

No Signal

Check if the front panel of STB box LED is blinking with Orange Color.

If LED is blinking-
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).

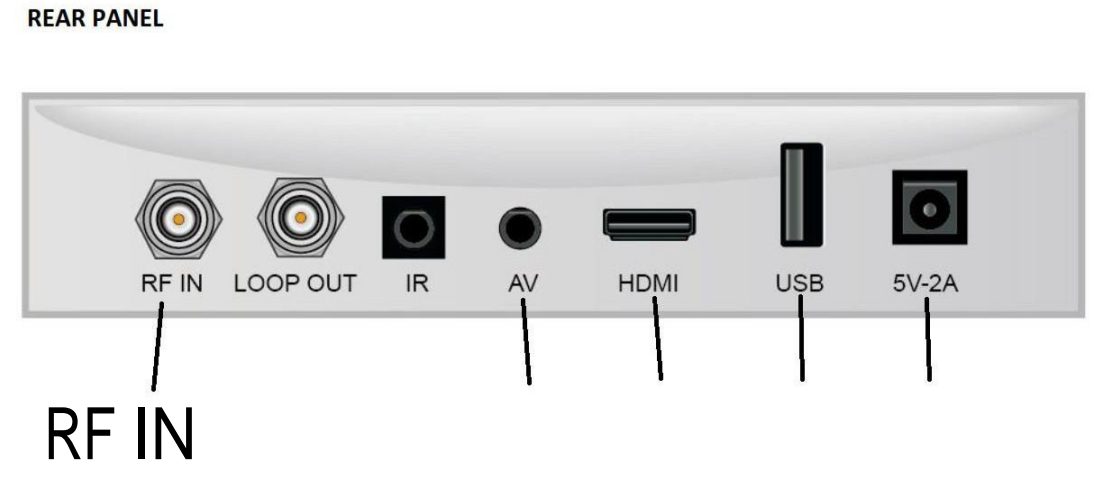
Make sure it is connected to RF IN port.

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

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

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

Visual Appearance



E15 No Access Means: Suspended

Visual Appearance

Subscriber must settle monthly subscription to activate the Account.

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

Your account is now active.

**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.**

If the problem does not resolve the issue above..

