

No Signal

Check if the front panel of STB box LED is OK.

If OK then

Check if COAXIAL CABLE is securely place.

Check the connection of the 2nd TV and or internet connection.
(High Pass Filter must be connected on Splitter going to RF IN of STB).

Make sure it is connected to RF IN port.

Check Coaxial Cable if it is bend or damage. (Need for Servicing if Coax is damage.)

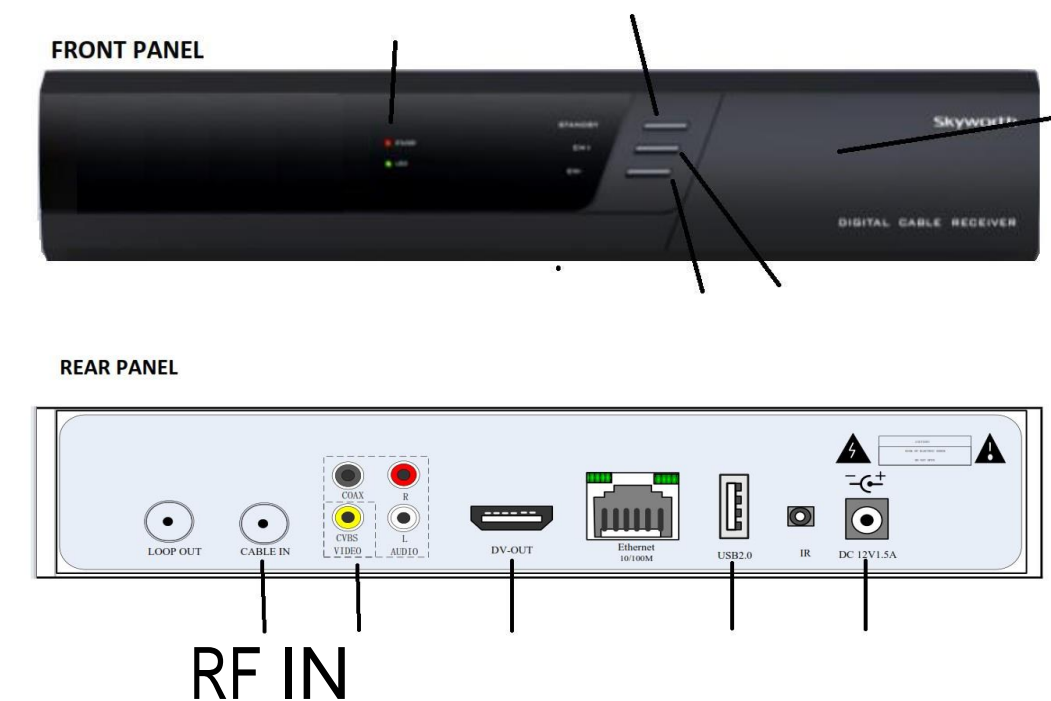
Check [Manual Search](#) to test signal input.

If the problem does not resolve the issue above..
The Tuner of STB is defective and need for replacement.

