SUN

SunTV2

User Guide

Sun Global Media USA，Ltd.

sun tv

Welcome to SunTV2

Before using the product, be sure to read this User Guide first. SunTV2's system is upgraded on a regular basis. The illustrations in this guide may differ from the actual product. Please refer to the actual product.

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What's in the Box

The following accessories are included within the SunTV2 package:
SunTV2 set-up box, remote control, power plug, HDMI cable, power
cord and a set of user manual.

SunTV2

Remote Control

Power Adapter
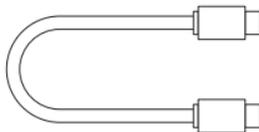
HDMI Calbe
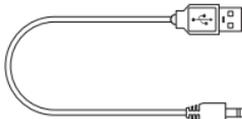
Power Cable

SunTV2 at a Glance

Connect to Television

Connect to Television

110-220v/50-60Hz AC

*AV Cable

HDMI Cable

Power Cable

*Ethernet Cable
Connect to
Router/ Switch

Power Port

DC-5V   HDMI   AV   LAN

HDMI Port   Ethernet Port

Wireless Network/Wi-Fi   SD Card Slot   USB Socket

RESET   SD/MMC   USB Host
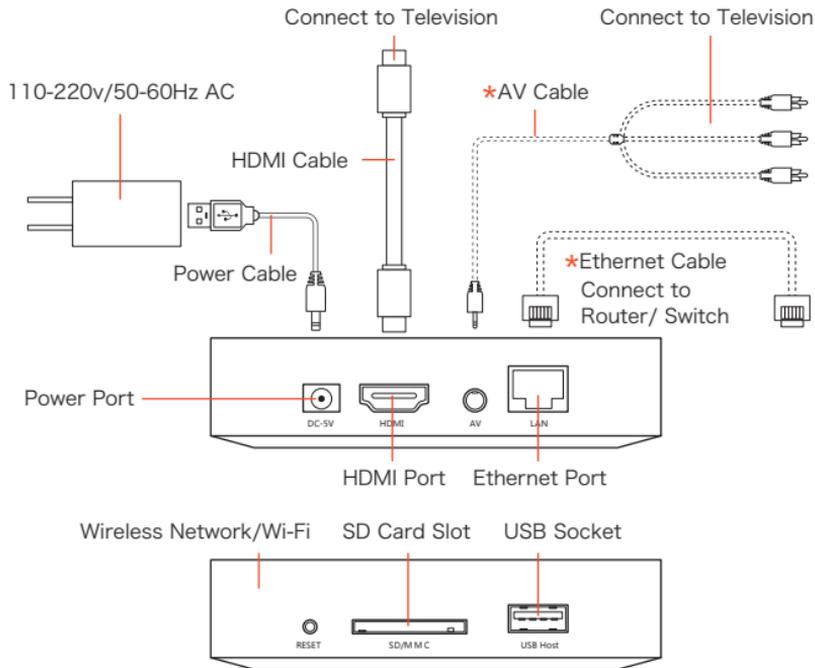
*Required to purchase separately

