Quick Tips Guide:

Once you power the SHD20. Go to the correct AV channel on your TV, you should be able to see the television channel running, if you don't and you have a no signal message on the screen, then you may have to change your LNB freq.
If you have no pictures and no on screen display you may not have your connections correct or may not be on the correct AV channel. Please refer to your television manual on how to connect AV cables and select AV channels.
If you have the No Signal (fig 3) and your connection to the satellite dish is correct - then you may have to change the LNB Frequency - **ALL SHD20 units have been tested working before shipping with 10750 LNB !!**

LNB Frequency's - a quick overview and how to change

The receiver unit on the end of a satellite dish is called an LNB
This converts the signal from the satellite to a signal you can send down coax cable to the satellite receiver.
There are 2 main LNB's used in New Zealand. 11300 & 10750
The SHD20 has been pre-programed for use with the 10750 LNB.
This is compatible with the dual & quad LNB system's currently being installed by SKY Television.
Most installations and satellite dish's are now using the 10750 LNB (also labeled 10.75).
This number will be printed on all quality LNB's.

If you have an older style of LNB it may be a 11300 (or 11.3) then you will just have to change the LNB setting in the SHD20 to get signal.

NOTE: If you have pictures or a 10750 LNB then you do NOT need to adjust this setting.

To change LNB Frequency.

Press 'MENU' button on the remote control.
Select Installation Menu using the Up & Down buttons.
On the Installation menu select 'Antenna Setup and press 'OK'
Highlight 'LNB Freq <10750>' and press the right arrow button twice, this will change the 'LNB Freq to 11300'
Then press 'EXIT' button 2 times to exit.

Automatic search for channels

To search for new channels on Freeview or from other providers there is an auto search function.
Press 'MENU' on the remote and use the arrow buttons to select the 'Installation' menu as per (fig 4) Now highlight 'Single Satellite Search' and press the 'OK' button.
Highlight 'Search' then press 'OK' button (fig 7)
This will now search for any free to view channels available on the selected satellite.
This may take a couple of minutes, once new channels have been found press 'OK' to save
Press 'EXIT' twice to exit and watch TV again.
NOTE: , When you do an auto scan the receiver may find temporary channels or feeds - these channels may only work on a satellite for hours or days, just enjoy these channels while they are working, only the Freeview channels are full time channels.
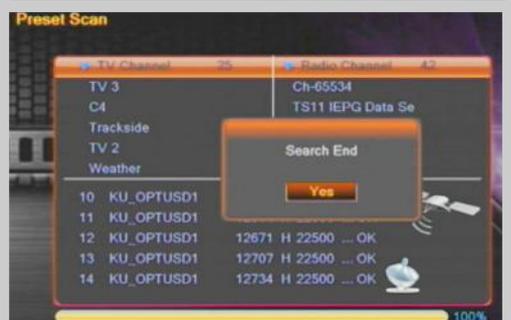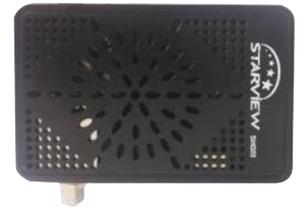
(fig 3)

(fig 4)

(fig 5)

(fig 7)

(fig 8)

Move Channels

If you would like to move the channels into a different order.

Press the 'Menu' button on the remote, and select 'Edit Channel' menu.
Highlight 'TV Channel List' - Press 'OK'
Press the 'Yellow' function key to select move option.

Press 'OK' while highlighting the channel you wish to move.
(you will notice a 🔵 symbol will appear next to the channel)
Now highlight the location you wish to move the channel to
Press the 'EPG' button to complete the move & store the channel
TIP:- You can select and move more than 1 channel at a time

(fig 9)

Delete Channel

As per Move Channel, use the same method but press the 'Blue' button
on the remote twice this will put the SHD20 in the delete mode.
Once you have selected all the channels you wish to delete by highlighting
and pressing 'OK' to put a ❎ beside the channel.
Press 'Exit' twice on the remote and choose 'OK' to save.
- the channel/s you marked will now be deleted.

(fig 10)

Satellite Finder Function

Press the 'INFO' button twice on the remote control.
This will bring up the satellite finder function
- This is to help you align your satellite dish.

On this screen you will get Signal Intensity bars , Signal Quality Bars
,Tuner Status etc,
SIGNAL INTENSITY:
This is the strength of the satellite signal being received
all satellite dishes will give a level of signal even if you are not
aligned to the satellite.
So this bar should be giving you a reading if connected to a satellite
dish correctly. (fig 12)
If you have an empty signal intensity then you may have a
connection problem or a faulty LNB (fig 13)
SIGNAL QUALITY:
Once you align onto the correct satellite your signal quality will
increase and the Signal Status will become 'Locked' / Coloured (Fig 11)

Now all you have to do is get the highest Signal Quality by peaking
your satellite dish (refer to your dish instructions on how to do this)
Then enjoy Digital TV.

Note: A poorly aligned dish will give low Intensity & Quality, you will
also get errors in the data which will be shown by bad pictures or the

TIP: If you use the signal finder (fig-5) on page one you will hear a beeper
sound on your TV , this will get faster as you align to the satellite
it is a great way to align a dish if you cannot see the TV.

