

# smartvu+ QUICK START GUIDE



**DISH-TV**<sup>®</sup>

[www.dishtv.co.nz](http://www.dishtv.co.nz)

# Notes

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# What's in the Box?

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

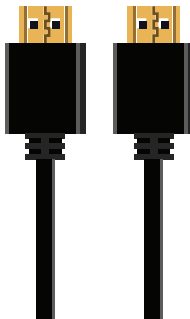
## SmartVU+ (A7070)



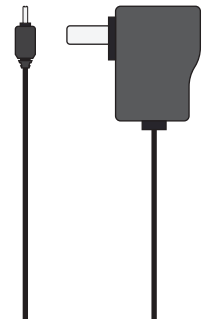
### Bluetooth Remote



### HDMI Cable



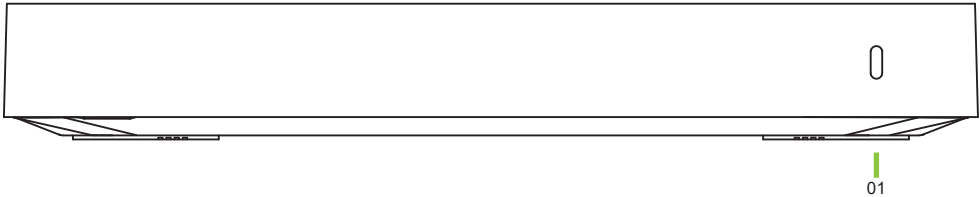
### Power Supply



Items missing? Please contact the retailer or store you purchased this from.

# Your SmartVU+ (A7070)

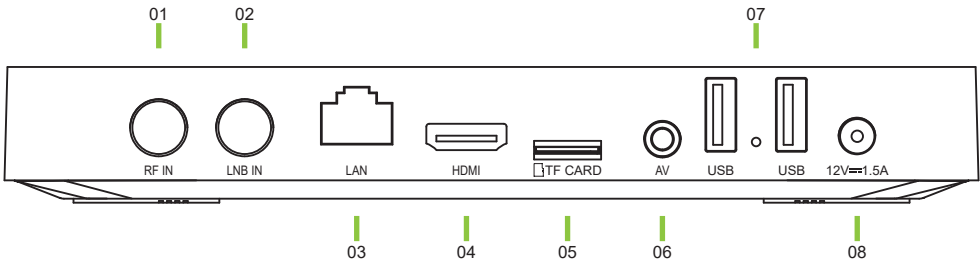
## Front Panel



### 1. LED STATUS

**RED:** Standby. **BLUE:** Power On.

## Back Panel



### 1. RF IN

Connect to UHF Aerial cable.

### 2. LNB IN

Connect to Satellite Dish cable.

### 3. ETHERNET

Wired Internet Connectivity.

### 4. HDMI

High Definition output for HDTV.

### 5. TF CARD

Storage, etc.

### 6. AV-OUT<sup>1</sup>

Standard Definition output to TV.

### 7. USB

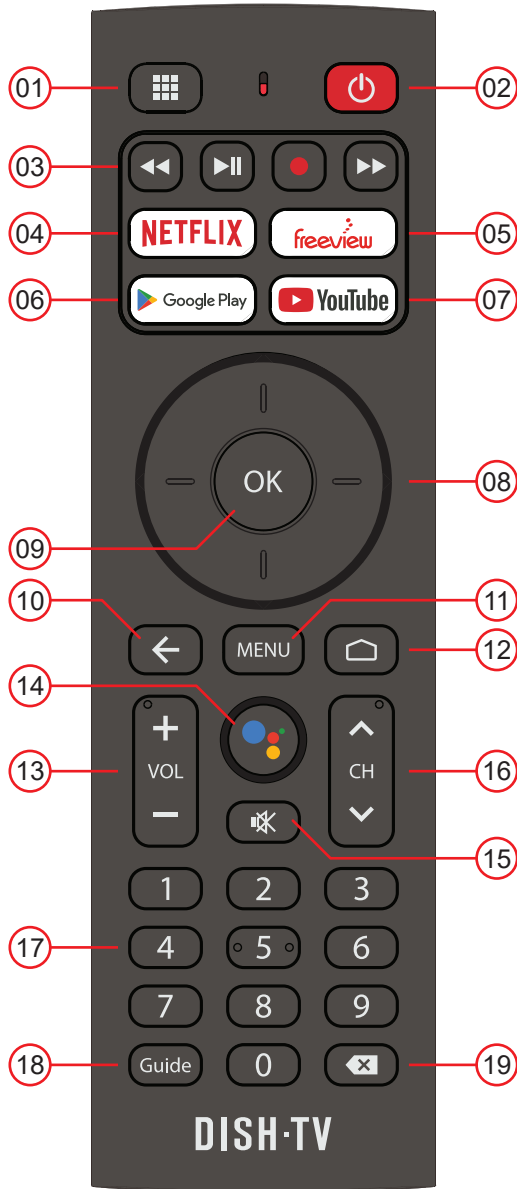
Firmware Update, Storage, etc.

