

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. Press it until 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.

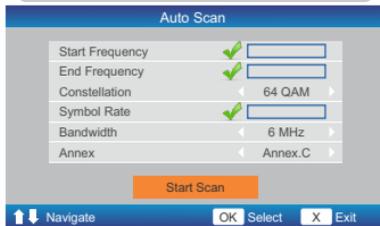
HOW TO SCAN ALL CHANNELS ON YOUR SET-TOP BOX

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

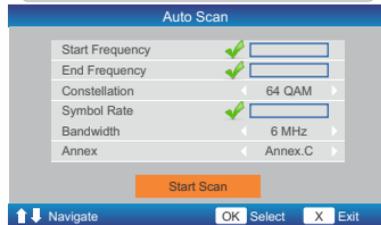


2. After pressing AUTO SCAN, fill up the fields with the correct parameters. There are two sets of parameters available.
3. Call our customer service at 988-5465 to know which set should you use and the corresponding parameters for your set.

SET 1



SET 2



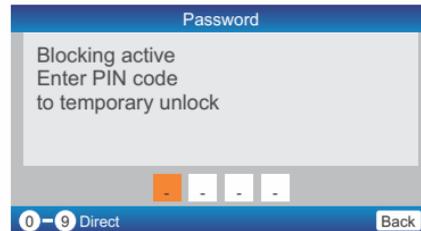
4. Wait until the scanning is finished.



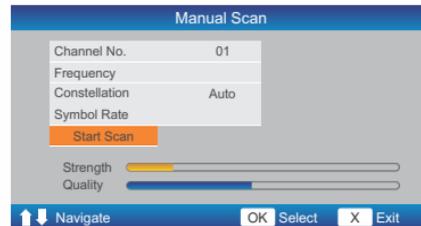
5. Press the OK button to see your channel list. You may now browse and watch.

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.



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



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:

KAON 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.

KAON HD and ZINWELL 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.