

DISH-TV®

S8100-ZC



DIGITAL SATELLITE RECEIVER

USER MANUAL

Version 1.3 AUGUST 2017

Works only with a
Satellite Dish





Welcome

Thank you for choosing the Dish TV S8100-ZC Satellite Receiver. The S8100-ZC is a Freeview Certified Satellite Receiver, that brings the most popular shows from Live TV and On Demand together. You can enjoy an entire online world on your TV and bring On Demand streaming straight to your living room. It's really the best of both worlds - to enjoy when you want, your way.

This User Manual will cover the installation and use of the Dish TV S8100-ZC.



This Dish TV Digital Satellite Receiver gives you access to Freeview Satellite Digital TV and Radio Channels, with access to FREE On Demand content.

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 S8100-ZC is a Freeview Satellite Receiver and requires a Satellite Dish to operate correctly.
It does not use an Aerial.

Technical Support Contact Details under the **Menu - System Info** or **Page 28** in this User Manual.

Contents

About your Set Top Box.....	06
Main Features.....	06
What's in the Box?.....	06
Product Overview.....	07
Front and Back View.....	07
Remote Control.....	08
Connecting Up.....	09
Getting Started.....	10
Main Menu.....	11
Channel Organiser	12
User Preference.....	13
System Settings.....	14
Network Setup.....	15
Recorder Settings.....	16
Wakeup Timer.....	17
Electronic Programme Guide.....	18
Freeview 8 Day EPG	18
Weekly EPG.....	18
FreeviewPlus™	19
User Options.....	20
Recording.....	21
Instant Recording	21
Recording via the Freeview EPG.....	22
Recording via the Weekly EPG.....	23
Playback Recordings.....	24
Delete Recordings.....	24
Booking List.....	24

ADMIN	25
Update via USB.....	25
Update via Internet.....	25
Factory Reset.....	25
Update via OTA.....	25
Frequently Asked Questions	26
Troubleshooting	27
Support Information	28
Warranty Information	29

About your Set Top Box

Main Features

- Freeview Live TV & On Demand
- Use with Satellite
- USB Recording Only
- Switch between Live TV & On Demand
- Search Live & On Demand by Title/Genre
- Set Reminders & Personalise with Your Favourites
- Pause, Rewind & Record Live TV
- Series Link (Record an Entire Season)
- Record one channel & watch another
- Built-in 2.4Ghz WiFi & Ethernet Port
- Automatic Updates via Network
- View iManual On Screen

What's in the box?

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

Your *NEW* Set Top Box

Remote Control (2x Batteries)



Install Sheet

User Manual

Power Supply

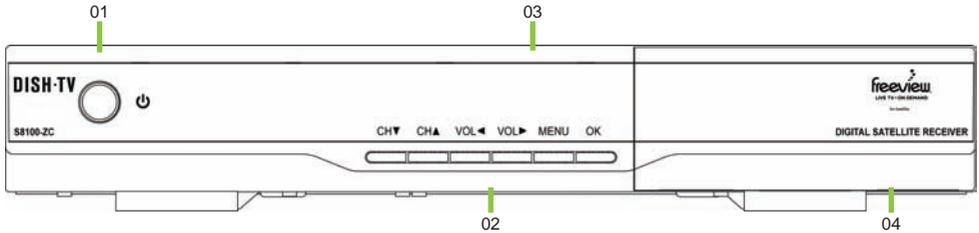
HD Audio/Video Cable



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

Product Overview

Front Panel



01. STANDBY

Switches the Receiver ON.

02. FUNCTIONS

Access Menu, Volume, Channel.

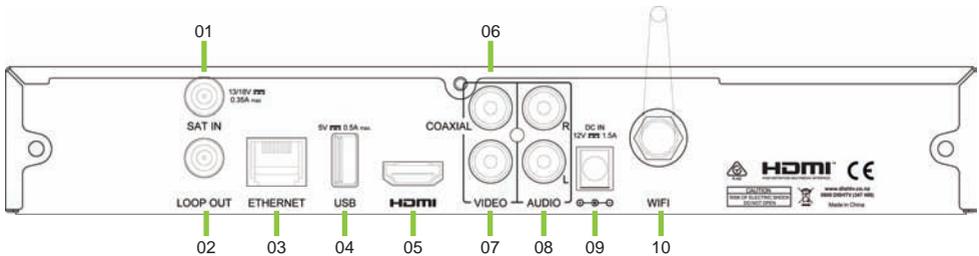
03. LED INDICATOR

Signal/Power/Standby Indicator.