Setting up SunTV2

HDMI

SunTV2 Remote

Power on/off

Voice -

↑ Up

← Left

Return

Home

Mute

Voice +

OK

→ Right

↓ Down

Menu
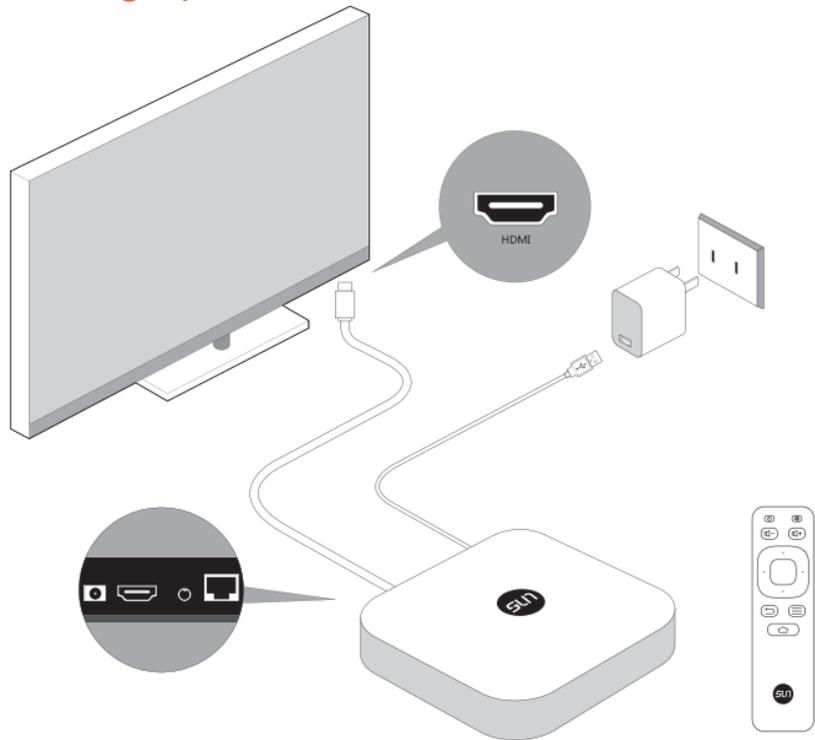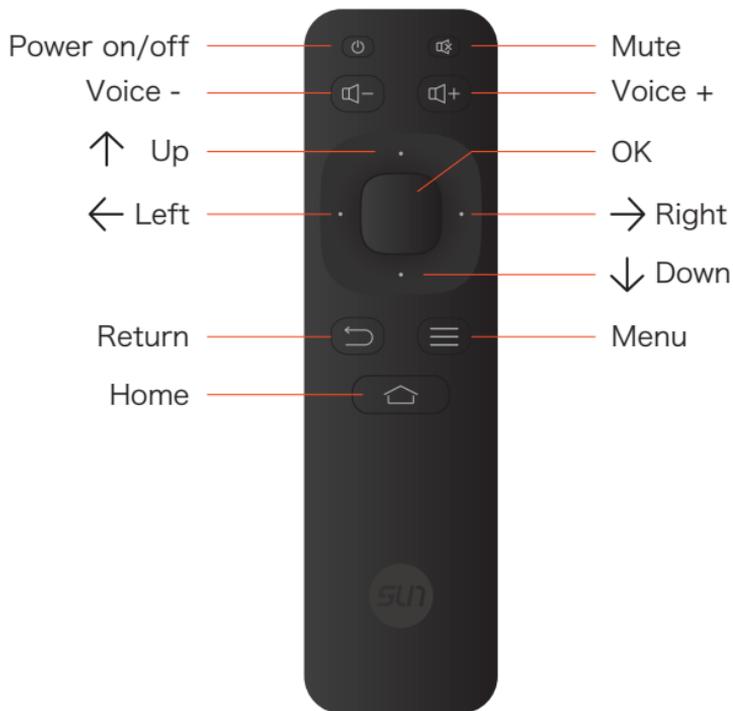
❷ Configure.

Safety Instruction

- Please be sure the power network and voltage meet the requirement of input voltage equipment (110-220v/50-60Hz). Please pay attention to the power socket and power load voltage. Overloaded power outlet or damaged power cord and plug may cause electric shock or fire. Regularly check the related connection, if there is any breakage, please replace immediately.
- Please always keep the appropriate heat dissipation space to avoid overheating of the product and related problems.
- Keep it at a place where children can't reach. Do not place any heavy objects on it.
- Do not use this product near water.
- Be sure to use the original power plug within the SunTV2 package, if you need to use other types of adapter, please consult customer service personnel in advance.
- Please choose the right type of battery when using the remote control (3V Lithium CR2032).
- Opening or removing covers may expose you to dangerous voltages or other risks. Incorrect reassembly can cause electric shock when the appliance is subsequently used.

Turn on SunTV2

Before turning on SunTV2, please confirm:

- The set of equipment and the power adapter are connected correctly.
- Power supply is working.
- Network connection is correct, and the network works.
- Audio, video, and the power cord are in the correct connection.

Steps of Turning on SunTV2:

- Turn on your TV.
- Use SunTV2 remote to turn on the set-top-box.
- Press "SOURCE" or "INPUT" on the TV remote to select the correct video output.

Video Output Settings

- Once the installation is completed, select the HDMI connection signal, for example: HDMI1 or HDMI2.

- After turning on the SunTV2, use TV remote to select the correct video output signal. For example: press "SOURCE" or "INPUT" and select "HDMI1".

