

Set Top Box

SH960S-AT

ENGLISH | OWNER'S MANUAL

Please read this manual carefully before operating your set and retain it for future reference.

Safety Information



CAUTION: TO REDUCE THE RISK OF ELECTRIC SHOCK DO NOT REMOVE COVER (OR BACK) NO USER-SERVICEABLE PARTS INSIDE REFER SERVICING TO QUALIFIED SERVICE PERSONNEL.



This lightning flash with arrowhead symbol within an equilateral triangle is intended to alert the user to the presence of uninsulated dangerous voltage within the product's enclosure that may be of sufficient magnitude to constitute a risk of electric shock to persons.



The exclamation point within an equilateral triangle is intended to alert the user to the presence of important operating and maintenance (servicing) instructions in the literature accompanying the product.

WARNING: TO PREVENT FIRE OR ELECTRIC SHOCK HAZARD, DO NOT EXPOSE THIS PRODUCT TO RAIN OR MOISTURE.

WARNING: Do not install this equipment in a confined space such as a book case or similar unit.

CAUTION: The apparatus shall not be exposed to water (dripping or splashing) and no objects filled with liquids, such as vases, shall be placed on the apparatus.

CAUTION: Do not block any ventilation openings. Install in accordance with the manufacturer's instructions. Slots and openings in the cabinet are provided for ventilation and to ensure reliable operation of the product and to protect it from over heating. The openings shall be never be blocked by placing the product on a bed, sofa, rug or other similar surface. This product shall not be placed in a built-in installation such as a bookcase or rack unless proper ventilation is provided or the manufacturer's instruction has been adhered to.

CAUTION: No naked flame sources, such as lighted candles, should be placed on the apparatus.

CAUTION: Do not use high voltage products around this product. (ex. Electrical swatter) This product may malfunction due to electrical shock.

CAUTION concerning the Power Cord

Most appliances recommend they be placed upon a dedicated circuit;

That is, a single outlet circuit which powers only that appliance and has no additional outlets or branch circuits. Check the specification page of this owner's manual to be certain. Do not overload wall outlets. Overloaded wall outlets, loose or damaged wall outlets, extension cords, frayed power cords, or damaged or cracked wire insulation are dangerous. Any of these conditions could result in electric shock or fire. Periodically examine the cord of your appliance, and if its appearance indicates damage or deterioration, unplug it, discontinue use of the appliance, and have the cord replaced with an exact replacement part by an authorized service center. Protect the power cord from physical or mechanical abuse, such as being twisted, kinked, pinched, closed in a door, or walked upon. Pay particular attention to plugs, wall outlets, and the point where the cord exits the appliance. The Power Plug is the disconnecting device. In case of an emergency, the Power Plug must remain readily accessible.

This device is equipped with a portable battery or accumulator.

Safety way to remove the battery or the battery from the equipment: Remove the old battery or battery pack, follow the steps in reverse order than the assembly. To prevent contamination of the environment and bring on possible threat to human and animal health, the old battery or the battery put it in the appropriate container at designated collection points. Do not dispose of batteries or battery together with other waste. It is recommended that you use local, free reimbursement systems batteries and accumulators. The battery shall not be exposed to excessive heat such as sunshine, fire or the like.

NOTICE: For safety making information including product identification and supply ratings, please refer to the main label on the bottom or rear of the apparatus.

Symbols

~	Refers to alternating current(AC).
≡	Refers to direct current(DC).
⊞	Refers to class II equipment.
⏻	Refers to stand-by.
I	Refers to "ON" (power).
⚡	Refers to dangerous voltage.

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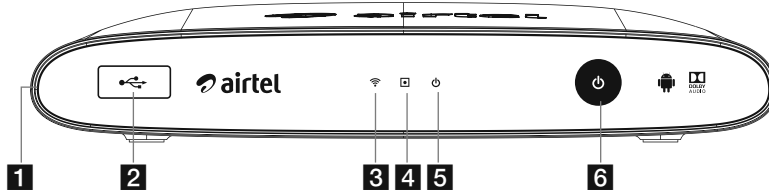
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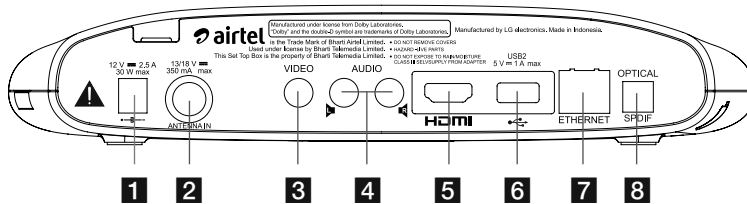
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Front Panel



