aerialBox
T2100

User Guide

freeview+plus™

Welcome

Thank you for choosing the Dish TV aerialBox T2100 FreeviewPlus™ Set Top Box. You will be able to receive all Freeview High Definition and Standard Definition digital channels, as well as FreeviewPlus™ bringing the most popular shows from On Demand and Live TV together all free from subscriptions.

iManual

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

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

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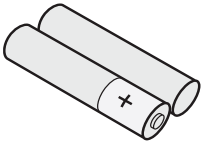
a whole new way to enjoy TV

Features

- Built in WiFi
- USB PVR Recording*
- The best of both worlds - Watch Live & On Demand**
- Switch easily between Live TV & On Demand content
- Featured Shows - for the latest & greatest in Free TV Entertainment
- Personalise your FreeviewPlus with Your Favourites
- Reminders to notify you when your show's about to start
- Search Live & On Demand by Genre/Title
- Enhanced TV Guide - 8-days forward and back in time
- Record* while watching On Demand**
- View iManual On Screen

What's in the box?

- 1x T2100 Unit with Power Pack
- 1x Remote Control
- 2x AAA Batteries
- AV Lead
- 1x Quick User Guide



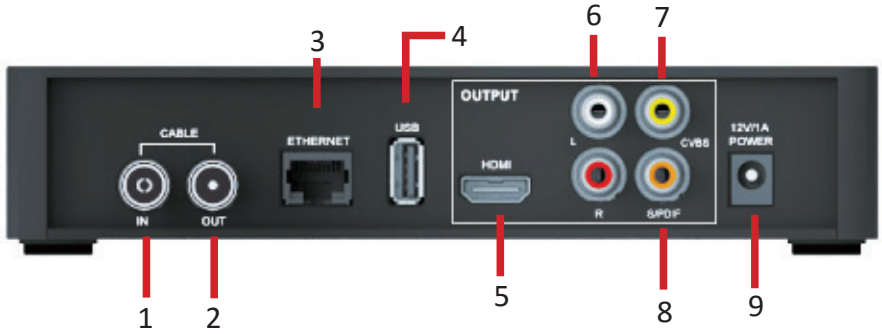
Some items missing?
Please contact the retailer or store you purchased this from.

*Recording - Requires an External USB Device (Not Supplied). Channel selection is limited when recording, some combinations may not be available.
**On Demand - Requires broadband access through a service provider. FreeviewPlus™ is a metered service, and usage will count towards the data limit of your broadband plan.

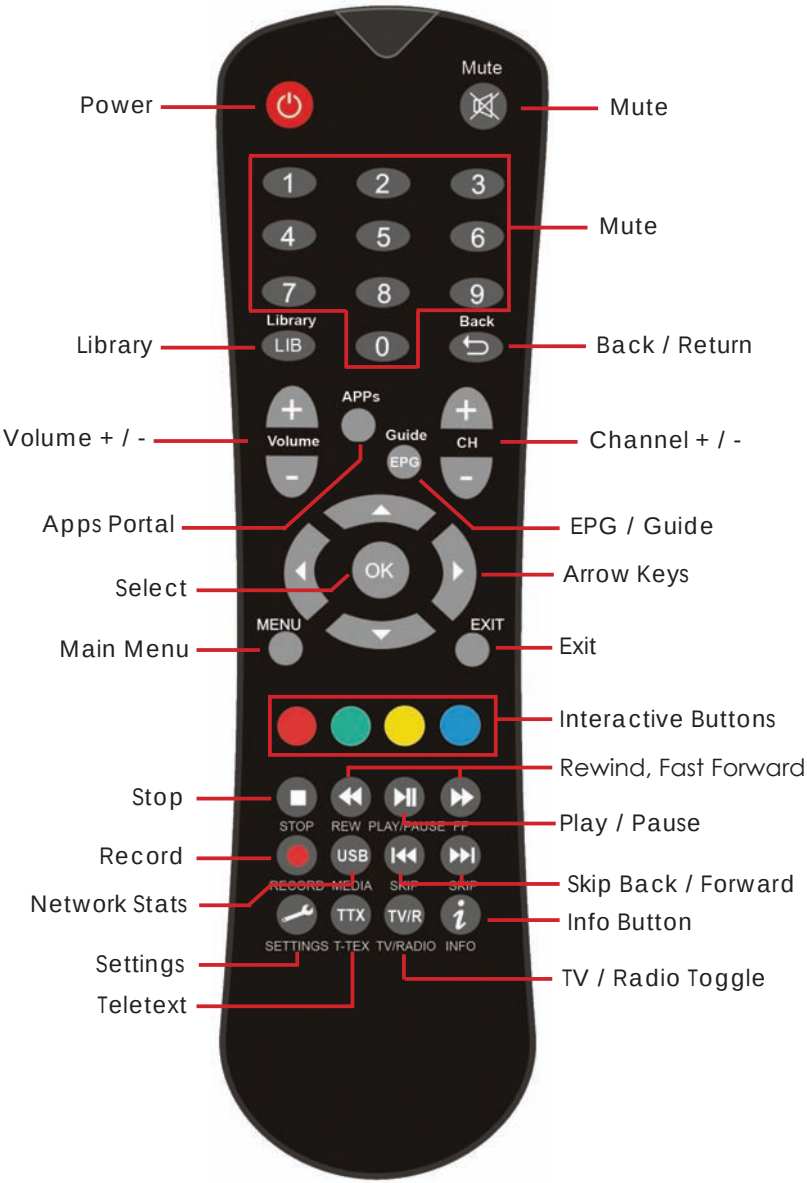
Front View

1. **Power Button**
   Switches on/off the receiver
2. **USB Input Port**
   Plug in a USB drive for recording.

Back View



1. **Cable In**
   Input from aerial.
2. **Cable Out**
   Output to another device.
3. **Ethernet Port**
   For Wired Internet connection.
4. **USB**
   Media Playback/ Firmware upgrade.
5. **HDMI Output**
6. **Audio L and R**
7. **AV Video Out**
   Yellow connection to non HD TV.
8. **Coaxial**
9. **DC 12V IN**
   Connect power supply.


