

# Dish TV A2 Freeview Recorder

## Quick Start Guide



Dish TV Technologies LTD  
[www.dishtv.co.nz](http://www.dishtv.co.nz) | [support@dishtv.co.nz](mailto:support@dishtv.co.nz)

# What's in the box?

HDMI cable not provided



Freeview  
Recorder



Bluetooth  
Remote



Power  
Cord



AC  
Adapter



UHF Aerial

Satellite

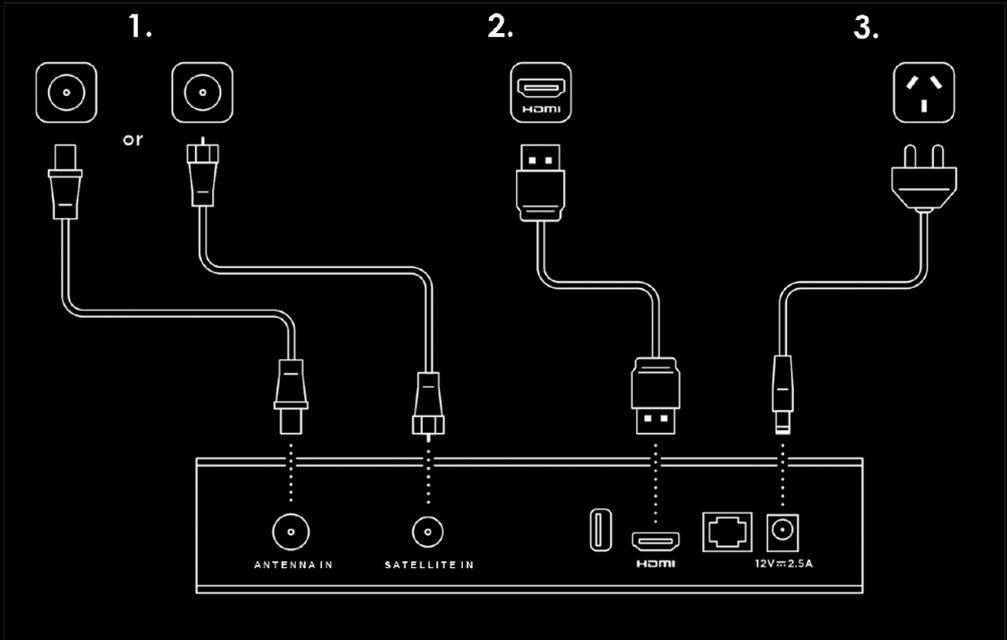
USB

HDMI

Ethernet

Power

# Set up in 5 steps



**STEP 1:** Connect UHF aerial or satellite cable from your wall port to the recorder

**STEP 2:** Connect a HDMI cable from the recorder to your TV's HDMI port

**STEP 3:** Plug into power socket and switch on at the wall

**STEP 4:** Insert batteries into the Bluetooth Remote

**STEP 5:** Follow the on-screen instructions

**TIP:** If you have an ethernet cable handy, connect your recorder to your router / modem for a reliable broadband connection.

