

# USER'S MANUAL

Multimedia HD Receiver

VITAMIN HD 5000



**SHOW BOX**

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### 1. Safety and Precautions

*Thank you for purchasing the digital satellite receiver.*

*For your safety and proper operation, please take time reading this manual fully before installing and operating the receiver.*

*We hope you will be able to take advantage of the numerous functions with the help of this manual.*



❑ **MAINS SUPPLY**

Use only 90 – 250 VAC 50/60Hz.

❑ **OVERLOADING**

Do not overload a wall outlet, extension cord or adapter as this may result in fire or electric shock.

❑ **LIQUIDS**

Do not expose to drippings or splashes and be sure that no objects filled with liquids, such as vases be placed on the apparatus.

❑ **CLEANING**

1. Always disconnect the STB power cord from the outlet before cleaning.
2. Use a light damp cloth (no solvents) to dust off the STB.

❑ **VENTILATION**

1. The slots on top of the STB must be left uncovered to allow proper airflow to the unit.
2. Do not stand the STB on soft furnishings or carpets.
3. Do not expose the STB to direct sunlight or do not place it near a heater.
4. Do not stack electronic equipments on top of the STB.
5. Do not use this appliance in airtight area.
6. Do not open the top cover.

❑ **CABLE**

Use standard certified cables to prevent any malfunction of the STB.

❑ **PLUG**

The mains plug is used as the disconnect device. The disconnect device shall remain readily operable.



## ATTACHMENTS

Do not use any attachments that are not recommended as these may cause hazard or damage to the STB.



## CONNECTION TO THE SATELLITE DISH LNB

Disconnect the STB from the mains before connecting or disconnecting the cables from the satellite dish.

*Failure to do so can damage the LNB.*

## CONNECTION TO THE TV

Disconnect the STB from the mains before connecting or disconnecting the cables from the TV.

*Failure to do so can damage the TV.*



## EARTHING

The LNB cable **MUST BE EARTHED** to the system earth for the satellite dish.

The earthing system must comply with SABS 061.

## LOCATION

Place the STB indoor in order not to expose to lightening, rain or sunlight.



## SERVICING

1. Do not attempt to service this product yourself.
2. Refer all servicing to qualified service representatives

**NOTICE :** *The power remains on even when the switch is turned off.*

### WARNING

RISK ELECTRIC SHOCK  
DO NOT OPEN

TO REDUCE THE RISK OF ELECTRIC SHOCK, DO NOT REMOVE COVER(OR BACK).NO USER SERVICEABLE PARTS INSIDE. REFER SERVICING TO QUALIFIED SERVICE PERSONNEL.



This symbol indicates "dangerous voltage" inside the product that presents a risk of electric shock or personal injury.



This symbol indicates important instructions accompanying the product.

## 2. Environment protection



### Correct Disposal of This Product (Waste Electrical & Electronic Equipment)

(Applicable in the European Union and other European countries with separate collection systems)

This marking shown on the product or its literatures, indicates that it should not be disposed with other household wastes at the end of its working life. To prevent possible harm to the environment or human health from uncontrolled waste disposal, please separate this from other types of wastes and recycle it responsibly to promote the sustainable reuse of material resources.

Household users should contact either the retailer where they purchases this product, or their local government office, for detail of where and how they can take this item for environmentally safe recycling. Business users should contact their supplier and check the terms and condition of the purchase contract. This product should not be mixed with other commercial wastes for disposal.



### DECLARATION OF CONFORMITY

This apparatus is in compliance with the requirements laid down in Directive 95/47/EC with regard to transmission of television signals. In this particular equipment complies with the requirements set by the Joint Technical Committee (JTC) EBU / ETSI / CENELEC standard "DVB" Digital Video Broadcasting.