Power
Mute
Mute
Mute
Library
Back
Library
Back / Return
APPs
Volume + / -
Volume
Guide
EPG
CH
Channel + / -
Apps Portal
EPG / Guide
Select
OK
Arrow Keys
MENU
EXIT
Main Menu
Exit
Interactive Buttons
Rewind, Fast Forward
Stop
STOP
REW
PLAY/PAUSE
FF
Play / Pause
Record
USB
RECORD
MEDIA
SKIP
SKIP
Skip Back / Forward
Network Stats
TTX
TV/R
Info Button
SETTINGS
T-TEX
TV/RADIO
INFO
Settings
TV / Radio Toggle
Teletext

Connecting to the Aerial

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

Connecting to your TV

Connecting using a HDMI Cable

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

Connecting using an AV Cable

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

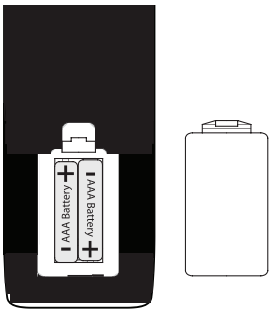
Please note if you are using an AV connection then it is not possible to view programs in High Definition.

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

Step 1

Install batteries in the remote control

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

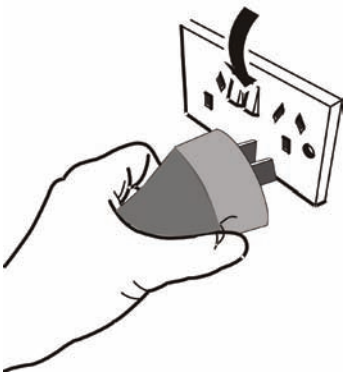


Step 2

Plug in and switch on

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

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

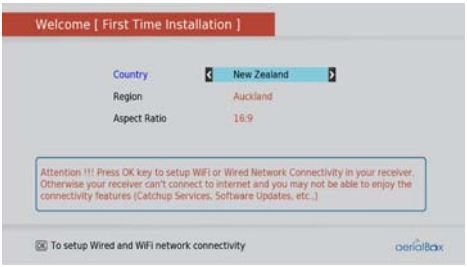


Step 3

First time installation screen

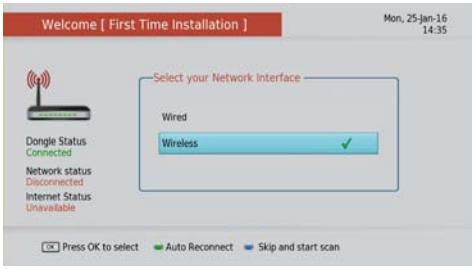
The welcome screen should appear on your TV.

Select your Country, Region and Aspect Ratio to begin the quick setup process.



1. Choose your Internet connection type by selecting either Wired (if you have a Ethernet cable connected) or Wireless (if you have a wireless router).

   If you have no access to the Internet, simply press the blue button to skip and begin scanning for Freeview channels. You can always setup internet connectivity later on if you wish.



2. Wait for the unit to scan for all available channels, the amount of channels vary between areas which may take a few minutes to tune in.

   If you need to stop the tuning process at any time, press the exit button.

No Channels?

Check for the following:

- Using a UHF aerial, not a dish?
- In the Freeview UHF area?
- Aerial aligned properly?
- Transmission Issues in your area?

Main Features

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

Changing the channel

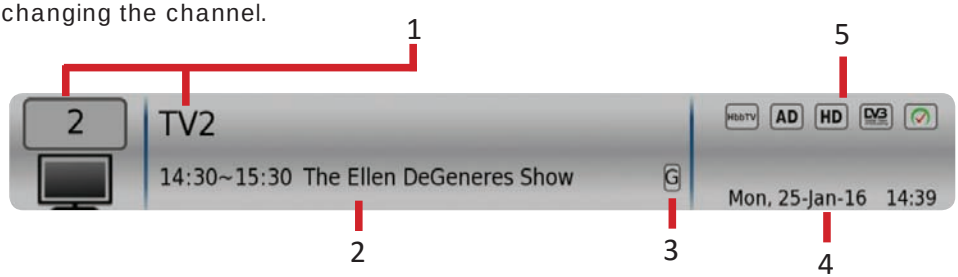
Use your remote to quickly change the channel, you can use either the numeric pad on the top half of the remote or you can use the **+ CH -** button.

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

Info Banner

When you change the channel, the Info Banner will display on the bottom of your screen. This will tell you what channel you are on and what the current programme is and what's on next. Go to Page 19 to view more on the mini guide that appears when changing the channel.

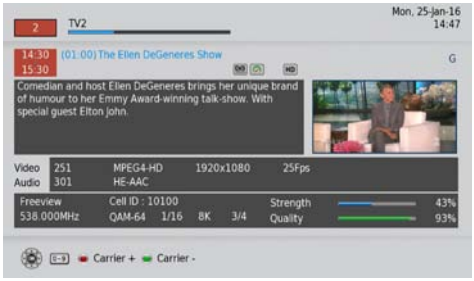
1. Current Channel No. & Name
2. Current Programme
3. Rating
4. Date and Time
5. Channel Specs



Extended Service Information

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

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



Quick Select
Allows you to see the full list of channels available to watch and quickly switch.

The HD icon on the right of some channels let's you know that the channel is broadcast in High Definition.

1. Press **OK** on your remote.

2. Use the ▼▲ keys to select a channel.

3. Press OK to view that channel.

TV / Radio Mode
You can access either TV or Radio channels by simply pressing the TV / Radio button.

Radio Channels are audio only and to preserve the screen from image burning, a blank screen will appear while audio is being played. You can still access the Menu and Info options on your remote and this will wake the screen up.

