
SAT1

USER MANUAL



DISH-TV[®]
www.dishtv.co.nz

Welcome

Thank you for choosing the Dish TV SAT1 Satellite Receiver.

The Dish TV SAT1 is a Receiver for use with a Satellite Dish. Access a great range of channels broadcast nationwide. So no matter where you are, you can enjoy quality TV and Radio.

This User Manual will cover the installation and setup of the SAT1 Receiver, and steps necessary to make full use of its various features. This User Manual will explain all the features unique to this Receiver in detail, to allow you to get the most out of your SAT1.



This Dish TV Satellite Receiver gives you access to TV and Radio Channels broadcast on Freeview via Satellite. For more information about Freeview, visit www.freeviewnz.tv



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Disclaimers:

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The Freeview Logo is a registered trademark, owned by Freeview Limited (NZ).

- Information in this User Manual is subject to change without notice. Images shown in this User Manual are for illustrative purposes only, and may not be an exact representation of the product.
- Content, services, and channels on this device, including their availability or access, are subject to change at any time without prior notice.
- HD programming is subject to HD broadcast availability.
- The Dish TV SAT1 Receiver is NOT a Recorder, it has NO ability to Record.

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What's in the Box?

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

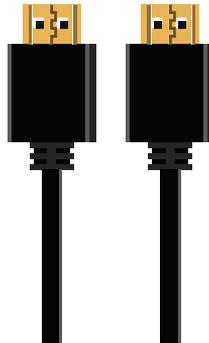
Receiver (SAT1)



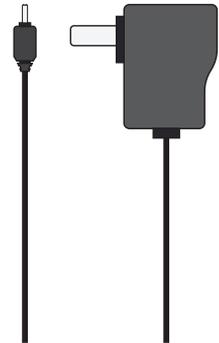
Remote Control



HDMI Cable



Power Supply



Missing Items? Please contact the Retailer or Store you purchased this Receiver from.

Your Receiver

Front Panel



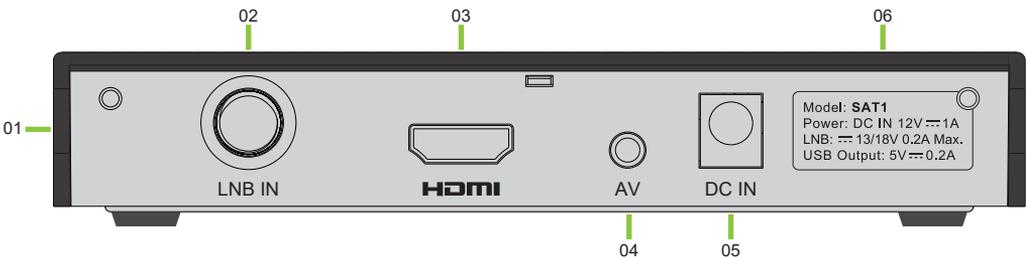
1. LED STATUS

RED: Standby. **GREEN:** Power On.

2. BUTTON

Standby / Power On.

Back Panel



1. USB

USB Port for Firmware Updates.

2. SATELLITE IN

Connect to Satellite Dish cable.

3. HDMI

High Definition output for HDTV.

4. AV-OUT¹

Standard Definition output to TV.

