



AUSTAR ENTERTAINMENT PTY LTD  
ABN 93 068 104 530



## Important Tuning Information

The various channel numbers which apply to your system are:

The TV's AUSTAR channel is:  or

The video recorder's AUSTAR channel is:  or

The TV's video channel is:

**(Installer to tick AV if appropriate and write in channel numbers by hand)**

Connection method used:

The AUSTAR Customer Service Number is: **132 432**

Your AUSTAR Account Number is:

Your AUSTAR Decoder model is (tick box):  G3, ATLAS, DIONE  TITAN

SMS  ADB-OMEGA

Your Parental Control PIN is:

This manual is for information purposes only and is based in part on information provided by equipment manufacturers and other third parties.

The decoder can only be used in accordance with and subject to the terms of your written customer agreement with AUSTAR. The equipment must not be removed, relocated, maintained, interfered with, disassembled or connections made to it without prior written authorisation from AUSTAR.

Electrical repairs to any AUSTAR equipment must only be undertaken by AUSTAR authorised service personnel, repair agents or service centres.

We advise that you carefully study this manual before attempting to operate the decoder to ensure you use the equipment safely. Particularly, take note of the safety precautions on page iii.

To the fullest extent permitted by law, AUSTAR excludes all liability arising from inaccurate, incomplete or out of date information, or for any defect in the installation of the decoder or any other equipment, even if arising through the negligence of AUSTAR, its servants, contractors or its agents.

The information set out in this manual may change without notice to you.

## AUSTAR User Manual

# Welcome to a whole new world of entertainment



# Remember Safety First

## To avoid the risk of electric shock

- DISCONNECT THE DECODER FROM THE MAINS SUPPLY BEFORE YOU CONNECT THE DECODER TO (OR DISCONNECT IT FROM) ANY OTHER EQUIPMENT.

Remember that contact with 240 Volt AC mains can be lethal or cause severe electric shock.

- Never remove the decoder's cover.

Should the decoder fail, contact the Customer Service Centre to arrange repair or service.

- NEVER ALLOW ANYONE TO PUSH ANYTHING INTO HOLES, SLOTS OR ANY OTHER OPENING IN THE CASE (except the Smartcard, if fitted).

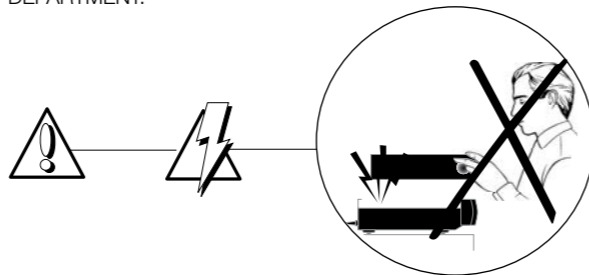
- Do not block the decoder's ventilation slots; never stand it on soft furnishings or carpets.

- Do not put anything on the decoder which might spill onto it (e.g. lighted candles or containers of liquids).

- Do not store the decoder in excessively hot, cold or damp conditions.

## Connecting to the mains supply

- Decoder must be connected to a conditioned 240V power source.
- This decoder operates within the range of 220-240 V AC, 50Hz mains supplies. DO NOT CONNECT IT TO DC MAINS.
- IF YOU ARE IN ANY DOUBT ABOUT THE MAINS LEAD, THE PLUG OR CONNECTION, PLEASE CONSULT THE AUSTAR SERVICE DEPARTMENT.



Note: Some channels on AUSTAR have still images, such as a channel logo appearing on the screen. Television sets, particularly rear projection sets, can sometimes be damaged by still images being shown frequently. You should check the manufacturer's guide for more information.

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# Quickstart

Welcome to AUSTAR. To ensure you get the most out of your AUSTAR TV service using your state-of-the-art decoder, we have compiled this easy-to-follow user manual, which takes you through, step by step, the basic functionality of your decoder. We recommend you take the time to read this so that you can fully optimise your AUSTAR TV viewing experience.

However, we do understand that you're probably eager to get started so this Quickstart section will give a quick overview of some of great benefits you'll be able to enjoy with your new digital technology.

## AIR – AUSTAR Interactive Radio

AUSTAR is proud to boast that we offer a complete entertainment service, not just TV. Starter Pack includes over 30\*\* uninterrupted digital radio channels dedicated to genres such as rock, pop, country, dance, classical, jazz and the blues and includes popular stations such as ABC News Radio, SBS and Triple J.

For more information on how to access this service, turn to page 4.

\*\* Not all AIR channels are available in some multi-dwelling buildings/complexes.

