

ORTEL DIGITAL SERVICE

CUSTOMER HELP GUIDE

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Ortel Communications Ltd.

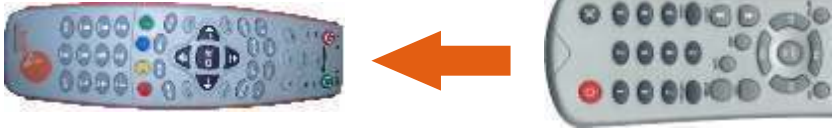
C - 1, Behind R. M. R. C, Chanderasekharpur,
Bhubaneswar - 751016.
Call: 0674 - 3911 - 111

YOUR CONNECTION DETAILS

Customer Number																				
STB Serial No.																				
Smart Card No.																				
Connection Plan and add-on pack																				
Contact Number	0674-3911111																			

1. MAKE SINGLE REMOTE (UNIVERSAL) FOR STB AND TV?

⇒ Face the TV Remote to STB Remote (window to window as instruction given below).



⇒ Press and hold the key <SET> on STB remote more than 3 seconds and RED light of STB Remote will glow brighter.

Step-1:-Then press the <POWER> key on TV set remote first, until the LED light blinks 3 times.

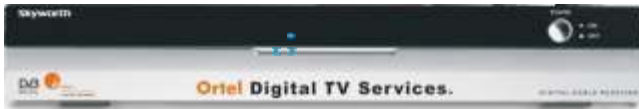
Step-2:-Then press the corresponding <TV> power button on STB remote, the LED will also blinks 3 times.

⇒ Please follow step-1 and step-2 to set <VOL+>; <VOL->; <TV/AV>; <OK>; <UP> ; < DOWN>.

3. NO PICTURE NO SOUND IN TV

⇒ Please ensure that your TV is in A/V mode. If Not Please press A/V button on your TV remote to enter into A/V mode.

⇒ If you are using SKYWORTH STB, Please check the green light on front panel display of STB. (There are three lights (LED) in front panel Upper One - RED, Lower right side one is GREEN and Lower left side one is ORRANGE).



⇒ If the GREEN light is not glowing then please check Connectivity.

⇒ If the ORANGE light is glowing then STB in standby mode, please ON the STB (or press the GREEN button on STB remote).

⇒ To learn how to check Connectivity Please go to Page NO- XXX.

4. PICTURE OK, NO SOUND

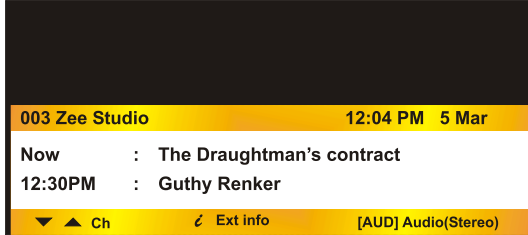
You can see picture comes on the TV screen but you are not able to listen the sound.

A) Please ensure that the TV audio volume is not Zero or low.

B) Check that the STB Volume Label is not ZERO. Adjust with two Vol+ and Vol- (Right & left side of OK button) button of Remote.

Particular channel

⇒ Please press AUD button on your remote. A information BAR will come in the bottom of the screen. Please press AUD (IO) button. The Audio will change from LEFT to RIGHT to MIXTURE to STEREO upon pressing of AUD button. Please ensure that you are in stereo mode.



(Information Bar)

All Channels

- A) Please check the connectivity.
- B) To learn how to check Connectivity Please go to Page NO- XXX.

5. NO PICTURE, BUT SOUND COMING

If picture does not comes on the TV screen but sound comes

⇒ Particular / Some channels

Please tune your STB, If not coming lodge a complaint to customer care. To Learn How to tune STB Please see below.

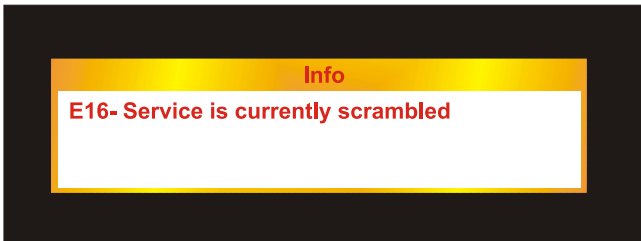
⇒ All Channels

Please check the connectivity, Please go to page No-XXX

6. SOME ERROR MESSAGE COMING ON THE TV SCREEN

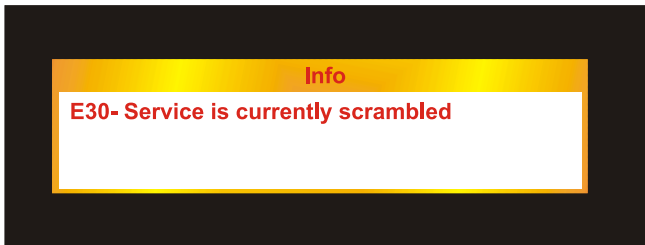
Error Code : E16-4 Service is currently scrambled .