- 1** SD CARD slot
- 2** USB 2.0
Connect a USB device.
- 3** Network connection indicator
- 4** PVR indicator
- 5** POWER indicator
- 6** ⏻ (Power) button

Rear Panel



- 1** POWER (12 V \equiv 2.5 A)
Connect the supplied AC adaptor.
- 2** ANTENNA IN
- 3** VIDEO OUT
Connect to the VIDEO IN jack on a TV or monitor.
- 4** AUDIO OUT (L/R)
Connect to the AUDIO IN (L/R) jack on a TV or monitor.
- 5** HDMI OUT
Connect to the HDMI IN jack on an HDMI compatible TV or monitor.
- 6** USB Port 3.0
Connect a USB device or an external HDD to unit to record a TV program.
- 7** ETHERNET
- 8** SPDIF

Side Panel

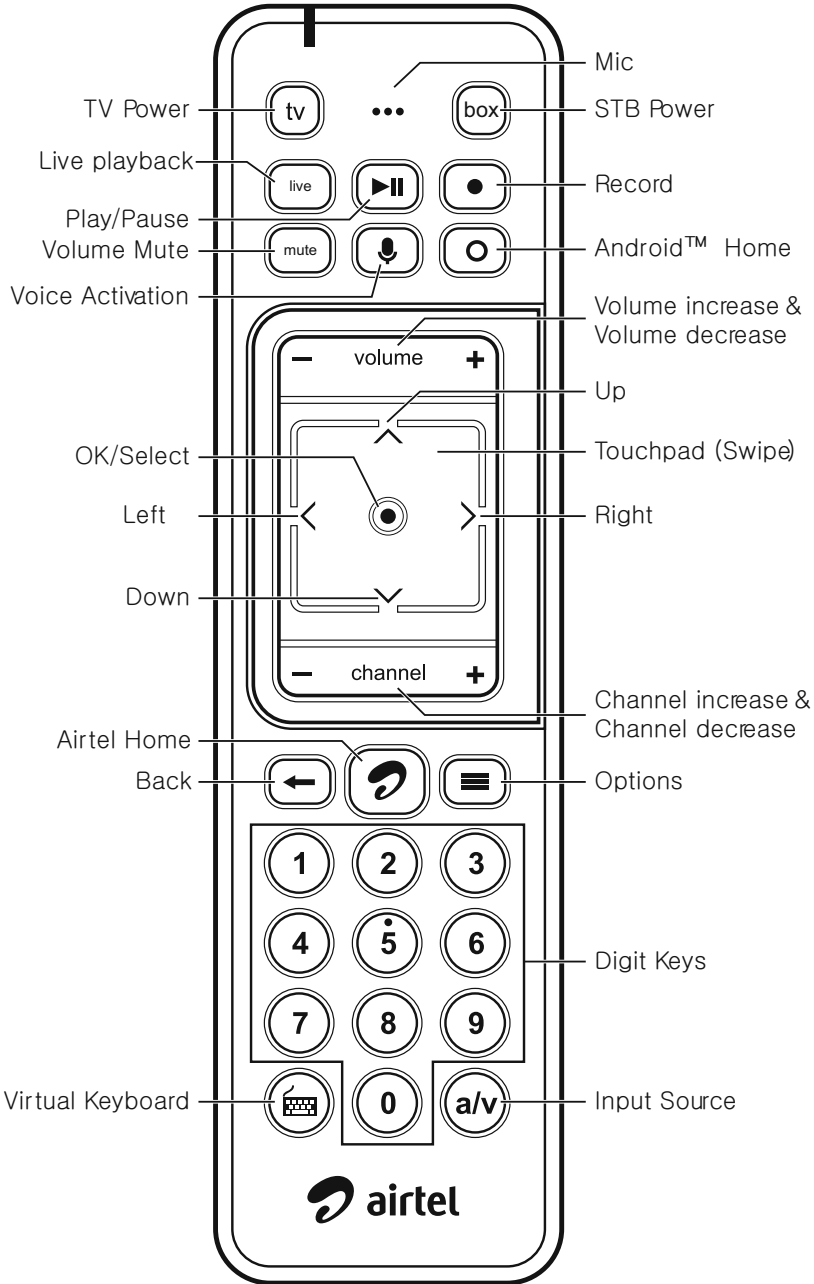


- 1** micro SD
- 2** CI+

! Note


If you want to connect an external HDD device for PVR to a USB port on the unit, use only one of the two USB Port.

