

T1000n-VM USER MANUAL



DISH-TV®

IMPORTANT!

Safety Instructions

01. Read these Instructions.
02. Follow all Instructions.
03. Keep these Instructions.
04. Do not use this receiver near water.
05. Clean only with a dry cloth.
06. Do not block any of the ventilation openings, install in accordance with instructions.
07. Do not install near any heat sources such as radiators, heat registers, stoves, or any other appliances (including amplifiers) that produce heat.
08. Protect the power cord from being walked on or pinched, particularly the plug and the point where they exit from the receiver.
09. Unplug this receiver during lightning storms or when unused for long periods of time.
10. Refer all servicing to qualified personnel. Servicing is required when the receiver has been damaged in anyway, such as...
 - when the power supply or plug is damaged.
 - liquid has been spilled into the unit.
 - objects have fallen into the unit.
 - the unit has been exposed to rain or moisture.
 - unit does not operate normally.
 - unit has been dropped.
11. Attention should be drawn to the environmental aspects of battery disposal.
12. Do not attempt to disassemble the receiver.
13. Do not put any foreign objects inside this receiver. Touching internal components of this receiver is dangerous and may cause serious damage to the receiver.
14. If this receiver has been exposed to moisture, do not operate.
15. Ensure receiver is used in a moderate climate, avoid high temperature or humidity.

WARNING:

To reduce risk of fire or electric shock, do not expose unit to rain or moisture.
The batteries shall not be exposed to excessive heat such as sunlight or fire.

WELCOME:

Thank you for choosing the Dish TV T1000n-VM Digital Terrestrial Receiver. You will be able to receive all the Freeview High Definition and Standard Definition digital TV channels, along with the Radio channels.

This Manual covers the installation of the receiver and the necessary steps to make use of its various features. This will explain each feature in detail, which will allow you to get the most out of the receiver.

What's in the Box?

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

Your NEW T1000n-VM



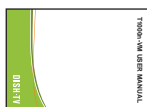
Remote Control (2x Batteries)



Install Sheet



User Manual



Power Supply



HD Cable



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



This Digital Terrestrial Receiver gives you access to over 20 Freeview™ Digital TV and Radio Channels, without subscription or contract.

For more information about Freeview, visit www.freeviewnz.tv



This product has an HDMI™ Connection to allow use of an HDMI Cable.

HDMI, the HDMI Logo and High-Definition Multimedia Interface are trademarks or registered trademarks of HDMI Licensing LLC.



This product is capable of receiving and decoding Dolby Audio™.

Manufactured under license from Dolby Laboratories. Dolby, Dolby Audio, and the double-D symbol are trademarks of Dolby Laboratories.

The T1000n-VM is a Terrestrial Receiver, it requires a UHF Aerial to operate correctly. **It does not use a Satellite Dish.** For help, please refer to the **Technical Support Contact Details** under the **Menu - System Info** or **Page 19** in this User Manual.

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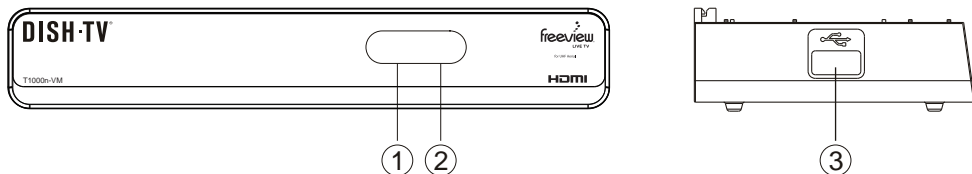
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PRODUCT OVERVIEW:

Product Overview

Front & Back View

Front Panel & Side Panel

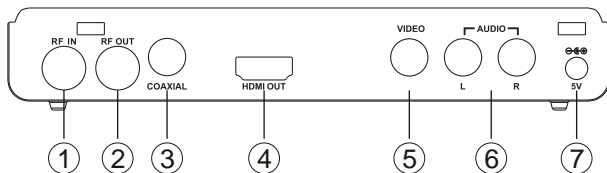


01. LED INDICATOR: GREEN - Powered ON. RED - Stand-by.

02. IR SENSOR: Used to receive the signal from the Remote Control.

03. USB (2.0) PORT: Connect external USB Devices (Software Update Only).

Rear Panel



01. RF IN: UHF Aerial Cable Input.

02. RF OUT: Output to another device.

03. COAXIAL: Digital Audio Output.

04. HDMI OUT: High Definition Output for HDTV.

05. VIDEO: RCA Video Output.

06. AUDIO L/R: RCA Audio L/R Output

07. DC IN (5V): Connect Power Supply (5V Only).

PRODUCT OVERVIEW:

Product Overview

Remote Control

POWER: Standby ON/OFF.

REC: No functionality with the T1000n-VM.

LIST: No functionality with the T1000n-VM.

MUTE: Toggle sound ON/OFF.

EPG: Call up the Freeview EPG (Electronic Program Guide).

INFO: Show information on selected channel or event.

TTX: No functionality with the T1000n-VM.

AUDIO: Change Audio, when available.

SUB: Turn Subtitles ON/OFF, when available.

MENU: Bring up main menu, becomes back in select sub-menus.

EXIT: Exits on screen displays and menus.

NAVIGATION: Move through menus to select.

OK: Confirm current selection.

VOL UP/DOWN: Adjust volume up and down.

CH UP/DOWN: Navigate through Channels.

FAV: No functionality with the T1000n-VM.

TV/RADIO: Switch between TV/Radio modes.

NUMERIC KEYS: Enter Numbers. Enter PIN. Select Channels.

RECALL: Bring up Recall List.

GOTO: No functionality with the T1000n-VM.

REWIND: No functionality with the T1000n-VM.

FF: No functionality with the T1000n-VM.

PREV: No functionality with the T1000n-VM.

NEXT: No functionality with the T1000n-VM.

PLAY: No functionality with the T1000n-VM.

PAUSE: No functionality with the T1000n-VM.

STOP: No functionality with the T1000n-VM.

REPEAT: Bring up User Options.

COLOUR KEYS: Interactive use, functionality differs with each menu.

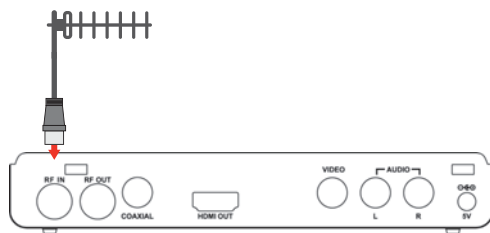


Connecting Up

Connecting to your UHF Aerial

Connect the cable from your UHF Aerial* to the RF IN socket on the back of your receiver.

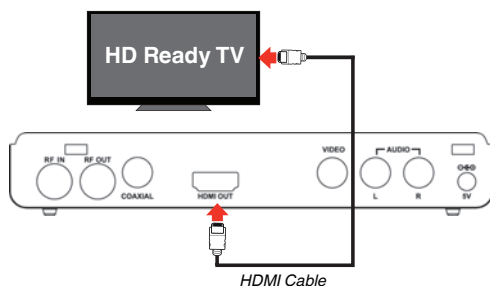
**It's best to check that your UHF Aerial is aligned correctly and that the UHF Aerial can withstand any strong weather.*



Connecting to your TV

Connecting using a HDMI Cable

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



Connecting using an AV Cable

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

Connect AV Cable into the Red, White and Yellow connections.



Note, if you are using an AV connection then it is not possible to view programs in High Definition (HD).

Step 1

Install batteries in the Remote Control

Open the battery cover of the Remote and put 2x AAA size batteries so the '+' and '-' marks on the batteries match the '+' and '-' marks inside the Remote. Replace the battery cover.

Step 2

Plug in and switch on

Plug the AC Adapter into the wall socket and switch on. Switch your TV on and ensure you are on the correct video input (i.e. HDMI1 or AV). The Receiver will take some time to boot up as part of the initial installation.