# Bluetooth Remote



1		Power On / Off
2		Google Assistant
3		Home Hub
4		Google Home
5		Back / Return
6		Directional Navigation
7		Ok

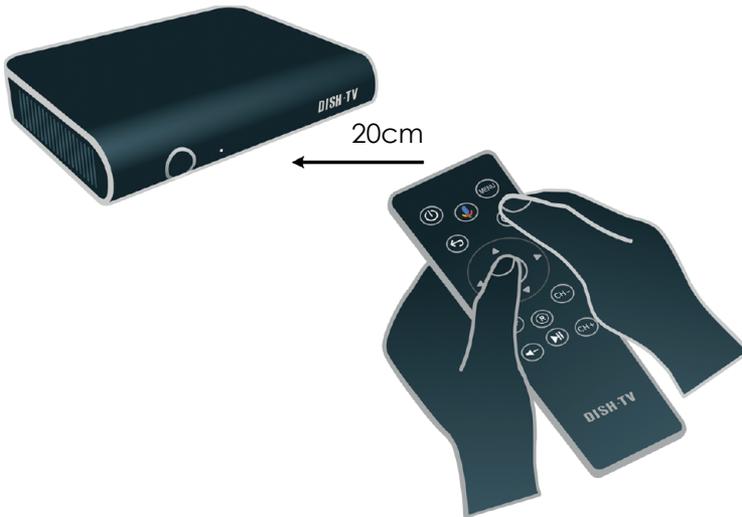
8		Record
9		Volume Up
10		Volume Down / Mute *
11		Play / Pause
12		Channel Up
13		Channel Down
*Hold the Volume Button down to mute		

**TIP:** You can use your voice to search for content!  
Press the Google Assistant button and speak into the remote.

# Connecting the Bluetooth Remote

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When prompted on the screen, stand about 20 cm away from the recorder to connect the Bluetooth Remote.



At the same time, hold down the Google Home

button  and the OK button 

When in pairing mode the indicator LED turns on solid

When pairing is in progress the LED flashes

Once pairing is complete, the LED turns off

**TIP:** Thanks to Bluetooth, you don't have to point your remote at your recorder. It will pick up your commands from anywhere in the room!

# Why connect to the Internet?

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**Please connect the Dish TV A2 to the Internet.** This is **critical** to the correct operation of your Dish TV A2.

Once connected to the Internet, the Dish TV A2 will receive automatic software updates and the following benefits, to ensure you are getting the best Freeview experience!

- Access to Freeview On Demand.
- Stream Freeview Live TV.
- Over 5000 apps to explore and download on Google Play.
- Stream content to your TV with Chromecast built-in.

## How do I connect to the Internet?

If you've connected an Ethernet cable to your Dish TV A2, this will happen automatically. Alternatively, connect to a WiFi Network when prompted as part of the initial set up.

If you skipped connecting to a Wi-Fi Network, or would like to connect to another Wi-Fi Network, go to **Home > Settings > Network**.

## Will I be using my data?

You will not be using data for **Watching / Recording Live TV** through your Dish TV A2, if done via a Satellite Dish or UHF Aerial.

When you are streaming Freeview On Demand, this will typically use data, exactly how much will depend on the quality of the video offered by each broadcaster's service. The higher the video quality (indicated by a higher bit rate), the higher your data usage. But typically, one hour of video at medium quality will use about 750MB of data.

When connected to the Internet, browsing and searching the TV Guide in Freeview On Demand will use a very small amount of data. If you browsed an hour a day for a month, it'll add up to about 600MB (that's about 6% of a very modest 10GB per month plan).

## How do I track my data use?

Your Internet Service Provider (ISP) may have some tools to help you track how much data you use, some also offer alerts when you're about to exceed your plan. So check with your ISP if you'd like more detailed tracking on how much data you use.

# Home Hub Menu

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The Home Hub brings everything together in one place.

While watching Live TV, press the MENU  button to open the Home Hub Menu.



**Live TV:** Access Freeview Live TV channels.



**TV Guide:** Browse what's on across the next eight days.



**On Demand:** TV Shows, Movies, Docos and Boxsets, all free to stream...



**Recordings:** Watch & manage your recorded TV Shows and Movies.



**Search:** Find Live TV & On Demand content.



**Apps:** Access apps from Android TV home.



**Settings:** Broadcast settings and help.

Just below the Home Hub icons, is a belt for Featured Apps, with Apps you can choose to subscribe to.

Below that are Featured Shows on Freeview On Demand, which are free to view.

# Live Pause & Rewind

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You can Pause & Rewind Live TV with your Dish TV A2.

## Live Pause



To Pause the Channel you're watching, press the Play / Pause button.



Press it again, to continue watching.

## Rewind



To Rewind Live TV, press ◀ LEFT on the Remote.



