

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 if the subscriber has 2nd tv and 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.

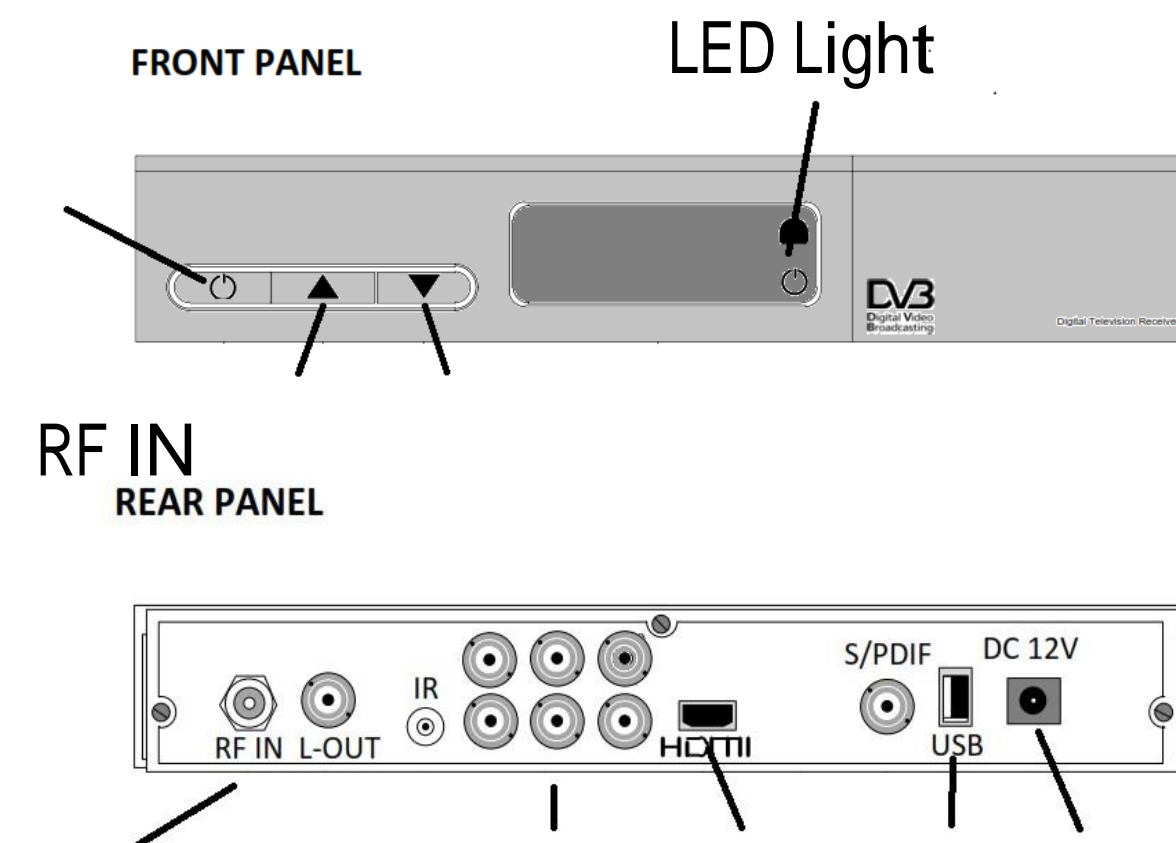
Check Coaxial Cable if it is bend or damage. (Need for Servicing if Coax is damage.)