The symbol EC applies on this apparatus ensures that the product complies with the European Directives:

Directive 2006/95/EC LVD 93/68/EEC;  
EMC Directive 2004/108/EC  
R & TTE 1999/5/EC

In accordance with the provisions of these directives, the unit has been tested and ensures that the following standards:

EN 60665:2002; EN 55013:2001 + A1: 2003 + A2: 2006;  
EN55020: 2007; EN 61000-3-2:2006;  
EN 61000-3-3:1995 + A1:2001 + A2: 2005;

## 3. Remote Control Unit



1. Power  
Power on, standby mode
2. TV / STB  
Receiver switch between TV and receiver mode
3. TEXT (TELETEXT)  
Show Teletext
4. CAPTURE  
PVR function.  
Set receiver to service capture mode.
5. SUBT  
Display the subtitle list, show a subtitle selected
6. MENU  
Display the Main Menu, return to the previous menu
7. CH Up/Down  
Change upward/downward channels
8. CURSOR  
Move up , down , left and right  
highlight marked cursor in menu
9. MUTE  
Enable or disable audio
10. SIGNAL  
Display each satellite signal status
11. BOOK.J (BOOKMARK JUMP)  
PVR function. Jump to a Bookmarked position
12. BOOK.M (BOOKMARK Memory)  
PVR function. Memorize a position as a Bookmark
13. Basic PVR Function Buttons  
Reverse Skip, Rewind, Forward, Fast Forward,  
Repeat, Play/Pause, Stop, Record

## Remote Control Unit



14. EXIT  
Cancel the user selection
15. VOL Up/Down  
Increase or decrease the volume.
16. INFO (INFORMATION)  
Display channel status or various program information of current service
17. FAV (Favorite)  
Set receiver to favorite service mode, display the favorite channel
18. SAT LIST  
Set receiver to satellite group service mode, display the satellite list
19. FEED  
Set receiver to Multi-feed mode
20. Color Keys (Red, Green, Yellow, Blue)  
Pause, Zoom, Audio mode selection and Sleep function. Also Used in Teletext, EPG, Menu and etc.
21. Recall  
Return to status or channel
22. EPG  
Display the TV/Radio Electronic Program Guide
23. MOSAIC  
Set receiver to MOSAIC mode, display the multi-pictures.
24. PLAY LIST  
PVR function. Display the play list.
25. TV / RADIO  
Receiver switches between TV and Radio channels
26. NUMERIC KEYS  
Select channels by channel numbers or enter programming parameters

## 4. Front Panel

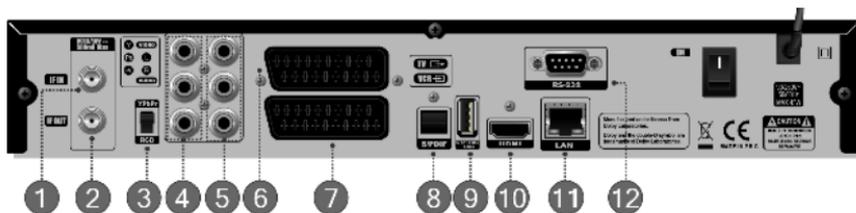


- Normal Display :*
  - On
  - Video Ready
  - Channel Number
  - Channel Name
  - Program Information
  
- Tact switch :* Standby On/Off, CH UP/DOWN, Menu, OK, Vol. UP/DOWN
  
- Smart Interface slot :* 1 Smart card slot
- Common Interface :* 2 Conditional Access Module
- USB Port :* 1 adapted the USB component port

### NOTICE :

1. *Current time is based on the TDT(Time and Date Table) in the stream of the current service.  
If the TDT information is not correct, current time might be incorrect.*
2. *Please do not insert metal or alien substance into the slot for the modules and Smartcards.  
In doing so can cause damage to the STB and reduce its life span.*

