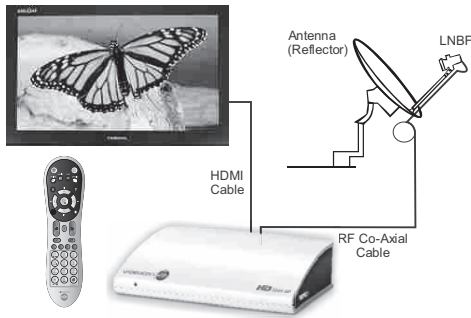


Connect Correct

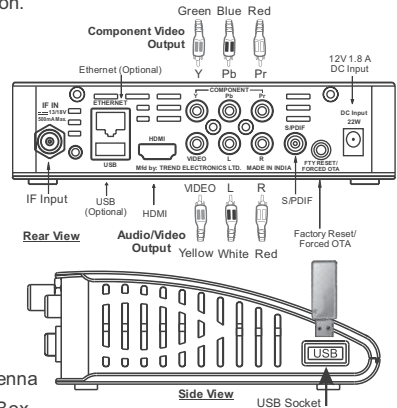
USER GUIDE BOOK / MANUAL OF PRACTICE

Now that you have got your Videocon d2h connection, our Installation Team will show you how to use your equipment. If you are still curious to know more, here is some quick and useful information.



HD Digital Set Top Box

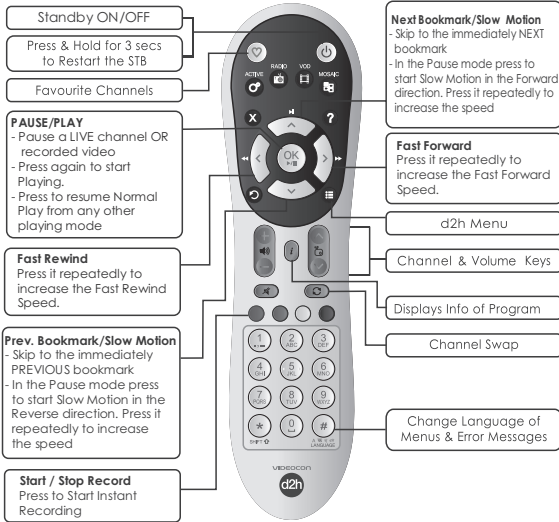
The HD Digital Set Top Box receives signals through your Antenna (Reflector) and then sends it to your television. The HD Digital Set Top Box has to be connected to the LNB using a RF Co-Axial Cable. Installation of the Antenna (Reflector), LNB, cabling to the HD Digital Set Top Box, etc., will be done by our Installation Engineer. DO NOT attempt to do it yourself.



Product Specifications

DIGITAL SET TOP BOX SPECIFICATIONS	
System Capabilities	DVB-S2; MPEG-4 Part 10
LNB/Tuner Input	F-Type, female
Frequency Range	950MHz-2150MHz
Min. Signal Level	-65dBm-25dBm
LNB Supply	13/18V; 500 mA
Demodulator	DVB-S2 8PSK
Video Decoder	MPEG-4 Part 10
Video Format	PAL
Audio	Stereo
Power Supply	Adaptor DC 12V/1.8A, 22 Watts
USB	USB 2.0, Type-A Socket
Audio/Video Output	RCA Sockets-Yellow, White, Red
Component Output (Y, Pb, Pr)	RCA Sockets-Green, Blue, Red
HDMI Video Output	HDMI Receptacle Connector
SPDIF Output	Co-Axial
Ethernet Connection (Optional)	RJ 45
Operating Temperature	0 ~ 50 deg.C
Storage Temperature	-40 ~ +65 deg.C
Physical Specifications/Weight (Net)	16.6cm(L) x 13.0cm(W) x 4.1cm(H)/0.25Kg

Remote Key Functions



PAIRING Remote Control with HD Digital Set Top Box

The Remote Control(RC) communicates with the HD Digital Set Top Box using RF signals. Hence, the RCU has to be paired with the HD Digital Set Top Box, so that it responds only to the paired RC and not to any other device.

Pairing Process

- Press the key for a minimum of 5secs and immediately after that, press the key.
- A message pops up prompting you to enter the three numbers displayed in it. Pairing happens successfully on entering the three numbers correctly.

Remote control has two modes

Normal Mode - This is default mode for RCU

Compact Mode - Switch to compact mode for using some RCU keys for PVR function

[Menu->setup->Installation->Box Setting->TV Setting->RCU Type]

Note : In case of power failure, ongoing recording will not be saved in record library

Note :

For the purpose of recording the content and its viewing, each USB / Pen drive / External USB Hard Disk Drive is exclusively compatible only with the HD Digital STB.