Apps

Your online entertainment can be found in the apps portal, here you can access catch up services, games and more*.

Simply press the **Apps** button on the remote and choose your service.

Some apps may require you to login to an account to view content, in most cases the services will be free unless specified.

*Apps may be added or removed at any time, all decisions about apps are made by the broadcaster themselves and not by Dish TV.

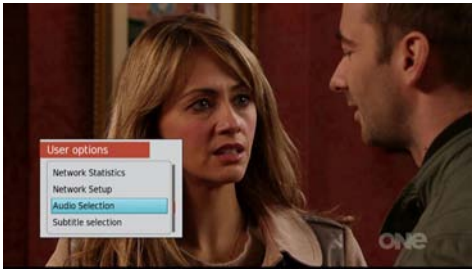
Audio Descriptions

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

Audio Descriptions are only available on TV One and TV2 and with selected programmes only with the AD icon in the Freeview EPG.

1. Press the Settings key on the remote. A menu will appear, select Audio Selection.

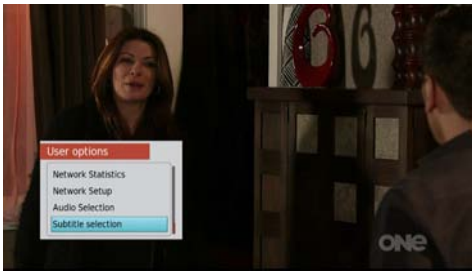
2. One of the ENG audio streams will have a small AD icon appear, select this stream and press OK.



Subtitles
This feature is for those who are Hearing Impaired.

1. Press the Settings key on the remote. A menu will appear, select Subtitle Selection.

2. Toggle so that ENG is selected, press OK to confirm and the Subtitles will appear shortly after.



Another way to get the guide is the built in EPG, which does the same as the Freeview EPG but displays data differently.

Launching the Built-in EPG

1. Press the **Menu > EPG**
2. Wait for the guide to load.
3. You will have the EPG viewed with the current channel listings.

Navigating Around

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

Use the ◄► keys to scroll through the channels.

Press the Green Button to view the schedule for the next day.

Press the Yellow Button to view the schedule for the previous day.

Press the **INFO** button to view more information about the highlighted show.

Press the Red Button to book a show to record, confirm if you wish to record the whole series or just the single episode.

Looking to Record?
You can find out how to record from the Freeview EPG on **Page 34**

REC²

A better way to TV! With FreeviewPlus™

The smartest way to enjoy TV bringing the most popular shows from On Demand and Live TV together.

- Switch easily between Live TV & On Demand
- 8-days forward & 8-days catch up TV Guide
- Easily find & discover On Demand/Live TV shows
- Reminders notify you when your show is starting
- Personalise FreeviewPlus™ with Your Favourites
- Plus all the Freeview channels

For more information
visit freeviewplus.com.au for more info on FreeviewPlus.

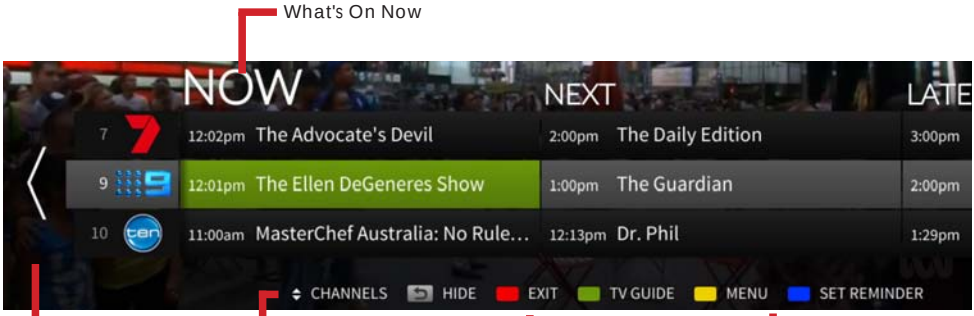
Launching FreeviewPlus™
A prompt will appear on the top left corner of your screen,

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

The FreeviewPlus™ banner will look different on certain channels, that is because some channels do not have any catch up service, the images on the right show what the banner will look like on certain channels and what this means.

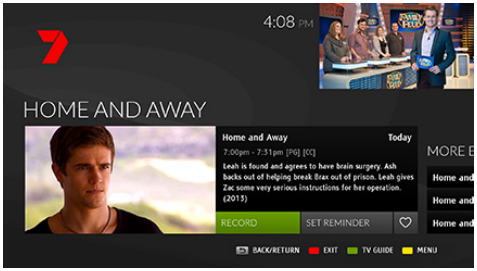
Mini Guide

The mini guide enables you to browse through listings for the next 8 days while watching the current channel uninterrupted. To open the mini guide press the red button at any time when watching any channel on Freeview.