Channel	Parliament TV
Satellite	KU_OPTUSD1
Transponder	12456/H/22500
PID	V 515/ A 653/ P 515
Signal Intensity	90%
Signal Quality	76%

(fig 11)

Dish aligned and working correctly

| Signal Intensity | 73% |
| Signal Quality | 16% |
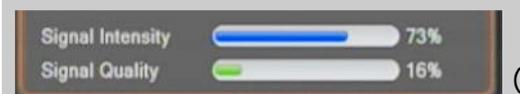
(fig 12)

LNB / Dish connected but not aligned to correct satellite

| Signal Intensity | 36% |
| Signal Quality | 10% |
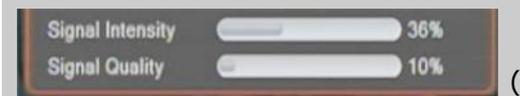
(fig 13)

LNB / Dish not connected or cable - LNB fault

**DO NOT POWER THE SHD20 UNTIL All
CONNECTIONS HAVE BEEN MADE**
Making connections after powering can cause electrical
damage to the SHD20 or your Television
This will not be covered under warranty

STARVIEW
Quality Digital Products

USB Recording basics.

By using USB stick or HDD with the SHD20 you can record TV and playback.

Select 'REC' menu from the main menu (Fig15)

PVR Setting

You can set TIME SHIFT
OFF - Turns time shift off
ON - This turns the time shift feature on (pause live-TV)

PVR Storage Information

Here you can format a new drive,
We suggest that you use a drive under 500gb and that it is formated using the SHD20. If the drive is not recognised then you may have to format the drive on a computer - *please format as NTFS*

Record from the EPG

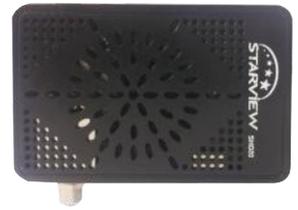Press EPG , this will bring up the program guide , use arrow buttons to move around the guide , once you find the program you wish to record.
Press 'GREEN' button to activate the timer
Once the timer options come up on the screen you can change start & stop times ,

Please set 'Timer service' to Record, and 'PS Record' to Yes
once done press 'OK' and save, the timer event will be added to the list

To Play Back ,
Enter the 'REC' menu using the remote control.
Select 'Media Player'.

Press the switch button '4' on the remote to select 'RECORD' files
Then highlight the file to play back
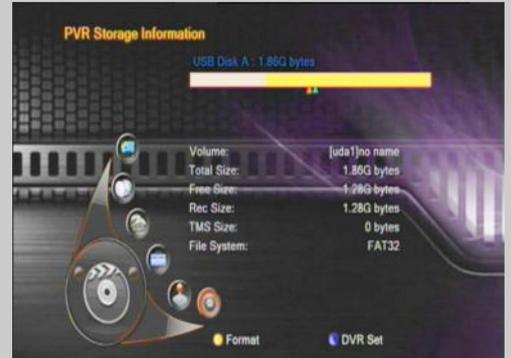
(Fig15)

DO NOT POWER THE SHD20 UNTIL All CONNECTIONS HAVE BEEN MADE
Making connections after powering can cause electrical damage to the SHD20 or your Television
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VERY IMPORTANT INFORMATION & TIPS

Do NOT connect the receiver to the mains supply until
HDMI / RCA & Sat leads are connected:
Warranty will be void if installed without good ventilation.
If you connect to an existing dish and have no pictures you may have a 11300 LNB please refer to front of this guide on how to change this. or you may have to change the picture format for HD & SD Tv's

After a factory default of the SHD20 you will have to scan channels and enter many settings. we would suggest never factory defaulting the SHD20 unless advised.
Always turn the SHD20 off at the power socket when it's not being used to watch TV - This is a safety message

My Starview SHD20 was installed by:

All SHD20 Receivers are shipped after testing working with
Picture & Sound on a 10750 LNB in New Zealand
So if it is not working please follow below for some help.
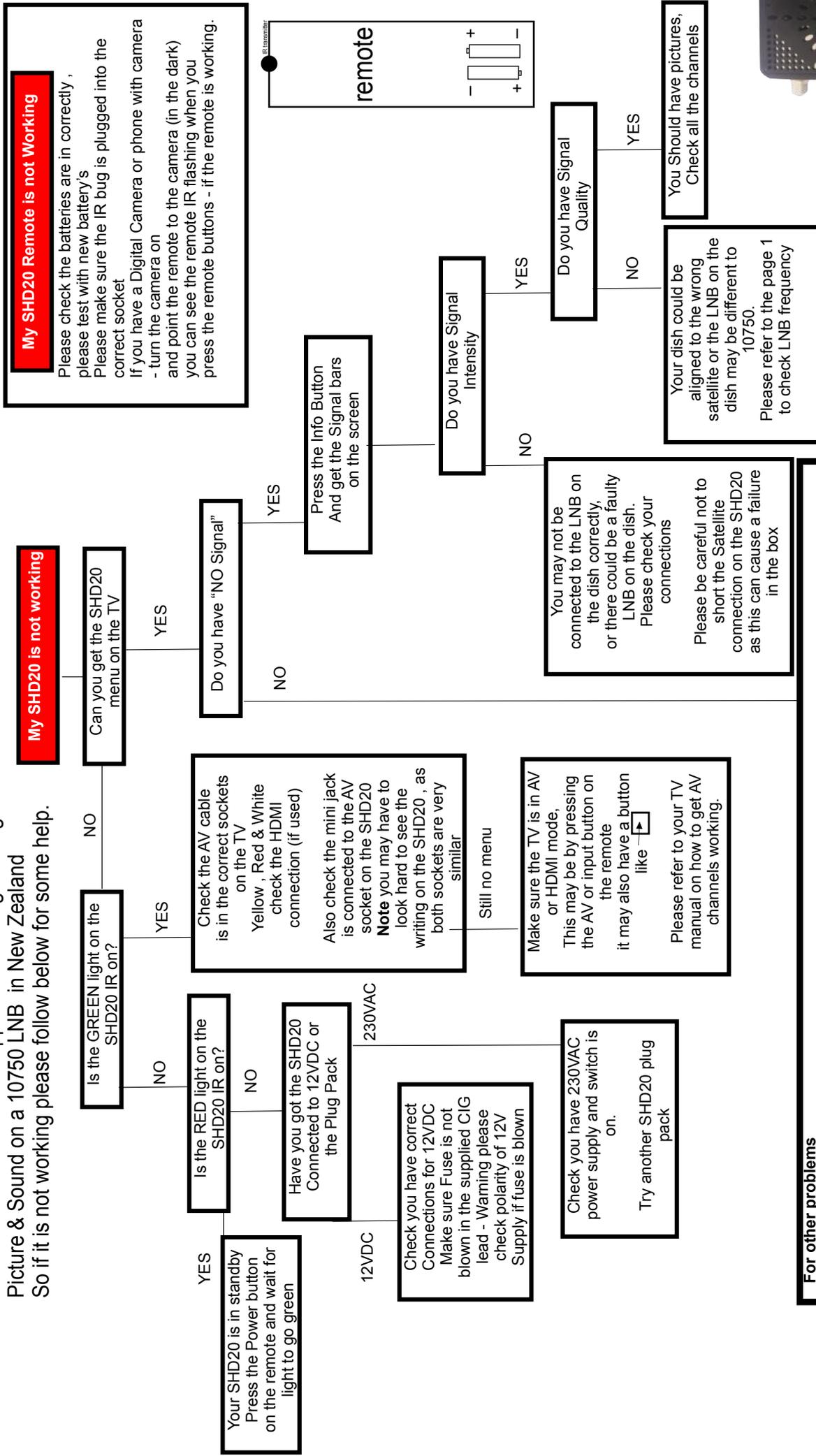
My SHD20 Remote is not Working

Please check the batteries are in correctly ,
please test with new battery's
Please make sure the IR bug is plugged into the
correct socket
If you have a Digital Camera or phone with camera
- turn the camera on
and point the remote to the camera (in the dark)
you can see the remote IR flashing when you
press the remote buttons - if the remote is working.

IR transmitter

remote

– +
– +

My SHD20 is not working

Can you get the SHD20 menu on the TV

YES

Do you have "NO Signal"

YES

Press the Info Button
And get the Signal bars
on the screen

Do you have Signal Intensity

YES

Do you have Signal Quality

YES

You Should have pictures,
Check all the channels

NO

Your dish could be
aligned to the wrong
satellite or the LNB on the
dish may be different to
10750.
Please refer to the page 1
to check LNB frequency

NO

You may not be
connected to the LNB on
the dish correctly,
or there could be a faulty
LNB on the dish.
Please check your
connections

Please be careful not to
short the Satellite
connection on the SHD20
as this can cause a failure
in the box

NO

Is the GREEN light on the SHD20 IR on?

YES

Check the AV cable
is in the correct sockets
on the TV
Yellow , Red & White
check the HDMI
connection (if used)

Also check the mini jack
is connected to the AV
socket on the SHD20
Note you may have to
look hard to see the
writing on the SHD20 , as
both sockets are very
similar

Still no menu

Make sure the TV is in AV
or HDMI mode,
This may be by pressing
the AV or input button on
the remote
it may also have a button
like

Please refer to your TV
manual on how to get AV
channels working.

NO

Is the RED light on the SHD20 IR on?

YES

Your SHD20 is in standby
Press the Power button
on the remote and wait for
light to go green

NO

Have you got the SHD20
Connected to 12VDC or
the Plug Pack

12VDC

Check you have correct
Connections for 12VDC
Make sure Fuse is not
blown in the supplied CIG
lead – Warning please
check polarity of 12V
Supply if fuse is blown

230VAC

Check you have 230VAC
power supply and switch is
on.

Try another SHD20 plug
pack

For other problems
You may need some professional help,
However if you are using a 10750LNB on your dish please note before a SHD20 is shipped it is tested and
seen working with picture & sound with a 10750LNB