

HD Satellite Receiver



User's Manual



Powered by
HUMAX

M SERIES




Notice

Thank you for purchasing a HUMAX product. Please read this user's manual carefully to be able to safely install, use and maintain the product at maximum performance. Keep this user's manual next to your product for future reference. The information in this user's manual is subject to change without notice.

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Meaning of Symbols

	To reduce the risk of electric shock, do not remove cover (or back). No user serviceable parts inside. Refer servicing to qualified service personnel.
	This symbol indicates dangerous voltage inside the product that presents a risk of electric shock or personal injury.
	This symbol indicates important instructions accompanying the product.

Warnings, Cautions and Notes

Throughout this manual, pay special attention to the following marks that indicate hazardous situations.

Warning

Indicates a hazardous situation which could result in serious injury

Caution

Indicates a situation which could damage the equipment or other apparatus

Note

Indicates additional information to make the user aware of possible problems and information of importance to help understand, install, use and maintain the device.

Warranty

The warranty does not cover parts which may become defective due to misuse of the information contained in this manual.

'WEEE' Instructions

This product should not be disposed with other household wastes at the end of its working life. Please separate this from other types of wastes and recycle it responsibly to promote the sustainable reuse of material resources. This will prevent possible harm to the environment or human health from uncontrolled waste disposal.


Domestic users:

Please contact either the retailer where you 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:

Contact your supplier and check the terms and conditions of the purchase contract. This product should not be mixed with other commercial wastes for disposal.

Trademarks

- Irdeto is a trademark of Irdeto Access B.V.
- Manufactured under license from Dolby Laboratories. Dolby, Dolby Audio and the double-D symbol are trademarks of Dolby Laboratories.
-  the HDMI Logo, and High-Definition Multimedia interface are trademarks and registered trademarks of HDMI Licensing LLC.
- This item incorporates copy protection technology that is protected by U.S. patents and other intellectual property rights of Rovi Corporation. Reverse engineering and disassembly are prohibited.

Note: The model name is located on the bottom of this product.

For Your Safety

Safety Instructions

1. POWER SUPPLY

- Operate this product only from the type of power supply shown on the marking label. If you do not know the type of power supplied to your home, contact your local power company.
- Disconnect the power supply before you start any maintenance or installation procedures.

2. OVERLOADING

- Make sure that the wall outlet, extension cord and adapter have a sufficient power rating for the appliance. If not, this can cause an electric shock or fire.

3. LIQUID

- Do not expose this product to liquids. Do not put objects filled with liquid on the product.

4. CLEANING

- Disconnect the product from the wall outlet before you clean it.
- Use a moist cloth to clean the product. Do not use solvents. Wipe the surface gently with a soft cloth as it may get scratched.

5. VENTILATION

- Make sure that the slots on top of the product are not blocked. It is necessary to have a sufficient airflow into the unit.
- Do not put electronic equipment on the product.
- Do not put objects on the product. This will block the ventilation or cause damage to the surface.
- Maintain a minimum distance of 10cm around the product for sufficient ventilation.

6. ATTACHMENTS

- Do not use any unsupported attachments as these may be hazardous or cause damage to the product.

7. LIGHTNING, STORM OR NOT IN USE

- Unplug the product from the wall outlet and disconnect the antenna during a thunderstorm or when left unattended and unused for long periods of time. This will prevent damage to the unit due to lightning and power-surges.

8. EXTRANEOUS OBJECTS

- Do not insert anything through the openings in the unit, where they can touch dangerous voltage points or damage parts.

9. REPLACEMENT OF PARTS

- When replacement of parts is required, be sure the service technician uses replacement parts specified by the manufacturer or those that have the same characteristics as the original part. Unauthorised substitution may result in additional damage to the unit.

10. CONNECTION TO THE SATELLITE DISH

- Disconnect the power supply before you connect or disconnect the cable from the satellite dish/cable TV signal/aerial. If not, this can cause damage to the LNB/cable TV line/aerial.

11. CONNECTION TO THE TV

- Disconnect the power supply before you connect or disconnect the cable from the TV. If not, this can cause damage to the TV.

12. EARTHING (satellite only)

- Earth the LNB cable to the system earth for the satellite dish.

13. LOCATION

- Place the product indoors to avoid exposure to lightning, rain or sun. Do not place it near a radiator or heat register.
- Keep at least 10 cm clearance from any other appliances susceptible to electromagnetic influences such as a TV or a VCR.
- If you place the product on a rack or a bookcase, make sure that there is adequate ventilation and that you have followed the manufacturer's instructions for mounting.
- Do not place the product on an unstable surface where it can fall. A falling product can cause serious injury to a personnel and serious damage to the appliance.

14. ENVIRONMENT

- Attention should be drawn to the environmental aspects of battery disposal.
- Care is required for the use of this apparatus in tropical and/or moderate climates.

Cautions and Warnings

1. To avoid damage of the power adaptor

- Do not modify or process the power cord or plug arbitrarily.
- Do not bend or twist the power cord.
- Make sure to disconnect the power cord while you hold the plug.
- Keep heating appliances as far as possible from the power cord to prevent the cover vinyl from melting.
- The mains plug, as a disconnection device, shall remain readily accessible by the user.
- All-pole main switch shall remain readily operable. (For products with power switch)

2. To avoid electrical shock

- Do not open the main body.
- Do not insert metal or inflammable objects inside the product.
- Do not touch the power plug with wet hands.
- Disconnect the power cord in case of lightning.
- Unplug the power cable before you install the antenna cable.

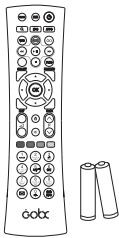
3. To avoid damage of product

- Do not use the product when it is out of order. If you continue to use the product when defective, this may cause serious damage. Make sure to contact the customer service centre if the product is out of order.
- Do not insert metal or alien substance into the slots for the modules or Smartcards. It may cause damage to the product and reduce its life span.
- Do not overly pile objects on the product. It may cause cracks, deformation and discoloration.

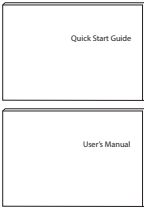
Contents

Notice	1	Settings	13
For Your Safety	2	General Settings	
Contents & Accessories	3	Network Settings	
Contents		Channel Settings	
Accessories		Search Channels [Fixed Antenna]	
Getting Started	4	Search Channels [SCD Antenna]	
Front & Rear		Appendix	18
Connections		Specification	
Remote Control		Trouble Shooting	
Wizard		HUMAX Customer Support	
Watching TV	8	Glossary	
Home		Open Source Software Notice	
Channel List		Warranty Certificate	
Smart Search			
TV Guide			
System Settings			

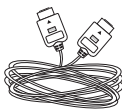
Accessories



Remote Control / Batteries



Quick Start Guide/ User's Manual



HDMI Cable



Power Adaptor

Note: Accessories may vary according to location.