⇒ Please check that the desired channel is in the plan /Scheme you have subscribed. Suppose you have not subscribed Sports bouquet , then all sports channels will display as following.



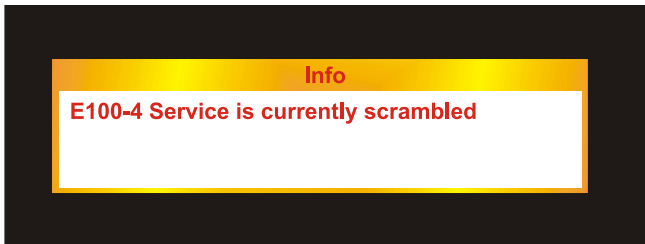
⇒ If you are subscribed the channel then also coming like above, Please Contact to Customer care

Error Code : E30-4 Service is currently scrambled



⇒ Wait for some time the channel will automatically come otherwise please Contact to Customer care.

Error code : E100-4 Service is currently scrambled.



⇒ Please Contact to Customer care.

Error code : E04 Please insert smart card

⇒ If card is not inserted properly, Need to insert the smart again properly as per the Picture given below.

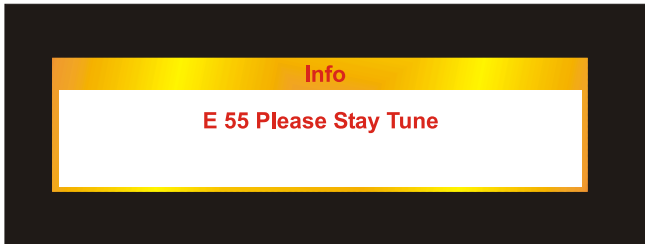


Error code: E06 Smart card failure

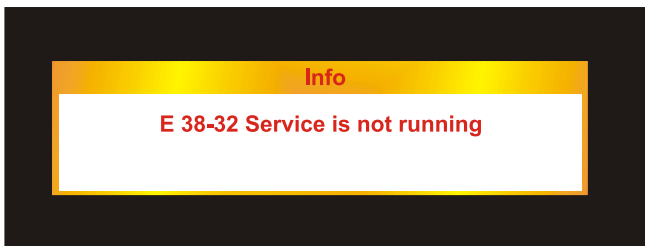
⇒ If smart card is defective or wrongly inserted, Please re-insert the smart card properly. Otherwise please Contact to Customer care.

Error code: E 55 Please Stay Tune

⇒ If Set Top Box not tune properly, Please tune the Set Top Box.



⇒ If the same problem arises again please contact to our customer care.
(This thing happens when Set Top Box not use till the long time).

Error code: E 38-32 Service is not running.

⇒ Please restart the Set top Box or wait for sometimes, otherwise call to our customer care.

7. THE REMOTE IS NOT WORKING

⇒ Please check that green or red light in STB remote is blinking or not after pressing any key of the STB remote.

⇒ Remote is incorrectly aimed towards the STB.

- Aim Remote at the STB or check that nothing blocks the front panel of STB.

⇒ Battery improperly placed or loose.



- Please Check it.
- ⇒ Battery may have been exhausted from the Remote.
- Please replace with two No's of "AA" the batteries to use the Remote.
- ⇒ After that STB remote not working properly, kindly change it.

8. FEW CHANNELS ARE COMING

(a) If you enter inside a bouquet, by pressing the Bouquet button or from the "MENU" page you will be restricted within the Bouquet to which the channel belongs so that you will view few number of channels in same categories. To know about bouquets please read below.

(b) If you are in Radio program please press **TV/Radio** button on your STB remote for going to TV program list.

(c) Please retune your Set-Top Box.; please go to page number XXX

(D) Please ensure that channels which are not coming are present in your plan or no error is showing on TV screen.



What is a bouquet ?

⇒ A bouquet is a collection of similar type of channel in a group. Exp. : All Sports channels are in Sports Bouquet, All Oriya Channels are in Oriya Bouquet.

