



User Manual



QUICK START USER GUIDE

FLOW 4K SET-TOP BOX

visit discoverflow.co

FLOW

Safety Instructions

SAFETY INSTRUCTIONS

1. Read, follow and keep these instructions.
2. Pay attention to all warnings.
3. Do not use this device near water.
4. Clean only with a dry rag.
5. Do not block any ventilation openings. Install according to the manufacturer's instructions.
6. Do not install near any heat sources such as radiators, heat registers, stoves, or other devices (including amplifiers) that produce heat.
7. Do not try to eliminate the safety function of the polarized plug or the grounding-type plug. A polarized plug has two prongs with one which is wider than the other. A grounding-type plug has two prongs and a third ground pin. The widest prong or the third ground pin are intended for your safety. If the plug provided does not enter your electrical outlet, consult an electrician in order to replace the obsolete electrical outlet.
8. Protect the power cord from being walked on or pinched particularly at plugs.
9. Only use attachments/accessories specified by the manufacturer.
10. Unplug this device during lightning storms or when unused for long periods of time.
11. Refer all servicing to qualified service personnel. Servicing is required when the device has been damaged in any way, such as power-supply cord or plug is damaged, liquid has been spilled or objects have fallen on the apparatus, the apparatus has been exposed to rain or moisture, does not operate normally, or has been dropped.
12. Do not expose this device to dripping or splashing liquid and ensure that no objects filled with liquids, such as vases, are placed on the device.
13. To completely disconnect this apparatus from the AC power, disconnect the power supply cord plug.



The lightning flash with arrowhead symbol within an equilateral triangle, is intended to alert the user of the presence of non-insulated “dangerous voltage” within the product’s enclosure that may be of sufficient magnitude to constitute a risk of electric shock to persons.



The exclamation point within an equilateral triangle is intended to alert the user to the presence of important operating and maintenance (servicing) instructions in the literature accompanying the product.

WARNING: To reduce the risk of fire or electric shock, do not expose this device to rain or moisture.

CONTENTS

| | |
|----------------------------------|---|
| Safety Instructions | 2 |
|----------------------------------|---|

Chapter 1

| | |
|-------------------------------|---|
| Before You Begin | 4 |
| General Features | 4 |
| Accessories..... | 4 |

Chapter 2

| | |
|-------------------------------------|---|
| Controls and Functions | 5 |
| Front Panel | 5 |
| Rear Panel..... | 5 |
| Remote Control Unit..... | 6 |

Chapter 3

| | |
|--|---|
| Connections | 8 |
| Connecting your Set-Top Box to the TV | 8 |
| Location of your Set-Top Box..... | 9 |

Chapter 4

| | |
|---|----|
| Basic Operation | 10 |
| Switching Channels | 10 |
| Volume Control | 10 |
| Program Information..... | 10 |
| Selecting the Language..... | 11 |
| Selecting the Closed Caption/Subtitles | 11 |
| Program Grid Guide | 11 |

Chapter 5

| | |
|---------------------------|----|
| Main Menu | 12 |
| Favorites..... | 12 |
| TV..... | 13 |
| TV Guide | 13 |
| Search | 13 |
| TV List..... | 13 |
| VoD..... | 14 |
| Parental Control..... | 15 |
| Locking Status..... | 15 |
| Locked Ratings | 15 |
| Hide Adult Titles | 17 |
| Locked Time | 17 |
| Change PIN | 18 |
| Locked Channels | 18 |
| Configuration..... | 19 |
| A/V Output Settings | 19 |
| Languages..... | 19 |
| Closed Captioning..... | 20 |

| | |
|------------------------------|----|
| Troubleshooting | 23 |
|------------------------------|----|

BEFORE YOU BEGIN

Thank you for choosing the High Definition Flow 4K Set-Top Box. This innovative Set-Top Box lets you enjoy and watch HDTV with menus and on-screen navigation that are easy to use, combining a multitude of functions in a bright and user-friendly interface.

We are excited to provide you with the latest in cable Hybrid technology. Please, feel free to contact us directly if you have any questions.

