

kogan

Мультимедийный центр

USER MANUAL



SAFETY INFORMATION

TO REDUCE THE RISK OF FIRE AND ELECTRIC SHOCK, DO NOT EXPOSE THIS UNIT TO RAIN OR MOISTURE.



CAUTION: To reduce the risk of fire and electric shock, do not remove the cover (or back) of the unit. Refer servicing only to qualified service personnel.



The lightning flash with arrowhead symbol within an equilateral triangle, is intended to alert the user to the presence of uninsulated "dangerous voltage" within the product's enclosure that may be of sufficient magnitude to constitute a risk of electric shock.



The exclamation point within an equilateral triangle is intended to alert the user to the presence of important operation and servicing instructions in the literature accompanying the appliance.

WARNING: TO REDUCE THE RISK OF FIRE OR ELECTRIC SHOCK, DO NOT EXPOSE THIS APPLIANCE TO RAIN OR MOISTURE.

CAUTION: TO PREVENT ELECTRIC SHOCK, MATCH-WIDE BLADE OF PLUG TO WIDE SLOT AND FULLY INSERT.

The apparatus shall not be exposed to dripping or splashing, and that no objects filled with liquids, such as vases, shall be placed on the apparatus.

IMPORTANT SAFEGUARDS

In addition to the careful attention devoted to quality standards in the manufacture of your videoproduct, safety is a major factor in the design of every instrument. However, safety is your responsibility, too. This sheet lists important information that will help to assure your enjoyment and proper use of the video product and accessory equipment. Please read them carefully before operation and using your videoproduct.

Installation

1. Read and Follow Instructions-All the safety and operation instructions should be read before the videoproduct is operated. Follow all operating instructions.
2. Retain Instructions-The safety and operating instructions should be retained for future reference.
3. Heed all Warnings-Comply with all warnings on the video product and in the operating instructions.
4. Polarization-Some video products are equipped with a polarized alternating-current line plug. This plug will fit into the power outlet, try reversing the plug. If the plug still fails to fit, contact your electrician to replace your obsolete outlet. To prevent electric shock, do not use this polarized plug with an extension cord, receptacle, or other outlet unless the blades can be fully inserted without blade exposure. If you need an extension cord, use a polarized cord.
5. Power Sources-This video product should be operated only from the type of power source indicated on the marking label. If you are not sure of the type of power supply in your home, consult your video dealer or local power company. For video products intended to operate from battery power, or other sources, refer to the operating instructions.
6. Overloading-Do not overload wall outlet or extension cords as this can result in a risk of fire or electric shock. Overloaded AC outlets, extension cords, frayed power cords, damaged or cracked wire insulation, and broken plugs are dangerous. They may result in a shock or fire hazard. Periodically examine the cord, and if its appearance indicates damage or deterioration, have it replaced by your service technician.
7. Power-Cord Protection-Power supply cords should be routed so that they are not likely to be walked on or pinched by items placed upon or against them, paying particular attention to cords at plugs, convenience receptacles, and the point where they exit from the video product. For easy installation, please put the socket in the place where it is convenient for the plug in and out.
8. Ventilation-Slots and openings in the case are provided for ventilation to ensure reliable operation of the videoproduct and to protect it from overheating. These openings must not be blocked or covered. The openings should never be blocked by placing the video product on a bed, sofa, rug, or heat register. This video product should not be placed in a built-in installation such as a book case rack, unless proper ventilation is provided or the video product manufacturer's instructions have been followed.
9. Attachments-Do not use attachments unless recommended by the video product manufacturer as they may cause hazards.

