

Optus Satellite Set-Top Box User Guide

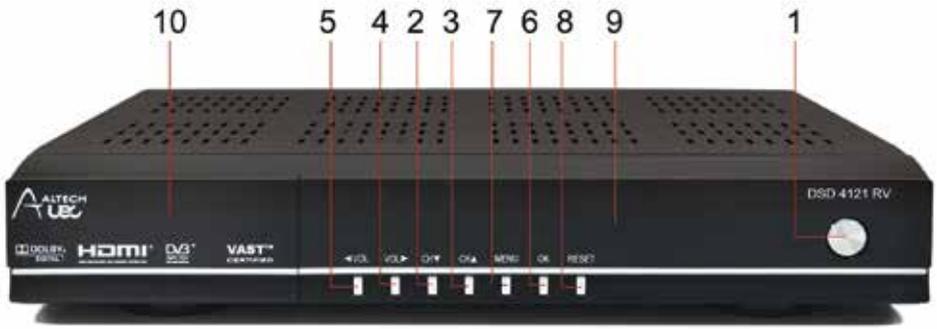
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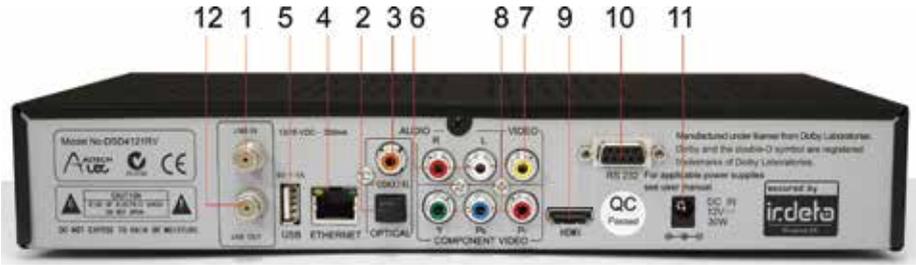
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1. Hardware

1.1 Satellite set-top box (STB)



1	STANDBY Button	Switches the decoder between ON and STANDBY modes
2	CH ▾	Changes to the previous available channel
3	CH ▴	Changes to the next available channel
4	VOL ▷	Increases the volume level
5	VOL ◁	Decreases the volume level
6	OK	Accepts the selection
7	MENU	Opens command menu for changing the setup
8	RESET	Reboots the decoder, i.e. if decoder freezes etc
9	Front Panel LED Display LEDs	Displays the time (Standby Mode) or displays the elected TV channel TV channel. Indicates response to remote control commands and/or error mode
	Bi-colour RED/GREEN	RED = Decoder in standby mode or an error condition has occurred GREEN = Normal operations
	AMBER	Flashes = when there are incoming messages
	GREEN	Flashes = when RCU command received
10	Smartcard Slot	Behind the Front Panel Cover



1	LNB IN	Connects to the LNB on the Satellite Dish
2	OPTICAL	Connects to the Digital Audio optical input on TV or AV Home Theater System
3	COAXIAL	Connects to the Digital Audio coaxial input on TV or AV Home Theater System
4	ETHERNET	Connects to Ethernet
5	USB	Connects to USB device (for software upgrade or USB storage device)
6	Audio = Left & Right	Connects to the analogue inputs on TV
7	Video = YPbPr	Connects to the YPbPr inputs on TV
8	Composite Video	Connects to the video inputs on TV
9	HDMI	Connects to the high definition (HDMI) input on TV or AV Home Theater System
10	DATA Services	Future use
11	Power Input Connector	Connect to the AC mains power adaptor supplied
12	LNB OUT	Connect to another receiver

1.2 Remote

The remote supplied with the STB is one of the two shown here, both remotes are functionally the same.



BUTTON NAME	BUTTON IDENTIFICATION	FUNCTION
TV and Radio	TV/RADIO	TV: selects TV and 2nd function selects radio
Standby		Places set-top box into standby mode
Info	Info	Selects programme information synopsis
Mute	MUTE	Mutes the audio
Exit	EXIT	Leaving a menu or function
Navigation (4) and OK/Enter		Menu navigation and selection
Program up/down	+P-	Allows channel up and down navigation
Volume up/down	+V-	Adjust volume up and down
Menu	MENU	Selects Menu system
Help	HELP	Selects Help information where available
Back	Back	Goes back the previously selected channel
Sub	Sub	Turns Subtitles on and off
Text	Text	No Function on this STB
4 Coloured Buttons		Functions as required by application or context
Digits 0-9		Numerical data entry of channel number, PIN
TV Guide	TV Guide	The TV GUIDE button launches the TV GUIDE which will allow you to browse through future programs. Pressing "R" on the selected event in the TV Guide will schedule a recording for that event.
PVR	PVR	Launches the PVR Menu. From here you can access the Playlist, Scheduled List, PVR Setup menu and PVR Info screens.
R		Pressing "R" (Record) when watching live TV will record the current program. The recording will automatically complete when the program finishes.
Jump Backward		Use this button to jump backwards when watching a recorded program or viewing behind live. The jump settings are configurable in the PVR Setup menu. Pressing this button will jump back by the "SMALL" jump amount. Holding this button will jump back by the "BIG" jump amount.
Fast Forward		Use this button to fast forward a recorded program or when viewing behind live. Pressing the button repeatedly will increase the speed of the fast forward up to a maximum of 9x speed. Pressing Play will stop the fast forward and play the program back at normal viewing speed. Holding this button will jump forward by the "BIG" jump amount which is configurable in the PVR Setup menu (min.10mins).
Stop		STOP will end the viewing of a recorded program and return you to the playlist. STOP can also be used to jump back to live if you are viewing behind live.
Play / Pause		Pressing this button will pause live TV. Press the button again to resume playing back behind live. This button is also used to pause the program while watching a recorded program.

1.3 Tips and maintenance

Do

- Do sit it horizontally on a clean, dry, steady surface and give it a bit of space (5cm should do the trick).
- Do keep it away from direct sunlight, carpet, heating and cooking sources.
- Do set it up close to the TV and/or home theatre it's being connected to, and of course the remote needs to be close by too.
- Do use a clean, dry cloth (ONLY) to clean the set-top box and remote control.
- Do change the batteries in the remote control when needed.