GENERAL FEATURES

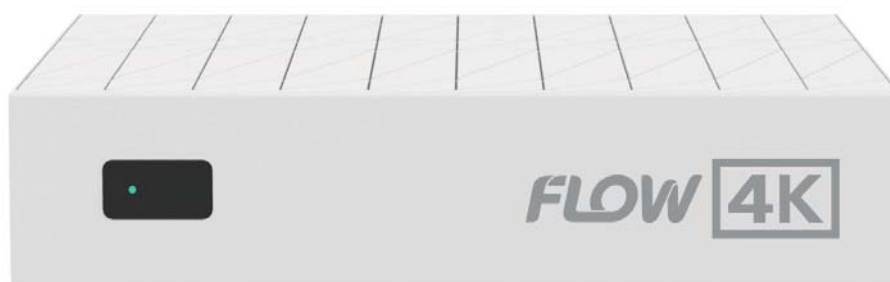
User-Friendly On-Screen Display, multi-language menu

- Favorites and Parental Lock Function
- In-Guide Search Function
- Programming Information
- Search your favorite programs and movies

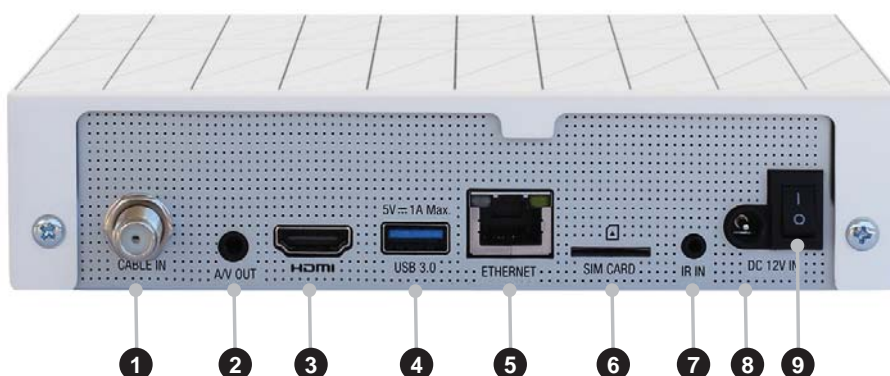
ACCESSORIES

- Quick Start User Guide
- Remote Control Unit
- Batteries (AAA)
- Power Cable
- A/V Cable (mini connector)
- Extender IR Cable
- HDMI Cable

FRONT PANEL



REAR PANEL



1 CABLE IN

Connection to the cable service signal through the cable coming from the exterior.

2 A/V OUT (AUDIO AND VIDEO OUTPUT)

Mini connector connection of A/V to the television for standard-definition video and audio.

3 HDMI

Connects to the TV with a HDMI cable.

4 USB PORT

To Support Future Accessories

5 ETHERNET

Connects to the network using an Ethernet cable.

6 SIM CARD SLOT

Slot for a SIM card. Insert the card with the chip downwards and inwards. NEVER REMOVE THE CHIP FROM THE STB.

7 IR IN (IR Extender Cable)

Connect the IR Extender cable to place the Set-Top Box out of sight and still allow remote control usage.

8 POWER SUPPLY

Connects to electrical current by means of a wall outlet.

9 On/Off Switch

Turns the device on and off.

Chapter 2 - Controls and Functions



REMOTE CONTROL UNIT

- 1 Power** (⏻) Button
Turn your Set-Top Box On/Off.
- 2 TV** (📺) Button
Turn your television On/Off.
- 3 Profile** Button
Press once for list of Profiles. Press twice to go to Profile page.
- 4 Search** Button
Search for show, category, channel, etc.
- 5 Help** Button
Display the help window.
- 6 Guide** Button
Display the grid guide.
- 7 PVR** Button
Display the PVR (Personal Video Recorder) menu.
- 8 Apps** Button
Displays Apps menu.
- 9 VoD** Button
Displays Video on Demand menu.
- 10 Sports** Button
Displays a list of sports channels.
- 11 Info** Button
Display channel and program information on the screen.
- 12 Arrow** buttons (Up/Down/Left/Right)
Move the cursor up, down, left or right.
Turn volume up/down (Right/Left).
Switch channel up/down (Up/Down).
- 13 OK** Button
Select a menu or confirm selection.
- 14 Exit** Button
Close a menu or go to the previous menu.
- 15 Opt** Button
Display more options when applicable.
- 16 Mute** Button
Press once for half mute. Press twice for full mute. Third press will unmute.
- 17 Last** Button
Switch back to the last viewed channel.
- 18 Menu** Button
Display the main menu.
- 19 VOL +/-** Button
Adjust volume level.
- 20 CH +/-** Button
Switch channel up or down.
- 21 REC** (📽️) Button
Start recording a program.
GUIDE: Sets the selected program to be recorded.
- 22 Page Down** Button
Move down pages on the menu and TV/ Music List.
- 23 Page Up** Button
Move up pages on the menu and TV/ Music List.
- 24 STOP** (■) Button
Stop a recording or playback.
Return to live program on the Instant Recording mode.
- 25 Play/Pause** (▶/⏸) Button
Play/Pause the program.
- 26 REW** (◀◀) Button
Rewind the program.
- 27 FF** (▶▶) Button
Fast forward the program.
- 28 Number** Buttons
Go to appropriate live TV channel.
- 29 Lang** Button
Select among available languages.
- 30 Vout** Button
Select among video output options.

