



# DSD 4921 RV

## User Manual



 DOLBY AUDIO™

**HDMI**®  
HIGH-DEFINITION MULTIMEDIA INTERFACE

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The DSD 4921 RV User's Manual is the subject of intellectual property rights, including copyright, under domestic law and international conventions. All rights are reserved. The DSD 4921 RV User's Manual supplements the information supplied with the packaging of the Set Top Box as well as the detailed information available on our website. Due to software upgrades, the features and functionalities in this User Manual may differ from those on your Set Top Box. Please visit [www.uec.com.au/downloads/product-manuals.html](http://www.uec.com.au/downloads/product-manuals.html) for the latest User's Manual.



Please Note: The Network Operator requires the use of a 10.7 GHz (10700) LNB to receive all available TV services.

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## 1 WARRANTY AND SAFETY / WARNINGS

This product has been manufactured to comply with all the relevant Australian safety standards. Please read the following safety precautions and warnings carefully, adhered to all safety and warnings notes.

### Warranty

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

The Warranty period begins with the date of purchase of the product. As evidence of the date of purchase please present the according document (sales check, invoice, delivery note, or similar). Please keep these documents in a safe place, as our guarantee service is based on the time of purchase and the warranty conditions. If the product is faulty and requires repair please take the product to your nearest authorised dealer.



This product carries the RCM logo and is compliant with Electricity (Consumer Safety) Regulation 2015; Radio communications (Electromagnetic Compatibility) Standard 2008; Greenhouse and Energy Minimum Standards (Digital Television Set-top Boxes) Determination 2012; and Greenhouse and Energy Minimum Standards (External Power Supplies) Determination 2014.

### Mains Supply: 100-240V AC 50-60Hz

The power pack is supplied with this Set Top Box. It operates within the range 100-240 V AC 50-60 Hz mains supply only. Connect the power cable to the Set Top Box before connecting the other end to the power outlet. Disconnect the Set Top Box from the power outlet before connecting or disconnecting the Set Top Box from any other equipment.

A well-regulated 12V DC supply is essential for this unit to operate efficiently; contact **NAS** for the recommended DC supply.

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**OVERLOADING:** Do not overload a wall outlet, extension cord or adapter as this may result in electric fire or shock.

**LIQUID:** Do not expose this product to liquid of any kind. In addition, do not place objects filled with liquid on the unit.

**CLEANING:** Disconnect the product from the wall outlet before cleaning. Use a light damp cloth (no solvents) to dust the product.

**VENTILATION:** Never cover the ventilation slots in this product as these slots allow for a proper airflow through the unit. Covering them may result in the unit overheating and may not function properly.

- Never stand the product on soft furnishings or carpets.
- Never stack electronic equipment on top of the product.

**ATTACHMENTS:** Do not use any unsupported attachments, as these may be hazardous or cause damage to the product.

**CONNECTION TO THE LNB or ANTENNA:** Disconnect the product from the mains outlet before connecting or disconnecting the cable from the LNB or antenna. Failure to do so can result in damage to the LNB or antenna.

**CONNECTION TO THE TV:** Disconnect the product from the mains outlet before connecting or disconnecting the cable from the TV. Failure to do so can result in damage to the TV.

**LOCATION:** To avoid exposing the unit to lightning, rain or sunshine, place the product indoors.

- Never place the unit on or near a radiator or heat register.
- Do not block the openings with any object, and do not place the product on a bed, sofa, rug, or other similar surface.
- If you place the product on a rack or a bookcase, ensure that there is adequate space and ventilation and that you have followed the manufacturers mounting instructions.
- Do not place the product on an unstable shelf, stand, tripod, bracket, or table where it can fall off. A falling product can cause serious injury to a child or adult and serious damage to the appliance.

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**LIGHTNING, STORM or NOT IN USE:** Unplug the unit from the wall outlet and disconnect the LNB or antenna during a thunderstorm or when left unattended and unused for long periods. This will prevent damage to the unit due to lightning and power-surges.

**EXTRANEIOUS OBJECTS:** Do not insert any type of object through the openings in the unit, where they can touch dangerous voltage points, damage electronic components or other parts of the unit.

**REPLACEMENT OF PARTS:** Only an authorised service technician specified by the manufacturer can perform the replacement of parts.

## **WARNINGS!**

### ***To avoid damaging the mains power cord and plug:***

- Do not modify the unit's power cord or plug in anyway.
- Do not bend or twist the power cord.
- Make sure to disconnect the power cord at the mains plug outlet when servicing or away for long periods.
- Always keep heating appliances as far as possible from the mains power cord to prevent the protective plastic cover from melting.

### ***To avoid electrical shock:***

- Never open the main body of the unit.
- Do not insert metal or inflammable material inside the product.
- Never touch the mains power plug with wet hands.
- Disconnect the mains power cord in case of lightning.

### ***To avoid damaging the product:***

- Do not use the product when it is faulty. If you continue to use the defective product, serious damage may occur. Make sure to contact your authorised local product distributor for repairs to the unit.
- Do not insert metal or alien substance into the smartcard slot.
- Ensure that the unit is placed near an accessible mains socket.

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## ***Correct Handling of Batteries***

- Never subject batteries to heat such as extreme sunlight, fire or anything similar.
- Batteries can contain toxic substances. Please keep batteries well out of reach from children as they may put batteries into their mouth and/or swallow them.
- Leaking batteries can cause damage to the remote control. Extract the batteries from the remote control when the Set Top Box is not in use for a long time.
- Batteries can contain toxic substances that can damage the environment. Please make sure that you dispose of batteries in accordance with statutory law. Never throw batteries in your regular household waste.
- Normal batteries may not be charged. Never heat or thrown normal and rechargeable batteries into open fire (danger of explosion!).

## ***Disposal***



In any case, never dispose of your Set Top Box and the batteries in your regular household waste. Please contact a local E-Waste facility to arrange the disposal of your Set Top Box. (<http://www.cleanup.org.au/au/>)

## ***Intended use***

The purpose of this Set Top Box is for the reception of Digital Satellite Television/Radio Broadcasts and is for private use only. This involves also following all Information contained in this user manual, especially the safety notes. Any other use is considered as not intended and can lead to damage or even personal injury.

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## 2 WELCOME

Welcome to the DSD 4921 RV Set Top Box designed for receiving VAST digital television services. This Set Top Box features High Definition (HD) and Standard Definition (SD) capabilities.

Please read and follow all the instructions in this User Manual before using one of the various installation options provided in this manual, as well as becoming familiar with the Front Panel and Remote Control Unit keys.

### Identifying your Set Top Box

To identify the Set Top Box, look for a bar code sticker on the underside of your Set Top Box.

Keep these numbers in a safe place, as your network provider requires them for troubleshooting purposes.

Example of label on the underside of your Set Top Box containing the device Serial Number and the Smartcard Number your network provider may require.





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### 3 MAIN FEATURES

- Australian VAST certified
- Dual DVB-S2 tuners
- HEVC, MPEG-2/4 compliant
- Dolby Audio supported
- HbbTV 1.5 Australian Profile (functionality to be supported in the future)
- MS PlayReady
- Secure Boot Processor
- Embedded IRDETO Secure Silicon CAS
- 128 MB NAND & 512MB DDR3 RAM
- Single satellite F-connector input with 2x DVB-S / S2 tuners.
- IR extender on F-connector
- HDMI v1.4
- PVR ready using external USB storage device - USB2.0
- Ethernet 10/100
- Digital audio, coaxial SPDIF
- Composite (CVBS) video output with stereo audio outputs
- Remote Control Unit (RCU) – NEC protocol
- Remote control extender included for discreet installation and operation
- External PSU (110-240V AC) with reverse polarity protection
- 12V DC car cigarette lighter adapter

### 4 WHAT'S IN THE BOX

Check that all of the following items displayed below are in the box and that no damage has occurred. If any items are missing or damaged, please return your purchase to the dealer for replacement of missing or damaged items.

