



# USER'S MANUAL

**VIEWSAT 9000HD**  
DIGITAL SATELLITE RECEIVER



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*\* To enhance the product, functions are subject to change without notice.*

**Important Safety Instruction**

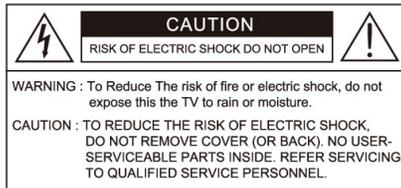
- 1) Read all of these instructions.
- 2) Save these instructions for later use.
- 3) Follow all warnings and instructions marked on the product.
- 4) Follow all instructions.
- 5) Do not use the apparatus near water.
- 6) Clean only with dry cloth.
- 7) Do not block any ventilation openings. Install in accordance with the manufacturer's instructions.
- 8) Do not install near any heat sources such as radiators, heat registers, stoves, or other apparatus (including amplifiers) that produce heat.
- 9) Do not defeat the safety purpose of the polarized or grounding-type plug. A polarized plug has two blades with one wider than the other. A grounding type plug has two blades and a third grounding prong. The wide blade or the third prong are provided for your safety. If the provided plug does not fit into your outlet. Consult an electrician for replacement of the obsolete outlet.
- 10) Protect the power cord from being walked on or pinched particularly at plugs, convenience receptacles, and the point where they exit from the apparatus.
- 11) Only use attachments/accessories specified by the manufacturer.
- 12) Do not place the apparatus on an unstable cart, stand or table. The apparatus may fall, causing serious damage to the apparatus.
- 13) Unplug this apparatus during lightning storms or when unused for long periods of time.
- 14) Refer all servicing to qualified service personnel. Servicing is required when the apparatus has been damaged in any way, such as power-supply cord or plug is damaged, liquid has been moisture, does not operate normally, or has been dropped.
- 15) 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.



Shock Hazard Marking and Associated Graphical Symbols



Explanation of Safety Related Symbols



-  This symbol 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 to persons.
-  This symbol is intended to alert the user to the presence of important operating and maintenance(servicing) instructions in the literature accompanying the appliance.

WARNING : To Reduce The risk of fire or electric shock, do not expose this the apparatus to rain or moisture.

**The main socket-outlet for connecting mains plug shall be accessibly close to this apparatus**

**Declaration of Conformity**

**FCC Rule : TESTED TO COMPLY WITH FCC PART 15, CLASS B OPERATING ENVIRONMENT : FOR HOME OR OFFICE USE.**

**FCC COMPLIANCE STATEMENT :**

This device complies with part 15 of the FCC rules. Operation is subject to the following conditions :

- 1) This device may not cause harmful interference, and
- 2) This device must accept any interference received, including interference that may cause undesired operation.

**INFORMATION TO USER:**

This equipment has tested and found to comply with the limits of a Class B digital device, pursuant to part 15 of the FCC Rules. These limit are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, user and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation, if this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

1. Reorient / Relocate the receiving antenna.
2. Increase the separation between the equipment and receiver.
3. Connect the equipment into an outlet on a circuit difference from that to which the receiver is connected.
4. Consult the dealer or an experience Radio / TV technician for help.

**CAUTION :** Changes or modifications not expressly approved by manufacturer responsible for compliance could void the user's authority to operate the equipment.

## SAFETY PRECAUTIONS

### 1. SAFETY PRECAUTIONS

*This receiver has been manufactured to satisfy the international safety standards.  
Please read the following recommended safety precautions carefully.*

**MAINS SUPPLY** : AC 95~240V 50/60Hz

**LOCATION** : Locate the receiver indoor. Locate receiver away from potential hazards such as houseplants, lightning, rain, and direct sunlight.

**OVERLOADING** : Do not overload wall outlets, extension cords or adapters as this can result in fire or electrical shock.

**LIQUIDS** : Keep liquids away from the receiver.

**CLEANING** : Before cleaning the receiver, disconnect it from the wall socket. Use a cloth lightly dampened with water (no solvents) to clean the exterior.

**VENTILATION** : Do not block the receiver ventilation holes. Ensure that free airflow is maintained around the receiver. Never set the receiver on soft furnishings or carpets. Do not use or store the receiver where it is exposed to direct sunlight, or near heater. Never stack other electronic equipment on top of the receiver. Place the receiver at least 30mm from the wall.

**ATTACHMENTS** : Do not use any attachment that is not recommended by the manufacturer, as it may cause a hazard or damage the equipment.

**SERVICING** : Do not attempt to service this product yourself. Any attempt to do so will void the warranty. Refer all servicing to a qualified service agent.

**LIGHTNING** : If the receiver is installed in an area subject to intense lightning activity, protection devices for the receiver's main connector and modem telephone line are essential.

The individual manufacturer's instruction for safeguarding other equipment, such as TV set, Hi-Fi, etc., connected to the receiver, must also be followed during lightning storms.

### 1.1. ACCESSORIES

*Check the following accessories when you open the box.*



User's manual



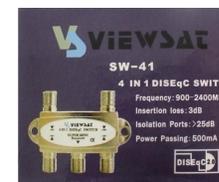
RCU



Batteries



Serial cable



DiSEqC S/W



RCA cable

The device, packing material, and batteries should be disposed of properly.

Please obtain appropriate information about regulations in your community, and dispose of all in accordance with regulations at the separate locations provided.

## 2. GENERAL FEATURES

- Fully MPEG-2 & DVB-S2 Compliant
- Input frequency 950 ~ 2150 MHz
- Supports EPG,PIG
- Supports SCPC & MCPC from C/Ku-band
- 1 LNB Input Tuner with Loop Through IF Signal
- Tuner Symbol Rate: 1~45MS/s
- Fast booting & auto scan
- Quick channel changing
- Max. 4000 channels (TV & radio) programmable
- User Friendly 32768 colors OSD & easy GUI
- A lot of OSD Language supported
- Radio channel background Display
- Favorite Channel List programmable
- Master PIN Code Function & Parental Lock Function
- 100-Steps Volume control
- Automatic Detection of Forward Error Correction
- Window based S/W Download Program Supported  
By RS232 Serial Port
- Set to Set Download (Main Program, Channel Data)
- 7 Keys on the Front Panel (Power On/Off, Channel Up/Down, Volume Up/Down, Menu, Ok)
- Various LNB Polarity Control  
\* 22KHz Switching Control
- 3 RCA Output for Video,Audio L/R
- 3 RCA outputs for Component(Y, Pb,Pr)
- USB Host Interface
- S/W Upgrade Supported by USB Port
- 9Days EPG (Electronic Program Guide) Support
- S/PDIF Output for Digital Audio
- S-VIDEO Output
- Terrestrial Tuner
- Zoom Function
- Multi Picture
- USALS

