channels which broadcast in more than one language. You can change the audio language. If the language you have chosen is not available, default language is played.

You can also change the audio language from the miniGuide (if audio in another language is available).

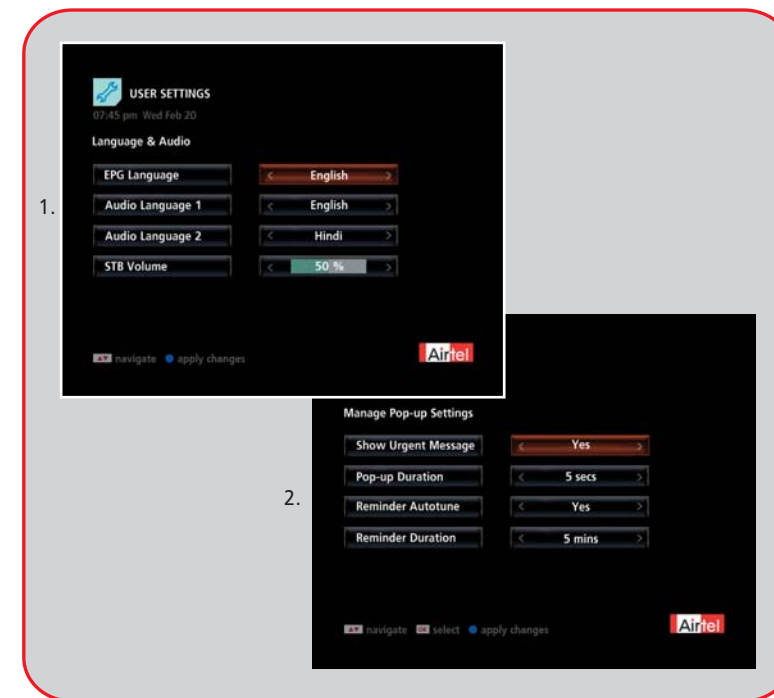


Main Menu > My Settings > User Settings > Language & Audio

Set Top Box audio level: While you can change the TV audio volume with the vol +/- buttons of remote, you can also set a standard volume level for the Set Top Box at which all the channels will play. It is recommended that you keep this level at 50%.

Pop-up & notification settings: Many times information on your TV screen appears in form of a miniGuide, pop-up or a message icon. You can control the duration for which these stay on the screen.

- Go to 'My Settings', select 'User Settings' and then 'Manage Pop-up Settings'.
- Show urgent message: You can choose not to see the urgent message notification on your screen as a yellow envelope (It is recommended not to change this setting).
- Pop-up duration: Changes the time for which the information pop-ups stay on screen.
- Reminder duration: Allows you to choose how early, before the start of the programme the reminder should show.



1. Main Menu > My Settings > User Settings > Language & Audio
2. Main Menu > My Settings > User Settings > Manage Pop-up Settings

Parental Control

There could be certain programmes that you would not want your kids to watch. Use the 'Parental Control' feature to control what your children are watching.

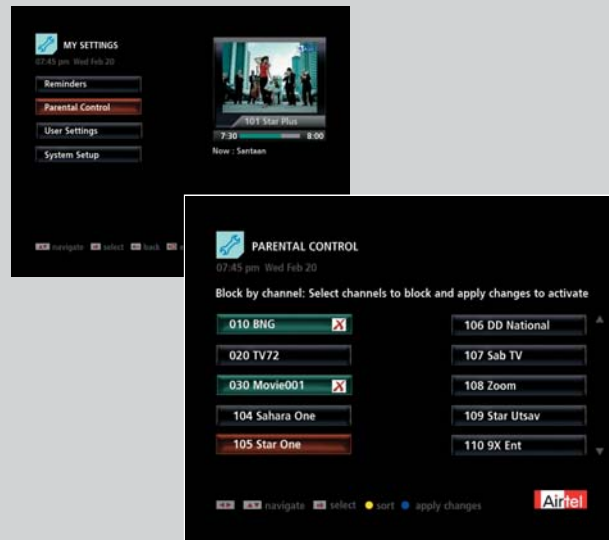
Blocking Channels & Programmes

You can choose to block certain channels/programmes from Parentel Control in 'My Setings', based on your preference or rating. Highlight the channel that you want to block by pressing 'OK' on you remote and press the blue button to apply changes.