Visual Appearance



LED Light



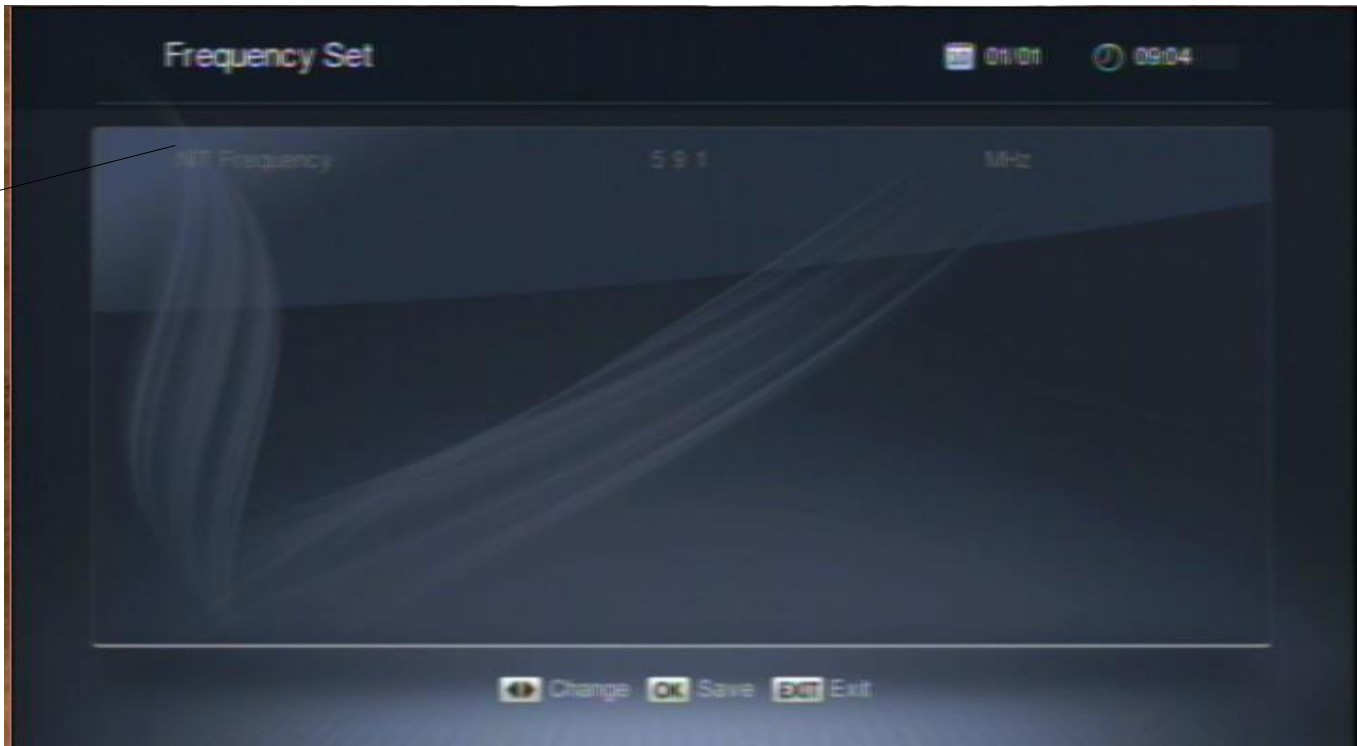
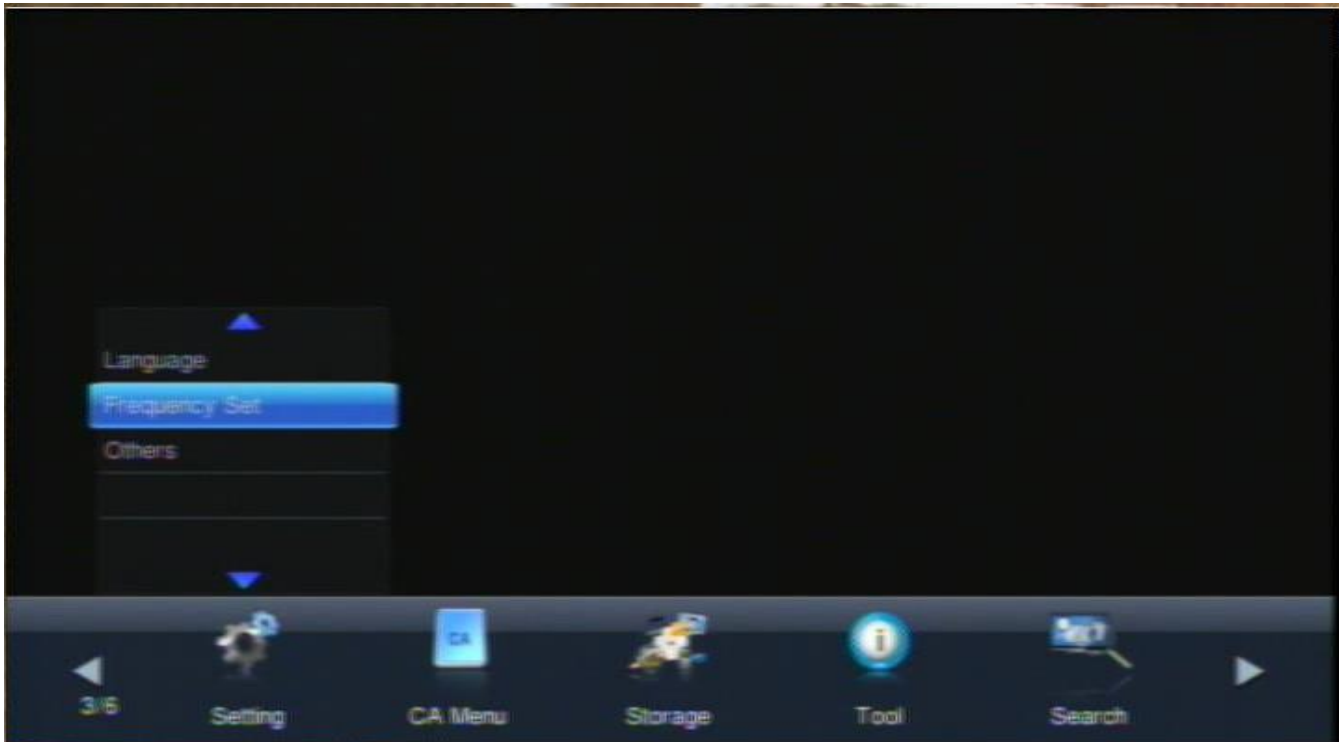
Enable Frequency Set

Visual Appearance

RCU



- 1. On Remote Control Press Menu.
- 2. Go to Settings icon – Frequency set then press OK.
- 3. On Remote Control Press 8 5 2 2 to enable NIT frequency.
- 4. Set NIT frequency to 591
- 5. Press OK to save settings.