Recording done in USB Drive / Pen Drive / External USB Hard Disk Drive as the case may be through such HD Digital STB, can only be viewed on that particular active HD Digital STB and no other STB, whether SD or HD.

The Recorded content on the USB Drive / Pen Drive / External USB Hard Disk Drive can't be viewed through the Laptop / Computer / any other Set Top Box (same or different brand) or any other output Device.

Note : DVR related functions will be active if subscribe to Recording Activation.

* Recording Activation & Recording Subscription Charges Extra, As applicable

Manage Your Account

Recharge Options

	SMS Voucher#	Website Vouchers	Credit Card	Net Banking	IVR* Voucher#	Credit Card	Call Centre
Recharge by customer himself	✓	✓	✓	✓	✓	✓	
Other Functionalities	SMS	Website					
Add ADD-ONS / Top-Ups	✓		✓				✓
Scheduling an Installation							✓
Change Base Package			✓				✓

*IVR - Interactive Voice Response

Services Through SMS

Send SMS to 566 777

SMS Functionality	From Registered Telephone no. (RTN)		From any Mobile	
	Type Text as	Example	Type Text as	Example
To know d2h Account Balance	BAL	BAL	BAL <Customer ID>	BAL 4549259
To know d2h Customer ID	ID	ID	CID<<11 digit Smart Card Number>>	CID 41287277143
To find d2h RCV Dealer in your area	CHARGE<<PIN CODE>>	CHARGE 400095	CHARGE <<PIN CODE>>	CHARGE 400095
To Recharge Videocon d2h Account	RC <12 digit Recharge PIN> <Last 4 digits of Voucher Sr. No.>	RC 522994727619 1245	RC <Customer ID><12 digit Recharge PIN> <Last 4 digits of Voucher Sr. No.>	RC 4549259 522994727619 1245
To Refresh ** d2h Product	REF	REF	REF <<Customer ID>>	REF 4549259
To add ADD-ONS/ Top-Ups	ADD <<ADD ON Code>>	ADD JFFO	NA	NA
To change RTN	RTN <<New RTN>>	RTN 9396655970	NA	NA
To find d2h Dealer in your area	FIND <<PIN CODE>>	FIND 400085	FIND <<PIN CODE>>	FIND 400085

Note: For ADD-ON codes please refer to www.videocon2h.com

Troubleshooting


The HD Digital Set Top Box does not come ON (No indicator / glowing light in the Front Panel)

- Check the AC Power Point to which the Box is connected. If the switch is OFF, put it ON.
- Check if the Power Cord is properly plugged in and if power supply is ON in your building.
- Try and use a different plug point.

Frequent glitches in video OR 'Signal Not Available' error message

- Check for Antenna (Reflector) problems - like an obstruction to signal reception
- Check if the cable from the Antenna (Reflector) to the HD Digital Set Top Box is connected properly
- The cause could be - temporary loss of signal due to heavy rains. If it is so, it will last only as long as heavy clouds persist.
- Switch OFF the power to HD Digital Set Top Box and switch it ON after 15 seconds
- Switch to another channel to see if the problem is only with the current channel

No Video

- Check if HD digital Set Top box is ON and the Blue light is glowing in the front panel. If the RED light is glowing in the front panel, the HD Digital Set Top Box is in Standby mode and no video is being output to TV. To bring the HD Digital Set Top Box out of Standby Mode, Press the  Key.
- Ensure that the HDMI / AV cable is properly connected from the HD Digital Set Top Box to the TV.
- On your TV, select the proper AV source (HDMI, AV1 OR AV2). For example, the HD Digital Set Top Box may be connected to HDMI and you are viewing AV1, or vice versa.

The colors are not natural (Eg., Black & White)

- If you are using the Component Video, then check if the sockets on TV and the HD Digital Set Top Box are properly connected to each other. That is 'Y' to 'Y', 'Pb' to 'Pb' and 'Pr' to 'Pr'. If they are not properly matching, the colors may not be natural.
- If you are using a color CRT TV, but getting a B&W display, then check if the TV supports PAL (refer to the TV Manual)

The sound is very low or inaudible

- Check the volume of the TV Set
- Check the volume of the HD Digital Set Top Box
- If you are using a Home Theater System, check if the audio connections from your HD Digital Set Top Box is proper.

The Remote does not work

- Open the rear panel of the Remote and see if the correct coin cell is being used.
- If the Remote Control Unit is not yet paired with the HD Digital Set Top box, then kindly perform the pairing process as described in page 2.