## TV Guide

As its name suggests, this is your on-screen 7 day TV Guide of what's on offer on all AUSTAR's TV channels. See what's on now, and next, on all channels up to 7 days in advance. To access this service, simply press **[tv guide]** on your AUSTAR Digital remote control and follow the onscreen instructions.

For more information, turn to page 10.

## Interactive Games

Fun is the operative word, with games for the whole family to enjoy. It's as simple as using your AUSTAR Digital remote control. Simply go to channels 555, 565 or 585 on your AUSTAR TV, and press the **[red]** button on your AUSTAR Digital remote control.

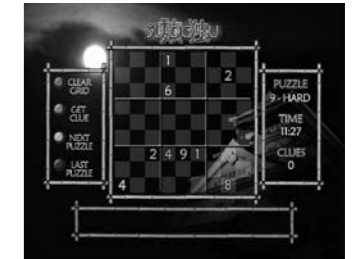
**TIP:** FREE trials are available on most games, so why not tune in and give it a go?

For more information, turn to page 15.

## Parental Control

Take charge of what your kids watch using our Parental Control feature that allows you to block AUSTAR TV programs based on their censorship ratings.

For more information, turn to page 18.



# Standby to 'Power Up'

## The Basics

You can begin watching AUSTAR as soon as the installer has connected your system. Simply ensure that you are on the correct TV channel (as per the *Important Tuning Information* on the inside cover of this manual) and that your AUSTAR decoder is switched on (as indicated by a green or red light on the front of your decoder).

Now you are ready to experience a fascinating new world of TV entertainment.

## AUSTAR TV channel selection

There are a variety of ways in which you can navigate through the AUSTAR TV channels that you have subscribed to:

1. Use the **[ch+]/[ch-]** keys on your AUSTAR Digital remote control. Refer to remote control on page 5.
2. Use the numeric keypad on your AUSTAR Digital remote control to key in the number of the AUSTAR TV channel you wish to watch.
3. Use the **▲** buttons **▼** on the front of your AUSTAR decoder.
4. "Channel surfing" (see page 12).

The number within the display panel on the front of your decoder indicates the channel number.

**TIP:** The **[back]** button allows you to flick between the last 2 channels you watched.

## Volume

AUSTAR recommends that you place the decoder volume to 2 bars down from maximum and use your TV / VCR remote control to adjust volume level to suit. To adjust the decoder volume use the **[vol+ / vol-]** buttons on your AUSTAR Digital remote control.

## AIR – AUSTAR Interactive Radio

AUSTAR also offers over 30\*\* Digital Radio Channels. To access this service simply tune to channel 830 and press the **[red]** button on your AUSTAR Digital remote control.

\*\* Not all AIR channels are available in some multi-dwelling buildings/complexes.

# Your AUSTAR Digital Remote Control

- 
- 1 **[⏻]** – Power ON / Standby (switches between on and standby mode).
  - 2 **[AUSTAR]** – When in an Interactive TV application this button will take you back to the last AUSTAR TV channel you were watching.
  - 3 **[i]** – This button launches AIR – AUSTAR Interactive Radio  
Note: with SMS & ADB-Omega decoder boxes this button launches the AUSTAR ACTIVE menu, where you can use **▲▼** buttons (see 12) to navigate your way to the AIR application.
  - 4 **[tv guide]** – This button launches the AUSTAR TV Guide: use **▲▼◀▶** buttons (see 12) and the coloured buttons to navigate.
  - 5 **[planner]** – This button launches 'PLANNER' where you can view a list of all the reminders you've set to ensure you don't miss your favourite show.  
Note: with SMS & ADB-Omega decoder boxes this button launches the AUSTAR ACTIVE menu, where you can use **▲▼** buttons (see 12) to navigate to the 'PLANNER' application.
  - 6 **[active]** – This button launches the AUSTAR ACTIVE menu.
  - 7 **[box office]** – This button launches the BOX OFFICE Guide, where you can view what movies are showing and coming up. This is where you can purchase a BOX OFFICE event.
  - 8 **[setup]** – This button launches the 'SET UP' menu where you can customise your parental settings, including your PIN.  
Note: with SMS & ADB-Omega decoder boxes this button launches the AUSTAR ACTIVE menu, where you can use **▲▼** buttons (see 12) to navigate to the 'SET UP' menu.
  - 9 **[i]** – Pressing this button while watching TV launches the AUSTAR iSearch Banner where you can obtain more specific program information. When [i] is again pressed it will launch the iBox which provides a more detailed program description.