5. DC 12V

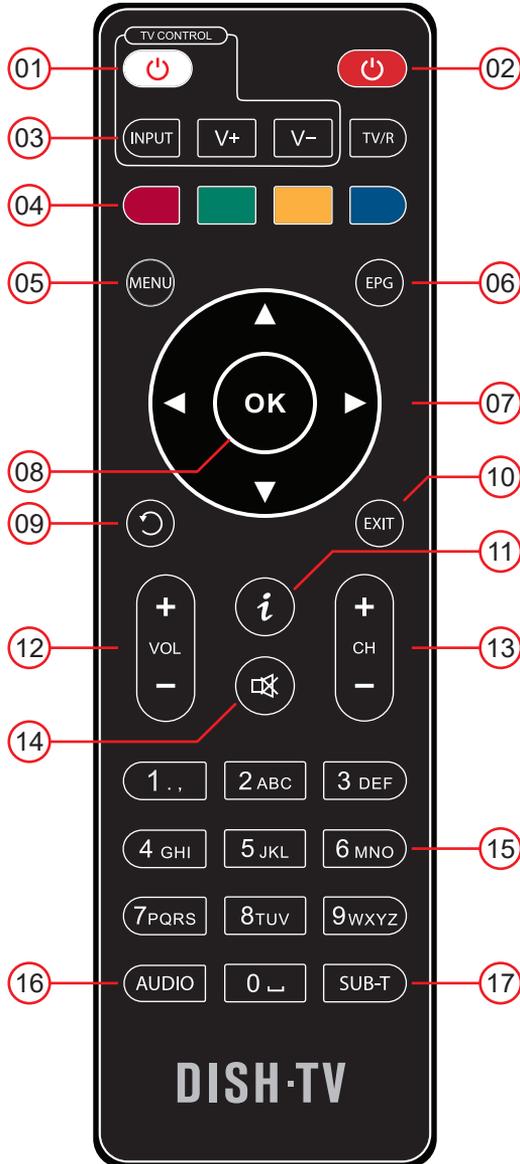
Connect the 12V Power Adapter.

6. DETAILS

Model Number, Power.

¹Requires use of a suitable AV Adapter Cable (not supplied).

Remote Control



This Remote requires 2x AAA Batteries to operate. Insert the Batteries, ensuring they correctly align with the polarity (+/-) markings found inside the Battery Compartment.

Remote Control

	BUTTONS	DESCRIPTION
01		Learning Button ¹ - Power
02		Power On/Off
03		Learning Button ¹ - Input/Volume
04		Colour Buttons
05		Main Menu
06		Freeview TV Guide
07		Navigation Arrows
08		OK/Confirm Selection
09		Back/Return
10		Exit
11		Info
12		Volume Up/Down
13		Channel Up/Down
14		Mute
15		Numeric Keys
16		Audio
17		Subtitles

¹For "How to" programme the TV Control Learning Buttons, see Page 07.

Remote Control

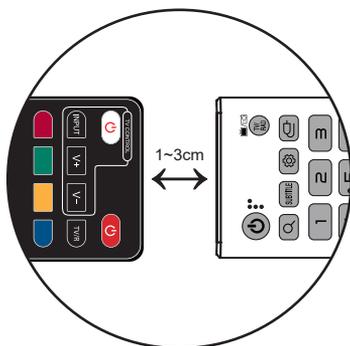
TV Control - Learning Buttons

The Dish TV SAT1 Remote Control is used to control every aspect of the Dish TV SAT1. In order to make using the Remote Control as easy as possible, FOUR (4) of the buttons can be programmed with commands for your TV.

Programming Instructions:

- 01: Place the SAT1 Remote and the TV Remote on a flat surface, 1~3cm apart and with the IR Emitters facing each other.
- 02: Press and hold the 'TV Control' Power button on the SAT1 Remote for 4~5 seconds, until the LED changes from Dim to Bright.
- 03: Release the 'TV Control' Power button, the SAT1 Remote is now in "Learning Mode".
- 04: Press the button you want to programme (Eg. INPUT) on the SAT1 Remote, the LED will start flashing.
- 05: Press the corresponding button (INPUT) on the TV Remote, the LED flashes quickly three times, then returns to constantly ON.
- 06: Repeat Steps 04 and 05 for any required buttons (VOL+).
- 07: When finished programming, press any non-learning button on the SAT1 Remote, it will exit "Learning Mode".

