

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

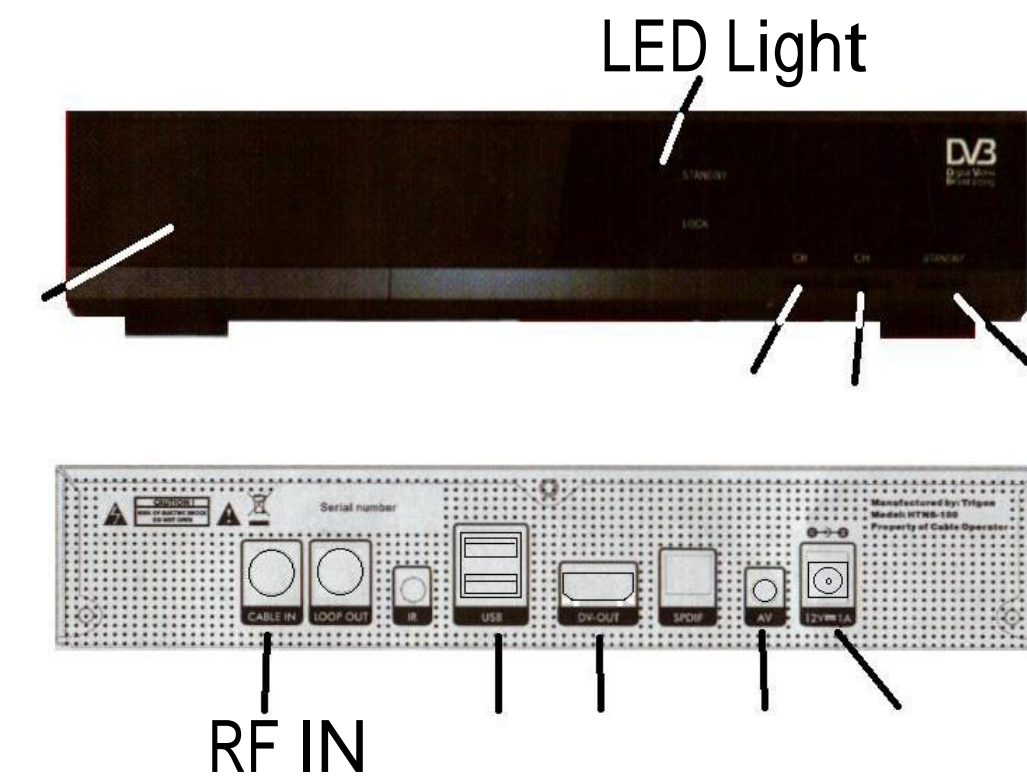
Make sure it is connected to RF IN port.

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

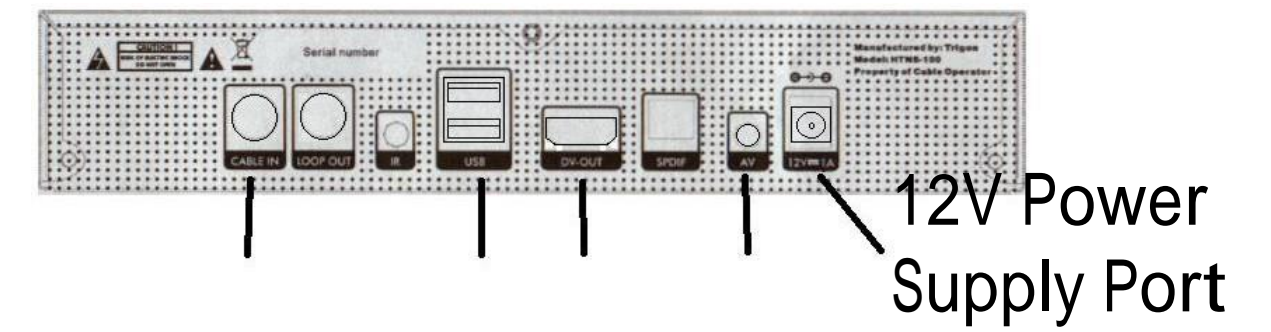


Logo Display Only

(Corrupted Firmware)

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

Visual Appearance



Please Insert smart card.

Remove 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.

Visual Appearance



Smart Card Reader



No Programs

1. Go to [Manual Search](#).

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.

