

## **Sonicview Frequently Asked Questions:**

### **General questions:**

#### **What channels are free-to-air (FTA)?**

There are many free-to-air (clear, unscrambled) channels available from various satellites, including public education programming, local network TV, ethnic, religious, and more. Visit [www.lyngsat.com](http://www.lyngsat.com) or [www.ftalist.com](http://www.ftalist.com) for a listing of satellites and programming, including those that are FTA. Keep in mind that free-to-air channels are sometimes moved from one satellite to another, so any list of channels may not be completely up-to-date.

#### **How do I get FTA channels?**

The amount of channels receive depends on the FTA satellite you are trying to pick up. Some satellites broadcast mainly subscription channels. Other satellites have much more FTA. Before you can receive FTA channels, you must have your dish pointed at a satellite that is broadcasting FTA. Most of these require a KU-band LNB and a minimum 31" dish.

There is a bit of a learning curve for those new to free-to-air satellite. We recommend that you search online for FTA setup information. If possible, get a friend who has FTA to help you get started.

#### **I have hooked up my dish but have no signal or no quality. What have I done wrong?**

There are several reasons you would have this problem. It could be that your dish is not pointed correctly; it could be that your switch is causing problems, or it could be you have the wrong settings for your LNB.

Also, depending on your LNB, some configurations can create signal loss. For example, if you have a line going from your LNB to an empty output (no receiver at the end of the line), it can create a power problem for other receivers in your system.

Since everyone's setup is different, sometimes you need to use the trial and error method to get the bugs worked out of your particular system. It is helpful if you have a friend who is knowledgeable in FTA to give you a hand.

#### **Can I get premium channels such as HBO, or DN or DTV channels?**

No. These require a paid subscription. Sonicview receivers are designed for free-to-air use only.

#### **What type of dish is recommended for a Sonicview receiver?**

Many dishes will work. The best dish for your needs depends on the particular satellite(s) and channels you want to receive. For KU-band FTA satellites, a KU-band LNB and a minimum 31" dish are required.

#### **Do I need to update the software on my Sonicview receiver?**

Periodically, we will release new software (factory firmware) for our receivers. The latest factory firmware for each model is always posted on our website's Support page. If your software ever becomes corrupt, you should download the factory firmware from the Support page of our website at [www.sonicviewusa.com](http://www.sonicviewusa.com), and load it into your receiver.

#### **How do I update the software on my receiver?**

The fastest way to update the software is to use the USB port. First, download the factory firmware for your unit from the Support page of our website and transfer this onto a USB memory stick (thumb drive). Using the USB menu, select the new file on your USB stick and download it into your unit.

#### **How can I install firmware updates if I can't get to my USB menu?**

If your receiver is having problems and you cannot get the menu on the screen, you can still install the factory firmware. A fresh install of factory firmware can often bring a receiver back to working order.

If you cannot use the USB to install the factory firmware, you will need to use the RS-232 serial port on the back of the unit.

- 1) Use the Serial Cable that came with your unit (RS-232)
- 2) Connect the unit to a computer (the unit's back switch should be OFF)
- 3) Go to Sonicview website (Support page) and download the factory firmware to your PC, and also download the loader, listed as UTILITIES
- 4) Launch the loader software, and go to STB, then DOWNLOAD FILE
- 5) Turn your unit ON, then choose the factory firmware that you just downloaded
- 6) The software will load into the unit
- 7) Watch your PC monitor; If the download does not start in 60 seconds, turn the receiver off and back on with the switch on the back.

### **Can I record programs with my Sonicview receiver and then watch them on my computer or make a DVD of the recording?**

Transferring recorded programs to your computer, watching them on your computer, and recording to DVD are outside the unit's capability. The unit is designed to record to an external USB hard drive. You can playback, rewind, fast forward, and delete programs from your hard drive. In order to watch the program on your computer or make a DVD, you will need to convert the .trp file to another format. Some of our customers have had success transferring programs to their PC using a program called Video ReDo TV Suite to convert the .trp files into a more versatile format. Then a program called Any DVD will allow you to record your converted files to DVD.