- 10 **[vol +] / [vol -]** – Use these buttons to increase/decrease volume through your decoder.
- 11 **[ch +] [ch -]** – Use these buttons to 'surf' channels.
- 12 **▲▼◀▶** – Use these buttons to help you navigate through the Digital Guide, iSearch Banner, iBox and Interactive TV applications.
- 13 **[select]** – When in an Interactive TV application, pressing [select] confirms your request.
- 14 **[mute]** – Press Mute to suppress sound and again to restore to previous volume level.
- 15 **[back]** – Pressing this button while watching TV takes you back to the last TV channel you were watching. When in an Interactive TV application this button takes you to the previous screen.
- 16 **[help]** – This button launches Service Station – AUSTAR's Digital Help Channel.  
Note: with SMS & ADB-Omega decoder boxes this button takes you to the AUSTAR ACTIVE menu, where you can use **▲▼** buttons to navigate to the help option and launch Service Station.
- 17 **[coloured buttons]** – The coloured buttons in an Interactive TV application will have varying functionality.
- 18 **[numeric keypad]** – While watching TV these can change channels accordingly (eg. For channel 501 press 5 then 0 and then 1 in quick succession). If in an Interactive TV application these buttons will have varying functionality.

## Your AUSTAR G3, ATLAS and DIONE Decoder

**[POWER]** – use to ‘power’ decoder ‘on’ or leave in ‘standby’ mode. When ‘powering on’, a green light is displayed. When in ‘standby’ display panel will show red light and the time (24 hr clock).

**[MENU]** – takes you to the AUSTAR ACTIVE menu.

**[RESET]** – if you are experiencing any on-screen difficulties or unusual symbols are flashing on the display panel for any length of time, press **[RESET]** once to automatically clear and reset the entire system.

**[OK]** – after using **▲▼◀▶** to highlight a required program option or AUSTAR interactive application option, press **[OK]** to select that option.

NB: **[OK]** on your AUSTAR decoder box acts in a similar fashion to the **[select]** button on your AUSTAR Digital remote control.

**▲▼◀▶** – use arrows to help you navigate through desired on-screen options.

**[V+] / [V-]** – use to increase/ decrease volume through your decoder.

**[P+] / [P-]** – use to change channels.

**Smartcard** – we advise customers not to remove their Smartcard from this slot at any time (see ‘Your AUSTAR Smartcard’ section on page 21).



NB. This decoder operates within the range of 220-240V AC, 50Hz mains supplies. DO NOT CONNECT IT TO DC MAINS. If in any doubt about the mains lead, plug or connection, please consult your AUSTAR service department on 132 432.

## Your AUSTAR TITAN Decoder

**[POWER]** – use to ‘power’ decoder ‘on’ or leave in ‘standby’ mode. When ‘powering on’, a green light is displayed. When in ‘standby’ display panel will show red light and the time (24 hr clock).

**[MENU]** – takes you to the AUSTAR ACTIVE menu.

**[V+] / [V-]** – use to increase/ decrease volume through your decoder.

**[P+] / [P-]** – use to change channels.

**[OK]** – after using **▲▼◀▶** to highlight a required program option or AUSTAR interactive application option, press **[OK]** to select that option.

NB: **[OK]** on your AUSTAR decoder box acts in a similar fashion to the **[select]** button on your AUSTAR Digital remote control.

**[RESET]** – if you are experiencing any on-screen difficulties or unusual symbols are flashing on the display panel for any length of time, press **[RESET]** once to automatically clear and reset the entire system.

**▲▼◀▶** – use arrows to help you navigate through desired on-screen options.

**Smartcard** – we advise customers not to remove their Smartcard from this slot at any time (see ‘Your AUSTAR Smartcard’ section on page 21).



NB. This decoder operates within the range of 220-240V AC, 50Hz mains supplies. DO NOT CONNECT IT TO DC MAINS. If in any doubt about the mains lead, plug or connection, please consult your AUSTAR service department on 132 432.



# AUSTAR TV Guide

## Your TV guide on the TV

To access your AUSTAR TV Guide simply press the **[tv guide]** button on your AUSTAR Digital remote control. You can view the TV guide by time or by channel by using the **◀** and **▶** arrows to choose the 'time' or 'channel' tabs on the main menu.

Search for programs by genre (movies, sport etc) or search all channels (figure 1).