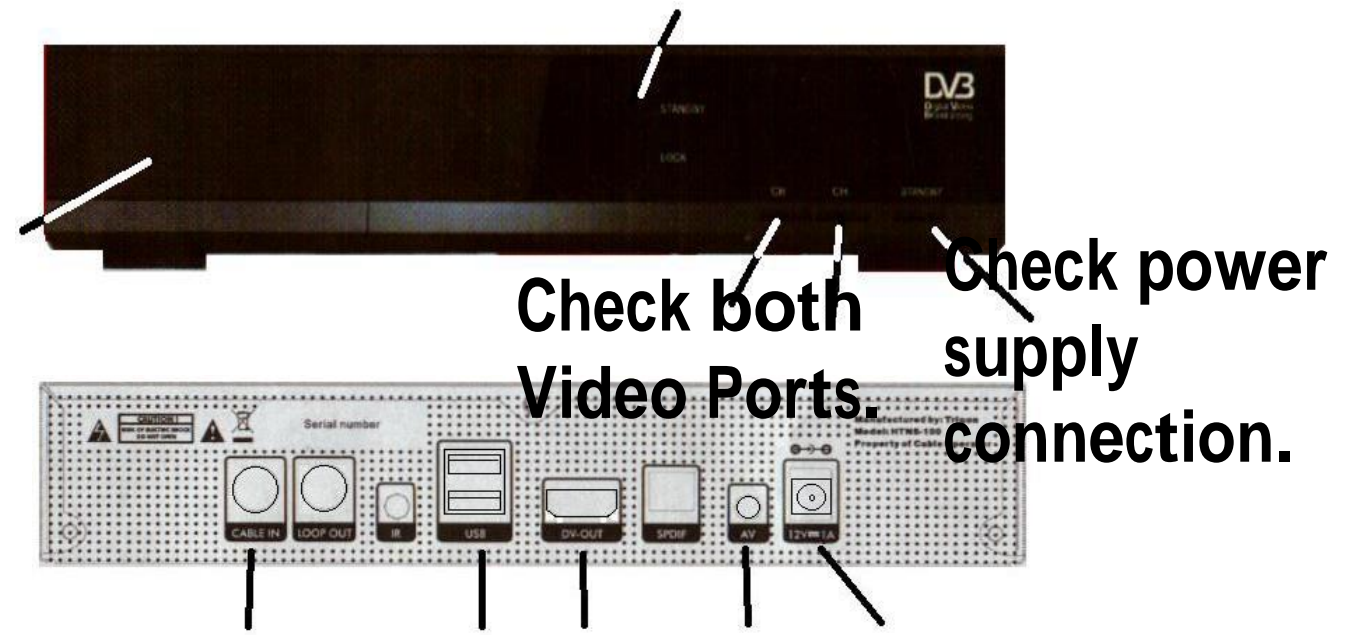
Try to transfer the STB for test.

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.

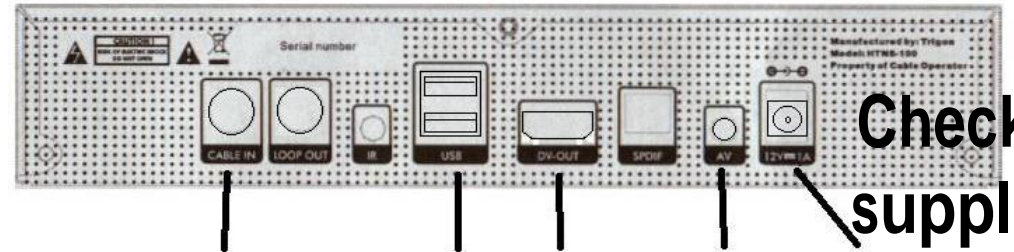
If STB does not have any sign of power up. STB needs to check include Power Supply.

Visual Appearance

Check LED light in front panel of STB.



Check power supply connection.