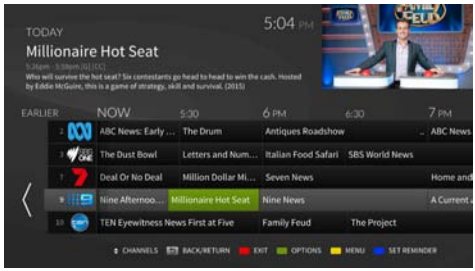
View Show Synopsis

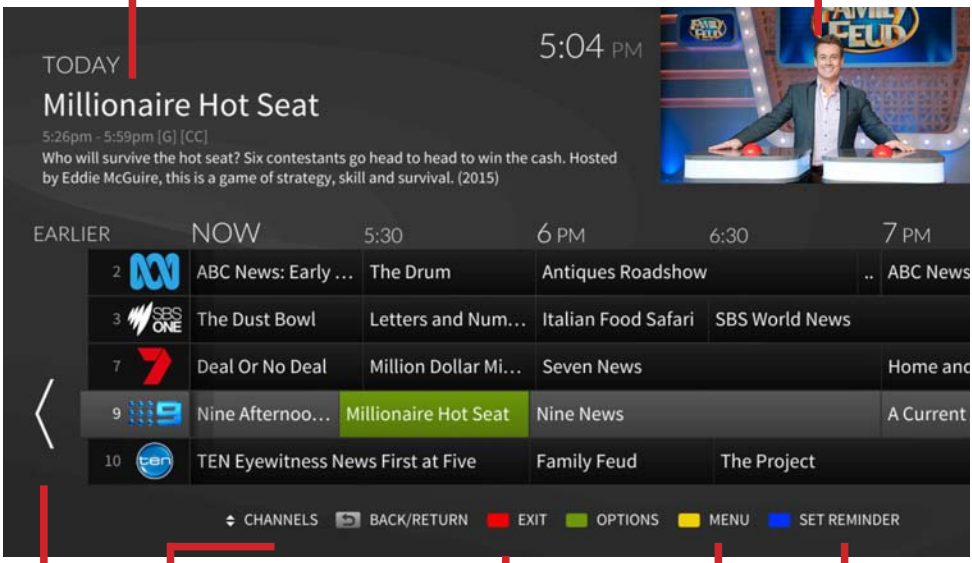
Press the **OK** button on a show you wish to view more information on, from here you can choose to watch the programme (If it's on live TV right now), Book the show to record, add the programme to your favourites or set a reminder.



Full Guide

The full guide enables you browse through more channel listings for the next 8 days, to view the full guide, open up the Mini Guide by pressing the Green button, press the Green button again to open the full TV guide.



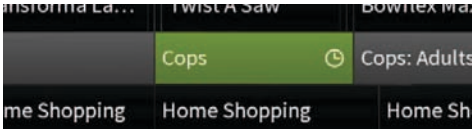


Set a Reminder

1. Press **OK** on a show within the FreeviewPlus™ guide that you would like to set a reminder*.

2. Highlight and select then confirm when you will be notified before the show starts. You will then have to set whether you would like to be reminded for the entire series or just the single episode.

3. A clock icon in the guide will appear to let you know it's set.



*Pressing the **BLUE** button on a selected show within the FreeviewPlus™ guide will also allow you to quickly set a reminder.

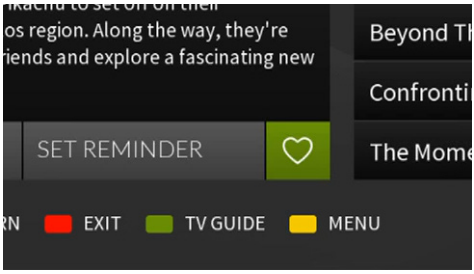
Favorite a Show

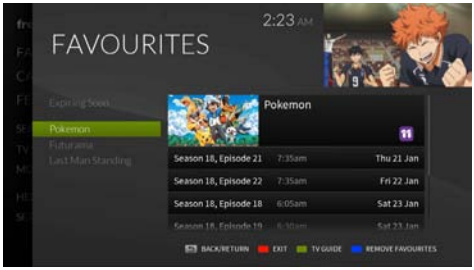
Set show favourites and build up a collection of TV series or movies which you can easily catch up on.

1. To set a favorite, find a show in the FreeviewPlus Guide and press **OK** to view it's synopsis

2. Highlight the Heart icon and press OK to add the show as a favorite.

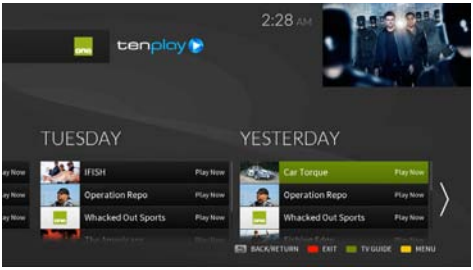
To view your favourites collection, simply press the Yellow Button to open up the side menu, then select Favourites to view shows and movies you can catch up on via the built in On Demand Apps.



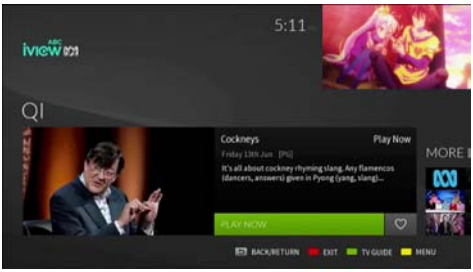


Catchup Guide

With FreeviewPlus you can catchup on the past 8 days on the channel and watch any missed content. Meaning if you forgot something last week, you will be able to catch up via the On Demand apps.



To launch the catch-up guide, open up either the Mini or Full Guide, Select a channel you would like to catchup on and press the ◄ key until you are taken to the Catch Up Service.



You will see a list grouped by the previous days which you can easily browse through and catchup on that episode, simply select a show and press Play Now, or add it to your Favourites.

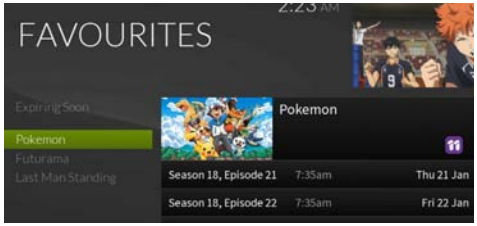
When you reach the end of the catchup week, you can go directly to the channels on-demand app to discover more shows available for viewing.

FreeviewPlus Main Menu

FreeviewPlus also delivers a range of content which you can quickly access and discover throughout the FreeviewPlus channels. The Main Menu holds this and can be used to make adjustments to the FreeviewPlus experience,

To open the Main Menu press the Yellow button in the FreeviewPlus Mini or Full Guides.

Access Favourites
In the menu, press Favourites to access the list of favourites shows you compiled from the guides. Here you can see a list of what's on and whether you can catchup on demand.



Catchup
View the list of apps you can catchup on, the broadcasters offer free video streaming so you can watch TV Shows and Movies when you want. Please be aware that shows and movies are usually removed a week after the broadcast date.