10. Water and Moisture-Do not use this video product near water, for example, near a bath tub, wash bowl, kitchen sink or laundry tub, in a wet basement, or near a swimming pool and the like. **CAUTION:** Maintain electrical safety. Powerline operated equipment or accessories connected to this unit should bear safety certification mark on the accessory itself and should not be modified so as to defeat the safety features. This will help avoid any and should not be modified so as to defeat the safety features. This will help avoid any and should not be modified so as to defeat the safety features. This will help avoid any and should not be modified so as to defeat the safety features. If in doubt, contact qualified service personnel.
11. Accessories-Do not place this videoproduct on an unstable cart, stand, tripod, bracket, or table. The video product may fall, causing serious injury to a child or adult as well as serious damage to the video product. Use this videoproduct only with a cart, stand, tripod, bracket, or mounting recommended by the manufacturer's or sold with the video product. Any mounting of the product should follow the manufacturer's instructions and use of a mounting accessory recommended by the manufacturer.
- 11a. A video product and cart combinations should be moved with care. Quick stops, excessive force, and uneven surfaces may cause the video product and cart combination to overturn.
Note to CATV system installer
This reminder is provided to call the CATV system installer's attention to Section 820-40 of the NEC which provides guidelines for proper grounding and, in particular, specifies that the cable ground shall be connected to the grounding system of the building, as close to the point of cable entry as practical.
12. Outdoor Antenna Grounding-If an outside antenna or cable system is connected to the video product, be sure the antenna or cable system is grounded so as to provide some protection against voltage surges and built-up static charges. Section 810 of the National Electrical Code, (ANSI/NFPA No. 70-1984) Section 54 of Canadian Electrical Code, Part I provides information with respect to proper grounding of the mast and supporting structure, grounding of the lead-in wire to antenna-discharge unit, connection to grounding electrodes, and requirements for the grounding electrode.
13. Power Lines-An outside antenna system should not be located in the vicinity of overhead power lines, other electric light or power circuits, or where it can fall into such power lines or circuits. When installing an outside antenna system, extreme care should be taken to keep from touching or approaching such power lines or circuits, as contact with them might be fatal. Installing an outdoor antenna can be hazardous and should be left to a professional antenna installer.
- Use
Cleaning-Unplug this video product from the wall outlet before cleaning. Do not use liquid cleaners or aerosol cleaners. Use a damp cloth for cleaning.
15. Objects that may touch dangerous voltage points or "short-out" parts could result in a fire or electric shock. Never spill liquid of any kind onto the video product.
16. Lightning-For added protection for this video product during a lightning storm, or when it is left unattended and unused for long periods of time, unplug from the wall outlet and disconnect the antenna or cable system. This will prevent damage to the video product due to lightning and power line surges.
- Service
17. Servicing-Do not attempt to service this videoproduct yourself, as opening or removing covers may expose you to dangerous voltage or other hazards. Refer all servicing to qualified service personnel.
18. Conditions Requiring Service-Unplug this video product from the wall outlet and refer servicing to qualified service personnel under the following conditions:
A. When the power supply cord or plugs are damaged.
B. If liquid has been spilled, or objects have fallen into the videoproduct.
C. If the video product has been exposed to rain or water.
D. If the video does not operate normally by following the operating instructions.
Adjust only those controls that are recovered by operating instructions.
Improper adjustment of other controls may result in damage and will often require extensive work by a qualified technician to restore the video product to its normal operation.
E. If the video product has been dropped or the cabinet has been damaged.
F. When the video product exhibits a distinct change in performance that indicates a need for service.
19. Replacement Parts-When replacement parts are required, have the service technician verify that the replacements meet the same safety characteristics as the original parts. Use replacements specified by the video product manufacturer can prevent fire, electric shock, or other hazards.
20. Safety Check-Upon completion of any service or repairs to this video product, ask the service technician to perform a safety check as recommended by the manufacturer to determine that the video products are in safe operating condition.
21. Wall or Ceiling Mounting-The product should be mounted to a wall or ceiling only as recommended by the manufacturer.
22. Heat-The product should be situated away from heat sources such as radiators, heat registers, stoves, or other products (including appliances) that produce heat.