Manual Search

Visual Appearance

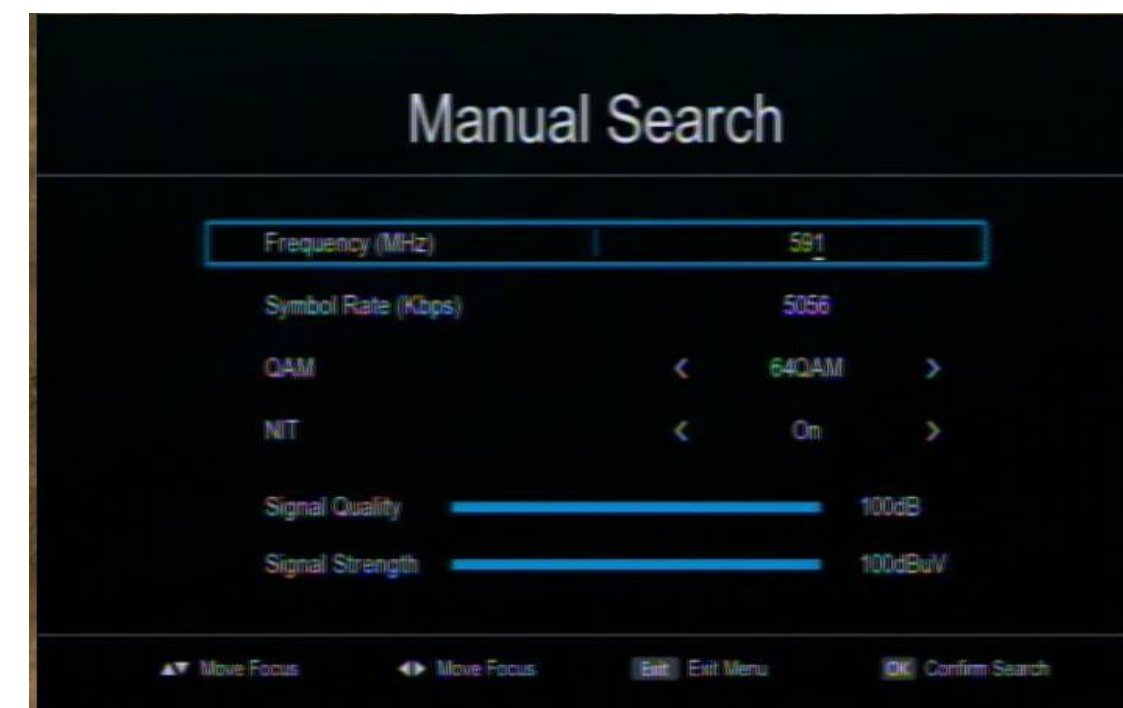
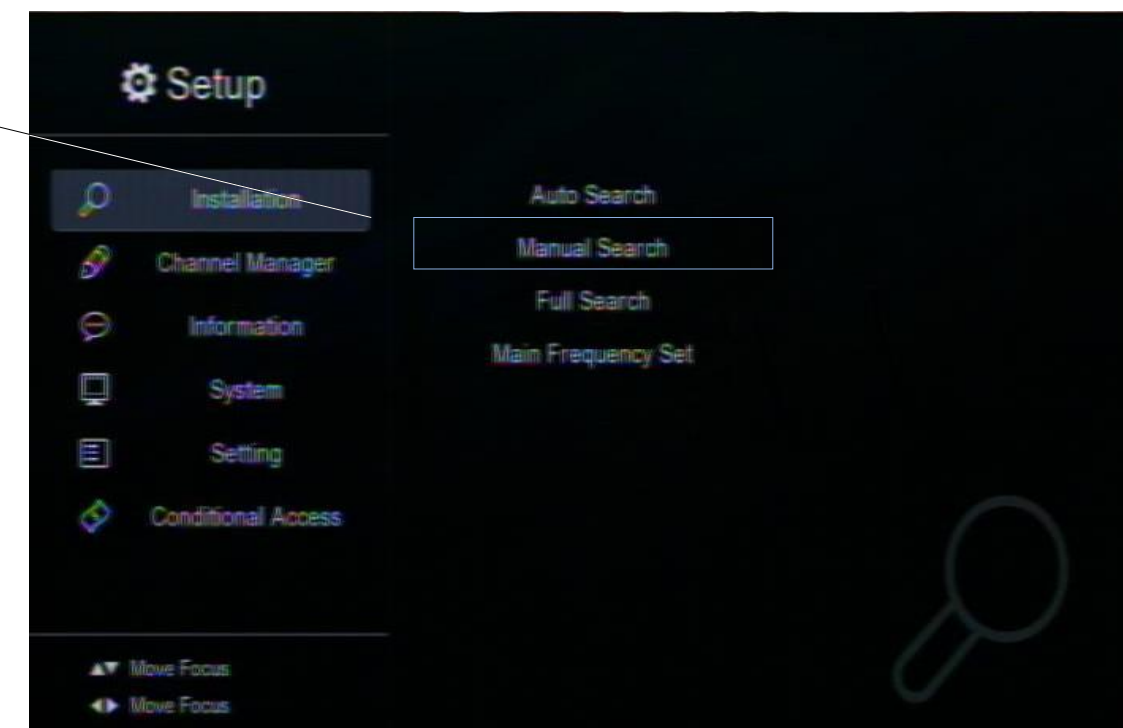
RCU



