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Please read this Quick Start Guide carefully before using, and keep it for future reference.

Please check you have all of the following in your box:

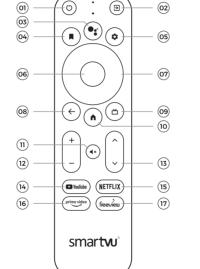
WHAT'S IN THE BOX?

SMARTVU Dongle (SV11)

smartvu

DC 5V/1A PSU Quick Start Guide Micro-USB Cable 2x AAA Batteries smartvu

Bluetooth Remote - Layout



This Bluetooth Remote requires 2x AAA Batteries to operate. Insert the Batteries, ensuring

Bluetooth Remote - Buttons

they correctly align with the polarity (+/-) markings found inside the Battery Compartment.

		Button	Description	09	Ď	LIVE EPG
	01	(0)	POWER ON/OFF	10	•	НОМЕ
	02	E	SOURCE	11	4 ×	MUTE
-	03	•;	ASSISTANT	12	+ -	VOLUME UP/DOWN
	04	•	WATCHLIST	13	^ ~	CHANNEL UP/DOWN
	05	•	SETTINGS	14	YouTube	START YOUTUBE
	06	0	ОК	15	NETFLIX	START NETFLIX
	07	0	DIRECTION/NAVIGATION	16	prime video	START PRIME VIDEO
	08	(RETURN/BACK	17	freeview	START FREEVIEW

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To ensure the SV11 operates as smooth as possible and to avoid damaging the SV11, there

Warnings to Users

are several steps outlined below. • The SV11 may get hot/warm to the touch; this is normal and part of its design, where heat

- is dispersed into the case, allowing the SV11 to cool.
- Ensure there is a reasonable amount of ventilation space around the SV11, to prevent the accumulation of heat
- If you need to move the SV11 after use, unplug the SV11's Power Supply and allow it cool before handling it.
- Use only the cables and plugs provided with your device to connect the SV11 to a power source. Using any other cables or plugs may damage the SV11 and/or your TV.
- In the case of the SV11 breaking down, DO NOT attempt to disassemble or repair the SV11 yourself. Attempts to do so will void the Warranty and could harm you, the SV11, and/or your

- Ensure care is taken when handling the Power Supply, to avoid electric shock.
- Do not expose the SV11 or Power Supply to water, humidity, extreme conditions (moisture, high temperatures, or dust), as the SV11 or Power Supply may malfunction or cease to work when exposed to such elements.



· Warranty: www.dishtv.co.nz/warranty-information

Connect to TV	Bluetooth Remote Connection	Connect to a Network	Google Account/Apps	Troubleshooting Tips
Display: Connect the HDMI Cable attached to the SV11 into an HDMI Port on your TV. Ensure your TV has the HDMI Input that the SV11 is connected to selected (HDMI2, etc). Press the INPUT or SOURCE button on your TV Remote to access the TV's input selection menu. Power: Connect one end of the Micro-USB Cable provided to the SV11, while connecting the other end to the Power Adapter (PSU) provided. Note, use of the USB Port on your TV or other Device, is NOT recommended, as they often provide insufficient power for the SV11.	To pair the Bluetooth Remote with your SV11, both the Bluetooth Remote and SV11 will need to enter 'pairing mode'. SMARTVU Dongle: While the SV11 is powered on, press and hold the BLUETOOTH button for the SV11 to enter 'pairing mode'. Bluetooth Remote: Place the Bluetooth Remote within 30cm of the SV11, press and hold both the BACK and HOME buttons simultaneously, until the LED Indicator flashes RED quickly. This indicates the Bluetooth Remote has entered 'pairing mode'.	This SV11 supports Wireless (WiFi) Network connection, use of a Wired (Ethernet) Network connection requires a suitable Ethernet Adapter (not included). Refer to Home > Settings > Network & Internet to enable the Wireless Network and setup a connection to your local WiFi. Note, the distance between your Modem/Router and SV11 will affect your WiFi performance, ensure both are positioned to maximise coverage and connection.	To get the most out of your SV11, please sign-in to your Google Account as part of the Initial Setup process. If you had skipped this step initially, just follow the steps below to Sign-In. Sign-in to your Google Account: 1. Press the HOME button to access the Android TV Home screen. 2. Select the Settings (COG) icon in the top-right. 3. Follow the steps according to the Android TV Settings menu. • Select Accounts & Sign-In. 4. Ensure a Google Account is listed. 5. If not, select Add Account. 6. Follow the on-screen prompts to Sign-In. *Your Google Account must be registered in New Zealand for all features and apps (including Freeview) to work correctly. If you're missing the "Freeview" app, follow the steps below. Install the "Freeview" app from the Play Store: 1. Press the HOME button to access the Android TV Home screen. 2. Press and hold the "HOME" button. 3. Select "GET MORE APPS" to open the Play Store. 4. Select the "Search" option in the top-right. 5. Input "Freeview" into the search field. 6. Select the "Freeview" app to install. TIP: Try Reset the SV11 to redo the Initial Setup. 1. Press the HOME button to access the Android TV Home screen. 2. Select the Settings (COG) icon in the top-right. 3. Follow the steps according to the Android TV Settings menu. • Select Device Preferences → About → Reset → Erase Everything → Yes.	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: ¹ I (capital i), I (lower case L) and 1 (number one). ¹ 0 (number zero) and O (capital o). Solution 2: The Wi-Fi signal strength is too weak. The SV11 has a maximum optimal Wi-Fi range of approx. 10 to 11 metres. If signal strength is too weak, signal drops might be reduced by placing the SV11 and Modem/Router closer together. Solution 3: The SV11 is too close to your Modem/Router. If the SV11 and Modem/Router are too close, communication may not work, and could have a detrimental affect on Wi-Fi performance. We recommend you keep the distance between the SV11 and Modem/Router at more than 1 metre. SV11 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. 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, ensuring the +/- ends of the Batteries correspond with the +/- markings in the Battery Compartment of the Remote. Solution 2: Try re-pair the Bluetooth Remote. 1. Press the HOME button to access the Android TV Home screen. 2. Select the Settings (COG) icon in the top-right. 3. Follow the steps according to the Android TV Settings menu. • Select Remotes & Accessories → Add Accessory. 4. See the Bluetooth Remote Connection page in this Quick Start Guide.