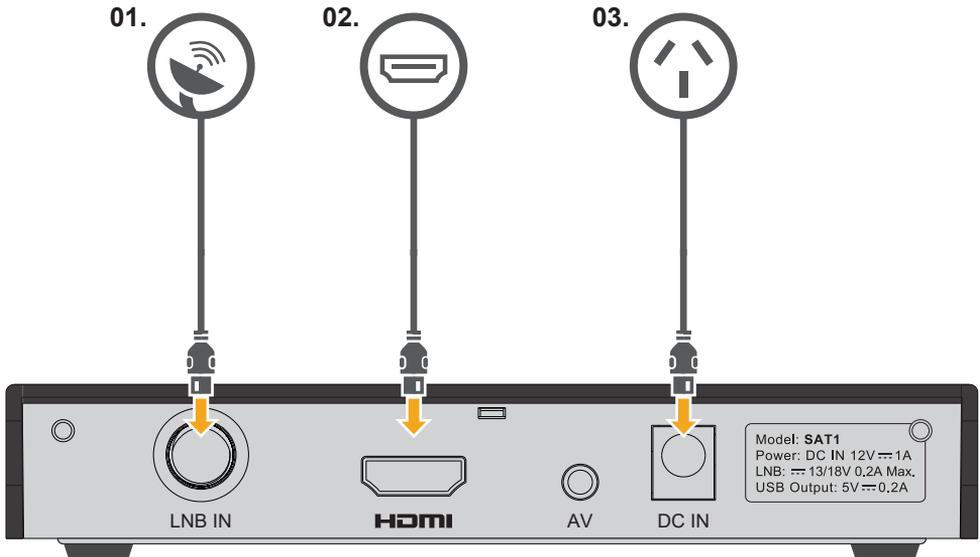
01.



02.



Getting Connected

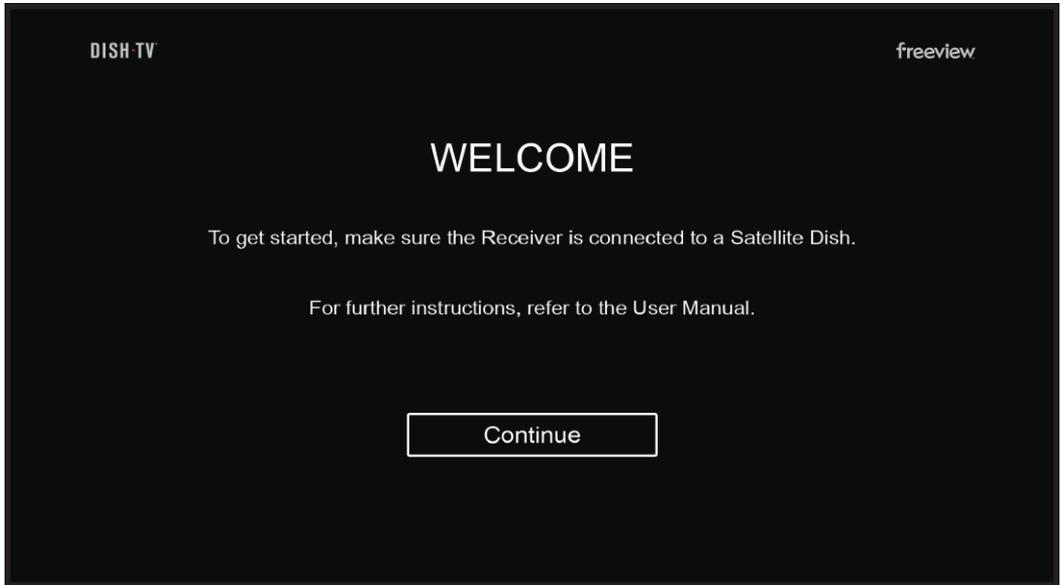


1. Connect the Satellite Dish Cable from your wall port to the LNB IN on the Receiver.
2. Connect the supplied HDMI Cable from the Receiver to an HDMI Port on your TV.
3. Plug the Receiver into a power socket and switch on at the wall.
4. Insert the Batteries into the Remote Control.
5. Follow the on-screen instructions, on your TV.