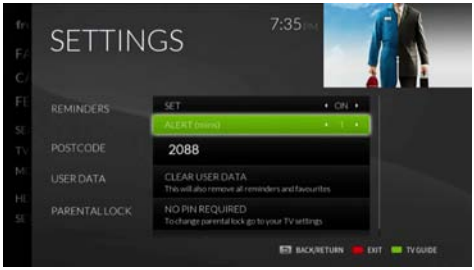
Featured
Tailored to your viewing, view what's on the on demand apps that you may like, you can catchup, see what's new and more.

Upcoming TV Shows
In the main menu select TV SHOWS to specify the genre of show you would like to watch, here you can see a collection of shows suited to any genre.

Upcoming Movies
In the main menu select MOVIES to specify the genre of film you would like to watch, here you can see a collection of Movies suited to any genre.

Please be aware that movies available are Dependant if the On Demand Service or live TV guide have them listed.

FreeviewPlus Settings
Adjust some for the settings for FreeviewPlus such as Reminders, Postcode, User Data cache, Parental Lock Controls and the mini guide timeout.



You may also find out more information about how to use FreeviewPlus by going back to the menu and selecting Help, here you can view a range of videos that can help you get familiar with FreeviewPlus.

FreeviewPlus info can be found at freeviewplus.com.au and through the Freeview Australia YouTube site.

freeview+plus™
a whole new way to enjoy TV

Main Menu

To access the T2100 Main Menu, simply press the **Menu** button on your remote, the menu has been designed so you can still see what's happening on screen.

Use the ◄ ► keys to choose a Menu category then ▼▲ to select a sub menu item.

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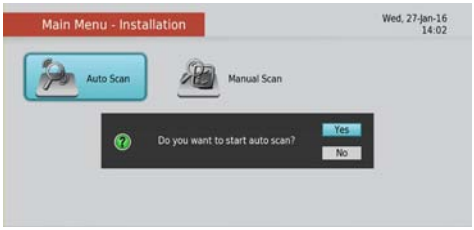
Auto Scan

Scan for new channels on the Freeview broadcast by completing an Auto Scan. Please note that an Auto Scan will wipe all channels including booked shows, you will need to relink shows via the EPG after the scan. This **will not** erase already recorded shows on the USB drive.

1. Press **Menu** > **Installation** then **Auto Scan.** (Password Required)
2. Confirm that you would like to start the scan.
3. Please wait a few seconds for the unit to re-tune and scan for the Freeview Channels, this may take up to 2 minutes depending on how many channels there are.
4. At any stage in the scan you can cancel the function by pressing the Exit or Back button on the remote.
5. Once completed, the first channel in the channel listings will display.



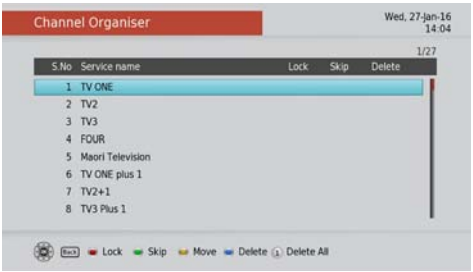
Manual Scan

Scan for specific frequencies in the broadcast such as new Multiplexes or non-Freeview channels, please be aware that if you rescan for pre existing frequencies that the current channels fit into then you will loose all bookings from the EPG.

1. Press **Menu** > **Installation** then **Manual Scan**
2. Choose your channel number which you want to allocate.

3. Enter in the Frequency number.
4. Choose the correct bandwidth/ Frequency.
5. Select your scan mode, you can choose wither FTA or Scrambled or both.
6. Press the OK button to begin the manual scan.

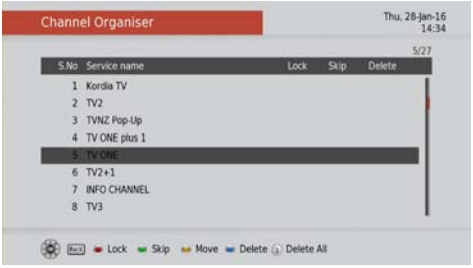
Channel Organiser
Personalise your channels to your preference, you can move, delete, favorite, lock and skip channels.



- **Lock**
  Choose a channel you wish to lock then press the Red Button. The channel will lock and only the 4 digit PIN number will be able to unlock the channel.

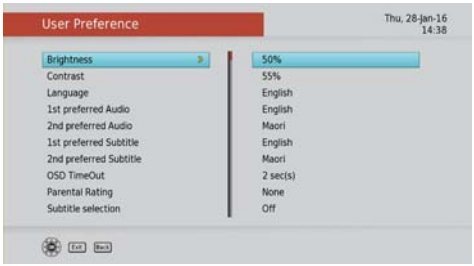
- **Skip**
  Allow channels to be skipped when channel surfing using the **CH +/-** keys. Select the channel you want to skip then press the Green button.

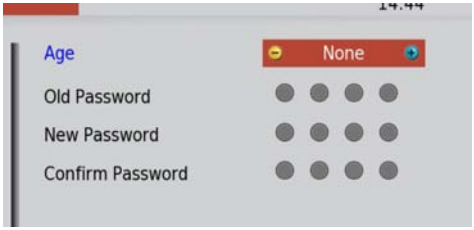
- **Move (With LCN off Page 28)**
  Change the order that channels appear in lists, Select the channel/s you want to move then press the yellow button, use the ▼▲ keys to rearrange the channel, Press the Yellow button to confirm the new slot.



- **Delete**
  Remove channels you no longer need, select the channel you want to delete then press Blue.

User Preference
Adjust basic functions to your preference such as Brightness, Contrast and more.





- **Brightness**
  Fine tune the screen brightness to the conditions of the room or TV set.

- **Contrast**
  Fine tune the screen contrast to the conditions of the room or TV set.