BLUETOOTH Remote Control





Pairing the remote control with the unit



Pairing

1. Point the remote to the STB IR receiver.
2. Press the  (Home) key for more than 3 seconds, It will set remote to start advertising.
3. After pairing once, the remote cannot be paired again unless the unpairing or reset remote process had been performed.



Un-pairing

1. The remote can be unpaired by pressing  <Back> &  (Options) for more than 3 seconds.
2. This will erase existing pairing information.

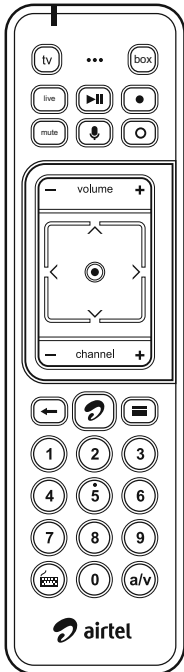
Reset

1. The remote can be reset to out of box condition by pressing  (Options) &  <Digit 9> for more than 3 seconds.


Battery Replacement

Remove the battery cover on the remote control, and insert two R03 (size AAA) batteries with  and  matched correctly.

Teach Your Remote




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

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

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

Step 3: Press and release the button (first of the airtel remote and then of the source remote) which needs to be programmed in the airtel remote. The 5 keys that support Learning feature are - tv, a/v, volume-, volume+, mute

Step 4: Press and release the source remote button that will be programmed about 2-4 times, The indicator LED short blinks 2 times if learning is successful and the new learnt code will replace the previous one. The indicator LED will blink short 4 times if the learning fails. Go back to Step 2 and learn it again. Previous learnt code will be kept if it fails learning. If LED is not on, It is due to IR learning timeout, then Go back to Step 1 and learn it again.

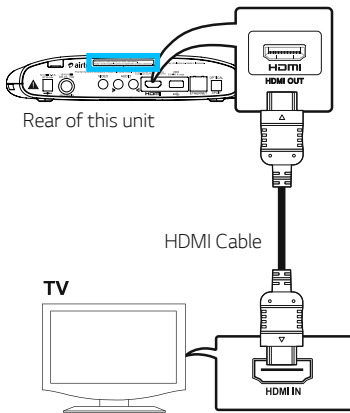
Step 5: Press ' <Digit 0>' button on your airtel remote to exit IR learning mode.

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

Connecting to Your TV

Connecting HDMI cable

If you have an HDMI TV or monitor, you can connect it to this unit using an HDMI cable (Type A, High Speed HDMI™ Cable). Connect the HDMI OUT jack on the unit to the HDMI IN jack on an HDMI compatible TV or monitor.



Set the TV's source to HDMI (refer to TV's Owner's manual).

! Note

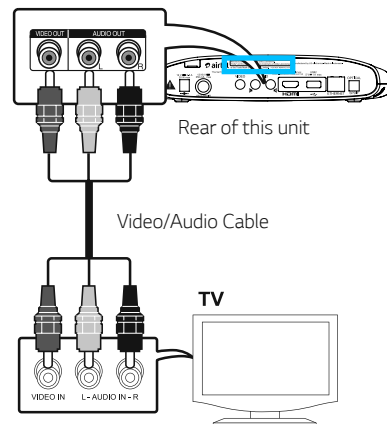
- If a connected HDMI device does not accept the audio output of the unit, the HDMI device's audio sound may be distorted or may not be output.
- When you use HDMI connection, you can change the resolution for the HDMI output.
- Changing the resolution when the connection has already been established may result in malfunctions. To solve the problem, turn off the unit and then turn it on again.
- When the HDMI connection with HDCP is not verified, TV screen is changed to black screen. In this case, check the HDMI connection, or disconnect the HDMI cable.
- If there is noise or lines on the screen, please check the HDMI cable (length is generally limited to 4.5 m).