OMAN-TRA
R/3405/16
D100428

Front & Rear

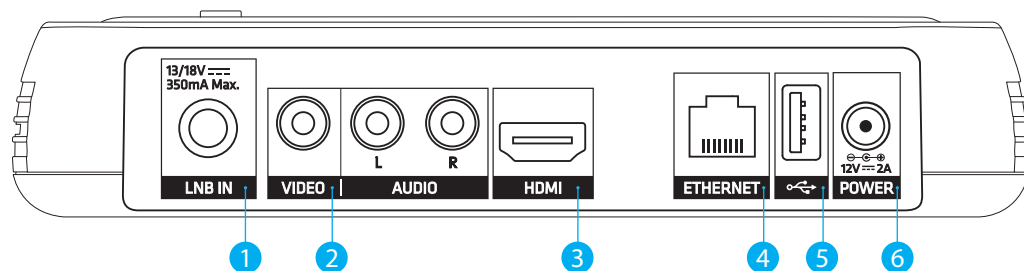
Note: The image may differ from the actual product.



STANDBY
Switches between operation and standby modes

Inserting the Smartcard

1. Hold the Smartcard horizontally with the electronic chip facing downwards.
2. Insert the Smartcard into the slot.

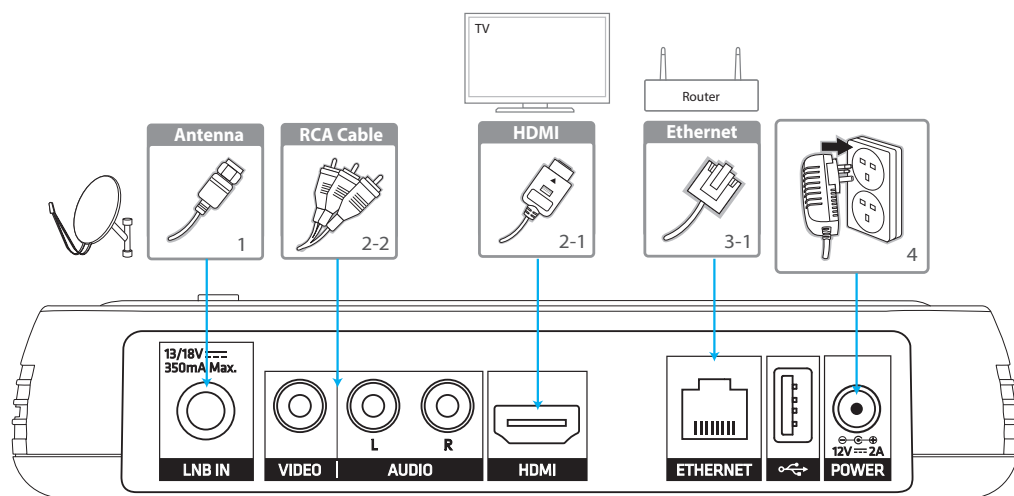


- 1 **LNB IN:** Connect a satellite antenna cable.
- 2 **VIDEO/AUDIO:** Use an RCA cable to connect to the TV.
- 3 **HDMI:** Use an HDMI cable to connect to the TV.
- 4 **Ethernet:** Connect an Ethernet cable.
- 5 **USB:** For technical support only.
- 6 **Power Adaptor:** Use the power adaptor to connect to the power supply.

Connections

This section describes how to connect your product to match your particular devices and to gain optimum signal quality.

Warning: Connect all devices before you plug any power cords into the wall outlet. Always turn off the product, TV and other devices before you connect or disconnect any cables.



Note:

- If you encounter any problems setting up your product, please contact your local retailer or HUMAX Customer Service.
- Connecting your TV directly to the audio/video output of the product will assure a more vivid picture and enhance your viewing enjoyment.

Connecting the Antenna

- 1 Connect the Antenna to the **LNB IN**.

Connecting the TV

2-1 Using an HDMI cable

For the best picture quality, use an HDMI cable to connect to the TV.

2-2 Using an RCA cable

Using an RCA cable provides a lower resolution because the HD signal cannot be received in full resolution.

Connecting the Network

3-1 Connecting to the LAN

1. Use the Ethernet cable to connect the product to the LAN router.
2. Set the options for the LAN.
(Go to **HOME** > **SETTINGS** > **Network Settings** to set the network options.)

3-2 Connecting to the Wireless LAN

Go to **HOME** > **SETTINGS** > **Network Settings** > **Configure WLAN** and set the options for the wireless LAN.

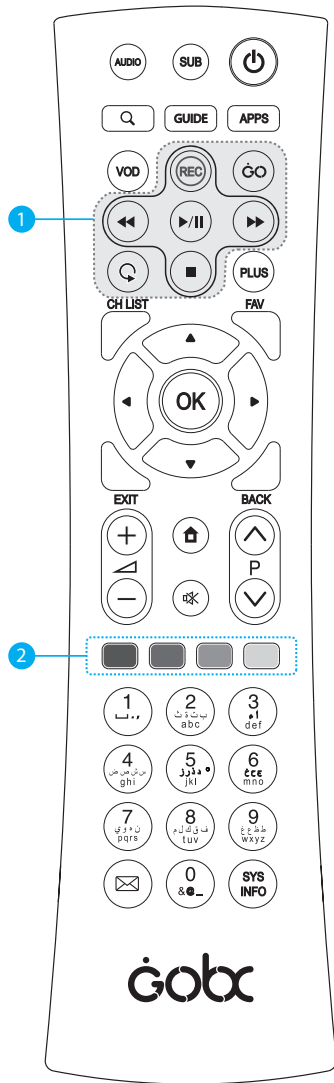
Note:

- We recommend the network connection over a direct LAN.
- Make sure that the distance between the Wireless LAN access point and the product is not too far away. This may lower the quality of service.

Connecting the Power

- 4 Use the power adaptor to connect the power supply.