### 8. DC 12V

Connect the Power Adapter.













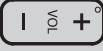






<sup>1</sup>Requires use of an AV Adapter Cable (not supplied).

# Bluetooth Remote

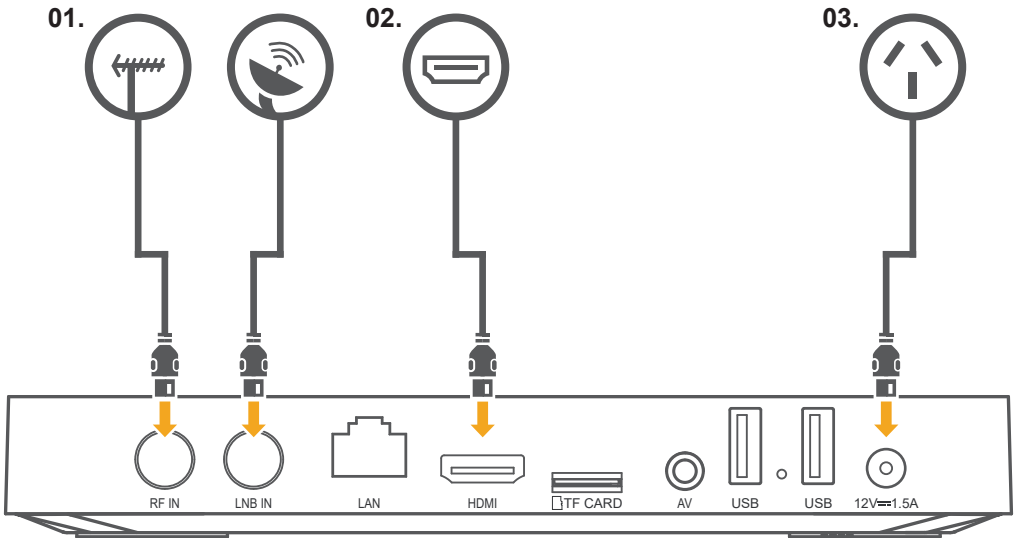


This Remote requires 2x AAA Batteries to operate. Insert the batteries, ensuring they correctly align with the polarity (+/-) markings found inside the battery compartment.

# Bluetooth Remote

	BUTTONS	DESCRIPTION
01		Apps
02		Power On/Off
03		Play/Pause, Fast Forward, Rewind
04		Start Netflix
05		Start Freeview
06		Open the Play Store
07		Start YouTube
08		Navigation Arrows
09		OK/Confirm Selection
10		Back/Return
11		Home Hub Menu
12		Android TV Home
13		Volume Up/Down
14		Google Assistant
15		Mute
16		Channel Up/Down
17		Numeric Keys
18		Freeview TV Guide
19		Delete