12V Power
Supply Port

RCU

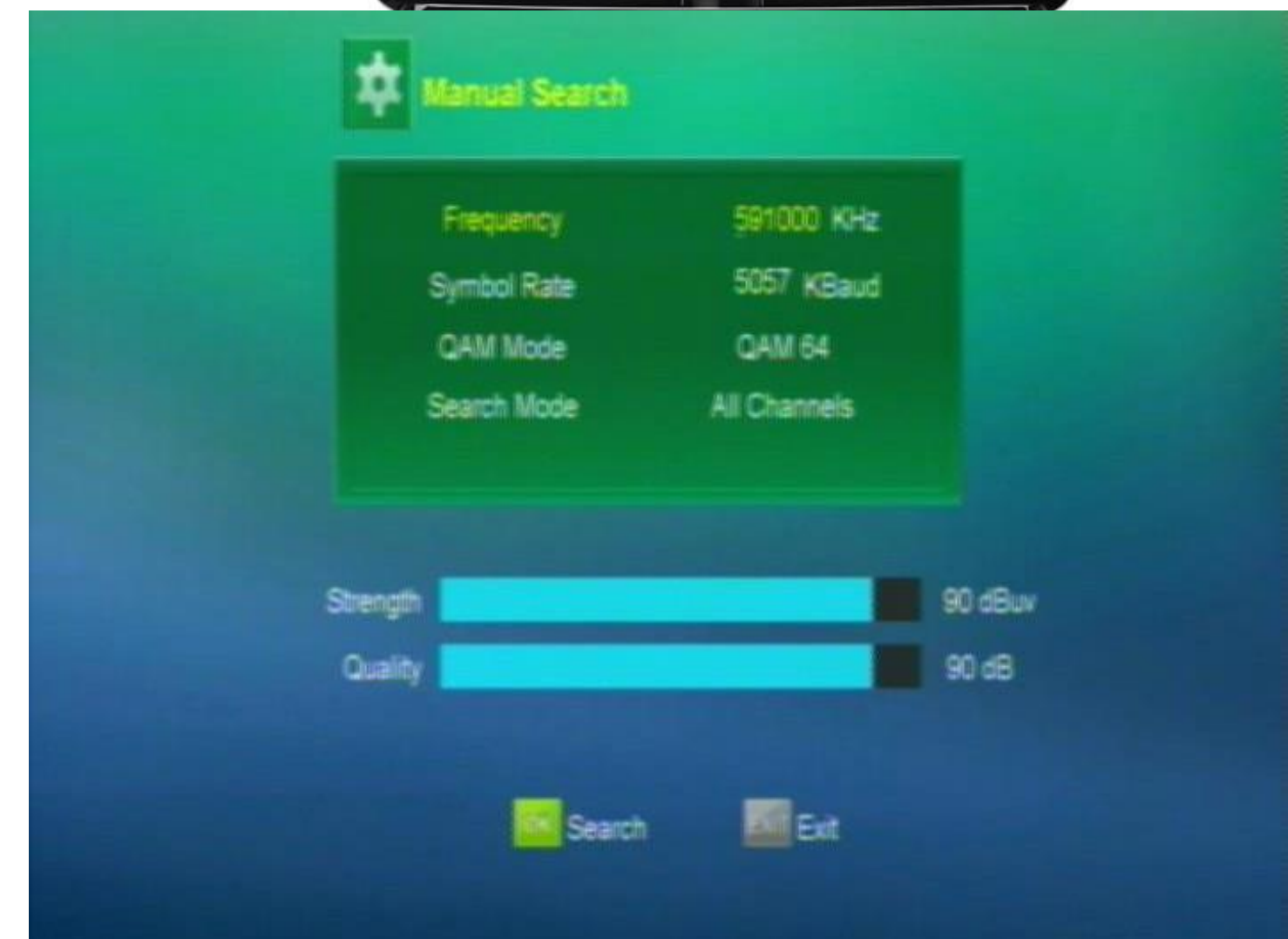