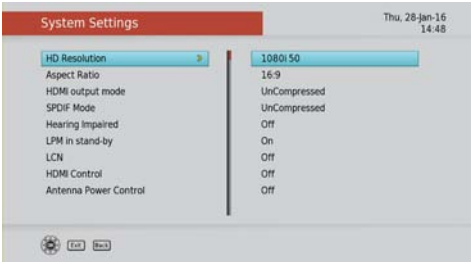
- **Language / Audio**
  Please leave this aside as all settings here at their defaults.

- **OSD Timeout**
  Set when the Info banner disappear after a set amount of time.

- **Parental Rating**
  Set a lock to shows with a specified rating and above. You will be required a PIN to access this setting.

- **Subtitle Selection**
  Switch this on / off for subtitles.

System Settings
Adjust some internal settings for the T2100 so that it works the way it should be or depending on your set up.



- **HD Resolution (HDMI mode only)**
  Change the HD output suitable to your TV, the default is 1080i 50 which will work on most HD Ready TVs.

- **Aspect Ratio**
  Change the aspect ratio depending on what kind of TV you have. e.g. Widescreen or Conventional TV sets.

- **Hearing Impaired**
  Activate Teletext / Subtitles

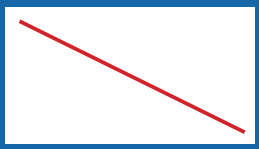
- **LPM in Standby**
  Low Power Mode allows your unit to conserve energy when in standby, this means that the unit will sleep without the requirement of extra power or to feed the signal from the Cable Out connection to another STB.

- **LCN**
  This option allows channels to be allocated by the Freeview defaults, you can turn this option off if you wish to move the channels around.

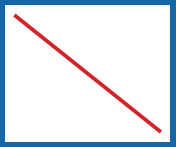
- **HDMI Control**
  Let your TV remote control the operations of the STB / When the TV is on, so does the T2100.

Aspect Ratios

Below are the different types of ratios you can set the T2100 unit too for your TV.

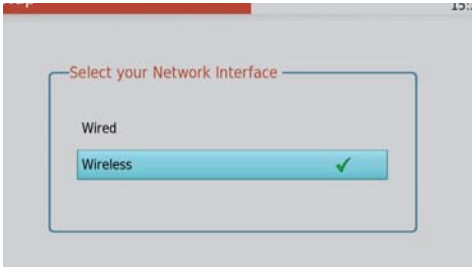


16:9
For HDTV or flat panel wide screen TV sets.



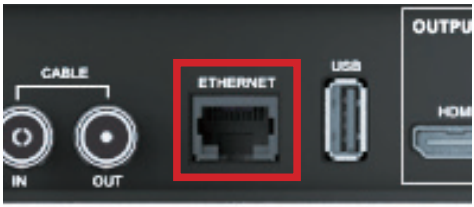
4:3
For older CRT TVs (Box TVs)

Network Setup
Connect to the internet to use FreeviewPlus, Apps and update the T2100 Automatically.



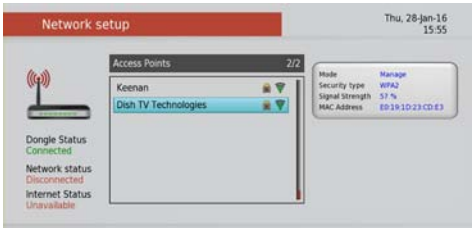
- **Connecting using Ethernet (Wired)**
  Simply plug in the Ethernet Cable from the Router or Power line adapter and plug it into the Ethernet Port at the back of the T2100.

  Confirm the DNS, IP Settings then you are good to go.



- **Connecting using WiFi (Wireless)**
  The built-in WiFi will allow you to connect to your modem.

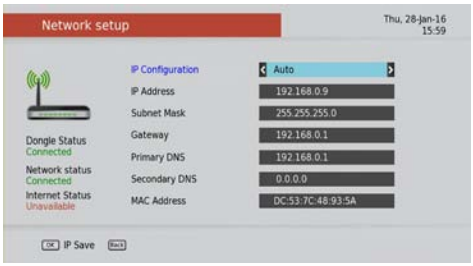
1. Select Wireless from the Network Menu.



2. Select your Wireless Network to connect to, this may take a few secs to load. Press Green to enter in network password.

3. Enter in your WiFi Password using the on screen keyboard, then press the Blue Button to save and connect.

4. Wait a few seconds to connect to the network, there should be a little tick next your chosen network.



5. Press the Yellow button to configure IP. DNS address etc..

Time Settings
Time Region allows the T2100 STB to retrieve the time from various sources, by default this is set to the Freeview broadcast to ensure the EPG is always correct however you can alter this yourself.

You can also change the Region / State you are living in so that if there is any time zone change or channel changes on the Freeview network the T2100 will be able to handle these changes automatically.

Recorder Settings
If you are using the USB drive to record content, you can control the options to enable to a successful recording.

- **Rec start time offset**
  Set the time before the scheduled show to record, this is handy if the show starts its broadcast earlier than usual.

- **Rec end time offset**
  Set the time to end the recording after the scheduled show, sometimes in the event of live TV events, some shows may go over time.

- **Timeshift Duration**
  Set the max duration when timeshifitng shows, this allows you to Pause and Rewind live TV.

Restrictions

Timeshifitng may take a few seconds to arrange recording. Recording takes priority over time shifts, if the tuner is needed for a recording the time shift will be saved at that point into the library so you can still get the previously time shifted content.

Media Info
View details about your USB Hard Drive such as space, reservation data.

Plug in your USB Hard Drive and wait a few seconds for it's details to appear on screen. The Drive Type will determine if the drive is ready for using PVR features. If it's not ready it will say "Not Active".

To enable recording on your USB device, press the Blue Button to format the drive. Enter in your PIN code and then the format process will begin. It's important not to remove the USB during the formatting process to avoid damaging the drive.

The drive will be checked by the internal scanner to determine if the drive is suitable for recording and playback and will let you know if you will have some issues when recording or if the drive is suitable, you can use the device regardless of the scanner results but you may have issues further on when you record.

What kind of USB Hard Drives?