Don't

- Don't stack it on anything hot like audio/visual appliances – they can mess with it.
- Don't place it in closed cabinets, on vibrating surfaces or on loudspeakers.
- Don't use solvents or cleaning agents of any kind.
- Don't open the set-top box in any way. You may void your warranty by doing this.

1.4 Important safety information

Mains supply

The power pack supplied with this set-top box operates within the range 100-250V AC 47-63 Hz mains. Connect the power cable to the set-top box before connecting the other end to the power outlet. Disconnect the set-top box from the power outlet before connecting or disconnecting the set-top box from any other equipment. A well regulated 12V D.C supply is essential for this unit to operate efficiently.

Liquids and spillage

Keep liquids away from the set-top box and do not put anything on top of the set-top box which may spill (example: lit candles or containers of liquid). Do not use the set-top box in extreme temperature and humid conditions.

Cleaning

Before cleaning the set-top box, first disconnect the set-top box from the mains. Use a dry cloth to clean the exterior.

Ventilation

Do not block the ventilation holes and ensure that free airflow is maintained around the set-top box. Never stand the set-top box on soft furnishings or on carpet. Do not use or store the set-top box near a heater or where it is exposed to direct sunlight. Never stack other electronic equipment on top of, or below the set-top box.

Servicing

Do not attempt to repair the set-top box yourself. You should also never remove the cover of the set-top box. Any tampering with the set-top box will invalidate the warranty.

Lightning

If the set-top box is installed in an area subject to intense lightning activity, use of a surge protector is recommended.

Earthing

The earth/grounding system must comply with local regulations.

1.5 Install and connect your satellite STB

Connecting the DSD 4121 RV decoder

1 Quick start guide for existing Aurora installations

- Remove decoder from packaging.
- Insert supplied batteries into the remote control.
- Connect to existing TV and dish installation – verify the LNB setup in the menus and adjust and re-scan if necessary.
- Decoder should lock to service and present video.

2 Quick start guide for new installations

Ensure that all connections are secure before connecting the power cable (#11) to the power input connector.

Option A: AV Connectors (Standard Definition TV)

- Connect the satellite feed to the SAT IN input (#1) on the decoder.
- Connect the Audio / Video cables to the audio (#6) and video (#8) outputs on the decoder and then to the audio and video inputs on the TV or home theatre system.

Option B: HDMI Connector (High Definition TV)

- Connect the satellite feed to the SAT IN input (#1) on the decoder.
- Connect a High Definition cable to the HDMI connector (#9), and then connect the other end of the cable to the HDMI connector on the TV.

Option C: HDMI Connector (AV Home Theatre system and a High Definition TV)

- Connect the satellite feed to the SAT IN input (#1) on the decoder.
- Connect a High Definition cable to the HDMI connector (#9), and then connect the other end of the cable to the HDMI input connector of the AV home theatre system. Then connect the output HDMI of the AV home theatre system to the TV.

2. Satellite STB features and menu

2.1 i-Plate

The information plate (i-Plate) displays information about the current and next event at the bottom of the TV screen.



You can open the i-Plate by pressing the "i" button on the remote. To change to a different channel carry-out the following:

- Press the "+P-" button on the remote to change the channel to the next/previous channel respectively, or
- When the i-Plate is open, press the "LEFT/RIGHT" arrow buttons on the remote. This allows you to browse the programme information of the other channels without changing the channel you are presently viewing.

You can set the timeout value for the information plate (i-Plate) from the Information Display Timeouts menu.

NOTE: The i-Plate will only timeout when changing channels from the "+P-" button. If you have manually opened the i-Plate, the "EXIT" button must be pressed to remove it.

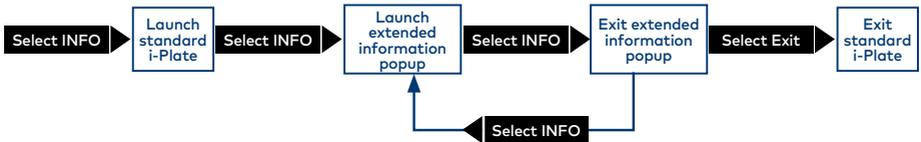
2.2 i-Plate extended mode

The extended i-Plate displays a short description about the currently selected i-Plate programme, see screen below.



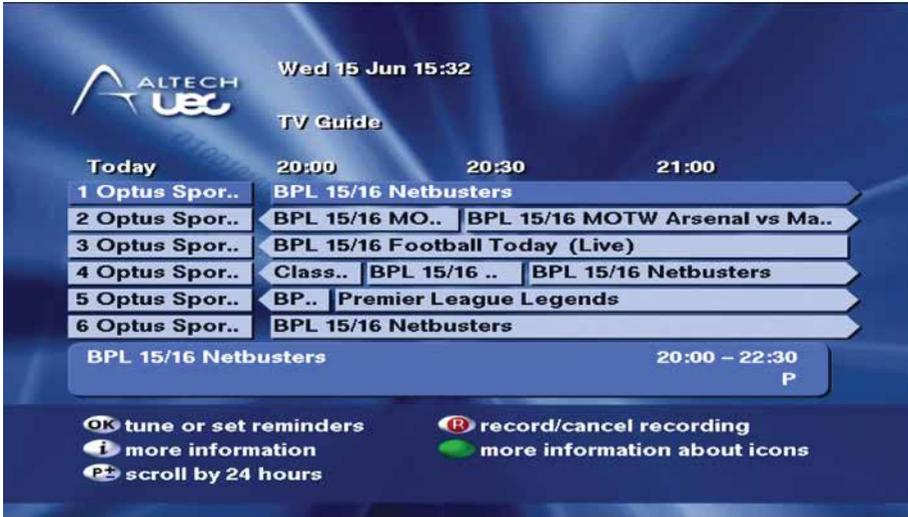
To remove the extended i-Plate, you must press the "i" button again or the "EXIT" button to remove both the extended and i-Plates, see diagram below.

i-Plate Toggling Diagram



2.3 TV Guide

The TV Guide offers you programming information for up to 8 days. To access the TV Guide press the "TV GUIDE" button on the remote.



Use the arrow buttons on the remote to scroll through the TV Guide grid. The "P+/P-" buttons will move the grid right/left by 24 hours.

Press the "INFO" button to launch the extended information of the highlighted event.

2.4 Reminder pop-ups

There are two types of reminders – banner and auto-tune, these are used to either "remind" you of a programme or to automatically tune the set-top box to a channel at a specific time.