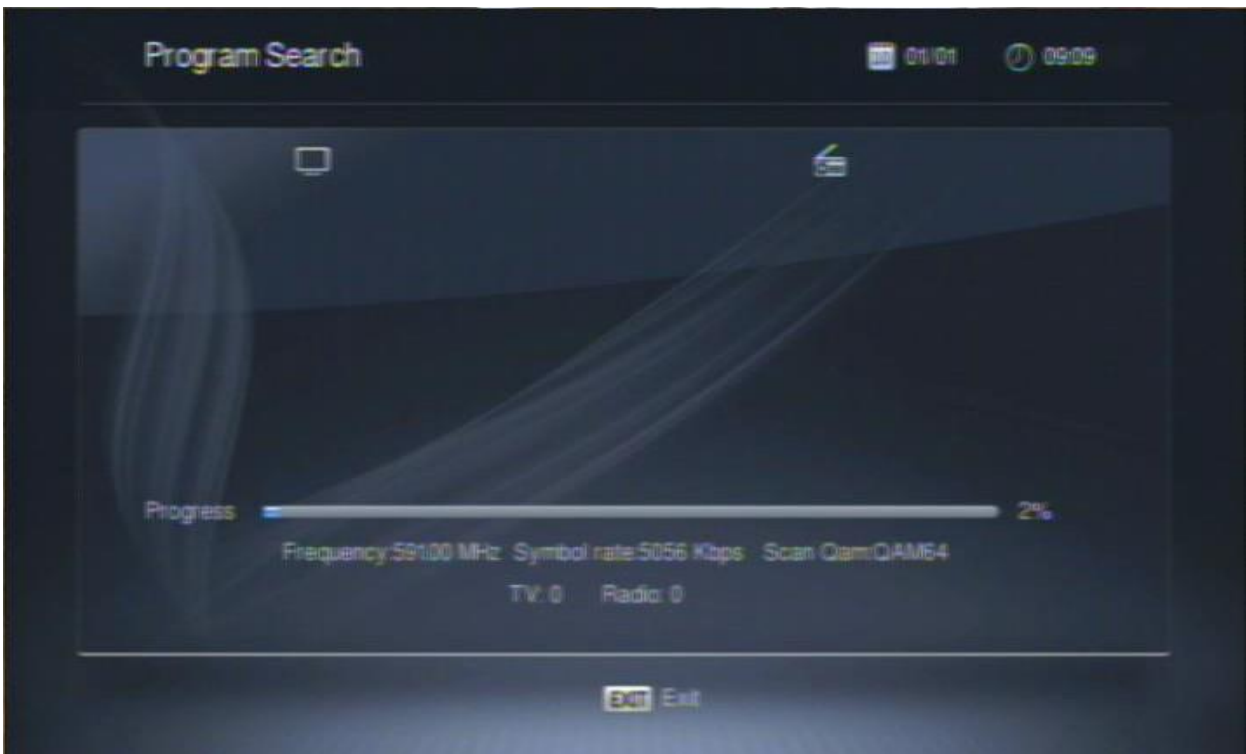
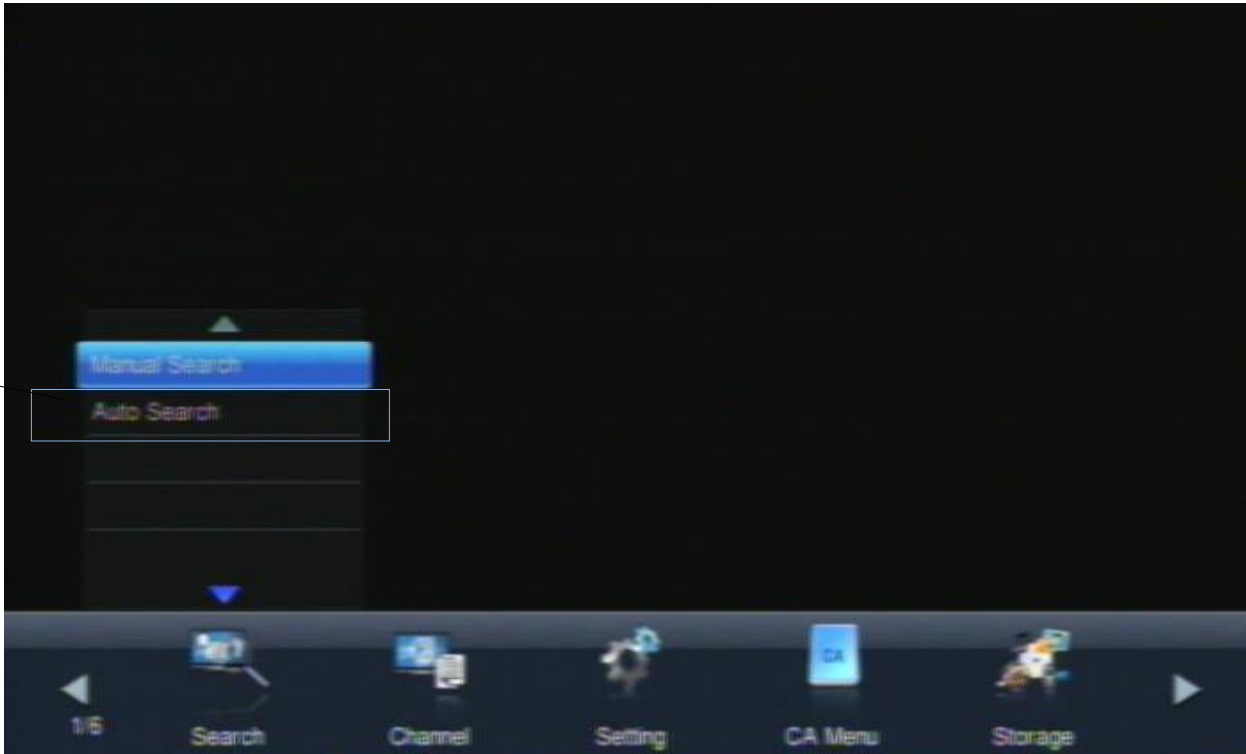
AutoSearch