**1 x Set Top Box with smartcard inserted**



**1 x 12V DC Power supply adapter with power lead (PSU)**



**1 x Remote Control Unit (RCU)**



**2 x 1.5V AAA Batteries**



**1 x User Manual**



**1 x HDMI Cable**



**1 x 12V Car Adaptor with cable**



**1x RCA cables**



**1 x IR Extender**



**Documentation included in the box**

- VAST Registration

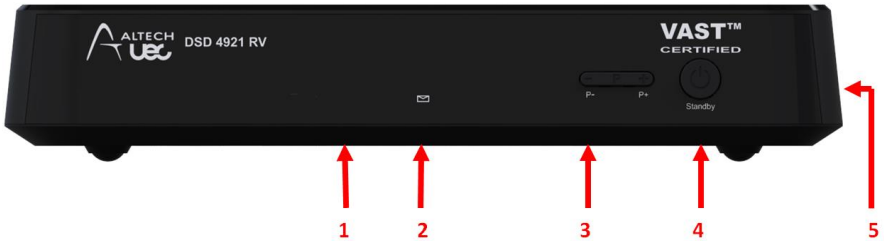
**Please note these items are not supplied with your Set Top Box**

- S/PDIF Cable
- Ethernet Cable
- External Hard Disk Drive
- Satellite Dish

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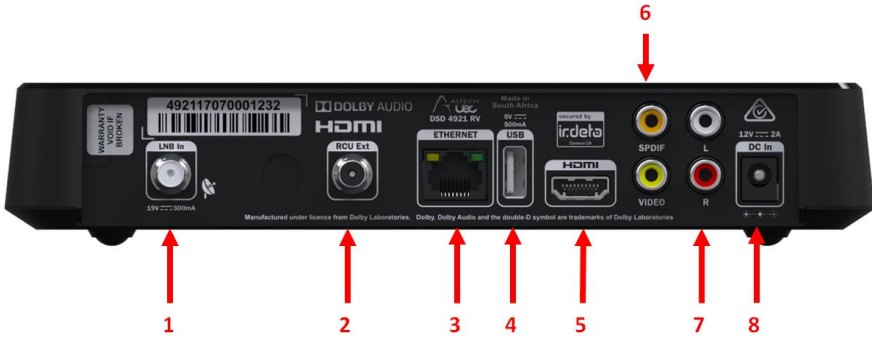
## 5 HARDWARE

### 5.1 Front Panel



1	IR Receiver	IR Receiver for the Remote control unit. The Remote Control Unit (RCU) operates the receiver by sending a beam, which is received by the infra-red window. Do not block the path between remote control and this window.
2	Front Panel LED	The following information could be displayed: <ul style="list-style-type: none"><li>• Red/Green - Flashing on start up</li><li>• Red - Indicates if the Set Top Box is in STANDBY mode</li><li>• Green – Indicates if the Set Top Box is ON</li><li>• Orange – Flashing when the decoder has received mail</li></ul>
3	P+/P- Button	Change the channels using the Program up (+) and down (-) buttons
4	Standby Button	Switches the Set Top Box between ON and STANDBY (If held down for more than 4s this will reset the Set Top Box)
5	Smart card	The smart card slot is on the right hand side of the device. A VAST Smart card is inserted into this slot for encrypted VAST TV channels.

## 5.2 Rear Panel



1	LNB IN	Connects to the TV satellite antenna Connect the satellite antenna coaxial connector to the SAT IN socket on the Set Top Box.
2	RCU Ext	IR extender, used for extending the RCU functionality when the set top box is in a cabinet.
3	LAN (Future Support)	Ethernet port for internet connectivity Connect to external equipment approved by your service provider and to the Internet
4	USB port	USB port provision for USB power extender, External Hard Drive, USB IR extender and USB upgrade and/or future use.
5	HDMI	Connects to the high definition (HDMI) input on TV or AV Home Theatre System. Use the supplied HDMI cable to connect the HDMI output on the Set Top Box to one of the HDMI inputs on the TV or AV Home Theatre system. Provides both high definition video, and Dolby Digital surround sound (When available.)
6	SPDIF	Connects to the Digital Audio Coaxial (SPDIF) input on your AV Home Theatre System for Dolby Digital Surround (if available in the program, and as configuration in Setup.)
7	RCA-Video/L/R	Connects to the Analogue Video or Audio outputs on the TV to the set top box. Stereo Audio (White/Red): L/R Digital video (Yellow) – Video NOTE: Can also be connected to input of an Amp/AV receiver to play VAST Radio services without having to use TV.
8	DC POWER 12V ---2A MAX	12V DC input from the supplied power pack or supplier 12V car power adaptor. Connect the external power supply to the 12 V DC socket on the Set Top Box.

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## 5.3 Remote Control Unit (RCU)

### Installing the Remote Control Batteries

Load the batteries as follows:

- Open the battery cover by pushing in the clip and lifting the cover on the back of the remote control unit.
- Insert the batteries with their polarities aligned, as indicated inside the battery compartment and replace plastic cover.

### Battery Life

Your remote control batteries under normal everyday use may last a period of six months, though it depends on how often the remote control is used.

Replace the batteries if you have to move closer to the Set Top Box before it functions.

Use good quality batteries and never try to recharge them, short, disassemble, and expose to heat or place them in fire.


Rechargeable batteries are not recommended for use with this remote

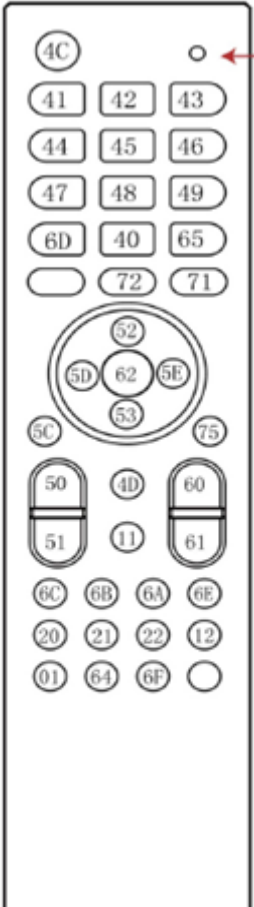
Do not use new and old batteries together.

Please remove the batteries if the remote control is not used for a long periods. This may lead to electrolyte leaking into the battery compartment, resulting in a malfunction or may even cause complete failure. Wipe the electrolyte carefully from the battery compartment of the remote control and install new batteries. Wash skin with clean water if exposed to any electrolyte.

The RCU will flash a RED led when a button is selected on the RCU.