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TROUBLESHOOTING

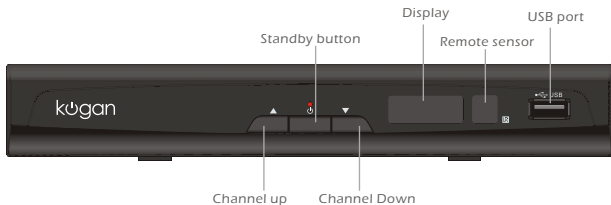
16

SPECIFICATIONS

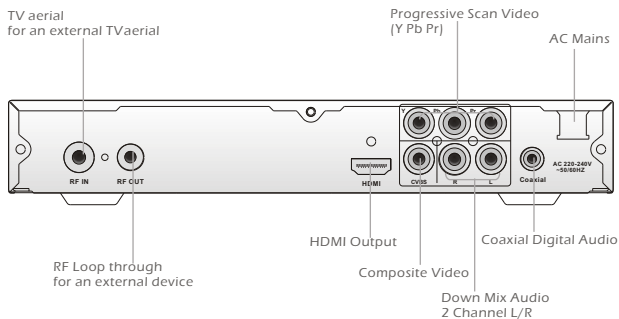
17

INTRODUCTION

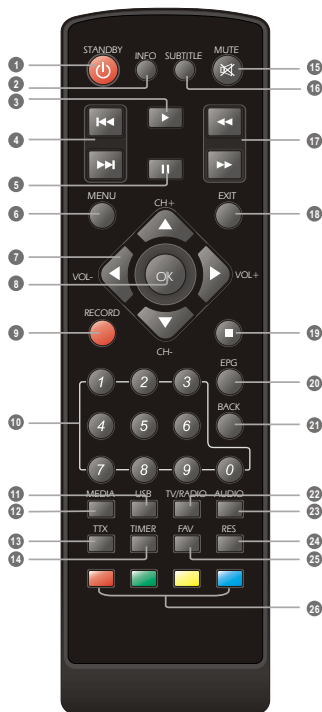
Front panel



Rear panel



Remote control



- 1 **STANDBY**
(switch the STB on and standby)
- 2 **INFO**
(Press for current channel information)
- 3 **PLAY**

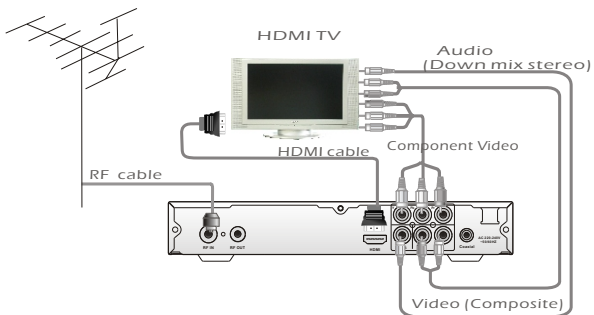
- 4 **Previous/Next**
- 5 **PAUSE**(Pause/Active timeshift function)
- 6 **Menu**
(Open and close the menuescreen)
- 7 **Cursor/CH+, -/VOL+,-**
(Cursor: Navigation buttons used to navigate menu's items)
(CH+/-: Channel Up and Down)
(VOL+/-: Volume Up and Down)
- 8 **OK button**
(Confirm a selection within a menu)
- 9 **RECORD**
(Record the TV program)
- 10 **Numeric entry**
(Enter numeric values and select the channel directly by entering it's number)
- 11 **USB**
(Enter Music menu)
- 12 **MEDIA**
(Enter Record menu)
- 13 **TTX** (Open interactive service)
- 14 **TIMER**
(Timer wake-up)
- 15 **MUTE** (Turn off/on the volume)
- 16 **SUBTITLE** (On/Off Subtitle)
- 17 **Search backward /forward**
- 18 **EXIT** (Exit from menu)
- 19 **STOP**
(Stop program playback or recording)
- 20 **EPG**
(Open up Electronic Program Guide Menu)
- 21 **BACK**
(Switch to previous channel)
- 22 **TV/RADIO**
(Switch between TV and Radio)
- 23 **AUDIO**
(Select audio mode and audiotrack)
- 24 **RES** (Switch HDMI resolution)
- 25 **FAV**
(Open the Favorite list)
- 26 **RED/GREEN/YELLOW/BLUE Buttons**
(For interactive function/Submenu function buttons)

SYSTEM CONNECTION

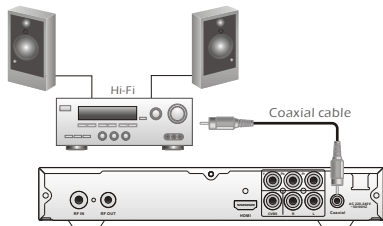
General

There are many different types of TV and other equipment that you can connect to the STB. In this manual you will see some of the most common ways to connect your equipment.

Connecting the TV



Connecting a HiFi system

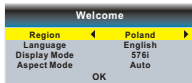


GETTING STARTED

Welcome

If you use the STB for the first time, the "Welcome" menu appears. Press cursor button to setup the Region, Language, Display Mode and Aspect Mode.

Highlight "OK" and press the "OK" button to start channel search.