Boot Screen
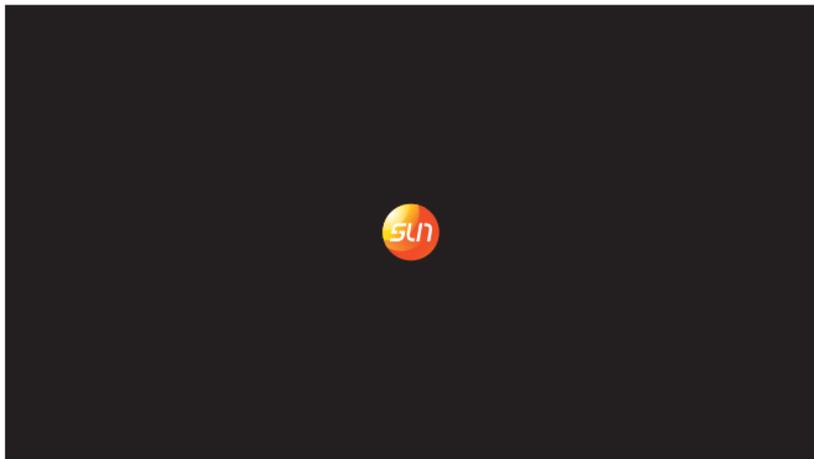
- Once the above operation is completed, turn on your SunTV2 and confirm the correct video output. The SunTV2's initial boot screen will appear on your screen (see picture above).

❸ Settings.

Settings

- Select "Settings" as the picture shown above.

- Use the arrow keys on the remote control to select specific operation, and then press "OK" button to confirm.

Network Settings

- After the boot screen disappears, SunTV2 will automatically search wireless network around. Use the arrow keys on SunTV2 remote to select your home wireless network. Move the cursor to your network name, then press the "OK" button to complete your setup.

Network Settings

- A keyboard will appear on your screen after selecting the name of your home wireless network.
- Please use the arrow keys on the SunTV2 remote and type in your home wireless network password. Press "⌫" to delete. Press "OK" on the keyboard to complete (passwords are case sensitive be sure to use correct upper and lower case).

Resolution

- SunTV2 default resolution is 720p, as well as 576p, 1080i and 1080p for your choice.

- Use the arrow keys on your SunTV2 remote to select the appropriate resolution, then press the "Back" button to complete your setup.

Scaling

- Use the "Up" key and the "Down" key on the remote control to adjust the image scale, then click the "Back" bottom to complete the setting.

Suspend Mode

- Use the arrow keys on the remote to choose suspend mode for your SunTV2, then click the "Back" bottom to complete the setting.

- SunTV2 offers you 7 suspend modes: "off", 15 minutes, 30 minutes, 45 minutes, 60 minutes, 90 minutes and 120 minutes.

Image Quality

- SunTV2 provides Hi-Definition and Standard-Definition image.

Internet Speed Test

- Find "Network Speed Tester" from "Settings". Use it to test your broadband speed.

- Standard-Definition minimum speed requirement: 200KBps. High-Definition minimum speed requirement: 400KBps.

International Settings

- 3 languages, simplified, traditional Chinese and English, are pre-installed in SunTV2.

- Use the "Left" and "Right" keys to select your desired languages from the list.

About

• Find detailed information about your SunTV2 from "About".

④ Watch.

Live Broadcast

- Turn to "Live Broadcast"; use the arrow keys on the remote control to select the channels. Press "OK" to play.

Live Broadcast

- When watching live programs, press the Up and Down keys to explore the complete channel list on the right side of your screen. Press "OK" to play. Press "Return" to remove the channel list.

Live Broadcast

- When watching live programs, long-press the Left and Right keys to control the watching speed with the "timeline" function. Press "Return" to hide the "timeline".

TV Guide

- SunTV2 categorized your favorite programs into 7 groups: TV series, Entertainment, News, Sports, Financials news, Technology and Cartoon.

- Use the arrow keys to select the group, for example: TV Series, and then press "OK" to pull out the program lists.

TV Guide

- Use the arrow keys on the remote control to select the program. Press "OK" to see more detail about the program. Continue using the arrow keys to select episode. Press "Ok" to play.

Favorites

- You can make your own favorite channel list. Use the arrow keys to select your favorite channel. Press "Menu" and then click "OK" to complete the collection.