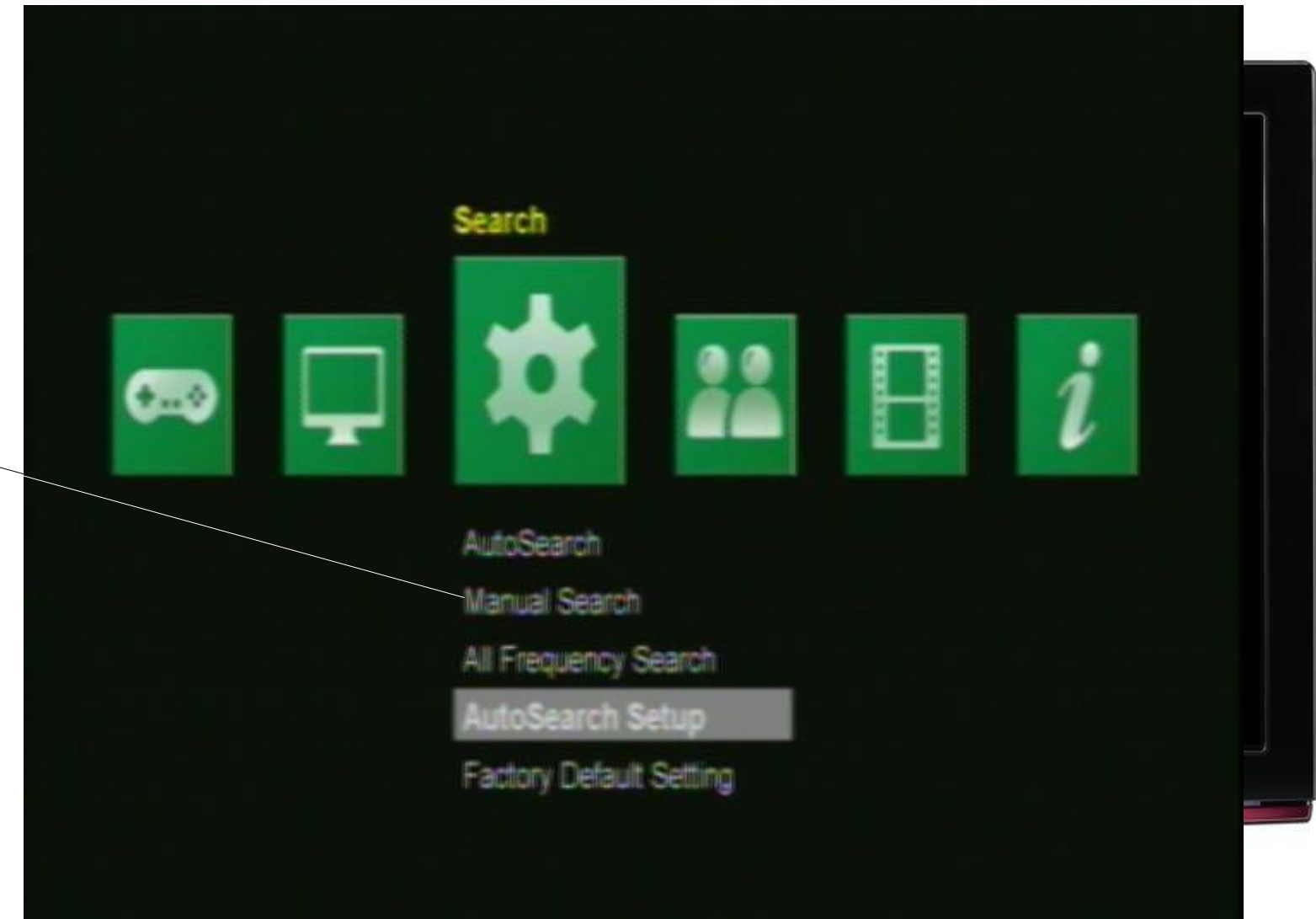