## Remote Control unit modes

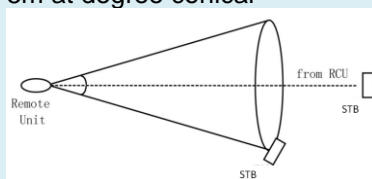
The Remote Control	Key	Button Name	Function
	LED	RED LED	Red LED lights up on selection of any key.
	4C	Power	Switches the set top box between ON and STANDBY. Flashes Red on selection
	40-49	0,1, 2, 3, 4, 5, 6, 7, 8, 9	Numerical data entry of channel number, PIN etc.
	6D	info	Displays information about the current program
	65	TV / RADIO	Tunes to TV channels / Tunes to Radio channels
	xx	Blank	Future functionality
	72	PVR	Short cut key to all recording options
	71	GUIDE	Short cut Key to launch Electronic Program Guide (EPG)
	52	Up Arrow	Menu navigation and selection - Up
	5D	Left Arrow	Menu navigation and selection - Left
	62	OK	Menu navigation and selection - OK
	5E	Right Arrow	Menu navigation and selection - Right
	53	Down Arrow	Menu navigation and selection - Down
	5C	MENU	Short cut Key to launch Menu system
	75	EXIT	To exit from info bar or go one step back in the menu structure
	50	VOL +	Increase the volume
	51	VOL -	Decrease the volume
	4D	MUTE	Turns volume ON / OFF

The Remote Control	Key	Button Name	Function
	11	BACK	Navigates back to previous menu or channel
	60	CH+	Allows channel UP navigation
	61	CH-	Allows channel DOWN navigation
	6C	RED	Functions as required by application or to select various menu options
	6B	GREEN	Functions as required by application or to select various menu options
	6A	YELLOW	Functions as required by application or to select various menu options
	6E	BLUE	Functions as required by application or to select various menu options
	20	REW	Rewinds a recorded program or when time- shifting
	21	PLAY	Starts playing the recorded program or resumes playing back behind live TV program
	22	FWD	Fast forwards a recorded program or when time- shifting
	12	STOP	Stops the recorded program and jumps to live TV
	01	REC	Records selected program
	64	SUB	Launches subtitles
	6F	HELP	Launches HELP menu

Distance and angle

Minimum 10m at straight line

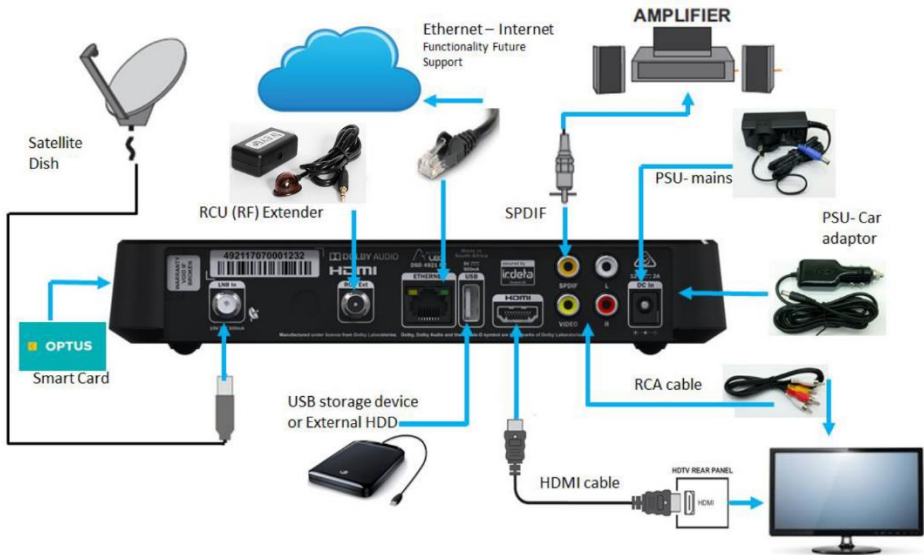
Minimum 5m at degree conical



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## 6 HOW TO CONNECT TO YOUR SET TOP BOX

### 6.1 Quick Start Guide for Installations



1. Remove Set Top Box from packaging. Insert supplied batteries into the remote control (RCU).
2. Ensure a Smart Card is inserted into the slot on the right side of the Set Top Box. Ensure the smart card is correctly inserted with the logo facing upwards.
3. Connect the satellite feed (Cable from your Satellite Dish) to the connector marked “LNB IN” on the rear panel of the Set Top Box.
4. Connect a HDMI cable between the HDMI-port of your TV and your Set Top Box.
5. Connect a RCA cable between the three RCA-Ports of your TV, or Red/White leads to Aux input of Audio Amp/AV receiver and your Set Top Box.
6. If required: Install the digital audio coaxial (SPDIF) cable between one of the digital audio ports on the Set Top Box and one of the digital audio inputs on your amplifier. The necessary cable can be obtained from your local AV equipment retailer.
7. Using the USB port, connect the following devices as required:



- 
- 7.1. External Hard Disk Drive (not supplied)
  - 7.2. USB Thumb drive for recording functionality (not supplied)
  8. Optional connection to extend the RCU if your set top box is inside a cabinet
    - 8.1. Connect the RCU (RF) Extender to the connector marked “RCU EXT.” on the rear panel of the Set Top Box.
  9. Ethernet Port for connection to the internet. This functionality is planned for future support. New user manuals will be available online when this feature is available.
  10. Connect one of the following power supply options to your Set Top Box.
    - 10.1. Power supply cable from the external PSU 12V DC plug.
    - 10.2. Power supply cable from the external car power adapter 12V DC plug.
  11. Once all the relevant cable connections to the equipment are complete, the external Power Supply Unit (PSU) cable can be plugged into your AC wall socket outlet.
  12. Once Set Top Box is powered up, follow the instructions in the setup wizard Point 7. - “First time start-up of the Set Top Box” (page 17 of this guide)

## 6.2 VAST Registration

The Australian Government funds a free-to-air satellite service – Viewer Access Satellite Television (VAST). VAST provides digital television to viewers in remote areas of Australia who are unable to receive digital TV through their normal TV antenna due to local interference, terrain or distance from the transmitter in their area.

1. Once the installation and first time start-up processes of the set top box are completed and the STB has scanned, the VAST registration process may be completed.
2. Log on to the following websites where you may (1) Register for VAST services or (2) Re-Activate your VAST service.
  - <https://www.myvast.com.au/> Activate ABC and SBS services only or
  - <https://www.mysattv.com.au/> Activate commercial services as well as ABC and SBS services.

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## 6.3 Additional information

### Restoring Factory Defaults

Resetting to factory defaults can be useful if you have changed some settings and lost some functions. Resetting will restore the decoder back to its original configuration and you will lose all personalized settings.

To restore factory defaults:

1. Launch the Main Menu press the “**MENU**” key.
2. Use the arrow buttons to highlight Settings icon, press “**OK**”.
3. Navigate to Installation, press “**OK**”.
4. Enter your Installation PIN 1234
5. Navigate to Factory Reset - Restore Default Settings” press “**OK**” and select “**YES**” to start the restore factory settings process.

### Smart Card

The smart card is paired to this Set Top Box which means that the smart card provided with your Set Top Box cannot be used in any other Set Top Box. Similarly you will not be able to use any other card in your Set Top Box.

### Reset Button

Reset function is provided by pressing the standby button on the front panel and holding it for 4 seconds. This can be used to reset your Set Top Box in the case of a video freeze for example. The Set Top Box will reboot after a few seconds. The front panel LED's will light up and a “boot” progress bar is visible on the screen when the decoder reboots.

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## 7 FIRST TIME START-UP OF SET TOP BOX

After installing all the cables correctly between the Satellite Dish, Set Top Box and the TV, there are five easy steps to perform before you can activate the Set Top Box with your network provider. See the following list below for the initial set-up procedures:

- Resolution
- Time Zone
- Select USB storage device
- Satellite Channels Search
- Smartcard Activation (Live TV - Channel 800)



### Setup Procedures

Switch ON the TV and set it to the correct HDMI or RCA input and then switch ON the Set Top Box, after a few seconds the splash screen will appear followed by the first installation screen.

### STEP 1: RESOLUTION

The next setting is the “**Resolution**”.

1. Use the “▲▼”keys to select your relevant resolution for your TV.
2. A screen will popup asking you to Keep/Revert resolution change (If you do not say Keep the system will revert back to default 720P).
3. Press “**OK**” to accept and proceed to next screen.

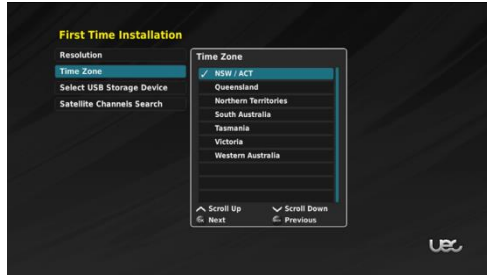
Standard Definition – 576  
HD Ready – 720  
High Definition – 1080



## STEP 2: TIME ZONE

The next setting is the “**Time Zone**”.

