

User Manual

4K-HEVC Advanced Linux STB

ZGEMMA H9 TWIN



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1. Introduction

1.1 Safety Instructions

ZGEMMA H9 TWIN has been designed and manufactured in compliance with EU consumer safety requirements (CE). Please read the following safety precautions carefully

1. Connecting Power

- This product operates only in the range of AC 100V ~ 250V and 50Hz/60Hz. Please check first your power supply to see if it fits in this range.
- Please be noted that you need to disconnect from the mains before you start any maintenance or installation procedures.
- Make sure that the power cord is placed in a position where it is easy to unplug it from the mains in an emergency.

2. Overloading

- Do not overload a wall outlet, extension cord or adapter as this may cause electrical fire or shock.

3. Liquid

- This product is not water-proof and should not be exposed to dripping, splashing, or any type of liquid.
- No objects filled with liquid such as vases shall be placed on the product.
- Please do not clean the product with wet cloth, which may cause a short circuit.
- No wet objects should be placed near the product.

4. Ventilation

- Allow sufficient space between the product and other objects to make sure air ventilation of the product.
- Do not block the top or rear of the product with an object, which will close the ventilation holes and lead to a high temperature of the system. This may cause a failure of the product.
- Do not stack other electronic devices on top of the product.
- Do not insert any kind of pointed objects like screw, gimlet, etc. into the ventilation holes of the product. This will damage the product.

5. Connecting the Satellite Cable.

- Disconnect the power of the product before you connect the satellite cable to the product. Otherwise, it may cause damage to the LNB.

6. Grounding

- The LNB must be earthed to the system earth for the satellite dish.

7. Location

- Place the product indoor.
- Do not expose the product to rain, sun or lightening.
- Do not place the product near any heat appliances such as a radiator.
- Ensure that there is more than 10 cm distance from any electrical devices & wall.

8. Lightening, Storm or Not In Use.

- Unplug the product and disconnect the antenna cable during a thunderstorm or lightening, especially when left unattended and unused for a long period of time. This will prevent possible damages from power surges or lightening.

9. Replacement of Parts

- Unauthorized part replacements, especially by one who is not a qualified technician may result in damage to the product.
- Ensure that when part replacements are necessary qualified technicians perform the task using the components specified by the manufacturer.

10. Hard Disk Drive

- Do not move the product or turn the power off suddenly while the Hard Disk Drive (HDD) is still running. This may result in damage to the HDD and thus the system.
- The company shall not be liable for any corruption of data on the HDD caused by careless use or misuse of users.

11. Battery

- There is danger of explosion if batteries are incorrectly replaced.
- Replace batteries only with the same or equivalent type.

Disposal "WEEE" Symbol instructions



This product should not be disposed with other house hold 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 help prevent harm to the environment or human health from uncontrolled waste disposal.

1.2 Packaging Contents

Please check all package contents before using your product.

ZGEMMA H9 TWIN



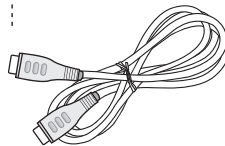
Remote Control



User's Guide



HDMI Cable



AC Adapter



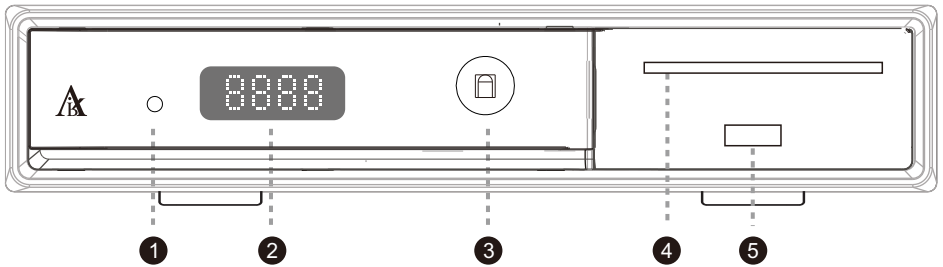
WiFi antenna



* The accessories may vary according to area.

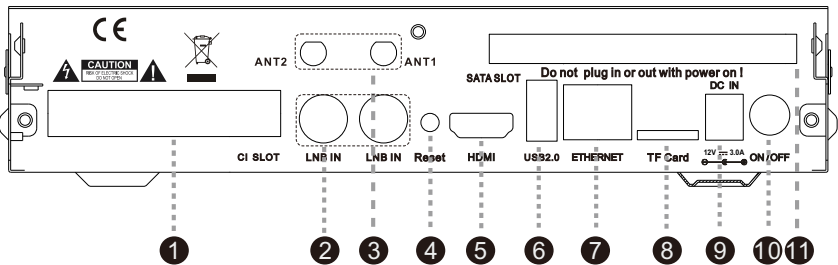
1.3 Product Descriptions

Front Panel



- 1. Indicator: Display the current status of STB. Green is on, Red is deep standby.
- 2. 7-Segment Display.
- 3. IR Receiver: Receive the IR signal from remote controller.
- 4. Smartcard reader slot: One Smart card slot is provided.
- 5. USB.