*Use of the AV Output requires use of a suitable AV Adapter Cable (not supplied).

Welcome

This Receiver works with a Satellite Dish. The Welcome screen should appear on the TV¹ when the SAT1 is first turned ON. During the Initial Setup you will be prompted to tune in the Receiver.



Step 01 - Getting Connected

- Ensure the SAT1 has been correctly connected to the Satellite Dish, and the TV. See **Page 08**.

Step 02 - Welcome / Installation

- The Welcome screen should appear on the TV¹ when the SAT1 is first turned ON. Press **OK** to move through to Region Select.

Step 03 - Region Select / Satellite Scan

- Use the **▲ UP** or **▼ DOWN** navigation buttons on the Remote Control, to select your Region. Press **OK** to confirm selection and start the Satellite Scan.

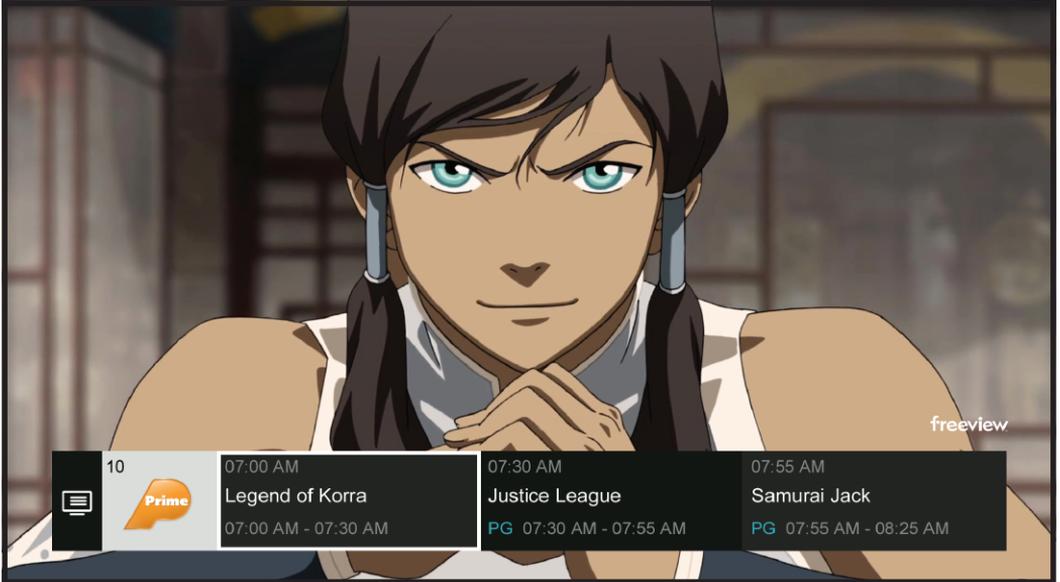
DO NOT press any buttons on the Remote Control during the Satellite Scan.

¹If the Welcome screen does not appear on the TV, go to Menu → Installation → Factory Reset → Yes. Default PIN is 0000.

Changing the Channel

Channel Buttons

You can use either the **CH+** or **CH-** buttons to scroll through the available Channels, or use the **NUMBER** buttons to directly select a Channel.



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.



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 for the currently viewed Channel, to see more information for that TV show.

Audio & Subtitles

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 (AD)

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 AUDIO **AUD** button, to open the Audio Options.
2. Scroll ◀ LEFT or ▶ RIGHT to toggle the available Audio Options.
3. Audio will be ENGLISH by default. Select ENGLISH (AD), press **OK**.
4. Then allow a moment for **AD** to turn ON.