### 5. Rear Panel

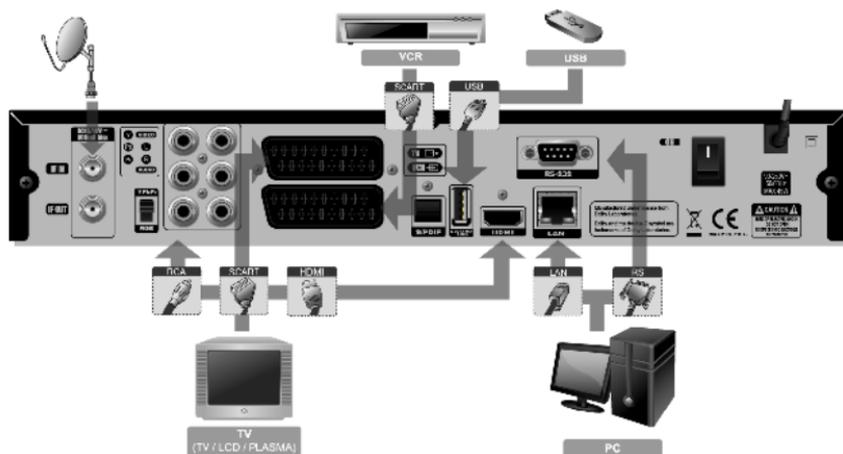


Please refer to the diagram above for all possible connections of your receiver

*Do not connect the unit to the mains socket until all other connections have been made and checked.*

- ① IF INPUT : This port is to connect the coaxial cable from LNB of your Dish.
- ② IF OUT : This enables the connection of an Analogue receiver.
- ③ YPbPr/RGB : Analog Video outputs switch, between Y/Pb/Pr(component) and RGB mode.
- ④ Y/Pb/Pr : To connect the component video.
- ⑤ RCA Video/Audio : To connect the TV Video & Audio port
- ⑥ VCR SCART : This Scart connector is used to connect any external video.
- ⑦ TV SCART : This is used to connect your TV through Scart cable
- ⑧ S/PDIF : To connect the optic of the AMP.
- ⑨ USB : To connect the USB port.
- ⑩ HDMI : To connect the HD TV.
- LAN : To connect the external LAN port.
- RS 232C SERIAL PORT : This is used to connect your receiver with a computer or other STB through a serial cable.

## 6. Connecting Your System



### □ TV Only

There are two ways to connect the STB to your existing TV system. We recommend using one of the following cases for the best result :

- Connect one end of RCA cable (Composite Video, Audio Left, Right) to the RCA jack on the back of the STB and the other end to a RCA Jack on your TV.
- Or connect one end of a SCART jack on the back of the STB and the other end to a SCART input of your TV.
- Finally connect the coaxial cable from the LNB to the LNB IN jack on the STB.

### □ With External Audio / Hi-Fi System

- To connect any external Audio Hi-Fi system, the receiver has been provided with two RCA connectors at the back of the receiver marked with Audio L and R.
- Connect an RCA stereo cable from the AUDIO L, R jacks on the back of the STB to the LINE, AUX, SPARE OR EXTRA input jacks on your Hi-Fi System or for better quality connect the S/PDIF output to the S/PDIF input of the Hi-Fi system

### 7. Installation Wizard

- Installation Wizard

#### Language

Select Language With ▲▼ Key On The RCU, Then Press Ok Or Menu Key To Continue.

#### Time

After Configuring Languages, select time zone & time related feature.

#### A/V output

After Selecting Time Zone, Configure your A/V output setting.



## 7. Installation Wizard

- Installation Wizard



### Satellite Search

Antenna setup will be displayed.

Select satellite (SAT) with ▲ ▼ Key On The RCU, and press OK / Red Color key.

To change Antenna options, press cursor ▲ ▼ ◀ ▶ keys on the RCU. To save changed options, press OK.

\* Configure antennas as much as you want to use.

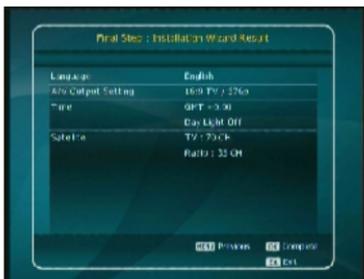
After configuring antenna, RED key will be displayed to search Satellite Channels.