Changing your PIN

Your default PIN is 0000. To change your PIN, go to 'My Settings' and then to 'Parental Control'.

Note: Restriction by program rating can only be applied where the broadcaster provides content related information.



Choose channel/s you wish to block. The blocked channel/s will show a cross next to them.

Main Menu > My Settings > Parental Control

Manage Your Account

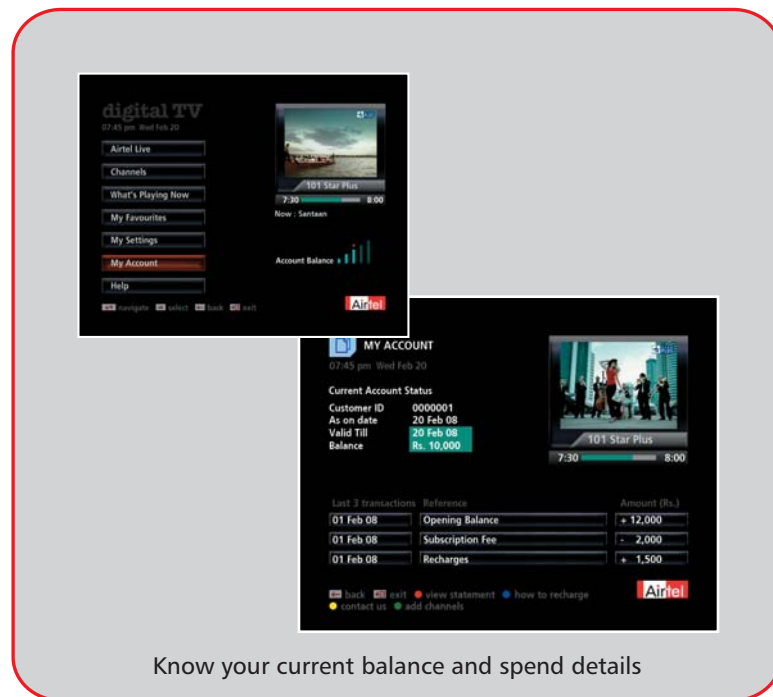
Manage your Account

We give you constant updates to keep a check on your expenses with an on-screen display of your account status. You can always know where and when you have spent your recharge amount.

Your monthly Account status

Whenever your payment is due, you will receive a message indicated by a yellow envelope on your TV screen. Press yellow button on your remote to read it. Once you have read through the details you can again press the yellow button to delete the message and go back to the last channel with 'back' button.

If you want to check your monthly account status, payment confirmation or account balance you can go to 'My Accounts' section from the 'Main Menu' of the EPG.



Know your current balance and spend details

Main Menu > My Account

Account balance at a glance

To get a summary of the recharge balance available with you, we show an account meter to you on the TV, something like the fuel tank in your car. This will let you know if you need to recharge before you order movies for the weekend.

Recharge your account

Recharging your account is simple. To start with, whenever your payment is due, you will receive a message on your TV. Alternately you can also go to 'My Account' section to see your account details. Choose from a host of convenient payment/recharge options mentioned below and follow the simple steps.

1. Recharge vouchers

Visit any of our authorized dealers or Airtel Relationship Centres (ARCs) to buy a recharge voucher. Scratch it to find out the Unique Recharge Code and call 1800 102 8080 (Toll Free) / 020 40181400 (Tolled) from your registered telephone number to recharge your account.

2. Recharge on phone

You can call us on our Customer care number 1800 102 8080 (Toll Free) / 020 40181400 (Tolled) from your registered telephone number for recharging your account through a credit card.