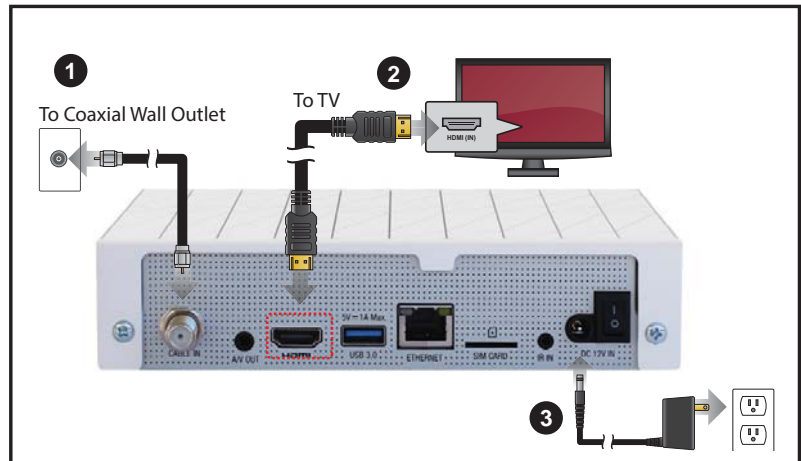
CONNECTIONS

Connecting your Set-Top Box to the TV

To connect the Set-Top Box to your television, you can use two different methods: HDMI cable and Audio/Video Composite.

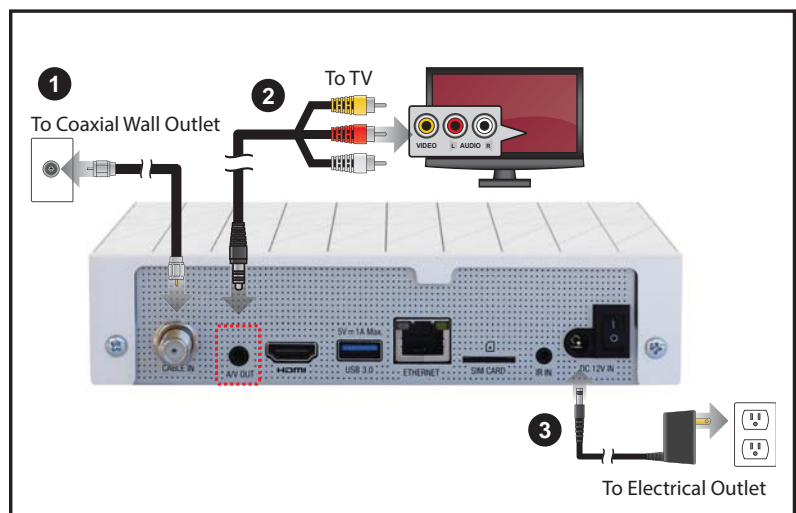
HDMI Cable (recommended)

- 1 Connect the RF coaxial cable from the exterior to the CABLE IN port on the Set-Top Box
- 2 Connect the HDMI cable to the HDMI port on the Set-Top Box on your HDTV.
- 3 Plug the power cable in to the electrical outlet.



Audio/Video Composite (SD)

- 1 Connect the RF coaxial cable from the exterior to the CABLE IN port on the Set-Top Box.
- 2 Connect the yellow, red and white cables to the ports of the same color on the television. Connect the mini connector to the A/V OUT port of the Set-Top Box.
- 3 Plug the power cable in to the electrical outlet.



Chapter 3 - Connections

Location of your Set-Top Box

- Install your Set-Top Box in a horizontal position.
- Do not put any heavy objects such as your television on your Set-Top Box.
- Do not install your Set-Top Box in places with excessive vibrations, direct sunlight, high humidity, extreme temperatures and no ventilation.
- Do not install near equipment that radiates radio frequency energy; if in close proximity of RF emitting devices (ex: wireless router) interference in audio and video output may occur.

Chapter 4 - Basic Operation

BASIC OPERATION

This section explains the various functions available while watching live TV or listening to Music Channels.

Switching Channels

You can switch the current channel using three different methods

Method 1) Press the **Arrow** (▲/▼) or **CH +/-** buttons to switch channel up/down.

Method 2) Press the **Numeric (0-9)** buttons to select a specific channel.

Method 3) Press the **OK** button to display the channel list. Select a channel you want to watch using the **Arrow** (▲/▼) buttons and press the **OK** button

[Note] Press the “**Last**” button to go back to the last viewed channel.