Press ◀ LEFT again to Rewind faster.



Press the Play / Pause button to Play.



To Fast Forward, press ▶ RIGHT on the Remote.



Press ▶ RIGHT again to Forward Faster.



To exit Live Pause, press the Back / Return button.



If you want to record the TV Show / Movie that was on Live Pause, select **SET TO RECORD & CONTINUE**.

**TIP:** When you change Channel, Pause & Rewind are reset back to Live TV.

# Mini Guide & TV Guide

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## Mini Guide

While watching Live TV, press the OK  button to open the Mini Guide, displaying what's on now and coming up next.

Use the Mini Guide to quickly browse through channels, or go directly to a channel.



Press ◀ LEFT for the TV Guide and Freeview On Demand.



Press ▲ UP or ▼ DOWN to explore other channels.



Select a TV Show that's on now to change the channel, or one that's on later to see more information, access On Demand content, or set a Recording.

## TV Guide

The TV Guide provides schedules for the next eight days, with detailed show information. A preview of what's currently playing on Live TV will display on the TV Guide, while you browse.

Access the TV Guide via the Mini Guide or Home Hub.



Press ▲ UP or ▼ DOWN to explore other channels.



Select a TV show that's on now to change the channel.



Select a TV show that's on later to see more information, and access On Demand content for that TV show, set a Recording or Series Link.

**TIP:** Record a TV Show directly from the Mini / TV Guide, by selecting a TV Show, then **RECORD**. You will receive a prompt for **EPISODE** or **SERIES**, if available. Alternatively, some content is **EPISODE** only, like Movies.

# Audio & Subtitles

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Broadcasters work with organisations such as Able NZ to make the content you find on Freeview as accessible as possible for all. This means they provide Audio Descriptions as well as Subtitles for selected Movies and TV shows.

## Audio Description

Audio Descriptions are helpful for those who are visually impaired, narrating the selected Movie/TV show with what's happening on screen in between spoken dialogue.

1. Press the MENU  button to display the Home Hub Menu.
2. Follow the steps according to the Home Hub Menu.
  - Select Menu → Settings → Advanced Settings → Audio → Audio Description.

## Subtitles

This feature is helpful to those who are hearing impaired, often a written rendering of the dialog, displayed at the bottom of the screen.

1. Press the MENU  button to display the Home Hub Menu.
2. Follow the steps according to the Home Hub Menu.
  - Select Menu → Settings → Advanced Settings → Video → Subtitles.



# Record

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The Dish TV A2 has a built-in 1 TB (1000 GB) internal Hard Drive, which allows you to store up to 500 Hours of Recordings. You can record one off Episodes, or Series Link your favourite TV Shows / Movies to record, and watch when you want.

## How do I record Live TV?

While watching Live TV, press the Instant Record  button to start recording what's on.

Press the Instant Record  button again, on the same Channel to stop.

## How many Channels can I record?

If the Dish TV A2 is connected to a Satellite Dish, you can record up to **FOUR** Channels simultaneously. If the Dish TV A2 is instead connected to a UHF Aerial, you can record only **TWO** Channels simultaneously\*.

## Recording from the Mini / TV Guide.

1. Open the Mini Guide, or the TV Guide.
2. Select the TV Show / Movie you want to record, press OK.
3. Select **RECORD**.
4. Select **THIS EPISODE**, to turn ON Recording.
  - A RED dot will display next to the titles set to record.

## How do I record an entire Series?

1. Open the Mini Guide, or the TV Guide.
2. Select the TV Show / Movie you want to record, press OK.
3. Select **RECORD**.
4. Select **SERIES**, to turn ON Series Link.
  - A RED dot will display next to the title.
5. Select **SERIES** again, to turn OFF Series Link.

The TV Show / Movie will be organised under **Scheduled** on the **Recordings** (Page 11) screen.

This ICON  will appear next to the title in the Mini /TV Guide.