Rear Panel



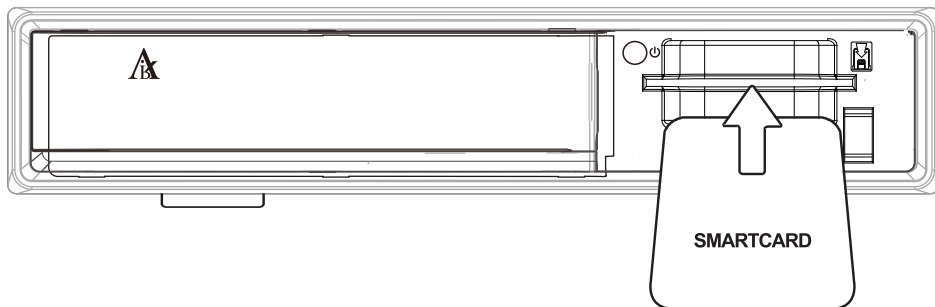
- 1. CI slot
- 2. LNB IN: Connect to Satellite cable
- 3. ANT: Built-in wifi antenna
- 4. Reset: USB update key
- 5. HDMI: Connect to TV using a HDMI cable for both audio and video signals
- 6. USB: USB2.0
- 7. ETHERNET: One Ethernet cable
- 8. TF Card slot
- 9. DC Power Jack: Connect the provided AC/DC adapter(3A/12V)
- 10. Power Switch: Press to turn on/off the power
- 11. SATA SLOTT(66.9*7 HDD OR SSD)

1.4 Conditional Access

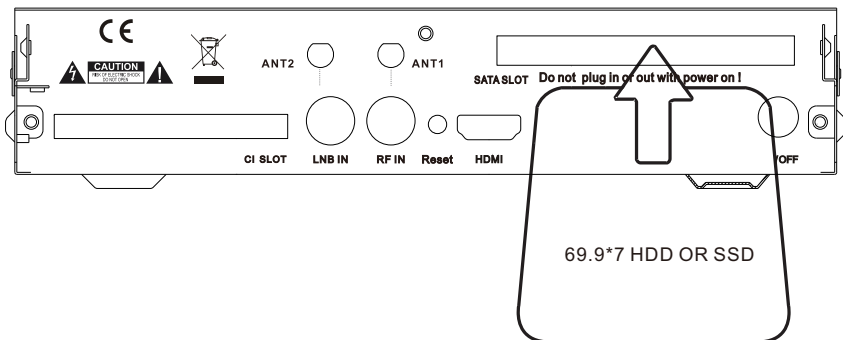
Amongst the channels scanned via ZGEMMA H9 TWIN some channels can be properly tuned in only with the corresponding Smartcard and/ or CAM(Conditional Access Module).ZGEMMA H9 TWIN provides one Smartcard Reader slot and one Conditional Interface slot. Users need to purchase those Smartcards and CAMs that are required for viewing such subscription based services.

Insertion of Smartcard

- 1 Open the door on the right side.
- 2 Insert Smartcard as in the following instruction with the IC chip pointing down.
- 3 Make sure that the Smartcard remain inserted while viewing



Insertion of HDD



1.5 Remote Control

POWER
Press to turn the product on or standby

Numeric Keys
Press to enter a channel number or numbers according to the menu options

PREVIOUS
Press to go to Previous Page

BACK
Press to return to the previous service or Menu

Navigation Keys
Press to navigate up/down and left/right on the menu options.
up/down keys are used to call up the channel list

EXIT
Press to exit the current menu option into the live mode, or switches one step back of the menu.

Volume +/-
Press to adjust the audio volume

TEXT
Press to display the teletext information of the current channel, if the channel provides teletext data.

TV
Press to display the TV channel list

Color Keys
RED, Green, Yellow & Blue Each key is assigned a specific function that may be different in each manu

Recording [*]
Press to start or stop recording media

STOP [■]
Press to stop playing media

Play/Pause [▶⏸]
Press to play the selected file(e.g.recording)at the normal speed or pause the live program or recording play

Previous Program [⏮]
Press to move to previous program

Next Program [⏭]
Press to move to Next program

TIMER
Press to view the Timer Schedule

Fast Rewind [⏮⏮]
Faster rewind than the normal speed

Fast Forward [⏭⏭]
Faster forward than the normal speed

SLEEP
Press to turn off the product sleep timer by user

MUTE
Press to mute the audio or un-mute

NEXT
Press to go to Next Page

INFO
Press to view the Program information

OK
Press to confirm the selected menu option

EPG
Press to display the EPG(Electronic Program Guide) information if the channel provide

Channel(Page) up/down
Press to navigate through the scanned channel list or move the channel/program list in pages

MENU
Press to main menu

FILE LIST
Press to display the list of recordings stored on the external HDD if any

AUDIO
Press to select available audio language and audio type

SUBTITLE
Press to display the subtitle of the current channel, if the channel provides subtitle data

PORTAL
Press to go to Portal menu

RADIO
Press to display the Radio channel

V.MODE
Press to change the display output ratio: Wide Zoom or Original

FAV
Show the Favorite Lists available

HELP
Press to display major important operation methods. This provides users with a quick guide of product

1.6 Main Features

- 1.5G MHZ QUAD-CORE
- Quad-core high-performance GPU Mali450
- Linux Operating System
- Downloadable Plug-ins supported
- Twin tuner DVB-S2X & DVB-S2X
- 8GB eMMC/1GB DDR Memory
- Support TF Card
- MPEG2/H.264 and H.265
- HD HEVC/H.265 2160p60 Main-10 multi-format decoder
- WIFI Built-in
- Composite video with digital audio
- 1 Gbit Ethernet Interface
- USB 2.0
- HDMI 2.0
- EPG supported
- Automatic & Manual Service Scan supported
- Skin change supported
- Stable power adaptor (external)
- PIP

1.7 Technical Data

1.7.1 Basic Features

Reliability	
Operating Temp.	0 ~ 45°C
Relative Humidity	10% ~ 80% (non-condensing)
RF Reception	
DVB-S2X	950MHz ~ 2150MHz

