

 airtel

digital TV 



**SD**

## Teach your remote

While our installation team will set up the airtel digital TV remote, for it to work with your particular brand of TV, the following steps give you an overview of programming the remote:

**Step 1:** Get the airtel remote to learning mode by pressing and holding 'OK' and numeric '2' buttons together for 3 seconds. The LED blinks twice to indicate that your airtel remote is ready to learn.

**Step 2:** Hold the source remote and airtel remote in front of each other (3 cm-6 cm apart).

**Step 3:** Press and release the button (first of the airtel remote and then of the source remote) which needs to be programmed in the airtel remote.

**Step 4:** Press 'OK' button on your airtel remote to store the new information about your TV.

The LED will blink twice to indicate successful transfer of knowledge. If the airtel remote blinks four times, it means the learning has failed. Go to Step 1 again.

Please note: Not all TV manufacturers and model numbers are supported.



## Manage your account

### Account balance at a glance

SMS BAL to 54325 from your registered mobile number to get your updated account balance and Customer ID. MTNL/BSNL users can contact customer care.

In case you do not remember your Registered Telephone Number and Customer ID, you can view the same on the menu screen by pressing 'Menu' on the remote.

### Recharge your account

Recharging your account is simple. Whenever your payment is due, you will receive a message on your TV and SMS on your registered mobile number. You can use one of the following methods to recharge your account:

#### 1. Recharge Voucher

You can get recharge voucher from any of our retailers. SMS DEALER <Your pin code> to 54325 to locate the nearest retailer. Scratch the silver strip on the voucher to get a unique Voucher PIN. SMS PAY <16-digit recharge voucher PIN> <Customer ID> To 54325. Eg: PAY 1234567891234567 3000012345. MTNL/BSNL users can send SMS to 8800054325 from any other mobile or can call customer care.

#### 2. Recharge online

Visit <http://www.airtel.in/digitaltv> and click on recharge. You can select from the various available modes of recharge.

#### 3. Myairtel app & Customer care IVR

You can download and start using Myairtel app on your smartphone. Also, you can call our customer care (refer page no.10) to recharge through IVR

#### 4. airtel Money (using your airtel mobile phone)

Visit [www.airtelmoney.in](http://www.airtelmoney.in) or contact customer care at 12121 (toll free) for details on how to recharge using airtel Money.

## Self care

SMS - Self care	SMS text from registered mobile	SMS text from any mobile	SMS to
Balance	BAL	BAL <account no.>	54325
Account Information	INFO	INFO <account no.>	54325
Add channels	ADD <Channel no.>	ADD <account no.> <Channel no.>	54325
Package upgrade	UP <Package Name>	UP <account no.> <Package name>	54325
Order a movie (PPV)	BOOK <Channel no.>	BOOK <account no.> <Channel no.>	54325


\*MTNL/BSNL subscribers need to send the request to 8800054325.


\*Charges applicable as per the operator for MTNL/BSNL and toll free for airtel mobile users

## Get help

### Troubleshooting tips

Read these troubleshooting tips in case you have a problem using your airtel digital TV equipment. If the problem still persists, do call us.

Problem	Possible cause	Action
No picture/no sound/no front panel display.	Set top box is not plugged into the mains or is not switched on.	Check main connections.
No picture, no sound but the front panel shows the display.	The set top box is in stand-by mode.	Press on the power button  on the remote control to bring the set top box out of stand-by mode.
No picture, no sound but the indication on the front panel of the set top box is correct.	<ol style="list-style-type: none"> <li>1. AV cable not connected.</li> <li>2. AV cable connected but source not selected properly.</li> <li>3. AV cable faulty (damaged, broken)</li> </ol>	<ol style="list-style-type: none"> <li>1. Plug the cable properly.</li> <li>2. Switch to the correct source mode by using TV remote.</li> <li>3. Replace with another AV cable.</li> </ol>

Problem	Possible cause	Action
Irregular or bad reception.	Problem with cable connections, (damaged, broken connection or wires).	<ol style="list-style-type: none"> <li>1. Check all the connections and cables.</li> <li>2. Contact customer care.</li> </ol>
A blank screen appears when you select a service.	You are watching an encrypted service or programme.	<ol style="list-style-type: none"> <li>1. Choose another service or programme.</li> <li>2. Contact customer care.</li> </ol>
The remote works with the TV and not with my set top box.	You need to reset your remote control.	<ol style="list-style-type: none"> <li>1. Press STB on your remote control to control your set top box.</li> <li>2. Refer this guide to use your remote.</li> </ol>
The remote control does not operate.	<ol style="list-style-type: none"> <li>1. Your set top box may be off.</li> <li>2. There are no batteries or the batteries are discharged.</li> </ol>	Make sure you point your remote directly towards your set top box and nothing is between the two. The remote command light on your set top box and on your remote control should flash each time you press a remote button. If neither light flashes, check batteries in your remote and check if your set top box is plugged to mains.
"Enter the password", how to do?		The default password is 0000. To protect your personal information, please modify this password timely, and change it regularly.
I have forgotten my PIN.		Call customer care to have your PIN reset.
I cannot close the Electronic Programme Guide.		Press  exit button on remote. exit

## Error messages

Read these tips if you see a message on the screen and don't know what to do next:

Message	What does it mean	Action
Error B001 " NO SIGNAL"	Error appears when the set top box does not receive signal. This could take place in the following scenarios.	<ol style="list-style-type: none"> <li>1. Check the cable connections and remove any obstruction around the dish.</li> <li>2. Try to change channels</li> <li>3. Restart the set top box by switching power off and then on</li> <li>4. Contact customer care</li> </ol>
Error code 1	There is no viewing card in the viewing card slot	Insert viewing card in set top box slot properly
Error code 4	This channel/programme is not subscribed by you.	SMS ADD <Channel number> to 54325 using registered mobile
Error code 6	Your account is suspended due to negative balance.	<ol style="list-style-type: none"> <li>1. SMS BAL to 54325 using registered mobile</li> <li>2. Recharge through voucher, web, IVR, airtel Money</li> </ol>