Step 3

Welcome Screen

The Welcome Screen should appear on your TV* when the receiver is first turned on.

Before pressing **OK** to continue the initial setup, ensure you have your Region and the Aspect Ratio correct.

Once you press **OK**, the receiver will start the Auto-Scan to tune in all current available Freeview Channels.

DO NOT push any buttons until the scan has completed.



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

MAIN MENU:

Main Menu

Main Menu

All receiver's settings and tuning options are accessed from the Main Menu. You may require to access this menu if you wish to alter the Settings, Preferences or if you experience an issue with the receiver and need to reset it. You can bring up the Main Menu by pressing the MENU button on the Remote Control.

The Main Menu features several options:

Installation

Access all tuning related functions.

Channel Organiser

Manage all Channels.

Settings

Change general user settings, from Video settings to preferred Language options.

Manual Timer

Manually set Wake Up Times.

EPG

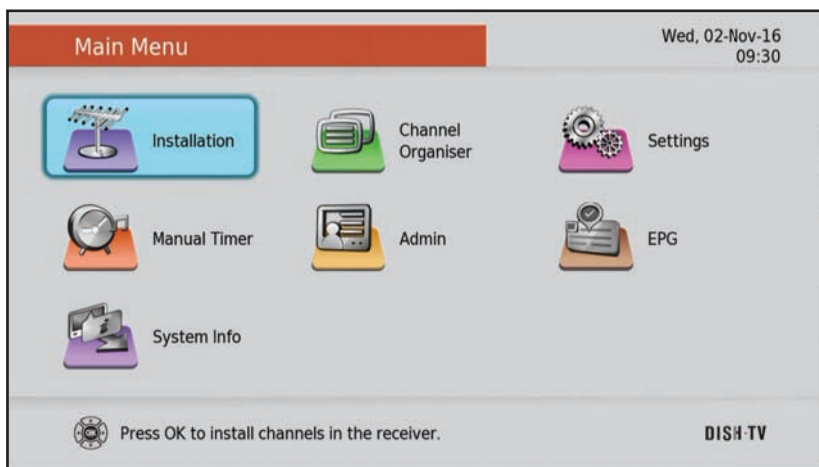
View the Weekly EPG.

Admin

View Factory Reset and Software Updating options.

System Info

Provides relevant information in regards to the receivers software and support.



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

MAIN MENU:

Main Menu - Organiser

Channel Organiser

Lock, Skip or Delete a Channel.

1. Press **MENU** on your remote.
2. Select **Channel Organiser** from the Main Menu. Press **OK**.
3. Select a channel you wish to set using the **▲▼** keys on the remote.
4. On your remote press the corresponding colour:

RED: Lock Channel

Will lock the channel. To view the locked channel, you will need to enter your PIN.

GREEN: Skip Channel

*Will skip the channel when pressing the **CH+** and **CH-** key to browse channels.*

YELLOW: Move Channel

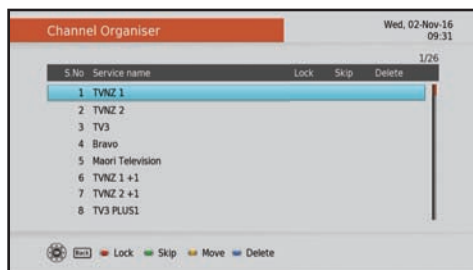
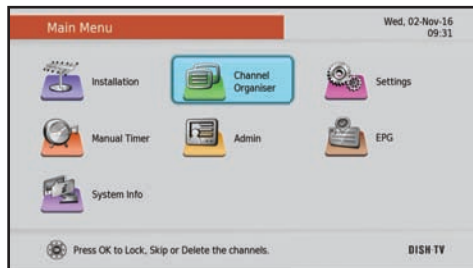
Will move the channel to another position. LCN will need to be turned OFF to allow the change.

BLUE: Delete Channel

Will delete the channel from the list.

Press **OK** to confirm the operation.