Use the “▲▼”keys to select your preferred Australian time zone, press “**OK**” to accept and proceed to next screen



## STEP 3: STORAGE DEVICE

The next setting is the “**Select USB Storage device**”.

If a USB device is plugged in the UI will display installation options. Use the “▲▼”keys to select your preferred USB Storage device, press “**OK**” to accept and proceed to next screen. (File format: EXT4 or FAT32)



## STEP 4: CHANNEL SEARCH

The final setting is the “**Satellite Channels Search**”.

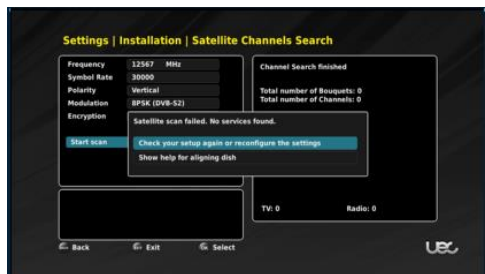
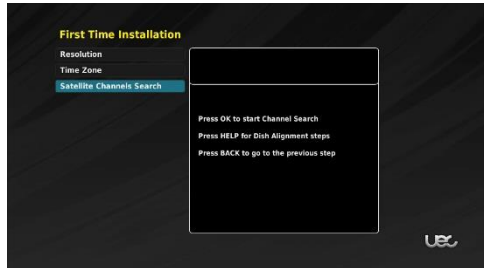
**Note:** To continue your Satellite Dish must have been installed correctly

1. Press “**OK**” to begin searching for all the available channels, this may take a few minutes to complete.



**Note:** Signal information will be displayed and provide an indication as to the quality of your Dish Installation.

2. Once the search is finished, the total number of TV channels and Radio services found are shown.
3. Press **“OK”** to Close First Time installation and go to live TV.
4. The first time installation is complete.
5. Follow Step 5, to complete VAST registration.
6. If no channels or radio services are found, continue with point 6 below.



## POINTING YOUR SATELLITE DISH

7. If no channels or radio services are found, the system will display a “Satellite scan failed. This is either because the dish isn’t aligned properly and signal is weak, No services found” message, with the following options:
  - Check your setup again or reconfigure the settings.
  - Show help for aligning dish.
8. “Check your setup again or reconfigure the settings” - where you can check your installation and retry the channel search.
9. “Show help for aligning dish” option the system will display a



Dish Installation - Map. Using the remote simply navigate to the region you reside in and select "OK".

10. The Dish Installation - Alignment screen will be displayed with tips to help you align your dish.



11. The Dish Installation – LNB screen will be displayed with tips to help you select the correct LNB frequency.


## STEP 5: VAST REGISTRATION

1. Once your first time installation is complete the set top box will scan for available satellites. The set top box will go to live TV Channel 800, where the following information is shared.
  - 1.1. Welcome to the viewer access satellite television (VAST) information channel.
  - 1.2. Welcome to VAST.
  - 1.3. What channels are available to VAST.
  - 1.4. How do I get access to VAST channels (contact details).
  - 1.5. Important information.
  - 1.6. Set top box – over the air updates.
  - 1.7. Need more information (contact details).
2. Continue the setting up process by registering or re-activating the VAST services.
3. On completion of VAST registration, re-activation and service activation all requested services will be available for viewing.



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## 8 GENERAL FUNCTIONS

### Standby/Power On


The “**Standby/Power On**” button “” key on the RCU places your Set Top Box into standby or powers up the Set Top Box to resume watching TV (ensure your TV is also ON).

### Volume Control




Pressing the “**VOL**” buttons “” or “” on the RCU to increase or decrease the volume. A volume bar shown on-screen indicates the volume level.



### Mute Key


Pressing the “**MUTE**” button “” on the RCU will mute the audio. A volume mute bar as shown on-screen indicating the volume is in mute mode.

There are two ways to regain the volume:

1. If the volume is muted, press the “” key again to regain volume.
2. If the volume is muted, press either the VOL “” or “” keys to regain volume.



### Switching between TV and Radio Channels

Use the “**TV/RADIO**” key “” to change between the TV Channels and radio stations.

The radio screens and procedures are similar to your TV procedures in this User Manual.

**NOTE:** If Red/White AV leads have been connected to an Audio amp or AV receiver, these radio services can be played without requiring TV to be switched on.

### Error Banners

An error banner is displayed when there is a dish alignment or input error from the user or in the instance where signal is lost.

## Remote - OK key

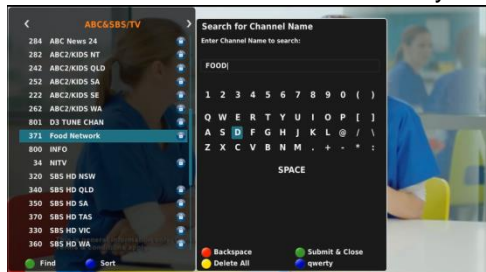
While viewing a full screen program, if you press “OK” a list shows all the TV channels available to you. This list does not show any program information. You can scroll through the list or use the colour icons below the TV channels to Find or Sort channels.



## Remote - Green (Find) Icon

Use this option to search for a channel or other content. Use the colour keys on the Remote Control to perform these functions.

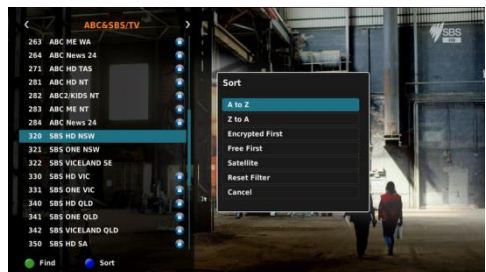
1. To search for a channel, press the “**■**” key. This presents you with another window where you enter the channel or program title.
2. To select the letters, numbers or symbols use the “◀▶▲▼” keys; press “OK” to accept each letter until title is complete.
3. To begin the search, press “**■**”. If found the channel or program title results are shown.
4. To delete the name of the channel or program title, press “**●**”. The name will be removed from the search area, or,
5. Use the “**■**” to backspace a single letter at a time.
6. You can close these screens at any time, press “EXIT” until clear.



## Remote - Blue (Sort) Icon

From this TV Channel list, you also have the option to sort your channels.


1. To sort channels, press the “**■**” key. Another window is opened where you can select how you want the channels sorted.






2. To select an option of what you want sorted, use the “▲▼” keys to highlight your option, press “OK”.
3. You can close these screens at any time, press “EXIT” or “BACK” until clear.


## I-Plate Information Banner

Press the “INFO” button “

1. Press the “▲ CH ▼” buttons on the remote to change the channel to the next/previous channel respectively, or
2. When the I-Plate is displayed, press the “▲▼” arrow buttons on the remote. This allows you to browse the programme information of the other channels without changing the channel you are presently viewing.
3. When the I-Plate is displayed, press the “◀▶” arrow buttons on the remote. This allows you to browse between the Current and Next event of the channel you are presently viewing.
4. When the I-Plate channel is displayed, Press the “

The screenshot shows a video player interface. At the top right, there is a logo for 'THE FEED'. Below it, the channel is identified as 'SBS VICELAND SE' and the date/time as '13 Jun 2017 12:07'. A progress bar indicates the current position in the program. Below the progress bar, there are two program listings: '12:00 - 13:55 Dumas' and '13:55 - 14:45 Release The Hounds'. The main video area shows a close-up of white, crystalline objects.