Visual Appearance

RCU



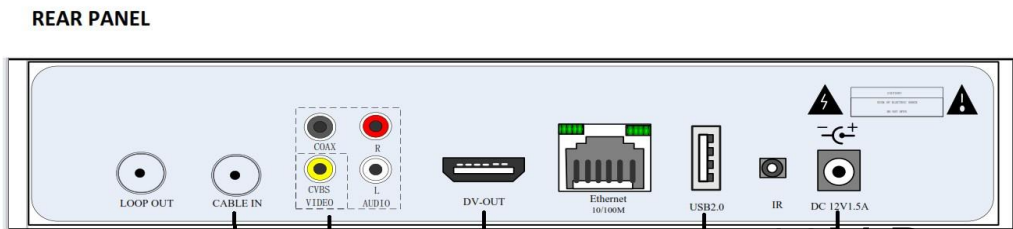
- 1. On Remote Control Press Menu.
- 2. Go to Search Icon – Autosearch then press OK.
- 3. Wait until scanning is complete.
- 4. Press OK after scan Finished.



Logo Display Only (Corrupted Firmware)

Unplug Power Supply Connector to Power Supply Port for 10 Seconds then Replug it.

Visual Appearance



12V Power
Supply Port

Please Insert smart card.

**Reemove tamper proof on
Smart Card slot on Front Panel.**

**Gently remove the Smart Card from the STB Card
Reader.**

**Try to clean the gold plated on smart card with
clean dry cloth.
Do not to use any chemical substance.**

Insert the Smart Card to Smart Card Reader.

**Detach power supply port on
STB and plug it again, and check if the error
message still appear.**

If the problem does not resolve the issue above..

Visual Appearance



No Programs

1. Check [Manual Search](#) to test signal input.
2. After Manual Search, Proceed to [AutoSearch](#).

Visual Appearance



No Video Appears.

Check power supply connection.

Check LED light in front panel of STB.

What video source is used HDMI or AV cable?

Then check if it is properly connected between TV and STB.

If HDMI is use... which HDMI port connected on TV? HDMI1 HDMI2 HDMI3...

If A/V cable is use... which A/V cable port connect? AV1 input/AV2 input..

Check their Video Source use on TV where HDMI or A/V cable port is connected.

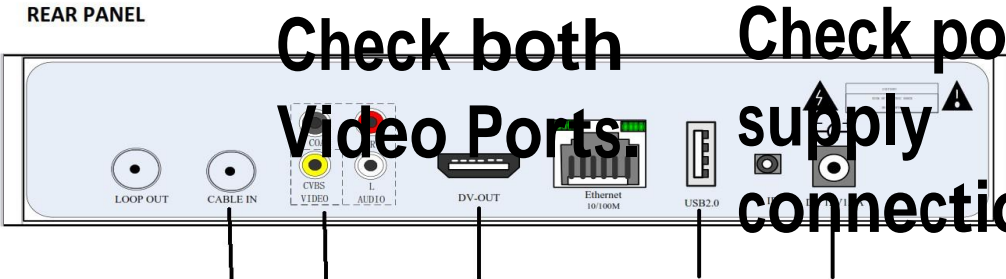
Try to transfer the STB for test.

Use Both HDMI and A/V cable and select video source on TV to check which is working.

Visual Appearance



Check LED light in front panel of STB.



Check both Video Ports. Check power supply connection.

No Power on STB

Check power supply connection.

Check LED light in front panel of STB.

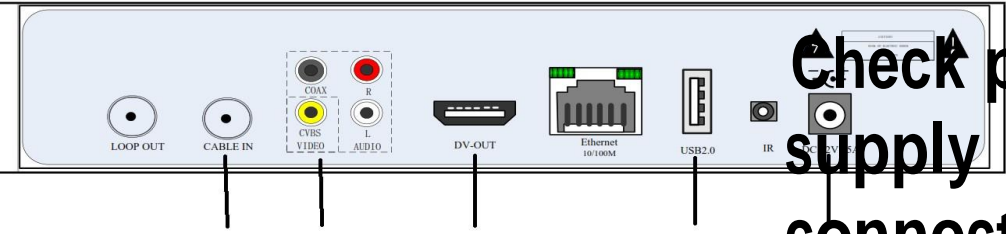
If STB does not have any sign of power up. STB needs to check include Power Supply.

Visual Appearance

Check LED light in front panel of STB.



REAR PANEL



Check power supply connection.