# Getting Connected



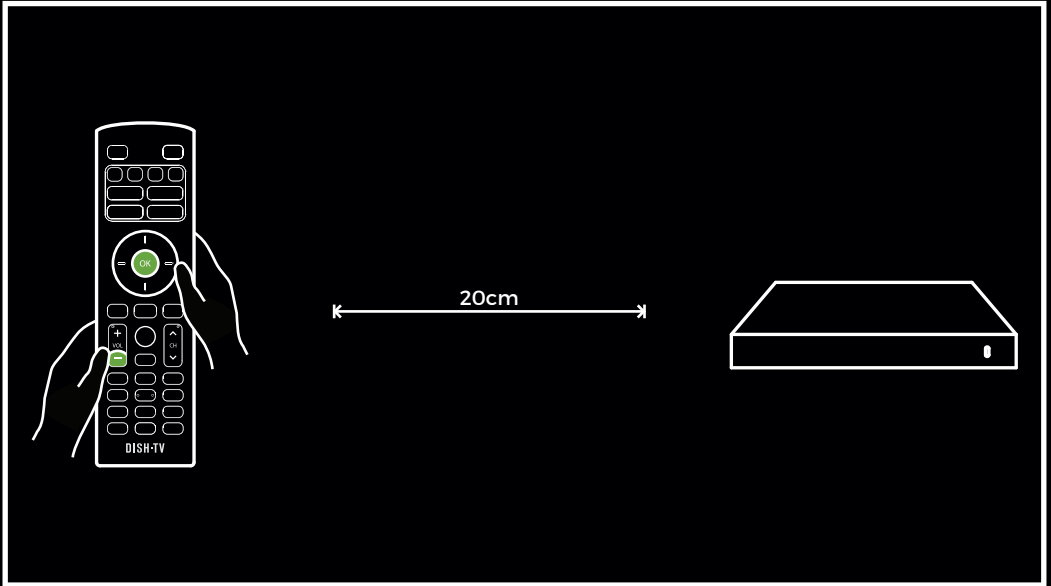
1. Connect the UHF Aerial or Satellite cable from your wall port to the SmartVU+.
2. Connect the HDMI cable from the SmartVU+ to an HDMI port on your TV.
3. Plug the SmartVU+ into a power socket and switch on at the wall.
4. Insert the batteries into the Bluetooth Remote.
5. Follow the on-screen instructions.



**TIP:** If you have an Ethernet cable handy, connect your SmartVU+ directly to your Modem/Router for a reliable broadband connection.



# Connecting the Bluetooth Remote

When prompted on-screen, please stand about 20cm away from the SmartVU+, to connect the Bluetooth Remote.



1. Press and hold the  and  buttons together.
2. When in pairing mode the LED indicator on the Remote will start flashing.
3. Release both buttons when the LED starts flashing.
4. Once the Remote has paired successfully, the LED turns off.

**TIP:** Thanks to Bluetooth, you don't have to point your Remote at the SmartVU+. It will pick up your commands from anywhere in the room!

# Why connect to the Internet?

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**To ensure you are getting the most out of your SmartVU+, please connect the SmartVU+ to the Internet.** This is **critical** to the correct operation of your SmartVU+.

Once connected to the Internet, the SmartVU+ will receive automatic software updates and the following benefits, to ensure you are getting the best Freeview experience!

- Access to Freeview On Demand.
- Stream Freeview Live TV.
- Over 5000 apps to explore and download on Google Play.
- Stream content to your TV with Chromecast built-in.

## How do I connect to the Internet?

If you've connected an Ethernet cable to your SmartVU+, this will happen automatically. Alternatively, connect to a WiFi Network when prompted as part of the initial set up.

If you skipped connecting to a WiFi Network, or would like to connect to another WiFi Network, go to **Home > Settings > Network & Internet**.

## Will I be using my data?

You will not be using data for **Watching Live TV** through your SmartVU+, if done via a Satellite Dish or UHF Aerial.

When you are streaming Freeview Live TV or On Demand, these will typically use data, exactly how much will depend on the quality of the video offered by each broadcaster's service. The higher the video quality (indicated by a higher bit rate), the higher your data usage. Typically, one hour of video at medium quality will use about 750MB of data.

