TERRESTIAL SET TOP BOX TUNING AND TROUBLESHOOTING PROCEDURE

WALESI – DEC 2017 – LAUNCH

INSTRUCTIONS DOCUMENT FOR RETAILERS/CUSTOMERS.
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PRE-REQUISES TO CONTINUE

ANTENNA MOUNT POSITION

1. UHF Antenna correctly installed with Vertical Polarity pointing to the regional transmission site and connected to the Set Top Box.

   VERTICAL polarity means the X prongs on your UHF Aerial should be perpendicular to horizon. (as pictured)

2. Power connected to the Set top box.

3. Set top box connected to TV with either AV or HDMI cable.
INSTRUCTION TO TUNE THE SET TOP BOX FIRST TIME

1. Connect the power supply and antenna to the Set Top Box (STB). Use only supplied power supply adapter in the Walesi box.

2. When your STB is on the power light is Green and when in standby it is RED.

3. Use either an HDMI or AV cable and connect the STB to your TV screen. HDMI cable is preferred for best Walesi Digital TV Experience for Sound and Picture Quality.
4. Change the input setting on your TV using TV Remote Control to Either AV or HDMI depending on what connector you used.

5. Switch on your STB using the Power Button on your remote and wait for it to start.

6. The Set top box will start and show verifying message and Walesi Logo appears for a while:
7. When the box is started successfully, you will see a ‘Channel Search’ page on the screen:

If the ‘Channel search’ screen is not shown, then you can bring it up by using a Menu Button on the Remote control by the following the steps:

Menu → Setting → System Setting → Channel Search
8. On the Channel Search Screen, Press RED button on the remote control to search and tune the Set top box for the first time or if you know the local regional frequency, you can select the frequency and then search only the applicable frequency using the Green Button:

9. Wait while the channel list is populated. This can take a few minutes.
10. Press OK on the remote when prompted to finish searching for channels
11. Then press the exit button on your STB remote control to exit the search menu.

![Search Menu]

12. When the box is tuned for the first time, you’ll see a message as ‘Scramble Channel’. Please wait until 10 to 20 minutes for the Picture to be activated. The ‘Scramble Channel’ message will disappear and you’ll be able to see all channels working by now. Congratulations your Walesi Set Top Box is configured.

Note – this is only when the box is tuned for the first time.

After the first-time tuning – your Walesi Set Top Box will receive an Over-The-Air (OTA) Software upgrade. Please find details about this in OTA Process details.
OTA (OVER-THE-AIR) SOFTWARE UPGRADE PROCESS

1. Walesi releases Set top box Firmware to improve the software features and make enhancements to the existing features on the unit. A new Set top box, after the first tuning it will go through an automatic OTA process to upgrade itself to the latest software version.

2. The Set top box when powered ON will receive an OTA Upgrade message as the following screen:

OTA is released for all nationwide frequencies, the box will attempt to download the new software on all frequencies, if the Software is found – it will upgrade itself automatically displaying the entire process on the TV screen. Process takes about 3 to 5 minutes. Do not switch off or remove Power during this process.
Kindly note, if the software is not found, it will display a message as

‘New software is not found’ – Press OK and Exit button on the Remote-Control unit.
Wait for the box to attempt to download the new software automatically from the next available frequency, it repeats this process until it successfully finds the new software and upgrades itself.

OTA Frequencies the Set top box will attempt to download from:

- 506Mhz
- 514Mhz
- 522Mhz
- 530Mhz
- 538Mhz
- 546Mhz

Once the box is upgraded to latest software, it will not display the OTA message until the next software is released by Walesi Backend.
1. If there is no input on your TV’s HDMI or AV source, ensure the power adapter is plugged in to electrical socket and the power is switched on for the Set Top Box. And Set top is ON showing Green light, will be visible on the front of the STB.

2. If you see ‘No Signal’ or ‘Scramble Channel’ message or breaks in picture quality or sound, check if the antenna is connected and connector is secured properly to the STB unit. Verify the Antenna position is pointing to the Transmission site & secured properly to withstand strong wind.

3. If Channel list is not shown or some channels are missing on your Set top box, follow the procedure to Factory reset the set-top-box and tune again. Procedure mentioned in this document.
PROCEDURE TO FACTORY RESET AND TUNE AGAIN:

1. Using the ‘Menu’ button on the Remote Control browse to System Settings:
2. Press OK to go into the System Setting Page and using the ‘Down’ button on the Remote control go to Factory Reset Option:

3. Press OK and Yes (OK) for confirmation on Remote to Factory Reset the STB?
4. Box will reset and restart itself:

5. Upon restart, the box will come up with Channel Search page, using the 'Red' button on the remote start searching:

   Wait while the channel list is populated. This can take a few minutes.
6. Press OK on the remote when prompted to finish searching for channels
7. Then press the exit button on your STB remote control to exit the search menu.

All 8 channels should be restored on your Set Top box.
HELPDESK INFO

In case you notice any issues or wish to seek more information on Walesi’s Digital TV Service, please drop an email to info@walesi.com.fj or call us at 0800 321 6600 Mon to Fri 8am to 9pm.