Additional Information for HDMI

- When you connect an HDMI or DVI compatible device make sure of the following:
 - Try switching off the HDMI/DVI device and this unit. Next, switch on the HDMI/DVI device and leave it for around 30 seconds, then switch on this unit.
 - The connected device's video input is set correctly for this unit.
 - The connected device is compatible with 1280x720p, 1920x1080i, 1920x1080p or 3840x2160p video input.
- Not all HDCP-compatible HDMI or DVI devices will work with this unit.
 - The picture will not be displayed properly with non-HDCP device.
 - TV screen is changed to black screen.

Connecting Video / Audio cable

Connect the VIDEO/AUDIO OUT on the unit to VIDEO/AUDIO IN on TV with video/audio cable, such as VIDEO with yellow, AUDIO Left/Right with white/red.

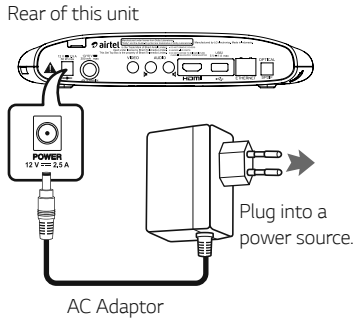


! Note

- Do not connect the unit through a VCR. The image could be distorted by the copy protection system.
- For high definition video, it is recommended to use the HDMI connection.

Connecting the AC Adaptor

Connect the unit to the power supply with the supplied AC adaptor.



- Contact an electrical parts distributor for assistance in selecting a suitable AC plug adaptor or AC cord set.

Caution

Only use the AC adaptor supplied with this device. Do not use a power supply from another device or manufacturer. Using any other power cable or power supply may cause damage to the device and void your warranty.

Initial Setup

When you turn on the unit for the first time, the initial setup wizard appears on the screen. Follow the on-screen instructions to set up the unit.

Note

You can reset the unit to all its factory settings. The initial setup menu appears on the screen after the Factory Reset.

Step 1: Bluetooth Remote Pairing

Pair the remote as per the instructions on screen.



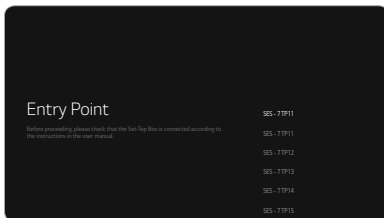
Step 2: Display Resolution

Select a display resolution that is supported by your TV also.



Step 3: Entry-point setup

These settings should be done by the installation engineer as it involves tuning to the satellite for the broadcast signals.



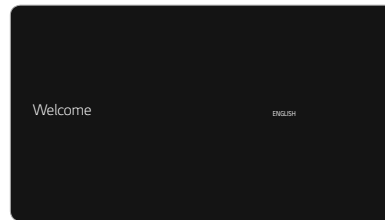
Step 4: Signal Lock

After the signal is locked and quality is adequate the setup wizard will launch the Home page.



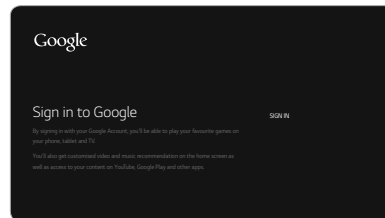
Step 5: Language

Choose from the set of available languages.



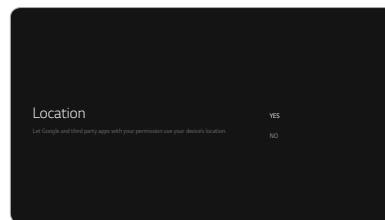
Step 6: Google™ Sign-in

To gain access to Google functions you need to sign-in with your Google account.




Step 7: Location

Enable or disable location settings



Home Menu Operations

You can access the required functions through Home menu. The home menu appears when you press  (Home) button. Use **▲/▼** to select a required function and press OK.



Search

Easy way to search for the program or channel of choice. User can input the text using on-screen keyboard or Voice.

Home

Entry screen for "Airtel Home" hot key. Shows recently watched channels & recommended content under various categories like Trending Now, Top Rated, Now Playing, Top Sports & Top Movies etc.