## View Programs by Time (figure 2)

- Using the arrows **▲** and **▼** on your AUSTAR Digital remote control you can move up and down the channels list.
- To see what's coming up use the **◀** and **▶** arrows on your AUSTAR Digital remote control.
- To move to the next day press the **[green]** button on your AUSTAR Digital remote control. To view the next 7 days programming, continue to press the **[green]** button. Use the **[red]** button to return back 24 hours to the present day.
- See a program you don't want to miss? You can even set reminders (see page 13).
- Use the **[i]** button to access additional program information.



Figure 1



Figure 2

## View Programs by Channel (figure 3)

- Use the **◀** and **▶** arrows on your AUSTAR Digital remote control to see what's on a specific channel.
- Use the **▲** and **▼** arrows on your AUSTAR Digital remote control to see what programs are coming up next on that channel.
- All other functionality is the same as the Program by Time view.

## Setting Favourite Channels

Setting favourite channels enables you to have quick and easy access to your favourite channels. Set favourite channels from the main menu by pressing the **[green]** button and following the instructions. Once your favourite channels are set you can quickly jump between them whilst watching TV by pressing the **[green]** button on your AUSTAR Digital remote control.

**TIP:** To resume normal AUSTAR TV viewing simply press **[AUSTAR]** on your AUSTAR Digital remote control.



Figure 3

# AUSTAR TV Guide (cont.)

## AUSTAR TV – channel surfing

There is an alternative to the TV Guide, whereby you can keep watching your AUSTAR TV and still surf to see what's on. You can do this using the i Search Banner.

To access the i Search Banner press **[i]** on your AUSTAR Digital remote control. The i Search Banner will appear along the bottom of your screen – leaving the remainder of your screen in normal TV viewing mode – (see figure 4).

- Using the ▲ and ▼ arrows on your AUSTAR Digital remote control you can surf through the different channels' information.
- To see what's on NOW and NEXT use the ◀ and ▶ arrows on your AUSTAR Digital remote control.
- See a program you don't want to miss? You can set reminders for programs on NEXT by pressing **[select]**.
- To go directly to the channel highlighted that is playing now, simply press **[select]** on your AUSTAR Digital remote control (when in NOW mode).

To resume normal AUSTAR TV viewing simply press **[AUSTAR]** on your AUSTAR Digital remote control.

## i Search Banner

AUSTAR provides programming information for what's on NOW and NEXT. To access this information press **[i]** on your AUSTAR Digital remote control – this brings up the i Search Banner with basic information.

## i Box

For further programming information, press **[i]** again. A second window (the i Box) will appear with more detailed programming information. To return to normal AUSTAR TV viewing, simply press **[AUSTAR]** on your AUSTAR Digital remote control.



Figure 4

## AUSTAR TV – setting reminders

With so much on, it's easy to forget or miss a great documentary, movie, music show or drama series. To avoid disappointment, we recommend you set yourself a reminder. It's a visual alarm that will appear on your AUSTAR TV screen to remind you that a program is about to start.

You can set yourself a reminder through the TV Guide.

1. Access the TV Guide by pressing **[tv guide]** on your AUSTAR remote control.
2. Highlight the channel you are interested in by using the ▲ and ▼ buttons, then select the program using the ◀ and ▶ buttons on your AUSTAR remote control.
3. Press the **[select]** button on your AUSTAR remote control. A small ⌚ clock will appear in the mini i-box at the bottom of the screen to indicate a reminder has been set. (See figure 5)

To cancel your reminder, highlight the program again and press **[select]** again. The clock should disappear.

## Planner

For a summary of all the reminders you have set refer to your on-screen Planner. To access Planner:

1. Press **[planner]** on your AUSTAR remote control.

2. Some customers will then be required to use the ▲ and ▼ buttons to highlight 'Planner' and then press **[select]**.

To resume normal AUSTAR TV viewing simply press **[AUSTAR]** on your AUSTAR remote control.



Figure 5

# AUSTAR Interactive Services

AUSTAR offers a number of innovative Interactive Services. Most of them can be accessed through AUSTAR's ACTIVE menu (see figure 6).

To access the AUSTAR ACTIVE menu:

1. Press the **[active]** button on your AUSTAR Digital remote control. Use the **▲** and **▼** arrows to guide your on-screen highlighter through the menu. Once the option that you want is highlighted press the **[select]** button on your AUSTAR remote control.

Interactive applications that can be found within the ACTIVE menu include TV Guide, Planner, Box Office, Sky News Active, Weather Active, Games, Air, Setup and Help.

**TIP:** If you get stuck or lost in an ACTIVE menu that you don't recognise, press **[back]** to return to a main menu.



Figure 6

# AUSTAR Games

When it comes to playing games on television, AUSTAR Digital customers score even more! There are three great game Options to subscribe to and all you need to play is your AUSTAR remote control.

