

CABLE TV SUBSCRIPTION WITHOUT A SET-TOP BOX

What to do when you experience the any of the following:

No Reception

1. Check the cable wire attached at the back of your TV. Hand-tighten it and make sure that it is properly connected.



Snowy or Blurry Reception

1. Check the cable wire attached at the back of your TV. Hand-tighten it and make sure that it is properly connected.
2. If the reception remains to be snowy or blurry, run through all of the channels and take note of those that are still snowy or blurry and call our customer service for assistance.

No Audio on select channels

Call our customer service for assistance.

Missing or Jumbled Channels

1. Refer to your TV manual on how to "Auto Scan" or "Auto Program" channels.
2. If this guide is not available, you may call our customer service for assistance.

CABLE TV SUBSCRIPTION WITH A SET-TOP BOX

What to do when you experience the any of the following:

No Reception

1. Check if the A/V or HDMI connection (whichever is used) from the set-top box going to the back of your TV is properly connected.



Pixelated Picture

1. Check the cables from the set-top box to your TV and make sure that all are properly connected.
2. Make sure that your set-top box is turned on.

No Audio on select channels

1. Find the "Audio Left/Right" button on your remote. you hear an audio.
2. For Zinwell branded set-top boxes, press Menu > System Setting > A/V Output Setting > Sound Mode > Stereo > then press Ok.
3. If the channel remains to have no audio, call our customer service for assistance.

HOW TO SCAN ALL CHANNELS ON YOUR SET-TOP BOX

1. By using the remote control of your set-top box, press the MENU button and select AUTO SCAN.



2. After pressing AUTO SCAN, fill up the fields with the correct parameters. There are two sets of parameters available.
3. Call our customer service at 8988-5465 to know which set should you use and the corresponding parameters for your set.

SET 1

Auto Scan

Start Frequency	✓	
End Frequency	✓	
Constellation		64 QAM
Symbol Rate	✓	
Bandwidth		6 MHz
Annex		Annex.C

Start Scan

Navigate OK Select X Exit

SET 2

Auto Scan

Start Frequency	✓	
End Frequency	✓	
Constellation		64 QAM
Symbol Rate	✓	
Bandwidth		6 MHz
Annex		Annex.C

Start Scan

Navigate OK Select X Exit

Scan

Channel Found...

TV : 70	Radio
BILYONARYO	
ABC AUSTRALIA	
NHK WORLD	
ARIRANG	
HALLYPOP	
YTN	

Progress 11/24

Scan Status Parameter Scan Percentage

Navigate OK Select X Exit

4. Wait until the scanning is finished.

TV Channel List
2 ALL TV
3 K CHANNEL
4 RHTV
5 DZME
6 PTV 4
7 TELERADYO
8 KAPAMILYA CH
9 JEEPNEY TV
10 TV 5
11 ONE PH

Navigate TV/Radio 1/15

5. Press the OK button to see your channel list. You may now browse and watch.

HOW TO SCAN MISSING CHANNELS ON YOUR SET-TOP BOX

1. Using the remote control of your set-top box, press the MENU button and select MANUAL SCAN. Type in 0000 as password.

Password

Blocking active
Enter PIN code
to temporary unlock

0-9 Direct Back

2. After pressing MANUAL SCAN, fill up the fields with the correct parameters. There are two sets of parameters available.

Manual Scan

Channel No.	01
Frequency	
Constellation	Auto
Symbol Rate	

Start Scan

Strength Quality

Navigate OK Select X Exit

3. Call our customer service at 988-5465 to know which set should you use and the corresponding parameters for your set.

SET-TOP BOX TROUBLESHOOTING

What to do when you encounter the following:

SITUATION: TV displays "No card inserted" or "Card problem - check card"

SOLUTION: Ensure that the card is inserted properly.

Instances where you should call our customer service for assistance:

SITUATION: TV displays **NO ACCESS (4)**

FYI: This means your smart card and set-top box are not properly paired.

SITUATION: TV displays **NO ACCESS (11)**

FYI: This means the smart card inserted is already paired to another set-top box.

SITUATION: TV displays **NO ACCESS (6)**

FYI: This means that you have no access on the channel because it is not included on your subscription plan.

HOW TO READ THE MAIL ON YOUR SET-TOP BOX

Check your set-top box brand and follow the instructions below:

ZINWELL SD

STEP 1: Press MENU.

STEP 2: Go to Utility then press OK.