Press INFO key to setup search options.

Press OK to search Satellite channels.

When SAT search is finished, all the searched channels will be displayed. Press OK to save them, otherwise press EXIT.



### Installation Wizard Result

After finishing the whole wizard steps, all the saved setting results will be displayed.

Press OK to exit Wizard, otherwise press EXIT/Menu.

### 8. Installation

#### □ Installation



#### Antenna Setup

When Selecting Antenna Setup In Install Menu.

##### 1) LNB Type

User can select Single, Universal, OCS, Unicable4, Unicable8-A and Unicable8-B.

##### 2) LNB Frequency (High / Low)

Input the frequency directly from the numeric keys on the RCU or press ◀, ▶ to scroll frequencies.

##### 3) LNB Power

Select LNB voltage. (On/Off)

##### 4) 22KHz

In case you are using a dual LNB or two antennas connected to a 22KHz tone switch box, make 22KHz tone switch enable or disable to select LNB or antenna.

##### 5) DiSEqC 1.0 / DiSEqC 1.1 / Motor / USALS

- DiSEqC 1.0

Set The Port Number Of DiSEqC 1.0

DiSEqC A / B / C / D

- DiSEqC 1.1

Set The Port Number Of DiSEqC 1.1

Select option : Switch. (P-1 To P-16 ), None

- Motor

Set Motor position from 1 to 60

- USALS

Set Longitude, Latitude to use correct USALS.

\* After configuration, configured antenna is marked with "V"

#### Setup Motorized System

When Selecting DiSEqC option with Motor, Press OK to setup Motor.

1) Fine / Normal Drive : You can move the motor to the left or right by pressing ◀, ▶ keys.

2) Position : Press ◀, ▶ keys to move motor to the saved stab position.

3) Store Position : After moving motor, press OK to save.

4) Limits : Press OK to set each limits such as East / West., or clear limit.

## 8. Installation

### Installation

#### Satellite Search

The configured antennas will be displayed to search Satellite Channels.

#### 1) Satellite selection

Press OK to select / deselect Antennas.

#### 2) Scan

Press RED key to scan.

#### 3) Satellite add

Press GREEN to add satellite.

#### 4) Satellite edit

Press YELLOW to edit satellite.

#### 5) Satellite delete

Press BLUE to delete satellite.

#### 6) Transponders :

Press INFO key to use Transponder based search.

Each transponder can be selected by pressing OK, and the selected transponders will be used to search channels.

Press GREEN, YELLOW, BLUE to Add / Edit / Delete transponder.

Please refer to the Satellite Search in Installation Wizard process.



### 8. Installation

- Installation

#### System Recovery

Reset the whole settings with the Factory default values.

*Notice : If you use "System Recovery", then all the searched channels will be removed, and Installation Wizard will start after rebooting.*



#### System Upgrade

- 1) Serial Upgrade :

If you connect STB to PC using serial port, then you can download/upload new system S/W .

- \*. If you use serial connection, use 'STB Updater' program offered by seller.

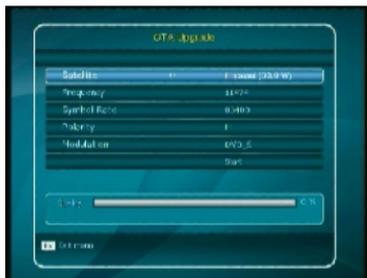
- 2) OTA Upgrade :

If you have OTA information about new system SW, select this to search new system SW through satellite.

- 3) USB Upgrade :

If you have new system SW in your PC, then

- Copy it within USB memory stick.
- Insert USB memory stick into the STB
- Select this option to upgrade your STB



- \* If new system SW is found, new version will be displayed.

- \* To upgrade system SW through USB memory, the latest SW should be prepared in the USB memory in advance.