1. On Remote Control Press Menu.
A Graphical User Interface(GUI) appears on screen. Then go to setup icon.
2. On Setup Menu go to Installation – Manual Search.
3. Set Start Frequency to 591.
Set Symbol rate to 5056.
Set QAM 64QAM
Set NIT to On
4. Check Strength and Quality.
If Strength and Quality is 0 then STB Tuner is Defective and need for replacement.
5. Press OK on RCU to confirm Search.

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](#).



You are not subscribed....

(Suspend account)

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

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

Coordinate SMS Authorize Personnel to Activate the Customer Account.

Call the contact center numbers for activation of account

**If the Suggestion does not resolve the issue then..
Check if COAXIAL CABLE is securely place.**

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

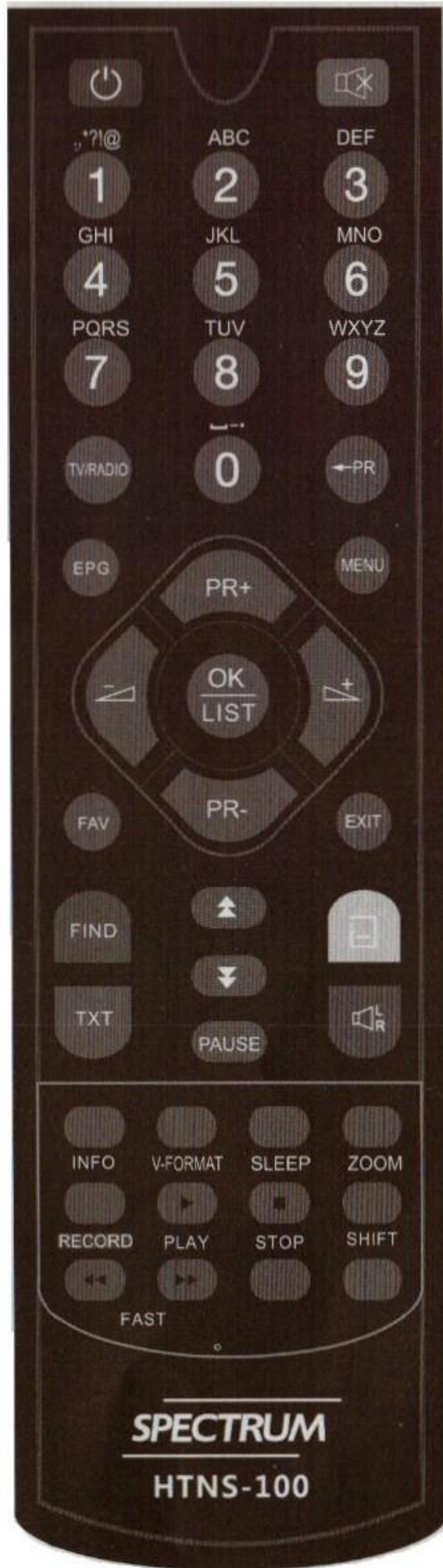
Unplug Power Supply Connector to Power Supply Port for 10 Seconds then Replug it.