Volume Control

To control the volume:

Press the **VOL +/-** or **Arrow** (◀/▶) buttons.

Press the “**Mute**” (🔇) button **1 time** to lower the volume.

Press the “**Mute**” (🔇) button **2 times** to completely silence the audio.

Press the “**Mute**” (🔇) button **3 times** to restore audio.

Program Information

Press the “**Info**” button to display a banner with the following information.

- ❶ Name of the selected channel list
- ❷ Channel number / name
- ❸ Additional information about the program
- ❹ Title of the current program
- ❺ Title of the next program
- ❻ Current time / date
- ❼ Icons (widescreen, surround sound, lock, subtitles, high definition, language, parental rating)



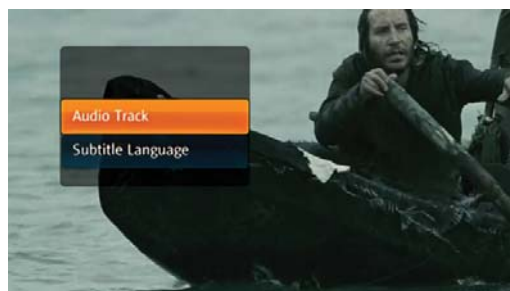
If you press the “**Info**” button again, detailed program information will be displayed on the right side. The banner and detailed information will disappear when you press the “**Info**” button for the third time.

Chapter 4 - Basic Operation

Selecting the Language

To select the language:

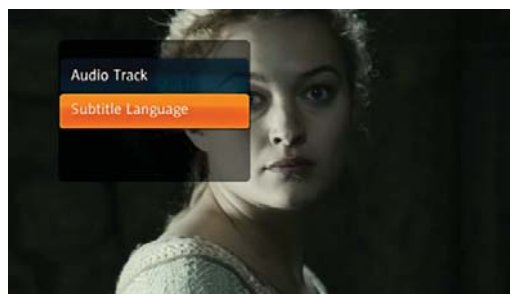
- 1 Press the “**Lang**” button and then the **OK** button to display the language pop-up menu.
- 2 Select language using the **Arrow** (▲/▼) buttons and press the **OK** button to confirm your selection.



Selecting the Closed Captioning/Subtitles

To select the subtitle language:

- 1 Press the “**CC**” button and then the **OK** button to display the subtitle language pop-up menu.
- 2 Select subtitle language using the **Arrow** (▲/▼) buttons and press the **OK** button to confirm your selection.



Program Grid Guide

The grid guide shows information about the program, such as its name and channel number, program title, airing time and synopsis of the program.

- 1 Press **GUIDE** button to enter the Electronic Program Guide.
 - 2 To change the Guide Mode (all channels or one channel), press the **Guide** button again.
 - 3 Select a program to view more information about it.
- **Arrow** (▲/▼) buttons: Move program selection up/down to another channel on the program grid. In the channel Guide Mode, move program selection up/down on the program list.
 - **Arrow** (◀/▶) buttons: Move program selection left/right on the timeline within the same channel. In the channel Guide Mode, changes the channel that is being viewed.
 - **Page** (▲/▼) buttons: Move up/down the channels (or programs in channel Guide Mode) one page at a time.
 - **Yellow** button: Move the timeline one day forward.
 - **Green** button: Move the timeline to current time.
 - **Red** button: Move the timeline one day back.



Note: The timeline displays programs at an hour intervals. A light blue vertical line marks the current time.

MAIN MENU

This menu consists of many different menu categories:



- 1 Press the **“Menu”** button to enter the Menu mode. Menu will open at the last remembered state.
- 2 Use the **Arrow** (▲/▼/◀/▶) buttons to move up, down, left, and right on the menus.
- 3 Navigate to the submenu you are looking for and press the **OK** button to confirm your choice.
- 4 Use the **Arrow** (◀) button to return to the previous menu.
- 5 To exit the current menu, press the **“Exit”** button.

FAVORITES



Press the **“Menu”** button to enter the Menu Mode. Select Favorites using the **Arrow** (◀/▶) buttons and press the **“Opt”** button to open more options.

Add new list: Create new favorite list.

Remove list: Remove an existing list.
You cannot remove default lists (HDTV, TV, Music).

Rename list: Rename an existing list.
(max. 10 characters)

Rearrange list: Rearrange channels in a list.
When done with rearranging, press the Arrow (▶) button, and then select Save and press the **OK** button to save your changes.

Add/remove channels: Add/remove channels on the selected list. When you are done with adding/removing channels, press the **Arrow** (▶) button, select Save and press the **OK** button to save your changes.