Note : If you face problems like a Blank Screen; no response to Remote; Channel Info is not of current Channel; or any other persistent error message, try switching the Power OFF and ON. If the problem persists, call our Customer Care Center.

"Due to continuous R & D, certain features and images as mentioned / shown in this book may vary from actual on screen content."

Details of call centre

Videocon d2h helpline :

+91 73558 73558

Videocon d2h subscribers can also contact Videocon d2h at: customercare@d2h.com

Usage Guidance about Customer Premises Equipment

For guidance regarding the Customer Premises Equipment, refer the User Guide Book uploaded on our website or the copy thereof provided hereinabove.

Rights of the Customers

- The customer shall have right to schedule the installation of CPE as per his or her convenience.
- The customer shall have right to have the information of latest offers, plans, packages and any modifications thereto.
- The customer shall have the right to grievance re-dressal expeditiously.
- The customer is entitled to call our call centre at any time for any query, issue or grievance.
- The customer has right to choose any package available on the platform and even make his own packages from a la carte channels available on the platform.

Obligations of Videocon d2h Limited (VDL)

- VDL shall timely install the CPE at the customer premises on the scheduled date.
- VDL shall endeavor to redress customer grievance or complaint expeditiously.
- VDL shall provide the customer with details of latest offers, plans, packages and any modification thereto.
- VDL shall provide access to the customer to call 24x7x365.

Procedure and Benchmarks for redressal of Complaints through the Call Centre Procedure

We have established call centres for registering requests and complaints of subscribers, answering their queries, and timely redressing their grievances. Call centre is accessible round the clock during all days. We ensure that the call centres immediately register the requests or complaints and allocate unique identification number. In order to lodge a grievance or complaint, the Customer has to call Videocon on the Toll Free Number to lodge grievance/complaint with the call centre. Our associates are trained to respond Customer queries in various languages.

Benchmarks

We will take necessary steps to address all requests or queries or redress all complaints as early as possible. An average ninety per cent of complaints concerning non-receipt of signals by the Customer save and except due to disturbances of weather or natural calamities, strikes, act of God, failure to keep the appointments, Heavy rains, storms & floods, Appointment not fixed by customer, Continuous / long power failure, Relocation request and subsequent rescheduling of installation by customer, will be redressed and we will restore the signals within a period of twenty-four hours of the receipt of complaint. We will redress at least ninety per cent of complaints (other than non-receipt of signals) by customer, within a period of forty-eight hours of the receipt of complaint. Provided complaints for Customer coming from remote or hilly tracts or hilly areas or distant rural areas or Disturbances due to weather may be readdressed as early as may be feasible.

Procedure and Benchmarks for redressal of Complaints through the Nodal Officers

Nodal Officers

We have appointed Nodal Officers in every State. In case a subscriber is not satisfied with the redressal of his grievance by our call centre, he may approach the Nodal Officer by available means of communication for redressal of his grievance. In case of emergency issue a subscriber may approach the Nodal Officer directly instead of call centre for redressal.

Benchmark

On receipt of a complaint the Nodal Officer will register the same, issue an acknowledgment to the subscriber within three days from the receipt of complaint and intimate the subscriber within 10 days the resolution or redressal of the issue.

Product Recording Functions*

Your Product boasts of special abilities which are guaranteed to pamper you to a great extent. All you need to do is plug a USB storage device into your Product and then, you can:

- Pause Live TV
- Rewind Live TV
- Record
 - what you are watching
 - a Future Program (Title Based Recording)
 - by giving a 'Start' and 'End' Time (Time Based Recording)
 - all episodes of a series automatically

The USB storage device can be just a pen drive or an external USB hard disk.

CONNECTING AND PREPARING THE USB STORAGE DEVICE



You can use any USB 2.0(or later versions) mass storage device, with a capacity of at least 4 GB and writing speed of at least 20Mbps.

Your Product prepares the USB storage device for DVR purposes as soon as you insert a new one. You just have to follow the on-screen instructions and your Product does the rest by itself!




THE DVR FEATURES

With the USB Recording connected, your Product can be used effectively to optimize your TV viewing time for maximum enjoyment. The DVR features are a 'dream come true' to all those who always wanted to exercise control over Broadcast Television. And, who wouldn't have wanted to do so?

PAUSE LIVE TV! OR REWIND THROUGH THE TIME SHIFT BUFFER

If there is an interruption – doorbell, phone call, etc., while watching an interesting TV program you need to relax. Just press the  key to Pause Live TV. Press the  key again to resume.