IO Features	
Power Indication	Yes (Red=stand-by)
Network activity Indication	Yes (Rear)
Ethernet	Yes (1Gbit)
HDMI output	576p, 720p @ 50Hz, 1080i @ 25Hz, 1080p @ 50Hz, 2160p
Smart card slot	* 1
USB 2.0	Yes (Rear, 1 port)
Common Interface	* 1
Power Supply	AC-DC Adaptor (12V/3.0A)

Packaging	
Gift box	Paper box, coloured design
Accessories	
RCU	Yes
HDMI Cable	Yes
AC Adaptor(12V/3.0A)	Yes
User Manual Guide	Yes

1.7.2 Basic Functions

Solution	
CPU	ARM Brahma15 1500Mhz
RAM	1024MB
ROM	eMMC 8GB
OS	Linux version >4.0
Audio Decoder	
Dolby Digital (AC3)	Yes
MPEG-1 L1/L2/L3	Yes
MPEG-2 AAC	Yes
MPEG-4 HE-AAC	Yes
Digital multi-lingual	Yes
WMA	Yes
DTS	Yes
Video Decoder	
MPEG-1	Yes
MPEG-2	MP@HL
VC-1	AP@L3
H.264	HP@L4 (1080p 30fps)
H.265	2160p 60fps
WMV9	MP@HL
XVID	XVID Highdef (HD)
Video Display	
16 : 9, 4 : 3 Monitor Selection	Yes
Aspect ratio control (Normal, Wide, Zoom)	Yes
576i/576p/720p/1080i/1080p/2160p	Yes

Control I/F	
RCU	Yes
AV Input/Output	
CVBS+LR	Yes
HDMI 2.0 output	x 1
USB 2.0	x 1
Ethernet	
Rj45	x 1
Network	
1 Gbit	Yes
W-LAN	USB type (optional)
DHCP, Static IP	Yes
PPPoE	Optional
Other Functions	
Volume & Mute Control	Yes

2. INSTALLATION OF ZGEMMA H9 TWIN

This chapter will guide you through the whole installation process of ZGEMMA H9 TWIN. Please read each section carefully to make sure that the system runs properly.

2.1 Connecting the TV

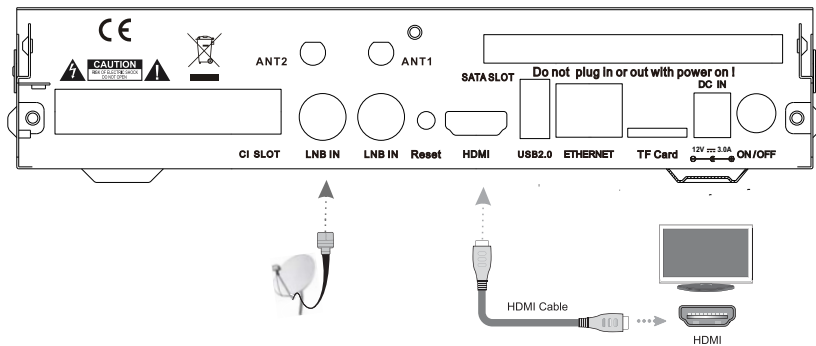
ZGEMMA H9 TWIN provides a variety of audio/video connection methods.

We recommend you to use HDMI connector to get the best picture quality. If your television does not have a matching connector, then use the AV connector in the following order for a better picture quality.

You should configure audio and video settings after connecting up the digital receiver.

2.1.1 Connecting TV via HDMI cable

For the sake of the best picture quality, especially for digital TV, HDMI connection is recommended. Most HDTVs have HDMI connectors to ensure the highest picture quality. In the rear panel of ZGEMMA H9 TWIN one HDMI connector is available for this purpose. Connect your TV to ZGEMMA H9 TWIN using an HDMI cable as follows.



2.2 Connecting Power

A power adaptor is provided as one of the basic accessories of ZGEMMA H9 TWIN

- 1 Connect the power adaptor to the connector at the rear panel of ZGEMMA H9 TWIN
- 2 Connect the power adaptor to a power outlet.
- 3 Turn on the power switch at the rear panel.

NOTE : AC input condition

- Nominal Voltage Range : 100 - 240 VAC
- Maximum Voltage Range : 90 - 264 VAC

- Nominal Frequency : 50 / 60 Hz
- Maximum Frequency Range : 47 - 63 Hz

NOTE :  means Remote control operation order.

2.3 Power On/Off

[] : Press Power key / Press MENU > Select Standby/Reset]
There are several ways to turn your ZGEMMA H9 TWIN ON or OFF.

* Complete Power Shutdown

Press the power switch to completely shut down the power.

* Standby Mode

POWER key is normally used to turn the power of ZGEMMA H9 COMBO on or off. If you press POWER, it instantly switches your ZGEMMA H9 COMBO off or on. In this mode, the system is not completely shut down and thus it takes a shorter time to turn it on and off.

* Deep Standby Mode [] : Menu > Standby/Restart > Deep Standby]

Deep Standby is used to reduce the standby power consumption. ZGEMMA H9 TWIN designed to be energy efficient and to guarantee the power consumption to be under 1W in the deep standby mode.

3. FIRST TIME INSTALLATION (USING WIZARD)

When you turn on ZGEMMA H9 TWIN for the first time after purchase, an installation wizard will begin step by step.

NOTE : OK key is used for confirmation and turns to the next step. Press EXIT key to return to the previous page.