## I-Plate Extended information Banner

With the Information Banner displayed press the “INFO” button “

This screenshot shows the extended information banner for the program 'Dumas'. It features a dark background with a small globe icon. The text reads: 'The year is 1848 and novelist Alexandre Dumas is at the height of his fame. However, the author's long-time collaborator, Auguste Mequet, begins to crave his share of the spotlight.' Below this, the channel 'SBS VICELAND SE' and date/time '13 Jun 2017 12:07' are shown. A progress bar and two program listings are also visible: '12:00 - 13:55 Dumas' and '13:35 - 24:45 Release The Hounds'.

## I-Plate Icons



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## 9 MAIN MENU SCREEN

The Main Menu provides access to the most important features of the Set Top Box. These features are divided into the following Menus. Each Menu contains corresponding sub-menus. See main menu icons below for a brief description on each of them.



To launch the Main Menu press the “**MENU**” key.



**TV Portal:** Your ultimate guide to interactivity with a collection of popular and highly useful applications right on your fingertips. (Future feature)



**Timers:** Discover all of your programmed and scheduled events, by creating new or editing saved reminders, fast and easy.



**Recordings:** Manage all of your recorded events, whether manually or automatically recorded, through a clean-cut straight-forward list.



**EPG:** Use the Electronic Program Guide to be informed on current and upcoming events for up to 8 days, on all channels that support it.



**Settings:** Perform configuration of your Set Top Box by accessing all necessary settings options.

---

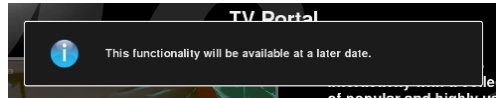
## 9.1 TV Portal

The TV Portal menu provides access to online or interactive applications.

1. To launch the Main Menu press the “**MENU**” key.
2. Use the arrow buttons to highlight TV Portal icon.
3. To access the TV Portal content, press “**OK**”.



**NOTE:** This functionality will be available at a later date.

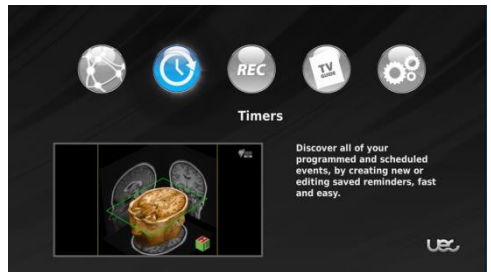


## 9.2 Timers

The Timers menu provides functionality for the user to set up and manage scheduled timers either set from the EPG, I-plate or custom schedules/recordings.



This is an easy and quick way to view all your scheduled content. Using this application allows you to edit existing or create new schedules, this screen shows you start times and program titles.

1. To launch the Main Menu press the “**MENU**” key.
2. Use the “◀▶” keys to highlight Timers icon.
3. To access the Timers content, press “**OK**”.



Once this list is populated, you can then edit the list.

## Setting a Manual Recording

1. After pressing, the “

The screenshot shows the 'Timers' menu on a television screen. At the top right, it displays 'Tue 13 Jun 2017 12:16:32'. Below the title 'Timers', there is a table with columns 'Title', 'Date / Time', and 'Type'. The table contains two entries: 'SBS HD NSW' with date '13 Jun / 12:29' and a blue edit icon, and 'SBS VICELAND SE' with date '14 Jun / 12:59' and a red delete icon. To the right of the table is a small video thumbnail for a program titled 'THAT'. At the bottom of the screen, there are four icons: a red circle with a minus sign labeled 'Delete Reminder', a green circle with a plus sign labeled 'New Timer', a blue circle with a question mark labeled 'Help', and a grey circle with an 'i' labeled 'Info'. The UEL logo is in the bottom right corner.



The procedures for “Channel Change Reminder” and “Banner Reminder” are the same or similar to those of Manual Recording above.

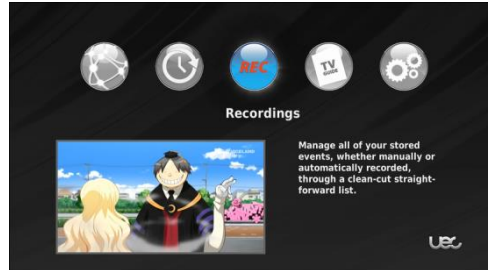
**Note:** The system supports recording two channels simultaneously and a timeshift recording on the channel you are watching.

---

### 9.3 Recordings

The Recordings menu presents a playlist which provides information about the recorded content as well as functions to lock and protect recordings from deletion.

1. To launch the Main Menu press the “**MENU**” key.
2. Use the “◀▶” keys to highlight the Recordings icon.
3. To access the Recorded content, press “**OK**”.
4. The system shall display the recording information.



### 9.4 Electronic Program Guide (EPG)

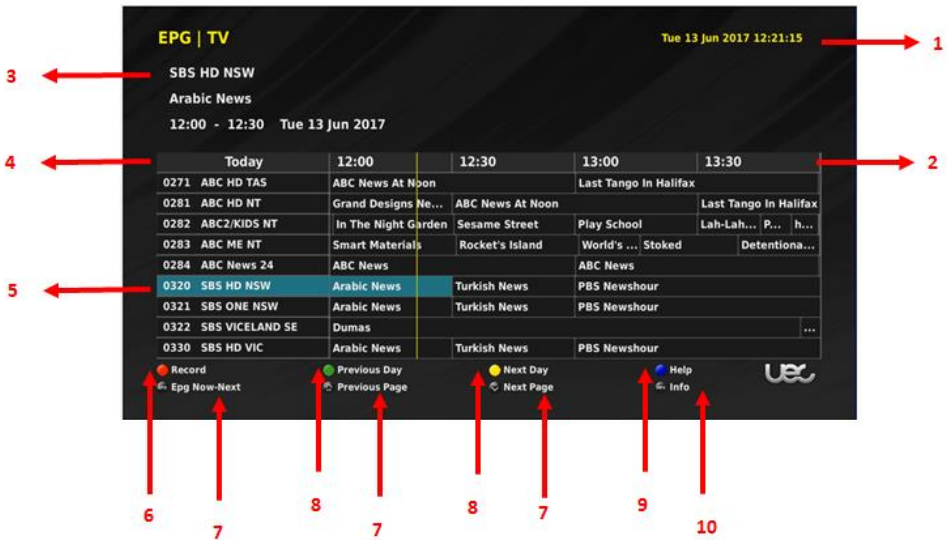
This chapter describes how to use the EPG while watching TV and how to change to and from the Radio services. One of the great advantages of Digital TV transmissions is the addition of extra features to the broadcast, such as information about the current and next programs and extra options such as the ability to choose between different languages for Audio and Subtitling.

1. To launch the Main Menu press the “**MENU**” key.
2. Use the “◀▶” keys to highlight EPG icon.
3. To access the EPG content, press “**OK**”.



**NOTE:** Available options may vary, depending on what material is being broadcast.

# EPG Layout



## 1.YEAR/DATE & TIME

Display the current time, you will know when the next program and series begins.

## 2.PROGRAM SCHEDULE

Displays the start and end time of all programs.

## 3.CURRENTLY SHOWING

Displays basic information on the current content you are viewing.

## 4.WEEK DAY

Allows you to see what day of the week you are looking at, while navigating through the seven day schedule.

## 5.CHANNEL & PROGRAMS

Displays all the available channels and programs..

## 6.RECORD ICON

Allows you to record a program from within the EPG.

## 7.NAVIGATION ICONS

Allows you to navigate forward to view what programs are coming up and again to the present day.

## 8.NAVIGATION ICONS

Allows you to navigate to the EPG previous and next pages to view EPG data.

## 9.HELP ICON

Displays a selection of Icon descriptions.

## 10.INFO ICON

Displays the current selected channels details.

## Electronic Program Guide (EPG)

View program information for Now and the Next 8 days.

To activate the EPG application, press the EPG key while watching a TV program or listening to a Radio Channel. You can still watch your program while looking at other program schedules and information on the mini screen.

Pressing the EPG key again will toggle various views of the EPG.