TV Guide

TV Guide provides the list of channels and program schedule available under different genres. Also, it provides user specific channel list "My Channels" based on channels marked as favorite by the User.

Apps

Provides the catalogue view of the different Apps available on the device. Also, User can launch and manage these application from here.

Games

Provides the catalogue view of the games available under the service. Also, User can launch or subscribe to the Game portal from here.

My Stuff

Provides quick access to User Profile Management, and scheduled event management.

- User Management: Make favorite channels list & manage users.
- Recording & Reminders: Manage schedules, recordings and reminders.

Settings

Shows basic & advanced settings related to set-top box usage and management.

Android™ Home

This acts as a launcher to "Android™ TV" user interface.

Help

Gives information on User's Account balance, package and top-ups, various recharge options available. Also, details several options to connect with customer care.

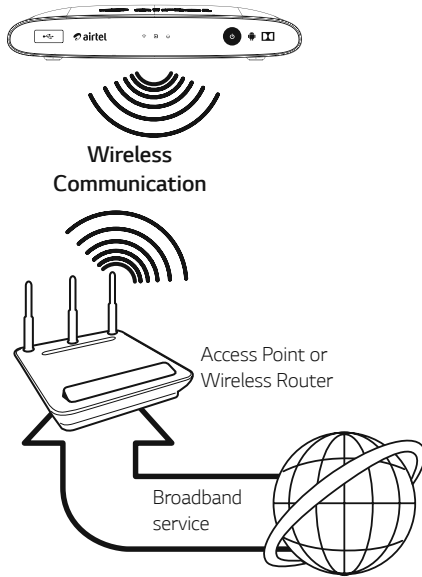
Connecting to your Home Network

This unit can be connected to a local area network via the internal wireless module.

- Wireless network connection is also needed to use on-line content service such as Google Cast.

Wireless network connection

Access Point or a wireless router is needed for Wireless network connection. The network configuration and connection method may vary depending on the equipment in use and the network environment.



Refer to the setup instructions supplied with your access point or wireless router for detailed connection steps and network settings.

Wireless network setup

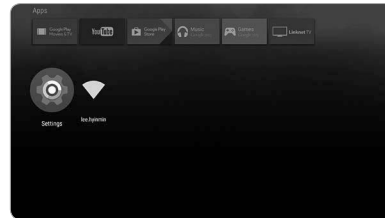
For the wireless network connection, the unit needs to be set up for network communication. This adjustment can be done from the [Settings] on the Android TV menu.

Preparation

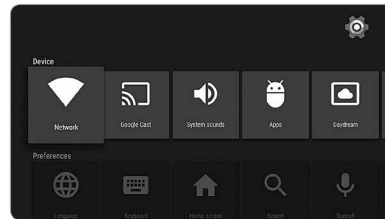
Before setting the wireless network, you need to:

- Connect the broadband Internet to the wireless home network.
- Set the access point or wireless router.
- Note the SSID and security code of the network.

1. Press **○** (Android TV) and select [Settings] on the Android TV menu.

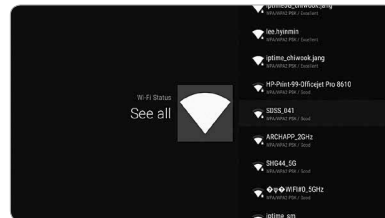


2. Select [Network] on the [Settings] menu.



3. Select [Wi-Fi] and select a desired SSID of wireless network.

If you have security on your access point, you need to input the security code as necessary.



Notes on Network Connection

- Many wireless home network connection problems during set up can often be fixed by re-setting the access point or wireless router. After connecting the unit to the home network, quickly power off and/or disconnect the power cable of the home network router. Then power on and/or connect the power cable again.
- Depending on the Internet service provider (ISP), the number of devices that can receive Internet service may be limited by the applicable terms of service. For details, contact your ISP.
- Our company is not responsible for any malfunction of the unit and/or the Internet connection feature due to communication errors/malfunctions associated with your broadband Internet connection, or other connected equipment.
- Some Internet content may require a higher bandwidth connection.
- Even if the unit is properly connected and configured, some Internet content may not operate properly because of Internet congestion, the quality or bandwidth of your Internet service, or problems at the provider of the content.
- Some Internet connection operations may not be possible due to certain restrictions set by the Internet service provider (ISP) supplying your broadband Internet connection.
- Any fees charged by an ISP including, without limitation, connection charges are your responsibility.
- The use of a "Router" may not be allowed or its usage may be limited depending on the policies and restrictions of your ISP. For details, contact your ISP directly.
- The wireless network operate at 2.4 GHz radio frequencies that are also used by other household devices such as cordless telephone, **Bluetooth®** devices, microwave oven, and can be affected by interference from them.
- Turn off all unused network equipment in your local home network. Some devices may generate network traffic.
- For the purpose of the better transmission, placing the unit from the access point as close as possible.
- In some instances, placing the access point or wireless router at least 0.45 m above the floor may improve the reception.