Visual Appearance



Smart Card Information

RCU



Instruct to Customer:

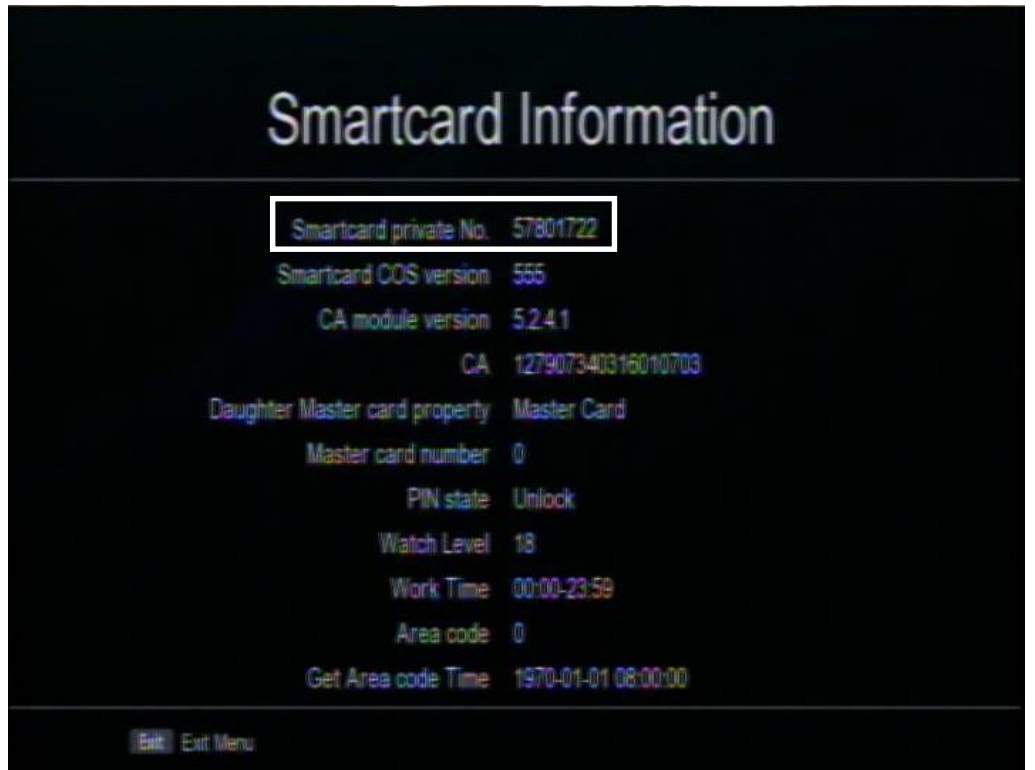
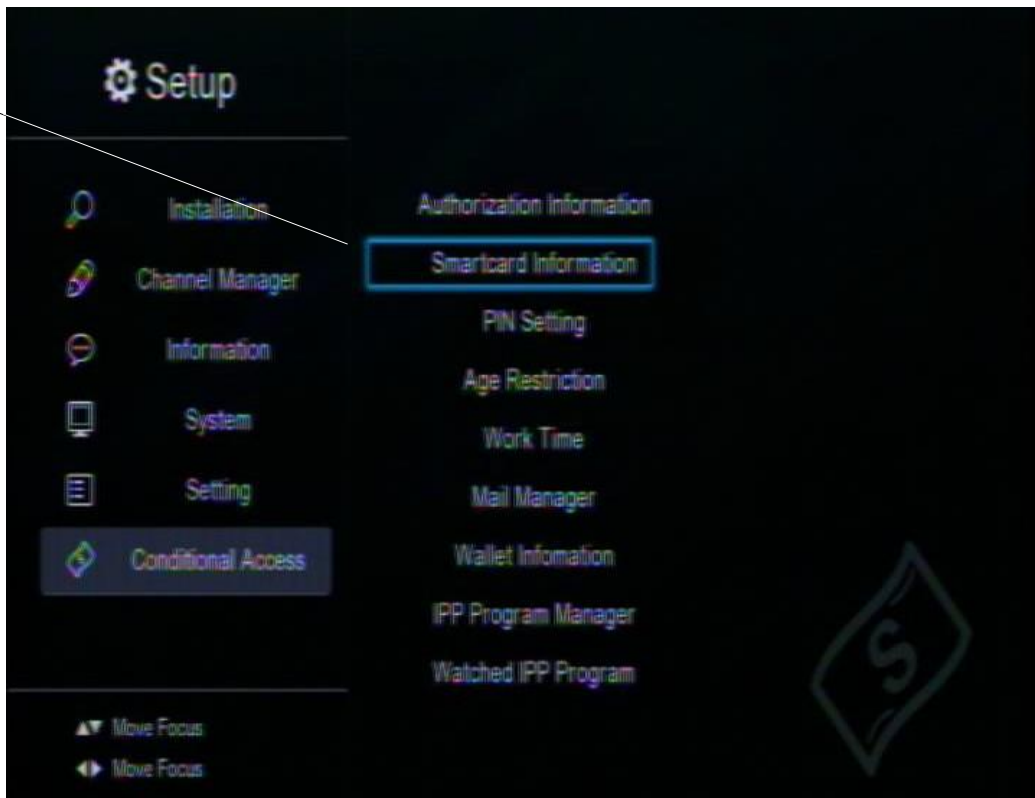
1. On Remote Control Press Menu. A Graphical User Interface(GUI) appears on screen. Then go to setup icon.
2. On Setup Menu go to Conditional Access – Smartcard Information.
3. Look for Smartcard private No. Smartcard private No. consist of 8 digit numbers.
4. Press Exit on remote.