## 8. Installation

### □ Installation

#### Ethernet Update

Select OK to configure Ethernet Setting.

DHCP On/Off : enable/disable DHCP configuration

If you choose DHCP on, then IP address value will be set automatically.

If you choose DHCP off, then you should set IP address manually.

- 1) IP address : set IP address value
- 2) Subnet mask : set Subnet Mask value
- 3) Gateway : set Gateway value
- 4) DNS1, DNS2 : set DNS1, DNS2 value



#### System Information

All the system informations such as Model name, HW version, Loader version, System S/W version, Last compiled date and time will be displayed at a time.



## 9. System Setup

### □ System Setup

#### Language

To select the desired language of the OSD Menu , Audio, Subtitle Language,  
place the cursor on each sub menu by pressing the “▲,▼” keys  
and press the ◀,▶ keys to change language.

The Language of the OSD Menu , Audio, and Subtitle will be  
changed to the selected language.



#### AV Output

##### 1. TV Scart mode

Select the format of the video to be displayed on screen.  
You can choose either 4:3 ratio (Standard) or 16:9  
(Wide) according to the TV type.

##### 2. Aspect Ratio

###### 1) When TV Type is 16:9

- Pan&Scan : Whole 4:3 image is shown on screen  
without vertical black bars on left and right.  
The original aspect ratio (4:3) is maintained.
- Ignore :Whole 4:3 image is shown on screen  
without vertical black bars on left and right.  
The original aspect ratio (4:3) is not maintained.
- Letter Box : Whole 4:3 image is shown on screen  
with vertical black bars on left and right side.  
The original aspect ratio (4:3) is maintained.

###### 2) When TV Type is 4:3

- Pan&Scan : Whole 16:9 image is shown on screen  
but left and right side image will not be shown
- Ignore :Center part of 16:9 image  
shown on full screen when 16:9 transmission.
- Pillar Box : Whole 16:9 image is shown on screen  
with horizontal black bars on top and bottom.

##### 4. HD Video Output

HD video output can be set as 576p, 720p, 1080i, 1080p.

##### 5. SPDIF (Sony Philips Digital InterFace) output

Digital audio output can be selected among Bit Stream,  
PCM, OFF



## 9. System Setup

### □ System Setup

#### Time Setting

Place the cursor on each sub menu by pressing the “▲, ▼” keys and press the ◀, ▶ keys to change language.



1) Time Setting : Auto, Manual.

2) Time Offset :

Select Time zone, if your Time Setting is GMT Offset..

GMT -12:00 ~ GMT +12:00.

3) Daylight Saving : On / Off

#### Timer Setting

1. Maximum 10 events can be reserved.

2. To reserve the channels you want,

1) Select the reservation slot by pressing OK.

2) Date : Press OK to view a calendar.

3) Mode : Select the mode “Once / Daily / Weekly / Off”.

4) Record : reserve recording “On / Off”.

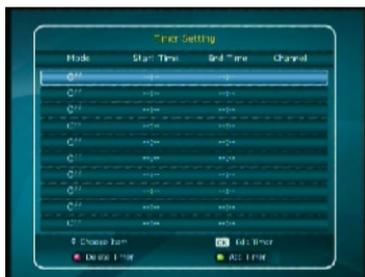
4) Start Date & Start time : Set the Start time (HH:MM) using numeric keys.

5) Duration : Set the duration time (HH:MM) using numeric keys

6) Channel : Press OK to select your preferred channel.

3. Save : Press the GREEN (Update).

4. To change details, press ▲, ▼, ◀, ▶, and numeric keys.



#### OSD Setup

1) Menu Transparency : Select OSD transparent level. Opaque, 50 ~ 100%.

2) Banner Time : Select timeout for Channel banner.