Once a reminder is set on the selected programme, the reminder icon will be displayed on the i-Plate indicating to the user that a reminder is set.

How to Set a Reminder

To set a banner, select the required programme you want to be reminded about (either on the i-Plate or TV Guide) and press the "OK" button, a B icon appears next to your selected programme, confirming that the banner is been set.

To change the reminder from a banner to an auto-tune, press the "OK" button again, changes the icon to an A confirming that an auto-tune banner is set.

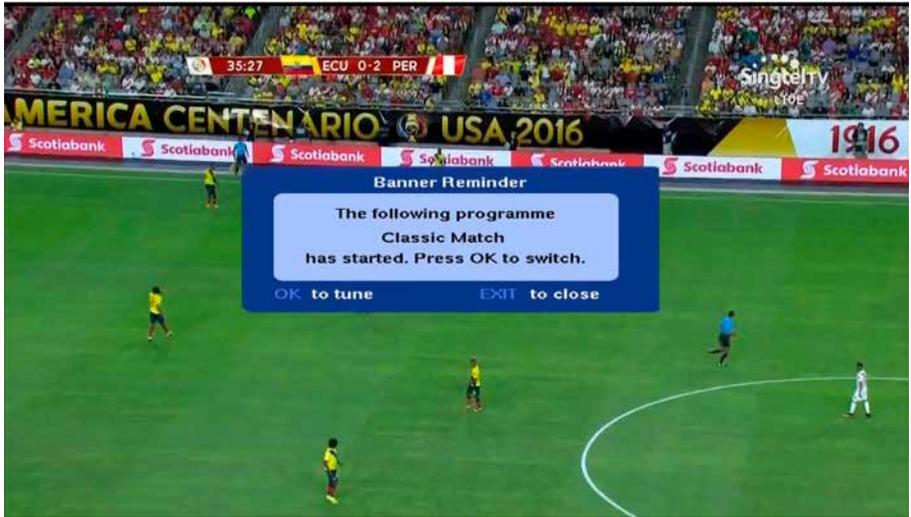
How to Delete Reminder

Highlight the programme which the reminder was set on in the i-Plate, then press the "OK" button until the Cancel reminder appears.

You can also delete a reminder from the TV Guide.

Banner screen

A banner reminder will display a pop-up 30 seconds before the start of the programme for which the reminder is set. You may ignore the reminder or choose to tune to the selected programme by pressing the "OK" button, see the banner screen below.



Auto-tune Reminder Screen

An auto-tune reminder tunes the set-top box to another channel, but first displays a pop-up 5 seconds before the start of the programme for which the reminder was set. You may cancel the reminder by pressing the "EXIT" button or tune immediately to the selected programme by pressing the "OK" button, if you do nothing, the set-top box will automatically tune to the selected channel and the pop-up will timeout, see auto-tune screen below.



2.5 Subtitles

Subtitles are enabled by pressing Subtitle button on the remote. A banner will appear showing the user that Subtitles are on. If subtitles are available on the playout, they will be displayed while subtitles are ON.



To disable subtitles, press Subtitle button again. A banner will appear saying "Subtitles OFF".

2.6 PG PIN pop-ups

This set-top box has a parental control feature to control viewing in your home. Access to this feature is controlled by entering the PG PIN code.

The default pin for the parental lock is 1234. You can change the default pin in the menus. This PG PIN code will be blocked if entered incorrectly multiple times. If this occurs you must proceed by carrying out a factory reset of the STB.

The PG PIN code pop-up will appear when changing channels to a parental blocked program or when a parental blocked program begins.



You are allowed three attempts at entering the PG PIN code.



After the third incorrect pin entry, the pin code is locked, you must then do a factory reset of the STB in the Menu.



After the factory reset, the pin entry attempts is reset to 3 as soon the correct PG PIN code is entered.

NOTE 1: All programs that are blocked must comply with the Australian Broadcast standard.

NOTE 2: A valid PG PIN code is required to enter the Parental Control Menu.

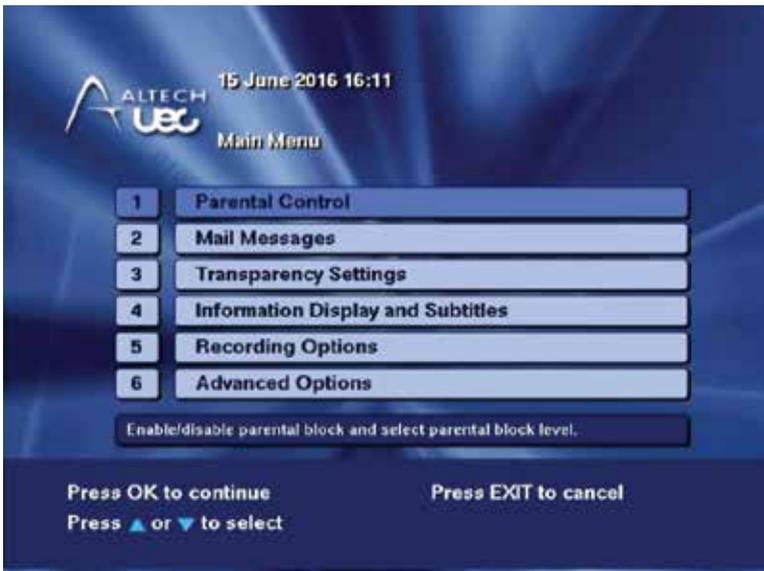
2.7 Volume bar and mute

The "MUTE" button switches the audio ON or OFF, when the volume is "ON" a blue bar is visible showing the level your volume is set too, see right-hand side screen below. When the volume is "OFF" the blue bar is extinguished, see left-hand side screen below. However, when the "MUTE" button is pressed again, the volume level will be unchanged.



2.8 Menu

The menu is used to set up the set-top box for the user's environment and preference. Launch the menu by pressing the MENU button on the remote.

