TROUBLESHOOTING

Before contacting Beyonwiz Technical Support, please check the following Troubleshooting Guide and try all possible solutions for your problem. If the product does not work normally after completing the following troubleshooting suggestions, please contact your local product distributor or service centre.

It is recommended that you check your product's firmware version in the Setup menu (Setup>Management>Firmware) and upgrade to the most recent firmware version available from the Beyonwiz website (www.beyonwiz.com.au) before troubleshooting.

Problem	Possible Solutions
No message is displayed on the front panel display or product has no power	• Check the main power cable and ensure that it is plugged into a suitable power outlet. • Check that there is power available at the power outlet by plugging in another electrical device (eg. a lamp). • Check that the Power Switch on the product is set to ON.
No picture	• Make sure that the product is in Operation Mode. • Make sure that the AV Cable is firmly connected to the TV. • Make sure that the antenna cable is correctly connected to the product. • Check the brightness level of TV. • Check if the channel is currently on air. • Check if the TV is set to the correct input corresponding to the product's video output connections (eg. AV1, Component, HDMI etc). • Has a Service Scan been performed? • Check that the product's video output settings are configured correctly to suit your display resolution. (Press the TV-OUT button on the Remote Control to advance through the various video output resolution options, or configure this via the Setup menu Setup\Configuration\A/V Output)
Poor picture & sound quality	• Has an antenna been connected to the correct port on the rear of the product? • Avoid positioning the unit near a mobile phone or microwave oven as these devices may cause interference. • Use a good quality 75ohm coaxial cable to connect the antenna to the product. • Check the signal strength and signal quality indicators on the product's onscreen display (by pressing the INFO button on the Remote Control) to ensure that the received signal strength and/or quality is optimal. If not, please contact an authorised antenna service agent or licensed contractor to seek advice concerning improving your TV reception.
No sound, or poor sound	• Check the Volume status of the product, TV and other audio device/s. • Check the Mute status of the product, TV and other audio device/s. • Press the Audio button on the Remote Control to check that the Sound Track setting is correct. • Check that the audio output connections on the product have been connected to the correct input connectors on the TV and/or other audio device/s. • Check that the product's audio output settings configured in the Setup menu are correct. (Setup\Configuration\A/V Output)
Remote control does not operate STB	• To manipulate the product with the supplied Remote control, the Remote control's infrared emitter should directly point towards the infrared receiver of the product. • Check the batteries of the Remote control. • Ensure that the correct mode is selected on the Remote control i.e. "STB" mode if operating the STB or "TV" mode if operating the TV. • If the Remote control range seems to be limited, check to ensure that the protective plastic layers (for shipping protection) on the front panel of the STB have been removed.
Remote control does not operate TV	• To manipulate the equipment with Remote control, the Remote control's emitter should directly point towards the product's Remote control receiver. • Check the battery of the Remote control. • Ensure that the correct mode is selected on the remote control i.e. "STB" mode if operating the STB or "TV" mode if operating the TV. • Has the Remote control been correctly programmed to operate your TV? (See page 80 of the User Guide)
Timers are not recording	• Check to ensure that the timers have been set correctly. • Check if more than two timers are overlapped. • Check if the Power Switch is OFF or the power supply to the product has been disconnected.
I can't connect to my network via LAN	• Check to ensure that the Ethernet (LAN) cable is connected to the correct port on the rear of the product.

	• Is the correct type of Ethernet cable being used for your network connection? (i.e. a "straight-through" or "crossover" cable?) • Have the LAN settings been correctly configured in the product's Setup Menu? (Setup\Network\Setting) • Check to ensure that the other devices on your network are configured correctly to connect with another network device.
I can't connect to my network via W-LAN	• Have the W-LAN antennas been connected correctly to the screw-type antenna connectors at the rear of the product? • Have the W-LAN settings been correctly configured in the product's Setup Menu? (Setup\Network\Setting) • Check to ensure that the wireless devices on your network are configured correctly to connect with another wireless device.
CD/DVD discs do not play correctly	• Has a compatible-format disc been inserted into the DVD drive? • Check to see if the disc is scratched or needs cleaning. • Is the product positioned on a vibrating surface?
EPG data is not present in the Guide, or the EPG data in the Guide is incorrect for my region	• Do you have an account subscription with an EPG data provider? (eg. Ice TV) • Check with your provider to ensure that your account subscription is current and that your account is correctly configured for your region. • Have you correctly configured the product with your provider's account subscription details? (Setup\Network\Ice Guide) • Is the product correctly configured and connected to a wired or wireless network device that can regularly access the internet to receive EPG data from your provider?
The picture looks squashed or too wide	• Check if the product has been configured to display the correct TV Aspect Ratio (Setup\Configuration\A/V Output) • Check if the TV has been configured to display the correct TV Aspect Ratio (see your TV user guide for information)
Unable to access Setup Menu options	• Check if system settings on the product have been locked with a PIN (Setup\Miscellaneous\Access Control)
Unable to use "trick mode" functions with live TV	• Check if Time Shift is enabled. (Setup\Miscellaneous\Preferences) • Ensure the Time Shift buffer contains enough data to execute the desired function.
Unable to play media files	• Check if the media files are in a format that is supported by the product. • Check if the media files are playable on another device or if there may be some issue or error with the actual media files. • If the media files are stored on a disc, check if the disc is scratched or needs cleaning.