### 9. System Setup

#### □ System Setup

##### Power Mode

- 1) Power Mode : Select standby power mode. (Active / Deep)

*Notice : If you select "Deep", to reduce standby power consumption, there's no Time Display on VFD.*

##### Parental Control

#### 1. Installation Lock

To lock this menu, select Receiver Lock in the Parental Control menu and change it to the Lock mode by using the ◀▶ keys. If the installation menu is locked, whenever you try to enter installation menu, the "PIN Code" screen will appear and you will be asked to enter your PIN Code.

#### 2. Channel manger Lock

To lock this menu, select Channel manager Lock in the Parental Control menu and change it to the Lock mode by using the ◀▶ keys. If the receiver installation menu is locked, whenever you try to enter channel manager menu, the "PIN Code" screen will appear and you will be asked to enter your PIN Code.

#### 3. System Lock

To lock this menu, select System Lock in the Parental Control menu and change it to the Lock mode by using the ◀▶ keys. If the receiver system menu is locked, whenever you try to enter system menu, the "PIN Code" screen will appear and you will be asked to enter your PIN Code.

#### 4. Maturity Rating

You can change Parental Rating.

#### 5. Changing PIN Code

You can change your PIN Code from the factory default value "0000" as follows:

Select "Change PIN Code" in the "Parental Control" menu. You will then be asked for a new PIN Code when the changing PIN Code pressed. Once you enter a new PIN Code, the system will ask you to re-enter for confirmation. When you have entered a new PIN Code twice, the PIN Code has been changed. If you forget the PIN Code, contact the distributor to recover it.



## 10. CA (Conditional Access) System

### □ CA System



#### Smart Card Interface

To view Smart Card Information, insert your Smart Card into the Smart Card slot.

#### Common Interface 1

To view Common Interface Information, insert your Conditional Access Module into CI slot.

#### Common Interface 2

To view Common Interface Information, insert your Conditional Access Module into CI slot.



### 11. Utility (USB) – MP3, JPEG

#### □ Utility



#### MP3 Jukebox

To enjoy your MP3 music files, insert USB memory stick into USB port, and select “MP3 Jukebox”, then Embedded MP3 Player browse music files.

Press OK to select and play it.



#### JPEG Viewer

To view your JPEG Photographs, insert USB memory stick into USB port, and select “JPEG Viewer”, then the list of JPEG files is displayed.

Press OK to select and play it.



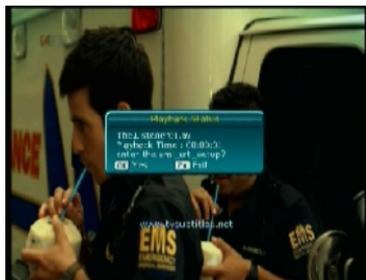
## 12. Utility (USB) – Recorded File Play

### □ Utility



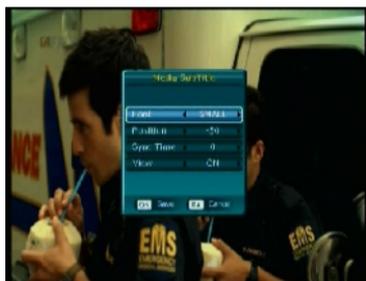
#### Recorded File Viewer

To enjoy your video files, insert USB memory stick into USB port, and select "Recorded File Viewer". Press OK to select and play it.



Press once "I" (Information Key) on the RCU, to display i-plate. Also the playing video file name, Playback Time are also displayed.

Press "OK" key while viewing I-plate, Media Subtitle will be disappeared.



- 1) FONT  
User can select SMALL, MIDDLE, LARGE.
- 2) Position  
User can select Subtitle position.  
Range : -100 ~ 100 (+5)
- 3) Sync Time  
User can select Subtitle Sync.  
Range : -20 ~ 20 (+1)
- 4) View  
User can select Subtitle ON/OFF.

### 13. Utility (USB) – PVR Setup

□ Utility



Press once “OK” on the RCU, to display i-plate.

Pressing “OK” key again while viewing I-plate, Playing video will be stopped.



#### PVR Setup

To PVR Setup, select “PVR Setup”.

