

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:

Step1: 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.

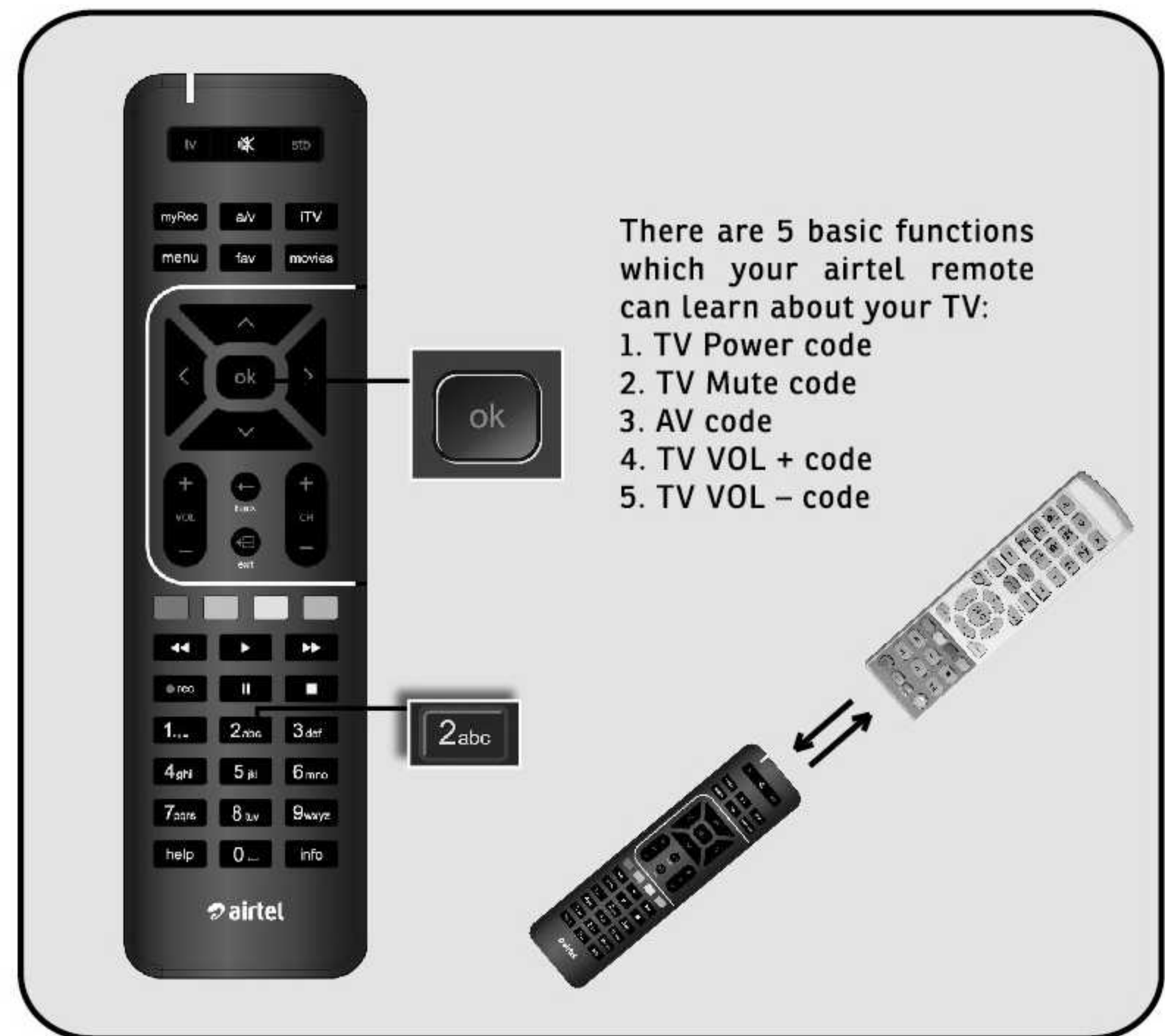
Step2: Hold the source remote and airtel remote in front of each other (3cm-6cm apart).

Step3: Press & release the button (first of the airtel remote and then of the source remote) which needs to be programmed in the airtel remote.

Step4: 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 Step1 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 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. mChek application (using your mobile phone)

SMS PAY DIGITALTV <Recharge amount> <Customer ID >to 543219 from your airtel mobile number.

Eg: PAY digitaltv 200 30000012345. First time users will be taken through a secure registration process. You can recharge for any amount between Rs 100 - 9999. No downloads are required on your mobile. mChek works on all handsets using airtel via SMS.