Also see: Menu → 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 SUBTITLES **SUB** button, to open the Subtitle Options.
2. Scroll ◀ LEFT or ▶ RIGHT to toggle the available Subtitle Options.
3. Subtitles will be OFF by default. Select ENGLISH, press **OK**.
4. Allow a moment for Subtitles to turn ON.



Also see: Menu → Settings → Video → Subtitle.

Main Menu

The Main Menu brings everything together in one place.

While watching Live TV, press the MENU  button to open/access the Main Menu.



Live TV: View the Channel List, quickly browse, or go directly to a Channel.



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



Installation: Access all Channel Scan related options, or Factory Reset.



Settings: Adjust User Settings to customize your viewing experience.



System Info: Provides relevant Software, Hardware, & Contact information.

You can toggle between the options using the ◀ **LEFT** or ▶ **RIGHT** navigation arrows on the Remote Control.



Live TV



TV Guide



Installation



Settings



System Info

TV Guide

TV Guide

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

Press the EPG  button to open the TV Guide, or access it via the Mini Guide or Main Menu.



Press ▲ UP or ▼ DOWN to explore the Channels.



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



Press ◀ LEFT or ▶ RIGHT to explore the upcoming TV shows.



Select a TV show that's on later to see more information for that TV show.

TV Guide

OnDUKE today...
06:00 AM-11:00 AM
Here's what's on DUKE today.

IN WHAT SONG IS PAUL A REAL ESTATE NOVELIST?

A Come on Eileen B Piano man
C Mr Tambourine Man D Eye of the Tiger



Mon 12 Sep	10:00 AM	10:30 AM	11:00 AM	11:30 AM
001 TVNZ 1	TippingPoint		The Chase	
002 TVNZ 2	Home And Away	Shortland Street	Charmed	
003 Three	Infomercials	Gold Rush (encore)		Newshub Live At 11:
004 Bravo	Love It Or List It		Stop Search Seize	Snapped:
005 Whakaata Maori	Hangi Pit Masters	Toi te Ora	Whanau	
006 TVNZ DUKE	OnDUKE today...		DUKEbox: Waiata Maori	Two and A Half
007 TVNZ 2 +1	Infomercial	LES MILLS	Home And Away	Shortland Street
008 eden	American Pickers		Salvage Dawgs	Flea Market Flip

 Back
  +24hr
  -24hr

Installation

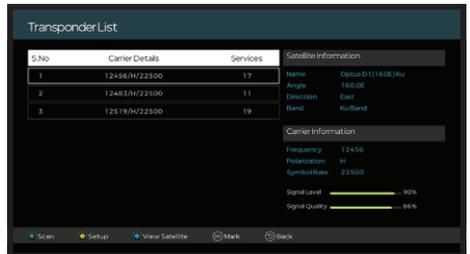
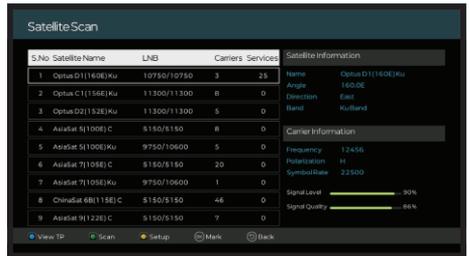
SATELLITE SCAN

- With Satellite Scan you can make changes to the current satellite configuration. Adjust the LNB Setup, including Adding or Editing Satellites. Switch to the Transponder List to Delete, Add or Edit Transponders as well.

To re-tune the Receiver at any time, select Satellite Scan. This will re-tune any Channels lost, if signal is sufficient, using frequencies already pre-configured with the Receiver.

1. Select the Satellite (Optus D1) you want to scan, and press the **GREEN** button to start.
2. Please allow a moment for the Satellite Scan to process and complete.

Press the **YELLOW** button to Add, or Edit a Satellite. Select LNB Setup to adjust the LNB Frequency, if required.