Note:

It is also written on Smart Card ID.



Visual Appearance



IC Card service have been forbidden. (No package)

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

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

Coordinate SMS Authorize Personnel to Activate the Customer Account.

Visual Appearance



Unknown Text format in center screen

Instruct to Customer:

Check LED light in front panel of STB.

Need STB Replacement.

Visual Appearance



Main frequency set

Visual Appearance

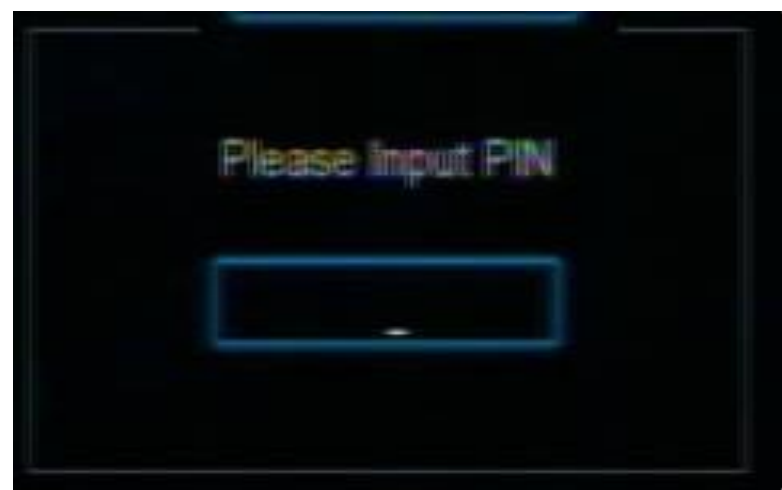
RCU



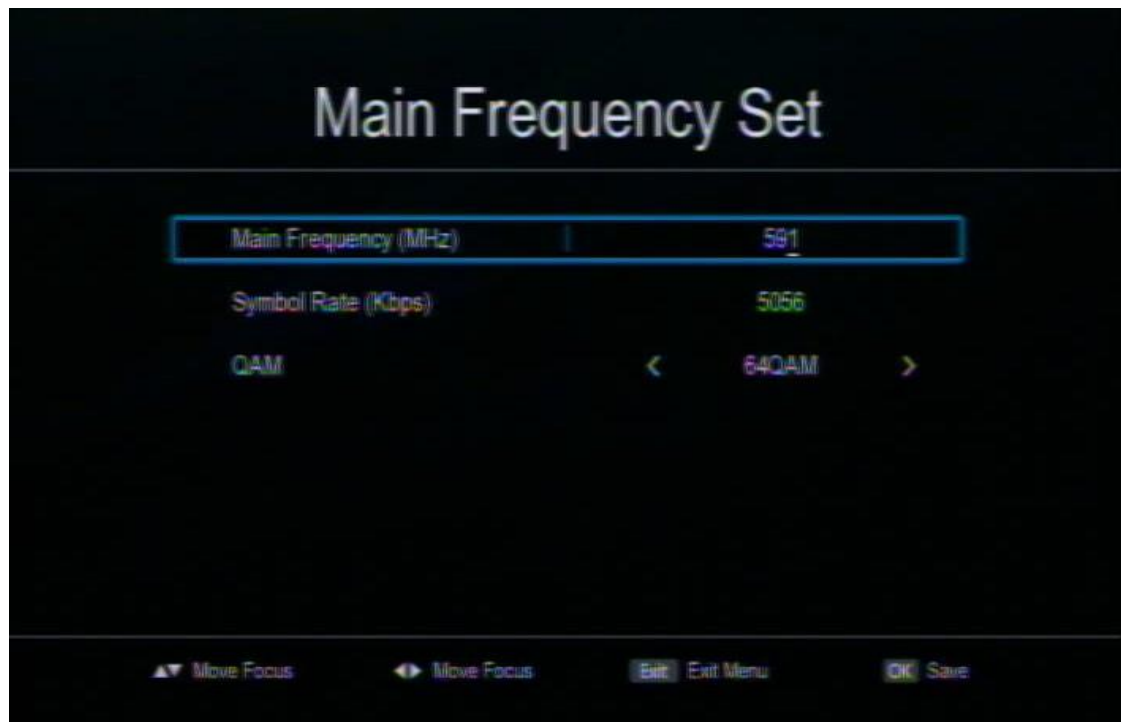