Remote Control

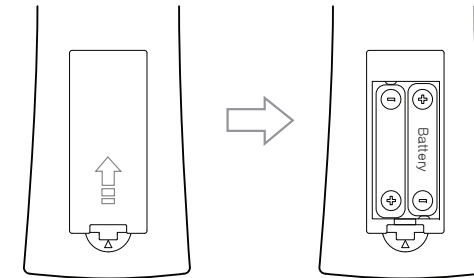


	AUDIO	Displays the audio list
	SUB	Displays subtitle
⏻	STANDBY	Switches between operation and standby modes
🔍	SEARCH	Run Smart Search
	GUIDE	Displays the programme guide
	APPS	Goes to TV APPS (Currently not supported)
	VOD	Goes to VOD services
1	Playback Control Buttons (Currently not supported)	⏻ Record, ⏮ Fast Rewind, ⏸ Play/Pause, ⏭ Fast Forward, ■ Stop ⏮ Displays the recording list ⏮ Instant Replay
	PLUS	Displays option menus
	CH LIST	Displays the channel list
	FAV	Displays the favourite channel list
	ARROW Buttons	Moves the cursor up, down, left or right
	OK	Selects a menu or confirms
	EXIT	Exits all On-Screen Display (OSD) screens
	BACK	Returns to the previous channel or the previous screen
	🔊 +/-	Changes the audio volume
	P ⏮/V	Changes the channel or page
🏠	HOME	Displays the HOME menu
🔇	MUTE	Mutes audio
2	COLOUR Buttons	For interactive applications
	NUMERIC	(0-9)
✉		Displays mail messages
	SYSINFO	Displays system information

Note: Playback control buttons may not be enabled on your product.

Inserting Batteries

Insert the batteries matching the plus(+) and minus(-) at each end.




Important notice

The batteries of your remote control are 2 x AAA type, 1,5VDC. Do not mix different types of batteries or new and old batteries. Do not use rechargeable batteries. In order to avoid any risk of explosion, observe polarities indicated inside the battery compartment. Replace only with the type of batteries specified above. Do not subject to excess heat such as SUN and Fire, do not recharge them. If you are not using the remote control for a long period of time, remove the batteries. Please respect the environment and prevailing regulations! Batteries must be collected separately from other refuse! Before you dispose of batteries, ask your dealer whether they are subject to special recycling and if he will accept them for disposal.

Wizard

The installation wizard operates automatically when you power on the product for the first time or do factory default in menu.

Note: If you exit the installation wizard without fully completing the channel searching procedure, you may not have all of the channels available. In this case, go to  > **SETTINGS** > **Channel Settings** > **Search Channels** and search for more channels.

1. Language

Select the appropriate language from the list.

2. Network Connection

Make sure that the Ethernet cable is connected to the Ethernet port or the wireless network is enabled. Configure the network setting.

3. Terms and conditions

Agree or disagree to share anonymous data about how you use your products. If you agree, this is very helpful for us to make better products.

Note: You cannot skip this step to proceed the installation wizard.

4. Country Selection

Select your country.

5. Channel Search

All of the MBC channels will be searched automatically. To search more channels, go to **SETTINGS** > **Channel Settings** > **Search Channels**.


6. Customer Registration

Register your GOBX to enjoy more various channels MBC provides. You can visit GOBX.com to register.

7. Result

The result of the installation wizard will show. Select **EXIT**.

Home

You can go to the home menu by pressing the  button. From the home menu, you can easily reach the main menus.

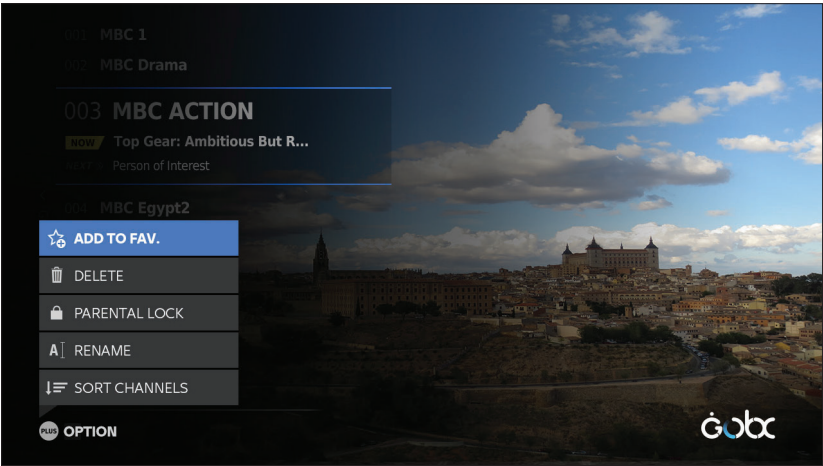
- Press the < / > button to go to **CHANNELS**, **GUIDE** or **SETTINGS**.



Channel List

You can access the channel list.

- Press the **CH LIST** button while watching live TV.



Changing Channels

Select a programme and press the **OK** button.
You can also enter the channel number directly.

Changing Channel Group

1. Press the < button while the channel list is displayed.
2. Select a channel group and press the **OK** button.

Editing Channels in Channel List

Select the channel you want to edit and press the **PLUS** button.

ADD TO / REMOVE FROM FAV	Add/Remove favourite channels.
DELETE	Delete channels from channel list.
PARENTAL LOCK/UNLOCK	Lock channels to block access.
RENAME	Change channel name.
SORT CHANNELS	Sort the channels by channel number or channel name.

Note: You cannot delete or rename MBC channels.

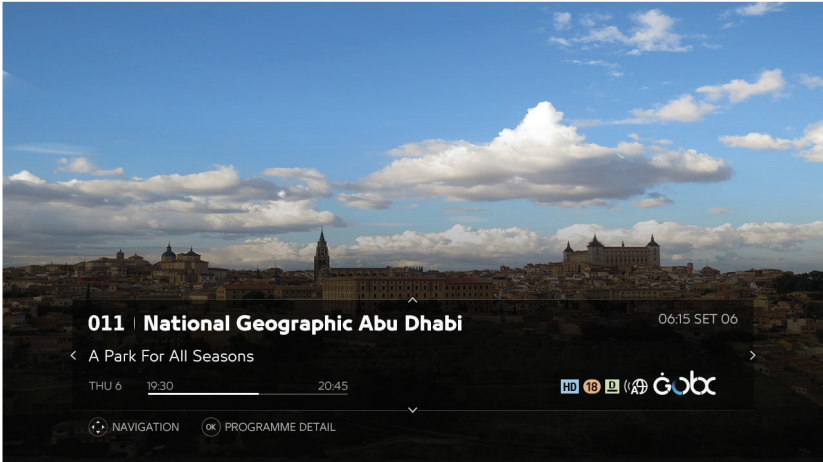
Watching TV

Watching Channel Information Bar

You can see what’s on later and schedule reminders for future programmes.