NOTE, we never recommend turning LCN off as it can lead to issues involving and not limited to recording, channel updates and electronic program guide information.



MAIN MENU:

Main Menu - Settings

User Preference

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

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

Brightness and Contrast

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

Audio/Subtitle Language

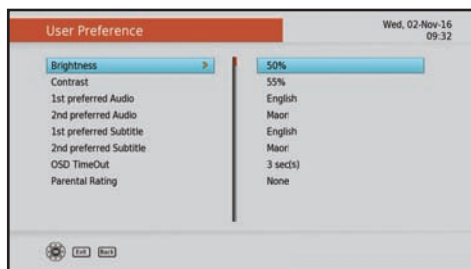
These will be defaulted to English.

OSD Timeout

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

Parental Rating & Change Password

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



MAIN MENU:

Main Menu - Settings

System Settings

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

HD Resolution

This is where you set the HDMI output resolution. Depending on your TV's capability, you can adjust the resolution to help improve picture.

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

Aspect Ratio

You can set how the output video image fits to your TV screen.

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

4:3 - Suits older conventional square TVs.

HDMI Output & SPDIF Mode

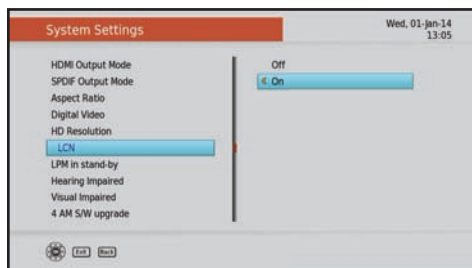
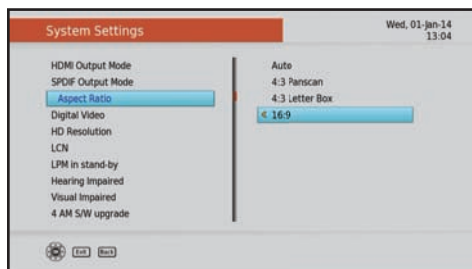
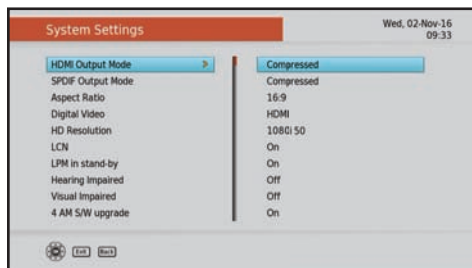
You can either have Compressed or Uncompressed. This usually applies when handling HDMI receivers or Surround Sound systems.

Hearing Impaired

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

LPM in Stand-by

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



Note, we never recommend turning LCN off as it can lead to issues involving and not limited to recording, channel updates and electronic program guide information.

MAIN MENU:

Main Menu

Manual Timer

Manual Timer allows you to set up a specific date and time where the receiver will turn itself on if in standby or switch to the specified channel if already powered on.

Once a timer has activated, the receiver will remain on. To power the receiver down, press the standby button. A maximum of eight timers can be set at once.

How to set up the Wakeup Timer

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

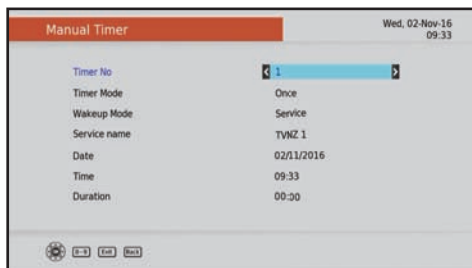
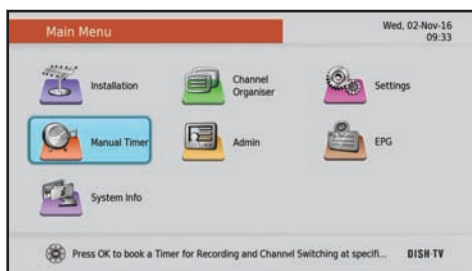
2. **Services** is the only Wakeup Mode that is available.