Chapter 5 - Main Menu

TV



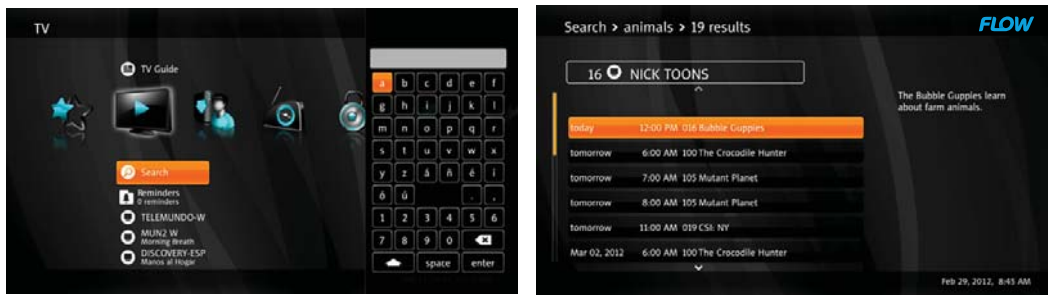
TV Guide

Press the “**Menu**” button to enter the Menu Mode.

- 1 Select TV Guide using the **Arrow** (▲/▼) buttons on the TV menu and press **OK** button.
- 2 TV Guide will be displayed.

Search

- 1 Select Search using the **Arrow** (▲/▼) buttons on the TV menu and press **OK** button to open the Keypad.
- 2 Enter a keyword using the **Arrow** (▲/▼/◀/▶) and **OK** buttons. Then select enter and press the **OK** button to start your search.
- 3 A list of matching programs will be displayed on the screen.



TV List

This part of the menu lists all TV channels with current program information.

VIDEO ON DEMAND (VOD)



Video on Demand (VoD) channels enable you to purchase programs using your remote control. You may select and purchase programs from a library of titles and watch those videos during a limited period of time. You can use the playback keys on your remote to pause, stop, fast forward, and rewind shows.

Entering and Exiting VoD

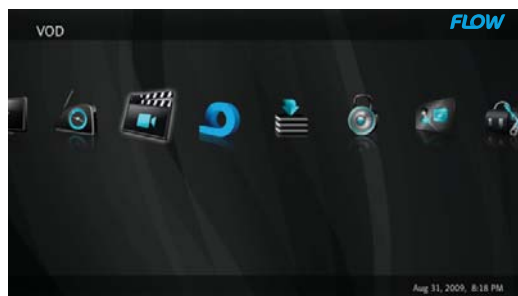
You can enter and exit the VoD menu through the use of the remote. By selecting either the **Menu** button or **VoD** button you can navigate to the VoD Catalog. To exit the VoD catalog, you select the **Exit** button on the remote.

Restricting VoD Purchases

VOD purchases can be restricted by securing the purchase pin. The purchase pin is required to purchase any paid program. To restrict viewing of purchased or free programs, the parental control feature must be used. For more information, see Parental Control on page 15.

To purchase VoD programs from a VoD Library

- 1 Launch a VoD Library channel using any standard channel selection method.
- 2 Browse categories using the **Arrow** (◀/▶) buttons on your remote. Browse titles using the **Arrow** (▲/▼) buttons.
- 3 Press the **OK** button on your remote to purchase the highlighted title. A purchase confirmation dialog is displayed, showing the price and duration of the VoD viewing period.
- 4 Press **OK** button. Once the system has accessed the purchased title, the VoD Just Purchased screen is displayed. The Just Purchased rental period duration, title duration, as well as a progress bar.
- 5 Press the PLAY button on your remote to view the VoD title. The VoD cover screen is displayed.



Note: If the Purchase PIN is enabled, the standard PIN Entry dialog will be displayed when you press the OK button. Enter a valid PIN to continue.

To review your VoD purchases

Press the **Arrow** (◀/▶) buttons, then select the Recently Purchased category on the scrolling category bar. Your household's most recent VoD purchases will be displayed. Press the **Arrow** (▲/▼) buttons on your remote to scroll the vertical title list.

PARENTAL CONTROL



Parental Control enables you to restrict the viewing of certain channels, ratings, content and time periods. For example, you can use Parental Control if you do not want your children to watch certain channels or programs that are intended for mature audiences, or if you want to restrict TV viewing at certain times, such as late in the evening.

You can also block the program titles and descriptions of adult-oriented programs so that they do not appear in the Program Guide, Channel Banner, or General Settings menu.

To access Parental Control press the **"Menu"** button to enter the Menu mode. Select Parental Control using the **Arrow** (◀/▶) buttons.

IMPORTANT: You will need a PIN code to make changes in Parental Control. The default PIN code is "1234". To change your PIN see page 18.