## MindGames

Give your brain a workout! Subscribe to MindGames and you can play 10 of the best brainteaser, word and trivia games around. There are word games, puzzles and even three daily quizzes with up to 40 questions covering everything from entertainment to great moments in history to sport.

## The Arcade

Let the games begin. Your very own retro games arcade in your living room, subscribe and you'll have access to 9 fast-paced arcade style games that will see you working your way through mazes, driving racing cars and even playing the legendary Space Invaders game!

## Playin'TV

Fun for all the family. Playin'TV games include sports, action, kids and board games. With 21 games in total, including 6 Vegas Classics, 6 Sports plus other games like Sudoku and Texas Hold'Em, there really is something for everyone - so you'll never get bored.

You can take a FREE trial of all three game services, simply go to Channels 555, 565 and 585 on AUSTAR and follow the on-screen

prompts, then to subscribe on a monthly basis call 132 432 or visit [austar.com.au](http://austar.com.au) and click on 'Manage My Account'.

**TIP:** FREE trials are available on most games, so why not tune in and give it a go?



Figure 7

# Your AUSTAR Equipment

Your new digital decoder is the very latest available – and offers a number of features that enable you to personalise your AUSTAR experience.

## Setting the Clock

The AUSTAR installer should set the time to reflect the correct time for your location. You may at some stage need to alter the time yourself.

To set the clock:

1. First bring the AUSTAR ACTIVE menu up by pressing the **[active]** button on your AUSTAR Digital remote control.
2. Use the ▲ and ▼ arrows to guide your on-screen highlighter through the menu to Setup and then press **[select]**.
3. A sub-menu will appear on-screen.  
Use your ▲ and ▼ arrows to highlight 'installation' and press **[select]**.
4. Use the ▲ and ▼ arrows to highlight 'decoder' and press **[select]**.
5. Use the ▲ and ▼ arrows to highlight 'time' and press **[select]**.
6. Use the ◀ and ▶ arrows to select your time zone and press **[select]** (see figure 8).



Figure 8

## Picture Display

Your new digital decoder is able to adjust the way your program is displayed.

To adjust your Picture Display:

1. Bring up the AUSTAR ACTIVE menu by pressing the **[active]** button on your AUSTAR Digital remote control.
2. Use the ▲ and ▼ buttons to guide your on-screen highlighter through the menu to 'Setup'.
3. A sub-menu will appear on screen. Use your ▲ and ▼ buttons to highlight 'Picture Display' and press **[select]**.
4. Use your ▲ and ▼ buttons to select your option and then press the **[select]** button to confirm your selection.

**TIP:** Picture Display is available to most AUSTAR Digital customers by pressing the **[blue]** button on your AUSTAR Digital remote control while watching AUSTAR TV.

## Closed Captions

Closed Captioning is a service designed to assist the hearing impaired enjoy AUSTAR. Through captioning, the audio portion of the programming is displayed as text on screen.

Closed Captioning is available on selected programs on selected channels. Closed Captioned programs are denoted by "CC" symbol on the on-screen TV and printed Guides.

To adjust your Closed Captions:

1. Bring up the AUSTAR ACTIVE menu by pressing the **[active]** button on your AUSTAR Digital remote control.
2. Use the ▲ and ▼ buttons to guide your on-screen highlighter through the menu to 'Setup'.
3. A sub-menu will appear on screen. Use your ▲ and ▼ buttons to highlight 'Closed Captions' and press **[select]**.
4. Use your ▲ and ▼ buttons to select your option and then press the **[select]** button to confirm your selection.

**TIP:** Closed Captioning is available to most AUSTAR customers by pressing the **[yellow]** button on your AUSTAR remote control while watching AUSTAR TV. The service can be deactivated by pressing the **[yellow]** button again.

# Your Parental Control PIN

Your 4 digit parental control PIN controls access to your TV service. This is particularly important for families with children, as it offers a level of parental control even when you are not around. It can also be used to protect all BOX OFFICE purchases or to remove Adults Only Select session titles from display.

AUSTAR's Parental Control feature allows parents to block programs based on their censorship classifications (refer to figure 14 overleaf).