EPG application shows seven channels per page giving you an overview of channels with information about present and forthcoming programs.

As you scroll through the guide, information of all available events for the selected channel for the next 7 days. The availability of Program information data is dependent on the individual broadcaster.

1. To scroll through schedule, use the “◀▶” and “▲▼” keys.
2. To scroll through to the Next Day, press “🟡” or Previous Day press “🟢” keys.
3. To close the EPG, press “EXIT”.



As you scroll through the guide, you can also view a short description of the highlighted program.

1. Press the “INFO” key to launch the information Banner.
2. Press the “INFO” or “BACK” key to remove the information banner.



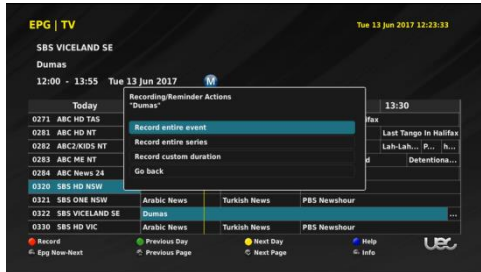
## Recording from the EPG

A Recording/Reminder opens a banner displaying three timer options.

### Record entire event

The first option is to record the show according to broadcaster time schedule, with a few minutes of overlap on each end of the time slot.

1. To select your program, use the “▲▼” or “◀▶” keys to highlight the desired program.
2. Press the “RECORD” to set the timer.
3. To select Record Entire Event, press “OK”.
4. A “RECORD” icon is placed next the programme you want to record.



### Record custom duration

The Record custom duration allows you to set your own time duration. The duration is set in minutes; the allocation for this function is a maximum of 2 days.

If timer settings for the program overlap, an error message is displayed. You have to either change or delete one or the other timer settings, or look at re-setting it later.






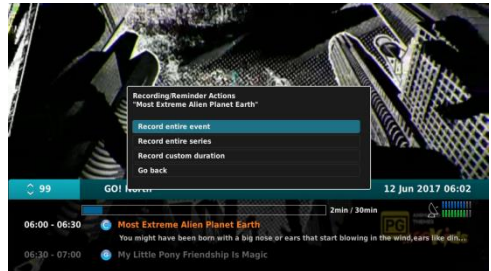
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## PVR Function

The Set Top Box has PVR (Digital Video Recorder) capabilities. Whilst recording, you have the option of watching other channels.

### Direct recording






To start a recording press the “” record key, choose a recording option with the “ ” keys and confirm with the “**OK**” key.



### EPG Recording

You can programme Timer options from the EPG.

### Time-shift-Function

1. During Live TV you can press the “” pause key to activate the Time-Shift function. The Set Top Box pause’s the program until you want to continue watching.
2. Use the “” play key to continue watching the time-shifted program.
3. Press the “” Fast Forward or “” Rewind keys to increase the playback speed from 2 to 256x in both directions.
4. To stop playback, press the “” stop key.
5. To return to live TV, press the “**EXIT**” key.
6. The Time-Shift function de-activates after changing to another channel.



## Playback List

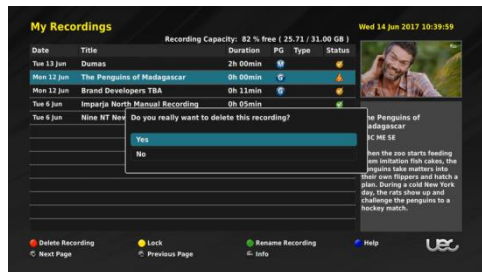
The playback list is where you will find all recorded programs. Pressing the “PVR” key displays a list of all the recorded programs on your HDD.

To select a program use the “▲▼” keys to highlight the desired program and to start the playback press the “OK” key. If supported by the Channel operator, press the “INFO” key for brief details about the recorded program.





## Deleting a recorded program

1. Use the “▲▼” keys to highlight the program you want to delete, press “OK”.
2. A confirmation banner appears, “Yes” to delete or “No” to cancel.
3. To accept, press “OK”.



## Locking and unlocking a program

Programs that are locked can't be viewed until a password has been entered.

1. Use the “▲▼” keys to highlight the movie/series you want to lock then press “” key, a lock icon appears at the end of the selected program.
2. Removing the lock icon, highlight the program, press “” to unlock.



## Renaming a recording

1. To rename a program use the “▲▼” keys and highlight the movie/series, press “■” this opens the renaming banner.
2. To delete part of the name use the “◀” backspace key or delete the name completely press “▶” delete all key.
3. To type in a new name use “▲▼” keys to select the letters then press “OK” to accept, do this procedure until you have entered the name.
4. Once the name is done, press “■” to submit and close.



---

## 9.5 Settings

The Settings menu provides functionality for the user to set up and manage the Set Top Box.

The Settings Menu includes the following functional sub menus:

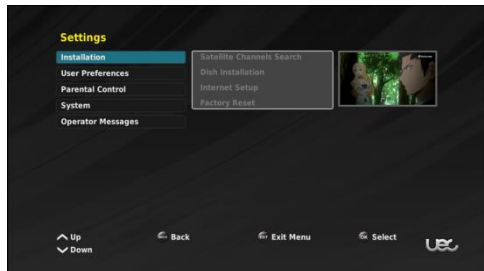
- Installation
- User Preferences
- Parental Control
- System
- Operator Messages

1. To launch the Main Menu press the “**MENU**” key.
2. Use the “◀▶” keys to highlight Settings icon.
3. To access the Settings content, press “**OK**”.
4. To close the menu and return to live TV, press “**EXIT**”.



All settings menus can be navigated in the following way:

1. To view the selected menu, use the “▲▼” key to highlight “**Selected menu**”, press “**OK**” to select.
2. From this list, you can choose the relevant option you want to change.
3. To navigate through the options, press “**OK**”, scroll through options using the “▲▼” keys, select the required option using the “**OK**”, remote button.

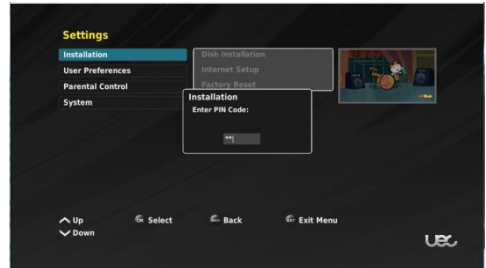


## Settings - Installation

To perform any of the functions under “Installation” the user is required to enter their **Installation PIN 1234** (This PIN cannot be changed) before gaining access to these options.

The Settings - Installation sub-menu includes the following functional sub menus:

- Satellite Channel Search
- Dish Installation
- Internet setup
- Factory reset



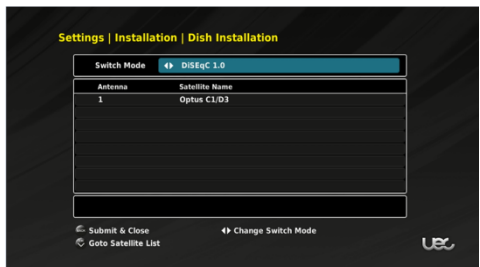
### Satellite Channels Search

1. Press “**OK**” to open, the Satellite Channel Search screen.
2. Select the correct Frequency, Symbol Rate, Polarity, Modulation and Encryption.
3. On completion of settings, press “Start scan”.
4. The system starts the scan. Once the rescan has completed the results of all the channels will appear.
5. If the scan fails the “Satellite scan failed. No services found” message will be displayed. See First time start up – Step 5
6. To go to the previous menu, press the “**BACK**” key or “**EXIT**” to go back full screen.