- 1. Select a channel in the channel list and press the **OK** button to display the channel Information Bar.
- 2. Press the **< / >** button to see the previous or next programmes.
- 3. Select a future programme and press the **OK** button. You can see the programme information and easily set a reminder.

Note: A reminder conflict occurs when you schedule a new reminder on the same time as the previously scheduled reminder.

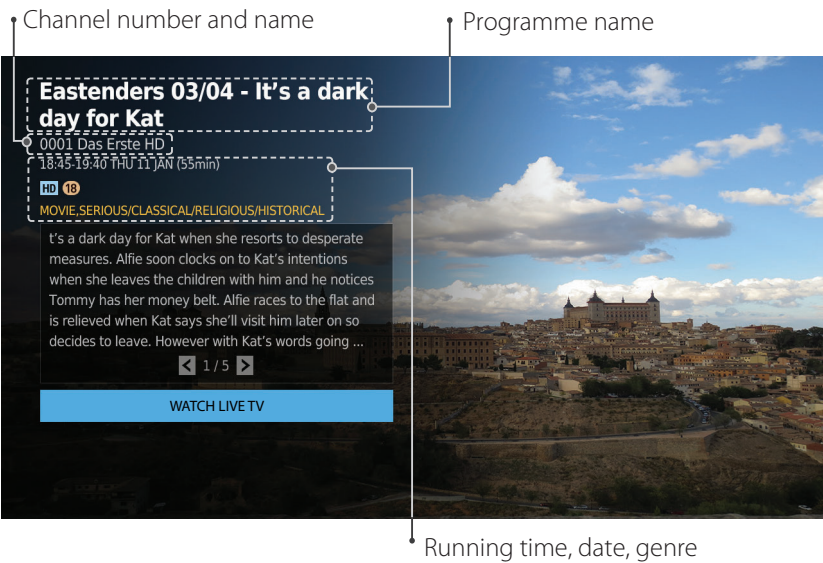


Setting TV Options

- Press the **PLUS** button while watching live TV to change lip-sync delay, display format and audio/subtitle language.

Watching Extended Info Banner

- 1. To find out more about the programme you are watching, press the **OK** button. Then you can see the Channel Information Bar.
- 2. Press the **OK** button again to display programme detail. You can watch a programme or set reminders for future programmes.



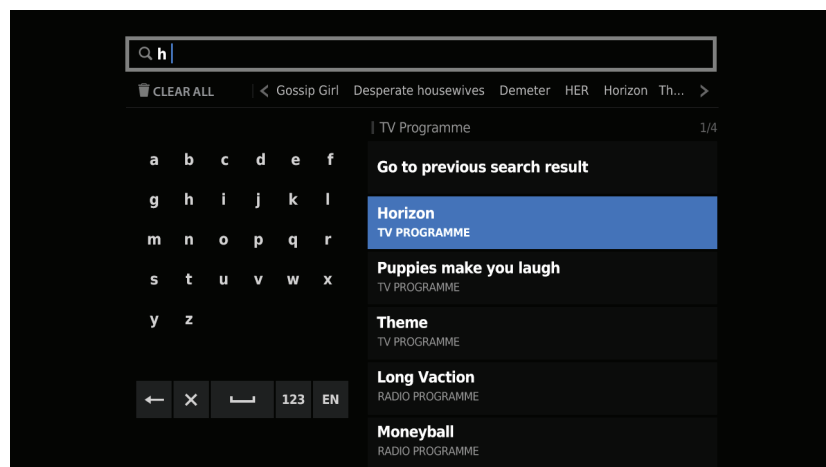
Programme Icons			
	Reminder (blue)		Locked programme
	HD programme		Programme with subtitle
	CAS programme		Multiple Audio

Smart Search

You can search programmes and look up related programmes.

1. Press the **SEARCH** button. A virtual keyboard will display.
2. Enter a keyword to list programmes. Whenever you enter a character, the search results will display.

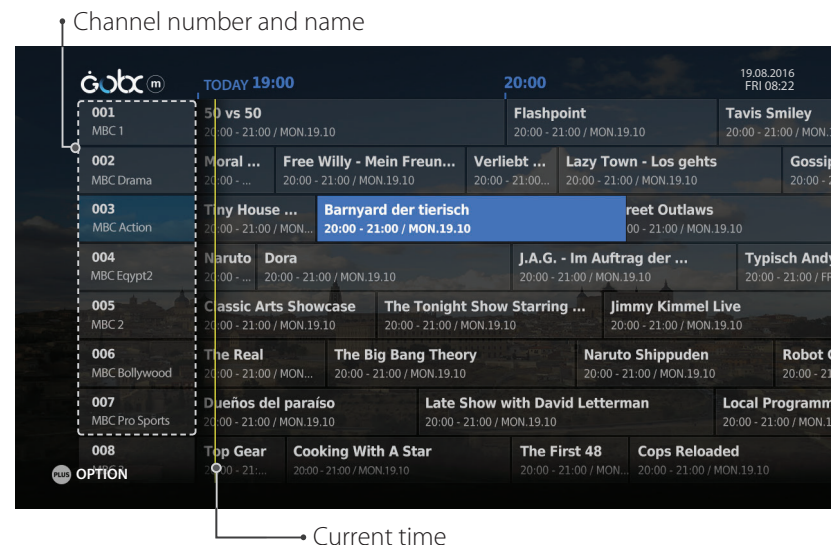
Note: Up to 10 search words are displayed for 24 hours. To delete the search history, select **CLEAR ALL** and then press the **OK** button.



TV Guide

You can see the programme schedule of each channel, and schedule reminders for future programmes.

- Press the **EPG** button.



Watching Live TV

1. Select a current programme and press the **OK** button to watch live TV. You can enter the channel number directly.

Note: Press the **P A/V** button to change a page.