3.1 Video Input Selection



3.2 Video Mode (Resolution) Selection



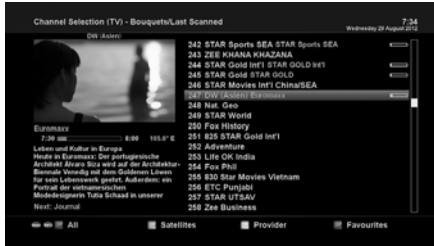
3.3 Language Selection



ZGEMMA H9 TWIN provides various languages and here you can choose the main language for your ZGEMMA H9 TWIN. Use UP/DOWN key to scroll up and down to find the language you want.

4. BASIC OPERATIONS

4.1 Switching Channels



[**i**] : Press **▲/▼**, CHANNEL +/- key / Press **◀/▶** to move to the next channels]

ZGEMMA H9 TWIN offers various channel zapping methods. You can switch the current channel by pressing.

• UP/DOWN key

If you press UP or DOWN key, Channel Selection menu appears.

You can move up and down to select the channel that you want to tune into

• LEFT/RIGHT key

If you press LEFT or RIGHT key, the previous or subsequent channel of the current channel is tuned in.

• CHANNEL +/- key

If you press CHANNEL + or - key, this will call up the Channel Selection menu.

• Channel Number

Enter a channel number, and it will instantly tune into the channel.

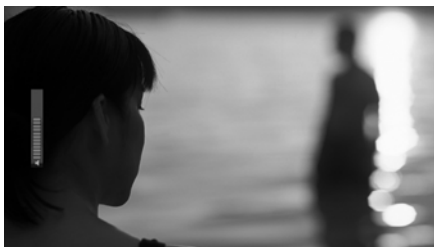
NOTE :

If channel change is not done, it is probably because the selected channel is encrypted and you do not have a proper smartcard.

In order for you to add certain channels to this Favourites list,

- 1 Call up the Channel Selection list by Pressing UP or DOWN key.
- 2 Go to the list of All channels by pressing RED.
- 3 Select the channel that you want to add to the Favourites list.
- 4 Press MENU key on the selected channel and channel list menu appears.
- 5 Choose "add service to bouquet" and press OK.
- 6 Select "Favourites" and press OK.
- 7 Go to the "Favourites" list by pressing BLUE to confirm that the selected channel is correctly included in the list.

4.2 Volume Control

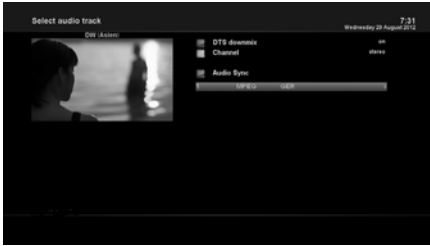


[**i**] : Press VOLUME +/- key]

You can adjust the audio volume by pressing VOLUME +/- key. You can also mute or unmute the audio temporarily by pressing MUTE key (**⏸**).

Mute icon is on when the audio is muted.

4.3 Selecting Audio Track



[**i**] : Press AUDIO key]

You can check what audio tracks are available to choose by pressing AUDIO key.

By using UP/DOWN key and Colour key, you can select a different audio language or Stereo sound.

NOTE : Available options on this menu will differ depending on the service.

4.4 Subtitle



[**i**] : Press SUBTITLE key]

You can view the subtitle of the current program if the program provides the subtitle. Press SUBTITLE key, Subtitle selection menu appears as below.

Available subtitles, if any, will display. By using UP/DOWN navigate the list to select a subtitle that you want to play and press OK to activate it.

4.5 Teletext



[**i**] : Press TEXT key]

You can call up Teletext information by pressing TEXT key. It will take some time to load all the information.

You can navigate through the Teletext page by using UP/DOWN key to select a text page. Also, just simply enter the page number that you want to read.

- MUTE key

Once you activated Teletext, you can toggle between the live mode and the Teletext page by pressing MUTE (**⊗**) key instantly. In this case, loading of the Teletext page takes place instantly.

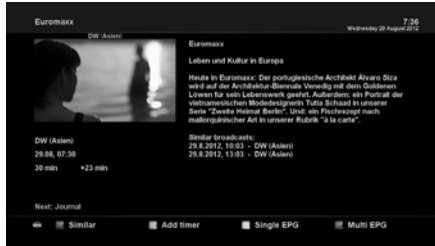
- VOLUME +

If you want to enlarge the page, press VOLUME + key.

- VOLUME -

If you want to reduce the page size, press VOLUME - key.

4.6 Program Information



[**i**] : Press INFO key

Whenever you change the channel, infobar is always displayed for 5 seconds (default setting). Infobar is designed to provide you comprehensive information of the channel that you are currently watching.

4.7 Info Bar

• Press OK to call up infobar.



4.8 Electronic Program Guide (Event View)



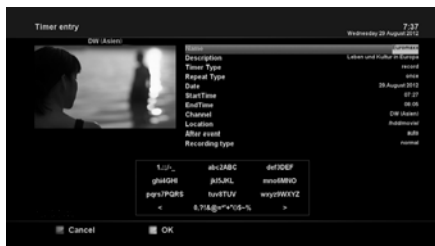
[**i**] : Press EPG key

Electronic Program Guide (EPG) displays the program information of each channel, if provided, in time and date order. Detailed information of the current channel will be displayed on EPG. There are four options in the EPG display.

NOTE : Press and hold EPG key for Multi-EPG.

• **GREEN (Add Timer)**

If you press GREEN key, Timer entry menu appears as shown left. This option is used to set up a new timer for recording or zapping.