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

If 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

E15 No Access Means: Suspended

Subscriber must settle the monthly subscription prior to activation of account

Call our Contact Center Numbers

**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.)**

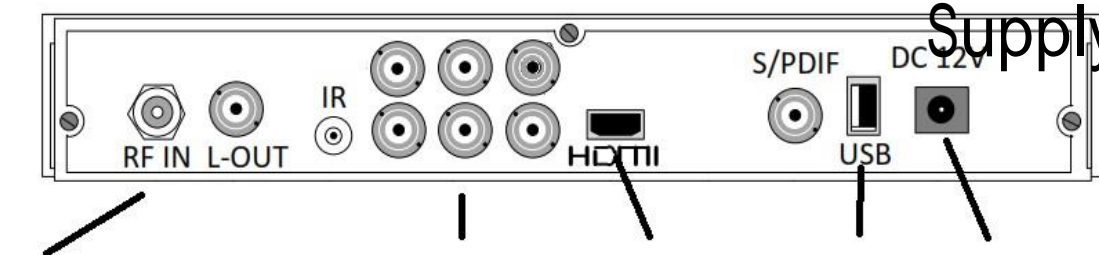
Ask the customer if they are using Inside Wiring.

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

Visual Appearance



REAR PANEL



12V Power
Supply Port

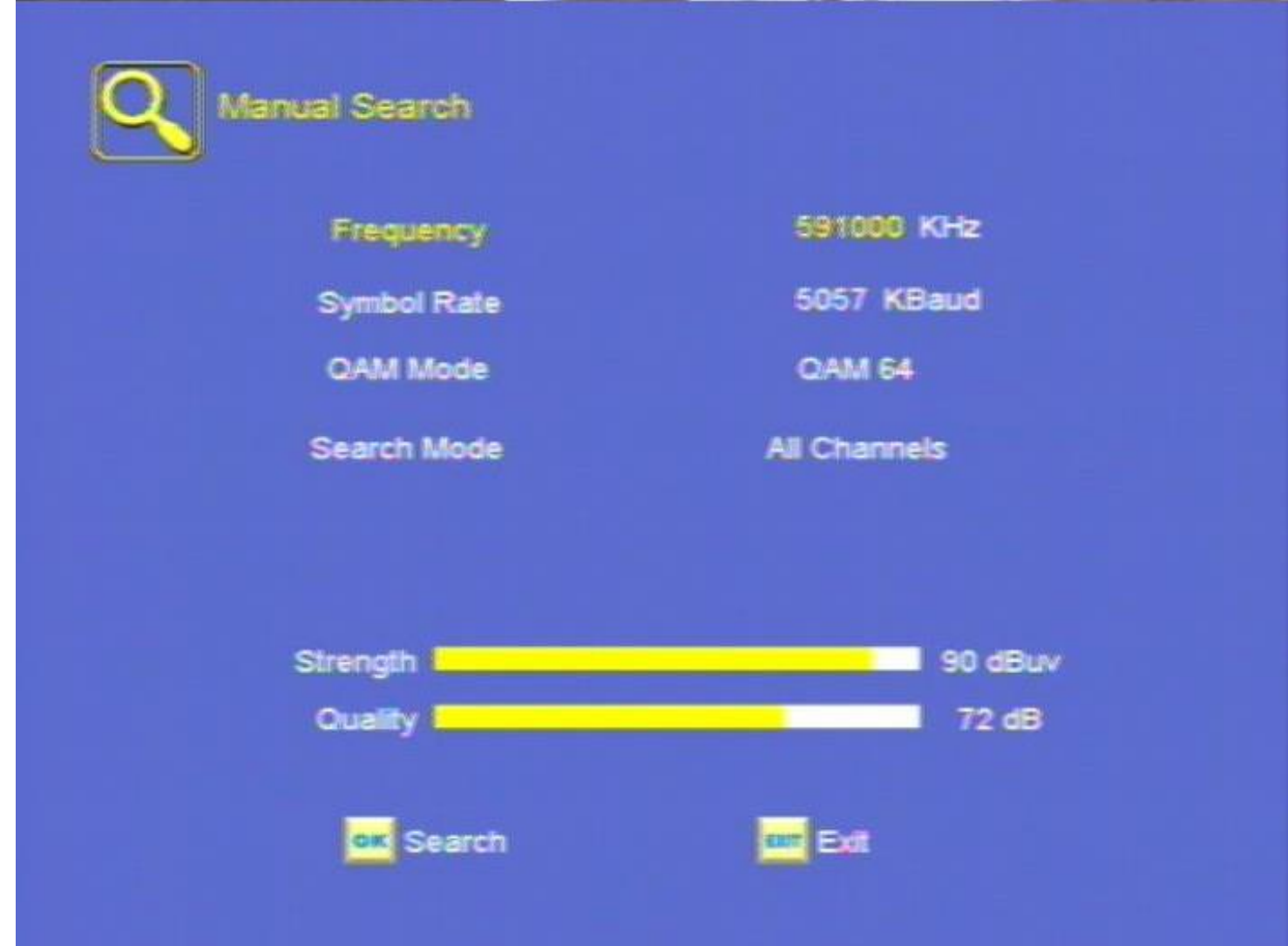
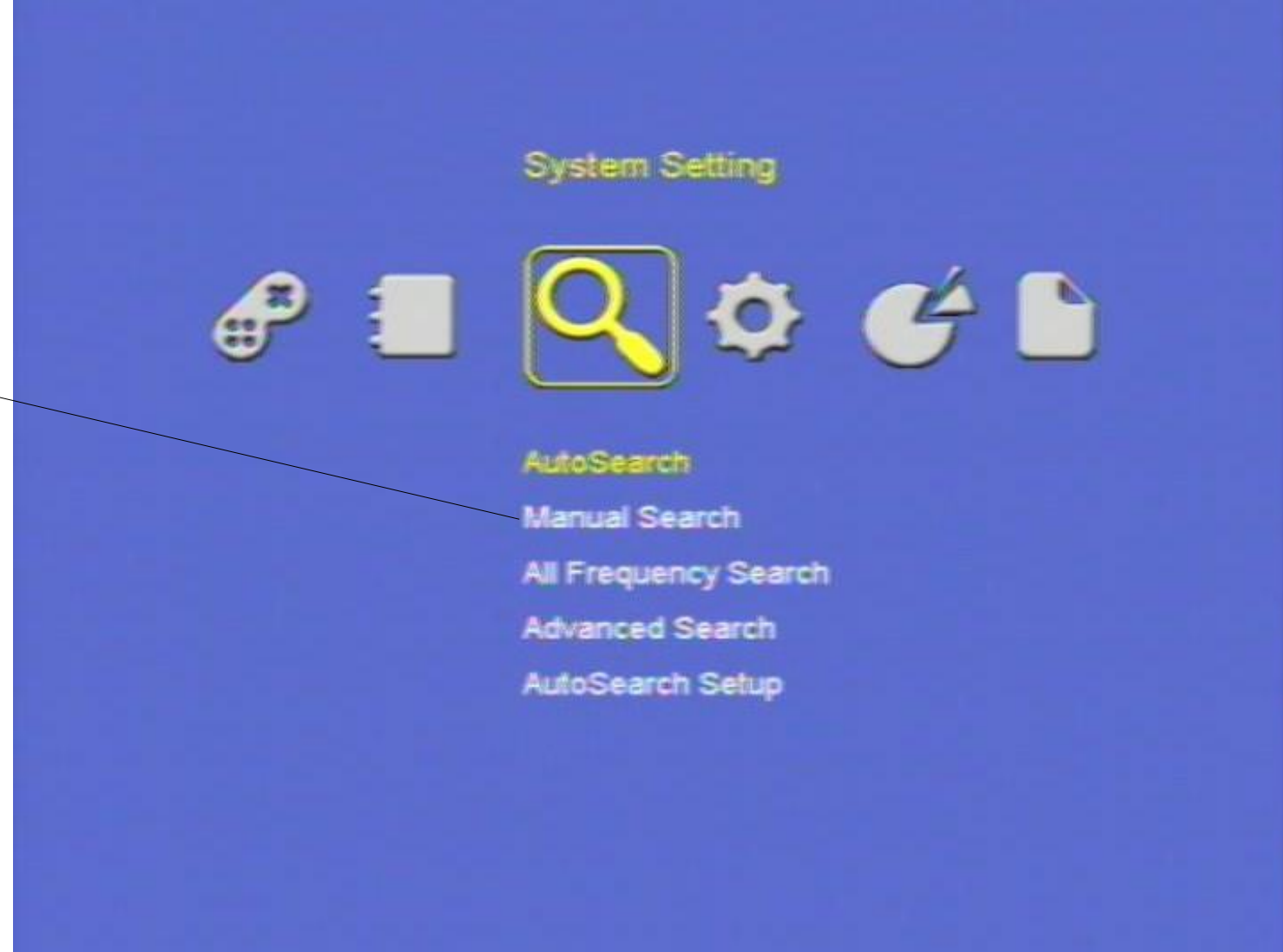
Manual Search