Changing Channel Group

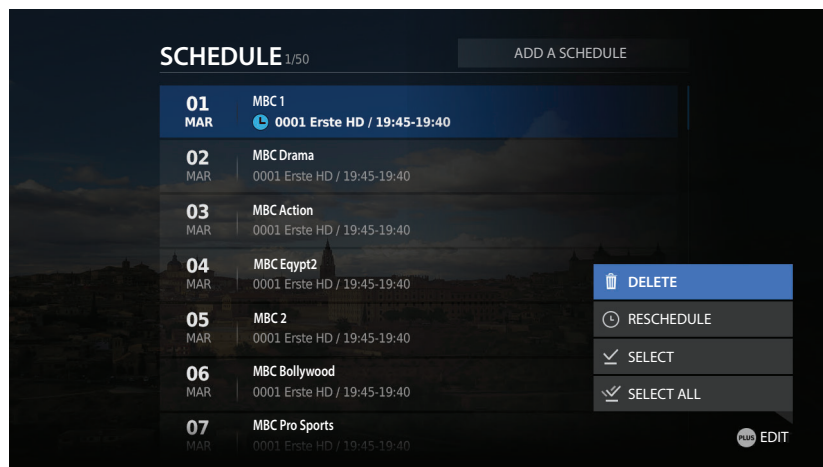
1. Press the **PLUS** button and select **CHANGE GROUP**.
 2. Select the channel group and press the **OK** button.
- You can see the channels only in the group.

Jumping to Date

1. Press the **PLUS** button and select **JUMP TO DATE**.
 2. Select a date and press the **OK** button.
- You can also move to a certain date by long pressing the **< / >** button.

Managing Schedules

You can schedule programmes or edit schedules.



Editing Schedules

1. Press the **PLUS** button in TV Guide.
2. Select **MANAGE SCHEDULE**.
3. Press the **PLUS** button again to display the editing menu.
4. Select **RESCHEDULE** to change the preset reminder.
5. Select channel, date, time, duration and repeat options.

Setting Reminders

1. Press the **PLUS** button in TV Guide.
2. Select **MANAGE SCHEDULE**.
3. Select **ADD A SCHEDULE** at the right top of the screen and press the **OK** button.
4. Select channel, date, time, duration and repeat options to set a reminder.

Note:

- If the programme conflicts with another programme, adjust the scheduling appropriately.
- If the channel is locked, you will be prompted to enter your password. The default password is 0000. If you have forgotten your password, please contact your local distributor.

System Settings

Press the  button. Select **SETTINGS** and then **System Settings**.

GOBX Software Update

You can update the software when available.

Power Timer

You can set the time the product powers on or powers off.

HDMI-CEC

If your TV supports HDMI CEC, you can turn on or off the TV or control the TV volume using the STB remote control.

- **TV Power Control:** Set to On to turn your TV on or off automatically when the product is turned on or off.
- **TV Volume Control:** Set to On to control your TV volume with the STB remote control.

Conditional Access

You can view the Smartcard information.

Mail Messages

You can view notification from the GOBX team.

Factory Default

You can restore your product to factory settings.

Warning: Note that once you perform factory default, all user configured data will be reset. Shortly after you complete the factory default, the installation wizard will appear automatically.

General Settings

Press the  button. Select **SETTINGS** and then **General Settings**.

Parental Control

- **Change Password:** Enter a new password.

Note:

- Enter the password to view the blocked programmes.
- The default password is 0000. If you have forgotten your password, please contact your local distributor.

Languages

You can set the system language, audio language or subtitle language.

Country and Time Zone

You can set the country and time zone.

Video

You can set the screen ratio, display format and screen resolution.

Audio

- **HDMI:** You can select the digital audio signal for HDMI output.
- **Audio Type:** You can select the audio type.
- **Lip-Sync Delay:** You can adjust the sound difference between audio and video.

On-Screen Display

- **Info Display Timeout:** You can set the duration the channel information bar is displayed whenever you change the channel.
- **Channel List Timeout:** You can set the duration the channel list is displayed even though there is no user interaction.
- **TV Guide Timeout:** You can set the duration the TV guide is displayed even though there is no user interaction.
- **Subtitle Font:** You can set the subtitle font.


Reminders

- **Reminder Notice Time:** You can set the time the reminder notice message pops up in advance.
- **Repeat:** Set to **On** to display the reminder notice again 10 seconds before a programmes starts.

Privacy Policy, Terms and Conditions

You can agree to GOBX terms and Conditions and Privacy Policy.

Network Settings

Press the  button. Select **SETTINGS** and then **Network Settings**. You can have direct access to **Network Settings** in the home screen when the network is disconnected.

Configuring LAN

1. Select **Configure LAN**.
2. Select your IP configuration type between **DHCP** and **Manual**.
 - **DHCP**: If you use a router or modem that has a DHCP (Dynamic Host Configuration Protocol) server function, select **DHCP**. The IP address will automatically be determined.
 - **Manual**: If there is no DHCP server on the network and you want to set the IP address manually, select **Manual**. Enter the values for IP Address, Netmask, Gateway Address and DNS Address.
3. Select **APPLY** to connect to the selected network and press the **OK** button.

Note:

- When entering the IP address manually, enter digits without spaces.
- The network is connected by wired LAN when both wireless and wired LAN are activated.
- HUMAX recommends the network connection over a wired LAN.

Configuring WLAN

1. Select **Configure WLAN**.
2. Select the wireless LAN network and press the **OK** button.

Note:

- If you choose a locked wireless network, you need to enter the password to proceed.
- If your network does not appear in the list, press the **PLUS** button. You can enter the network name manually to connect to the hidden network.

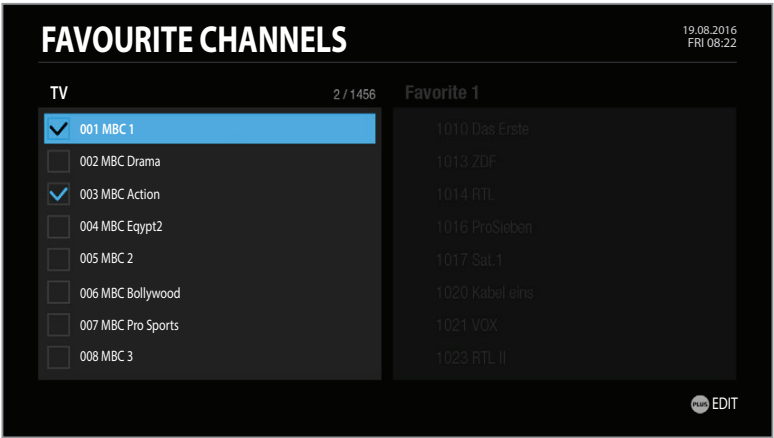
Network Connection Status

You can view the connection status of the local area network or the Internet. Select **RETRY** if either network is disconnected.

Channel Settings

Press the  button. Select **SETTINGS** and then **Channel Settings**.

Setting Favourite Channels



Note: Press the **EXIT** button to exit. Press the **BACK** button to return to the previous screen.

Select the channels from the left column and press the **PLUS** button.