\*Head to [www.freeviewnz.tv/support](http://www.freeviewnz.tv/support), and select "Freeview A2 Recorder" from the options to find out why.

# Recordings

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While watching Live TV, press the MENU  button to open the Home Hub Menu.

Follow the steps according to the Home Hub Menu.

- Select Menu → Recordings.

Your Recordings are organized in the following belts:

**Ready to Watch:** Recorded TV Shows / Movies that are ready to watch.

**Watching:** Recorded TV Shows / Movies that you've partially watched.

**Fully Watched:** Recorded TV Shows / Movies that you've finished watching.

**Scheduled:** Recordings you've booked via the TV Guide, that have yet to record.

## How big is the storage space?

The Dish TV A2 has a built-in 1 TB (1000 GB) internal Hard Drive, which allows you to store up to approx. 500 Hours of Recordings.

To see how much storage space you have remaining on the Dish TV A2, check out the bar in the top-right of your Recordings / Manage Recordings screen.

50% Recording space remaining

456 GB Used



BLUE (Left) shows how much storage space the Recordings use, the USED space. GREY (Right) shows how much storage space is remaining, the FREE space.

## How do I delete a Scheduled Series Recording?

1. Follow the steps according to the Home Hub Menu.
  - Select Menu → Recordings → Scroll down to **Scheduled**.
2. Select the Scheduled TV Show / Movie you want to delete, press **OK**.
3. Select **RECORD SERIES ON**.
4. Select **SERIES**, to turn OFF.

**TIP:** If the Scheduled Recording is set to Episode, not Series. The Dish TV A2 will show **RECORD THIS EP ON**, followed by **THIS EPISODE**. Instead of **RECORD SERIES ON**, and **SERIES**.

# Manage your Recordings

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To delete recorded TV Shows / Movies, select **MANAGE RECORDINGS** located in the top-left of the **RECORDINGS** screen.

While watching Live TV, press the MENU  button to open the Home Hub Menu.

Follow the steps according to the Home Hub Menu.

- Select Menu → Recordings → Manage Recordings.

Recorded TV Shows / Movies are sorted by: Size, Date Recorded, Watched, Unwatched.

Underneath each recorded TV Show, it will state the number of Episodes recorded and how much space it is using.

Example: Shortland Street  
9 Episodes  
5.76 GB

## How do I delete my Recordings?

1. Follow the steps according to the Home Hub Menu.
  - Select Menu → Recordings → Manage Recordings.
2. Select the TV Show / Movie you want to delete.
3. Select the Episodes (if applicable) to delete.
  - TICK will appear next to selected Episodes.
4. Select **DELETE SELECTED**.
  - Number of selected Episodes will appear in brackets.
5. If you want to delete all Episodes, select **DELETE ALL**.

**NOTE:** Once the TV Show / Movie is deleted, you won't get it back. So choose carefully!

# Freeview On Demand

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Select On Demand on the Home Hub, or press the ◀ LEFT arrow on the Mini Guide to access Freeview On Demand.

When you first open **Freeview On Demand**, you will receive a tutorial to help. This will provide you with the tools required to get the most from Freeview On Demand.

Sign in to your Freeview Account to browse hundreds of TV Shows, Movies, Docos and Boxsets, all free to stream..

You can't record On Demand content, only Live TV.

# Android TV Apps

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Select Apps on the Home Hub, or press the Google Home  button to access the Android TV Home screen.

Sign-in with your Google Account to get the most out of Android TV.

Android TV offers thousands of movies, shows, and games from Google Play, YouTube and your favourite apps\*.

# Troubleshooting Tips

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## No Power Indicator on the Front Panel

**Possible Cause:** Unplugged/Switched OFF.

**Solution 1:** Check the Power Supply is plugged into both the Dish TV A2 and Wall Socket correctly.

**Solution 2:** Ensure the Wall Socket is switched ON and there is power available.

## No Channels

**Solution 1:** If the Satellite or UHF Aerial cable is NOT connected correctly, such as the cable from your UHF Aerial is connected to the SATELLITE IN. The Dish TV A2 will be unable to scan. Ensure the UHF Aerial/Satellite cable is connected correctly.