Visual Appearance

RCU



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



Frequency Search Test Table

Visual Appearance



Missing Channels.

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

Check Channel line up Package (listed in our website)

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

[Manual Search test](#)

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

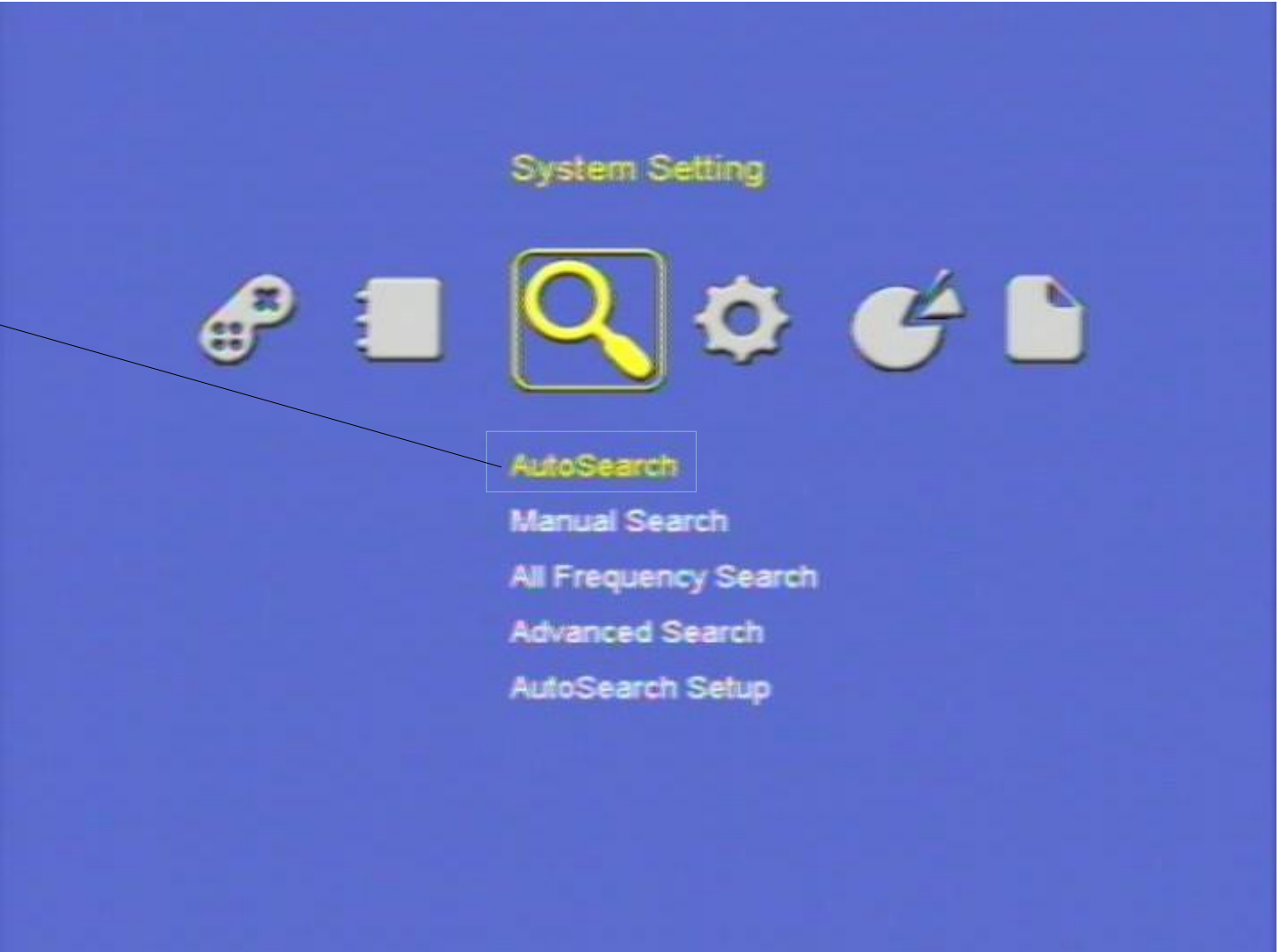
AutoSearch

Visual Appearance

RCU



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



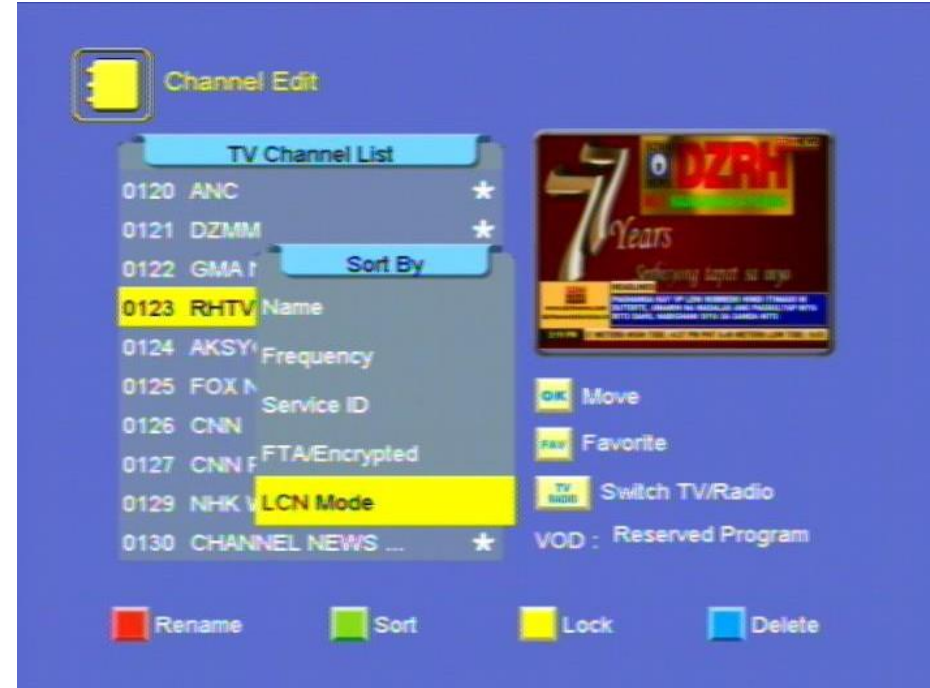
Channel not match to channel line up.

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

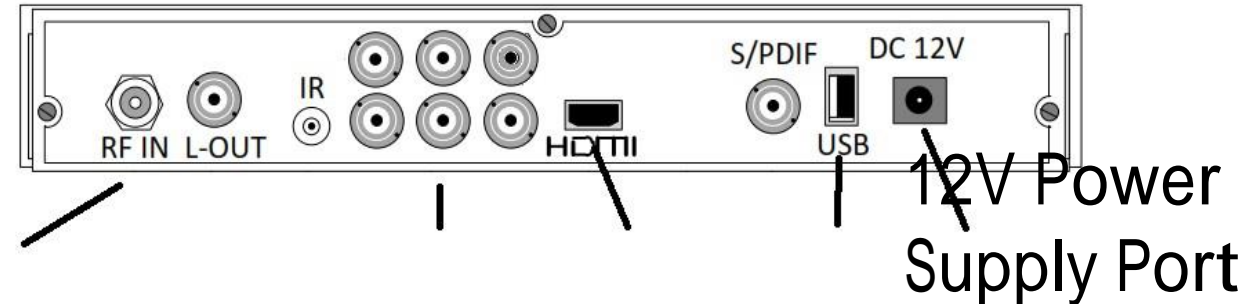
(Corrupted Firmware)