Locking Status

Use the Locking Status to set or disable Parental Control.

- 1 Select Locking Status using the **Arrow** (▲/▼) buttons on the Parental Control menu and press **OK** button.
- 2 Authentication required pop-up will be displayed.
- 3 Input your PIN using the **Numeric (0-9)** buttons and press the **OK** button.
- 4 Select lock status using the **Arrow** (▲/▼) buttons and press the **OK** button



Locked Ratings

Enable Locked Ratings to prevent household members from viewing programs intended for relatively mature audiences.

- 1 Select Locked Ratings using the **Arrow** (▲/▼) buttons on the Parental Control menu and press **OK** button.
- 2 Authentication required pop-up will be displayed.
- 3 Input your PIN using the **Numeric (0-9)** buttons and press the **OK** button.
- 4 Select preferred locked ratings using the **Arrow** (▲/▼) buttons and press the **OK** button to lock/unlock the ratings. Locked ratings are marked by an open or closed lock icon.
- 5 To unlock all ratings, select the Clear All option and press the **OK** button.



Note: An open lock icon indicates that a rating is locked but Parental Control is currently turned off in Locking Status.

Chapter 5 - Main Menu

| Rating | Meaning |
|--------------|---|
| NA | No rating information available. |
| TV-Y | Program is appropriate for children of all ages, but is specifically designed for children ages 2 through 6. |
| TV-Y7 | Program is appropriate for children age 7 and older. |
| NR (General) | General Audience. This program is not rated. |
| G/TV-G | General Audience. Program is appropriate for viewers of all ages. |
| PG/TV-PG | Parental guidance suggested. The program contains material that parents may find inappropriate for young children. |
| PG-13 | Parents Strongly Cautioned. The program contains material that parents may find inappropriate for children under 13 years of age. |
| TV-14 | Parents Strongly Cautioned. The program contains some material that many parents would find unsuitable for children under 14 years of age. Parents are strongly urged to exercise greater care in monitoring this program and are cautioned against letting children under the age of 14 watch unattended. This program contains one or more of the following: intense violence (V), intense sexual situations (S), strong coarse language (L), or intensely suggestive dialogue (D). |
| TV-MA | Mature Audience Only. The program is specifically designed to be viewed by adults and therefore may be unsuitable for children under 17 years of age. The program contains one or more of the following: graphic violence (V), explicit sexual activity (S), or crude indecent language (L). |
| R | Restricted. Under 17 requires an accompanying parent or adult guardian. |
| NC-17 | No one under 17 permitted. The program or movie is considered too adult (containing violence, sex, aberrational behavior, or drug use) for youngsters under 17. |
| NR (Adult) | Not Rated — for Adults only. A stronger version of NC-17. The program or movie is considered too adult (containing violence, sex, aberrational behavior, or drug use) for youngsters under 17. |

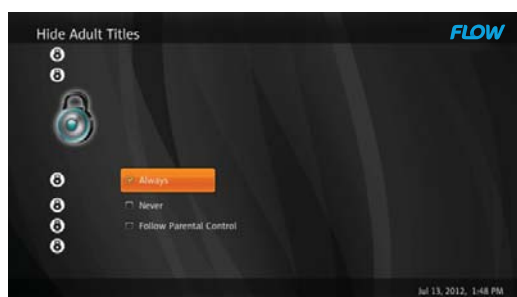
Chapter 5 - Main Menu

Hide Adult Titles

The Hide Adult Titles preference lets you block adult-oriented program titles and descriptions from appearing in the Program Guide, Info Banner and Channel Banner. It also automatically adds NC-17 and NR (Adult) ratings to the Locked ratings list.

Note: Enabling the Hide Adult Titles preference blocks the title and description from appearing in the noted places and automatically adds NC-17 and NR (Adult) to the locked rating list. It does not prevent the program from being viewed.

You must also lock the rating or channel, see page 15 or 18.



The program title is replaced with a “Title Blocked” indication if any of the following are true:

- Rating is “Adult”
- Rating is “NC17”
- Rating is “X”
- Rating is “NR (Adult)”
- Category is “Adult Series”
- Category is “Adult Movie”
- Content Advisory is “Strong Sexual Content”

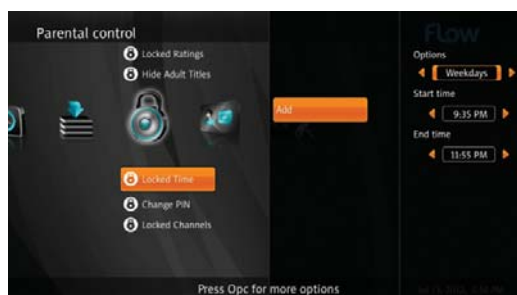
To lock the video from being viewed, see Locked Ratings on page 15 or Locked Channels on page 18.