Manual Search

Visual Appearance

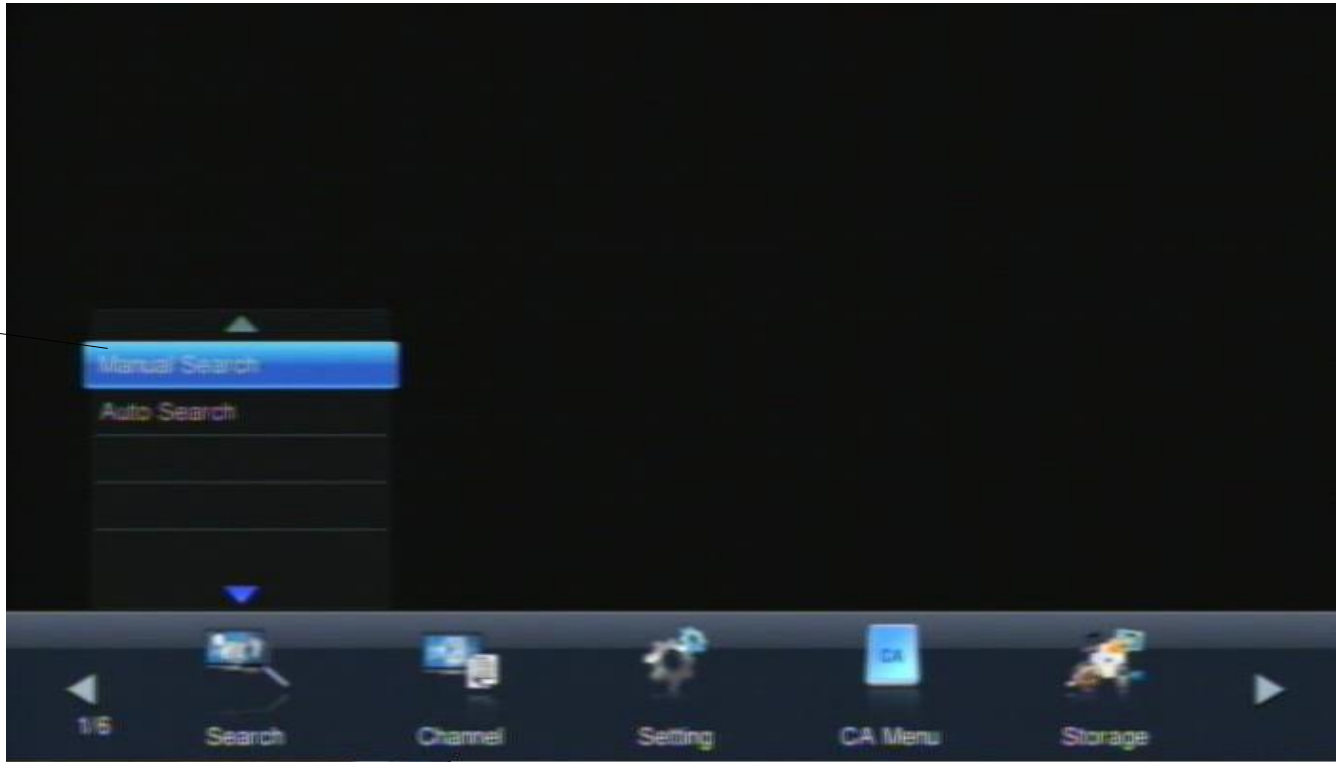
RCU



- 1. On Remote Control Press Menu.
- 2. Go to Search icon – Manual Search then press OK.
- 3. Set Start Frequency to 591.
Set Symbol rate to 5056.
- 4. Check Strength and Quality.
If Strength and Quality is 0 then STB Tuner is Defective and need for replacement.
- 5. Press Exit to exit settings.

Note: if you want to check other frequencies, ask to customer to change Frequency.

Frequency Table it is use to check if all frequency is receive or not through STB.
Here is the list of [Digital Frequency](#).



No Video but audio is OK

- 1. On Remote Control press menu.**
- 2. Go to Tool icon – Help Information**

Ask the customer (what software version) indicates.

Note:

Updated Software Version: 2.2.4 or 2.2.5

Not Updated Version: 2.2.3

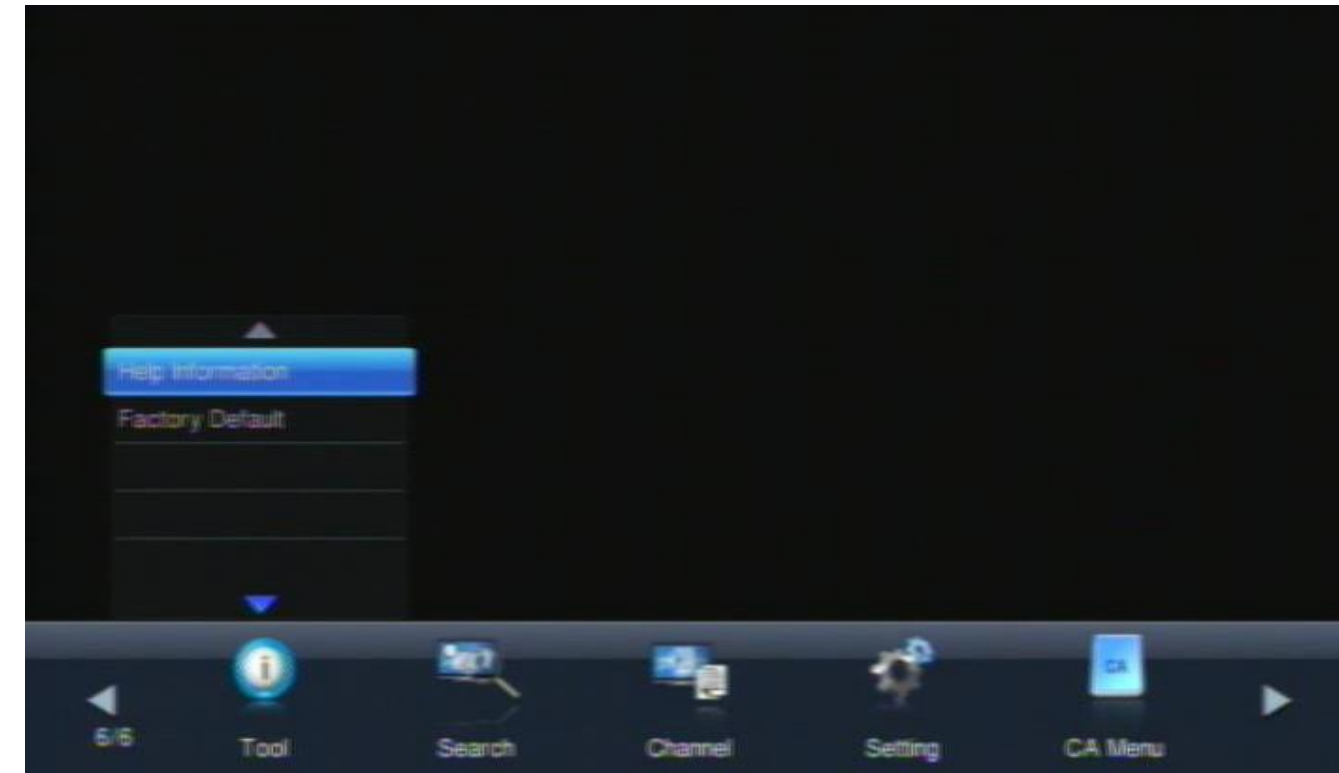
If Software version is 2.2.3, STB needs for servicing, (Need Software Update via USB).