Whenever the Product is ON and is being used, it stores the channel viewed during the past few minutes in the attached USB storage. The duration is configurable. Suppose you set the duration as 30 minutes, and you have been watching the current channel for more than 30 minutes, the Product will allow you to Rewind up to last 30 minutes of the current channel. This stored video is called the Time Shift Buffer (TSB).

You can Rewind and watch this stored video, or the 'TSB' by pressing the  key. Pressing the  key repeatedly will increase the speed of Rewind. Press the  key (repeatedly if required) to jump back to the LIVE point or what is currently being broadcast.

VARIOUS WAYS OF RECORDING

Record What You Are Watching

While watching TV, you find something very interesting and you immediately feel that it should be preserved... it is very simple!




- Just press the RED key and the recording starts (refer to picture in Page 2)
- To Stop Recording press the BACK key
- If you do not stop the Recording, it will continue till the end of the current Program.

***Note:** Recording Activation and Recording Subscription Charges Extra, As Applicable.

Product Recording Functions *

Title Based Recording

You can schedule recording of a future program through the Channel Guide or the Info Bar.

- When inside the Channel Guide, press  on the program title you want to record. More options pop-up
- Select the "Record" option to schedule the Recording
- You can schedule a Recording from the Info Bar by first moving the highlighter to the required Program title. For the Info Bar press 
- Next, press . More options pop-up
- Select the "Record" option to schedule the Recording



Note: The USB storage should remain attached and the Product should be kept ON for the recording to succeed.

Time based Recording

Sometimes you cannot schedule a future Recording by selecting a program in the Channel Guide or Info Banner due to various reasons:

- Channel Guide absent for the channel you want to record
- You want to record a portion of a lengthy program, for example the last few overs of a Cricket match.

The Product allows you to schedule a Recording by specifying its 'Start' and 'End' time. To schedule such a Recording:



- Select Menu > DVR > Set Time based Recording
- Set the Mode to 'Record' after pressing the  or the  key
- Periodicity is the frequency of the Recording:
 - Once Off - Only once
 - Weekdays - From Monday to Friday
 - Weekly - Selected day of every week
 - Daily - Everyday

Note: The USB storage should remain attached and the Product should be kept ON for the recording to succeed.

Auto Series Recording - Record All Episodes of a Series Automatically

It is a series which you like very much, but the time of broadcast does not match your leisure time, or it is a late night program which you cannot watch during weekdays. But you just don't want to miss it..

With the Product you can just schedule an Automatic Series Recording:

- Select Menu > DVR > Set Time based Recording
- Set the Mode to 'Record' by pressing the  or the  key
- Set the Channel Name, Date, Start and End time
- Set the periodicity of the serial to any of the following depending on the frequency of the serial:
 - Weekdays - From Monday to Friday
 - Weekly - Selected day of every week
 - Daily - Everyday

Note: The USB storage should remain attached and the Product should be kept ON for the recording to succeed.

VIEWING RECORDINGS

All Recordings – Series and Individual, can be found in the Record Library. Recordings are listed in the reverse chronological order – recent to earliest by default.


Product Recording Functions *

- Select MENU > DVR > Record Library.
- Move the highlighter to the Recording of your choice and press the  key for more options.
- Select the Play Option to view the Recording.
- While viewing a Recording, all controls – Pause, Fast Forward, Rewind, and Slow Motion are available (refer to picture in Page 2 to know more about these controls).

DELETING/PRESERVING/PARENTAL LOCKING YOUR RECORDINGS

Once you have a collection of recordings, managing the list of recordings – deleting, re-scheduling, etc tasks become important. For example, the Product automatically deletes recordings when there is a shortage of storage space and the earliest recordings are deleted first. You may want to preserve some recordings from getting deleted in such an exercise.

The collection of recordings can be managed from the Record Library. To manage the list of recordings:

- Select Menu > DVR > Record Library
- Move the highlighter to the Program to be preserved and press the  key
- You can now see following options
 - Play
 - Delete Recording
 - Content Lock Recording
 - Parental Lock Recording
 - Rename Recording
- To Preserve a Recording select 'Content Lock Recording'
- To apply Parental Lock, select 'Parental Lock Recording'

THINGS TO REMEMBER WHILE SCHEDULING RECORDINGS

Before stating the possible conflicts which can arise while scheduling Recordings, it is good to understand a few things about how the Product tunes into a channel and displays it.

In case of the Videocon d2h service, TV channels are being digitally broadcast. The entire collection of channels is organized into groups of channels. Each group is broadcast over a single frequency. The Product has one tuner using which it tunes to a chosen frequency, and accesses the collection of channels in that frequency. So at any particular time the Product can tune into any one frequency, which means only one set of channels.