### Dish Installation

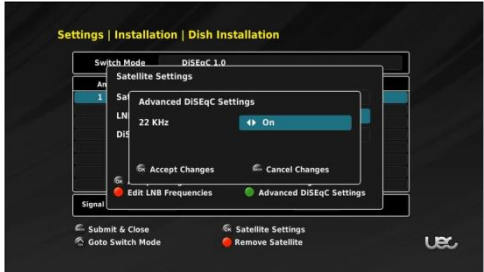
Press “**OK**” to open, the Dish Installation screen. Select your switch mode option. DiSEqC 1.0 or DiSEqC 1.2 Follow the on screen instructions to add satellites as required.



Select the satellite and press “OK”, the advanced satellite options will be displayed.

Select the correct satellite, LNB Type and DiSEqC port. Select “OK”.

Press “



## Internet Setup

The Internet Setup sub-menu includes the following functional sub menus:

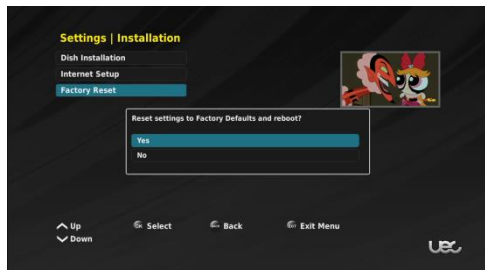
**NOTE:** This functionality will be available at a later date.

- Network information
- Network mode
- LAN Settings
- Restart Network
- Get time from time server

## Factory Reset

Performing a Factory Reset will erase any personal settings and/or data. The parental PIN code will change to the default of “1234”. To reset your decoder back to the factory defaults, carryout the following procedures.

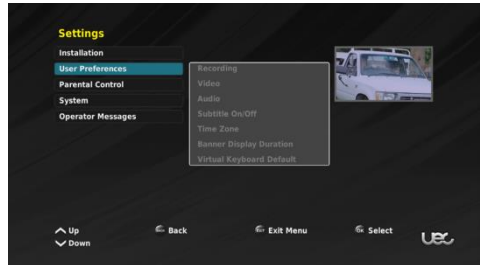
1. Use the “▲▼” keys to scroll to Factory Reset.
2. To open, press “OK”.
3. A confirmation banner appears with two options: “Yes” to reset to factory defaults and reboot, or “No” to cancel this function.



## Settings - User Preferences

The Settings - User Preference sub-menu includes the following functional sub menus:

- Recording
- Video
- Audio
- Subtitle On/Off
- Time Zone
- Banner Display Duration
- Virtual Keyboard Default

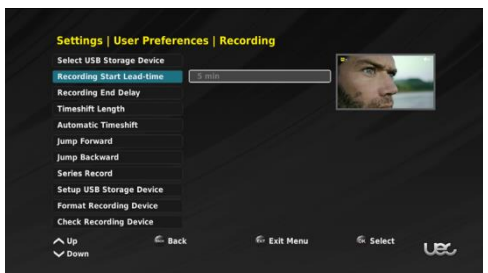


## Recording

In the Sub-menu “Recording”, you have various options to change the settings of your connected Hard Disk Drive (HDD) or USB devices.

This Sub Menu includes the following functions:

- Select USB storage device
- Recording start lead -time
- Recording end delay
- Time-shift length
- Automatic time-shift
- Setup USB storage device
- Jump Forward
- Jump Backward
- Series record
- Format storage device
- Format recording device
- Check recording device



---

### Select USB Storage Device

A storage device must be inserted to see full recording functions.

### Recording Start Lead-time

The Recording Start Lead-time can be set between 0 and 30 minutes.

### Recording End Delay

The Recording End Delay can be set between 0 and 120 minutes.

### Timeshift Length

The Time-shift length can be set between 15 and 120 minutes.

### Automatic Timeshift

The Automatic time-shift can be activated or deactivated, YES / NO.

### Jump Forward

The Jump Forward time can be set 10, 20 or 30 minutes.

### Jump Backward

The Jump Back time can be set 10, 20 or 30 minutes.

### Series Record

Series recording can be selected to record only the current channel or all channels.

### Setup USB Storage device

This feature allows the user to set up their storage device preference.

### Format Recording Device

In this Sub-menu, you can see all information about your connected Hard-Disk-Drive as well as an option to format the HDD. Information includes details about the HDD Information file system, the total and the used capacity.

**NOTE:** By performing this task, when the formatting is complete, you will lose all existing content on the Hard-Disk-Drive.

### Check Recording Device

Connected Recording devices are checked for compatible formats.



---

## **Video**

In the Video menu, you can modify the properties of the video signals to suit your TV and theatre equipment.

Selectable Video settings include:

- Resolution
- Screen ratio
- Display Format

## **Audio**

Use the Audio options in the Settings menu to identify the type of audio connection to the TV. Choose an option that your TV can output.

Depending on the broadcast content and the Set Top Box audio capabilities, you may not hear the sound effects when selecting Dolby Digital as the audio output mode.

Selectable Audio settings include:

- SPDIF Digital Audio Output
- HDMI Digital Audio Output
- SPDIF Audio Delay

## **Subtitle On/OFF**

Use the Subtitle setting to select whether you want Subtitles On or OFF by default.

## **Time Zone Settings**

Use the Time Zone setting to select your Australian region, the system shall adjust to the region time zone.

## **Banner Display Duration**

The Banner Display Duration setting is selectable between 1 and 29 seconds.

## **Virtual Keyboard Default**

The Virtual Keyboard Default setting is selectable between ON / OFF.

## Settings - Parental Control

Your PIN code enables you to control the programs viewed in your home. The default **Parental PIN is 1234** - This PIN may be changed.

Keep your PIN secret and choose a PIN you can remember. If you forget your PIN, use the **FACTORY RESET** to reset the Set Top Box back to the default or by calling the service centre. To find customer service numbers, go to see **Manufacturer Information** for telephone numbers (page 46).

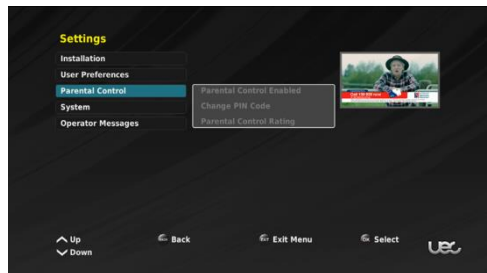
If you start changing your PIN code but decide not to continue, press **“EXIT”**, to keep your current PIN code.

When using the Parental Control function you will always have to enter the Parental PIN code to gain access.

The PIN will allow 3 failed entries before the system is locked out, this can be reset by the **FACTORY RESET** to reset the Set Top Box back to the default or by calling the service centre.

### Enabling Parental Control

1. To view the Parental Control screen, use the **“▲▼”** keys to highlight **“Parental Control”**, press **“OK”** to open. This displays various options for you to restrict the viewing.
2. Upon entry to **“Parental Control Enabled”** which is the first option, press **“OK”** key.
3. From the Parental Control Enabled menu, choose either **“Yes”** or **“No”** using the **“◀▶”** arrows.
4. To accept the highlighted option, press **“OK”**.
5. Use the numeric keys on the remote control to enter your PIN code, press **“OK”**.

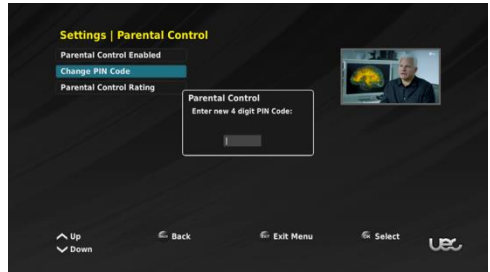


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## Changing PIN Code

Use the “▲▼” to highlight “**Change Pin Code**” from the Parental Control menu, press “**OK**” to display the PIN code window.