## 3. HARDWARE DESCRIPTION

### 3.1. FRONT PANEL



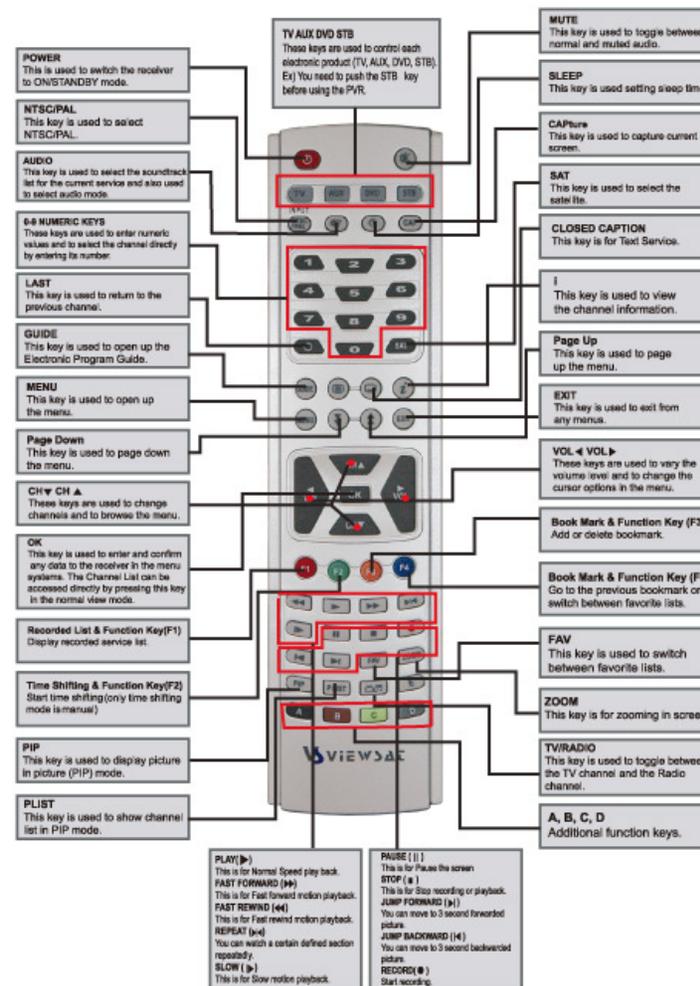
- 1) POWER:** This key is used to turn the receiver on and off (stand by).
- 2) CH :** These keys are used to change the channels.
- 3) VOL :** These keys are used to increase and decrease the volume level manually.
- 4) MENU :** This key is used to open up the menu.
- 5) OK :** This key is used to enter and confirm any data to the receiver in the menu systems.
- 6) INFRARED SENSOR :** This is to receive the IR commands from the RCU. Do not block the view of the sensor.
- 7) DISPLAY :** This display will show the current channel number(\* Channel name) . While the receiver is in standby mode, the display will show the current time.  
**(\* available for VFD model only )**
- 8) USB HOST PORT:** This is used to connect your USB Device to your receiver.  
(Either front side USB port or rear side must be selected in the menu.)

### 3.2. REAR PANEL



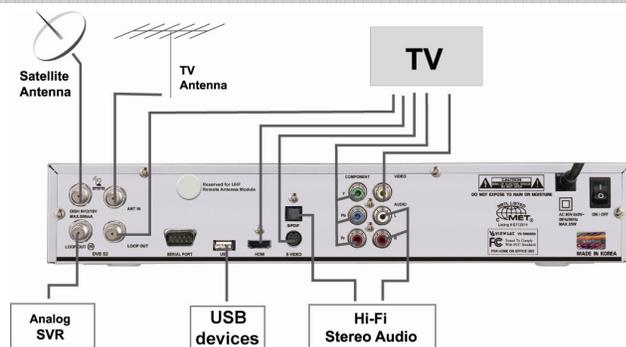
- 1) **DISH IN:** This port is to connect the coaxial cable from LNB of your Dish. The IF input is provided through this port and the input frequency range is 950~2150MHz. Also, the voltage switching 13V and 18V is passed through this port.
- 2) **LOOP OUT:** To enable the connection of an analog receiver, the receiver is provided with this port. Connect this port to LNB in port of the other receiver via RF Cable.
- 3) **ANT IN:** To connect to TV ANT input. (Option).
- 4) **LOOP OUT:** To connect to the other satellite receiver. (Option).
- 5) **SERIAL PORT:** Connect your receiver to a computer with a serial cable. This port can be used for upgrading software.
- 6) **USB HOST PORT:** This is used to connect your USB Device to your receiver. (Either front side USB port or rear side must be selected in the menu.)
- 7) **HDMI:** To connect HDMI input of TV or PC monitor.
- 8) **S/PDIF DIGITAL OUTPUT:** This port is for the connection to the external Hi-Fi system which has an optical S/PDIF input interface (Option).
- 9) **S-VIDEO:** Connect to your TV with a S-Video cable.
- 10) **VIDEO, AUDIO R/L, COMPONENT(Y, Pb, Pr):** These RCA connectors are used to connect any external video and audio.
- 11) **POWER INPUT:** This is the AC main power cord. The input AC volts range is 95V to 240V, 50Hz/60Hz supply.
- 12) **POWER SWITCH:** This is a switch to turn on and off the AC main power.
- 13) **Reserved for UHF Remote Antenna Module**

### 3.3. REMOTE CONTROL UNIT



## 4. HOW TO CONNECT YOUR RECEIVER

Please **DO NOT** plug in the main power supply cord until you complete all the connections.



### 4.1. LOCATION OF THE RECEIVER

Your receiver should be placed under proper ventilation. Do not place the unit in enclosed cabinets that will restrict the flow of air, resulting in overheating. The location should be safeguarded from direct sunlight, excess moisture, rough handling or household pets. Avoid stacking other electronic components on top of the receiver. The location should be safely accessible by the cable.

### 4.2. CONNECTING TO THE ANTENNA

After installing your Antenna system, connect the coaxial cable from LNB of your antenna to "DISH IN" terminal marked at the rear of the receiver. All cable connectors should be finger tightened; do not use any kind of wrench on cable over connectors. The cable should be 75Ω impedance coaxial twisted at the end with an "F" type connector.

### 4.3. CONNECTING TO EXTERNAL DEVICES

#### 1) CONNECTING TO THE TV

After installing your antenna system, connect the coaxial cable. To connect the receiver with your television, you can follow methods; Through RF cable, RCA cable, COMPONENT cable and S-Video cable. Connect the RF cable to the terminal marked "OUT TO TV" at the rear panel of the receiver and its other end to the TV RF input socket.

#### 2) CONNECTING EXTERNAL HI-FI AUDIO SYSTEM

To connect any external Audio Hi-Fi system, the receiver is provided with two RCA connectors at the back of the receiver, marked with "L" and "R" respectively to connect the left and right audio.

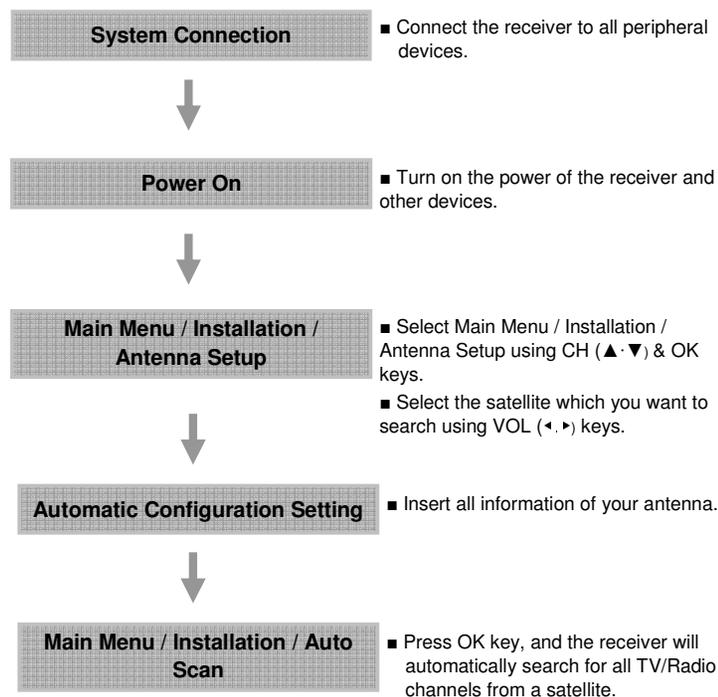
#### 3) CONNECTING TO THE OTHER SATELLITE RECEIVER

Connect the satellite antenna cable to the "DISH IN" socket on the receiver. With other connector, connect the "LOOP OUT" socket on the receiver to the "DISH IN" socket of the other receiver.