04. USB

Software Update/HDD Connection.

Rear Panel



01. SAT IN

Satellite Cable Input.

02. LOOP OUT

Satellite Signal Output.

03. ETHERNET

Wired Internet Connectivity.

04. USB

Software Update/HDD Connection.

05. HDMI

High Definition Output for HDTV.

06. COAXIAL

Digital Audio Output.

07. VIDEO

RCA Video Output.

08. AUDIO

RCA Audio R/L Output.

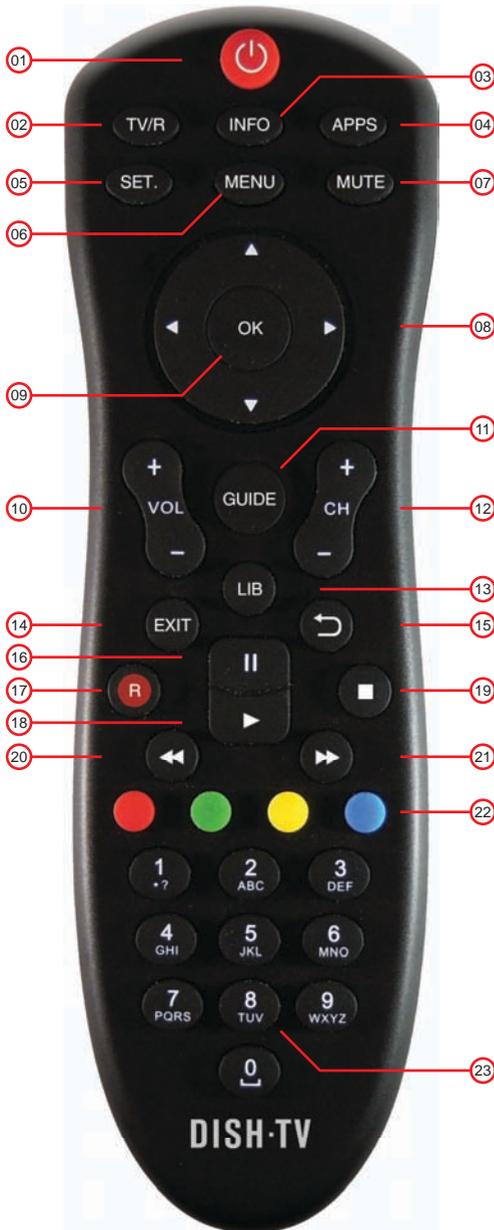
09. DC 12V

Connect the Power Adapter.

10. WIFI

Wireless Internet Connectivity.

Product Overview



Remote Control

01. **POWER**: Standby ON/OFF.
02. **TV/R**: Toggle TV/Radio Modes.
03. **INFO**: View Information.
04. **APPS**: Available Applications.
05. **SETTINGS**: Access User Options.
06. **MENU**: Access the Main Menu.
07. **MUTE**: Toggle Sound ON/OFF.
08. **ARROWS**: Navigate Menus.
09. **OK**: Confirm Selection.
10. **VOLUME**: Adjust Volume.
11. **GUIDE**: Display Freeview EPG.
12. **CHANNEL**: Change Channels.
13. **LIB**: Access the Record Library.
14. **EXIT**: Exit Menus.
15. **BACK**: Return to Previous Menu.
16. **PAUSE**: Pause Playback.
17. **RECORD**: Instantly Record.
18. **PLAY**: Start Playback.
19. **STOP**: Stop Playback.
20. **REW**: Rewind during Playback.
21. **FF**: Fast Forward during Playback.
22. **COLOUR**: Interactive Use.
23. **NUMERIC**: Enter Numbers/PIN.

Battery Installation

This Remote Control requires 2x AA Batteries to operate. Below are steps to assist with installing the batteries.

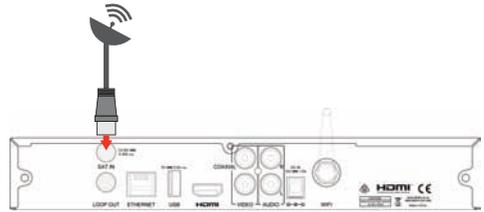
- 01: Open the back cover of the battery compartment.
- 02: Insert both batteries, ensuring they correctly align with the polarity (+/-) markings found inside the battery compartment.
- 03: Close the battery cover.