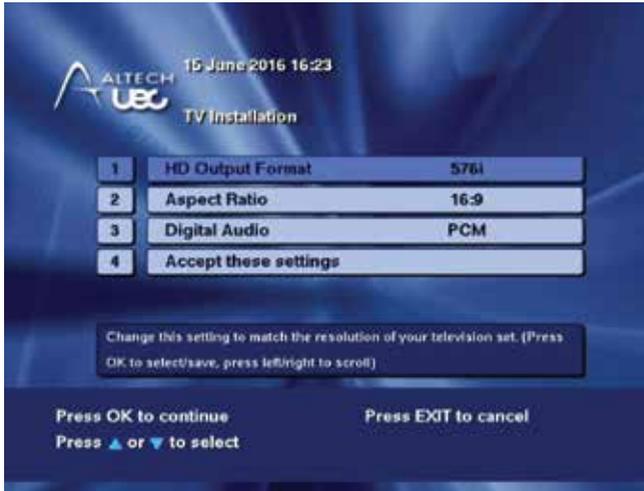


Navigate through the menu using the UP, DOWN, OK and EXIT keys.

2.9 Television setup

Video and audio setup options can be found by navigating to:

- Advanced Options
- TV Installation



- Edit the TV Installation menu options with the required settings.
- Press the "Accept these settings" button to save the settings.

If the HD Output Format option has been changed, it will temporarily switch the resolution and launch a popup on the screen. Press "OK" on this popup to confirm that the settings are correct. Press "EXIT" or let the popup time out and the resolution setting will be restored to the previous setting.



2.10 Aspect ratio

The way to set the Aspect Ratio is by choosing a default Aspect Ratio setting in the set-top box Menu.

2.11 Time zone setup

Time zone setup options can be found by navigating to:

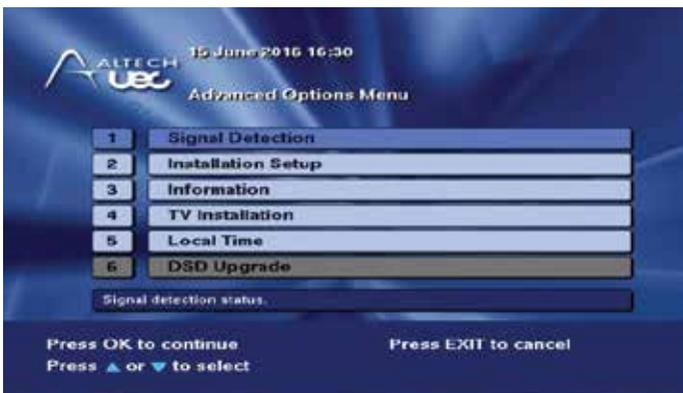
- Advanced Options
- Local Time



Select the correct region and the local time will be adjusted automatically.

2.12 Software upgrade

Software upgrades can be done over the air. When an upgrade is available for your box, the menu option will be accessible. If there is no upgrade available, the menu option will be greyed out.



Press OK on this option (if it is available) and the new code download will start. Follow the instructions on the download screen.

2.13 On screen error messages

An error banner is displayed on screen when there is a network error or input error from the user, or in the instance where signal is lost. Further information on error banner messages can be found in section **Error! Reference source not found.**



3. Personal video recording

3.1 External hard drive (HDD) specifications

The Satellite STB comes with a 36 GB USB memory stick to get your personal video recording started.

If you plan to do a lot of recording, a portable USB 2.5" or 3.5" external hard drive can also be used. The maximum supported capacity is 1TB. If a hard drive larger than 1TB is used, it will be formatted to use only 1TB.

The following HDD models are supported by the satellite STB:

Manufacturer	Model
Samsung G3 Station	1TB External Hard Drive 2TB "Story" External Hard Drive
Seagate Expansion External Hard Drive	1TB External Hard Drive 2TB Expansion External Hard Drive
lomega	1TB External Hard Drive
Buffalo	1TB Drive Station

NOT Compatible: All Western Digital Drives

3.2 HDD Connection

If you do use another disk with the PVR, all data on it will be lost when you reformat it.

3.2.1 Hard drive detection

Insert the hard drive's USB cable into the USB port at the rear of the set-top box. Turn on the hard drive's power switch (if applicable).

- Press "PVR" on the remote and scroll left to the "PVR Setup" icon and press OK to enter the "PVR Setup" menu screen.
- In this menu, you can see the current status of the hard drive.

3.2.2 Hard drive format

When a hard drive is used with the PVR for the first time, it will need to be formatted before any PVR functions can be used.

- In the "PVR Setup" menu, scroll down to the "Hard Drive Format" option and press OK.
- The hard drive format will take a few minutes. Once completed, the HDD Status should say "Connected and working".

3.2.3 Hard drive problems

Please see troubleshooting guide at the end of this user guide.

3.3 Recording

There are a number of ways to schedule a recording.

3.3.1 Instant record

If you want to record the program you are currently watching, press the record button on the remote control.

A record start icon will appear and a red dot will appear in the iplate indicating that the event is recording.



3.3.2 TV guide (EPG) record

Scroll in the TV Guide to highlight the program you would like to record, then press the record button.

A red dot will appear indicating that recording is scheduled.



3.3.3 Time based record

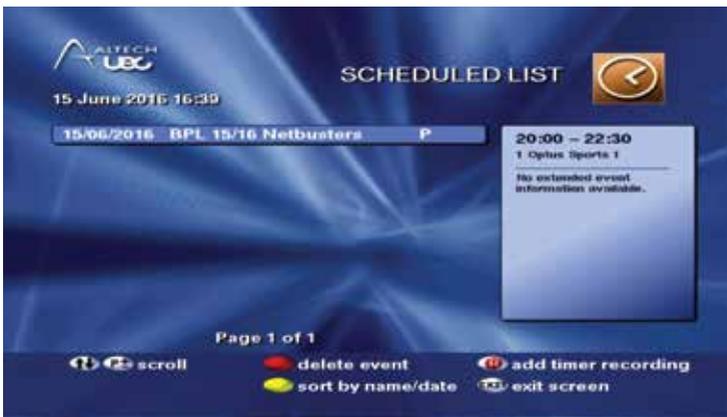
A time based recording can be scheduled, where you manually set the channel, start time, duration and parental guidance setting. A time based recording will appear as a single recording in the playlist, even if the duration spans multiple programs, and the individual program information within the recording cannot be accessed.

Because individual program information cannot be accessed, an overall parental block setting for the recording can be set. Choosing Parental Setting "ON" means the Parental guidance pin will need to be entered before the playback can start.

The maximum duration of a time based recording is 24 hours.

To schedule a time based recording:

- Press the PVR button.
- Scroll to the Scheduled List icon and press OK to launch the Scheduled List screen.