## 5. SYSTEM SET- UP

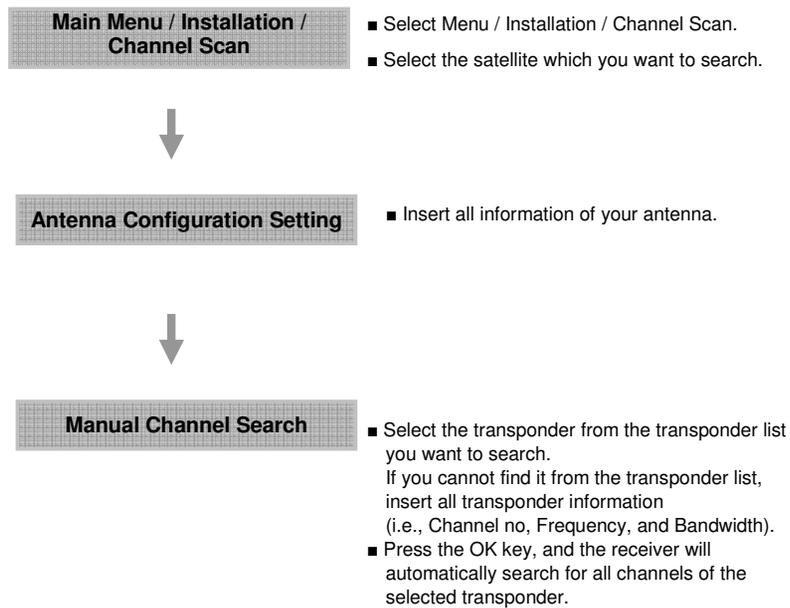
### 5.1. Automatic Channel Search

You can automatically detect and save all TV and radio channels as follows :

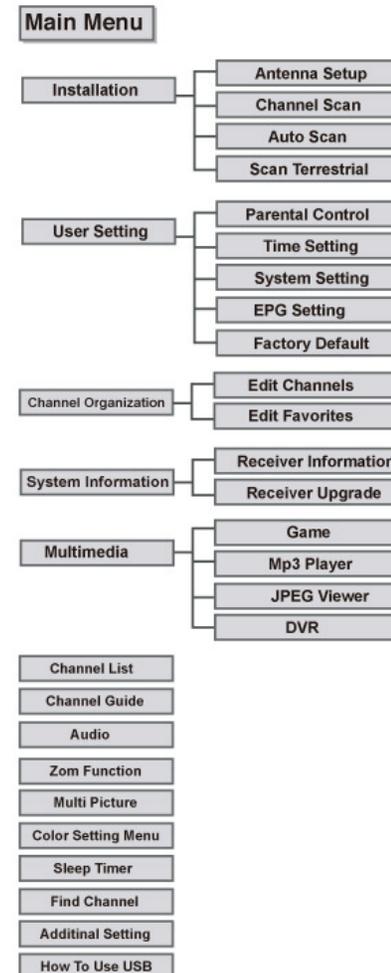


### 5. 2. Manual Channel Search for Transponder

*You can automatically search and save all TV and radio channels of a transponder as follows :*



### 6. MENU STRUCTURE



## 7. MENU OPERATION

*The main menu is classified into several sub menus which will carry out the various operation individually.*

### MAIN MENU

After installing your dish system and receiver with appropriate connectors, plug in the AC main power and turn on the receiver.



Press the MENU key of the RCU. You will see the "Main Menu" on the TV screen as follow. Please note that the "Common Interface" menu will be displayed for the CI Model. You can move into the desired submenu using the "up/down" keys (▲/▼) or numeric keys. Press "OK" key to confirm your selection. If the "Main Menu" is locked, note that you should enter the PIN code in order to move into the corresponding submenu in case of "Edit Channels" menu. "Edit

Favorites" menu and "Installation" menu. The default factory PIN code is "0000". Press the "menu" key or "exit" key to return to previous menu.

### 1. INSTALLATION



"Installation" menu helps you to setup a variety of parameters necessary for receiving signal, add new service, upgrade the new software and reset the channel data. Select "Installation" menu in main menu, and you will be asked to enter your PIN code. You can find the following "Installation" screen by entering it.

### 1.A. ANTENNA SETUP

Your receiver includes the preprogrammed information of transponders contained in various satellites.

You can update the transponder list preprogrammed for a satellite by adding a new transponder to it or modifying the information of the existing transponder. (Refer to the Channel Scan described in section 1.B)



Select "Antenna Setup" menu in "Installation" menu and the following screen will be displayed. Select the desired satellite using the "left/right" keys (◀/▶). Set "LNB Power", "LNB Type", "LNB Freq", "22KHz", and "DiSEqC 1.0" fields to the appropriate value using the left/right keys (◀/▶) at each field.

<b>LNB Power</b>	: Depending on the user's antenna LNB, you can supply either LNB power by setting "ON" or not by setting "OFF". Normally set this to "ON".
<b>LNB Type</b>	: You can select the LNB type.
<b>LNB Freq.</b>	: You can select the predefined LNB frequency or manually enter a specific frequency in MHz unit by pressing numeric keys.
<b>22KHz</b>	: In case you are using two antennas connected to a 22KHz tone switch box, you can supply either 22KHz by setting "ON" or off by setting "OFF" to select antenna.
<b>DiSEqC 1.0</b>	: If you have DiSEqC box, you can choose port by selecting port number. Otherwise, choose "none".
<b>Motor</b>	: If you have a DiSEqC 1.2 motorised system, then you can take advantage of the DiSEqC 1.2 functions available. Choose Installer as Motor and press "OK" key. After that, adjust antenna direction using browse keys.

## 1. A. 1 USALS



Please go to Antenna Setup and select USALS from motor. Press the "OK" key then Pop-up will be appeared. Press arrow button to write Longitude. Press arrow button to write Latitude, then OK to work.

You can see the progressive status of channel searching.

If you cannot find the desired transponder from the transponder list, you can add it by inputting appropriate parameter values for a new transponder using the "F1" key. When you want to change the parameter of an existent transponder, select the parameter using the "F1" key, change its value and press the "Exit" key. Correctly set various parameters.

<b>Freq.</b>	: Input the frequency of the transponder you want to find manually.
<b>S/R</b>	: Inputs the symbol rate of the transponder you want to find.
<b>Pol.</b>	: Select the polarization of the transponder you want to find. In the case of horizontal, 18V and in the case vertical, 13V are output through LNB line.
<b>FEC</b>	: Select the FEC of the transponder you want to find. You can select the value of 1/2, 2/3, 3/4, 5/6, 7/8 or auto.

## 1. B. CHANNEL SCAN

It will be more convenient to use "Channel Scan" procedure when you want to search channel for a specified transponder offered from the satellite. As in "Antenna Setup", "Channel Scan" also searches all channels broadcasted over a specific transponder using its predefined information. You can add a new transponder if you cannot find it on the predefined transponder list.

Select "Channel Scan" menu in "Installation" menu, and the following screen will be displayed.