- Name
Displays the name of the selected program.
- Description
Displays a short description of the selected program.
- Timer Type
 - Select Zap for channel tuning reservation.
 - Select Record for recording reservation.
- Repeat Type
 - Select Once for one time of zapping or recording reservation.
 - Select Repeated for repeated zapping or recording reservation.
 - Repeats - This option is given only when you selected "Repeated" in the Repeat Type. You can reserve zapping or recording per Daily / Weekly / Mon-Fri / User-defined.
- Date
Displays the current date. This entry is on when you selected "Repeat Type" as "once".
- Start Time
You can set the time to begin recording or zapping.
- End Time
You can set the time to stop recording or zapping.
- Channel
This entry allows you to change the channel. Press LEFT/RIGHT key to call up Channel Selection menu. You can select a different channel from this list using this option. To return to Timer entry menu, press EXIT.

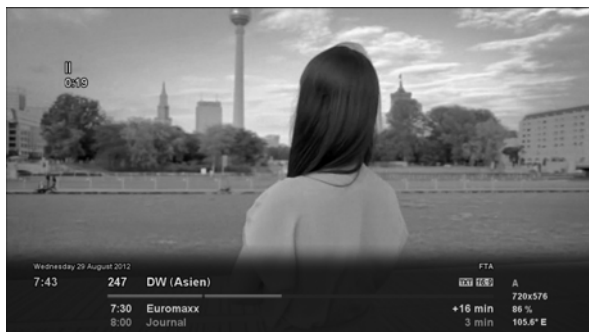
• Multi EPG



- You can move the previous or next program within the same channel by using YELLOW (Previous)/BLUE (Next).
- You can switch to another channel by using UP/DOWN key.
- RED key is used to instantly tune into the selected channel.
- GREEN key is used to reserve recording or zapping of the selected program.

NOTE : Not all channels provide EPG information and thus in case of no EPG data, nothing will be displayed except for the channel name.

4.9 Time Shift



[**i**] : Press ►|| key]

For your information, Timeshift is an instant recording of the current program that you are watching. Press ►|| , it will instantly pause the audio and video of the program, and a small window displaying elapsing time information will appear on the left upper side of the screen as below.

In this state, Timeshifted recording is running until you press either PLAY or PAUSE again. You can restart viewing of the program.

If you want to stop Timeshifted recording and to return to the live mode, press ■ key.

You will be asked of Yes or No to stop Timeshift.

NOTE :

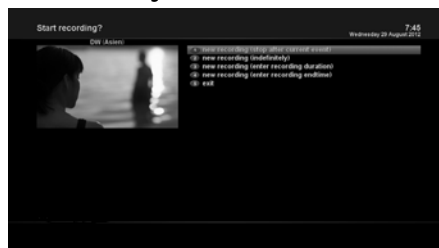
What is different from normal recording is that Timeshifted recording is not meant to be stored on HDD.

If you stop Timeshift, you cannot replay the Timeshifted recording.

4.10 Recording

ZGEMMA H9 TWIN is a Personal Video Recorder with an integrated DVB-S2 tuner. There are two ways to operate and manage recording.

1 Instant Recording



[**i**] : Press REC key]

Press REC key to start the recording of the current program.

Five recording options are given.

- Add recording (stop after current event)

This option is used when you want to end recording when the current program ends.

- Add recording (indefinitely)

This option is used when you want to keep recording running without a specific end time. Recording will continue unless you stop it.

- Add recording (enter recording duration)

This option is used when you want to manually set the length of recording by entering a certain number as below :

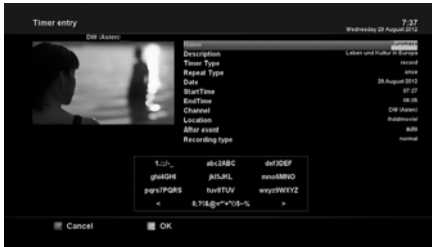
- Add recording (enter recording end time)

This option is used when you want to define a certain date and time when the recording is to stop.

- Exit

This option is used to exit from this menu without recording.

2 Recording by Timer



[**i**] : Press MENU key > Select Timer]

- BLUE (Cleanup)

This option is used to remove those finished timers from the Timer List.

NOTE: Make sure that the HDD on your ZGEMMA H9 TWIN has enough free space available for recording. If the free space on the HDD is not sufficient, recording might stop before the defined end time.

You can manage recording process using Timer List menu. Press MENU and select Timer on the menu.

In this menu, color keys are assigned for each different function.

- RED (Delete)

This option is used to delete a timer.

- GREEN (Add)

This option is used to add a timer.

- YELLOW (Disable)

This option is used to disable the timer and X mark will appear.

NOTE: if you want to enable the disabled timer, press YELLOW again.

3 Stop Recording



[**i**] : Press REC key > Select "Stop Recording"]

4.11 Recording Play



[**i**] : Press FILE LIST key]

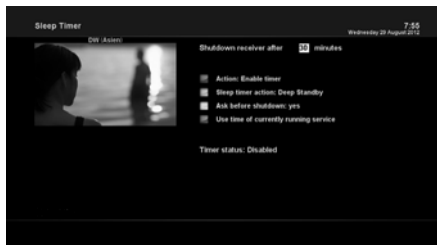
You can view recorded files on the Recorded files menu. Press FILE LIST to activate this menu.

Select the file that you want to play. It will instantly replay the file and display the recording infobar.

This infobar gives you the following information of the recording.

- 1 Title of the recording
- 2 Remaining time
- 3 Progressive bar
- 4 Elapsed time

4.15 Sleep Timer



[ : MENU > Power Management > Sleep Timer]

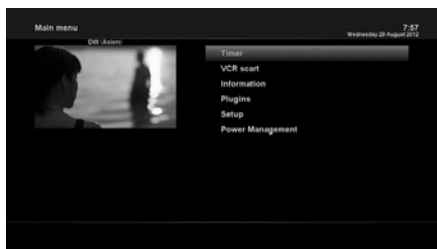
You can set a specific time when your ZGEMMA H9 TWIN goes into Standby mode or Deep Standby mode, using this menu. Three colour keys are used to set up this sleep timer.