Favorites

- You can easily find your collected channels by clicking the "Favorites" tab on the top.

- Use the arrow keys to select the channel, and then press "Menu" to change icon positions, or remove from your favorite channel list.

Playback

- When watching live programs, press "Menu" to open up the program guide on the left side of your screen.

- Use the "Left" and "Right" keys to select the date. Use the "Up" and "Down" keys to select the show. Press "OK" to start watching.

Search

- Turn to the "Program Guide" page. Press "Menu" to start the program/channel search.

- SunTV2 adopts the Pinyin alphabet search function. Simply input the first letter of the program's name in Pinyin, and then press "OK" to start watching.

WeChat

Follow SunTV WeChat 37

Follow SunTV WeChat

- Turn to the "WeChat" page to pull out SunTV WeChat QR code.

- Open WeChat to scan QR Code and follow SunTV's WeChat.
  Connect your mobile devices to SunTV2 and SunTV's WeChat.
  Once the above operation is completed, you can use mobile devices
  to control your SunTV2!

❻ Service.

Services & Warranty

Thank you for choosing SunTV! To protect your rights and reduce your worries, we made the following commitments:

- Policies:
  SunTV is proud to offer you a 30-day Refund Policy at no risk. SunTV also warrants its products to be free from defects in the workmanship or material, under normal use and service, for a period of one year from the date of purchase at any of SunTV's authorized distributors.
  * Consumers who purchase SunTV through SunTV's Amazon Store can directly follow Amazon's returns and refund policy. For details please check out Amazon's "Returns and Refund" policy.
- SunTV's one-year warranty does not cover any damages to the products due to the followings:
  Products purchased after one year.
  Any damages and/or malfunction caused due to not following the instructions in our "Manual".
  Any damages and/or malfunction due to accidents and negligence caused by SunTV's unauthorized serviceman.
  Product serial number dose not match with the product model number.
  Any damages caused by natural wear of parts, or tear of parts cased by human forces.
  Other damages not related to SunTV's product design, technology, manufacturing, quality and etc.

Troubleshooting

Issues	Possible cause	Solution
Signal light is off	AC adapter not connected	Confirm if adapter is connected correctly
	Adapter is damaged	Replace a new AC adapter
	Power supply has no power	Make sure that power supply is working
Cannot connect to Internet	Ethernet cable is connected incorrectly	Reconnect ethernet cable or replace a new ethernet cable
	Network service error	Contact your network serivce provider
No picture	SunTV2 is on standby	Press "Power on/off" on SunTV2remote
	Video calbe connected incorrectly	Reconnect the video cable
	Select incorrect power input	Press "INPUT" / "SOURCE" on your TV remote to select correct video output
No sound	SunTV2 is on standby	Press "Power on/off" on SunTV2 remote
	Audio cable is connected incorrectly	Reconnect audio cable
	SunTV2 or TV is in mute	Increase the volume of your SunTV2 or TV, or press "mute" on SunTV2 to un-mute.
Remote control does not work	No battery in SunTV2 remote, or put battery incorrectly	Put battery into remote correctly
	Low battery	Replace a new battery
	No signal on remote control	Hold SunTV2 remote close to SunTV2, or remove items between SunTV2 and remote
Sound and image don't en-sync	Certain programs with multi-channel sound	Press "audio" key on TV remote to select correct audio output
Other		Restart or contact SunTV customer service

Restoring SunTV2

Restoring SunTV2 to factory settings:

- Unplug the power cord from your SunTV2.

- "Reset" button can be found on the right side of the body of SunTV2.

- Long press the "Reset" button.

- While pressing the "Reset" button, plug the power cord back into your SunTV2, and then wait till the blue status indicator lights up. Once the indicator light turns off, release the "Reset" button.

- Please check your screen to see the process status.

Once the above operation is completed, your SunTV2 shall automatically restart.

Disclaimer

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- The image quality depends on the network architecture of your service providers and your Internet setup.

- It's recommended to have at least 2M downloading speed for our service.

- Please refer to User Guide for operation instruction.

- For detailed information, please visit http://www.suntv.tv.

- Please do not hesitated to contact our customer service at 1-855-786-8899 if you still have questions or concerns of our products and services!

www.suntv.tv

1-855-786-8899