STEP 3: Go to Mail box then press OK.

STEP 4: Press the EXIT button on your remote to exit.

NEWGLEE HD, ZINWELL HD, AND GOSPELL HD

SOLUTION: Please refer to the picture below.



Press MENU and follow the given steps above.

Press red button to view the mailbox.

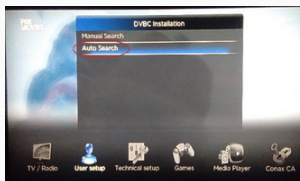
Press blue button to view the mailbox.

HOW TO SCAN ALL CHANNELS ON YOUR SET-TOP BOX (NEW GLEE)

1. By using the remote control of your set-top box, press the MENU button and select USER SETUP, then select DVBC Installation.

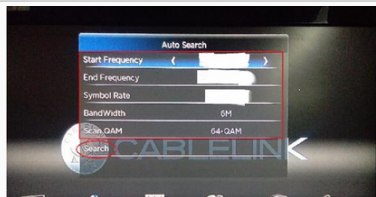


2. After entering DVBC Installation select AUTO SEARCH

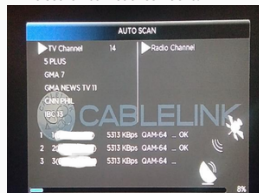


HOW TO SCAN ALL CHANNELS ON YOUR SET-TOP BOX (NEW GLEE)

3. Press Search.



4. Wait until the search bar reaches 100%.

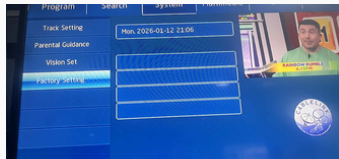


5. Press "YES" to save scanned channels.

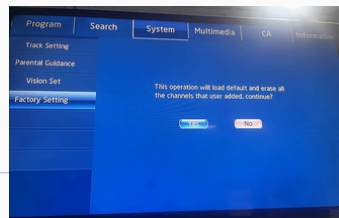


HOW TO SCAN ALL CHANNELS ON YOUR SET-TOP BOX (GOSPELL)

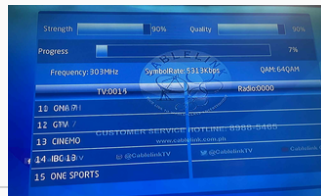
1. Using the remote control of your set-top box, press the MENU button and select SYSTEM tab, and then select Factory Setting.



2. In factory setting tab, select Yes

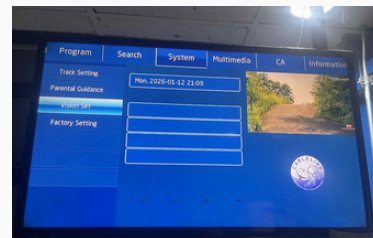


3. Wait until the progress bar reaches 100%.



HOW TO FIX GREYSCALED VIDEO ON YOUR SET-TOP BOX "GOSPELL" (Optional if using RCA & A/V connection)

1. Using the remote control of your set-top box, press the MENU button and select SYSTEM tab, and then select VISION SET.



2. Press Vision Set, then open the TV Type tab and choose the appropriate setting for your TV.



Recommendation: For using RCA the recommended "TV Type" 480i.



SET-TOP BOX TROUBLESHOOTING

What to do when you encounter the following:

SITUATION: TV displays "No Signal (0017)"

SOLUTION: Inspect the RF cable and ensure it is firmly connected.

Instances where you should call our customer service for

SITUATION: TV displays *This channel is not included in your current subscription plan*

FYI: This means that you have no access on the channel because it is not included on your subscription plan.

SITUATION: TV displays *Terminal is not activated*

FYI: This means that STB is not yet activated.

SITUATION: TV displays *Terminal disabling command has been received not activated*

FYI: This means that STB is temporary disconnected.

OTHER OPTIONAL IF YOU WANT TO SEE THE INFORMATION OF YOUR CURRENT STB

Check your set-top box brand and follow the instructions below:

GOSPELL Set Top Box

STEP 1: Press MENU.

STEP 2: Go to CA then press OK.

STEP 3: Go to Mails then press OK.

STEP 4: Select the Mail to read

STEP 5: Press the EXIT button on your remote to exit.

NEWGLEE HD, ZINWELL HD, AND GOSPELL HD

SOLUTION: Please refer to the picture below.



Press MENU and follow the given steps above.



Press Yellow button to "Factory Reset"