**Solution 2:** Perform a re-scan of the Channels.

1. Ensure the UHF Aerial/Satellite cable is connected.
2. Press the MENU  button to access the Home Hub.
3. Follow the steps according to the Home Hub Menu.
  - Select Menu → Settings → Advanced Settings → Select Signal Type → **YES**.

## Dish TV A2 is not responding to the Remote

**Possible Cause:** There are a number of reasons why your Remote may not be working. This includes physical damage, battery issues, or pairing issues with the Remote.

**Solution 1:** Batteries that are depleted or incorrectly inserted are the most common reason for a Remote to stop working, or work intermittently. We recommend replacing the batteries as a first step, checking that the + and - ends of the batteries correspond with the + and - markings in the battery compartment of the Remote.

**Solution 2:** Try re-pair the Bluetooth Remote.

1. On the left-hand side of the Recorder, find the small “circle” hole.
2. Press the button inside the small “circle” hole, for 3-5 seconds.
3. The Recorder will enter Pairing Mode, and will begin “Searching for Accessories”.
4. Follow the on-screen instructions to pair the Bluetooth Remote.
4. See **Page 04** on Connecting the Bluetooth Remote.

Live Pause / Recording has stopped working.

**Solution 1:** Try turn off the Dish TV A2 completely for 30 seconds, then turn it back on.

**Solution 2:** Contact Dish TV for assistance, to check the status of the Hard Drive.

**Solution 3:** See **Page 16** to Factory Data Reset the Dish TV A2, during setup it will try reconfigure the Hard Drive.

**TIP:** Before contacting Dish TV for any issues, go to Menu → Settings → Help, or try turning off the Dish TV A2 for 30 seconds. If the issue persists, contact Dish TV.

# Troubleshooting Tips

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## **The Dish TV A2 is powered ON, but there's no Video/Audio on TV.**

**Solution 1:** Ensure the HDMI cable used is firmly connected to both the Dish TV A2 and the TV. Try disconnect and reconnect the HDMI cable, if required.

**Solution 2:** Ensure you selected the correct Input/Source on the TV. Most TV Remotes have an Input/Source button which provides a list of video inputs for the TV. Use the Input/Source button until the correct HDMI Input is displayed on the TV.

**Solution 3:** Try replacing the HDMI cable used to connect the Dish TV A2 to the TV.

**Solution 4:** Try connecting the Dish TV A2 to another TV.

**Solution 5:** If the Dish TV A2 is connected to an AV Receiver or other device, such as an HDMI Switch, before being connected to the TV, try connect directly to the HDMI Input on the TV. If this works, the AV Receiver, or HDMI Switch, etc... may not be passing the HDMI video signal on to the TV, or might be incompatible with the video output format from the Dish TV A2.

**Solution 6:** If possible, try another device (DVD Player) that can output an HDMI video signal using the same connections.

**Solution 7:** Ensure the video output format from the Dish TV A2 on HDMI, is compatible with the TV.

1. Press the Google Home  button to access the Android TV Home screen.
2. Select the Settings icon in the top-right.
3. Follow the steps according to the Android TV Settings menu.
  - Select Display → HDMI Auto Adaptation → **OFF**.
  - Select Display → Custom Display Format → Change to match the TV.

**NOTE:** By default, the Dish TV A2 will attempt to Auto Adapt the output Resolution to match the TV (Eg. 1080p/50Hz). But some TVs may only accept a 60Hz video signal, or while they accept 2160p the video signal is limited to 30Hz. So changing the video output format of the Dish TV A2 may resolve HDMI issues. Contact the Manufacturer, or check the Manual for information about what video output format is compatible with the TV.