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

Visual Appearance



REAR PANEL



S/W Upgrade by OTA

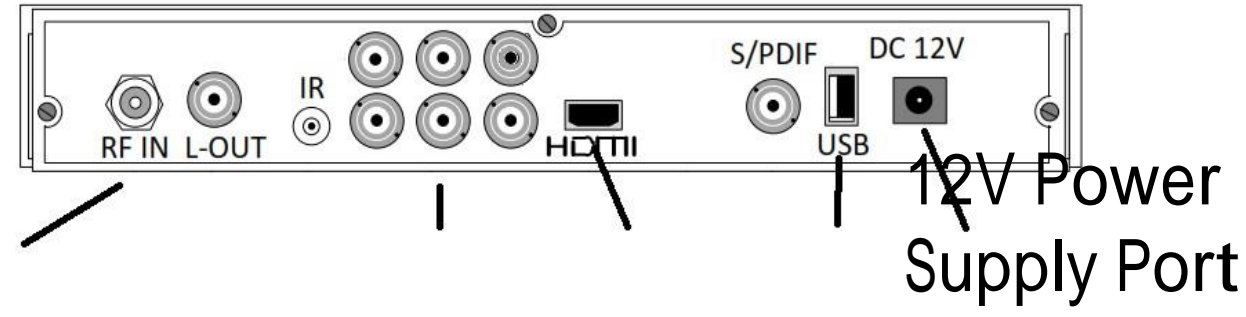
(Corrupted Firmware)

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

Visual Appearance



REAR PANEL



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.

Instruct to Customer:

Check power supply connection.

Check LED light in front panel of STB.

Check the video source is used HDMI or AV cable?