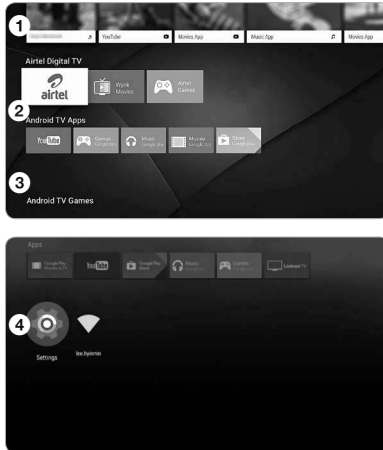
- Move closer to the access point if possible or re-orient the unit so there is nothing between it and the access point.
- The reception quality over wireless depends on many factors such as type of the access point, distance between the unit and access point, and the location of the unit.
- Set your access point or wireless router to Infrastructure mode. Ad-hoc mode is not supported.

Notes on PVR

- USB device : USB device that supports PVR/recording.
- USB Storage Space : Support from 4GB up to 2TB USB Storage for PVR.
- If you use a USB extension cable or USB HUB or USB multi card reader, the USB device may not be recognized.
- If USB Storage is formatted for PVR, It can be used only for PVR.
- During the recording and playing, it can cause a serious problem on USB storage if you plug off USB storage by force.

Using the Android TV

You can enjoy a variety of online content provided by Google on the Android TV menu. To gain access to the some functions, you may need to sign in with your Google Account.






1. Press **○** (Android TV) then, the Android TV menu will appear.
2. Use **▲/▼/◀/▶/OK** buttons or Touch Pad to select a desired service or settings.
 - 1 You can search a desired content by voice search function.
 - 2 Recommendations are shown.
 - 3 You can select and enjoy an Android TV service (Movie, TV program, Music, Game, Sports, etc.)
 - 4 You can change the settings for using the Android TV service.

Troubleshooting

Symptom	Cause & Solution
The Power does not turn on.	<ul style="list-style-type: none"> • Plug the power cord into the wall outlet securely.
The remote control does not work properly.	<ul style="list-style-type: none"> • Please check the batteries • Please check the pairing with STB
There is no picture.	<ul style="list-style-type: none"> • Select the appropriate video input mode on the TV so the picture from the unit appears on the TV screen. • Connect the video connection securely. • Your TV may not support the resolution you have set on the unit. Change the resolution to one that your TV accepts. • The unit's HDMI jack is connected to a DVI device that does not support copyright protection.
Picture noise appears.	<ul style="list-style-type: none"> • Set the resolution to one that your TV accepts. • Check the signal strength and quality.
There is no sound or the sound is distorted.	<ul style="list-style-type: none"> • Connect the audio connection securely. • The input source setting on the amplifier or the connection to the amplifier is incorrect. • The sound volume is low or muted. • Check that the connected amplifier is compatible with the audio format output from the unit. • The unit's HDMI jack is connected to a DVI device. The DVI jack does not accept audio signal. • Check the device is connected to the unit's HDMI OUT jack is compatible with the audio format output from the unit.
Cannot connect the unit to the access point or wireless LAN router.	<ul style="list-style-type: none"> • The wireless communication may be interrupted from household devices that are using radio frequencies. Move the unit away from them.
Access point is not displayed on the "Access point name" list.	<ul style="list-style-type: none"> • The access point or wireless LAN router may not broadcast its SSID. Set your access point to broadcast its SSID through your computer. • Your network device such as access point may not set with available frequency range and channel that this unit can support. Try setting the frequency range and channel on the network device setting.
The unit does not operate normally.	<ul style="list-style-type: none"> • To reset the unit, unplug the power cord, wait at least five seconds, and then plug it in again.
Cannot record or does not record successfully.	<ul style="list-style-type: none"> • Check the remaining space on the USB Storage. • If the HDD is damaged, the recording may not complete successfully. • Check USB storage for PVR is connected.