To set your desired level of Parental Control:

1. Bring up the AUSTAR ACTIVE menu by pressing the **[active]** button on your AUSTAR Digital remote control.
2. Use the **▲** and **▼** arrows to guide your on-screen highlighter through the menu to 'Setup' and then press **[select]**.
3. Use your **▲** and **▼** arrows to highlight the 'Parental Control' function and press **[select]** (See figure 9).
4. Highlight 'Classifications' and press **[select]** then enter your 4-digit PIN using the number buttons on your AUSTAR Digital remote control (new customers always start with 1234 until they have created their own 'Parental Control' PIN).
5. Set your desired level of Parental Control according to the program classification by using the **▲** and **▼** arrows and then pressing **[select]** (see figure 10).

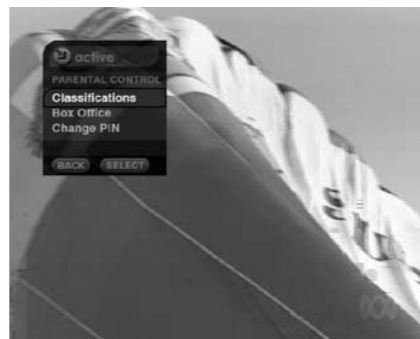


Figure 9

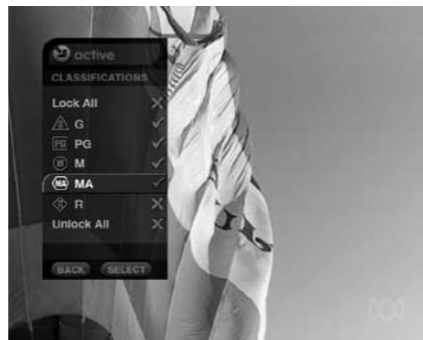


Figure 10

When a program outside of your personalised Parental Control feature is being aired on the AUSTAR channel you are tuned into, a 'Parental Block' message automatically appears on your screen in place of that program. For example, if you have set your censorship classification at MA+ rated programs (figure 11), only programs of MA+ or lesser classification i.e. G, PG and M programs, can be viewed unless your 4-digit Parental Control PIN is entered. This can only be unlocked by entering your correct 4-digit Parental Control PIN. That particular program will then remain unlocked until it is finished, even if you change channels. (Please note: all other blocked programs will remain locked.)

The parental lock can be reactivated by going to standby mode.

To change your PIN:

1. Highlight the 'Change PIN' message on your 'Parental Control' menu. (see figure 12)
2. Key in your new PIN.
3. Key in your new PIN again to confirm it (it might also be an idea to write it down, but make sure you keep it in a secure place).

**N.B. If you forget your PIN, please contact the AUSTAR Service team on 132 432 and we will reset the decoder: appropriate identification will be required.**

Classification	Suitability
G	General Exhibition
PG	Parental Guidance recommended for persons-under 15 yrs
M	Recommended for mature audiences 15 yrs-and over
MA+	Restrictions apply to persons under 15 yrs
R 18+	Restricted to Adults 18 yrs and older

Figure 11



Figure 12

## Your Parental Control PIN (cont.)

### PROTECTING BOX OFFICE PURCHASES

To protect all BOX OFFICE purchases with your Parental Control PIN:

1. Bring up the AUSTAR ACTIVE menu by screen by pressing the **[active]** button on your AUSTAR Digital remote control.
2. Use the ▲ and ▼ arrows to guide your on-screen highlighter through the menu to 'Setup' and then press **[select]**.
3. Use the ▲ and ▼ arrows to highlight 'Parental Control' and press **[select]**.
4. Highlight 'Box Office', press **[select]** and enter your Parental Control PIN.
5. Highlight 'Purchase PIN' and then press **[select]**. Use the ▲ and ▼ buttons to select your option and then press the **[select]** button to confirm your selection (see Figure 13).

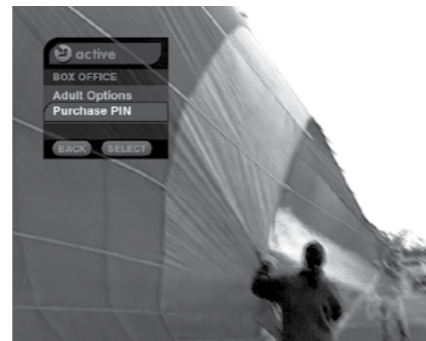


Figure 13

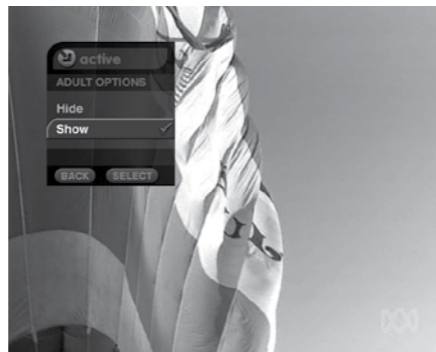


Figure 14

To remove Adult Only Select session titles from display:

1. Highlight 'Adult Options' on the BOX OFFICE parental control menu and then press **[select]**. Use the ▲ and ▼ buttons to select your option and then press the **[select]** button to confirm your selection (see Figure 14).