- Press the "R" (Record) button on the remote control to add a time based recording (timed event). The following screen will appear:



- Press OK on a field to edit it.

Use left and right arrow buttons to change the selected channel and the parental setting, and use the number keys to enter in the date/time/duration.

- Press OK when you are done editing a field.
- Press OK on "Confirm and schedule recording" to save the entered parameters and schedule the recording.

The recording will appear in the Scheduled List. If you have problems scheduling the recording, please see the troubleshooting section of this user manual.

3.4 Conflicts

3.4.1 Limitations

This is a single tuner set-top box which means it can decode only one channel at a time; you have to watch the same channel as is recording or alternatively you can record a channel and view a recorded file from the hard drive.

If you try to record 2 programs that overlap on different channels, a message will inform you that there is a conflict.

3.5 Pause live TV

3.5.1 Pausing

If you press pause while watching live TV, the program will pause until a later time when you can resume viewing. To resume viewing, press the play/pause button again.

As soon as the set-top box is paused, a pause buffer is created.

3.5.2 Pause buffer

The pause buffer contains a list of programs that have occurred since pausing the set-top box.

The pause buffer is reset when changing channel or when entering the TV Guide.

The pause buffer contents can be displayed by pressing the green button when the i-plate is visible (if a pause buffer is available, a line will appear above the i-Plate indicating its availability).

The Event Log, containing the list of programs, will be shown as below.



Use the up/down keys to scroll through the programs in the Event Log.

- Press OK on the desired program to start playing that program from the beginning. If you press OK to play back a PG-blocked program, the parental pin will be required before the program starts playing.

A green dot indicates the program that is currently playing. A red dot indicates the program that is currently recording (i.e. the program playing on the live TV broadcast on that channel).

3.5.3 Viewing pause buffer reset

The pause buffer will be reset on every channel change. The pause buffer will also be reset when it becomes full, which occurs when live TV is paused for 24 hours.

3.5.4 Viewing pause buffer and recording

If you are watching behind live and a scheduled recording starts on another channel, you will be given the option to:

- Continue watching the pause buffer until the point when the set-top box performed a channel change to start the recording.
- Or, cancel the recording and allow the pause buffer to continue.

If no response is received, the set-top box will start the recording but continue playing back the remaining programs in the pause buffer.

Once the pause buffer has been exhausted, the PVR will switch to live TV on the channel on which the recording occurred.

3.6 Playlist

3.6.1 Playback

The playlist contains a list of recorded programs. The maximum of 500 recorded programs are allowed in the playlist.



Use the up and down arrow keys to move through the recorded programs. Press OK on a program to start it playing back.

3.6.2 Delete event

Programs can be deleted from the playlist by pressing the red button on the selected program.

3.6.3 Sorting

The playlist is sorted with the newest recorded programs at the beginning of the list.

- To sort the list in alphabetical order, press the yellow button.
- To sort the list according to start time, press the yellow button again.

3.7 Scheduled list

3.7.1 Viewing

The playlist contains a list of programs that will be recorded in the future.

A maximum of 100 programs can be scheduled for recording at one time.

Use the up and down arrow keys to move through the list.



3.7.2 Delete event

Programs can be deleted from the playlist by pressing the red button on the selected program.

3.7.3 Sorting

To sort the list in alphabetical order, press the yellow button. To sort the list according to recording start time, press the yellow button again.

3.7.4 Time based recording

Time based recordings can be set up from this screen. Please see the "Time based record" section of this manual for more info.

3.8 PVR setup

3.8.1 PVR setup menu

There are a number of configurable options on the PVR. Press the PVR button, scroll to the PVR Setup icon and press OK to launch the PVR Setup menu screen.

The following screen will be shown:



3.8.2 Recording offsets

Programs tend to run past the times listed in the TV Guide due to inaccuracies in the broadcast information.

- The Record Start Offset adds extra time to the start of a recording. (e.g. if a program starts at 10:00am and the Start Offset is set to 5 minutes, the recording will start at 9:55am).
- The Record Stop Offset adds extra time to the end of a recording. (e.g. if a program ends at 11:00am and the Stop Offset is set to 10 minutes, the recording will stop at 11:10am).

Note that these offsets will be adjusted if two recordings are scheduled to record one after the other. Since the set-top box can only decode one channel at a time, the offsets will be adjusted accordingly.

3.8.3 Jump settings

Pressing the jump back button briefly will jump back by the period of time set in the "small jump backward" setting. Pressing and holding the jump back button will jump back by the period of time set in the "big jump backward" setting.

Pressing and holding the fast forward button will jump forward by the period of time set in the "big jump backward" setting (minimum 10 minutes).

3.8.4 Safely disconnect hard drive

To remove your hard drive, press OK on "Safely disconnect hard drive" before removing. This will safely shut down the drive and ensure all recordings are stored securely.

3.8.5 Format hard drive

Press OK on the "Hard drive format" option to correctly configure the hard drive for use the first time it is connected to the PVR.

Format hard drive can also be used to erase all recorded programs on the hard drive.

If the hard drive becomes corrupted and unusable, the "Hard drive format" option can recover the drive, but all recordings will be lost.

3.9 PVR info

3.9.1 Hard drive information

To view the information about your hard drive, press the PVR button, scroll to the PVR Info icon and press OK.

The PVR Info screen will be displayed as below:

The green/red bar is a graphical representation of the hard drive storage capacity.



Green indicates available space, red indicates space used by recordings.

Press OK to launch the Help screen to provide more information about the features.

4. Frequently asked questions

How do I find my smartcard number?	<p>If your set-top box is working and you can access the menus on your TV screen:</p> <ul style="list-style-type: none">• Press Menu on remote control• Select Advanced Options• Select Information• Select Irdeto CA Status• Select Smart Card Status and press OK. <p>If your set-top box is not working or you cannot access the menu screens, your Optus support representative will need to guide you on how to find this information.</p>
How many hours can I record?	<p>The PVR Info screen shows the approximate number of hours of recording space remaining on the connected hard drive.</p> <p>These estimates are not exact. The actual recording time will depend on the broadcast quality of the programs being recorded.</p> <p>The following table shows the approximate recording space available for an empty hard drive:</p> <p>For a 1TB Hard Drive: 887 hours (SD), 341 hours (HD) For a 500GB Hard Drive: 444 hours (SD), 171 hours (HD)</p>
How do I erase all the programs in the Playlist?	<p>It is possible to erase all programs by formatting the hard drive.</p> <ul style="list-style-type: none">• Launch the PVR Setup menu and press OK on Hard drive format. Press OK to confirm the format.• The format will take a few minutes to complete.• When the format is complete, the HDD status on the screen should say "Connected and working" and the Playlist will be empty.
Can I play back recorded programs on a computer?	<p>The recorded programs cannot be played back on a computer.</p>
Can I view subtitles on playback?	<p>Subtitles are not available when viewing a playback or when viewing the pause buffer. This feature may be added in a future software release.</p>

5. Troubleshooting

Have any issues with your set-top box?