How to get all channels in one bouquet ?

⇒ After pressing the BOUQUET button on Remote , A list will come on TV screen.

The first option is **ALL CHANNELS**.

⇒ Then press OK button above it.

● How to Enter in a bouquet ?

Press BOUQUET button on your STB remote, Then chose the list. Then press OK button.

How to exit from a bouquet ?

⇒ Press BOUQUET button on your STB remote. Then chose ALL CHANNEL LIST.

Then press OK button.



⇒ Remove the Power plug of your STB from the power Socket, and reinsert the Power plug again to power Socket to switch on the STB .Then please press OK button to view all.

9. BAD PICTURE / BREAKING IMAGE

⇒ Please check the connectivity between the cable and the set top box may be loose.

Please return your Set-Top Box., Please go to page number XXX



10. HOW TUNE YOUR STB ?

⇒ For newly-bought receiver if the channel list is empty, system will pop up channel search window when you power on the receiver. Press OK key to start searching programs. After searching, the main page will be displayed automatically.

⇒ When the channel list is not empty, the main page will be displayed on the TV screen when you power on the receiver.

⇒ In normal TV/Radio mode, to tune your STB

⇒ Press MENU key on the Remote then move cursor to restore default item and press OK key. System will pop up the warning message box, select OK button and press OK key to restore to the factory status.

⇒ After restoring, all searched channels are cleared. System will pop up. Are you sure to clear the entire channel in the window? Once OK key is pressed, system will start searching channels, otherwise press EXIT key.

How To Search a Programme ?

⇒ Firstly press setting button on your STB remote. Then you will get a picture on your TV screen as shown.



⇒ Then go to Channel manager and press OK button on your remote then you got a picture like below.



Auto Search

⇒ Press OK button on Auto Search and wait for a while you will get a picture like below.

⇒ After completing search you will get a program on your TV Screen then press OK button to see programme line



Manual Search

⇒ Press OK button on Manual Search and you will get a picture like below.

⇒ Then set Ending frequency to 860,000. Press OK button to go for next.



⇒ Then press OK on Start button to search program. Then wait for a while for completing progress up to 100%.

⇒ Then your searching process is complete. Now you press OK button to see the program list.



11. HOW TO ADD CHANNELS IN YOUR FAVORITES LIST?

⇒ Please press "FAV" button on your STB remote. You will get a favorite list on TV Screen.

⇒ Choose any favorite and press "Yellow F2" button on remote to set new name. Then press OK button to save the name.

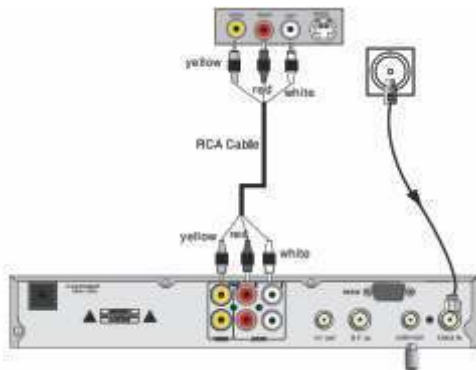
⇒ Please press "Green F4" button to edit your selected favorites.

⇒ Then choose channels which one you want by pressing "Red F1" button on your remote.

⇒ Please press "EXIT" button to save your selected channels in that favorite.

12. HOW TO CHECK YOUR STB CONNECTIVITY ?

- ⇒ The display on the front panel of STB does not light up.
 - Main cable is not connected
 - Check that the main cable is plugged into the power socket
- ⇒ No sound or picture, but the front panel of STB shows red light
 - The receiver is in standby mode, Press the stand by button.
- ⇒ No sound and picture, but the front panel of STB shows both red and green light
 - The connectivity between the cable and the set top box is not well or the signal is weak, check the Connection between STB and TV.



← VIDEO POINT



← AUDIO POINT



← AUDIO POINT

13 HOW TO LODGE A COMPLAINT?

- ⇒ Dial our customer care no. : 0674-3911111. Inform your customer no. and the type of problem facing. It may technical or commercial in nature. Our representative will give you a complaint no. Please note the number for future use.

14. YOUR COMPLAINT HAS NOT PROPERLY TAKEN CARE OF / YOU ARE NOT SATISFIED WHOM TO CONTACT?

- ⇒ If you are not satisfied with the service provided to you after repeated complaints, please mail to our nodal Authority at nodal@ortelgroup.com. Extreme cases if you are still having problem please mail to Appellate authority at appellate@ortelgroup.com