If Software version is updated. Try to check or replace HDMI Cord or Spare one if HDMI Source is use.

If A/V cable is use. Try to check or replace a/v cable or Spare one if A/V cable is use

Test Both Video source. (TV must also change video source).

Visual Appearance



Card Cancelled (Suspend account)

If Customer Account is updated and the STB have message like this.

Get Smart Card # [Smart Card No.](#)

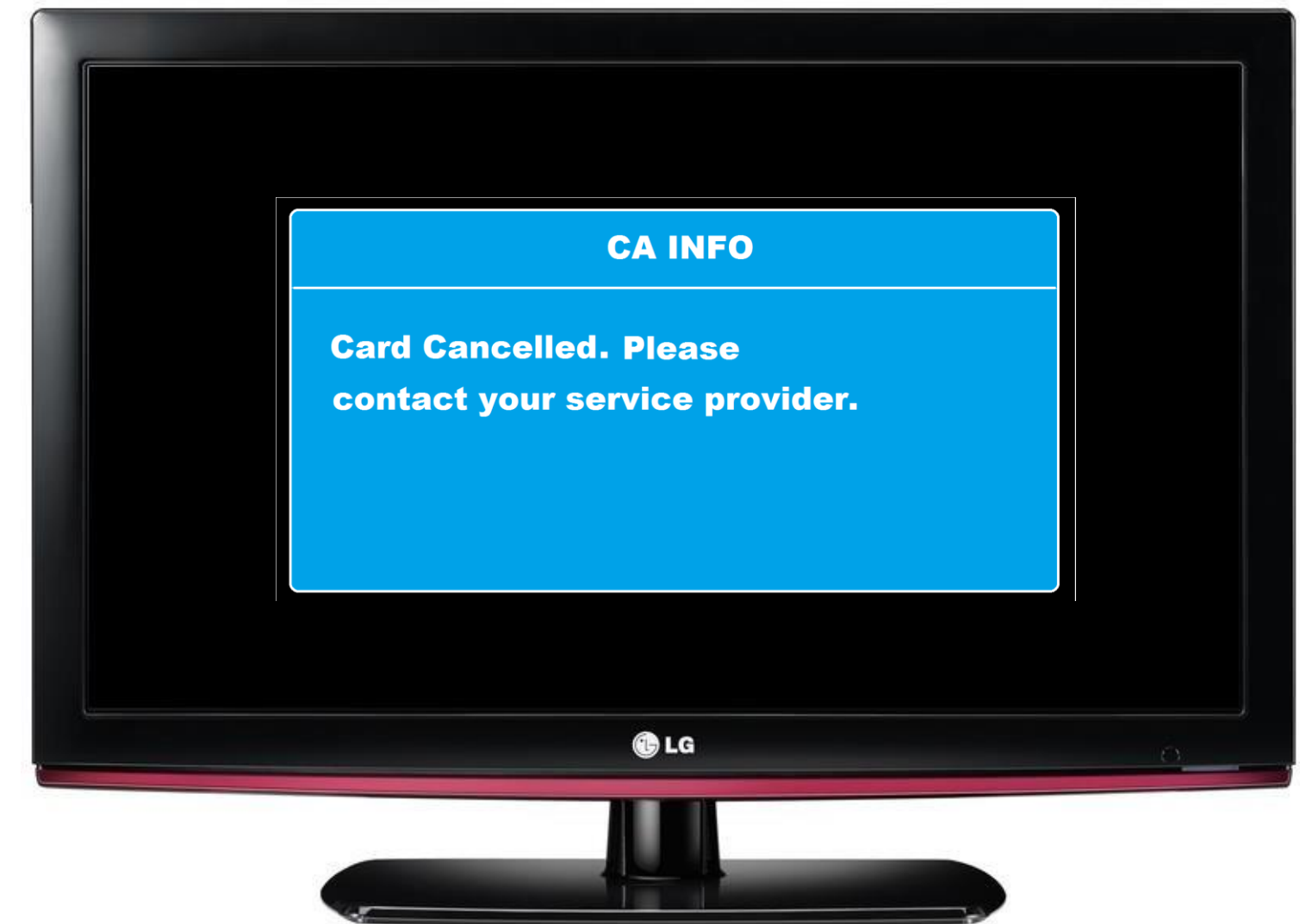
Call our contact center numbers for activation of account.