3. Set the channel you want the receiver to power on to, or switch over to at the set date 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 DD/MM/YY.

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

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



MAIN MENU:

Main Menu

Admin

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

Factory Reset

This will return all settings back to original factory settings, deleting all channel related information, including bookings and user settings. Default Password is 0000. Once it has completed the Factory Reset, you will be taken back to the First Time Installation screen to re-scan and setup your receiver.

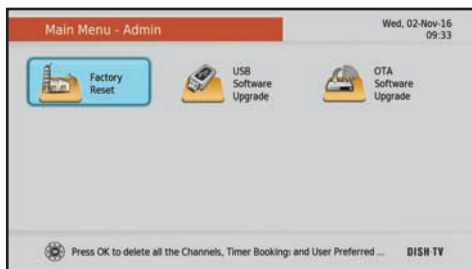
Note, this process will not delete recordings.

Upgrading via USB

You will need a PC or Mac and a USB Device to upgrade via USB.

1. Download software from our Website, **www.dishtv.co.nz** ensure you download the correct software and follow instructions included with the software download.
2. Insert USB Device with software into the USB Port on the receiver.
3. Press **MENU** and select Admin from the Main Menu, press **OK**.
4. Select USB Software Upgrade.
5. The receiver will update the software to the version it finds on the USB Device.

Note, if the software downloaded from our website is a ZIP File you will need to extract it before the receiver will recognize it. If the software has been loaded incorrectly, you will receive a "File Not Available" message.



Upgrading Over The Air (OTA)

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

1. Press **MENU** and select Admin from the Main Menu, press **OK**.
2. Select OTA Software Upgrade.
3. The receiver will search the Freeview Broadcast and will install the update, when available.

Need Help?

Upgrading new firmware can be confusing. You can contact us. Our team is ready and happy to help. See **Page 20** for Contact Details.

MAIN MENU:

Main Menu

EPG (Weekly EPG)

In addition to the the Freeview MHEG EPG, you can access the built in Weekly EPG to view channel listings and schedules.

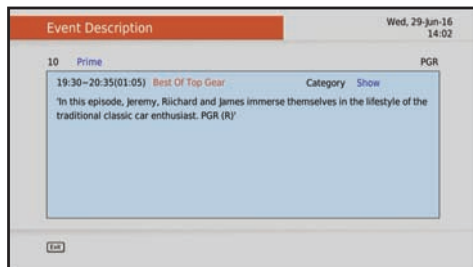
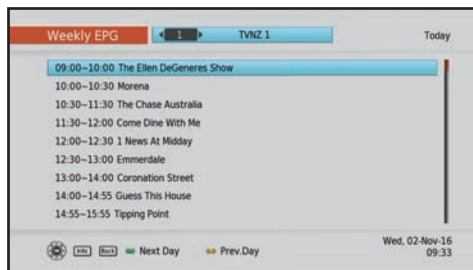
To view the Weekly EPG press the **MENU** button on your remote and select **EPG** from the Main Menu. Press **OK** to load the guide.

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

Use **◀/▶** keys to move through the guide for other channels.

You can find out what's happening during the week by simply pressing the **GREEN** and **YELLOW** buttons on the remote.

To close the EPG press **EXIT**.



Main Menu

System Info

Provides relevant information in regards to the receivers software and system information.

Software

Software Version and Software Build Date.

Info

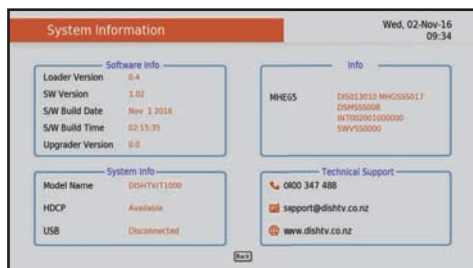
Information regarding the MHEG5 Version.

System Info

Model Number and Serial Number of your receiver.

Technical Support

Phone, Email and Website details to contact Dish TV.



This information can be helpful when speaking to a support technician who needs to find out more about your receiver.