- 1) Time Shift  
User can select Time Shift support ON/OFF
- 2) Duration  
User can set duration of Time Shift.
- 3) Icon Display  
User can select Icon Display ON/OFF.
- 4) Drive  
Display Name of mounted Drive.

#### Media Subtitle Setup

- 1) FONT  
User can select SMALL, MIDDLE, LARGE.
- 2) Position  
User can select Subtitle position.  
Range : -100 ~ 100 (+5)
- 3) Sync Time  
User can select Subtitle Sync.  
Range : -20 ~ 20 (+1)
- 4) View  
User can select Subtitle ON/OFF.

## 14. Utility – Record

## □ Utility

Record

To Channel record, select “Record”.

## 1) Channel

User can select Channel.

Press once “OK” on the RCU, to display channel-list and pressing the “▲,▼” keys and Press “OK” Key in User wanted Channel.

## 2) Duration

User can set duration of record Time.

## 3) Start/Stop

Press “OK” key, User can toggle Start/Stop.

## 4) Record Time

While recording, Display current recorded time.



### 15. Edit (Channel Manager)

- Edit (Channel Manager)

#### Edit Channel List

To edit basic channel list, use “Edit Channel List” menu. Delete, Lock, Move channels are available.



#### Favorite Group

To make your own customized channel list, use “Favorite Group” menu. There are 23 favorite groups available.

Favorite group is selected in Channel manager menu. There are theme category for grouping.

#### Favorite group register

Select a Favorite group and move the cursor to a channel with the “▲”, “▼” key and press the RED key to add channel into the selected favorite group.

Also Deleting and Renaming the Favorite Group is possible in this menu.





### 17. Channel List



This menu helps you to easily select the channel that you want to watch or edit. To display the Channel List, press the “CH List” or “OK” key while you are viewing a program and you will see all channels that you saved in the channel list.

To watch **at** a specific channel, first select by using the “▲, ▼” keys, and press the “OK” key to confirm. (For page scroll, press CH/PG key or the scroll keys on the RCU)

You can also select a specific channel by pressing the numeric keys directly. The symbol of “Lock” & “Scrambled” feature displayed on the Right side of the list stands for locked channel or scrambled channels.



- When you press the “TV / Radio” key, you will toggle from TV to Radio Channel List.
- When you press the “FAV” key, you can see each favorite category list.
- The channel list can be constructed independently for each Satellite, Favorite Group, TV or Radio, by pressing the “TV/ RADIO and FAV” keys.

### 18. Channel Banner (i-Plate)



Press once "I" (Information Key) on the RCU, to display i-plate. Also the satellite name, channel number and name / Time / program type (FTA/ CI ...), Channel Lock, Teletext, Subtitle, AC3 audio and Short & Extended event information, Time duration of event are also displayed.

Pressing "I" Key again while viewing I-plate, I-Plate will be disappeared.

Some Icons represent the following meanings.



: Dolby Digital Service



: High Definition Service



: Subtitle is available.



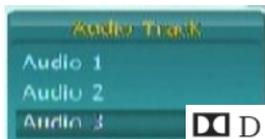
: Service is Scrambled.



: Teletext is available.



: Multi Feed Service



### 19. Audio Language

Users can select audio language press the “AUDIO” key of the RCU.

If there's Dolby Digital Audio track, then Dolby Double-D logo will be display in audio language list. *(TBD)*

 **D** : Dolby Double-D logo

### 20. Subtitle Language

Users can select Subtitle language press the “SUBTITLE” key of the RCU.

### 21. Teletext Language

Users can select audio language press the “TEXT” key of the RCU.

### 22. Resolutions

Available resolutions are 576i, 576p, 720p, 1080i, 1080p 25Hz, 1080p 50Hz and Auto.

Please refer “HD Video Output” item in “A/V Output” of “System Setup”.