Manual Search:

1. On Remote Control Press Menu.
2. Go to Search Icon - Manual Search then press OK.



Visual Appearance



Missing Channels.

Check for subscription package and missing channel issue.(what is missing channel program?)

Check Channel line up (list is in our website)

If there is missing channel, click Autosearch the STB.
[Auto Search STB](#)

If the Suggestion does not resolve the issue then..

Visual Appearance



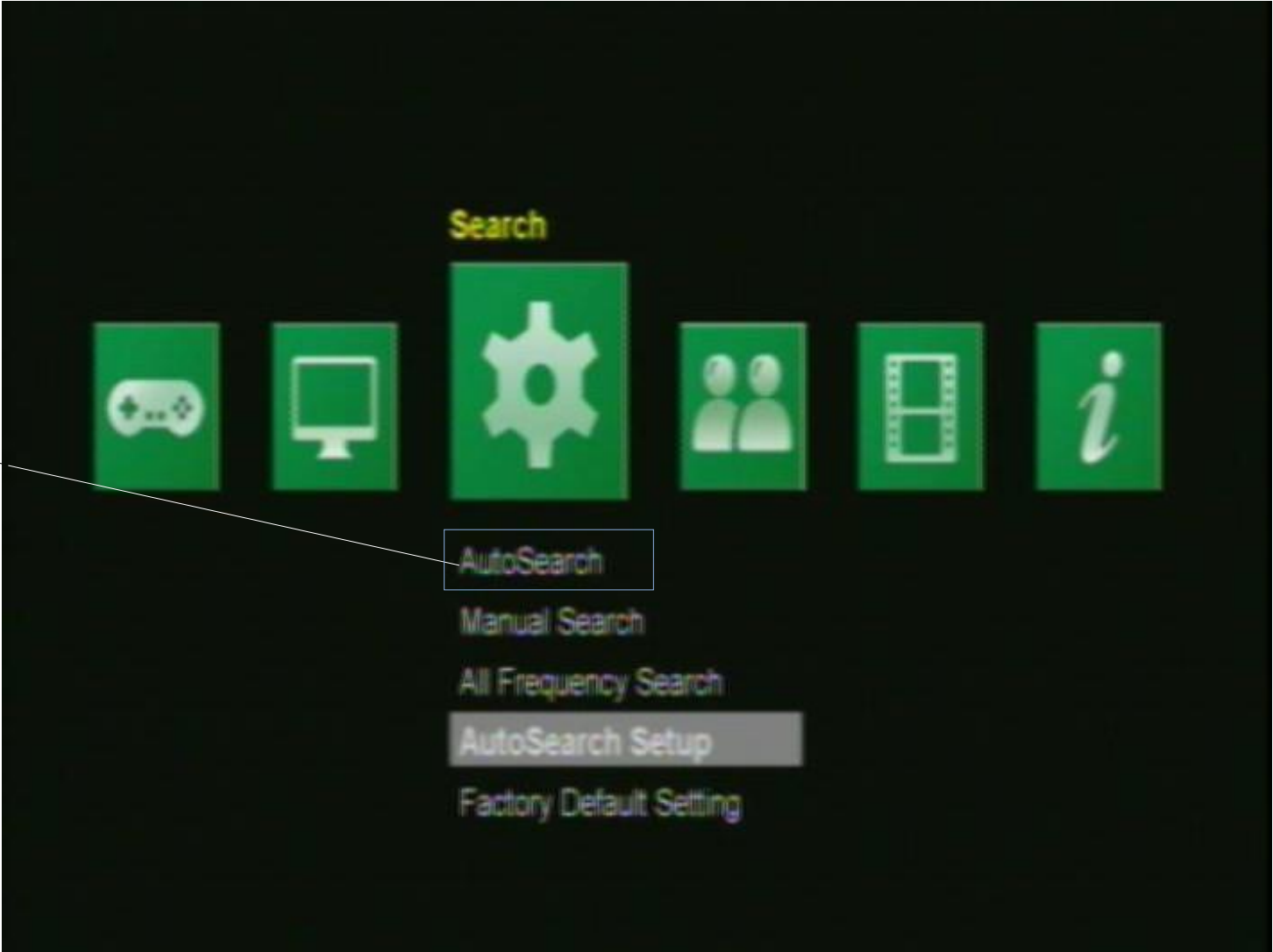
Visual Appearance

RCU



AutoSearch

- 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.



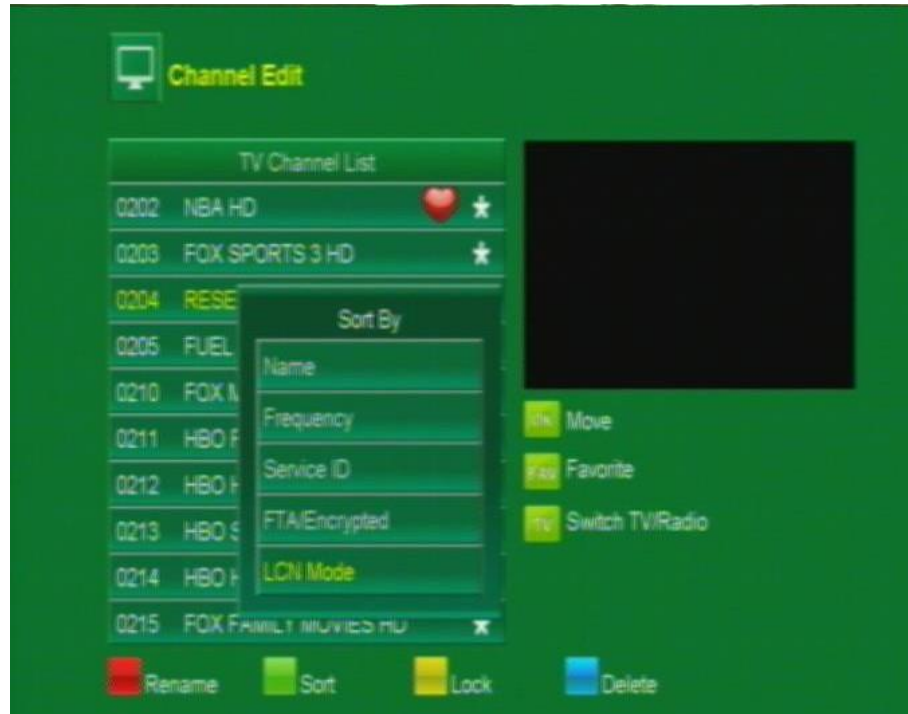
Channel not match to channel line up.