Connecting Up

Connecting to your Satellite Dish

Connect the cable from your Satellite Dish* to the SAT IN socket on the back of your receiver.

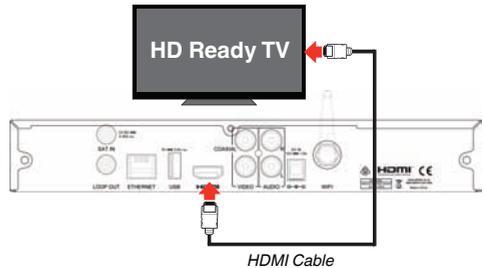
**It's best to check that your Satellite Dish is aligned correctly and that the Satellite Dish can withstand any strong weather.*



Connecting to your TV

Connecting using a HDMI Cable

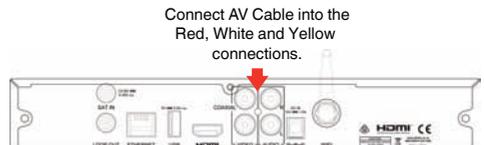
Connect one end of the HDMI cable into the HDMI socket on the back of the receiver, then connect the other end to the HDMI input sockets on your HD Ready TV.



Connecting using an AV Cable

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

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



Getting Started

Step 1

Install batteries in the Remote Control

Open the battery cover of the Remote and put two 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

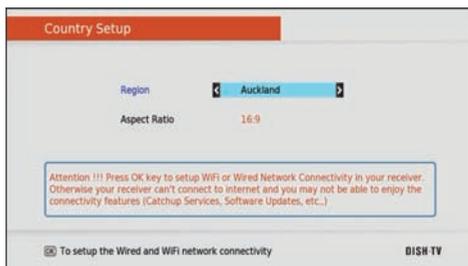
Welcome Screen

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. You can choose to setup your Network Connection, after which you can press **GREEN** to start the Satellite Scan.

You can also skip Network Connection by pressing **GREEN** straight from the Wired/Wireless Selection screen. Which 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

All receiver settings and tuning options are accessed from the Main Menu. You may require to access this menu if you wish to alter the Media, User Interfaces 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 key on the Remote Control, or the MENU button on the receivers Front Panel.

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.

PVR

View recorder options such as Media Info, Library and Booking List.

Manual Timer

Manually set Wake Up/Recording Times.

EPG

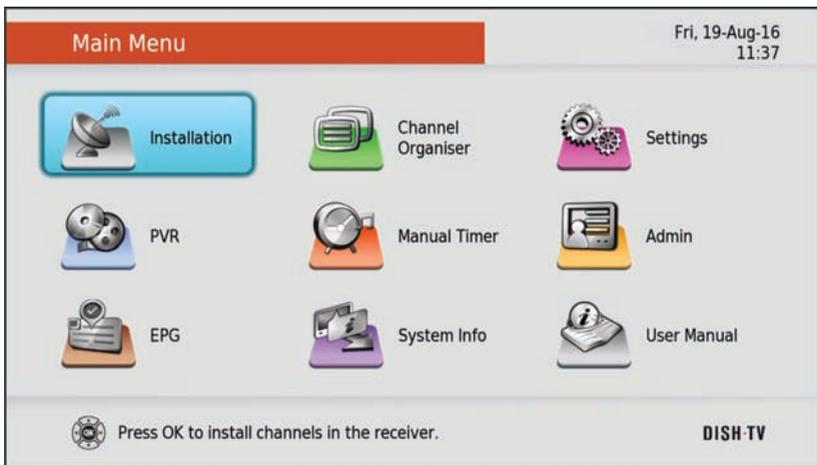
View the MHEG-5 or Weekly EPG.

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** keys.

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

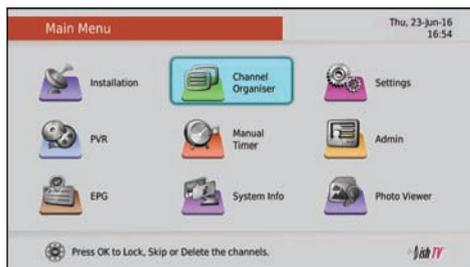
Moves the channel to another position. LCN will need to be turned OFF to allow the change.