4. airtel Money (using your airtel mobile phone)

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

Customer Care

Our Customer Care is always available to help you. Customer Care numbers are provided at the back of the manual.

subscribe to more channels

airtel digital TV gives you freedom and flexibility to watch all your favorite channels. If you want to watch channels which are not in your current package you can either upgrade to a higher package or avail a Chota pack which has these channels.

To know how to get the channel of your choice

SMS GET <Channel Name> to 54325 or GET <Channel Number> to 54325.

Eg. For Cartoon Network, SMS GET CARTOON NETWORK to 54325.

To subscribe to the Chota pack of your choice

- SMS ADD <Chota pack code> to 54325 from your registered mobile.

Eg. for ESPN, SMS ADD ESPN to 54325.

To subscribe from non-registered mobile SMS ADD <Chota pack code> <customer ID> to 54325.

- Visit www.airtel.in/digitaltv, logon to MY ACCOUNT & choose your Top-up in MY PACKAGE.
- Choose Top-ups through our IVR system by calling our call center.

To Upgrade to a higher package which has more channels

SMS UP <package name> to 54325 from registered mobile.

Eg. to upgrade to Mega Pack, SMS UP MEGA to 54325.

To upgrade from non-registered mobile SMS ADD <pack-code> <customer ID> to 54325.

product details

product specifications

System	
Signal format system	PAL B/G
Interfaces	
Input	F type – Connector
Video out	IEC 48B sec 316 (RCA) female Yellow
Audio out	IEC 48B sec 316 (RCA) female, Left: White, Right: Red
RF	
Input frequency range	950 ~ 2150 MHZ
Input Impedance	75 ohm
Power	
STB input Voltage	DC 12V,
Power Supply	AC 90 - 270 Volts @ 45 to 60 Hz, adaptor
Power Consumption	Full load max: 24 W
Mains	2 pin plug
General	
Dimension	188 X 129 X 32 (mm)
Weight	0.32 kg
Audio & Video cable	Both side Male RCA, 1.5 meter in length
Remote control	TV Learning STB Remote
Batteries for Remote	2 AAA size (Zinc)

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 authorized personnel only.
3. The main lead must only be replaced from a authorized service center.
4. Any repairs or adjustments may only be performed by authorized 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.
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 10cm 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.


CAUTION:


1. The unit operates on 90-270V AC 45/60 Hz. Check that the unit's operating voltage is identical with your local power supply.

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. Press the power button on the front of the STB
No picture, no sound but the front panel shows the display.	The Set Top Box is on Standby mode.	Press on the power button  on the Remote control to bring the Set Top Box out of standby 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"> 1. You are watching TV through your cable operator, aerial connection or VCD, DVD player. 2. The AV connection is wrong. 3. The connections are right, but the TV is not connected to external AV source [AV1, AV2 or DVD]. 4. The cable connection may be faulty [damaged, broken] or missing. 	<ol style="list-style-type: none"> 1. Press the AV button on your remote. 2. Check the AV connection in the STB. 3. Check the TV's AV connection. 4. Check all your connections and see connection diagram or call us.

Problem	Possible Cause	Action
Irregular or bad reception.	Problem with cable connections. [damaged, broken connection or wires].	<ol style="list-style-type: none"> 1. Check all the connections and cables. 2. Contact customer care.
A blank screen appears when you select a service.	You are watching an encrypted service or programme.	<ol style="list-style-type: none"> 1. Choose another service or programme. 2. Contact customer care.
The remote works with the TV & not with my STB.	You need to reset your remotecontrol.	<ol style="list-style-type: none"> 1. Press STB on your remote control to control your STB. 2. Refer this guide to use your remote.
The remote control does not operate.	<ol style="list-style-type: none"> 1. Your STB may be off. 2. There are no batteries or the batteries are discharged. 	<p>Make sure you point your remote directly towards your STB and nothing is between the two. The remote command light on your STB 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 STB is plugged to mains.</p>
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.

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
Insert your View card.	There is no View Card in the card slot of your STB.	Insert or reinsert your View Card. The card holds all the information your STB needs to know about your subscription.
There is a problem with your View Card.	Your STB cannot recognize your View Card.	Check if your View Card is the right way up and not damaged.
This program has already started.	The program has already started and you can't buy it now.	Check the listing to find when you can buy it next.
No satellite signal is being received.	Your STB is not receiving a satellite signal.	Check if the cables from your satellite dish are correctly plugged to your STB.
A yellow envelope blinks on screen.	You have received a new message from airtel.	Press the yellow key on your remote to read the message.
This channel is blocked.	Your current subscription does not include this channel.	Call Customer Care to upgrade your plan.

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. 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. 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 Centers

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



12150 (from your airtel mobile)



020 4444 8080 (west)



033 4444 8080 (east)



080 4444 8080 (south)



0124 444 8080 (north)



1800 102 8080 (toll-free)



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