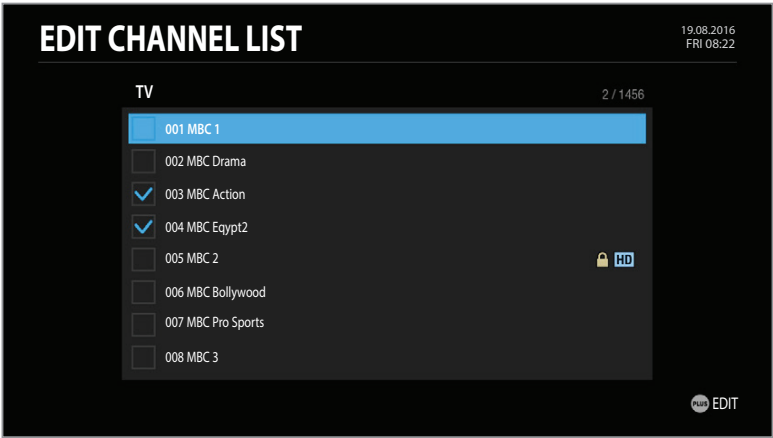
ADD TO FAV.	Add to favourite channels.
CHANGE GROUP	List channels in another channel group.
SELECT/DESELECT ALL	Mark or release all channels.

Select the channels from the right column and press the **PLUS** button.

REMOVE	Remove from favourite group.
MOVE	Move the channel in the favourite group.
CHANGE FAVOURITE	Change to another favourite group.
RENAME FAVOURITE	Rename the favourite group.
SELECT/DESELECT ALL	Mark or release all channels.

Editing Channel List

You can delete, lock or rename channels in the channel list.



Select a channel and press the **PLUS** button.

DELETE	Delete channels from channel list.
PARENTAL LOCK/UNLOCK	Lock channels to block access.
RENAME	Change channel name.
MOVE	Move the channel using the p/q button.
CHANGE GROUP	List channels of another channel group.
SELECT/DESELECT ALL	Mark or release all channels.

Signal Test

You can check the signal strength and quality of the searched channels.

Import Channels

You can bring channel database from your USB memory stick.

Export Channels

You can store channel database in your USB memory stick.

Search Channels [Fixed Antenna]

Search Channels allows you to configure your antenna and search the TV and radio channels.

🏠 > SETTINGS > Channel Settings > Search Channels

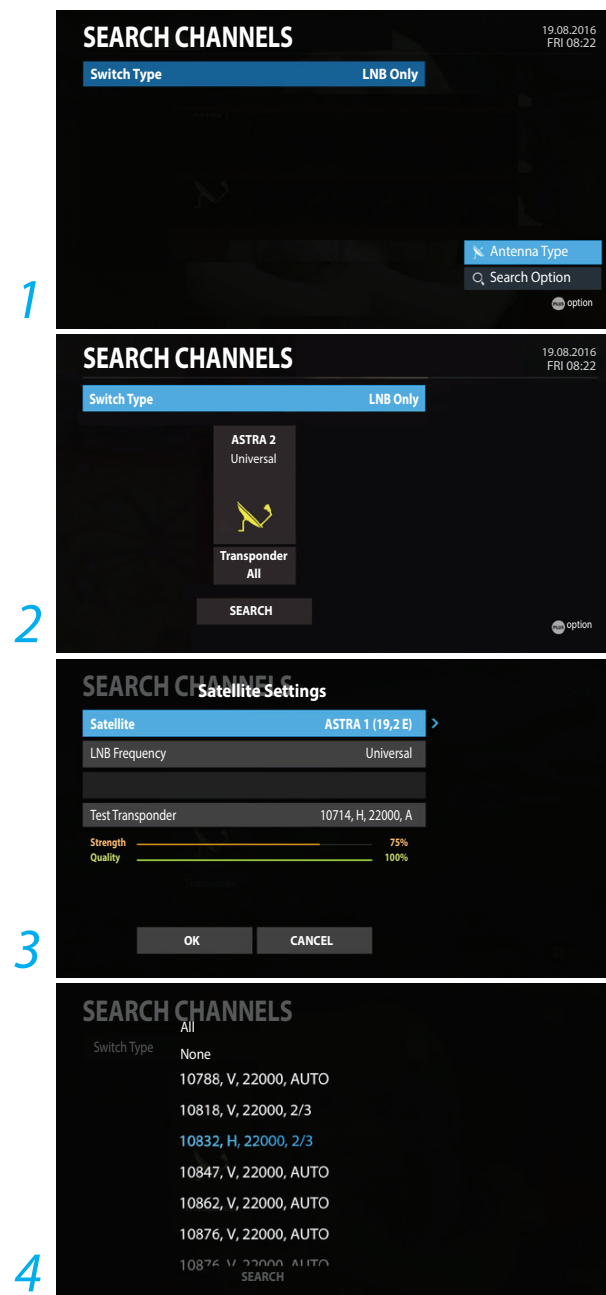
- 1 Press the **PLUS** button and select **Antenna Type**.
Select **Fixed Antenna** and press the **OK** button.
- 2 Select **Switch Type** and select **LNB Only** or **DiSEqC**.
- 3 Select a satellite figure and press the **OK** button.
 - **Satellite:** Select the satellite.
 - **LNB Frequency:** Select the LNB frequency.
 - **DiSEqC:** Select the DiSEqC switch.
 - **Test Transponder:** Check the signal status of each transponder and select the one with the best quality.
Select **OK**.
- 4 Select **Transponder** under the activated satellite figure and press the **OK** button.
Select a value in the transponder list.
- 5 Select **SEARCH** and press the **OK** button. The found channels will be listed.
- 6 When the search is completed, select **SAVE** and press the **OK** button.

Note:

- Select **User Define** to enter the options directly.
- Select **STOP** and press the **OK** button to stop the channel search.
- All channels will be deleted if you change the antenna type.
- The default password is 0000. If you have forgotten your password, please contact your local distributor.

Changing Search Option

- **Network Search:** Select **On** to search more channels based on the network information of the selected transponder.
 - **Scrambled Type:** All – FTA – CAS
 - **Channel Type:** All – TV – Radio
- Select **OK** and press the **OK** button.



Search Channels [SCD Antenna]

Single Cable Distribution enables the delivery of broadcast programming over a single cable to multiple users eliminating the numerous cables required to support other electronics devices.