BLUE: Delete Channel

Deletes 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.



User Preference

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

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

Brightness and Contrast

You can adjust the relative brightness of the picture and its contrast levels to suit your preferences. If the picture is either too bright or dark.

Audio/Subtitle Language

The default Audio and Subtitle selection is English. Alternate Audio and Subtitles are not currently available.

OSD Timeout

Adjust the length of time the Information Banners are displayed on-screen before hidden. Default is 2 seconds. This can be extended to 15 seconds or turned OFF.

Parental Rating & Change Password

Limit the content shown by your S8100 based on a selected rating, options are: None, G, PG or AO.

1. Enter your Password (Default is 0000)
2. Adjust the Parental Rating by pressing either the **YELLOW** or **BLUE** button.
3. You can also change the Default PIN to a Custom PIN.
4. Press **OK** to save.

Default Guide

Select your preferred guide, so when the **GUIDE** button is pressed on the Remote Control it will be displayed.



System Settings

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

HD Resolution

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

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

Aspect Ratio

You can set the output picture shape depending on what kind of TV you have.

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

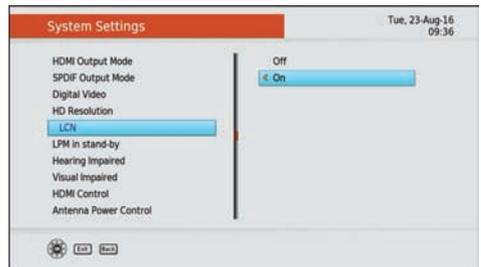
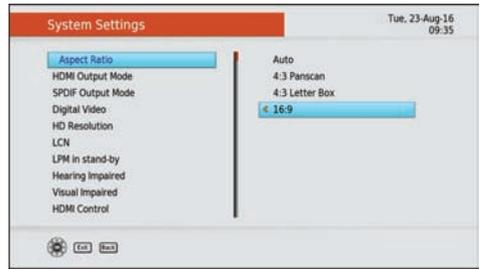
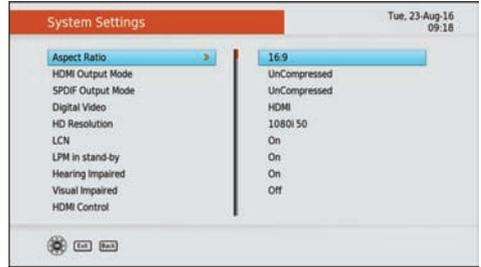
Toggle this option if you wish to turn the subtitles on/off.

LPM in Stand-by

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

HDMI Control

Control your TV/ Receiver with one Remote.



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.

Network Setup

To access Internet Services you will need to connect the receiver to the Internet. You can connect via two methods, Wired or Wireless.

Wireless (Built-in WIFI)

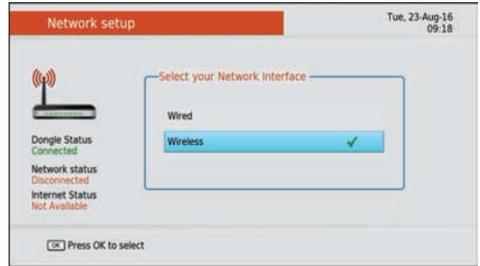
This receiver comes with a built-in WiFi dongle, so it can connect wirelessly to your network.

1. Select Wireless by pressing **OK**.
2. The receiver will automatically scan and display a list of available WiFi networks that are in close proximity.
3. Press the **RED** key at any time to scan for any WiFi network Automatically or enter it in Manually, if your network is not available.
4. Once a WiFi network is selected, enter in the network password using the arrow keys on the remote control. Press **OK** to enter each character as it is selected/ highlighted.
5. Press **BLUE** to save and connect.

Ethernet Cable (LAN)

This receiver comes with a built-in Network Port, so you can connect an Ethernet cable from your router into the rear of the receiver.

1. Connect an Ethernet cable.
2. Select Wired by pressing **OK**.
3. The receiver will automatically connect.



Recorder Settings

You can adjust how the receiver records to improve reliability so it can record the whole show without cutting the beginning or ending of the content.

Rec Start Time Offset

This will adjust how many minutes before the program the unit will start recording. Default offset is currently at 1 Minute.