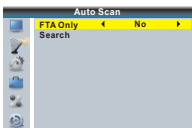


Installation

- 1 Press the "MENU" button to enter main menu.
- 2 Press "UP" or "DOWN" button to highlight "Installation", press "RIGHT" button to enter the Installation menu.
- 3 Press "UP" or "DOWN" cursor button to highlight the desired item and press "OK" button to enter the sub-menu.
- 4 Press "EXIT" button to exit.

Auto Scan

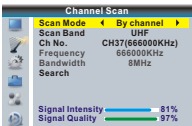
- 1 Select the "Auto Scan", press "OK" button to enter the Auto Scan menu.
- 2 Press the cursor button to set "FTA Only", then highlight "Search", press the "OK" button to start auto scan.



Channel Scan

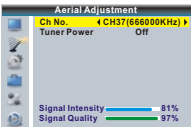
- 1 Select "Channel Scan", press the "OK" button to enter the Channel Scan menu.
- 2 Press cursor button to set Scan mode, Scan Band, Channel No., Frequency and Bandwidth, then highlight "Search", press "OK" button to start channel scan.

Channel Scan mode:
By channel
By frequency



Aerial Adjustment

- 1 Select the "Aerial Adjustment", press "OK" to enter the Aerial Adjustment.
- 2 Press the cursor button to set the desired setting. When "Tuner Power" is selected "On", the STB will provide 5V power to antenna. It will not provide when selected "Off".



LCN

If LCN (Logical Channel Number) Select function is activated, you can't change the original number of TV channels by scanning. You can activate/disactivate the LCN function by setting the "LCN Mode" to on/off.

OPERATION

Changing Channels

There are three ways of channel selection - stepping through the channel list, selection by number and from the on-screen channel list.

① Stepping through the channel list:

To move through the channel list, press the upward arrow or downward arrow key on the remote control.

② Selected by number:

Enter the channel number directly by pressing numeric buttons, and press the "OK" button to select desired channel.

③ Selected by on-screen channel list:

You can also select the required channel directly from on-screen channel list. This is displayed using the STB's main menu. See "Edit Channel" in this manual for operation detail.

Accessing the Electronic Program Guide (EPG)

Accessing the EPG of all channels:

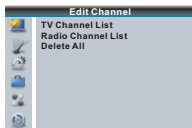
- ① Press "EPG" button to enter EPG menu.
- ② Press cursor button to switch between channel list, events schedule of the selected channel and now/next events.
- ③ Press "Green" button to timer the events.
- ④ Press "Red" button to display "Time Bar" menu.



EDIT CHANNEL

Edit Channel menu

- 1 Press the "MENU" button to enter main menu.
- 2 Press "UP" or "DOWN" button to highlight "Edit Channel", press "RIGHT" button to enter the Edit Channel menu.
- 3 Press "UP" or "DOWN" cursor button to highlight the desired item and press "OK" button to enter the sub-menu.
- 4 Press "EXIT" button to exit.



TV Channel list

- 1 In the Edit Channel menu, select "TV Channel List", press "OK" button to enter TV channel list menu.
- 2 Press "UP" or "DOWN" button to highlight channel, press the "OK" button to preview the desired TV channel.

Use this menu to favor, lock, skip, move, sort, delete and rename channel.

- Press "FAV" button, then press "OK" button to edit the FAV function.
- Press "color" button, then press "OK" button to edit the corresponding function.



Radio Channel list

- 1 In the Edit Channel menu, select "Radio Channel List", press "OK" button to enter the Radio Channel list menu.
- 2 Press "UP" or "DOWN" button to highlight channel press the "OK" button to listen the desired TV channel.

NOTE: Basically, the operation of "Radio Channel List" is the same as "TV Channel List", but there is one point different: In "Radio Channel List" mode, there is no video information, so it will always display Radio's logo in the right side preview window.

Delete All

- 1 In the Edit Channel menu, select "Delete All", press "OK" button.
- 2 A warning window appears. Select "Yes", press "OK" button to delete all channels. Select "No", Press "OK" button to cancel deleting.

Warning! Do you really want to delete all channels?

Yes

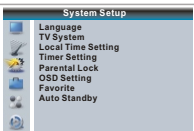
No

SYSTEM SETUP

System setup menu

System setup menu allows us to set Language, TV System, Local Time Setting, Timer Setting, Parental Lock, OSD Setting, Favorite and Auto Standby.