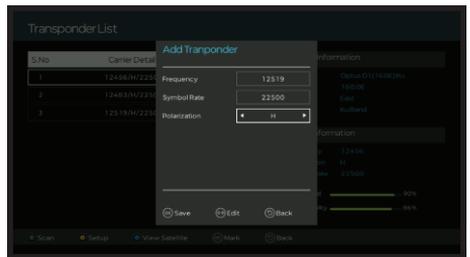
Transponder List

With the Transponder List you can Delete, Add or Edit the Transponders available on a selected Satellite.

To access the Transponder List, press the **BLUE** button on the Satellite Scan screen.

Press the **GREEN** button to scan selected Transponders.

Press the **YELLOW** button to Add, or Edit a Transponder.



Installation

SOFTWARE UPDATE

- Updates for the Receiver are made so that any issues can be corrected, and changes can be made. You can perform any Software Updates via USB.
 - USB Software Upgrade
You will first need a PC or Mac and a USB Device to perform a USB Software Upgrade.
1. Visit our Website, support.dishtv.co.nz and locate the Downloads.
 2. Download the latest available software for the Receiver, ensure the software is loaded onto the USB Device correctly.
 2. Insert the USB Device with software into the USB Port on the Receiver.
 3. Follow the steps according to the Main Menu.
 - Select Menu → Installation → Software Update → USB.
 4. You will receive a prompt to enter the PIN (Default is 0000).
 5. The Receiver will search the connected USB Device, updating the software, if found.
 6. Once completed, the Receiver will reboot and return to Live TV.

FACTORY RESET

- To re-tune the Channels, or default the Receiver, select: Factory Reset. Performing a Factory Reset will remove all customer configured settings on the Receiver; including Channels.

Settings

Press the MENU  button to open the Main Menu, then go to: Settings.

AUDIO

- HDMI Output Mode.
Select between PCM (Standard Stereo Sound), or PASSBY.
- Audio Description (AD).
Toggle ON/OFF to enable AD for selected programmes, where available. See **Page 11** for more information.

VIDEO

- Resolution
Change the Resolution of the Video Output on HDMI to the TV, this will be 1080i by default. Select between 720p, 1080p, or 1080i.
- Aspect Ratio.
Adjust the Aspect Ratio to change how the screen fits your TV. Select between 16:9 (Widescreen), 4:3 Panscan, or 4:3 Letterbox.
- Subtitle.
Toggle ON/OFF to display Subtitles for selected programmes, where available. See **Page 11** for more information.
- Brightness/Contrast.
Adjust the Brightness/Contrast to suit your preferences, they will be 50% by default.

SYSTEM

- Info Banner Timeout.
Adjust the length of time the Info Banner is displayed on-screen before it's hidden, this will be 2 seconds by default. But can be set up to 15 seconds, or turned OFF.
- OSD Transparency.
Adjust the Transparency of On-Screen Menus. It can be set up to 90%, or turned OFF.
- Auto Shutdown.
Set a countdown for the Receiver to shut down, specify the time period in which you would like this to happen, or leave it OFF. Set to 30, 60, 90, 120, 150 or 180 minutes.

PARENTAL

- Rating.
Limit the content shown by the Receiver based on a selected Rating. Select either G, PG, M, 16, 18, or None. All programmes with the Rating selected and above, will be locked until the PIN (Password) is entered.
- Change PIN (Password).
To adjust settings, you are often required to enter the PIN (Password). Here you can change the Default PIN (0000).