Rec Stop Time Offset

Adjust how many minutes after your program the unit can stop recording. Default offset is currently at 5 Minutes.

These options are handy when programs are not running to schedule, so you don't miss a part of your program.

Auto Timeshift Mode

When this option is ON, the unit will timeshift continually. Each time you change channels, the previous timeshift will be deleted and will start again on the channel viewed.

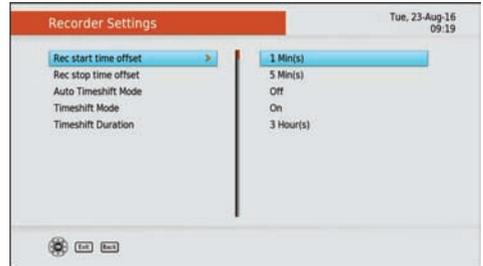
Timeshift Mode

When this option is ON, the unit will only start timeshift when the **PAUSE** button is pressed. Unless Auto Timeshift Mode is ON since that will override any Timeshift Mode settings.

Time-shift Duration

You can set the maximum length the unit will time-shift to.

Note, you will be unable to use any of these recording functions without first connecting a USB device. This is a USB recorder only and has no internal storage space.



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. The two available modes Recording and Service will define what action the receiver will take.

When a timer recording reaches its end, 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** to make a recording. If this option is set to **Off**, the timer will not operate.

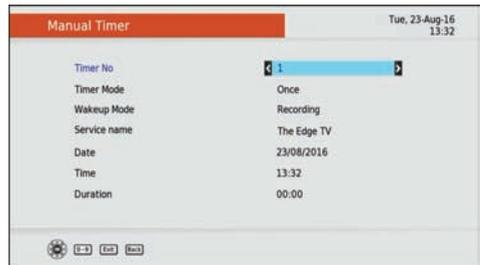
2. Set the Wakeup Mode to **Recording**, **Services** or Message. If you only want the unit to wake up on a channel at the set time without recording, set this to **Services**.

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



EPG (Electronic Programme Guide)

Freeview 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 **MENU** button on your remote and select **EPG**. Select the **MHEG EPG** option, press **OK** and wait a few seconds for the guide to load.

You can navigate around the guide using the on screen navigation buttons which you can use on your remote.

To close the EPG press **EXIT**.



Weekly EPG

In addition to the the Freeview EPG, you can access the built in Electronic Programme Guide to view channel listings and schedule bookings.

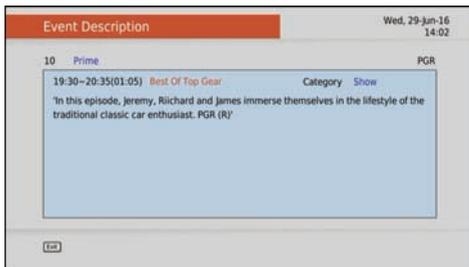
To view the Weekly EPG press the **MENU** button on your remote and select **EPG** from the Main Menu. Select **Weekly EPG** from this sub-menu, press **OK** to load the guide.

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**.



FreeviewPlus™

THE SMARTEST WAY TO ENJOY TV, bringing the most popular shows from On Demand and Live TV together. The S8100-ZC Set Top Box has access to the following features:



For more information about FreeviewPlus on freeviewplus.co.nz

You can find out how to use FreeviewPlus at freeviewforum.co.nz/freeviewplushowto



USB
RECORD



SERIES
LINK



CATCHUP
ON DEMAND



SET
FAVOURITES



SET
REMINDERS



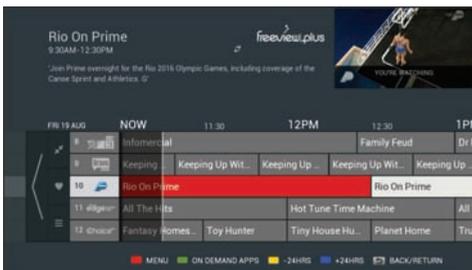
ENHANCED
TV GUIDE



Launching FreeviewPlus

Launching FreeviewPlus is easy. Press the **RED** button at any time to launch the Mini-Guide. Or if you wish to go directly to the Catch Up Apps press the **GREEN** button.

You will notice the Mini-Guide by default is shown when changing channels. With an additional FreeviewPlus prompt following.