3. Recharge on the web

Simply log on to our website www.airtel.in/digitaltv, select the amount to recharge and pay through your credit card. All you need to do is to register once. This will help us generate a login and password for you.

Our Customer Care is always available to help you.

On screen updates

We will be sending you periodic information on various Airtel Services that might be of interest to you, like your statement of account, payment reminders, payment confirmation, promotional offers etc. A yellow envelope will appear on your TV screen everytime you receive such a message.

As soon as you see this icon on your TV, you should press the yellow button on your remote to read the message. It will also help you stay informed on your subscription status.

- To see or delete old messages go to 'My Account' section from Main Menu.
- To change the time for which the message icon flashes on screen, go to 'My Settings', 'User Settings' and finally to 'Manage Pop-ups'.



Product Details

Product Specifications

System	
Signal format system	PAL B/G
Interfaces	
Input	F type – Connector
Video out	IEC 48B sec 316 (RCA) female Yellow
Audio out	IEC 48B sec 316 (RCA) female, Left: White, Right: Red
RF out	VHF (channel 3/4)
RF	
Input frequency range	950 ~ 2150 MHZ
Input Impedance	75 ohm
Power	
STB input Voltage	DC 12V
Power Supply	AC 70 ~ 350 Volts @ 45 to 60 Hz, adaptor
Power Consumption	Full load max: 25 W
Mains	2 pin plug
General	
Dimension	270 X 200 X 50 (mm)
Weight	
Audio & Video cable	Both side Male RCA, 1.8 meter in length
RF Cable	Both side Male connector, 1.5 meter in length
Remote control	TV Learning STB Remote
Batteries for Remote	2 AAA size (Zinc)

For your Safety

This Set Top Box has been manufactured to meet international safety standards. However you must take care to operate it safely. It is therefore important that you read these safety instructions and in case you have any doubts about the installation, operation or safety of this Set Top Box, please call us.

WARNING:

1. To prevent fire or shock hazard, do not expose the system to rain or moisture.
2. To avoid electrical shock, do not open the casing of the Set Top Box. Refer servicing to authorized personnel only.
3. The main lead must only be replaced from a authorized service center.
4. Any repairs or adjustments may only be performed by authorized personnel. The warranty will become void if the user attempts to open and repair the unit.
5. Improper intervention may interfere with the electrical safety of the unit.
6. The company assumes no liability for any accidents suffered by the user if the system has been opened.

CAUTION:

1. The unit operates on 70-350V AC 45/60 Hz. Check that the unit's operating voltage is identical with your local power supply.


2. Your Set Top Box is made for moderate temperatures. Do not use or store the Set Top Box in hot, cold, damp or dusty places.
3. Never place any objects on the unit and ensure that there is a space of at least 10 cm above the unit to ensure that any heat occurring is discharged properly.
4. To prevent fire or shock hazard, do not place objects filled with liquids, such as vases, on the Set Top Box.
5. Always insert the main lead first in Set Top Box before you insert the plug into the mains supply.
6. Whenever you disconnect the Set Top Box from the mains supply, remove the plug from the mains socket-outlet before you remove from the mains connector on the rear panel of the Set Top Box.
7. Disconnect the mains cable before cleaning the unit. For cleaning purpose use a dry cloth and only clean the surface of the unit.
8. Do not block the ventilation holes of the Set Top Box. Leave a space of at least 10cm around all sides. Never install the device in a cabinet or on a shelf where there is inadequate ventilation. Take care that children do not insert any objects into the ventilation slots due to danger of electric shock.




Get Help

Troubleshooting Tips

Read these troubleshooting tips in case you have a problem using your Airtel digital TV equipment. In case the problem still persists, do call us.