Specifications


A General	
Power Requirements	12 V  2.5 A
Dimensions (W x H x D)	Approx. 250 mm x 45 mm x 165 mm without foot
Net Weight (Approx.)	0.71 kg
Operating Temperature	0 °C to 50 °C
Operating Humidity	5 % to 90 %
Bus Power Supply (USB)	Front : 5 V  0.5 A
	Rear : 5 V  1 A
Wireless LAN (internal antenna)	Integrated IEEE 802.11 ac (5 GHz and 2.4 GHz bands) wireless networking access, compatible with 802.11 a/b/g/n Wi-Fi networks

B Connectors	
VIDEO OUT	1.0 V (p-p), 75 Ω , sync negative, RCA jack x 1
AUDIO OUT	2.0 Vrms (1 kHz, 0 dB), 600 Ω , RCA jack (L, R) x 1
HDMI OUT (video/audio)	19 pin (HDMI standard, Type A)
USB Port	Front : USB2.0
	Rear : USB3.0

C Tuner & Channel	
CABLE IN / OUT Connector	F-Type, IEC 169-24, Female

- Design, specifications, screen images and operations are subject to change without notice.

D Satellite Input Signal	
Input Frequency Range	950-2150 MHz
Input Impedance	75 Ω
LNB Switching	+13/+18 VDC, 350mA/22KHz

E Accessories	
Adaptor	Model : ADS-40EI-12 12030EPI Manufacturer : SHENZHEN HONOR ELECTRONIC CO., LTD. Input : 90-270 V ~ 50/60 Hz Max. 1.0 A (1,0 A) Output : 12 V  2.5 A (2,5 A)
HDMI cable	HDMI 2.0
Remote control	Airtel Digital TV learning remote
Batteries for remote	2 AAA size (Alkaline)

Contact us:

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

On-screen tips

Go to Help section of the EPG to find out more about the features of our service.

Customer support

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

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

Our website

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

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

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

airtel Relationship Centres

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

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

12150 toll free for airtel subscribers

Selfcare (Manage your Account):

Account information at a glance

Give a missed call on 81300-81300 from your register mobile number.

Account balance at a glance

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

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

Recharge your account

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

1. Recharge Voucher

You can get recharge voucher from any of our

retailers. SMS DEALER <Your pin code> to 54325 to locate the nearest retailer. Scratch the silver strip on the voucher to get a unique Voucher PIN. SMS PAY <16-digit recharge voucher PIN> <Customer ID> To 54325. Eg: PAY 12345678912345673000012345. MTNL/BSNL users can send SMS to 8800054325 from any other mobile or can call customer care.

2. Recharge online

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

3. Digital TV App & customer care IVR

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

4. airtel Money (using your airtel mobile phone)

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

Selfcare Account Information

Give a missed call on 81300-81300 from your registered mobile number

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

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

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

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More information at www.netflix.com.

Maintenance

Handling the unit

When shipping the unit

Please save the original shipping carton and packing materials. If you need to ship the unit, for maximum protection, re-pack the unit as it was originally packed at the factory.

Cleaning the unit

To clean the unit, use a soft, dry cloth. If the surfaces are extremely dirty, use a soft cloth lightly moistened with a mild detergent solution. Do not use strong solvents such as alcohol, benzine, or thinner, as these might damage the surface of the unit.

Keeping the exterior surfaces clean

- Do not use volatile liquids such as insecticide spray near the unit.
- Wiping with strong pressure may damage the surface.
- Do not leave rubber or plastic products in contact with the unit for a long period of time.



Airtel Centre, 6th Floor, Plot No. 16, Udyog Vihar, Phase-IV,
Gurgaon-122015

Note:

1. To enhance product security and provide you with better experience, we will make changes to your product through software updates from time to time, which will be delivered to you via broadcast connection. These updates are mandatory and will be applied automatically.
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3. The content of the user manual is subject to change. The listed channels, their positions, images and associated details are indicative.