USER OPTIONS:

Remote Control - REPEAT Button

User Options

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

To open and view User Options, press the **REPEAT** button at the bottom right of the remote.

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

1. Audio Selection
2. Subtitle Selection

Audio Descriptions

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

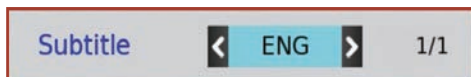
Audio Selection can also be selected by pressing the **AUDIO** button on the remote.



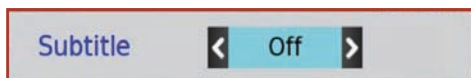
Subtitles (Closed Captions)

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

Subtitle Selection can also be selected by pressing the **SUBTITLE** button on the remote.



Subtitles are on when the ENG appears

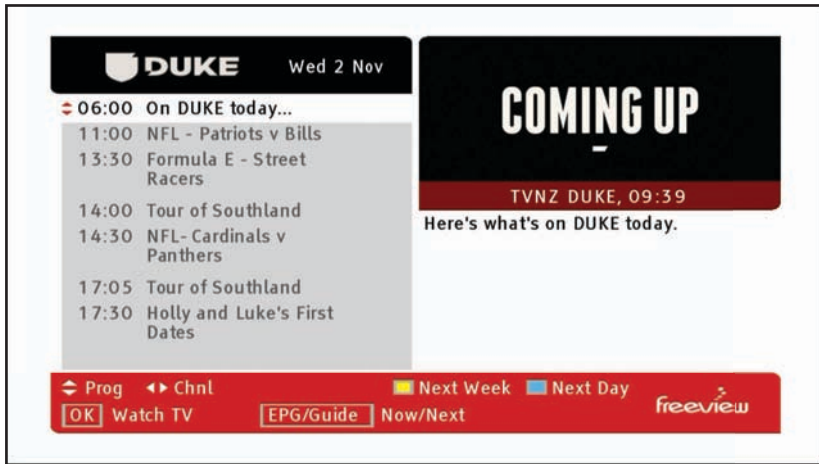


Subtitles are off when the OFF appears

EPG (Electronic Program Guide):

Remote Control - EPG Button

Freeview MHEG EPG



The Freeview EPG (Electronic Programme Guide) is an on screen TV guide that you can access through the Main Menu. It's simple to use and lets you see 8 days of programme listings for every Freeview Channel.

To view the guide press the **EPG** button on your remote control and wait a few seconds for the guide to load. You can navigate around the guide using the buttons indicated on screen.

Use the **▼/▲** buttons to scroll up and down the programme listings and the **◀/▶** buttons to move through the guide for other channels.

You can find out what's happening during the week by simply pressing the **YELLOW** and **BLUE** buttons on your remote control.

To close the EPG press **EXIT**.



FREQUENTLY ASKED QUESTIONS:

Dish TV T1000n-VM Terrestrial Receiver - Requires a connection to a UHF Aerial.

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 cable not plugged into receiver.
- UHF Aerial not pointing to correct transmitter.
- Cable may have poor connections.
- Split into too many rooms.
- Cables are too old, worn or damaged.
- Cable not connected to UHF Aerial.

Q. How do I set the time?

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

Q. I get pixelation on some channels

A. We recommend you consult a local satellite installer, as this is most likely signal related.

Q. What is the Default PIN?

A. The Default PIN is 0000.

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 broadcaster directly regarding shows that have Dolby Digital.

If you are getting unusual issues with your unit such as freezing on menus please

- Factory Reset the receiver.
- Check that software is up to date.

Check the Troubleshooting on **Page 19** for additional help, otherwise you can contact Dish TV. See Support Information on **Page 20**.