- 1 Press the "MENU" button to enter main menu.
- 2 Press "UP" or "DOWN" button to highlight "System Setup", press "RIGHT" button to enter the System Setup menu.
- 3 Press "UP" or "DOWN" cursor button to highlight the desired item and press "OK" button to enter the sub-menu.
- 4 Press "EXIT" button to exit.



Language

This menu allows you to set Language.



TV System

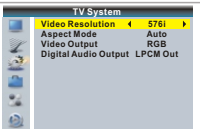
This menu allows us to set Video Resolution, Aspect Mode, Video Output and Digital Audio Output.

Video Resolution: 576i/576p/720p/1080i/1080p

Aspect Mode: Auto/4:3PS/4:3LB/16:9

Video Output: HDMI/RGB

Digital Audio Output: LPCM Out/ BS Out/ Dolby



Local Time Setting

This menu allows you to set the region and time.

Region: This menu is used for changing the region setting.

GMT Usage: This menu is used for open the usage of GMT.

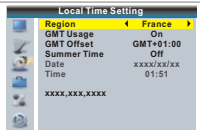
The options are: Off / On

GMT Offset: This menu is valid only when selected "User Define" in GMT Usage menu.

The GMT offset ranges " -11:30 ~ +12:00", increasing half hour progressively.

Date: "Date" and "Time" menus are valid only when selected "Off" in GMT Usage menu.

Time: Press numeric button to input the time.



Timer Setting

This menu allows us to set the program timer. You can set 8 timers.

Timer Mode: Off/Once/Daily/Working day/Weekly

Timer Service: Channel/Record

Wakeup Channel: You can select a desired channel as the wakeup channel.

Wakeup Date: Press numeric button to input date.

Wakeup Time: Press numeric button to input the time.

Duration: Press numeric button to input the duration time.



Parental Lock

This menu allows you to protect menu and channel, and change the Password.

- ① In "System Setup" menu, select "Parental Lock" and press "OK" button, you are asked to input a password (the default password is "0000").
- ② After inputting the correct password by pressing numeric buttons, the parental lock menu appears.

Menu Lock: To lock the Edit channel/ installation/System setup/ Tools/ REC menu. When you want to enter these menus, you must input the password. You can set menu lock to on/off.

Channel Lock: Off/ AGE 10/AGE 12/AGE 16/AGE 18

New Password: To change the password.

Confirm Password: To confirm the new password.

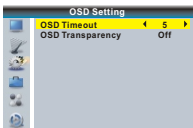


OSD Setting

This menu allows you to set OSD Timeout and OSD Transparency.

OSD Timeout: 1-10

OSD Transparency: To set the OSD transparency to Off/10%/20%/30%/40%.



Favorite

This menu allows you to rename the favorite group.

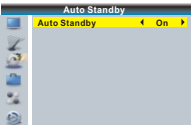
- ① In Channel menu, select "Favorite", press "OK" button to enter Favorite menu.
- ② Select desired group, press "OK" button to open the mock keypad. Input letter and numeric one by one by pressing the cursor button and press "OK" button to confirm. After finishing input, highlight "OK" on mock keypad to confirm, you change Favorite group name successfully.
- ③ Press "EXIT" button to quit the group rename menu.



Auto Standby

On No command to STB on front panel or Remote in 3 hours and no timer event, the STB will enter standby mode automatically.

Off The STB can't enter standby mode automatically.



TOOLS

Tools main menu

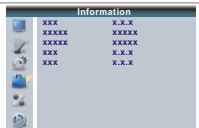
- 1 Press the "MENU" button to enter main menu.
- 2 Press "UP" or "DOWN" button to highlight "Tools", press "RIGHT" button to enter the Tools menu.
- 3 Press "UP" or "DOWN" cursor button to highlight the desired item and press "OK" button to enter the sub-menu.
- 4 Press "EXIT" button to exit.



Information

This menu can display some parameters information in this STB.

- 1 In "Tools" menu, select "Information", press "OK" button to open information window.
- 2 Press "EXIT" button to exit.



Load Factory Setting

This menu allows you to re-set the STB back to factory settings, clear all existed channels.