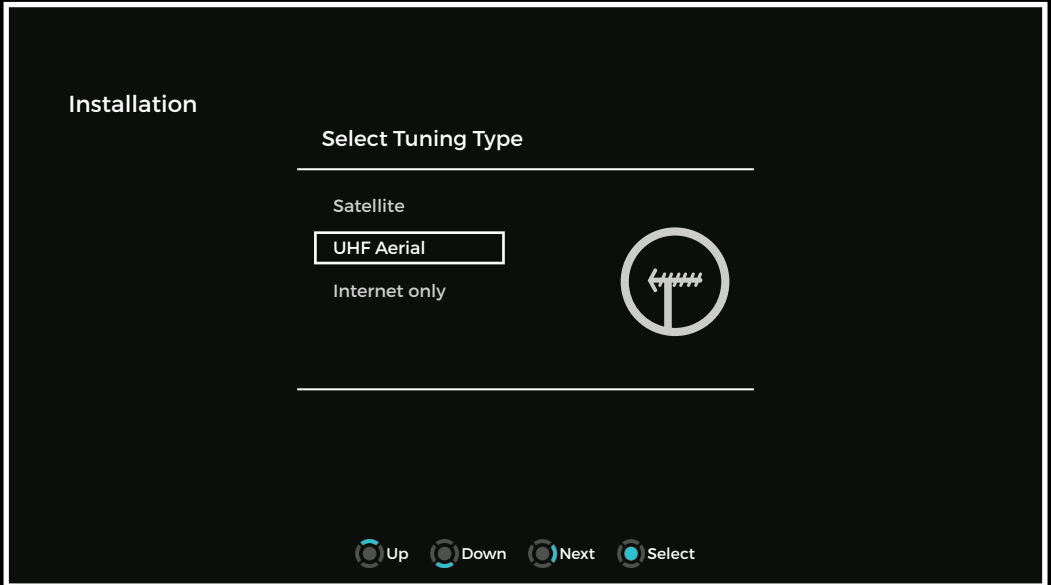
When connected to the Internet, browsing and searching the TV Guide in Freeview On Demand will use a very small amount of data. If you browsed an hour a day for a month, it'll add up to about 600MB (that's about 6% of a very modest 10GB per month plan).

## How do I track my data use?

Your Internet Service Provider (ISP) may have some tools to help you track how much data you use, some also offer alerts when you're about to exceed your plan. So check with your ISP if you'd like more detailed tracking on how much data you use.

# Select Tuning Type

Your SmartVU+ works with both a UHF Aerial **OR** Satellite Dish. During the initial setup you will be prompted to tune in your SmartVU+



Use the **▲ UP** or **▼ DOWN** navigation arrows on the Bluetooth Remote, to select one of the following:

- Select **Satellite**, if using a Satellite Dish.
- Select **UHF Aerial**, if using a UHF Aerial.
- Select **Internet Only**, if using the Internet only.

To re-tune the channels or change the tuning type at a later stage, go to:  
Menu → Settings → Advanced Settings → Select Signal Type.

# Home Hub Menu

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The Home Hub brings everything together in one place.

While watching Live TV, press the MENU  button to open the Home Hub Menu.



**Live TV:** Access Freeview Live TV channels.



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



**On Demand:** TV Shows, Movies, Docos and Boxsets, all free to stream...



**Apps:** Access apps from Android TV home.



**Search:** Find Live TV & On Demand content.



**Settings:** Broadcast settings and help.

Just below the Home Hub icons, is a belt for Featured Shows on Freeview On Demand, which are free to view.


Below that is a Featured Apps belt, with Apps you can choose to subscribe to.

Lastly, there is a Help belt that includes popular settings and queries.

# Mini Guide & TV Guide

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## 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 and Freeview On Demand.




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 to see more information, and access On Demand content or that TV show.

## TV Guide

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

Press the GUIDE  button to open the TV Guide, or access it via the Mini Guide or Home Hub.



Press ▲ UP or ▼ DOWN to explore other channels.



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



Select a TV show that's on later to see more information, and access On Demand content for that TV show.