# USER MANUAL

## Technical Specification

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### Software Specification

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Basic System	MPEG-4 Digital and Fully DVB-S/S2 compliant
Maximum channels	6,000
Channel Type	TV, Radio, Favorite, Satellite, CAS
EPG	7 days schedule data
OSD Language	English, German, French, Spanish, Portugal, Italian Dutch, Czech
CAS	2 CI, 1 SC for Conax

Others Features                      Media File Play (Dvix, Xvid, AVI, MKV, etc)

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### Front-end

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Tuner Type	Satellite
Connector Type	2 x F-type, 75 Ohms
Demodulation	QPSK/8PSK (DVB-S/S2)
DiSEqC	Version 1.0, 1.2, USALS, SCR Compatible

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### Audio/Video Processing

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Video Decoder	MPEG-2 MP@ML, MPEG4 HD HP@L3, PAL[1]
Audio Decoder	MPEG-1 layers I, II and III, Dolby-AC3 Audio[1]

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### Front

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Display	VFD, 2 LED
Buttons	7 (STANDBY, MENU, OK, VOL-, VOL+, CH-, CH+)
Smart Card Slot	1
CI slot	2

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### Rear

SCART	2
RCA	2 set(1 Video, 2 Audio, 1 Component)
S/PDIF	1 optical
HDMI	1.3a (Support 1080p mode)
RS-232C	1 (9pin)
USB	Host version 1.1/2.0(5V DC 1A MAX)
LAN	RJ45 (Mac address)
Power Code	Fixed cord type (SMPS type)
Antenna In-Out	Yes
LNB In-Out	Yes
Switch	Power On/Off

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### Power

Power Supply	AC 90-250V 50/60 Hz
Power Consumption	Max 45W
Off Mode Consumption	0W
Standby Consumption	0.7W (Deep Standby)

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### Others

~~Please Note : The specification of the STD may be changed without notice in advance.~~  
 Accessory Manual(3 Languages), RCU, 2 batteries

# USER MANUAL

## USER MANUAL

### Trouble Shooting Guide

If you suspect there is a fault with your receiver, please check the following trouble shooting guide before calling an authorized service agent.

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Warning! Under no circumstances attempt to repair the receiver yourself. Tampering with the receiver may result in fatal electric shock and will invalidate your warranty.

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Symptom	Possible cause
No display on the Display Panel	<ul style="list-style-type: none"><li>• The power cord is not plugged in correctly.</li></ul>
No picture on the screen	<ul style="list-style-type: none"><li>• Receiver is in Standby mode.</li><li>• SCART Jack is not connected firmly to the video output port of television.</li><li>• Incorrect channel or video output is selected on television.</li><li>• Brightness level of your TV set is incorrectly defined.</li></ul>
No sound	<ul style="list-style-type: none"><li>• The SCART cables are connected incorrectly.</li><li>• The Volume level is low.</li><li>• Muting function is active.</li></ul>

### Trouble Shooting Guide

Symptom	Possible cause
Poor Picture Quality	<ul style="list-style-type: none"> <li>• The level of Signal strength is low.</li> </ul>
Receiver not responding to remote control unit	<ul style="list-style-type: none"> <li>• RCU batteries are dead or inserted incorrectly.</li> <li>• The RCU is pointing toward wrong direction.</li> </ul>
Receiver is on but no picture or sound except the following messages (No signal, Locked channel, Not available)	<ul style="list-style-type: none"> <li>• Channel is not available.</li> <li>• Channel is locked.</li> <li>• Service installation not yet done.</li> </ul>
No Signal	<ul style="list-style-type: none"> <li>• The level of Signal strength is low.</li> <li>• LNB is out of order.</li> <li>• The cable from the LNB is incorrectly connected.</li> <li>• The position of the dish is aligned incorrectly.</li> </ul>
Settings you made in the menu have now changed	<ul style="list-style-type: none"> <li>• The receiver lost power before being able to enter into standby mode.</li> <li>• Some of the Settings saved by user can be deleted partly or fully.</li> </ul>