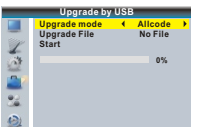
- 1 In the "Tools" menu, select "Load Factory Default", press "OK" button. You are asked to input a password (the default password is "0000").
- 2 A confirmation window is displayed. Select "Yes" to return back to factory settings and clear all channels. Select "No" to cancel back to factory settings.
- 3 Press "EXIT" button to exit.



Software Upgrade

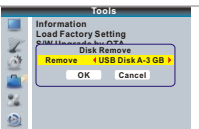
We offer the functions for user to upgrade software version by OTA or by USB.

- 1 Enter "Tools" menu, select "S/W Upgrade by OTA" or "Upgrade by USB", press "OK" button, Software Upgrade menu is shown.
- 2 Press cursor button to select the desired item, then highlight "Start" and press "OK" button to start upgrade.
- 3 Press "EXIT" button to exit.



Remove USB device safely

In "Tools" menu, select "Remove USB device safely", Press "OK" button to confirm. Then a window is displayed. Press "OK" button again.



GAME

Game

This menu allows you to play games.

- ① Press the "MENU" button to enter main menu.
- ② Press "UP" or "DOWN" button to highlight "Game", press "RIGHT" button to enter the Game menu.
- ③ Press "UP" or "DOWN" cursor button to highlight the desired item and press "OK" button to enter the game.
- ④ Press "EXIT" button to exit.



REC main menu

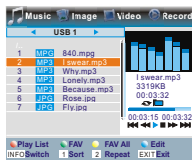
- 1 Press the "MENU" button to enter main menu.
- 2 Press "UP" or "DOWN" button to highlight "REC", press "RIGHT" button to enter the REC menu.
- 3 Press "UP" or "DOWN" cursor button to highlight the desired item and press "OK" button to enter the sub-menu.
- 4 Press "EXIT" button to exit.



Media Player

This function allows you to play files from USB port.

- 1 In "REC" menu, select "MediaPlayer", press "OK" button to enter Media Player menu.
- 2 First you enter media player window, the highlight is on the USB/HDD device. Press "Down" button to move the highlight to directory and file field.
- 3 Press "INFO" button, you can switch TAB between Music/Image/Video/Record.
- 4 Press "UP" or "DOWN" cursor button to select a desired item, and press "OK" button to play the desired files.
- 5 Press "EXIT" button to exit.



Music:

- "RED" button: Press "RED" button to show Play List.
- "GREEN" button: Move the highlight to the file which you want to add to playlist, then press "Green" button to add. It will mark a favorite icon on the file.
- "YELLOW" button: Press "Yellow" button to add all file of current directory to playlist. Press again to delete all file of current directory from the play list.
- "BLUE" button: Press "Blue" button to enter to edit sub-menu.
- "1" button: Press "1" button to open the sort window. You can sort by Name/Time/Size/Favorite.
- "2" button: Press "2" button to enter repeat mode. The option is Repeat Folder/Random Folder/Repeat One.
- "EXIT" button: Return to parent directory.

Image:

- "RED" button: Press "Red" button to show play list.
- "GREEN" button: Move the highlight to the file which you want to add to playlist, then press "Green" button to add. It will mark a favorite icon on the file.
- "YELLOW" button: Press "Yellow" button to add all file of current directory to playlist. Press again to delete all file of current directory from the play list.
- "BLUE" button: Press "Blue" button to enter to edit sub-menu.
- "1" button: Press "1" button to open the sort window. You can sort by Name/Time/Size/Favorite.
- "2" button: Press "2" button to open image setup
- "3" button: Press "3" button to view image in multi view mode
- "EXIT" button: Return to parent directory.

Video:

- "BLUE" button: Press "Blue" button to enter to edit sub-menu.
 "I" button: Press "I" button to open the sort. You can sort by Name/Time/Size.
 "EXIT" button: Return to parent directory.

Record:

- "RED" button: Press "Red" button to open rename window.
 "GREEN" button: Move the highlight to the program which you want to lock. Pressing "Green" button, it will ask you to input password. Default password is "0000". After input correct password, the program is locked. If you want to unlock the program, press the "Green" button again.
 "YELLOW" button: Press "Yellow" button to make a delete mark on the program which you want to delete.
 "EXIT" button: Return to parent directory.

HDD Information

This menu can display some parameters of Removable Disk.