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

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

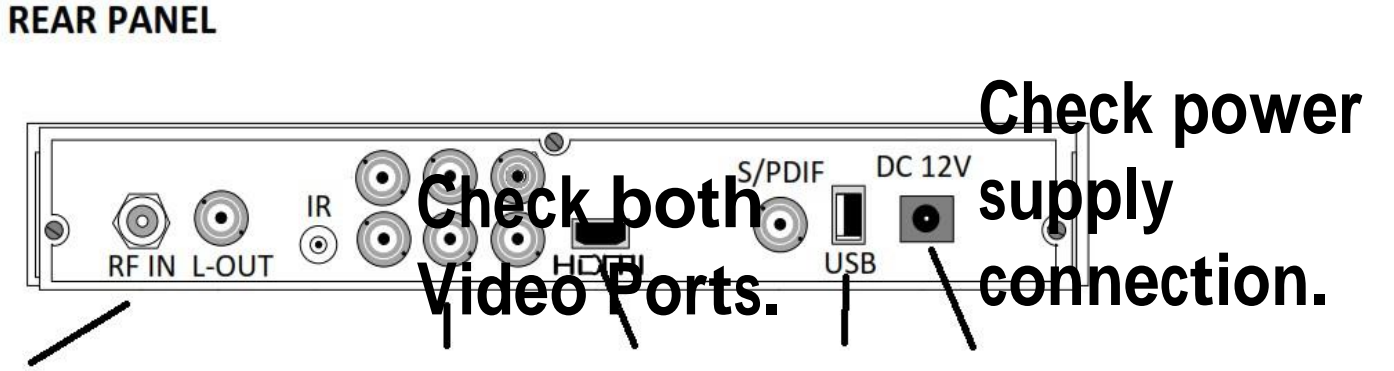
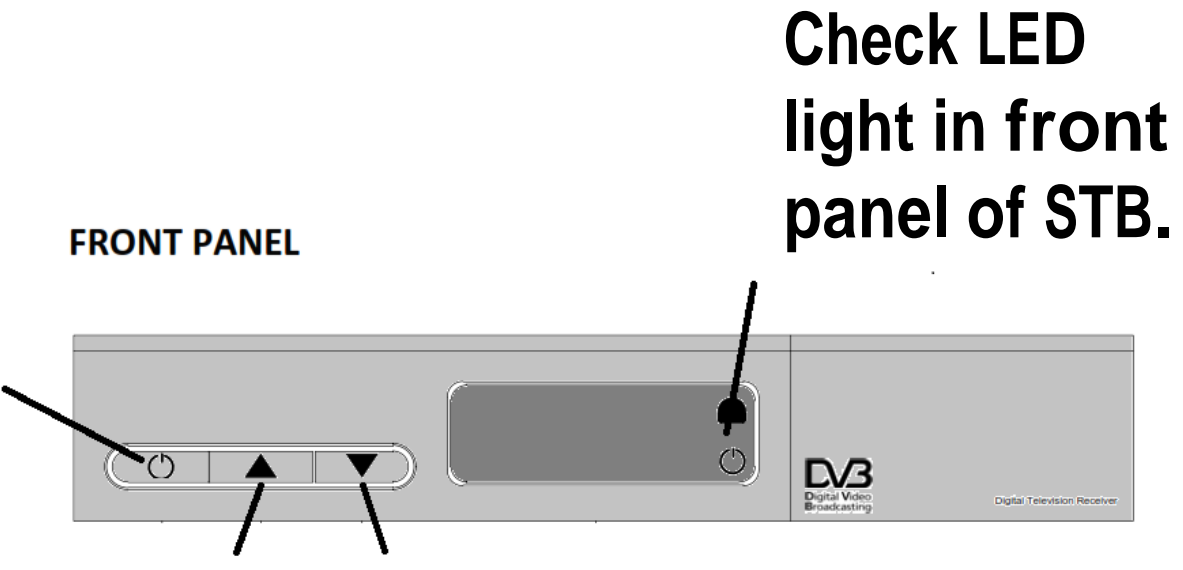
If A/V cable is use... which A/V cable port connect? AV1 input/AV2 input..

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

Try another TV 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



No Power on STB

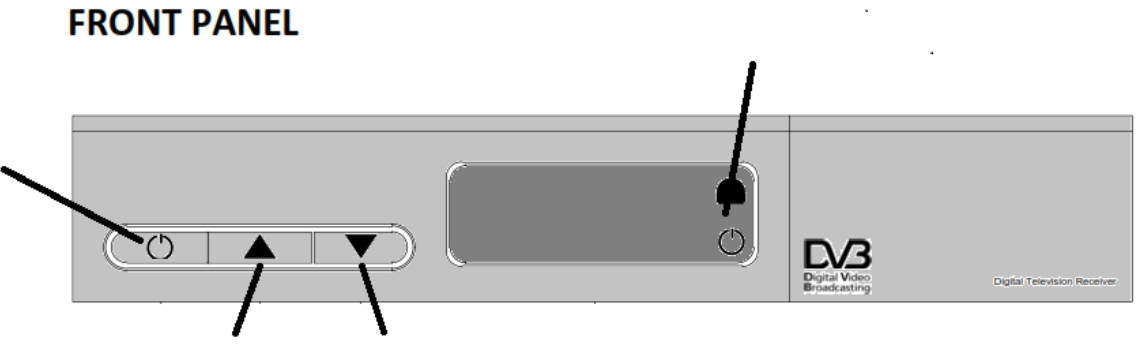
Check power supply connection.

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



REAR PANEL