- 1 RED
This option is used to enable or disable Sleep Timer.
- 2 GREEN
This option is used to choose between Standby mode and Deep Standby mode.
- 3 YELLOW
This option is used to choose whether to be asked of confirmation before system shutdown.
- 3 BLUE
This option is used to use time of currently running service.

5. MENU

5.1 TOP Main

ZGEMMA H9 TWIN is a very sophisticated device designed to allow users a variety of System Settings options as detailed as possible. You can fine-tune your ZGEMMA H9 TWIN to be your OWN system to fit your taste. This chapter will guide you through the entire menu of system configuration.



[ : Press MENU]

The main menu of ZGEMMA H9 TWIN consists of the following sub menus.
- Timer

- Information

Has two sub menus for Service / About. Service menu provides the detailed information of the current channel. About menu provides the detailed information of the H/W and S/W system of your ZGEMMA H9 TWIN. For more information, please refer to the Information section.

- Plugins

Activates Plugin browser of ZGEMMA H9 TWIN. Using this browser, you can log onto the designated website and you can download a variety of new plug-ins.

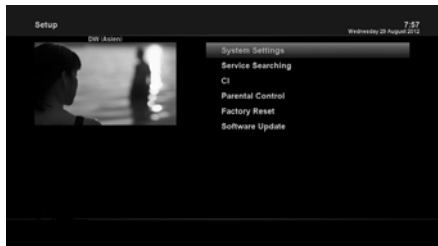
- Setup

Provides all of the System Settings. For more information, please refer to the next section.

- Power Management

Provides options for power on/off and sleep timer. For more information, please refer to the Power On/Off section.

5.2 Setup

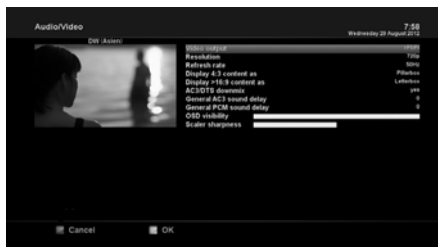


Setup menu consists of the following sub-menus.

- 1 System Settings
- 2 Service Searching
- 3 Common Interface
- 4 Parental Control
- 5 Factory Reset
- 6 Software Update

5.2.1 System Settings

5.2.1.1 Audio/Video



[**i**] : MENU > Setup > System Settings > Audio/Video
Here you will find options necessary to set up the audio and video configuration of your ZGEMMA H9 TWIN .

NOTE :

RED is for cancel and GREEN is for OK. OK key of RCU is not working in this mode.

Amongst the parameters given in this menu, the following ones are generally what you need to decide for the audio and video.

1 Video output

Here you need to decide which video output you want to use between your TV and ZGEMMA H9 TWIN. The available options are as below.

- HDMI

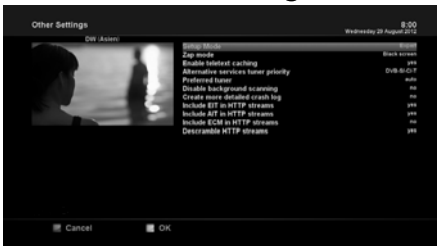
2 Resolution

You need to decide which resolution to use.

3 Downmix

YES is used when you want to set the audio output to be down-mixed to Stereo. NO is used when you do not want to set the audio output to be down-mixed to Stereo. This option is recommended when you are using S/PDIF connection.

5.2.1.2 Other settings



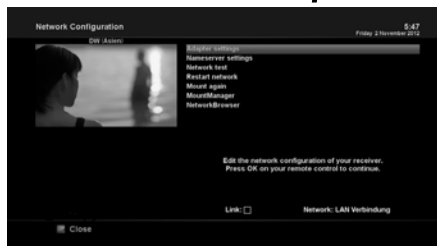
[**i**] : MENU > Setup > System Settings > Other Settings
In this menu you will find various customization options and this menu can be displayed in three different formats: Simple, Intermediate, and Expert.

NOTE :

RED is for cancel and GREEN is for OK. OK key of RCU is not working in this mode.

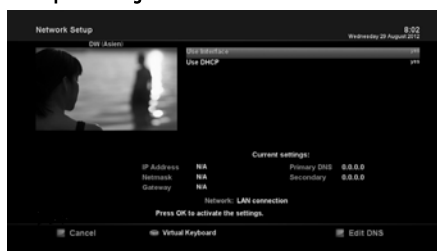
Amongst the options given in this menu, the following ones are generally what you may need to know.

5.2.1.3 Network Setup



[**i**] : MENU > Setup > System Settings > Network Setup]
ZGEMMA H9 TWIN is integrated with standard 100/1000Mbps Ethernet with RJ 45 connector standard. You are recommended to use this network capability of ZGEMMA H9 TWIN to fully enjoy the system. You can set up the network settings through this Network Configuration menu. In the Network Configuration menu, you will see five sub menus as follows :

1 Adapter settings



Use Interface

YES is used to activate the Ethernet. If you set this option at NO, the Ethernet will not work.

Use DHCP

YES is used to use DHCP (Dynamic Host Configuration Protocol). If you set this option at YES, it will automatically detect the correct IP address. NO is used when you want to use a certain fixed IP address. In this case, you need to enter correct addresses in each field.

2 Nameserver settings

This option is required if you selected not to use DHCP. You need to enter the address of the Nameserver.