When the prompt appears, it will remind you the **RED** button will launch the Mini-Guide. Also if the channel has a Catch Up App, that the **GREEN** button to take you there.

To access the Full Guide at any time, press the **RED** button from the Mini-Guide. Or just press the **EPG** button on your remote.

FreeviewPlus requires you to be connected to the Internet and Catch Up Apps including the Full and Mini-Guide count towards your data usage.

Note, if you don't connect to the internet, the EPG button will display the Freeview MHEG EPG. Instead of the FreeviewPlus Guide.

User Options

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

To open and view User Options, press the **SETTINGS** button found at the top left of the remote.

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

1. Network Statistics
2. Network Setup
3. Channel List
4. Access Audio Description
5. Access Subtitles

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.

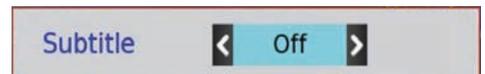


Subtitles (Closed Captions)

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.



Subtitles are on when the ENG appears



Subtitles are off when the OFF appears

Recording

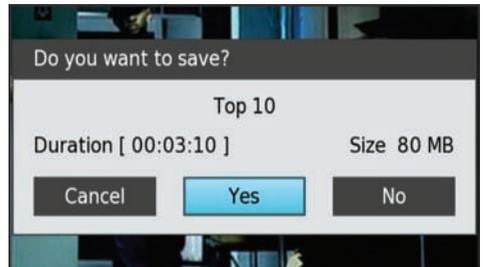
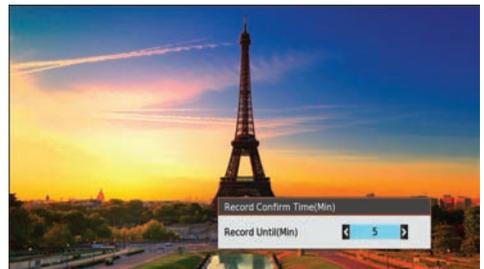
Recording functionality requires a FAT32 Externally Powered USB Hard Drive to be connected to the receiver. The receiver can format the Hard Drive for you.

This unit has a single tuner for you to record your shows onto an Externally Powered USB Hard Drive. There will be some limitations to what channels you can watch while you are recording. FreeviewIHD has the same channel group as the one you are recording.

For more information about channel groups visit freeviewforum.co.nz

Instant Recording

1. Press the **REC** button on the remote to initiate the recording.
2. You can manually adjust the record duration using the **◀ ▶** buttons or leave it to the default duration which is set to the end of the current program.
3. Press **OK** to confirm the instant record.
4. When you want to stop recording you can press the **■** button to bring up options, you can choose to save or stop and discard the recording.
5. Press the **LIB** button to view the recording in your Library at any time. Simply select the recording from the list and press the **OK** or **PLAY** button to start playback.



Recording

Recording via the Freeview MHEG EPG

EPG recording allows you to schedule recordings for programs throughout the week.

1. If the receiver is connected to the internet. Press the **MENU** button on the remote, select EPG from the Main Menu and press **OK**. Select MHEG EPG and press **OK**.

2. Press the **GUIDE** button on the remote. If you have not connected the receiver to the internet, instead of the FreeviewPlus Guide the MHEG EPG will be displayed.

3. Browse for a programme you wish to schedule recording for and then press the **RED** button.

4. The EPG will mark the programme to record. If the programme has a series, it will ask if you wish to record the whole series (**YELLOW**) or the single episode (**BLUE**).

5. Once you have a recording set, you will see a small **[R]** or **[S]** in beside the program name. **[R]** indicates the single recording will be made and **[S]** indicates that a series will be recording.

Canceling a Recording

If you want to cancel a recording you have set in the Freeview EPG you can do this by:

1. Open the Freeview MHEG EPG.
2. Locate the programme you have set.
3. Press the **RED** button, the guide will ask you if you want to cancel the set recording. Yes (**YELLOW**) or No (**BLUE**).