### **How do I reset my remote to factory settings?**

To reset the remote control to factory settings, simultaneously press the TV and REC (red dot) button for five to ten seconds. The TV, VCR, DVD, and STB lights will flash in succession and the remote will reset to factory settings.

### **Is there a code that will allow my Universal Remote control to control my Sonicview receiver?**

Sonicview does not have a code that will work with other manufacturer's Universal Remotes. Each manufacturer uses a different system for storing preprogrammed codes, and as a result their remotes will have completely unique code numbers compared to all others. Even within the same brand, what may work for one model may not work on the next due to database upgrades.

## **SV-360 FAQ's:**

### **Is the two-tuner SV-360 Elite designed for two TV's?**

The 360 Elite is not designed to send a signal to two TV's; the two tuners allow you to watch one program while recording another, record two programs simultaneously, and enjoy picture-in-picture features.

### **How does the recording feature work?**

The unit is designed to record to an external USB hard drive. You can playback, rewind, fast forward, and delete programs from your hard drive.

### **How do I delete programs that I no longer want?**

On your remote control, press MENU, then PVR, then USB DRIVES, then go to the recording you want to delete and select the program. The option to delete will be available.

### **Which brand of hard drive will work with the SV-360 receivers?**

Most external hard drives up to 500 GB will work. The drive should be formatted to EXT2 for the SV-360 Elite, and FAT32 for the SV-360 Premier.

### **Why won't my USB flash drive (thumb drive, stick) work?**

Some brands of USB memory sticks work better than others, so trying a different brand often solves the problem. Whichever brand you use, you must first format the memory stick to fat32. It is a good idea to turn the unit off and back on from the switch in the back after your format. In

addition, it sometimes it helps to start the unit, and then insert the stick during boot-up. We also recommend that you use one memory stick exclusively for your Sonicview receiver, and do not put files of various sources on the same one. Once your unit recognizes a USB stick, it will continue to work for future upgrades. Just keep using the same one. Also, inserting the stick WHILE the unit is booting up can sometimes help the unit to recognize your stick.

### **How do I utilize both tuners in the SV-360 Elite?**

The Elite model has two tuners, which will allow you to record one program while watching another and utilize the picture-in-picture feature.

When setting up your unit, you can use a loop-through from IF A OUT (LNB 1) to IF B IN (LNB 2) on the back of the receiver. When using this hook-up, you must download channels in both tuners separately. That is, download channels in tuner 1, then go to tuner 2, set CONNECTION to LOOP THROUGH and re-download channels.

When recording, you will only be able to view other channels within the same transponder, until you change from tuner 1 to 2, using the green button on the remote.

### **Why is my 360 Elite not switching tuners properly?**

If your unit is not switching tuners for scheduled recording, do the following: On your remote, press the OK button, then SAT. Make sure both tuner 1 and tuner 2 are set correctly, for example, ALL SATELLITES.

### **Can I delete all channels on a specific satellite at once, instead of deleting each channel one by one?**

Yes, you can delete all channels on one satellite.

On your remote control, press Menu, then Dish Settings, then Satellite, then Satellite List. Select the satellite you wish to delete and use the green function key to delete.

### **How do I use the Picture-In-Picture function?**

To fully utilize the recording features and picture in picture with the 360 Elite, you must have two coax cables input into LNB1 IN and LNB2 IN. One way is to use two separate LNB's, one connected to each input. Or, you can use a loop-through from IF A OUT (LNB 1) to IF B IN (LNB 2) on the back of the receiver. You must download channels in both tuners separately. That is, download channels in tuner A, then go to tuner B, set CONNECTION to LOOP THROUGH and re-download channels. Or you can simply use the Channel Copy function in the Installation menu to copy the channels from one tuner to the second one.