Portable Hard Drives that are 500GB are recommended as they are more reliable than USB flash drives, flash drives have a short life span and are not designed to constantly become a PVR storage device.

Media Library

Your recorded shows will appear here, you can access the library at any time by pressing the **LIB** button on the remote.

- **Playback Shows**

To play a show or radio item simply select your show, then press the **OK** button. (Radio shows - press the TV/R button before selecting a show)

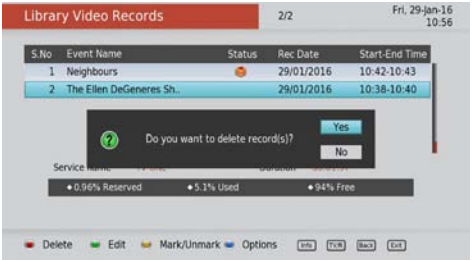
You will be able to pause, rewind, fast forward using the remote controls and access Audio Descriptions and Subtitles (See Page 14)

To exit the playback mode simply press the **Back** button or **Stop** button.

If you end the show at any time you will be able to return back to the last played section to resume your watching.

- **Delete Shows**

To delete a show simply highlight and press the Red button, confirm the deletion.



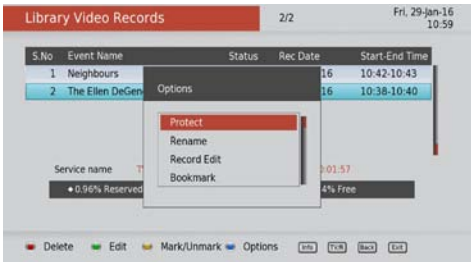
To delete multiple shows, select and press the Yellow button to mark each show, then press the Red button to delete the recorded shows.

As you delete shows, space on your USB drive will be freed to allow more recordings,

- **Other Options**

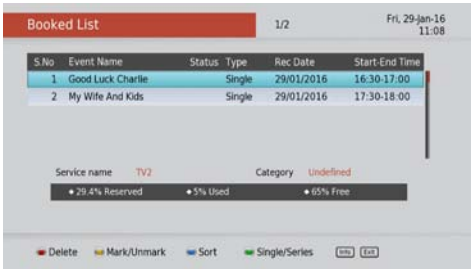
You can sort recordings by pressing the Blue Button.

The Green Button brings up editing options such as bookmarks, record edits, rename.



Booked List (Schedule)

View upcoming scheduled recordings and adjust them according to your preference,



- **Delete booked items**
  Press the RED button to delete the scheduled recording. Delete multiple at once by pressing the Yellow Key. Removal of schedules can also be done in the EPG.

- **Sort Items**
  Press the BLUE button to sort the schedule list items, by alphabet, name or numbers.

- **Single/Series**
  Press the GREEN button to alter the frequency of the recording, you can change between Series and Singles Recording.

Record the shows you love with the T2100

1 Book **2 Set** **3 Play**

Recording via the Weekly EPG
You can book programs via the Weekly EPG.

1. Press the Menu button on the remote

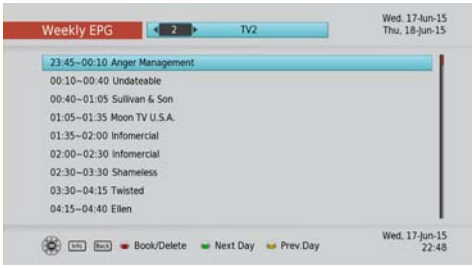
2. Go to Weekly EPG

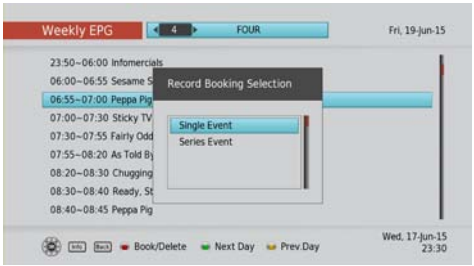
3. Browse for a programme you wish to schedule recording for and then press the Red Button.

3. The EPG will mark the programme to record, and if the programme has a series, then it will ask if you wish to record the whole series or just this episode, select one of them and press OK to confirm

4. Once you have a recording set, you will a small icon on the right hand side of the program name. These are cricular rings as seen on the right.

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





Series Recording

Single Recording

Reserved Hard Drive Space
Every-time you save a booking on the EPG, the hard drive is allocated space for the upcoming recording, which make sure that the recording can be recorded successfully.

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

When the recording comes to the end the unit will stay awake until you press the standby button. A maximum of 8 timers can be set at once.

How to set up the Manual Timer

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

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

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

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

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

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

Factory Reset
If your unit is not functioning as it should, you can reset it back to the defaults and start again, If one of our support staff tell you to reset the device then you can do the following:

1. Confirm that you would like to delete all information*.
2. Enter in your PIN code
3. Reset will now begin, this will take a few minutes.

The Factory Reset will wipe all channels, schedule bookings and settings, It will not wipe out your USB Hard Drive and it's recordings.

USB Software Upgrade
You will need a PC or Mac and a USB Pen Drive to upgrade via USB .

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

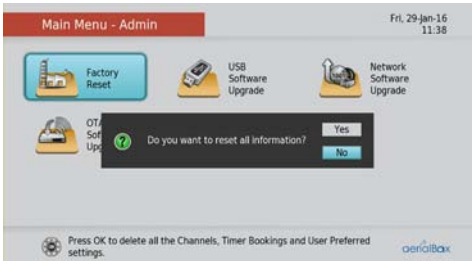
2. Insert the USB into the USB socket on the receiver.

3. Press Menu and then Admin

4. Select USB Software Upgrade

5. The software will install via the USB.

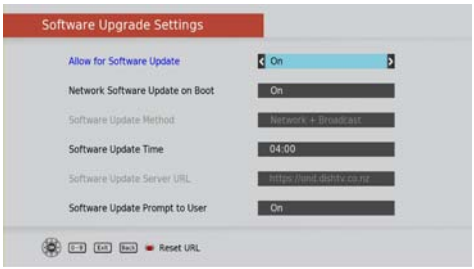
Network Software Upgrade
The easiest way to install new software, the T2100 checks the Dish TV server and downloads and installs the software files automatically.