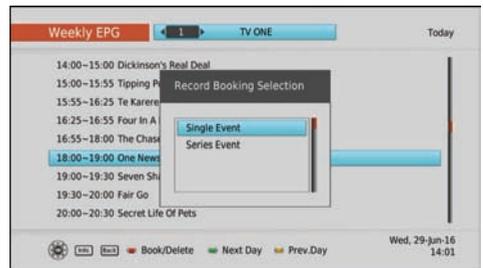
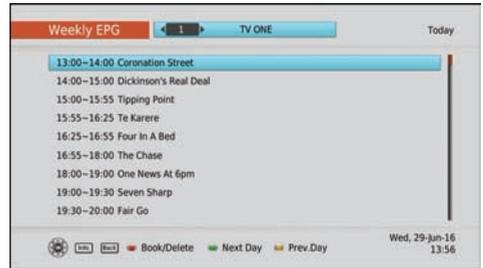


Recording

Recording via the Weekly EPG

You can also book programs via the Weekly EPG just like the Freeview Guide.

1. Press the **MENU** button on the remote.
2. Select EPG from the Main Menu and press **OK**. Then select Weekly EPG and press **OK**.
3. Browse for a programme you wish to schedule recording for and then press the **RED** button.
4. The EPG will mark the programme to record, and if the programme has a series option available, it will ask if you wish to record the series or the selected episode. Select one and press **OK** to confirm.
5. Once you have a recording set, you will see a small icon on the right hand side of the program name.
6. To cancel a recording simply press the **RED** button again and confirm.



Series Recording



Single Recording

Note!

You will need to supply your own USB Hard Drive to record. The S8100-ZC unit will scan the device before it is used to determine its reliability. You will need to consider how much recording you are going to do, as you will need up to 4GB per hour of recording.

This unit only has a single tuner, it means there will be some limitations to what channels you can watch while recording. When recording has finished, the other channels will become available again.

PVR Menu

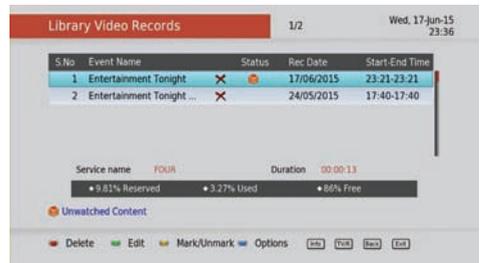
View/ Playback Recordings

1. Press the **LIB** button on your remote.
2. Select a programme you wish to play and press **OK**.
3. If prompted, you will be asked whether you want to watch from the beginning or from your last viewed position.



Delete Multiple Recordings

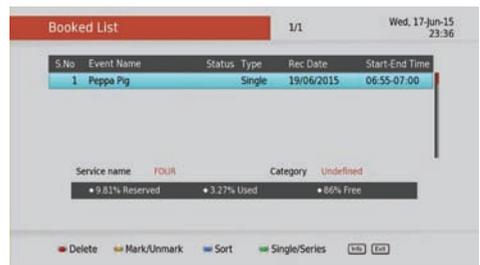
1. Select each recording by pressing the **YELLOW** button.
2. Press the **RED** button to delete the recordings.



View Booked Recordings

1. Press **MENU** on your remote.
2. Go to PVR in the Main Menu and press the **OK** button.
3. Go to Booked List.

You will see a list of all the booked content you have set the unit to record. You can choose to delete the booking or adjust the series.



Media Information

Displays details related to the inserted USB Device and Media. Such as used/free space and number of audio/video records. You can Format the inserted device to clear all stored content and format to FAT32.



Admin

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

Upgrading via USB

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

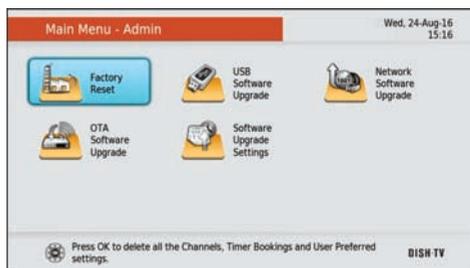
1. Download software from our Website, www.dishtv.co.nz ensure you download the correct software and follow instructions included with the software download.
2. Insert USB Device with software into the USB Port on the receiver.
3. Press **MENU** and select Admin from the Main Menu, press **OK**.
4. Select 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 via Internet

You need to be connected to the Internet before you start, see Network Setup **p.15**.

1. Press **MENU** and select Admin from the Main Menu, press **OK**.
2. Select Network Software Upgrade.
3. The receiver will connect to the server and update the software to the version found, if a subsequent version to receivers software is available.



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 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 are ready and happy to help. See Page 28 for Contact Details.