## Product details

### Product specifications

<b>System</b>	
Signal format system	PAL-B/G
<b>Interfaces</b>	
DC inlet	DC jack plug
Main	Male plug (AC)
1-Antenna input	F-type female IEC 60169-24
Video out	RCA IEC 48B sec 316,(RCA) Female (Yellow)
Audio out	IEC 48B sec 316 (RCA) Female (White & Red)
<b>Satellite signal input</b>	
Input frequency range	950 ~ 2150 MHZ
Input impedance	75 ohm
LNB switching	+13/+18 VDC, 350mA/22KHz
<b>Power</b>	
STB input voltage	DC 12V,
Power supply	AC 100-270 Volts @ 50/60 Hz, Adapter
Power consumption	Full load max: 15W
<b>General</b>	
Dimension	175 X 105 X 40 (mm)
Weight	0.31 kg
Operating temperature range	0 to 50° C
<b>Accessories</b>	
DC adapter	Output 12.0V, 1.25A
Remote control	airtel digital TV learning remote
Batteries for remote	2 AAA size (Zinc)
User manual	airtel customised
CRF(customer relationship form)	airtel customised



## For your safety

This set top box has been manufactured to meet international safety standards. However you must take care to operate it safely. It is therefore important that you read these safety instructions and in case you have any doubts about the installation, operation or safety of this Set Top Box, please call us.

### WARNING:

1. To prevent fire or shock hazard, do not expose the system to rain or moisture.
2. To avoid electrical shock, do not open the casing of the set top box. Refer servicing to authorised personnel only.
3. The main lead must only be replaced from a authorised service center.
4. Any repairs or adjustments may only be performed by authorised personnel. The warranty will become void if the user attempts to open and repair the unit.
5. Improper intervention may interfere with the electrical safety of the unit.
6. The company assumes no liability for any accidents suffered by the user if the system has been opened.

### CAUTION:

1. The unit operates on 100-270V AC @ 50/60 Hz. Check that the unit's operating voltage is identical with your local power supply.

2. Your set top box is made for moderate temperatures. Do not use or store the set top box in hot, cold, damp or dusty places.
3. Never place any objects on the unit and ensure that there is a space of at least 10 cm above the unit to ensure that any heat occurring is discharged properly.
4. To prevent fire or shock hazard, do not place objects filled with liquids, such as vases, on the set top box.
5. Always insert the main lead in set top box before you insert the plug into the mains supply.
6. Whenever you disconnect the set top box from the mains supply, remove the plug from the mains socket-outlet before you remove from the mains connector on the rear panel of the set top box.
7. Disconnect the mains cable before cleaning the unit. For cleaning purpose use a dry cloth and only clean the surface of the unit.
8. Do not block the ventilation holes of the set top box. Leave a space of at least 10 cm around all sides. Never install the device in a cabinet or on a shelf where there is inadequate ventilation. Take care that children do not insert any objects into the ventilation slots due to danger of electric shock.
9. If the set top box is connected to outdoor/external equipment, ensure that earthing is available.

## Contact us

Help is close at hand. Everywhere. Our aim is to help you as quickly and as efficiently as possible at first point of contact.

### On-screen tips

Go to our Help channel no. 100 or the Help section of the EPG to find out more about the features of our service.

### Customer support

As an airtel customer, you have the convenience of accessing our 24-hour customer care numbers from anywhere in India.

When you call in to our customer care, please do remember to mention your Customer ID for us to serve you better. You can also email your queries, comments or suggestions to us at [121@in.airtel.com](mailto:121@in.airtel.com). Mention your Customer ID in the subject of the mail without any space or any special characters between the digits for a quick response.

### Our website

For detailed information about our products, services and offers, visit us at [www.airtel.in/digitaltv](http://www.airtel.in/digitaltv). What's more, on our website you can:

- Recharge your account.
- View the list of Pay-Per-View movies and a variety of other programmes.
- Order Pay-Per-View content.
- Locate airtel digital TV dealers or airtel Relationship Centres.

Do login to our website and fill in a small form stating your Customer ID and phone number. This will help us generate a web login (your email id) for you with a password that can be used to access our services anytime, anywhere.

### airtel Relationship Centres

Need to get yourself a new digital TV connection, recharge your account or have a doubt to clarify? Visit the nearest airtel Relationship Centre and interact with our customer care executives for all your queries.

Please refer to next page.

## Local customer care numbers

State Name	Local Call Centre	State Name	Local Call Centre
Delhi NCR	011 44448080	Andhra Pradesh	040 44448080
Haryana	0124 4448080	Karnataka	080 44448080
HP	8628048080	Kerala	0484 4448080
J&K	9596748080	Tamil Nadu	044 44448080
MP & CG	0755 4448080	Gujarat	079 44448080
Punjab	0172 4448080	Maharashtra	020 44448080
Uttar Pradesh	0522 4448080	Mumbai	022 44448080
Assam	8133848080	Rajasthan	0141 4448080
Bihar & Jharkhand	9955148080	Orissa	7077448080
NESA	8132948080	WB	033 44448080

12150 toll free for airtel subscribers

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To enhance product security and provide you with better experience, we will make changes to your product through software updates from time to time, which will be delivered to you via broadcast connection. These updates are mandatory and will be applied automatically.

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The content of the user manual is subject to change. The listed channels, their positions, images and associated details are indicative.