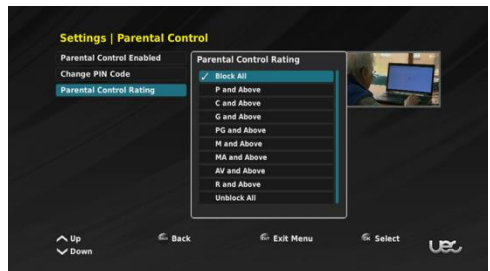
You may change your PIN at any time. To change your PIN you must type in your new PIN twice.



## Parental Control Ratings

To view the Parental Control, move to the “Settings” icon and press “**OK**”.

1. To see the Parental Control Rating menu, use the “▲▼” keys to highlight “Parental Control Rating”, press “**OK**”. The Parental Control Rating window allows you to specify the age categories that are inappropriate for viewing, unless you first enter your PIN code.
2. To block the age category of program, use the “▲▼” buttons to highlight it and then press “**OK**”. This places a tick next to the category you have blocked.
3. To change the restriction level, highlight a different restriction level and then press “**OK**”. This applies the new restriction level. When you have finished changing viewing restrictions, press “**EXIT**”. You can watch blocked programmes, but first you must enter your PIN number.

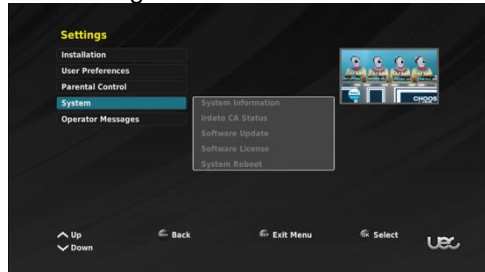


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## Settings - System

In the Sub-menu “System”, you have various options to view the system information. This sub menu includes the following functions:

- System Information
- Irdeto CA Status
- Software Update
- Software Licence
- System Reboot



### System Information

The system information option gives you statistics about the Set Top Box's system and attached peripherals.

### Irdeto CA Status

The Irdeto CA Status provides information which may be required by your service provider. The following information screens are available:

- Smart Card Status
- Softcell Service Status
- Loader Status

### Software Update

The Software settings provide access for you to check for Software updates.

- Software Update Over the Air (OTA)

Note: USB Software upgrades may be performed by inserting a USB device with approved software into the USB port on the rear panel. Followed by rebooting the unit, while holding down the left button on the front panel. (File format: FAT32)

### Software License

The software licence information can be viewed.

### System Reboot

If the need arises and the Set Top Box requires rebooting, due to some minor problems, a System Reboot can be performed.

## Settings - Operator Messages

In the Sub-menu “Operator Messages”, you have options to view the operator messages, which could be sent from your service provider to your Set Top Box.

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## 10 TROUBLESHOOTING

Problem	What To Do
<b>The Set Top Box will not switch ON. None of the LEDs are ON.</b>	<p>Check the connection of the external power supply unit at the wall socket and ensure it is switched ON. If it is connected correctly the Green power LED on the power supply should be lit.</p> <p>Check if the power connector on the Set Top Box's rear panel is securely connected.</p>
<b>No picture</b>	<p>Check if TV and Set Top Box are "ON" (not in standby mode).</p> <p>Check that all the cables connections to the Set Top Box and TV are secure.</p> <p>Check that the TV has the correct input source selected (TV, PC, AV1, AV2 and HDMI1 and etc.)</p>
<b>No sound</b>	<p>Check the mute button on the TV or Set Top Box, to restore the sound press the mute button again.</p> <p>Check the volume is not turned all the way down. To increase the volume, press the "Vol+" button.</p> <p>Check connection of the Audio cables to the Set Top Box and TV / Home Theatre.</p>
<b>Remote control does not work</b>	<p>Check if TV and Set Top Box are "ON" (not in standby mode).</p> <p>Check that your RCU Standby Key lights up when a key is pressed, if not change your batteries</p> <p>If the RCU Standby Key lights up RED: Check that there are no obstructions between you and the Set Top Box, aim directly at the Set Top Box and not the TV and then try again.</p> <p>If the RCU Standby Key lights up Green: Un-pair the remote (see instructions in Section 7 of this User Manual- 'first time start-up of the Set Top Box). Thereafter the RCU should light up RED when a key is pressed and then the RCU is now in IR mode and requires direct line of sight to the STB when pressing keys. See above procedure to troubleshoot (Go back to your Menu Setting and re-pair your remote after it starts working fine)</p>

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## 11 LEGAL MATTERS

Important NOTICE to all purchasers of a DSD 4921 RV Set Top Box:

The DSD 4921 RV Set Top Box is designed, manufactured and sold to receive selected network services only. It will therefore not be fully functional unless it is used with the network operator's enabled Smartcard supplied with the DSD 4921 RV Set Top Box, deployed within the Australian broadcast footprint, and installed so as to receive the network specific signal.



The smartcard is unique to each decoder and cannot be replaced or changed with another decoder.



The network operator is entitled to upgrade the software by downloads to your decoder, to ensure that only approved services are being received, and that the decoder remains compatible with the networks platform.

### Obsolescence Disclaimer

Digital Satellite Technology is rapidly evolving. As a result of this, it is not possible to predict what the requirements will be in a few years' time. The manufacturer cannot guarantee that this DSD 4921 RV Set Top Box will be able to run all available services in future.

### DIY Installations Disclaimer

Due to the many potential configurations in each home and the variety of equipment available, it is not possible to cover every potential installation scenario in this Viewer's Guide. An Accredited Installer or the supplier / manufacturer of the specific equipment should be consulted if any doubt exists when doing an installation.

---

## ROVI

This product incorporates copyright protection technology that is protected by U.S. patents and other intellectual property rights. Use of this copyright protection technology must be authorized by Rovi Corporation, and is intended for the home and other Limited viewing uses only unless otherwise authorised by Rovi Corporation. Reverse engineering or disassembly is prohibited.

Do not connect the unit through VCR. Video signals fed through VCRs may be affected by copyright protection systems and the picture will be distorted on the television.

## Dolby Audio Logo

Manufactured under license from Dolby Laboratories, Dolby, Dolby Audio and the double-D symbol are trademarks of Dolby Laboratories.



## HDMI Logo

HDMI and HDMI Logo, and High-definition Multimedia Interface are trademarks or registered trademarks of HDMI Licensing LLC in the United States and other countries.



## RCM

The RCM Logo is a visible indication of a product's compliance with all applicable ACMA regulatory arrangements, including all technical and record-keeping requirements.



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## Altech UEC

Altech UEC is a registered trademark of Altech UEC South Africa (Pty) Ltd.



## Intellectual Property

The DSD 4921 RV Set Top Box Basic Viewer's Guide, including the graphics, menus and information contained herein are the subject of intellectual property rights, including copyright, under domestic law and international conventions. All rights are reserved.

All intellectual property rights of the DSD 4921 RV Set Top Box are owned by Altech Multimedia (Pty) Ltd.

Pirating or circumventing of the conditional access system or facilitating anyone else doing so is STRICTLY PROHIBITED. Failure to adhere to this prohibition is a criminal offence.

Some components are licensed under GPL and LGPL licenses. For further information regarding the licenses and which components are licensed under these licenses please visit **[www.altech-multimedia.com](http://www.altech-multimedia.com)**

## Manufacturer's Information

Should you require further technical assistance and your authorised dealer or installer was not able to help, please contact our technical support service. The source code for these components can be obtained by written request to:

### **Altech UEC South Africa (Pty) Ltd.**

Postal address: PO Box 54, Mount Edgecombe, 4300, South Africa  
Physical address: 46 Siphosethu Road, Mount Edgecombe, South Africa  
Telephone: +27 (0) 31 508 1300 (Switchboard)  
Internet: **[www.altech-multimedia.com](http://www.altech-multimedia.com)**

### **Support Information – NAS Australia**

28 Newstead Terrace  
Brisbane, Australia  
Telephone: 07 3015 8700  
Internet: **[www.nasaustralia.com.au](http://www.nasaustralia.com.au)**



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