# Freeview On Demand

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Select On Demand on the Home Hub, or press the ◀ LEFT arrow on the Mini Guide to access Freeview On Demand.

When you first open **Freeview On Demand**, you will receive a tutorial to help. This will provide you with the tools required to get the most from Freeview On Demand.

Sign in to your Freeview Account to browse hundreds of TV Shows, Movies, Docos and Boxsets, all free to stream...

## Android TV Apps

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Select Apps on the Home Hub, or press the Google Home  button to access the Android TV Home screen.

Sign-in with your Google Account to get the most out of Android TV.

Android TV offers thousands of movies, shows, and games from Google Play, YouTube and your favourite apps\*.


# Audio & Subtitles

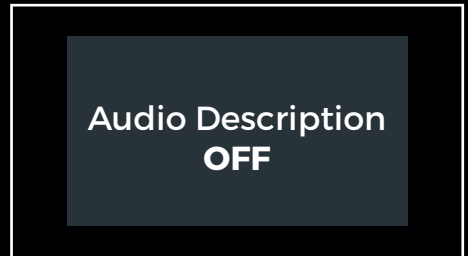
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Broadcasters work with organisations such as Able NZ to make the content you find on Freeview as accessible as possible for all. This means they provide Audio Descriptions as well as Subtitles for selected Movies and TV shows.

## Audio Description

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 MENU  button to display the Home Hub Menu.
2. Scroll ▼ DOWN to the Help section.
3. Select Audio Description, it will be OFF by default.
4. Press **OK** to toggle Audio Description ON and OFF.



Also see: Menu → Settings → Advanced 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 MENU  button to display the Home Hub Menu.
2. Scroll ▼ DOWN to the Help section.
3. Select Subtitles, it will be OFF by default.
4. Press **OK** to toggle Subtitles ON and OFF.



Also see: Menu → Settings → Advanced Settings → Video → Subtitles.

# Settings

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## Log In

- Log In to On Demand.

To watch On Demand, you'll need to a Freeview On Demand account. It's free to sign up and you only need to do it once. So you can get started watching the latest free TV Shows and Movies, any time.

## History

- Clear Watch History.

Freeview On Demand can provide viewers with their viewing history, to resume viewing easily across sessions. Because the SmartVU+ is a shared device, anyone with access to the SmartVU+ in your home would be able to view your viewing history.

## Mini-Guide Timeout

- HDMI Output Mode.

Select between PCM (Standard Stereo Sound), or AC3 (Dolby Digital) where available. If you have no Audio, select PCM, as the connected equipment may not support AC3.

## Parental Lock

- Limit Content Shown.

Turn this ON to limit the content shown by the A7070 based on the Rating selected, the Parental Lock will be ALLOW ALL by default. But can be set to G, PG, and AO. So content with the rating selected will be locked until the PIN/Password is entered.

## Help

- Support.

Help has Frequently Asked Questions, and Tutorials such as "How to use the Freeview Home Hub Menu" available.

## More Settings


- Advanced Settings.

Advanced Settings has system information, user settings and tuning options available. You will need to access Advanced Settings any time you decide to change the PIN, or Re-tune Channels. See **Page 16** for more information.



# Advanced Settings

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Press the MENU  button to open the Home Hub Menu, then go to: Settings → Advanced Settings.

## ADMIN

- Change Password.

To adjust settings, you are often required to enter the PIN (Password). Here you can change the Default PIN (000000).

## VIDEO

- Aspect Ratio.

Adjust the Aspect Ratio to change how the screen fits your TV. Select between 16:9 (Widescreen) or 4:3 (Traditional).

- Subtitle.

Toggle ON/OFF to display Subtitles for selected programmes, where available. See **Page 14** for more information.

## AUDIO

- HDMI Output Mode.

Select between PCM (Standard Stereo Sound), or AC3 (Dolby Digital) where available. If you have no Audio, select PCM, as the connected equipment may not support AC3.

- Audio Description.

Toggle ON/OFF to enable Audio Descriptions for selected programmes, where available. See **Page 14** for more information.

## OSD

- Menu Timeout.