## **The Dish TV A2 has several LED indicators, what do they mean?**

**Blue Ring + Flashing LED:** The Recorder is booting up, and getting ready.

**Blue Ring + Green LED:** The Recorder is powered on, and ready to use.

**Blue Ring + Red LED:** The Recorder is powered on, and “recording”.

**No Ring + Red LED:** The Recorder is in “standby”, press the POWER  button on the Remote, for the Recorder to power on.

**Blue Ring + No LED:** The Recorder has power, but isn't booting up, contact Dish TV.

# Troubleshooting Tips

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## How to Reset the Dish TV A2

**Solution 1:** Perform a Power Reset.

1. Unplug the Dish TV A2 Power Supply from the Wall Socket and wait one minute.
2. Reconnect the Power Supply.

**Solution 2:** Perform a Factory Data Reset.

1. Press the Google Home  button to access the Android TV Home screen.
2. Select the Settings icon in the top-right.
3. Follow the steps according to the Android TV Settings menu.
  - Select Storage & Reset → Factory Data Reset → Erase Everything → **Yes**.

**WARNING!** Performing a Factory Data Reset will remove all customer settings/content on the Dish TV A2 including apps, channels, recordings, and wireless network settings.

## Date/Time is incorrect

**Solution:** Ensure the correct Time Zone (Auckland/New Zealand) is set.

1. Press the Google Home  button to access the Android TV Home screen.
2. Select the Settings icon in the top-right.
3. Follow the steps according to the Android TV Settings menu.
  - Select Date & Time → Set Time Zone → Set it to **Auckland**.

**NOTE:** If you're using a special Network environment such as a VPN, the time on the Dish TV A2 may differ from the time of the location where the Dish TV A2 is located.

## Not connecting to Network via Wi-Fi

**Solution 1:** Ensure the Wi-Fi Password (Security Key) entered is correct.

Security keys are case sensitive. Be careful to use upper case and lower case correctly. Examples of mistakes:

- l (capital i), I (lower case L) and 1 (number one).
- 0 (number zero) and O (capital o).

**Solution 2:** The Wi-Fi signal strength is too weak.

The Dish TV A2 has a maximum optimal Wi-Fi range of 10 to 11 metres. If the signal is weak, signal drops might be reduced by placing the Dish TV A2 and the Modem/Router closer together.

**Solution 3:** The Dish TV A2 is too close to your Modem/Router.

If the Dish TV A2 and Modem/Router are too close together, communication may not work, as it could have a detrimental affect on Wi-Fi performance. We recommend that you keep the distance between the Dish TV A2 and the Modem/Router at more than 1 metre.

# Contact Us

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

**OFFICE HOURS** are between 8:00am and 5:00pm NZST, Monday to Friday, excluding Public Holidays.

METHOD	CONTACT DETAILS
Phone	0800 DISH TV (347 488) or 07 929 4123
Fax	07 929 4122
Email	support@dishtv.co.nz
Website	www.dishtv.co.nz



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[facebook.com/dishtvNZ](https://facebook.com/dishtvNZ)

# Warranty Information

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Dish TV would like to thank you for your recent purchase of the Dish TV A2.

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, 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. Costs and risks of transport to the retailer as well as removal and installation of the product, and 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.
- This warranty is not applicable to cases outside defects in materials and 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 use or installation, 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:**

Please register your product on our website, to assist with any future product or warranty updates. To register:

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

More information about this warranty and technical support can be found on our website.

For warranty information head to **[www.dishtv.co.nz/warranty-information](http://www.dishtv.co.nz/warranty-information)**  
More information and handy tips visit **[freeviewnz.tv/rec-help](http://freeviewnz.tv/rec-help)**

Compatible device, antenna and internet required. Channels may vary depending on location and antenna. Install costs may apply.  
Google, Google Play, Android TV, Chromecast and other related marks and logos are trademarks of Google LLC.  
App terms and charges apply. Freeview terms apply.