TROUBLESHOOTING:

Problem	Possible Causes	What to do
Power Indicator on Front Panel not showing.	<ul style="list-style-type: none"> Power Supply unplugged or switched off. 	Check that the Power Supply is plugged into both the receiver and the power socket. Ensure the power socket is turned on.
Receiver is powered on, but no sound or picture through TV.	<ul style="list-style-type: none"> AV or HDMI cable is not connected. 	Check that the AV or HDMI cable is connected correctly to both the receiver and your TV.
	<ul style="list-style-type: none"> Wrong input on TV is selected. 	Check to see if your TV is set to the correct source/input.
	<ul style="list-style-type: none"> Your TV is unable to display the current output resolution. 	Go to Menu - Settings - System Settings. Adjust the resolution to suit the TV. The AV cables may be required to view Menu.
Tuning Failed/ Database Empty. Pixellation/ Signal Interference.	<ul style="list-style-type: none"> Aerial cable is not connected. 	Make sure the cable from your UHF Aerial is connected to the units ANT IN connection.
	<ul style="list-style-type: none"> You may be located in an area which has limited or no Freeview Terrestrial coverage. 	You might need a higher aerial but please consult your retailer or local installer about this.
	<ul style="list-style-type: none"> UHF Aerial may be misaligned. 	Align your UHF Aerial with the closest transmitter. Ensure there are no objects in the signal path.
Unit is not responding to Remote Control.	<ul style="list-style-type: none"> No batteries or batteries incorrectly inserted into battery compartment. 	Insert 2x AAA batteries so the + and - marks on the batteries match marks inside the battery compartment.
	<ul style="list-style-type: none"> Batteries are flat. 	Replace with new batteries.
	<ul style="list-style-type: none"> Infrared receiver on the T1000n-VM unit is obstructed. 	Check that there is a clear line of sight between the front panel and your remote control. Move any obstructions if necessary.
Picture is distorted, either too wide or narrow and image cuts off.	<ul style="list-style-type: none"> Incorrect Aspect Ratio for the TV. 	<p>Go to Menu - Settings - System Settings. Adjust the Aspect Ratio to suit the TV.</p> <p>May also need to adjust the Aspect Ratio through your TV, as it can affect the receivers settings.</p>

SUPPORT INFORMATION:

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:

Call Us:

Call our team during our Office Hours on **0800 DISH TV (0800 347 488)**, this is only available to Landlines. When using a Cell Phone, call **07 929 4123**.

Email Us:

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



Follow us on Twitter
twitter.com/dishtvNZ



Follow us on Facebook
facebook.com/dishtvNZ

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

WARRANTY INFORMATION:

For your benefit, we recommend that you keep the original invoice or receipt in a safe place and show them to the retailer or place of purchase whenever a warranty repair is necessary.

Dish TV Consumer Warranty:

Dish TV warrant this product to be free of defects in materials and workmanship, and is subject to the conditions set forth below.

- The warranty is valid for a period of one year from the date of first purchase.
- The warranty is only valid in New Zealand.
- This product must be used solely for domestic purposes.
- In the event that this product fails to function properly during the warranty period, Dish TV will make this product capable of operating for the purpose of which it was designed, without charging for labour or parts.
- All warranty claims will require you to return the product to our address.
- The obligations of Dish TV are limited to the repair of defective parts. The costs and risks of transport to the retailer as well as removal and installation of the product, or any other costs directly or indirectly related to its repair, are not covered by warranty.
- All repairs performed by non-authorized repair shops will not be reimbursed. If such repairs damage this product, such damage will not be covered by this warranty.
- The warranty is not applicable to cases outside defects in materials or workmanship, in particular, it does not cover:
 - a. the replacement of parts due to normal wear and tear.
 - b. damage caused by accidents, negligence, modifications, improper installation or use, such as providing insufficient ventilation.
 - c. damage caused by lightning, water, fire, acts of war, incorrect mains voltages or any other cause beyond the control of Dish TV.
 - d. products whose serial number has been removed, defaced or is illegible.
- This warranty is offered to any person who has legally obtained possession of this product within the warranty period.

Warranty and Product Registration:

To assist with any product or warranty updates in the future, please register your product on our website.

1. Go to **www.dishtv.co.nz** through selected internet browser.
2. Select **Registration and Warranty** from the options provided.