Problem	Possible Cause	Action
No picture / No sound / No front panel display.	Set Top Box is not plugged into the mains or is not switched on.	Check main connections. Press the power button on the front of the STB
No picture, no sound but the front panel shows the display.	The Set Top Box is on Standby mode.	Press on the power button  on the Remote control to bring the Set Top Box out of standby mode.
No Picture, no sound but the indication on the front panel of the Set Top Box is correct.	<ol style="list-style-type: none">1.You are watching TV through your cable operator, aerial connection or VCD, DVD player.2.The AV connection is wrong.3.The connections are right, but the TV is not connected up to external AV source [AV1, AV2 or DVD].4.The cable connection may be faulty [damaged, broken] or missing.	<ol style="list-style-type: none">1.Press the AV button on your remote.2.Check the AV connection in the STB.3.Check the TV's AV connection.4.Check all your connections and see connection diagram or call us.

Problem	Possible Cause	Action
Irregular or bad reception.	Problem with cable connections. [damaged, broken connection or wires].	1.Check all the connections and cables. 2.Contact customer care.
A blank screen comes when you choose some service.	You are watching an encrypted service or programme.	1.Choose another service or programme. 2.Contact customer care.
The remote works with the TV & not with my STB.	You need to reset your remotecontrol.	1.Press STB on your remote control to control your STB. 2.Refer this guide to use your remote.
The remote control does not operate.	1. Your STB may be off. 2.There are no batteries or the batteries are discharged.	Make sure you point your remote directly towards your STB and nothing is between the two. The remote command light on your STB and on your remote control should flash each time you press a remote button. If neither light flashes, check batteries in your remote and check if your STB is plugged to mains.
I have forgotten my PIN.		Call customer care to have your PIN reset.
I cannot close the Electronic Programme Guide.		Press  exit button on remote.

Error Messages

Read these tips if you see a message on screen and don't know what to do next :

Message	What does it mean	Action
Insert your View card.	There is no View Card in the card slot of your STB.	Insert or reinsert your View Card. The card holds all the information your STB needs to know about your subscription.
There is a problem with your View Card.	Your STB cannot recognize your View Card.	Check if your View Card is right way up and not damaged.
This program has already started.	The program has already started and you can't buy it now.	Check the listing to find when you can buy it next.
No satellite signal is being received.	Your STB is not receiving a satellite signal.	Check if the cables from your satellite dish are correctly plugged to your STB.
A yellow envelope blinks on screen.	You have received a new message from Airtel.	Press the yellow key on remote to read the message.
This channel is blocked.	Your current subscription does not include this channel.	Call Customer Care to upgrade your plan.

Contact Us

Help is close at hand. Everywhere. Our aim is to help you as quickly and as efficiently as possible at first point of contact.

On-screen Tips

Go to our Help channel no. 999 or the Help section of the EPG to find more about the features of our service.

Customer Support

As an Airtel customer you have the convenience to access our 24-hour Customer Care number from anywhere in India. Simply dial 1800 102 8080 (Toll Free) / 020 40181400 (Tolled). When you call in to our Customer Care, please do remember to mention your customer ID for us to serve you better. You can also email your queries, comments or suggestions to us at digitaltv@airtel.in. Mention your Customer ID in the subject of the mail without any space or any special characters between the digits for a quick response.

Our website

For detailed information about our products, services and offers, visit us at www.airtel.in/digitaltv. What's more, on our website you can:

- Recharge your account.
- View the list of Pay-Per-View movies and a variety of other programmes.
- Order Pay-Per-View content.
- Locate Airtel digital TV dealers or Airtel Relationship Centres.

Do login to our website, fill in a small form stating your Customer ID and phone number. This will help us generate a web login (your email id) for you with a password that can be used to access our services anytime, anywhere.

Airtel Relationship Centers

Need to get yourself a new digital TV connection, recharge your account or is there a doubt to clarify? Visit the nearest Airtel Relationship Center and interact with our customer care executives for all your queries.

 **1800 102 8080** (Toll Free)

 **020 40181400** (Tolled)

Notes



Experience magical entertainment on
Airtel digital TV