### 1. B. 1 Channel Scan

Select the desired satellite using the "left/right" keys (←, →). Select the "Antenna Configuration" icon using the browse keys (▲, ▼, ◀, ▶).



Press "OK" key, and set "LNB Power", "LNB Type", "LNB Freq", "22KHz", and "DiSEqC 1.0" fields to the appropriate value using the "left/right" keys (←, →) at each field. Check the signal strength and press "Exit" key. Select the "Search/Edit TP" icon using the "left/right" keys (←, →). Press "OK" key, and select the desired transponder using the "up/down" keys (▲, ▼). Press "OK" key to start the manual searching for selected transponder.

### 1. B. 2 Add Satellite

You can add a new satellite. Select the "Add Satellite" icon using the "left/right" keys (←, →), and press the "OK" key. Select the "Search/Edit TP" icon using the "left/right" key (←, →). Press the "OK" key and add a new transponder using the "F1" key. You should set various parameters of the transponder. The default name of the added satellites is "UserSAT-No."

### 1. B. 3 Rename Satellite

You can also change the satellite name. Select the "Rename Satellite" icon using the "left/right" keys (←, →). Press "OK" key and select the character which you want to edit using the browse keys (▲, ▼, ◀, ▶). Press the "OK" key to confirm. Save the character currently renamed using the "F2" key.

### 1. B. 4 Delete Satellite

You can also delete the user satellite. Select the satellite that you want to delete from the satellite list. Select the "Delete Satellite" icon using the browse keys (▲, ▼, ◀, ▶). Press the "OK" key, and the selected satellite will disappear.

## 1. C AUTO SCAN



Check the signal strength. Press "OK" key to start the scan procedure. You can see the progressive status of channel searching.  
Please note that the scan procedure may take a few minutes.  
Press the "menu" key or "exit" key to return to previous menu.

## 1.D.1 How to scan the selected terrestrial



To scan terrestrial, press "OK" button in the "Scan Start" Menu, then the scan will be started.  
You can see the progressive status of channel searching.  
Please note that the scan procedure may take a few minutes.  
Press the "menu" key or "exit" key to return to previous menu.

## 1.D SCAN Terrestrial



You can change satellite to terrestrial by using the "left/right" keys (◀▶) in Set Up menu.  
To save set-up, press Menu or Exit button.

## 2. USER SETTING

This menu helps you to set up System. Select "User Setting" menu in "Main Menu", and you will be asked to enter your PIN Code.



## 2. A. PARENTAL CONTROL

This function prevents children or unauthorized persons from watching programs.  
Also you can change PIN(Personal Identification Number) code.  
Select "Parental Control" menu in "User Setting" menu, and the following screen will be displayed.

### 2.A.1 Receiver Lock

To lock receiver, select "Receiver Lock" in the "Parental Control" menu and change it to "On" mode using the "left/right" keys (◀, ▶).

### 2.A.2 Menu Lock

To lock the Main Menu, select "Menu Lock" in the "Parental Control" menu and change it to "On" mode using the "left/right" keys (◀, ▶).

### 2.A.3 Maturity Rate

You can set the maturity rate of the receiver. If program rate is higher than the receiver, PIN code window will appear.

### 2.A.4 Change PIN Code

You can change your PIN code from factory default value "0000" as follow: Select "Change PIN Code" in the "Parental Control". Press "OK" key. Then you will be asked for a new PIN code. Once you enter a new PIN code, the receiver will ask you to enter it in again. After you enter a new PIN code twice, the PIN code is changed permanently. If you forget the PIN code, you have to contact the distributor to find out it.

## 2. B. TIME SETTING



You can change the time of your receiver and also switch on/off the timer function in this menu. Select "Time Setting" item in the "User Setting" menu and the following screen will be displayed.

<b>Time Mode</b>	: Select the time mode of your receiver. In Auto mode, your receiver will use the information from the satellite as time reference. In manual mode, you can set the time of your receiver manually.
<b>Time Adjustment</b>	: Set the time offset from the UTC (GMT). Useful in auto mode only.
<b>Current time</b>	: Set the current time manually. Useful in manual mode only.
<b>Summer Time</b>	: Enable or disable the Summer Time. Useful in auto mode only.
<b>On time</b>	: Set the time when the receiver will be automatically turned on
<b>Off time</b>	: Set the time when the receiver will be automatically turned off.



## 2.C. SYSTEM SETTINGS

This menu helps you to Set up mode, language, and screen type. Select "System Settings" menu in "User Setting".

<b>Menu Transparency</b>	: You can select the transparency of the menu.
<b>Menu Language</b>	: You can select the menu language.
<b>Audio Language</b>	: You can select the audio language.
<b>Information timeout</b>	: You can select the timeout of the "Channel Information menu".
<b>Sort By SID</b>	: If this is "on", channel list will sort by service ID.
<b>USB Port</b>	: You can select USB port of the front or the rear.

Press the "menu"key or "exit"key to return to previous menu.

## 2. D. FACTORY DEFAULT

This is to restore the factory set values in case the user has encountered some problems after changing any new values of channel data and others which may be in error. Select "Factory Default" menu in "User Setting" menu and press "OK"key. If you want to continue, select option "Yes". The receiver will be reset to settings automatically.

Please note that the "Factory Default" procedure may take a few minutes.

## 3. CHANNEL ORGANIZATION

This menu helps you to edit the favorite Channel List and Channels. Select "Channel Organization" menu in "Main Menu", and the following Screen will be displayed.

### 3.A. EDIT CHANNELS



You can edit channels on various channel lists – channel lock, delete channel, move channel, edit the name of a channel, and sort the channel list. Select "Edit Channels" menu in "Channel Organization", and you will be asked to enter your PIN code. You can find the following "Edit Channels" screen by entering it.

#### 3. A.1. Channel Lock

Select the "Channel Lock" icon using the

left/right keys (◀, ▶). Select the channel that you want to lock or unlock from the channel list using the "up/down"keys (▲, ▼) and the "page up/down"keys (▲, ▼).

Press the "OK"key to confirm your selection.

Also, you can use the "↔/↵"key to select either TV channel list or Radio channel list. Once the channel is locked, every time you try to watch the program, you will be asked to enter PIN code. Press the "menu"key or "exit"key to return to previous menu.

#### 3. A.2 Delete Channel

Select the "Delete Channel" icon using the "left/right"keys (◀, ▶). Select the channel that you want to delete from the channel list using the "up/down"keys (▲, ▼) and the "page up/down" keys (▲, ▼). Press the "OK"key to confirm your selection. Also, you can use the "↔/↵"key to select either TV channel list or Radio channel list.

Press the "menu"key or "exit"key to return to previous menu.

#### 3. A.3 Move Channel

Select the "Move Channel" icon using the "left/right"keys (◀, ▶). Select the channel that you want to move from the channel list using the "up/down"keys (▲, ▼) and the "page up/down" keys (▲, ▼). Press the "OK"key to confirm your selection.

Move it to the position where you want to place it using the "up/down"keys (▲, ▼) and the "page up/down"keys (▲, ▼). Press the "OK"key to confirm. Also, you can use the "↔/↵"key to select either TV channel list or Radio channel list.

Press the "menu"key or "exit"key to return to previous menu.

#### 3. A.4 Edit Channel Name

Select the "Edit Channel Name" icon using the "left/right"keys (◀, ▶). Select the channel that you want to edit from the channel list using the "up/down"keys (▲, ▼) and the "page up/down"keys (▲, ▼). Press "OK"key to confirm your selection.