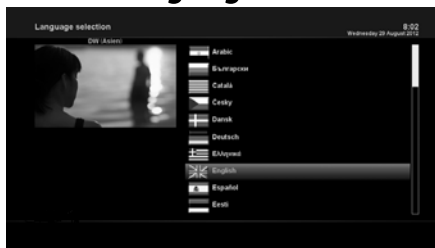
3 Network test

When you are not sure whether the network configuration has been done correctly or not, you can run this test.

4 Restart Network

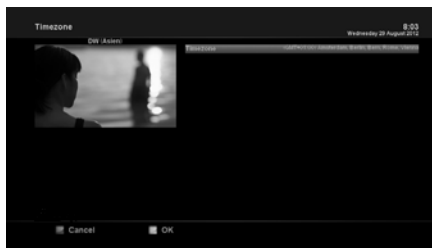
This option is used when you want to reboot the Ethernet of your ZGEMMA H9 TWIN

5.2.1.4 Language Selection



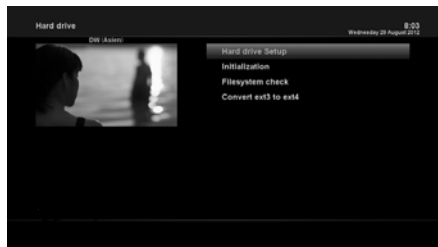
[**i**] : MENU > Setup > System Settings > Language]
A variety of languages are available for the OSD of ZGEMMA H9 TWIN .

5.2.1.5 Time zone



[**i**] : MENU > Setup > System Settings > Timezone]
You can set your time zone in this menu. Using LEFT/RIGHT key, you can find a time zone that you want to use for your ZGEMMA H9 TWIN After selecting a time zone, press GREEN to confirm and save the changed setting.

5.2.1.6 Hard Disk Set Up



[**i** : MENU > Setup > System Settings > Hard drive > Hard drive Setup]

You can set the duration of time after which HDD is to be put into standby mode.

Here, you can choose from No standby to various duration. Once you set this option, press GREEN key to confirm the change.

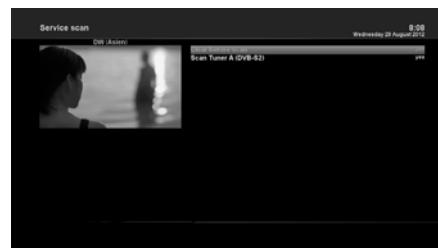
5.2.2 Service Searching

5.2.2.1 Tuner Configuration



[**i** : MENU > Setup > Service Searching > Tuner Configuration] If you run the First Time Installation process, the Tuner A is already configured.

5.2.2.2 Automatic Scan



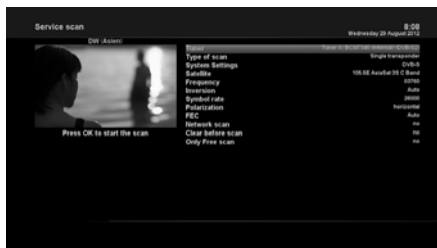
[**i** : MENU > Setup > Service Searching > Automatic Scan]

The easiest way to scan services is to use Automatic Scan. In the Automatic Scan menu, there are two options to choose from as below.

- **Clear Before Scan**

YES is used when you want to delete the existing channel list before you start the automatic scan. If you want to keep the existing list, select NO.

5.2.2.3 Manual Scan



[**i**] : MENU > Setup > Service Searching > Manual Scan
If you know well enough to configure each exact setting required for manual search of services, you can do manual scan as well. There are many parameter values that you need to decide as below.
Amongst other things, the below parameters are what you need to decide prior to performing manual scan.

1 Tuner

You need to decide which tuner you want to use for manual scan.

2 System Settings

Here you have two options DVB-S2X .

3 Frequency

You need to enter the exact frequency of the transponder that you want to scan.

4 Symbol Rate

You need to enter the exact symbol rate of the transponder that you want to scan.

5 Modulation

Select 64QAM or 256 QAM Auto.

6 FEC (Forward Error Correction)

You need to enter the exact FEC value of the transponder that you want to scan.

7 Network Scan

Here you have two options for YES and NO. NO is used to scan the transponder (TP) based on the data that your ZGEMMA H9 TWIN currently has. YES is used to scan the TP not just based on the existing TP data but also using new TP data, if there is TP data newly transported from the TP. Naturally, YES option takes longer while it may result in a better scan result.

8 Clear Before Scan

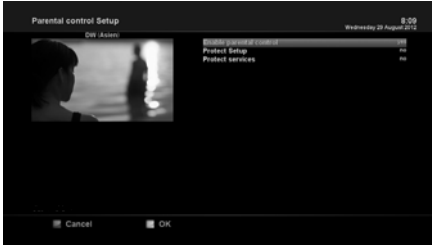
YES is used when you want to delete the existing channel list before you start the automatic scan. If you want to keep the existing list, select NO.

9 Only Free Scan

Here you have two options for NO and YES. If you want to scan only Free to Air channels without any encryption, select YES. Otherwise, select NO to scan all FTA and CAS channels.

Press OK to activate the manual scan. This will take some minutes. As the scan proceeds, you will see the progressive bar and the newly found services underneath.

5.2.3 Parental Control



[ : MENU > Setup > Parental Control]

If you want to prevent certain channels from being accessed by others, you can do so using this menu.

- 1 Go to Parental Control menu by pressing MENU > Setup > Parental Control.
- 2 Set the parental control option at YES using LEFT/RIGHT key. The menu will change as below.