To enable the Hide Adult Titles preference:

- 1 Select Hide Adult Titles using the **Arrow** (▲/▼) buttons on the Parental Control menu and press **OK** button.
- 2 Authentication required pop-up will be displayed.
- 3 Input your PIN using the **Numeric (0-9)** buttons and press the **OK** button.
- 4 Select the preferred option using the **Arrow** (▲/▼) buttons and press the **OK** button.

Locked Time

Parental Control enables you to lock time periods so that household members can watch programs only during unlocked time periods. To lock a time period, use the Locked Time preference in the Parental Control menu as described below.



- 1 Select Locked Time using the **Arrow** (▲/▼) buttons on the Parental Control menu and press **OK** button.
- 2 Authentication required pop-up will be displayed.
- 3 Input your PIN using the **Numeric (0-9)** buttons and press the **OK** button.
- 4 Select Add and press the **OK** button.
- 5 Select your Day and Time options using the **Arrow** (▲/▼/◀/▶) buttons and press the **OK** button.

Chapter 5 - Main Menu

Change PIN

When Parental Control is turned on, you must enter your Parental Control PIN to view locked items. You can establish or change your Parental Control PIN using the Change PIN preference in the Parental Control menu.

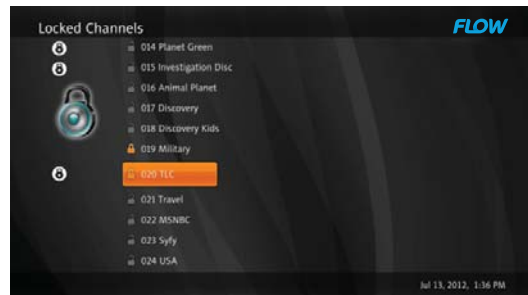
The default PIN code is "1234".



- 1 Select Change PIN using the **Arrow** (▲/▼) buttons on the Parental Control menu and press **OK** button.
- 2 Authentication required pop-up will be displayed.
- 3 Input your old PIN using the **Numeric (0-9)** buttons.
- 4 Input your new PIN twice using the **Numeric (0-9)** buttons and press the **OK** button.

Locked Channels

Use Locked Channels to prevent other household members from viewing the programs that are broadcast on those channels.



- 1 Select Locked Channels using the **Arrow** (▲/▼) buttons on the Parental Control menu and press **OK** button.
- 2 Authentication required pop-up will be displayed.
- 3 Input your PIN using the **Numeric (0-9)** buttons and press the **OK** button.
- 4 Select preferred channels using the **Arrow** (▲/▼) buttons and press the **OK** button to lock/unlock the selected channels.

Note: Locked channels are marked by a closed lock icon. Unlocked channels are marked by an open lock icon

CONFIGURATION



Press the “**Menu**” button to enter the Menu Mode. Select Configuration using the **Arrow** (◀/▶) buttons.

A/V Output Settings

- 1 Select A/V Output Settings using the **Arrow** (▲/▼) buttons on the Configuration menu and press the **OK** button.
- 2 Select a setting to be modified using the **Arrow** (▲/▼) buttons and press the **OK** button.
- 3 Select a value for each setting using the **Arrow** (▲/▼) buttons and press the **OK** button. Available values are listed below:

TV Aspect Ratio: 16:9 or 4:3

Display Format (HDMI): Fullscreen or Letterbox

HDMI Video Format: Automatic, 480p, 720p, or 1080i.



Languages

- 1 Select Languages using the **Arrow** (▲/▼) buttons on the Configuration menu and press the **OK** button.
- 2 Select a language setting using the **Arrow** (▲/▼) buttons and press the **OK** button. The available settings are listed below:

Menu language

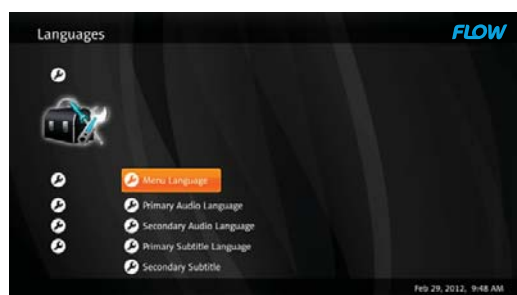
Primary Audio Language

Secondary Audio language

Primary Subtitle Language

Secondary Subtitle language

- 3 Select a value for each language setting using the **Arrow** (▲/▼) buttons and press the **OK** button.