Select the character which you want to edit using the browse keys (▲, ▼, ◀, ▶). Press "OK"key to confirm. Save the character currently selected using the "F2"key. Also, you can use the "↔/↵"key to select either TV channel list or Radio channel list. Press the "menu"key or "exit"key to return to previous menu.

#### 3. A.5 Sort Channel List

Select the "Sort Channel List" icon using the "left/right"keys (◀, ▶). Press "OK"key to confirm.

Select the sort type which you want to sort using the "up/down"keys (▲, ▼). Press the "OK"key to confirm. Also, you can use the "↔/↵"key to select either TV channel list or Radio channel list.

Press the "menu"key or "exit"key to return to previous menu.

### 3.B. EDIT FAVORITES

You can edit the favorite channel list, such as add/delete a channel or move its position, which facilitates you to easily find your favorite channel from the favorite channel list.

The favorite channel is classified into one of 8 favorite categories depending on its genre.

Select "Edit Favorites" menu in "Channel Organization", and you will be asked to enter your PIN code.

You can find the following "Edit Favorite" screen by entering it.

#### 3. B.1 Add Favorite Channel



You can choose TV channel list or Radio channel list in an alternative way by pressing the "TV/Radio" key on the RCU.

By pressing "FAV" key on the RCU, you can choose your favorite channel group out of 8 favorite groups.

Select the "Add Channel" icon using the "left/right" keys (←, →). Select a channel that you want to add into the favorite channel list using the "up/down" keys (↑, ↓) and the "page up/down" keys (↵, ⇓).

Press the "OK" key, and the selected channel will be added to the favorite channel list. Press the "menu" key or "exit" key to return to previous menu.

#### 3. B.2. Delete Favorite Channel

You can choose TV channel list or Radio channel list in an alternative way by pressing the "TV/Radio" key on the RCU.

By pressing "FAV" key on the RCU, you can choose your favorite channel group out of 8 favorite groups.

Select the "Delete Channel" icon using the "left/right" keys (←, →).

Select a channel that you want to delete from the favorite channel list using the "up/down" keys (↑, ↓) and the "page up/down" keys (↵, ⇓). Press ⇓ OK key, and the selected channel will disappear from the favorite channel list.

Press the "menu" key or "exit" key to return to previous menu.

#### 3.B.3. Move Favorite Channel

You can choose TV channel list or Radio channel list in an alternative way by pressing the "TV/Radio" key on the RCU.

By pressing "FAV" key on the RCU, you can choose your favorite channel group out of 8 favorite groups.

Select the "Move Channel" icon using the "left/right" keys (←, →).

Select a channel that you want to move using the "up/down" keys (↑, ↓) and the "page up/down" keys (↵, ⇓). Press "OK" key to confirm your selection. Move it to the position where you want to place it using the "up/down" keys (↑, ↓) or, and the "page up/down" keys (↵, ⇓).

Press the "OK" key to confirm.

Press the "menu" key or "exit" key to return to previous menu.

#### 3.B.4. Rename Favorite Group

You can choose TV channel list or Radio channel list in an alternative way by pressing the "TV/Radio" key on the RCU.

By pressing "FAV" key on the RCU, you can choose your favorite channel group out of 8 favorite groups.

Select the "Rename Favorite Group" icon using the "left/right" keys (←, →).

Press the "OK" key and select the character which you want to edit using the browse keys (←, →, ↑, ↓).

Press the "OK" key to confirm.

Save the character currently renamed using the "F2" key.

Press the "menu" key or "exit" key to return to previous menu.

#### 3.B.5. Sort Channel List

You can choose TV Channel list or Radio channel list in an alternative way by pressing the "TV/Radio" key on the RCU.

By pressing "FAV" key on the RCU, you can choose your favorite channel group out of 8 favorite groups.

Select the "Sort Favorite List" icon using the "left/right" keys (←, →). Press "OK" key to confirm.

Select the sort type which you want to sort using the "up/down" keys (↑, ↓).

Press the "OK" key to confirm.

Press the "menu" key or "exit" key to return to previous menu.

## 4. SYSTEM INFORMATION

Distributor supports you useful information and new software for the receiver.

### 4. A. RECEIVER INFORMATION

This menu displays the information of S/W version.



### 4. B. RECEIVER UPGRADE

You can upgrade the software of this receiver through serial port or USB port when the new software is released. Please contact the distributor for receiver upgrade.

#### 4. B.1. USB



Firmware upgrade using USB flash drive.  
Copy the firmware upgrade file to a USB flash drive.  
Connect the USB flash drive to USB port in a receiver. Go to "System Information" then select " Receiver Upgrade." Select USB and press OK button.



Select the firmware upgrade file and press OK.



When file transfer is completed, the receiver will be automatically rebooted.

## 5. MULTIMEDIA

You can play Game, MP3 Player, JPEG Viewer and the recorded files in this menu.

### 5.A. GAMES



This menu helps you play game called Tetris. In this game you can choose level from 1 or 9. Once you choose game menu from main menu, you can choose OK to start a game.

### 5. B. MP3 Player



You can enjoy listening to music in this function. Please connect USB device saved Mp3 to the host port, then select the MP3 file on the list by using the "up/down keys" (▲▼) and play the music by pressing "OK"key or "Play"key. You can select / delete each Mp3 file by using the "F1"key to listen to songs. And to select / delete all Mp3 files in the folder, use the "F2"key. After selecting the list of songs, press "F4"key to play. You can play the previous / next songs by using the "Left/Right" (◀▶) key. Press "Pause"key to pause. In addition you can stop playing by using "Exit" or "Stop" key.

### 5.C. JPEG Viewer



You can confirm the image file in the USB. Please connect the USB device to the host port and select the image files on the list by using the "up/down" keys (▲▼) and push "OK" key to see the images.

### 5.D. DVR



You can play the recorded file in the USB in this menu. Please connect USB device to the host port and press "OK" key to watch the file what you want.



This screen represents how to record & playback. For the specific information, please refer to the 8. How to Record & Playback.

## 6. CHANNEL LIST



This menu helps you to easily select the channel that you want to watch. The channel list is separately constructed for each satellite. Press "OK" key, and the following screen will be displayed. You can get the information of channel number, channel name, and whether the program is scrambled or locked. To watch a specific channel, first select it by pressing the "up/down" keys (▲, ▼) and the "page up/down" keys (▲, ▼). Then, press "OK" key. This enables you to move into that specific channel. You can also select a specific satellite using the "SAT" key. When you press

the "TV/R" key, you can alternatively select TV or radio channel list. When you press Press the "menu" key or "exit" key to return to previous menu.

## 7. CHANNEL GUIDE



Press "GUIDE" key, and the following screen will be displayed. It will give the titles of the current and next programmes on different channels. The information may include : current time / channel name, name of the current and next programme, the start and total time of the current programme, the start and total time of the next programme. Programme information will be available only when it is included in the transmission. When you press the "TV/R" key, you can alternatively select TV or radio channel guide. Press the "menu" key or "exit" key to return to previous menu.



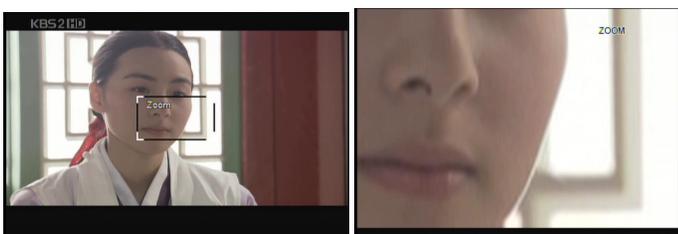
When you press "GUIDE" key again, Daily Guide will be displayed. You can see all events for selected channel.