- ① In "REC" menu, select "HDD Information", press "OK" button to open HDD information window.
- ② Press "EXIT" button to exit

- Format FAT/NTFS

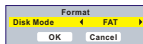
Press YELLOW button to open Format menu.
 Press "LEFT" or "RIGHT" cursor button to change Disk Mode.
 Select "OK" to format. Select "Cancel" to cancel.

- DVR Set REC&TMS/Record/Timeshift

Press BLUE button to open DVR Set menu.
 Press "LEFT" or "RIGHT" cursor button to change DVR Type.
 Select "OK" to confirm. Select "Cancel" to cancel.



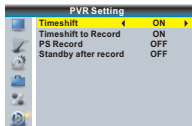
☐ Format ☐ DVR Set

**PVR Setting**

This menu allows us to set the PVR Setting.

Press "UP" or "DOWN" cursor button to select desired item,
 press "LEFT" or "RIGHT" cursor button to change the setting.

- TimeShift On/Off
- Timeshift to Record On/Off
- PS Record On/Off
- Standby after record On/Off



TIMESHIFT/RECORD

Plugging an external Mass Storage Device on the USB port gives you access to TimeShift/Record a broadcast programme.

- Pause a broadcast programme and continue watching it later (Time Shift)
- Record a broadcast programme.
- When the space available on the Mass Storage Device runs out, recording operation of broadcast will stop.

NOTE:

Please use USB 2.0 disk when recording or timeshift. For timeshift and recording feature, you need take bigger size USB pen driver or HDD (>2GB) for recording.

Timeshift

Initiate

- Time Shift can be done in viewing mode by pressing the "PAUSE" button.
- Press "RIGHT" or "LEFT" button to move the cursor to the time you desired to view. Press "OK" button to confirm.



Trick modes

During the playback, it is possible to perform the following actions :

- Press "PAUSE" button to pause the playback
- Press "FORWARD" button to fast forward the playback
- Press "BACKWARD" button to rewind the playback

Stop the Time Shift

Press "STOP" button to stop TimeShift.

Record

Instant record

- In viewing mode, press "RECORD" button to instantaneously start a record on the current channel.
- Press "RECORD" button again can input duration.
- Press "STOP" button to stop recording, then a confirmation window appears.
- Select "Yes" to stop recording. Select "No" to continue recording.

Two Programs Recording in the same TP (Transponder)

When recording 2 FTA programs in the same transponder user can change to any programs via CH+/- button.

In order to indicate the information of the recording programs, there is a REC icon on the screen if the program is recording.

Press "STOP" button to stop recording, then a confirmation window appears.



Select Rec 1/Rec2 to stop recording Rec 1/Rec2. Select "Cancel" to continue recording.

Two Programs Recording in Difference TP

When recording 2 FTA programs in difference TP, user can tune to FTA programs in the two TP. In the channel list, the programs outside of the TP are grayed and can not be selected.

NOTE:

Please select famous brand USB 2.0 USB HDD or USB stick for Recording and Timeshift, such as SAMSUNG, HITACHI and SONY. Some USB devices maybe can't be supported due to its quality.

TROUBLESHOOTING

In some region, the digital terrestrial signal may be weak. So you'd better use the antenna in which the booster was built, for watching the weak signal channels.

Problem	Possible cause	What to do
Standby light not lit	Mains lead unplugged Mains fuse blown	Check mains lead Check fuse
No signal found	Aerial is disconnected Aerial is damaged/misaligned Out of digital signal area	Check aerial lead Check aerial Check with dealer
No picture or sound	Scart/AV is not selected on your TV	Reduce to another channel
Scrambled channel message	Channel is scrambled	Select alternative channel
No response to remote control	Receiver off Handset not aimed correctly Front panel obstructed Hand set batteries exhausted	Plug in and turn on plug Aim handset at front panel Check for obstructions Replace handset batteries
Forgotten channel lock code		Re-install channels to cancel channel lock
Forgotten menu lock code		Contact help line
The remote control will not operate your STB	(1) The batteries in your remote control need replacing (2) There is an obstruction blocking the signal path between the remote control and the box.	(1) Replace the batteries (2) Check that there is nothing in the way of the path between the remote control and the receiver
After moving the STB to another room you find you are no longer able to receive digital reception	The aerial feed from the new point may come through a distribution system which may reduce the digital signal now received by the box.	Try a direct feed from the antenna