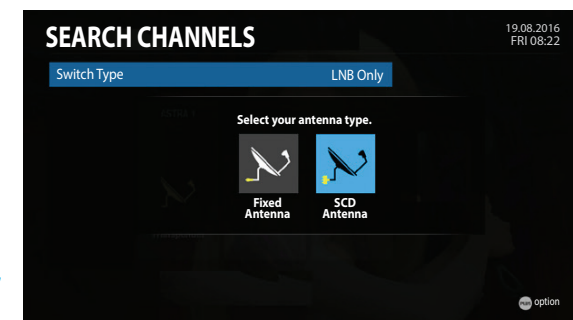
If you are using more than one satellite set-top box, set one set-top box at a time and turn off the others while setting. Refer to the satellite antenna manual for details.

🏠 > SETTINGS > Channel Settings > Search Channels

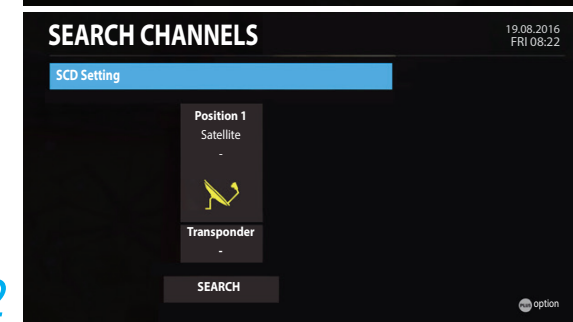
- 1 Press the **PLUS** button and select **Antenna Type**.
Select **SCD Antenna** and press the **OK** button.
- 2 Select **SCD Setting** and press the **OK** button.
 - **Tuner:** Select Tuner 1.
 - **User Band:** Select from User Band 1~8.
 - **Band Frequency:** The frequency is set based on the channel of tuner.
 Select **OK**.
- 3 Select a satellite figure and press the **OK** button.
 - **Satellite:** Select the satellite.
 - **LNB Frequency:** Select the LNB frequency.
 - **Test Transponder:** Check the signal status of each transponder and select the one with the best quality.
 Select **OK**.
- 4 Select **Transponder** under the activated satellite figure and press the **OK** button.
Select a value in the transponder list.
- 5 Repeat the steps above to set more satellites.
- 6 Select **SEARCH** and press the **OK** button. The found channels will be listed.
- 7 When the search is completed, select **SAVE** and press the **OK** button.

Note:

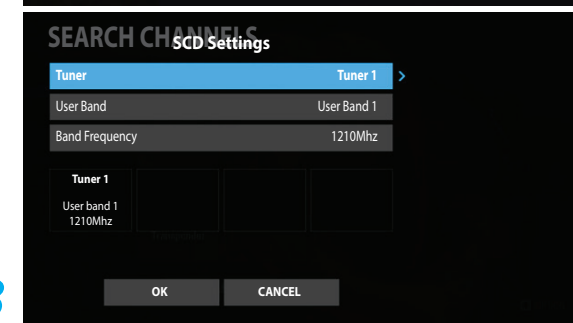
- Select **User Define** to enter the options directly.
- Select **STOP** and press the **OK** button to stop the channel search.
- All channels will be deleted if you change the antenna type.
- The default password is 0000. If you have forgotten your password, please contact your local distributor.
- The user band and band frequency of each tuner has to be set differently.



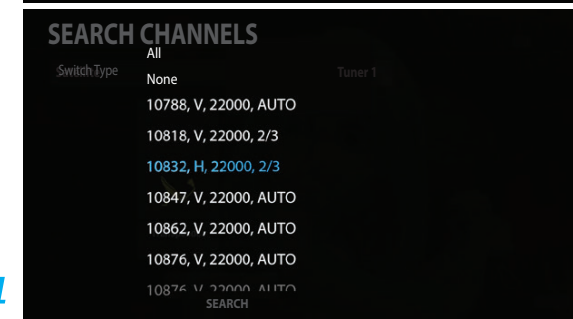
1



2



3



4

Specification

Tuner & Channel	
No. of Tuners	1
Input Connector	F-Type, IEC 169-24, Female, 1 x Input
Frequency Range	950 MHz to 2150 MHz
Signal Level	-25~-69dBm
LNB Power & Polarisation	Vertical: +13.3 V , Horizontal: +18.3 V Current: MAX. 350 mA (overload protection)
22kHz Tone	22 kHz \pm 4 kHz Tone
DiSEqC Control	1.0, 1.2, USALS compatible
Demodulation	DVB-S2 - Compliant to EN302 307, DVB-S - Compliant to EN300 421
Input Symbol Rate	DVB-S2 : 3~42 MBaud(QPSK) , 3~30 MBaud(8PSK) DVB-S : 2~45 MBaud
FEC Mode	DVB-S: Auto, 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, 1/2, 3/5, 2/3, 3/4, 4/5, 5/6, 8/9, 9/10(8PSK)
Video/Audio Processing	
Video Decoding	MPEG2 (MP@HL), H.264 (HP@L4.2), H.265/HEVC (Main, Main10 profile)
Video Resolution	1080p, 1080i, 720p, 576p, 576i
Audio Decoding	MPEG1 Layer-I/II/III, Dolby Audio
Audio Mode	Mono/Single channel/Dual channel/Joint stereo/Stereo

Memory	
Flash Memory	256 MByte
RAM	512 MByte
Audio/Video/Data In/Out	
Video	RCA-Type(CVBS), HDMI/HDCP
Audio	Audio L/R
Data In/Out	
USB	USB 2.0 Host (5V \equiv 500mA Max.)
Power Supply	
Input Voltage	100~240V AC, 50/60Hz
Type	Adaptor
Power Consumption	12 V \equiv 2.0 A
Protection	Separate internal fuse. The input should be protected against lightning.
Physical Specification	
Size (WxDxH)	203 x 166 x 40 (mm)
Weight (Net)	0.72 kg
Operating Temperature	0 °C to +50 °C
Storage Temperature	-10 °C to +70 °C
Storage Humidity	5 %~100 %


Note: The specifications are subject to change without notice.

Trouble Shooting

Before contacting the customer service center, make sure to read the tips below carefully. If the problem persists after you complete the following procedure, please contact HUMAX customer service for further instructions.