## 8. AUDIO

Press "AUDIO" key.

Select the audio mode which you want using the "left / right" keys (←, →). Some programs are broadcasted with one or more alternative language soundtracks. You can select the preferred audio language for soundtrack using the "up/down" keys (▲, ▼).

## 9. ZOOM FUNCTION

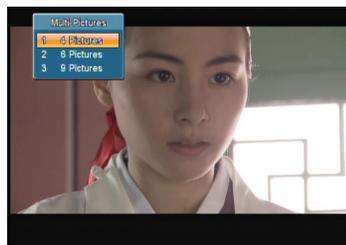


On the live TV screen or paused TV screen, you can magnify some region of TV screen. Press "Zoom Key" key and the ZOOM box will be display.

You can use following keys.

- Up/Down/Left/Right keys (▲, ▼, ◀, ▶) : Move the ZOOM box
- Page Up/Page Down keys (▲, ▼) : Increase or decrease the ZOOM box
- OK key : Watch the ZOOM box to full screen or return to ZOOM box
- Exit key : Return to the live screen

## 10. MULTI PICTURE



You can use the Multi-picture Function using F1 key. You can watch four, six or nine pictures at the same time using this function. And select the number of pictures using (▲, ▼) keys and press OK. After that, you can see the Multi-Picture Screen. Also you can select the channel using (◀, ▶, ▲, ▼) keys and OK key in the Multi-picture Screen. The channel of your selection is only live signal when you selected one channel of the several channels. The channels of which is not selected are just the pictures.



4 Picture



6 Picture



9 Picture

## 11. COLOR SETTING MENU



You can adjust the color setting to take the enhanced TV screen. Press F2 key then below screen will display.

<b>Mode</b>	: You can select this to "Default" or "User" When "Mode" is "User", you can change each color value.
<b>Brightness</b>	: If your receiver connected to TV by using "VIDEO" or "S-VIDEO" Connector, these items will change the color setting of TV screen.
<b>Contrast</b>	
<b>Saturation</b>	

## 12. SLEEP TIMER



This function enables to turn off the receiver after certain time.  
Select by using the "left(←)" button  
After pressing "F4" on the live screen.  
Use left/right keys(←→) and push the Save button by using up/down keys (▲▼) and OK key.

## 13. FIND CHANNEL



You can seek the channel with the channel's name.  
Select by using the "Down" button after pressing "F4" on the live screen.  
You can move the keyword by using the "left-right" (←→) "Up-Down" (▲▼) key.  
After selecting each character by using the OK key, you can move to the list of searched channels by using the "F2" key.

## 14. ADDITIONAL SETTING



This function enables to select the additional option rapidly on the live screen.  
Select by using the Down key after pressing F4 key on the live screen.  
It can be selected by using the "Up" key after pressing "F4" on the live screen.  
Control the selection of radio background' screen saver.

## 15. HOW TO USE USB(External Storage)

- External HDD / External Memory (connected to USB Host port)

1) You can use external memory with FAT or FAT32 file system

\* *The External Storage which has only FAT system unformatted by Set-top box doesn't support recording and capturing functions.*

## 8. HOW TO RECORD & PLAYBACK

### 8.1. QUICK RECORD

\* Note: If recording time is less than 30 seconds, the event will not be saved. This is to avoid the unexpected start of recording.



#### 8.1.1. Quick Record

Push the  key. And the current channel will be recorded. If you want to stop the record, push the  key.

### 8.2. PLAYBACK



To watch the recorded program, follow the next;

1. Select a recorded program to watch by using up/down keys (·) and push OK key.

**(Please refer to the 5.D Recorded Program)**

2. When the Playback is starting, **Playback Box** is shown as the left picture.

You can control Playback easily and check the Recorded file name, Progress Time, Book Mark, and Repeat status etc.

3. To stop the Playback, push  key.

#### 8.2.1. Fast Forward

Fast forward during playback is available. Also see 9.4.8. Drag Forward.

- 1) In Playback, push .
- 2) In order to increase playback speed, push  several times.
- 3) For returning to normal speed, push .

\* 4 steps of speed are available for Fast forward.

#### 8.2.2. Fast Rewind

Fast rewind is available during playback. Please also see 9.4.9. Drag Backward.

- 1) In Playback, push .
- 2) In order to increase rewind speed, push  several times.
- 3) For returning to the normal speed, push .

\* 5 steps of speed are available for Fast rewind.

#### 8.2.3. Slow Motion

For slow motion playback,

- 1) In playback, push .
- 2) For returning to normal speed, push .

\* Two steps of speed are available for Slow motion.

#### 8.2.4. Pause

To pause the screen, push .

## 9. TROUBLE SHOOTING

Problem	Solution
<b>About the Receiver</b>	
<b>Does not display LED on the front panel or the receiver has no power</b>	<ul style="list-style-type: none"> <li>- Connect the power cord to the power outlet properly.</li> </ul>
<b>No pictures on the screen</b>	<ul style="list-style-type: none"> <li>- Check if the receiver is in standby mode.</li> <li>- Check if the video output port is firmly connected to the TV.</li> <li>- Check if you have selected the correct channel or video output on your TV.</li> </ul>
<b>No sound</b>	<ul style="list-style-type: none"> <li>- Connect audio cords properly.</li> <li>- Check volume level of the TV.</li> <li>- Press <b>Key</b>.</li> </ul>
<b>Remote Control does not operate</b>	<ul style="list-style-type: none"> <li>- Point remote control directly towards the receiver.</li> <li>- Check and replace batteries.</li> </ul>
<b>Poor picture quality</b>	<ul style="list-style-type: none"> <li>- Check the signal strength in the <b>Channel Search</b> menu. If this is low, try to adjust the alignment of your antenna.</li> </ul>
<b>Frequent Rebooting after Power-on</b>	<ul style="list-style-type: none"> <li>- Turn on after removing the signal cable from LNB:</li> <li>- If the rebooting does not occur; check the LNB! (possible cause is LNB short-circuit)</li> </ul>
<b>Abnormal operation when two STBs are connected by "LOOP OUT"</b>	<ul style="list-style-type: none"> <li>- Turn off one of the two STBs.</li> </ul>
<b>On - Screen Error Messages</b>	
<b>Searching Signal</b>	<ul style="list-style-type: none"> <li>- Connect the antenna cable properly.</li> <li>- Check the signal strength in the <b>Channel search</b> menu.</li> </ul>

## 10. TECHNICAL SPECIFICATIONS

### Power Supply

**Input Voltage Type** : AC 95V~240V 50Hz / 60Hz  
: SMPS

### Terrestrial Tuner

**Input Connector** : F-Type, IEC 169-24, Female  
**Frequency Range** : UHF Band : 471 MHz ~ 865 MHz  
**Signal Level** : -78dBm ~ 0dBm (Average power)  
**Demodulation** : Digital terrestrial(ATSC) and NTSC system.  
**IF Frequency** : 44 MHz(Digital) , 45.75 MHz(Analog)  
**Tuning System** : PLL system.  
**Power Consumption** : Max. 35 W  
**Protection** : Separate internal fuse & lightning protection