So, in the Product,

- You CANNOT record a channel other than the one you are watching
- You CANNOT set two simultaneous recordings

Also note that Recording schedules are stored /saved on the USB Storage Device. So, remember:

- The USB Storage Device attached to the Product while scheduling a recording has to remain attached for the recording to get initiated.

DVR TRICK PLAY MODES

While playing a recording, or video from the Time Shift Buffer (TSB), trick play modes are available as shown below. The Navigational keys (  and the  keys) themselves multiplex as the trick play mode keys while playing videos.

List of Nodal Officers

#	State/Union Territories	Nodal Officers Email ID	Town	Telephone Number
1	Punjab	nodalofficer.punjab@d2h.com	Ludhiana	01 61 - 5050428
2	Haryana	nodalofficer.haryana@d2h.com	Faridabad	01 29 - 4269459
3	Rajasthan	nodalofficer.rajasthan@d2h.com	Jaipur	01 41 - 6471 025
4	Arunachal Pradesh	nodalofficer.arunachalpradesh@d2h.com	Guwahati	9085076762
5	Assam	nodalofficer.assam@d2h.com	Guwahati	9085076762
6	Manipur	nodalofficer.manipur@d2h.com	Guwahati	9085076762
7	Meghalaya	nodalofficer.meghalaya@d2h.com	Guwahati	9085076762
8	Mizoram	nodalofficer.mizoram@d2h.com	Guwahati	9085076762
9	Nagaland	nodalofficer.nagaland@d2h.com	Guwahati	9085076762
10	Tripura	nodalofficer.tripura@d2h.com	Guwahati	9085076762
11	Jharkhand	nodalofficer.jharkhand@d2h.com	Ranchi	0651 - 6454116
12	Chandigarh	nodalofficer.chandigarh@d2h.com	Mohali	01 72 - 5095981
13	Himachal Pradesh	nodalofficer.himachalpradesh@d2h.com	Mohali	01 72 - 5095981
14	Jammu and Kashmir	nodalofficer.jammuandkashmir@d2h.com	Mohali	01 72 - 5095981
15	Andaman and Nicobar Islands	nodalofficer.andamanandnicobarislands@d2h.com	Kolkata	033 - 40067938
16	Sikkim	nodalofficer.sikkim@d2h.com	Kolkata	033 - 40067938
17	West Bengal	nodalofficer.westbengal@d2h.com	Kolkata	033 - 40067938
18	Delhi	nodalofficer.delhi@d2h.com	Delhi	8527493037
19	Goa	nodalofficer.goa@d2h.com	Pune	020-331 24924 / 21 / 03
20	Maharashtra	nodalofficer.maharashtra@d2h.com	Pune	020-331 24924 / 21 / 03
21	Bihar	nodalofficer.bihar@d2h.com	Patna	061 2 - 2573247
22	Orissa	nodalofficer.orissa@d2h.com	Bhubaneswar	0674 - 64441 27
23	Chhattisgarh	nodalofficer.chhattisgarh@d2h.com	Indore	0731 - 4752000
24	Madhya Pradesh	nodalofficer.madhyapadesh@d2h.com	Indore	0731 - 4752000
25	Kerala	nodalofficer.kerala@d2h.com	Cochin	0484 - 6575757
26	Lakshadweep	nodalofficer.lakshadweep@d2h.com	Cochin	0484 - 6575757
27	Andhra Pradesh	nodalofficer.andhrapadesh@d2h.com	Hyderabad	040 - 40023364
28	Telangana	nodalofficer.telangana@d2h.com	Hyderabad	040 - 40023364
29	Dadra and Nagar Haveli	nodalofficer.dadraandnagarhaveli@d2h.com	Ahmedabad	079 - 61 60671 5 / 61 60671 6
30	Daman & Diu	nodalofficer.damananddiu@d2h.com	Ahmedabad	079 - 61 60671 5 / 61 60671 6
31	Gujarat	nodalofficer.gujarat@d2h.com	Ahmedabad	079 - 61 60671 5 / 61 60671 6
32	Karnataka	nodalofficer.karnataka@d2h.com	Bangalore	080 - 4281 0000
33	Pondicherry	nodalofficer.pondicherry@d2h.com	Chennai	044 - 6459831 2
34	Tamil Nadu	nodalofficer.tamilnadu@d2h.com	Chennai	044 - 6459831 2
35	Uttarpradesh	nodalofficer.uttarpradesh@d2h.com	Noida	971 7366776
36	Uttarakhand	nodalofficer.uttaranchal@d2h.com	Noida	971 7366776



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For any latest toll free number(s) please visit our website: www.videocond2h.com

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