Adjust the length of time the Home Hub is displayed on-screen before it's hidden, Menu Timeout will be OFF by default. But can be set to 5, 10, 15 or 20 seconds.

## SELECT SIGNAL TYPE

- Re-tune Channels.

Change how you tune Freeview Channels on the SmartVU+. You can select Satellite if you have a Satellite Dish connected, or UHF Aerial if you have a UHF Aerial connected.

## 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.

# Troubleshooting Tips

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## No Power Indicator on the Front Panel

**Possible Cause:** Unplugged/Switched OFF.

**Solution 1:** Check the Power Supply is plugged into both the SmartVU+ 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 or UHF Aerial cable is NOT connected correctly, such as the cable from your UHF Aerial is connected to the LNB IN. The SmartVU+ will be unable to scan. Ensure the UHF Aerial/Satellite cable is connected correctly.

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

1. Ensure the UHF Aerial/Satellite cable is connected.
2. Press the MENU button and select the Settings icon.
3. Move down and select Advanced Settings.
4. Select Signal Type.
5. Select YES to re-scan Channels.


## SmartVU+ 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 SmartVU+.

**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 in the battery compartment of the Remote.

**Solution 2:** Ensure that the infrared sensor located on the SmartVU+ has not been covered or obscured, and move any obstructions if necessary.

**Solution 3:** Try re-pair the Bluetooth Remote.

1. Press the Google Home  button to access the Android TV Home screen.
2. Select the Settings icon in the top-right.
3. Follow the steps according to the Android TV Settings menu.
  - Select Remotes & Accessories → Add Accessory.
4. See **Page 08** on Connecting the Bluetooth Remote.

**TIP:** Before contacting Dish TV for any issues, go to Menu → Settings → Help, or try turning off the SmartVU+ for 30 seconds. If the issue persists, contact Dish TV.

# Troubleshooting Tips


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## How to Reset the SmartVU+

**Solution 1:** Perform a Power Reset.

1. Unplug the SmartVU+ Power Supply from the Wall Socket and wait one minute.
2. Reconnect the Power Supply.


**Solution 2:** Perform a Factory Data Reset.

1. Press the Google Home  button to access the Android TV Home screen.
2. Select the Settings icon in the top-right.
3. Follow the steps according to the Android TV Settings menu.
  - Select Device Preferences → Reset → Reset → Erase Everything → **Yes**.

**WARNING!** Performing a Factory Data Reset will remove all customer settings on the SmartVU+ including apps, channels, and wireless network settings.

## Date/Time is incorrect

**Solution:** Ensure the correct Time Zone (Auckland/New Zealand) is set.

1. Press the Google Home  button to access the Android TV Home screen.
2. Select the Settings icon in the top-right.
3. Follow the steps according to the Android TV Settings menu.
  - Select Device Preferences → Date & Time → Set Time Zone → Set it to **Auckland**.

**NOTE:** If you're using a special Network environment such as a VPN, the time on the SmartVU+ may differ from the time of the location where the SmartVU+ is located.

## Not connecting to Network via Wi-Fi

**Solution 1:** Ensure the Wi-Fi Password (Security Key) entered is correct.

Security keys are case sensitive. Be careful to use upper case and lower case correctly. Examples of mistakes:

- I (capital i), l (lower case L) and 1 (number one).
- 0 (number zero) and O (capital o).

**Solution 2:** The Wi-Fi signal strength is too weak.

The SmartVU+ has a maximum optimal Wi-Fi range of 10 to 11 metres. If the signal is weak, signal drops might be reduced by placing the SmartVU+ and the Modem/Router closer together.

**Solution 3:** The SmartVU+ is too close to your Modem/Router.

If the SmartVU+ and Modem/Router are too close, communication may not work, as it could have a detrimental affect on Wi-Fi performance. We recommend that you keep the distance between the SmartVU+ and Modem/Router at more than 1 metre.

# Troubleshooting Tips

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## **The SmartVU+ is powered ON, but there's no Video/Audio on TV.**

**Solution 1:** Ensure the HDMI cable used is firmly connected to both the SmartVU+ 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 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 SmartVU+ to the TV.