Press PIP to activate your picture-in-picture screen. Then, press P.List to see the available channels. You will see a list of channels that are in the vicinity of the channel you are watching. If you want to watch a channel in your PIP screen, first find that channel in your EPG and select it. Then, press PIP button, followed by the PIP Exchange button (next to P.List). Now, go back to your EPG and find another channel you wish to watch and select it. Press PIP again and you will have the two channels available. Just press the PIP Exchange button to alternate between the two.

### **Why would I need to update the software on my Sonicview receiver?**

Many problems can be corrected with a fresh installation of the factory firmware. For instance, if you experienced a power problem during a scan or download, or if you have a blank display on your unit, re-installing the factory firmware can correct the problem.

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### **SV-HD8000 FAQ's:**

#### **Which brand of hard drive will work with the SV-HD8000 receivers?**

The external hard drive that you use for recording can be critical with the HD8000. We have found that some hard drives are problematic with the HD8000. Two hard drives that we have tested and always seem to work well are any of the Simple Tech drives up to 500 GB, and the Hitachi H3500U 500 GB. The hard drive you choose should have its own power (plug in to the wall). We recommend using a hard drive between 250 GB and 500 GB in size. Whatever drive you choose, it should be formatted to FAT 32 (you can format it with your receiver).

#### **Why won't my USB flash drive (thumb drive, stick) work?**

The HD8000 is very particular with certain thumb drives (memory sticks).

First, you should try using a different brand of thumb drive. Whichever brand you use, you must first format the memory stick to fat32. It is a good idea to turn the unit off and back on from the switch in the back after your format. Try inserting the memory stick while the unit is switched off, then turn the unit on with the stick inserted in the USB port. In addition, it sometimes it helps to start the unit, and then insert the stick during boot-up. Once your unit recognizes a USB stick, it will continue to work for future upgrades. Just keep using the same one.

#### **What are DTV channels and how do I receive them?**

DTV channels (also called OTA or over-the-air) are your local channels. They require an old-fashioned terrestrial antenna. A rooftop antenna is best, but there are some newer antennas designed to be placed in your attic which should pull in a good signal if you are not too far from your local broadcasting city. To receive your terrestrial (local) TV channels, you must connect your terrestrial antenna to the ATSC RF IN on the back of the receiver.

Go to your menu then select DTV SCAN. Your local channels will scan in.

To watch these channels, press the SAT button on the lower right of the remote, then select DTV. The advantage of using the 8000HD with your local antenna is that you will get an EPG guide for your local programming, and you have the ability to record local programming using the receiver's PVR functions.

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### **Which input is best, HDMI or Component?**

The HD8000 outputs high-definition signals via HDMI (digital) or Component (analog) outputs. You should use the connection that best suits your needs and personal preferences.

The quality of the picture depends largely on the signal being broadcast. The Component signal is converted to analog and then converted back by your TV, but this does not necessarily mean that the picture will be degraded. Most HDMI signals go through some conversion, since it is unlikely that your TV and the broadcast signal have the same native resolution.

Both HDMI and Component video are capable of carrying signals from 480i to 1080i, and new high definition TVs support the use of component video up to their native resolution.

### **What is Time Shift and how do I use it?**

Time shift refers to being able to start watching the recorded show from the beginning even if the recording is not yet complete. With Automatic time shift, you don't have to be recording to be able to rewind and catch something you may have missed. You must have a hard drive connected to the receiver to utilize time shift. While recording a program, you can press the rewind button and go back to an earlier spot in the recording and watch it, without stopping the recording.

In the PVR Settings menu, set the time shift to Automatic. Now press the Pause button; when you are ready to resume playing the program, press Stop and then Rewind. The program will rewind up to the spot you first pressed Pause. This is handy to use if you need to take a phone call, or just take a break from watching your program. When you play it back, you will be able to fast forward through the commercials if you wish