Protect setup

If you set this option at YES, you will be asked to enter PIN code when you enter this Parental setup menu.

Change setup pin

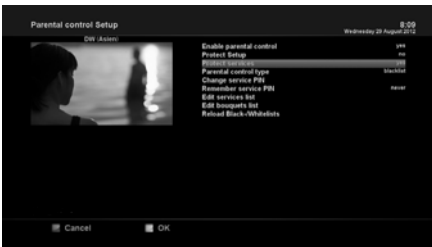
If you want to change the existing PIN code for Parental setup, you can do so using this menu. You need to enter a new PIN code twice.

Protect services

You need to set this option at YES, if you want to lock certain channels with PIN code.

This option will be activated only if you set Protect services at YES. Here there are two options :

- White list : This option is used to block all channels except those channels in the parental control list.
- Black list : This option is used to block only those channels included in the parental control list.



Change service pin

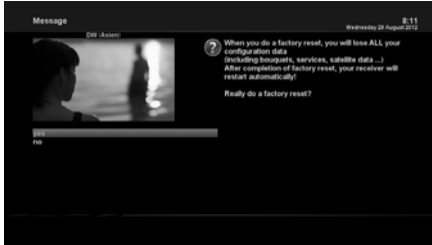


Here you can define a PIN code required to change services to be included in the parental control list.

NOTE:

PIN code here is used for Change service and thus you are recommended to use a PIN code different from that used for Protect services.

5.2.4 Factory Reset



[?] : MENU > Setup > Factory Reset]

If you want to erase all installed service list as well as all configurations, run the Factory Reset process. Select YES in the below menu to run the factory reset.

Upon the completion of factory reset process, your ZGEMMA H9 TWIN will reboot automatically and start the First Time In-stallation process.

NOTE :

If you do this factory reset, all of your configuration data including bouquets, service lists, satellite parameters, and so on will be erased.

5.2.5 Software Update

1.READY YOUR USB STICK

format your usb stick as fat32 unit size ≤8k

2.Download new software file from <http://www.zgemma.org> ,

- 1)there are 2 files: *_recovery_emmc.zip & *_mmc.zip
- 2)unzip the recovery zip file and don't unzip the mmc zip file
- 3)copy the files to your usb stick.

3.RECOVERY YOUR ZGEMMA BOX

- 1) insert the usb stick to your zgemma box usb jack
- 2) press reset key power on your box
- 3) front panel will display boot/flsh/boot
- 4)the screen will display select options here select bootmenu

4.FLASH THE LINUX IMAGE TO YOUR ZGEMMA BOX

- 1) select flash local image and your usb stick name
- 2) select the *_mmc.zip to flash as linux1/2/3/4
- 3) press ok to flash untill flash completed
- 4) continue flash untill the *_mmc.zip use end
- 5)you can flash max 4 image

5.RESTART YOUR ZGEMMA BOX

in the end select one of four image to boot

6.SELECTOR MULTIBOOT IMAGE TO RUN


if you want use another image please do like this below:

- 1) press remote control menu key
- 2) select standby/restart
- 3) select multiboot image selector
- 4) select slot1/2/3/4 to reboot

5.3 Information

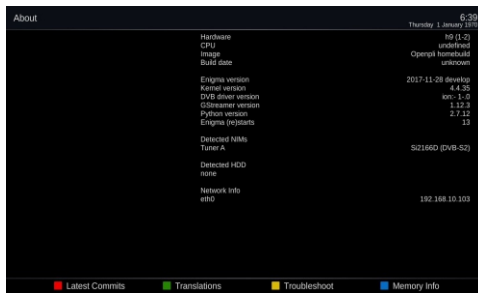
5.3.1 Service Information



[ : MENU > Information > Service]

In this menu, you can see the service information of the current channel such as service name, service provider and video format & size.

5.3.2 Checking H/W & S/W Information



[ : MENU > Information > About]

This menu is for you to check the current system of your

- 1 S/W version
- 2 Detected NIMs for Tuner
- 3 Detected HDD

TROUBLESHOOTING

Before you contract your local service center, please read the following tips carefully.

NOTE: if the antenna is covered with snow or on the RF signal is weakened by heavy rain, the quality of audio and video may become temporarily poor. If you experience poor audio and video quality due to bad weather conditions, please check if your satellite antenna is oriented in the original direction. And see if it is covered by snow. Also, check if your LNB is not damaged.

1.No video on TV

Check first if the product is powered on and in operation mode.

Check if the video cable is properly connected between TV and ZGEMMA H9 TWIN.

Check if the satellite cable is properly connected to ZGEMMA H9 TWIN.

Check if the selected channel is currently on air.

Check if the selected channel is encrypted and if you have a corresponding access smartcard.

2.Problem with audio quality

Check if your audio cable is connected correctly.

Check the volume level of your TV and the product.

Check if the product or TV and the product.

Check if the product or TV is on mute.

Check the audio option if it is correctly selected for the program that you are currently watching.

3.Remote control problem

Check if the batteries are correctly mounted.

If your remote control has been used for long, change the batteries.

Point the remote control directly toward the product.

Make sure that nothing blocks the front panel display.

4.Channel search problem

Make sure if tuner configurations are all correctly made.

Check if the antenna cable(s) are properly connected.

5.Encrypted channel viewing problem

Check if you have the appropriate Smartcard and/or CAM.

Take the Smartcard and CAM out and re-insert them to re-initialize.

Check if your system correctly detects the smartcard and CAM.

6.Recording problem

Check if the HDD has a sufficient space for recording.

Check if there is a conflict between recording timer.

7.Noise

When HDD is running, you may hear a noise.