## Your AUSTAR Smartcard

Your AUSTAR Smartcard essentially authorises your decoder to receive AUSTAR programming. Therefore, if your Smartcard has been removed or is not inserted correctly, that authority will be denied and you will be unable to receive any AUSTAR channels. It will not work in any other decoder box.

For this reason, you must not remove your AUSTAR Smartcard unless instructed to do so by an AUSTAR representative.

### Anti-Piracy Hotline

In the new campaign to crack down on piracy, we have launched an anti-piracy Hotline. If you have reason to believe an individual/s are unlawfully receiving AUSTAR TV, you should anonymously report them to the hotline. Remember, piracy increases the costs for all subscribers!

**Piracy Hotline** 1800 428 888



# Troubleshooting

Before contacting the AUSTAR customer service centre, we recommend that you review these quick tips to see if you can resolve any issues. Should you experience any difficulties or see an unusual symbol on the display panel for any length of time, press the **[RESET]** button (see pages 6-9) on your decoder and this will automatically clear and reset the entire system so that you can start again.

SYMPTOM	POSSIBLE CAUSE	SUGGESTED REMEDY
Nothing is showing on the front display panel of the decoder.	Decoder not receiving mains power.	Ensure all leads are securely plugged in and all power is switched on. If nothing lights up on the front panel display of the decoder still, there may be a problem with the mains supply. Check that the power point you are using has power. If the problem persists it may be the mains lead for the decoder itself that is faulty, or the plug.
Decoder display panel shows a channel number but the picture on the TV screen is fuzzy or slightly out of focus.	TV or VCR may not be tuned in correctly.	Check you are on the correct channel on your TV or VCR. Adjust the TV or VCR tuning. Follow the instruction detailed in the manufacturers manual.
TV is only showing AUSTAR TV channels.	'Free-to-air' antenna system has been disconnected or is faulty, or storm activity has damaged equipment.	Double check all cabling is secure and correctly installed.
Decoder display panel channel numbers change but the picture on the TV remains the same.	TV or VCR may not be tuned in correctly to AUSTAR channel.	Check the channel settings under 'Important Tuning Information' on inside front cover and ensure that both the TV and VCR are tuned to the correct channels.

SYMPTOM	POSSIBLE CAUSE	SUGGESTED REMEDY
Decoder feels hot even though the picture on the TV is okay.	High speed microprocessors in the decoder make it warm, so heat is normal.	Ensure that the decoder is in a place where it has adequate ventilation. Do not place on top of Hi-Fi equipment or other equipment that is warm or hot to touch.
A box with an exclamation mark 'E16 MESSAGE' appears on-screen.	That channel may not be available to you at this time or you could have been disconnected from your AUSTAR service (see also On-Screen Error messages on page 27).	Some AUSTAR program services may not be currently active, you may not be allowed to receive some channels as they are not included in your subscription or your subscription for a channel has expired. Please check all this before assuming there is a technical problem.
A box with an exclamation mark headed 'E04 MESSAGE' appears on-screen.	Your AUSTAR Smartcard is damaged or not properly inserted into the decoder.	Check that it is an AUSTAR Smartcard you are using, that it is not damaged and that you have inserted it the correct way round (see 'Your AUSTAR Smartcard' section on page 21).
The following message is appearing on-screen: 'Press OK / select to unblock this program'.	A parental lock has been enabled which blocks reception of the program.	Use your Parental Control PIN to unblock the channel (see 'Parental Control' section on page 18).

## Troubleshooting (cont.)

SYMPTOM	POSSIBLE CAUSE	SUGGESTED REMEDY
Unable to unlock or change the program which has triggered my parental block.	The censor classification has not yet been changed to 'No Lock'.	Follow the directions given on how to set up your parental blocking of programs as detailed in 'Parental Control' section on page 18. If you have forgotten your PIN or are still experiencing difficulties contact your AUSTAR service support on <b>132 432</b>
Able to see a program that should be blocked by parental lock.	The parental lock has not been set correctly or you have forgotten to reset it after viewing part of the program.	Ensure that you have followed the directions given on how to set up your parental blocking of programs as detailed in 'Parental Control' section on page 18.
Decoder is showing the incorrect time.	Time zone is incorrectly set on your decoder.	Follow the instructions detailed in the 'Setting the Clock' section on page 16 to reset the decoder time zone accordingly
A box with an exclamation mark headed "E52 Message" appears on screen	Caused by interference with the signal reception.	Sometimes storms or heavy weather may interfere with the signal passing between the satellite and your receiving dish. Use the <b>[RESET]</b> button (see pages 6-9). If problems persists, contact AUSTAR service support on <b>132 432</b> .
Decoder display panel shows a channel number but the picture on the TV screen is black		Check you are on the correct channel on your TV or VCR. Reset the decoder as detailed in pages 6-9.