If your set-top box isn't working as it should, here are some tips that should help. You can also find the troubleshooting guides at optus.com.au/support/satellite

PROBLEM	WHAT TO CHECK
The picture from my Satellite STB doesn't appear on my TV	<ul style="list-style-type: none">• Is your STB switched on?• Is your TV set to the correct input for the STB?• Are the cables between your STB and TV connected correctly?• Have you tried switching your STB off and back on?
The picture from my Satellite STB is saying "Searching For Signal"	<ul style="list-style-type: none">• Is your STB connected to the satellite dish?• Is the satellite dish covered with snow or heavy rain outside? If you have checked your installation and the problem remains, please contact Optus support. Please refer to the front of the set-top box
Only time is being displayed on the Satellite STB front panel	The STB is in standby mode. Press the Standby button on the front panel or remote control
My recording failed to record	<ul style="list-style-type: none">• Were there conflicting recordings with a higher priority scheduled at the same time, see 3.4• Check your time based record settings, see 3.3
My Satellite STB is not responding to the remote control	<ul style="list-style-type: none">• Have you tried new batteries?• Have you pressed the STB button on the remote?• Are you using the remote within six metres of the STB?• Are there any objects between the remote and the STB?
I have an error message on my screen	Refer to "ON SCREEN ERROR MESSAGES" for help
Hard drive cannot connect	Check that power is connected to the hard drive, and the power switch is turned on (if applicable). Check that the USB cable is connected from the hard drive to the USB port at the rear of the set-top box properly.
Hard drive is full	There is no more space on the hard drive for new recordings, you will need to delete some recordings or insert a new hard drive. To delete recorded programs: <ul style="list-style-type: none">• Press the PVR button.• Press OK on the Playlist icon to launch the playlist.• Scroll to a program you wish to delete.• Press the red button to delete, and then OK to confirm.
Hard drive space only says 1TB when I have connected a 2TB drive	The PVR Ready extension supports a maximum of hard drive capacity of 1TB (1000GB). If your hard drive has a larger capacity, the PVR will only use 1TB.
Time based recording wont schedule because of wrong values	Please check that the date you have entered is in YYYY-MM-DD format, and the time/duration is in the HH:MM format. Please check that the date and time are not in the past. The maximum recording duration for time based recordings is 24 hours, please ensure that the duration is shorter than "24:00"

5.1 On screen error messages

ON SCREEN ERROR MESSAGE	CONDITION / EXPLANATION
"The Smartcard is invalid for this country or network. Please contact your nearest contact centre for assistance."	An invalid smart card has been inserted. Contact Optus Support.
"The smartcard is either invalid or has been inserted upside down."	Displayed if an invalid smart card is inserted or if the card is incorrectly inserted. Ensure the card is inserted with the contacts towards the set-top box and on the underside.
"The smart card is either faulty or has been inserted upside down. If it is faulty, please take it to your nearest contact centre."	
"Invalid Smart Card"	
"Please insert the smart card"	Displayed if there is no smart card inserted and the viewer is attempting to watch encrypted services. Check the smartcard is inserted correctly.
"This channel will be activated in a few seconds, please wait...this message still appears after 2 minutes, please contact your nearest contact centre for assistance."	Normally displayed after a card activation.
"The incorrect programme was broadcast. Please wait while we resolve the problem..."	Broadcast error. If the error does not resolve itself, please perform a satellite re-scan. See 5.6
"The decoder is checking the Smartcard and current viewing status. Please wait..."	The set-top box is checking the smart card and the current viewing status. Audio and video should start soon after this message or another message will be displayed if there is a problem.
Checking the subscription status...If this message still appears after 2 minutes, please contact your nearest contact centre for assistance.	
"Service is currently scrambled"	The service being viewed is scrambled and the viewer is not authorized to view this service. Contact Optus Support.
"The Smartcard is not enabled for this channel. It may be that your account has been suspended. Please contact your nearest contact centre for assistance."	
"Your account has been suspended. Please contact your nearest contact centre for assistance."	
"The LNB has shorted. Please check all LNB connections or call an accredited installer for assistance."	The set-top box has detected a fault condition in the installation and protected the set-top box from further damage by switching off the power to drive the LNB. Contact Optus Support.
"There is a Smartcard marriage conflict. Please contact your nearest contact centre for assistance."	There is a conflict with the smart card/set-top box combination. Contact Optus Support.

<p>"The channel number you selected is no longer available."</p>	<p>This error could be caused by a change in the channel line-up. Please perform a satellite re-scan. See 5.6</p>
<p>"The channel you selected does not exist / or is not in the current viewing environment."</p>	
<p>"There is an error tuning to this channel. Please rescan the decoder. If this does not solve the problem, please contact your nearest contact centre for assistance"</p>	
<p>"There is an error receiving data for this channel. Please reboot the decoder. If this does not resolve the error, rescan the decoder. If the problem persists, please contact your nearest contact centre for assistance."</p>	
<p>"Service is reserved for future use"</p>	<p>This service does not contain any audio or video at the moment</p>
<p>"This channel is closed. Press i or check the 8-day TV Guide to find out when it will open."</p>	
<p>"Event is PG Blocked "</p>	
<p>"No PG status is available. Please enter the PG PIN to view this programme. For further assistance, please contact your nearest contact centre."</p>	<p>Viewer has set a PG setting to prevent viewing without a PIN. Press OK on the i-plate and enter the PG pin to unblock the program.</p>
<p>"No services found. Please rescan."</p>	<p>Viewer must enter the menu system and perform a satellite re-scan. See 5.6</p>
<p>"There is no signal. This may be due to bad weather or a faulty connection in the installation."</p>	<p>Viewer needs to verify installation of dish, lnb and cabling or wait for storm condition to pass.</p>

5.2 Restoring factory defaults

Resetting to factory defaults can be useful if you have changed some settings and lost some functions. Resetting will restore the set-top box back to its original configuration and you will lose all personalized settings.