General

Problem	Possible Cause	What to Do
No picture (Nothing shows on the TV)	HDMI cable not securely connected.	<ul style="list-style-type: none"> • Make sure that the product is powered on and in operation mode. • Make sure that the AV or HDMI cable is firmly connected to the TV. • Check the brightness level of the TV. • Check if the channel is currently on air. Contact the broadcaster to ensure that the channel is running. • Check if the input source of your TV is set for the AV or HDMI depending on how your product is connected to the TV.
No picture (No channels)	Antenna is disconnected. Antenna is damaged/misaligned. Out of digital signal area. Antenna is not positioned.	<ul style="list-style-type: none"> • Make sure that the product is powered on and in operation mode. Press the STANDBY button. • Make sure that the AV or HDMI is firmly connected to the TV. • Make sure that the antenna cable is properly connected to the product. • Press the Input or Source button on the TV remote and select AV or HDMI mode depending on how your product is connected to the TV. • Search channels again. Go to HOME > SETTINGS > Channel Settings > Search Channels. • Check if the channel is currently on air. Contact the broadcaster to ensure that the channel is running.
Poor Picture Sound quality	Electro magnetics from electronic devices around the product can cause the issue. Poor/faulty HDMI cable	<ul style="list-style-type: none"> • Make sure there is no mobile phone or microwave oven near the product. • Keep the power and the RF cables apart from each other. • Adjust the antenna direction to get a better picture. <p>Note: If the antenna is covered with snow, the RF is weakened by heavy rain, or the antenna position is changed by strong wind, the condition of the sound and picture may temporarily be poor. However, the poor sound and picture quality due to weather conditions cannot be accepted as a malfunction of product.</p>

Problem	Possible Cause	What to Do
No sound	AV/HDMI cables are not connected properly or faulty. Volume is set to minimum or mute.	<ul style="list-style-type: none"> Check that your AV or HDMI cable is connected correctly. Check the volume levels of your TV and the product. Check if the product or TV is on mute. Check audio type or soundtrack option. (where applicable)
No response to remote control	Low batteries	<ul style="list-style-type: none"> To control the product, the top end of the remote control should point directly towards the receiving part of the product. Remove and reinsert the batteries in the remote control. Replace the batteries in the remote control for a new set.
No password information		<ul style="list-style-type: none"> The default password is always 0000.
Channel search does not work	Antenna is disconnected. Antenna is damaged/misaligned. Out of digital signal area. Antenna is not positioned.	<ul style="list-style-type: none"> Make sure that the antenna cable is properly connected to the product.
Cannot update the new software	Network is not set up.	<ul style="list-style-type: none"> Check if the network is configured properly. You can check the network connection status by going to  > SETTINGS > Networks Settings. <p>Note: If your product stays connected to the network, everytime you turn off the product it will search for any updates available on air.</p>

Network

Problem	Possible Cause	What to Do
Cannot connect to the Internet	Too far from the wireless router Walls or obstacles between the product and the router cause interference. Faulty Ethernet cable Wrong password	<ul style="list-style-type: none"> If wireless network is not available in your home, use an Ethernet cable to connect the product and the router. Turn off the product and the router and then on to refresh the network. Move the product closer to the wireless router or remove any obstacles from between them. If you use an Ethernet cable, change the Ethernet cable. Check if other network devices in the same network are connecting to the internet okay. Check the network password. <p>Note:</p> <ul style="list-style-type: none"> Wireless router is built in your product. The home network environment may cause the Internet speed slow down.

HUMAX Customer Support

Information concerning troubleshooting, software upgrade and product support is provided in the following website. Should your product require warranty service, please contact the customer service center of which telephone number is on the website.

Middle East (Dubai. UAE)	E-mail:	callcenterME@humaxdigital.com
	Website:	http://www.humaxdigital.com/me/support
	Language:	Arabic / English

Note: For hardware repair, please visit our website.

Glossary

CVBS (Composite Video Baseband Signal)

A technology for transmitting video signals via a cable. Mixes luminance (brightness) and the chrominance (colour) signals together.

DiSEqC (Digital Satellite Equipment Control)

A DiSEqC compatible set-top box relies on a switching box which detects the 22kHz tone pulsing rapidly on and off. In this way, a certain set-top box can control numerous LNBs through a DiSEqC switching box.

Dolby Digital

An encoding system that digitally compresses up to 5.1 discrete channels of audio (left front, centre, right front, left surround, right surround) into a single Bitstream. A low frequency effect (LFE) channel is included providing the sound needed for special effects.

DVB (Digital Video Broadcasting)

A set of standards that define digital broadcasts using satellite, cable or terrestrial systems.

EPG (Electronic Program Guide)

An electronic equivalent to a printed television listings magazine. It is an application used with digital set-top boxes and digital television sets to list current and scheduled programs that are or will be available on each channel, including a short summary or commentary for each Program. The information supplied in the EPG is sent and updated by the channel broadcaster.

Frequency

The property of a signal measured in cycles per second (=Hz).

FTA (Free- To-Air)

An unscrambled broadcaster allowing customers to view channels or services without paying any subscription.

HDMI (High-Definition Multimedia Interface)

An all-digital audio/video interface that supports standard, enhanced, or high-definition video, plus multi-channel digital audio on a single cable. It transmits all ATSC HDTV standards and supports 8-channel digital audio.

LNB (Low Noise Block)

A device that is mounted on an arm facing your satellite dish, focusing on satellite signals. A LNB converts signals received from satellite to a lower frequency and sends them to a satellite set-top box via coaxial cable.

OTA (Over the Air)

A standard for the transmission of software for equipment, through a broadcast system. Manufacturers reserve the right for deciding the release of the software for their products.

PID (Packet Identifier)

A set of numbers identifying stream packets contained within a single data stream.

Polarisation

The direction of the electrical and magnetic fields of a signal. Satellites use both vertical and horizontal polarisation, meaning that a frequency can be used twice.

QPSK (Quadrature Phase Shift Keying)

Digital modulation technique in which the carrier phase can have one of four possible values.

RF (Radio Frequency)

Television signals are modulated onto RF signals and are then demodulated by the tuner of your TV or STBs.

RGB (Red – Green – Blue)

A technology for transmitting video signals via a cable. RGB is a system to represent red, green, and blue colours on a TV or monitor display. Red, green, and blue can be combined in various proportions to obtain any colour.

Smartcard

A credit card sized card that contains updateable chip memory. It is used to access Pay TV (encrypted) channels or services.

S-Video (Super-Video)

Sometimes referred to as Y/C video; a technology for transmitting video signals via a cable. It is a video signal transmission in which the luminance (brightness) and the chrominance (colour) signals are transmitted separately to achieve superior picture clarity.

Transponder

A satellite is divided up in parts called transponders. A transponder is one distribution section of the satellite. Each transponder can be used for distribution of several channels or services.

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Appendix

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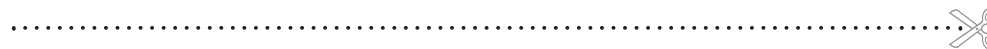
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