SYMPTOM	POSSIBLE CAUSE	SUGGESTED REMEDY
Current time shown in the TV Guide is incorrect: the programs do not start at the time shown.	Your decoder has not been installed correctly for the time zone in your location	Use <b>[RESET]</b> button (see pages 6-9). If reset fails to remedy the problem, follow the instructions detailed in the 'Setting the Clock' section on page 16 to reset the decoder time zone accordingly.
Decoder display panel shows the time and the picture on the TV screen is black	The decoder is in standby mode	Press the power button on your remote control or on the front of your decoder.
Decoder front display panel is showing a channel number but the TV has an information bar on an otherwise blank screen.	Your decoder may be undergoing a remotely activated self-service update.	Use <b>[RESET]</b> button (see pages 6-9). If problem persists, contact AUSTAR service support on <b>132 432</b> .
Unable to operate the decoder at all using the AUSTAR TV remote control.	The AUSTAR TV remote control is not functioning properly.	Ensure that your AUSTAR TV remote control is pointed directly at the decoder and that nothing is blocking the decoder's infra-red window. Check whether the remote light in the front display panel of your decoder box flashes when you press the keys: if it does not, the remote control batteries may be dead or inserted incorrectly. Replace the batteries, ensuring that they are inserted correctly, and if the problem persists there may be a fault with the remote control or the decoder so contact your AUSTAR service support on <b>132 432</b> .

## Troubleshooting (cont.)

SYMPTOM	POSSIBLE CAUSE	SUGGESTED REMEDY
There is no sound (or poor sound) on AUSTAR TV and Radio channels.	Your AUSTAR decoder, TV and/or VCR may be muted.	Check that the volume and mute buttons on your AUSTAR and TV remote controls have no effect on the sound level. Double check all cabling is secure and correctly installed.
Menus or other text appeared on a recorded AUSTAR channel, or its sound level fluctuated.	A menu was displayed or the volume key (or mute) used during recording.	Do not use the menus or adjust the volume if you are watching an AUSTAR channel while you are recording it because you record exactly what you see on-screen and hear all the way through.
The front display panel showing incomplete numbers.	Your decoder is currently being enhanced with new software upgrades.	Wait until the message light goes out – this may take up to 20 minutes if the decoder is being enhanced with new software upgrades.

## On-Screen Error Messages

If there is an on-screen message displayed on your TV which is not shown here, please check the 'Troubleshooting' section on pages 22-26 before contacting your AUSTAR service support on 132 432.

MESSAGE	EXPLANATION	MESSAGE	EXPLANATION
'Please re-insert your Smartcard'	Your decoder is tuned into an AUSTAR channel, but you need to correctly insert your AUSTAR Smartcard to view this channel.	'Service Unavailable' or 'Channel is not currently available'	The channel number you have selected is not currently active or is not transmitting any program. This may be a channel that is not broadcast 24 hours a day, or it may be blocked. Try another channel.
'Checking Card'	Your decoder is checking your AUSTAR Smartcard (this may take up to 30 seconds).	'This is an optional channel / program package. For further information call: <b>132 432</b>	You are not allowed to receive this channel as it is not included in your subscription or subscription for this channel has expired.
'Smartcard needs updating' and/or 'Please re-insert Card'	There is a problem with your card. Double check that it is an AUSTAR smartcard, that it is not damaged and that you have inserted it the correct way round (see page 21 for more detail).	'No signal' (displayed briefly, followed by 'Searching for signal at XXXX MHz')	Your decoder has not been able to detect an AUSTAR signal. This could also cause display changes on the display panel of the decoder. Try using the <b>[RESET]</b> button (see pages 6-9) before contacting your AUSTAR service support on <b>132 432</b> .
'Press OK / select to unlock program'	This program has a parental lock on it. To view the program you must use your PIN to override or change classification (for more detailed information on Parental Locks and how to use your PIN, see pages 18-20).		