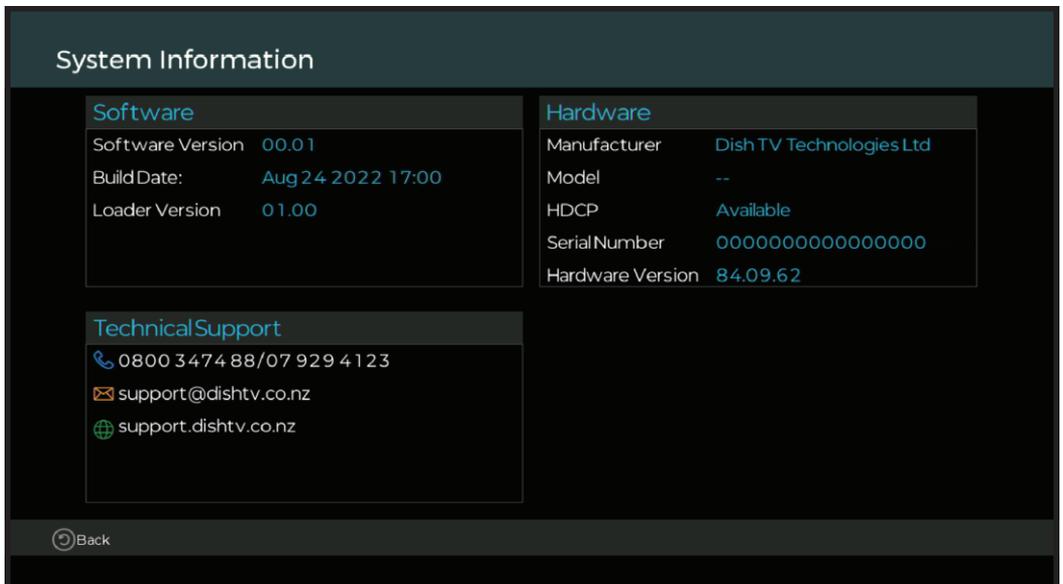
System Info

Press the MENU  button to open the Menu, then go to: System Info.

SYSTEM INFO

- The System Info page provides information on the current Software Version, Contact Details, and Model Number.

This is useful information if you experience an issue, and are speaking with Technical Support. Supplying a screenshot of these details can help diagnose the issue.



The screenshot displays the 'System Information' menu with three main sections: Software, Hardware, and Technical Support. A 'Back' button is visible at the bottom left.

System Information	
Software	Hardware
Software Version: 00.01	Manufacturer: Dish TV Technologies Ltd
Build Date: Aug 24 2022 17:00	Model: --
Loader Version: 01.00	HDCP: Available
	Serial Number: 0000000000000000
	Hardware Version: 84.09.62
Technical Support	
☎ 0800 3474 88/07 929 41 23	
✉ support@dishtv.co.nz	
🌐 support.dishtv.co.nz	
 Back	

Troubleshooting Tips

No Power Indicator on the Front Panel

Possible Cause: Unplugged/Switched OFF.

Solution 1: Check the Power Supply is plugged into both the Receiver 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 Dish cable is NOT connected correctly, such as the cable from a UHF Aerial is connected to the LNB IN. Your Receiver will be unable to scan. Ensure the Satellite Dish cable is connected correctly.

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

1. Ensure the Satellite Dish cable is connected.
2. Follow the steps according to the Main Menu.
 - Select Menu → Installation → Factory Reset → Yes.

Receiver 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, pairing issues, or issues with the infrared sensor on the Remote or Receiver.

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 inside the battery compartment of the Remote.

Solution 2: Ensure that the infrared sensor located on the Front Panel of the Receiver has not been covered or obscured, and move any obstructions if necessary.

How to Reset the Receiver

Solution 1: Perform a Power Reset.

1. Unplug the Power Supply to the Receiver from the Wall Socket.
2. Allow the Receiver to rest for 30 to 60 seconds.
3. Reconnect the Power Supply.

Solution 2: Perform a Factory Reset.

1. Follow the steps according to the Main Menu.
 - Select Menu → Installation → Factory Reset → Yes.
2. The Receiver will display the “WELCOME” screen, ready to setup.

WARNING! Performing a Factory Reset will remove all customer configured settings on the Receiver including Channels, and Network settings.

Troubleshooting Tips

The Receiver is powered ON, but there's no Video/Audio on HDMI.