### Demodulator

**Waveform** : QPSK,8PSK  
**Input Symbol Rate** : DVB-S : 2-45 Ms/s  
 DVB-S2 : 10-30 Ms/s (QPSK), 10-31 Ms/s (8PSK)  
**FEC Decoder** : Convolutional Code Rate 1/2,2/3, 3/4, 5/6 ,7/8  
 DVB-S2 : Auto, 1/2, 3/5, 2/3, 3/4, 4/5, 5/6, 8/9, 9/10 (QPSK)  
 Auto, 3/5, 2/3, 3/4, 5/6, 8/9, 9/10 (8PSK)

### Tuner & Channel

**Frequency Range** : 950 ~ 2150 MHz  
**Signal Level** : -25 ~ -65 dBm  
**LNB Power & Polarization** : Vertical : +13.5 V, Horizontal : +18 V  
 Current : Max. 500 mA, overload Protection

**22 KHz Tone** : Frequency : 22±4 KHz  
 Amplitude 0.7±0.2V

**DiSEqC Control** : Version 1.0/1.2 Compatible, USALS compatible

## 11. PROGRAMING THE REMOTE CONTROL

### VIDEO DECODER

**Transport Stream** : MPEG-2 ISO/IEC 13818  
**Profiles and levels** : MPEG-2 MP@ML  
**Compressed data input** : Parallel peak input rate: 160 Mbps  
**Input Rate** : Max. 15 Mbit/s  
**Video Formats** : 4:3, 16:9 Letter box (Default)  
**Video Output** : CVBS (Default),CY,CB,CR,SVIDEO  
**Video Resolution** : 1080I, 720P, 480P/576P, 480I/576I

### Audio/Video Output

**Audio Output** : 2 x RCA Cinch  
**Video Output** : 1 x RCA Cinch  
**Digital Audio** : 1 x S/PDIF (Optical)  
**S-Video** : 1 x S-VIDEO  
**COMPONENT** : 3 x RCA Cinch

### USB Interface

**USB** : USB Host Port (MAX Load 200mA)  
**RS-232C** : 9-pin D-sub(male), Transfer rate  
**Data rate** : 115200 bps  
 : 12M bps

### Memory

**Flash Memory** : 8MB  
**Graphic(MPEG) & System DRAM** : 64MB + 64MB  
**EEPROM** : 2K  
**Storage Temperature** : -10c ~ +70c

### Programing The Remote Control

There are two ways to program the remote control ; Automatic Code Search or Direct Entry

#### Using Automatic Code Search

1. Turn on the component you want to control (TV, VCR or DVD)
2. Press and hold the component key you want to program. Holding the component key until the LED on the remote control turns on, then release the key.
3. Point the remote at the component, press and release the **UP (▲)** button, then wait three seconds or until the LED stops flashing.

At this point the remote control is searching for the correct code to program. If, after three seconds, the component you want to control does not turn off, press and release **UP (▲)** button again to tell the remote to search the next set of codes.

Continue pressing and releasing **UP (▲)** button until the component turns off.

4. If the component you want to control **does turn off** ; Press and release **OK** button, then the LED blinks three times.

#### Using Direct Entry Method

1. Turn on the component you want to control (TV, VCR or DVD)
2. Locate the enclosed Code List. Find your brand of the component you want to control.
3. Press and hold the component key you want to program. Holding the component key until the LED on the remote control turns on, then release the key.
4. Enter 3-digit code from the code list, then the LED blinks three times.
5. If you get no response, repeat these steps using the next code listed for your brand until the component responds to the remote control command.

#### Changing Volume Lock

Locking the volume controls to a single device makes it easier to control volume, without having to guess whether the volume will change. If you lock the remote's volume controls to the TV (for example), you will always be able to change the volume to the level you want, without having to adjust it on multiple devices.

If you want to lock the volume for the DVD component ;

1. Press and hold the DVD component key until the LED on the remote control turns on.
2. Enter 3-digit code, **9 9 9**.
3. Press and release the DVD component key, then the LED blinks three times.

#### Unlocking volume control ;

If you want to unlock the volume for the DVD component ;

1. Press and hold the DVD component key until the LED on the remote control turns on.
2. Enter 3-digit code, **9 9 9**.
3. Press and release the DVD component key, then the LED blinks three times.

#### STB Power Macro

It realizes users to switch on/off both STB & TV simultaneously, to relieve extra efforts with adjusting device key on the RCU.

If you want to lock the power macro function ;

1. Press and hold the STB component key until the LED on the remote control turns on.
2. Enter 3-digit code, **8 8 8**.
3. Press and release the STB component key, then the LED blinks three times.

#### Unlocking power macro function ;

If you want to unlock the power macro function ;

1. Press and hold the STB component key until the LED on the remote control turns on.
2. Enter 3-digit code, **8 8 8**.
3. Press and release the STB component key, then the LED blinks three times.

### Brand List for TV

A Mark	151
Abex	130
Admiral	013 131 166
Aiko	009
Alkal	014
Alleron	056
Amtron	030
Anam National	015 030
AOC	016 017 018 019 140 141 169
Apex	181
Audiovox	030
Belcor	016
Bell & Howell	013 042 058
Broksonic	016 182
Brokwood	016
Candle	016
Carver	012
Celebrity	014
Citizen	009 010 016 018 030 042 096 139 173
Colortyme	011 016 018
Concerto	016
Contec / Cony	005 006 007 030
Coronado	151
Craig	030
Crosley	012
Crown	030
Curtis Mathes	008 012 016 018 042 045 058 096 139 172 173
Daewoo	000 001 009 016 017 018 116 139 151 167 016 018 139
Daytron	016
Dimensia	045
Dumont	016 125
Dynatech	016
Electroband	014
Electrohome	002 003 014 015 016 018
Emerson	004 005 016 018 020 021 022 023 024 025 026 027 028 029 030 031 032 033 034 035 036 037 038 039 042 056 058 114 139 142 143 151 167 178
Envision	016 018
Fisher	042 057 058 059 144
Fujitsu	056
Funai	030 056
GE	003 015 016 018 045 060 061 062 078 132 147 148 149 174
Gilbralter	016
Grundy	056
Hallmark	016 018
Hitachi	005 006 007 016 018 067 068 069 100 101 102 103 104 105 106 107 108 109 119 123 124 143 151 161 171 179
Infinity	012
JBL	012

JC Penney 003 006 010 016 017  
 018 041 045 055 060  
 061 064 078 095 096  
 117 130 132 139  
 Jensen 016 018  
 JVC 005 006 007 046 047  
 048 061 068 128 129  
 133 158 178  
 Kawasho 014 016 018  
 KEC 151  
 Kenwood 002 016 018  
 Kloss Novabeam 030 049 065  
 KMC 151  
 KTV 030 066 139 142  
 LG(Goldstar) 002 005 016 017 018  
 055 063 064 120 127  
 130 139 151  
 Logik 013  
 Luxman 016 018  
 LXI 012 018 040 041 042  
 045 058 132  
 Magnavox 002 010 012 016 018  
 043 044 049 050 065  
 079 110 111 112 151  
 Majestic 013  
 Marantz 012 016 018 051 067  
 Megatron 018 067  
 Memorex 013 017 018 042 056  
 058  
 MGA 002 003 016 017 018  
 052 053 059  
 Midland 130  
 Mitsubishi 002 003 016 017 018  
 052 053 054 059 115  
 Montgomery Ward 013  
 Motorola 015 131  
 MTC 016 017 018 096  
 Multitech 030  
 Multivision 076  
 NAD 018 040 041 134 171  
 NEC 011 015 016 017 018  
 Nikko 009 018  
 Onwa 030  
 Optimus 134 171  
 Optonica 075 131  
 Orion 032 168  
 Panasonic 015 061 138 152 175  
 Philco 002 005 010 012 015  
 016 017 018 043 049  
 050 065 151  
 Philips 002 005 010 012 015  
 016 043 049 065 070  
 077 078 079 151  
 Pilot 016  
 Pioneer 016 018 071 072 134  
 143 171  
 Portland 009 016 017 018 139  
 151  
 Price Club 096  
 Prism 061  
 Proscan 045 132  
 Proton 005 016 018 073  
 Pulsar 016  
 Quasar 015 061 066 074 175  
 Radio Shack 042 058