If the Suggestion does not resolve the issue then..
Instruct the customer to check if COAXIAL CABLE
is securely place.

Check Coaxial Cable if it is bend or damage. (Need
for Servicing if Coax is damage.)

Unplug Power Supply Connector to Power Supply
Port for 10 Seconds then Replug it.

Visual Appearance



Smart Card Information

Visual Appearance

RCU

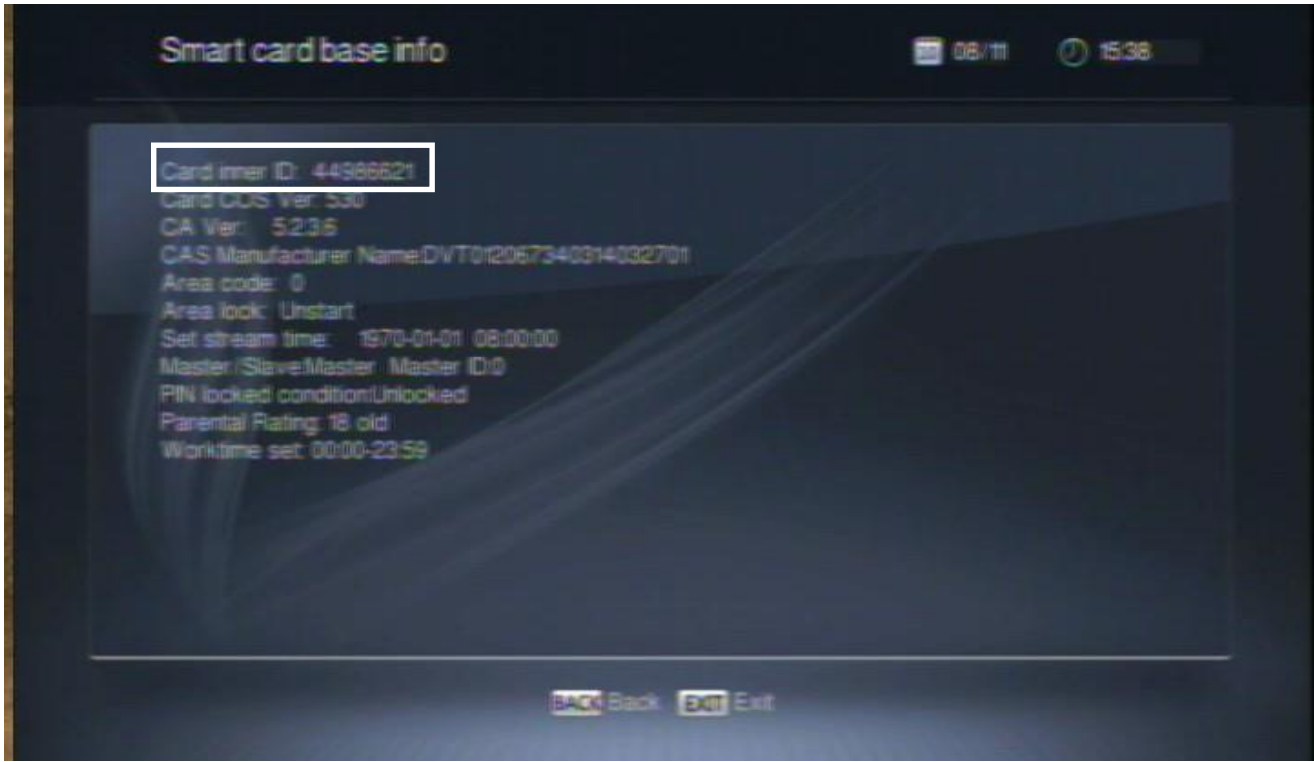
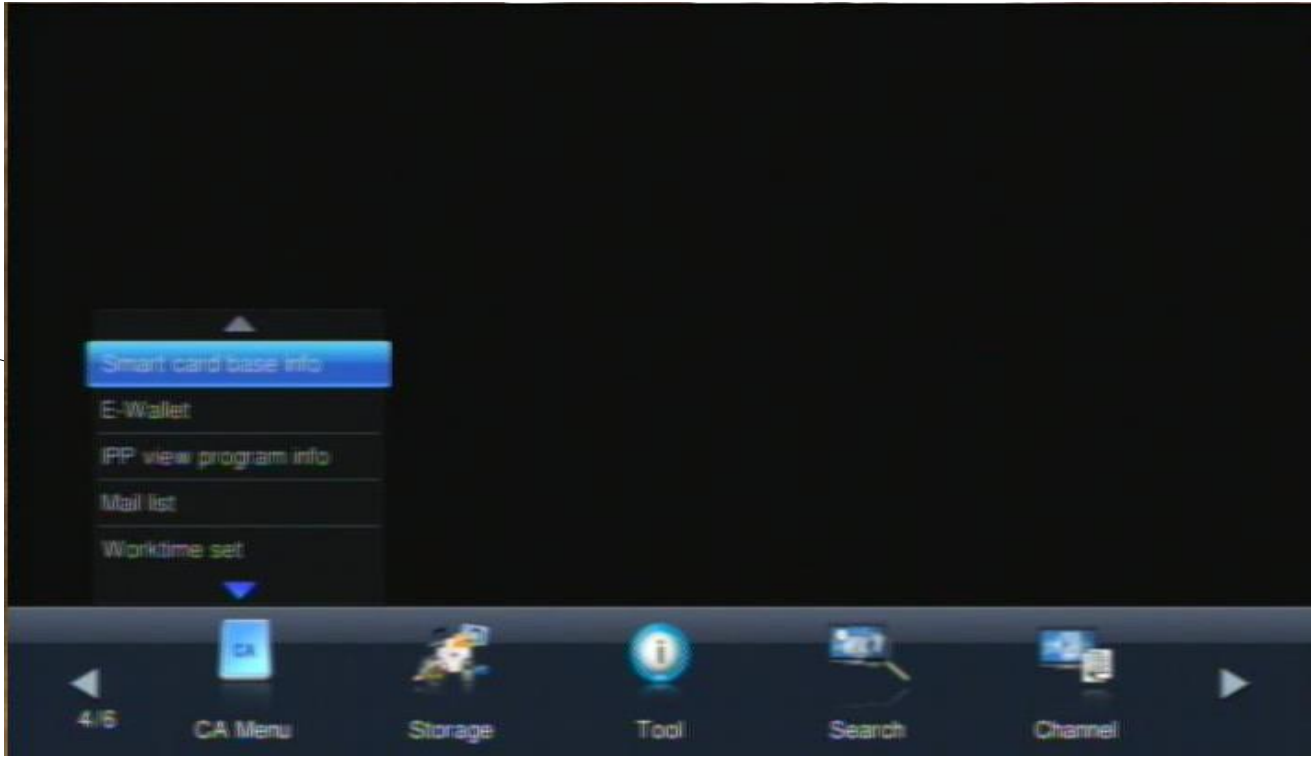