5.3 Ethernet

Ethernet functionality is planned for future support. New user manuals will be available on when this feature is available.

5.4 Smart card

The smart card is paired to this set-top box which means that the smart card provided with your set-top box cannot be used in any other set-top box. Similarly you will not be able to use any other card in your set-top box.

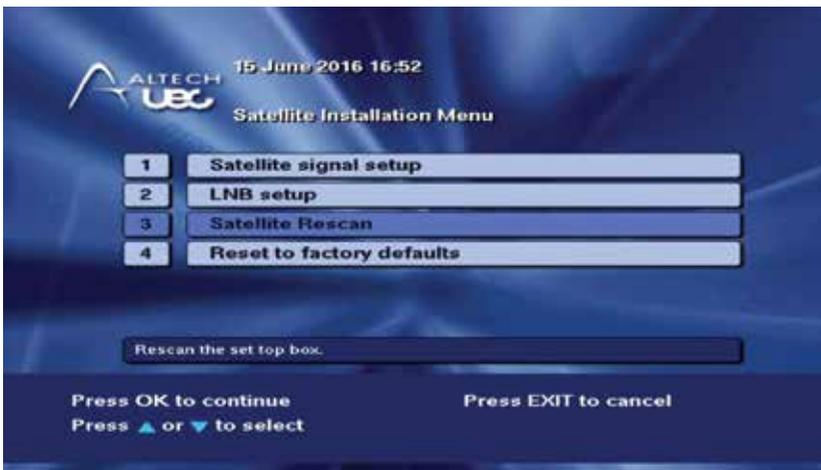
5.5 Reset button

There is a reset button on the front panel. This can be used to reset your set-top box in the case of a video freeze for example. The set-top box will reboot after a few seconds and display "boot" on the front panel while it starts up.

5.6 Set-top box satellite rescan

Some set-top box issues can easily be resolved with a satellite re-scan. A satellite re-scan will make the set-top box search for all services available. The satellite re-scan option can be found by navigating to:

- Advanced Options
- Installation Setup



- Press OK on "Satellite Rescan" to re-scan the set-top box

6. Special functions

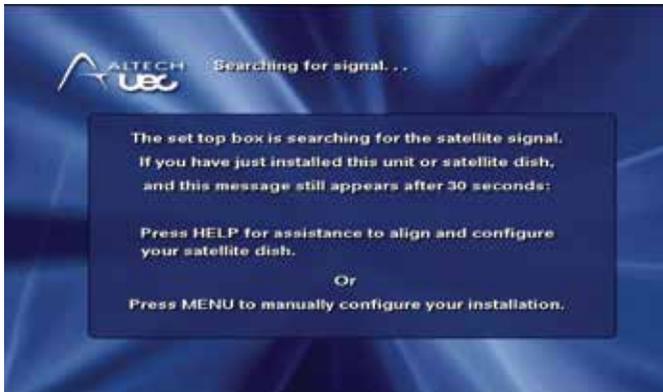
Do not attempt these settings unless requested by support or you are self installing the satellite dish and set-top box.

6.1 Satellite dish setup

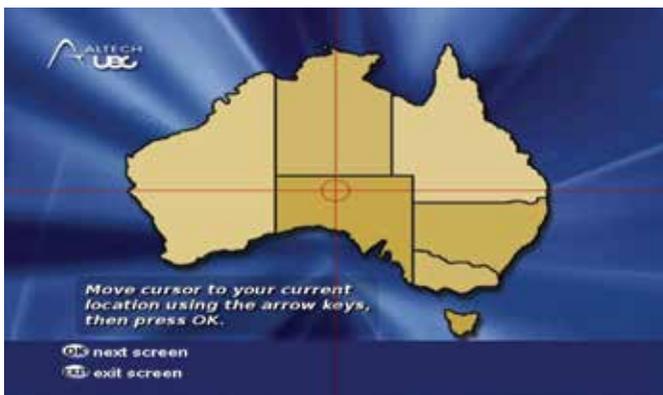
If the following screen is being displayed on start up, then the set-top box isn't receiving the satellite signal.

This is either because:

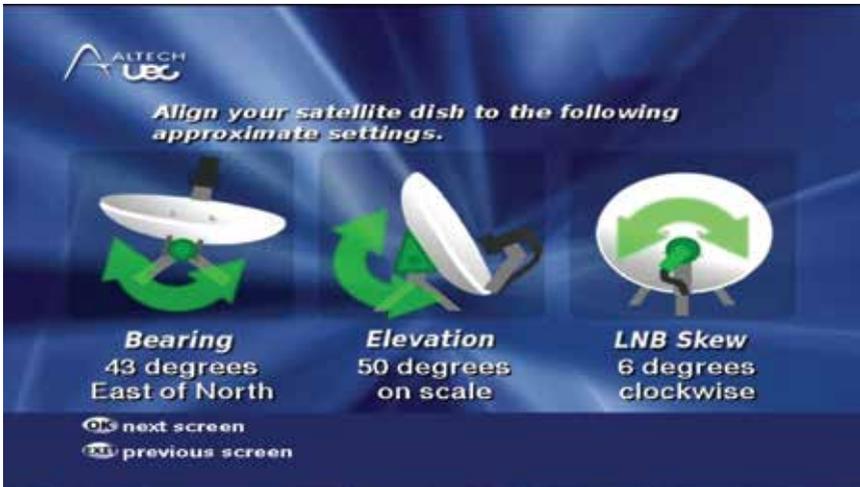
- The satellite dish isn't aligned properly or installed correctly and the satellite signal is weak
- The LNB on the satellite dish has failed or the frequency is incorrect
- There is currently heavy rain outside



In order to configure your alignment, or change LNB settings, just press 'HELP' button on the remote and the following screen will appear;