Radio Shack/Realistic 005 016 018 030 042  
 045 058 075 130 139  
 RCA 002 015 016 017 018  
 019 045 090 091 092  
 093 094 099 118 132  
 135 136 143 153 162  
 167 172 176 180  
 Realistic 042 058  
 Runco 125  
 Sampo 016 018 130 139  
 Samsung 000 002 005 008 016  
 017 018 095 096 097  
 130 139 151 163  
 Sansui 168  
 Sanyo 016 042 053 057 058  
 085 098 137 144  
 Scott 005 016 018 021 030  
 032 056  
 Sears 002 006 007 012 016  
 018 040 041 042 045  
 047 056 057 058 059  
 086 087 132 144 151  
 160  
 Sharp 005 016 018 023 026  
 075 080 088 089 113  
 131 139 151  
 Shogun 016  
 Signature 013  
 Sony 014 150 157 159 164  
 170 177  
 Soundesign 010 016 018 030 056  
 SSS 016  
 Starlite 030  
 Sylvania 002 010 012 016 018  
 043 044 049 050 065  
 079 081 146  
 Symphonic 020 030 056 160  
 Tandy 131  
 Tashiko 041  
 Tatung 015  
 Technics 061  
 Techwood 016 018 061  
 Teknika 005 006 007 009 010  
 012 013 016 017 018  
 030 044 056 096 138  
 139 151 175  
 Telecaption 082  
 Tera 016  
 Thomson 154  
 TMK 016  
 Toshiba 040 041 042 058 082  
 083 086 096 145 146  
 155 156 183  
 Totevision 139  
 Universal 060 078  
 Vidikron 012  
 Vidtech 016  
 Wards 002 012 013 016 017  
 018 020 021 043 044  
 045 049 056 060 065  
 075 078 079 084 151  
 Yamaha 002 016 017 018  
 Zenith 013 016 121 122 125  
 126 165

### Brand List for AUX

#### - PVR/DVR -

AT&T 009  
 PANASONIC 009  
 PHILIPS 001 002 004  
 RCA 010  
 Sonic Blue 009  
 SONY 003 006  
 TIVO 002 003 004 005 006  
 TOSHIBA 005

#### - CD -

ADC 013  
 AIWA 018  
 AKAI 014  
 EMERSON 019  
 FISHER 020  
 GE 016  
 HITACHI 021  
 JVC 022  
 KENWOOD 023  
 MARANTZ 025  
 MITSUBISHI 017  
 NAKAMICHI 034  
 NEC 024  
 ONKYO 026  
 PANASONIC 027  
 PIONEER 028  
 RCA 029  
 SEARS 015  
 SHERWOOD 035  
 SONY 030  
 TECHNICS 031  
 TOSHIBA 033  
 YAMAHA 032

#### - Receiver/AMP/Tuner -

AIWA 058 059 060 061 062  
 072 078  
 CARVER 058  
 Harman Kardon 058 071  
 JBL 071  
 JVC 063  
 KENWOOD 064  
 LINN 058  
 MAGNAVOX 058  
 MARANTZ 058  
 ONKYO 073  
 PANASONIC 074 075  
 PHILIPS 058  
 PIONEER 070  
 RCA 065  
 SANSUI 058  
 SHERWOOD 077  
 SONY 066 067 076  
 TECHNICS 074 075  
 WARDS 058 070  
 YAMAHA 068 069 070  
 Cool Sat 007  
 ECHOSTAR 000  
 PANSAT 008  
 Replay TV 009

Brand List for DVD

- CABLE -

ABC	046	052
Colour Voice	039	054
DISHNET	046	
ECHOSTAR	051	
GE	042	047 049
GEMINI	046	
General Instrument	047	
HITACHI	047	
JERROLD	046	047
MOTOROLA	046	051
PHILIPS	040	054
PIONEER	048	055
PROSCAN	043	048 050
RCA	044	051
SAMSUNG	055	
Scientific Atlanta	036	038 041 045 052
	053	056
SIGNATURE	048	
STARCOM	046	
STARGATE	046	
TOCOM	053	
ZENITH	037	057

Aiwa	000	019
Allegro	099	100
Alpine	001	
Apex	004	006 008 009
Blaupunkt	003	041
Bose	093	
Broksonic	007	101
Clarion	022	
Classic	023	
Daewoo	010	
Denon	005	011 036 037
Emerson	038	039
Fisher	040	
Funai	039	
GE	002	041 048
Go Video	094	100
GPX	049	
Hitachi	018	042 043 050 051
JVC	014	029 032 095
Kenwood	033	
Konka	017	024
Magnavox	026	034
Memorex	035	
Mintek	044	
Mitsubishi	015	
NAD	038	
Nakamichi	045	
Norcent	046	047
Onkyo	052	
Oritron	081	
Panasonic	025	053 054 055 059
	060	061
Philips	026	031 056
Pioneer	016	057 058 077 078
Proscan	002	079
Qwestar	080	081
RCA	002	003 067 092 096
Sampo	068	
Samsung	069	070 071 097
Sansui	072	
Sanyo	020	073 098
Sharp	074	075
Sherwood	076	
Sony	012	021 027 062 063
	064	065 066
Sylvania	039	
Teac	084	
Technics	085	
Techwood	086	
Toshiba	013	028 087 088 089
	102	
Yamaha	082	090 091
Zenith	030	083 099

12. WARRANTY CARD



Viewtech Inc. Return Merchandise Authorization Form

In order to return defective product for repair or replacement, this form must be filled out completely and included with your return. Any product returned without this completed form will be shipped back at the customer's expense.

RMA# \_\_\_\_\_ \*You will need to call Tech Support to get this number.

Name \_\_\_\_\_  
Address \_\_\_\_\_

Phone \_\_\_\_\_

E-mail \_\_\_\_\_

Item Returned \_\_\_\_\_ Purchase Date \_\_\_\_\_

Product Serial # (s) \_\_\_\_\_

Company Purchased From \_\_\_\_\_  
Address \_\_\_\_\_  
Website Purchased From \_\_\_\_\_

Conditions and terms:

- The Viewsat warranty is valid for a period of one year from the date of purchase.
- Product must have official Viewsat factory firmware only (No 3<sup>rd</sup> Party firmware). Copy of receipt showing date of purchase and company purchased from must be included with return.
- Proper packaging must be used to prevent further damage to unit.
- If product is damaged due to user error, warranty is void. Damage caused by lightning, water, fire, acts of war, public disturbances, incorrect ventilation or any other cause beyond the control of the distributor are not covered under warranty.
- Products where label bearing the serial number has been removed, defaced, or is illegible are not covered under warranty.
- Illegal copies, counterfeits, or clones of our product will not be covered under warranty and product may be seized and used as evidence in legal action against seller.
- If product does not meet warranty requirements, customer agrees to pay \$25 to have product shipped back.
- If Viewtech agrees to repair a unit that is not covered under warranty, there will be a \$50 service charge.

Customer must sign here. \_\_\_\_\_

By signing, customer agrees to all of the above terms and conditions.