Frequently Asked Questions

The S8100-ZC is a Freeview Satellite Receiver - **Uses a Satellite Dish.**

Q. There is a message on my TV saying “Tuning Failed” or “Database Empty”.

A. Low or No Signal can cause these messages to appear, it could be either one or all of the following:

- Cable from the Satellite Dish is not connected correctly.
- The Satellite Dish may no longer be correctly aligned.
- LNB on the Satellite Dish is faulty or skew is incorrect.
- Possible damage to cables or connections.

Q. Channels show “Pixellation” or a message saying “No Signal”.

A. This can also be caused by the issues outlined in the previous question.

Q. What is the Default PIN?

A. The Default PIN is 0000.

Q. Why do channels go missing when recording?

A. Freeview is transmitted across several frequencies. Broadcasters transmit channels within each frequency. A frequency is often a group or number of channels provided by one broadcaster. As the S8100 uses a single tuner, this allows it to tune into and record from one frequency at a time; limiting the channels you can watch to only channels on that frequency for the recordings duration.

Q. How do I change the DEFAULT GUIDE on my S8100?

A. There is a User Preference setting that allows users to switch between the Freeview MHEG EPG and the FreeviewPlus Guide. So when the GUIDE button is pressed on the Remote Control, the preferred DEFAULT GUIDE will be displayed.

To change the DEFAULT GUIDE, refer to **Menu - Settings - User Preference - Default Guide**. Select either FREEVIEWPLUS or MHEG. Press OK to save the change.

Q. My S8100 has only sound, NO picture?

A. The S8100 is most likely on a Radio Channel, press the TV/R button on the Remote Control to toggle between the Radio and TV Channels.

Q. Why is my region not available during the ‘First Time Installation’?

A. The region you select during "Country Setup" does not affect channels tuned by the S8100. The region selected may change what advertisements you are shown on select channels though, all you need to do is select the closest region.

Refer to Troubleshooting on **Page 27** for further help, or Support Information on **Page 28**.

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"> Satellite Dish cable is not connected. 	Make sure the cable from your Satellite Dish is connected to the units SAT IN connection.
	<ul style="list-style-type: none"> LNB on the Satellite Dish is faulty or LNB skew is incorrect. 	We recommend consulting a satellite installer to check the LNB skew or replace LNB as required.
	<ul style="list-style-type: none"> Satellite Dish may be misaligned. 	Align Satellite Dish with correct Freeview Satellite (OPTUS D1). 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 S8100 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.
Issues with playback from USB Device.	<ul style="list-style-type: none"> USB Device has insufficient speed. 	While USB Flash Drives may work to record, they are often inconsistent. Use of Externally Powered Hard Drives is always recommended.

Support Information

We provide free technical assistance to all our products during our Office Hours. We try our best to get the issues sorted either over the Phone or via Email.

Contact Methods:

Call Us:

Call our Technical Support Team. **0800 DISH TV (0800 347 488)**, when using a Landline. **(07) 929 4123**, when using a Cell Phone.

Email Us:

Email support@dishtv.co.nz or visit www.dishtv.co.nz to fill out our Contact Form. We aim to respond within one business day.



Follow us on Twitter
twitter.com/dishtvNZ



Follow us on Facebook
facebook.com/dishtvNZ

OFFICE HOURS:

8:00am - 5:00pm NZST, Monday - Friday (excluding Public Holidays).

Warranty Information

Please keep your receipt as proof of purchase. This product is warranted for any defect in materials or workmanship for one year after the original date of purchase. This product is for normal domestic use only. This warranty doesn't cover damage from misuse or neglect, accidental damage, vermin infestation, excessive voltages such as lightning or power surges or any modification that affects the reliability of the product.

In the unlikely event that your product fails to work normally please contact your supplier and have your receipt of purchase on hand.

This warranty is subject to the following provisions:

This is only valid in New Zealand.

The product must be correctly connected and operated in accordance with the instructions contained in the manual.

This product must be used solely for domestic purposes only.

The warranty will be rendered invalid if the product is resold or has been damaged by unauthorised repair.

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. Go to ***Support*** on the Menu Bar, to see the Support options.
3. Click on ***Warranty and Registration*** from options provided.

More information about support and warranty returns can be found on this page and will ensure you have the right information when contacting us.

DISH·TV[®]
www.dishtv.co.nz