Instruct to Customer:

- 1. On Remote Control Press Menu.
- 2. Go to CA Menu – Smart card base info then press OK.
- 3. Look for Card inner ID.
- Card inner ID consist of 8 digit numbers.
- 4. Press Exit on remote.

Note:

It is also written on Smart Card ID.



Please insert correct smart card

Get Smart Card # [Smart Card No.](#)

Coordinate SMS Authorize Personnel to Activate
Call our contact center numbers for activation of account.

Visual Appearance



Weak Audio

RCU



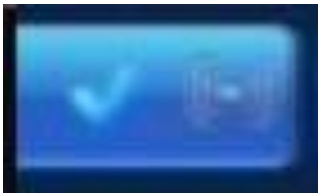
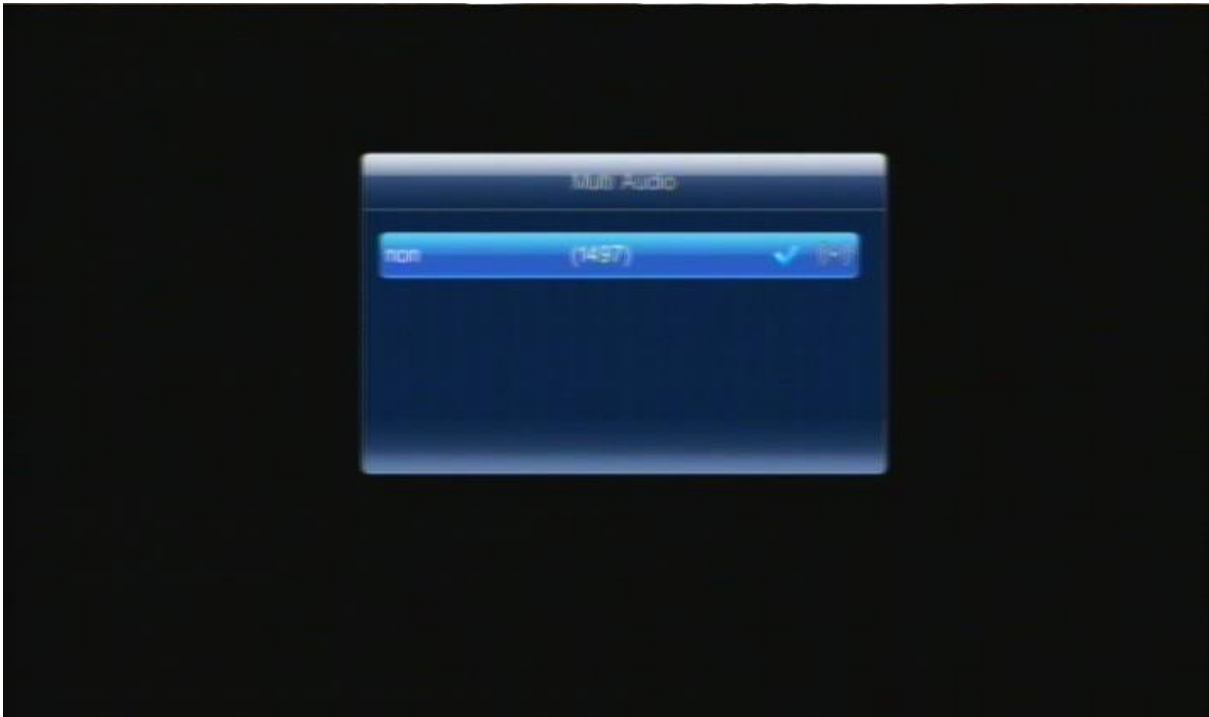
1. On Remote Control press AUDIO button.

Sound Icon on Multi audio will change. L audio, R audio, Both and Loud.

Visual Appearance



Normal



Loud