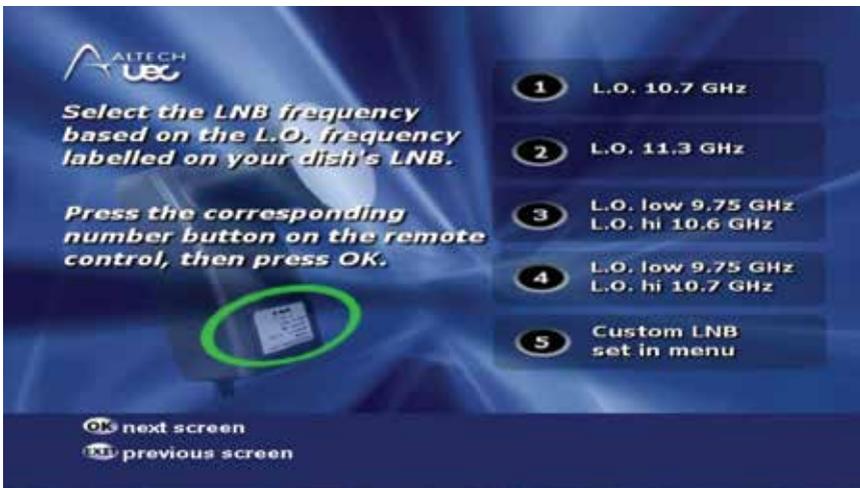


Select your approximate location, press 'OK' on the remote and the following screen will appear showing you the co-ordinates to align your satellite dish to;



(Note: compass bearing is aligned to true north)

Press 'OK' on the remote once more to change the LNB setting and the following screen will appear



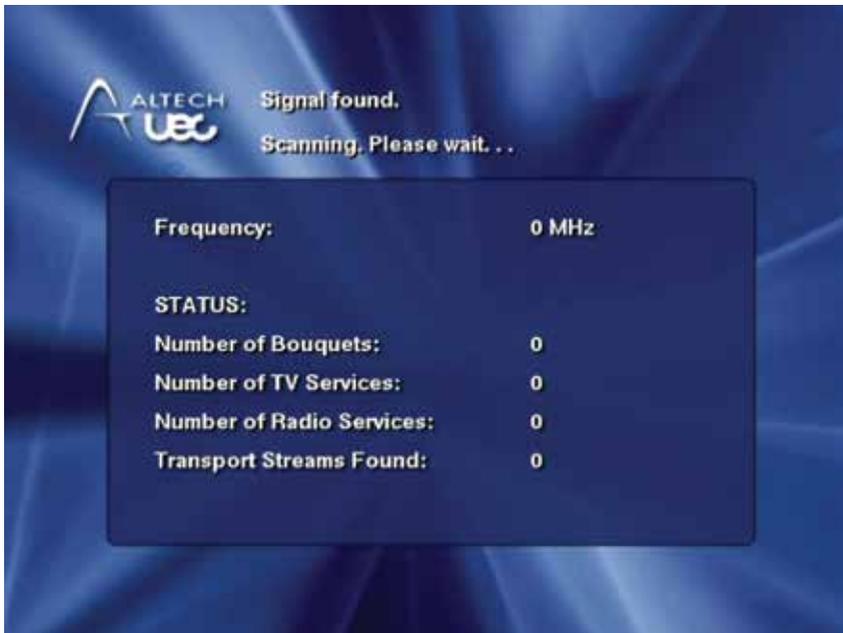
Now Press the number on the remote which corresponds to your LNB frequency (which will be 1) and press 'OK'.

The following screen displaying a satellite finder will then appear;



You can now align your dish, once the bar turns green press 'OK' on the remote. If the bar is yellow or red then you will need to fine tune your alignment.

The following screen will then appear;

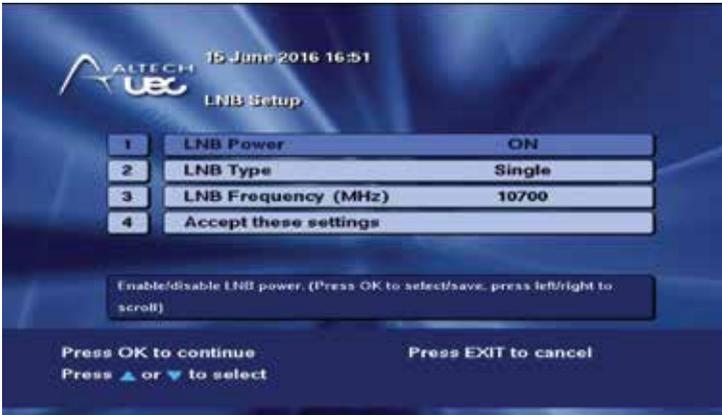


If 'Signal Found' is displayed at the top of the screen then the unit will begin to scan in services and channel 802, Optus TV Information, will appear.

6.2 Changing the LNB setting

Press the MENU button to launch the menu, then. Navigate to the following menu screens:

- Advanced Options
- Installation setup
- Enter the setup pin (The default is 1234)
- LNB setup



Select the LNB type by pressing OK to select first item and using left and right to scroll. Press OK again to deselect the option.

- Enter in the correct LNB value by pressing OK on the LNB Frequency option and then enter the
- New LNB value, then press OK again to deselect the option.
- Press OK on the “Accept these settings” button.
- You will be returned to the Satellite installation menu.



Press OK on “Satellite Rescan” to re-scan the set-top box with the new LNB settings.

Technical information

7.1 Satellite STB specifications

Front End Tuner Specifications

Frequency Range	950 - 2150 MHz
DVB Standard	DVB-S2 QPSK Demodulator , 8 PSK
Symbol Rate (DVB-S2)	2 Msym/sec to 45 Msym/sec
Symbol Rate (DVB-S)	2 Msym/sec to 45 Msym/se

Processor Core

Host Processor	STi 7111, 450 Mhz core processor
Flash Memory	128 MBytes
RAM	256 MBytes

Video

Video Decoder	MPEG-4 (H.264), MPEG-2 MP@H
Video Format	PAL
Video Outputs	1080i, 720p, 576p, 576i

Audio

Audio Decoder	Mpeg 2 layer 1&2 (Musicam), MPEG4 AAC/AAC+
Dolby Audio Support	Downmix and pass through via HDMI, optical and coaxial connectors

Connectors

LNB In	F-Type
HD Video	HDMI
SD Video	Composite video and Component video
Digital Audio	Optical , Coaxial and HDMI
Analogue Audio	RCA Left & Right
USB	USB 2.0
Serial Connector	9 pin D-type (F) for data services
Smart Card	ISO 7818
Ethernet	RJ45
Power Supply	240V/12Volt DC power supply pack