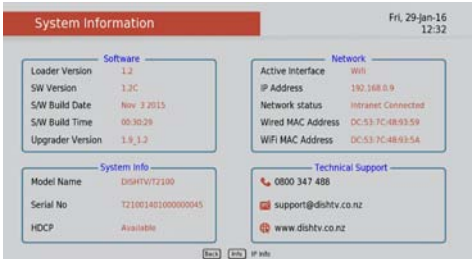
OTA Software Upgrade
In rare cases, we will make a software update available over the air so that the devices can be updated in time for a significant change over the Freeview network, however this is not the regular method of updating software.

Software Upgrade Security
1. Have your PIN code ready to enter to confirm the upgrade.
2. Do not turn off the T2100 at any stage of the upgrade process as this will damage the software inside the unit.

Software Upgrade Settings
Have the unit upgraded automatically at a specified time , when the unit boots up. You can adjust these here.



Our Support Agents may ask you to provide more information about the device in order for us to isolate or troubleshoot some issues that you may encounter.



System Info is handy to keep track of what's on your T2100 unit such as software versions, and network statistics.

iManual

The iManual is most up to date User Manual which is built into the T2100 for you to access at any time. The Manual uses the keys on your remote to navigate and is easy to use. Please read through it to ensure you have the most up to date information.

The iManual updates with every Software update.

To ope the iManual go to Menu > User Manual

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

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

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

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

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

Q. I am having trouble connecting to my WiFi modem

- Ensure that you are connecting to the right wireless network with the correct password, You can have the password visible when you enter it in to ensure this matches the one written down on your modem or a password notebook etc...

- Make sure there is a internet connection e.g. You can access Google or YouTube on a laptop or device.

- Some modems have "client limits" where it can only allow a certain amount of devices connected to the network, usually the default is 20+ but you may need to access your routers settings via a browser to adjust this. Please refer to your modem manual or Internet Service Provider on how to do this or to find out more information.

Turn off your router and T2100 receiver and wait for 1 minute then switch them back on before trying to connect again.

Q. FreeviewPlus Notification not showing?

- Make sure you are connected to the Internet, the quickest way to check this is by pressing the Status button on your remote and check to see if you have an IP Address. You will be notified is there is no internet connection.

- Sometimes the Freeview banner will be hidden, you can still activate FreeviewPlus by pressing the Red button on any channel to bring up the quick guide or press the Green Button* to activate the channel's catch up service app.

- Reboot your device.

- Check the Freeview Forum for status reports, you can do this by going to freeviewforum.co.nz/network-status.

*on selected channels only

Q. Dolby Digital, I'm not getting it.

Dolby Digital only works with HD channels with programmes that can only output in that format, refer to your guide or contact the channel directly regarding shows that have Dolby Digital 5.1

If you are having issues with Dolby Digital or not receiving it properly then do the following to correct the issue:

- Go to Menu > Settings > Audio.
- Under 'HDMI Output Mode' set the mode to Auto or AC3.
- Press the Green Button to save and exit.
- On an HD channel, press the AUDIO button on your remote and continue pressing it until you see the AC3. You now have Dolby Digital 5.1 audio set.

Where should I place my unit?

Over long periods of use, the aerialBox T2100 will be warm, to keep the unit running as smooth as possible and to avoid damaging the unit from heat we recommend you take in the following:

- Avoid placing the unit where the sun is in direct contact, this will cause the unit to malfunction and become slow because of overheating
- Avoid areas which are dusty or prone to collect large amounts of dust, this will get trapped in the vents and components.
- Avoid contact with water or moisture as this will be an electrical hazard and may cause shock.
- Do not place the unit above other electronic equipment such as Blu-Ray Players or other set top boxes as both will become very hot.
- Keep a reasonable amount of ventilation space around the unit so it can properly cool and allow air to run through.

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

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

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

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

Dimensions	192mm(W) x 155mm(D) x 42mm(H)

Problem	Possible Causes	What to do
Power Indicator on front panel not lit.	Main Lead unplugged/ switched off	Check that the adapter is plugged in and switched on.
No picture on TV	Your TV isn't able to display the current output format	Check to see if your TV is set to the current source.
		Go to Menu > Settings > System Settings Adjust the resolution to suit the TV, sometimes HDMI cables can't provide a 1080p picture to your TV.
Tuning Failed or Database Empty	• Aerial cable not plugged in • Aerial may be misaligned	Plug in the aerial into the Cable IN socket at the back of the receiver. Align the Aerial to your closest transmitter, ensure that there are no objects that could interrupt the signal path.
	You might be located in an area which has very limited or no Freeview Terrestrial coverage	You might need a higher aerial but please consult your retailer or local installer about this.
Remote Control is not responding / working	No batteries or batteries incorrectly inserted into the back of the remote	Insert the supplied 2x AAA Batteries into the back of the remote.
	Batteries are flat	Replace batteries with new ones.
	The Infrared receiver on the T2100 receiver is obstructed (Front panel blocked by objects)	Check that there is a clear line of sight between the front panel and your remote control, move objects if necessary.
Picture is distorted either too wide or narrow and image cuts off.	The TV ratio has been incorrectly set	Go to Menu>Settings>System Settings and adjust the Aspect Ratio settings.

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

Contact us through either of these methods

Method	Contact Details
Phone	1300 789 603
Fax	(02) 8078 6073
Email	support@aerialbox.com.au
Website	aerialBox.com.au

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

* Whirlpool free registration required, please be as descriptive as possible when posting and make sure you include Dish TV or aerialBox in the post title.

aerialBox

a whole new way to enjoy TV

aerialBox.com.au
1300 789 603
support@aerialbox.com.au

Version 1.5 February 16, 2016 6:10 PM