RCU



- 1. On Remote Control Press Menu.
- 2. Go to TV Icon – Channel Edit then press OK.
- 3. On Remote control Press Green button. Sort By will appear on screen and choose LCN Mode.
- 4. Press Exit on Remote Control.

Visual Appearance



Logo Display Only

(Corrupted Firmware)

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

Visual Appearance



REAR PANEL



12V Power Supply Port

No Programs

1. Ask the Subscriber to 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.

Ask the customer of which video source is used HDMI or AV cable?

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

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

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

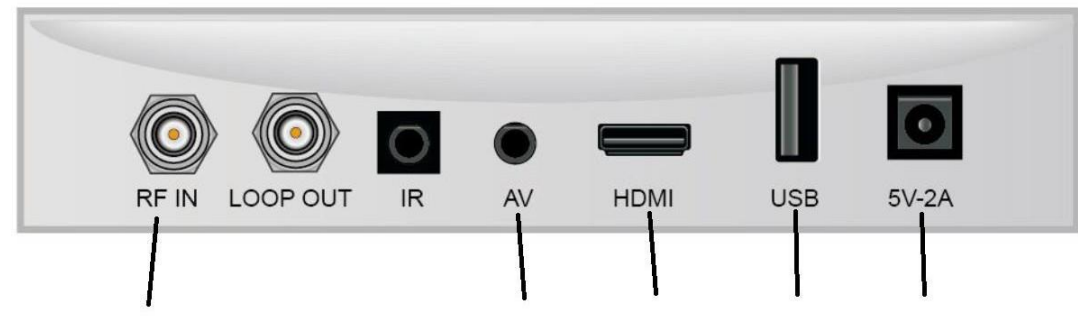
Visual Appearance



Check LED light in front panel of STB.



REAR PANEL



No Power on STB

Check power supply connection.

Check LED light in front panel of STB.

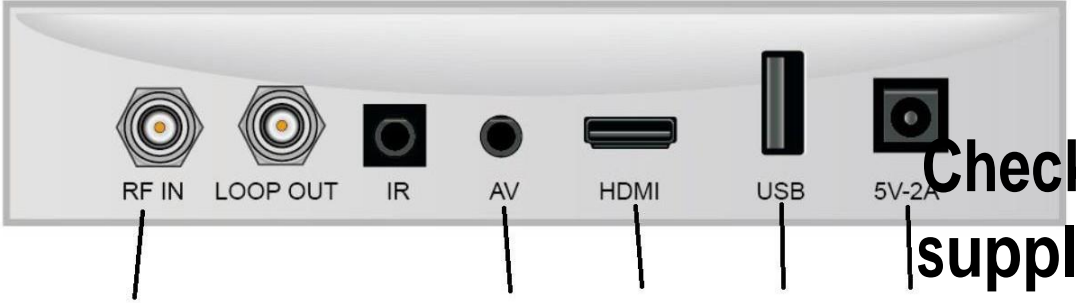
If STB does not have any sign of power up. STB needs to check include Power Supply.

Visual Appearance

Check LED light in front panel of STB.



REAR PANEL



Check power supply connection.