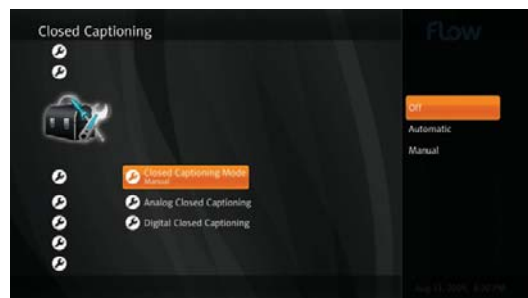
[Note] If you want to delete all channels, select **Drop** and press **OK** button.

CLOSED CAPTIONING

Closed captions typically show a transcription of the audio portion of a program as it occurs as well as non-speech elements. The Set top allows you to manage the CC features thru the Configuration menu.

Within this menu option you can select the Mode for display.

The Closed Caption menu offers three menu choices; Off, Automatic or Manual. The default setting is “Automatic” and will display the Closed Caption content if available.



Chapter 5 - Main Menu

Activating or Deactivating Closed Captions

Closed captions display text for the dialog and other non-visual events (such as sound effects) during a program.

Note: This procedure turns the closed caption option on automatically or off.

To display closed captions:

- 1 Press the **Menu** button, then scroll to the **Configuration** menu option. Within that menu is the Closed Caption features menu .
- 2 Press the **Arrow** (▲/▼) buttons to highlight the Closed Captions Menu option.
- 3 Press **OK** or the left arrow to change the setting to Automatic. Closed captions will be displayed (if available).

To Manually control closed captions:

- 1 Press the **Menu** button, then scroll to the **Configuration** menu option. Within that menu is the Closed Caption features menu .
- 2 Press the **Arrow** (▲/▼) buttons to highlight the Closed Captions Mode option.
- 3 Press the **OK** button to change the setting to Manual. Closed captions are turned on and you will need to select the language options to be displayed.
- 4 Under the Analog Closed Captioning you have the selection option of CC1 and CC3 for Primary and secondary languages.
- 5 Under the Digital Closed Captioning you have the options of English, Spanish and Dutch for primary and secondary languages.

Analog



Digital



Chapter 5 - Main Menu

To deactivate closed captions:

- 1 Press the **Menu** button, then press the Configuration menu option. Within that menu is the Closed Caption features menu .
- 2 Press the **Arrow** (▲/▼) buttons to highlight the Closed Captions Mode option.
- 3 Press the **OK** button to change the setting to Off. Closed captions are turned off and will not be displayed.

TROUBLESHOOTING

| Problem | Solution |
|--|---|
| No display on the front panel No power supply | Make sure your power cord is securely plugged into your electrical wall outlet. |
| No image | Check the A/V or HDMI cable connections between the Set-Top Box and TV to make sure they are connected correctly. (See page 8-9). Check that your TV is set to the correct video input source. Try using both A/V and HDMI outputs. |
| See guide but no video | Make sure the coax cable is securely tightened onto both the cable wall outlet and the CABLE IN port on the Set-Top Box (see page 8-9) |
| No sound | Check the volume level of the TV and Set-Top Box. Check the mute status of the TV and Set-Top Box. Make sure the audio cables are connected correctly (see page 8-9). |
| Remote Control does not operate | Point remote control directly towards the Set-Top Box. Check and replace batteries. Make sure nothing is blocking the front panel. Try using the provided external IR Receiver by connecting it to the STB and placing the receiver away from other electronics |
| No card inserted | Insert the correct smart card. Remove the smart card and reinsert it. |

FCC Certification Requirements

-Caution

Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate this equipment.

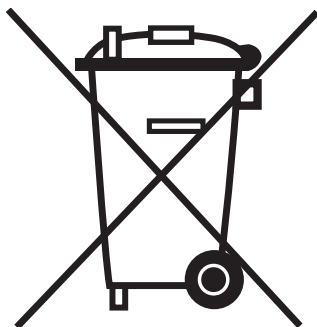
-User Information

This device complies with Part 15 of the FCC's Rule. 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 undesirable operation.

FCC Note

This appliance and its antenna must not be co-located or operation in conjunction with any other antenna or transmitter. A minimum separation distance of 20 cm must be maintained between the antenna and the person for this appliance to satisfy the RF exposure requirements.



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

This marking shown on the product or its literature, indicates that it should not be disposed with other household waste once its working life is done.

To prevent possible harm to the environment or human health from uncontrolled waste disposal, please separate this from other type of waste and recycle it responsibly to promote the sustainable reuse of material resources.

Household users should contact either the retailer where they purchased this product, or their local government office, for details of where and how they can take this item for environmentally safe recycling.

Business users should contact their supplier and check the terms and conditions of the purchase contract. This product should not be mixed with other commercial wastes for disposal.