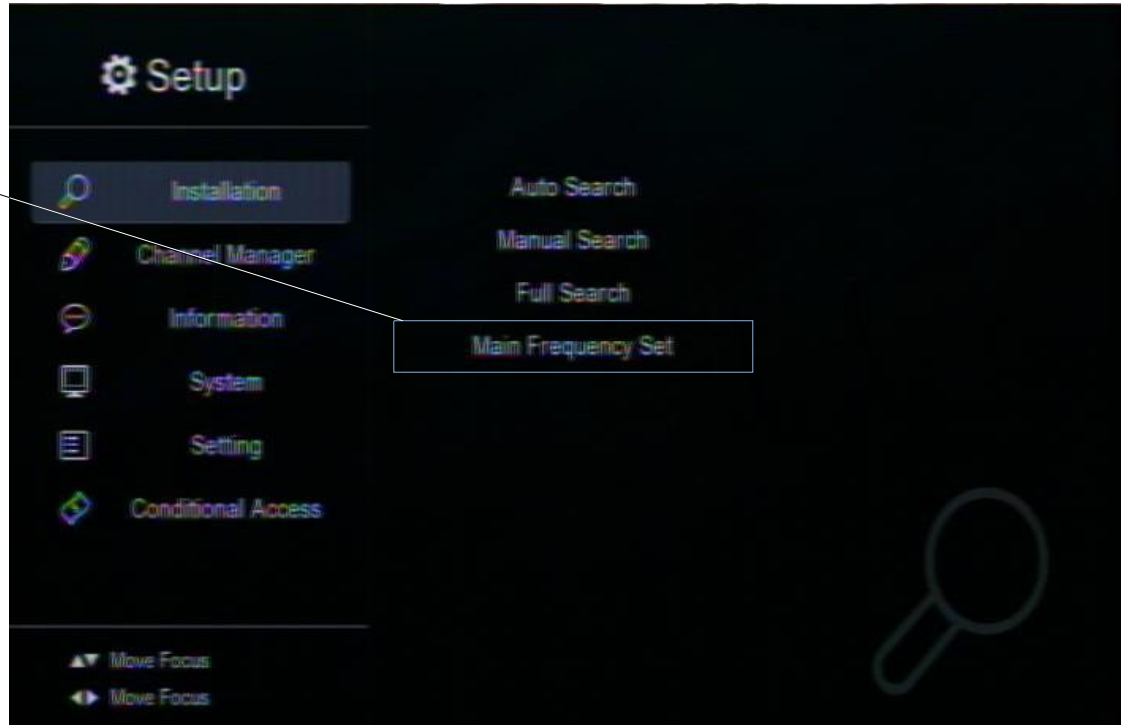
Instruct to Customer:

1. On Remote Control Press Menu. A Graphical User Interface(GUI) appears on screen. Then go to setup icon.
2. On Setup Menu go to Installation – Main Frequency Set. Please input PIN will appear.

On **Please input PIN** enter: 0000



3. Set Start Frequency to 591. Set Symbol rate to 5056. Set QAM 64QAM
4. Press OK to Save.



015 Modem card not match

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

Ask If the customer has a 2 STB's.

Call our contact center numbers for activation of account.

Visual Appearance