**Solution 4:** Try connecting the SmartVU+ to another TV.

**Solution 5:** If the SmartVU+ 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 might be incompatible with the video output format from the SmartVU+.

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

**Solution 7:** Ensure the video output format from the SmartVU+ on HDMI, is compatible with the TV.

1. Press the Google Home  button to access the Android TV Home screen.
2. Select the Settings icon in the top-right.
3. Follow the steps according to the Android TV Settings menu.
  - Select General Settings > TV Settings > Display > Screen Resolution.
  - Toggle Auto Switch to best Resolution **OFF**.
  - Change Display Mode to match the TV.

**NOTE:** By default, the SmartVU+ will attempt to Auto Switch to best Resolution to match the TV (1080p/50Hz). But some TVs may only accept a 60Hz video signal, or while they accept 2160p the video signal is limited to 30Hz. So changing the video output format of the connected SmartVU+ may resolve HDMI issues. Contact the Manufacturer, or check the Manual for information about what video output format is compatible with the TV.

# Placement Tips

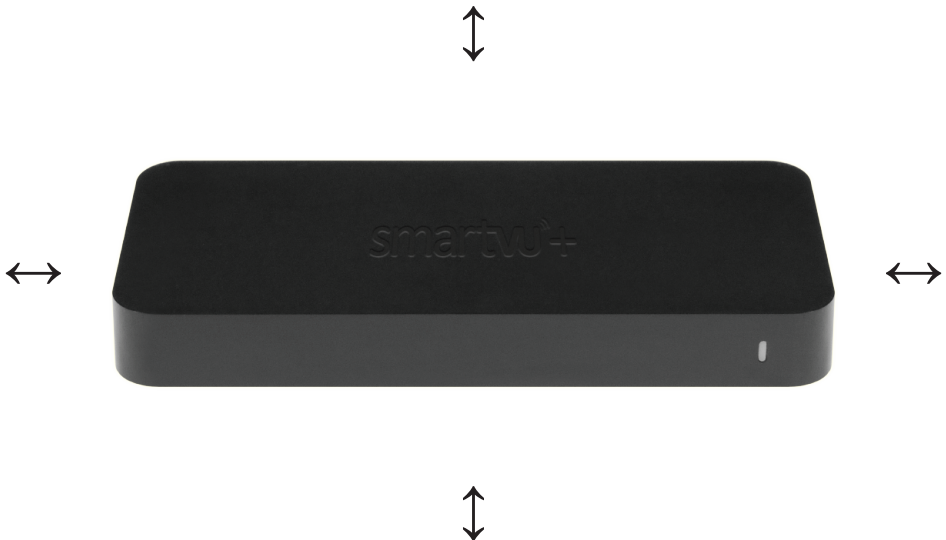
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With long extended periods of use, the SmartVU+ will operate at temperature. This does not affect the operation or overall performance of the SmartVU+. So to help ensure the SmartVU+ operates as smooth as possible and to avoid damaging the SmartVU+,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

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

- Avoid locations exposed to direct sunlight, that risk the SmartVU+ overheating.
- DO NOT place the SmartVU+ 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 A7070.
- DO NOT place the SmartVU+ in a location with NO ventilation, such as a cupboard.
- Ensure the air vents on the SmartVU+ 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

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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](https://twitter.com/dishtvNZ)



Follow us on Facebook  
[facebook.com/dishtvNZ](https://facebook.com/dishtvNZ)

# Warranty Information

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Dish TV would like to thank you for your recent purchase of the SmartVU+.

For your benefit, we recommend 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.

## **Warranty and Product Registration:**

Please register your product on our website, to assist with any future product or warranty updates. To register:

1. Go to **www.dishtv.co.nz** through selected internet browser.
2. Select **Registration and Warranty** from the options provided.

More information about this warranty and technical support can be found on our website.

Version 1.5 MAY 2021

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**DISH·TV**<sup>®</sup>  
[www.dishtv.co.nz](http://www.dishtv.co.nz)