Solution 1: Ensure the HDMI cable used is firmly connected to both the Receiver, 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 (HDMI3, AV1, PC) 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 Receiver to the TV.

Solution 4: Try connecting the Receiver to another TV.

Solution 5: If the Receiver is connected to an AV Receiver (Home Theatre System), or other device (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 other device may not be passing the HDMI video signal on to the TV, or may be incompatible with the video output format from the Receiver.

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

Solution 7: Ensure the video output format from the Receiver, is compatible with the TV.

1. Follow the steps according to the Main Menu.

- Select Menu → Settings → Video.

2. Adjust the Resolution and/or Video Output Mode, as required.

NOTE: You may need to connect the Receiver to another TV, or try connecting via RCA (AV) to access the Main Menu.

Why is my Region not available during the 'First Time Installation'?

The region you select during "Region Selection" does not affect the Channels tuned by the SAT1. While the region that's selected may change what advertisements are shown on select Channels, all you need to do is select the closest region.

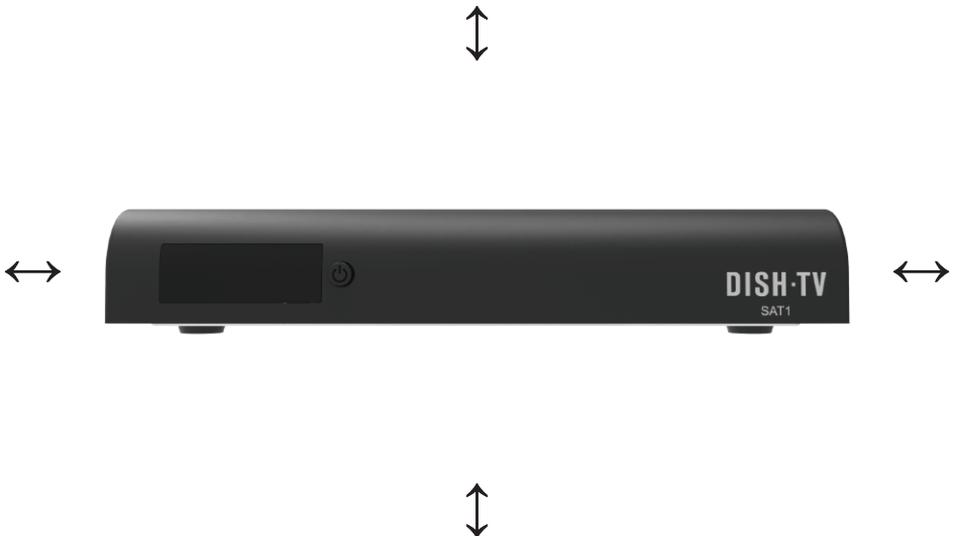
Placement Tips

With long extended periods of use, this Receiver may operate at temperature. This does not affect the operation, or overall performance of the Receiver. But to help ensure the Receiver operates as smoothly as possible and to avoid damaging the Receiver, there are several instructions outlined below. Please follow each of the installation instructions carefully to help protect the Receiver from malfunction.

DO NOT place the Receiver and/or Remote Control in the following environments:

- Avoid locations exposed to direct sunlight, that risk the Receiver overheating.
- DO NOT place the Receiver near any heat source, such as other electronic devices.
- Avoid locations with high humidity, that risk contact with water or moisture.
- Ensure there is a reasonable amount of ventilation space around the Receiver.
- DO NOT place the Receiver in a location with NO ventilation, such as a cupboard.
- Ensure the air vents on the Receiver are not blocked or covered.
- Avoid locations where dust is prone to collect in large amounts.

Otherwise, this may result in fire, electric shock, malfunction or product deformation.



Contact Us

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



Follow us on Twitter
twitter.com/dishtvNZ



Follow us on Facebook
facebook.com/dishtvNZ

Warranty Information

Dish TV would like to thank you for your recent purchase of this Receiver.

For your benefit, it's recommended 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.

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