



General

- ▶ **How can I install driver and software of your products?**
 - Please follow the instructions in the enclosed Quick Installation Guide or download them from our website.
- ▶ **Do your products work under Windows Vista?**
 - Yes, our products work under Windows Vista
- ▶ **Can I download driver from your website? Where can I find driver to install your products?**
 - You can download updated driver and AP from our website. Please go to the page of each product and you will find them.
- ▶ **The provided portable antenna is it strong enough to receive DVB-T channels?**
 - This is depending from the quality of the digital terrestrial broadcasting of your area. Right now in Europe this is not enough to receive all channels but probably 5 or 6 channels. We always suggest to use for the moment the roof antenna to better perform the digital terrestrial reception.
- ▶ **Is this solutions compatible with Mediacenter?**
 - Yes, but only the digital terrestrial part.
- ▶ **Cannot watch TV Make sure if you have installed your TV tuner driver properly.**
 - You can check if your TV tuner driver is available within Windows from "Control Panel -> Sounds and Audio Device." If not, verify that your hardware is installed properly with the hardware vendor documentation.
- ▶ **TV is not smooth**
 - Verify that your system meets the minimum requirements and is configured properly-see question 1 in the FAQ section for configuration assistance. Also, make sure there are no other applications running in the background.
- ▶ **No Audio**
 - Some TV tuners have audio output, but you usually need to plug the audio output into your PC audio line-in to enable your audio. If this is not the case, when you select the audio device from TV Settings, you can try selecting different audio inputs.
- ▶ **I have problems with the driver installation. I installed another TV card in the past. Might there be a conflict?**
 - Yes, it might. Please clean up the computer and uninstall old drivers and AP, restart computer and reinstall the driver and the AP of the new product.
- ▶ **When I install the software, in the 43% of the installation, there is an error: "data error", in the file "data2.cab". How can I succeed in installation?**
 - The reason could be the CD is damaged. Please download driver and AP from the website.

▶ **Can not lock any program channel when auto scan.**

- i. Please check if there is DVB-T broad casting program in your area;
- ii. Please check if your signal condition is too weak, try to move the antenna around and re-scan again, it is better to move the antenna near the window
- iii. Please check you connect the antenna and tightly
- iv. Please check you select right country in the Total Media software scan function page.
- v. Please try to use an outdoor antenna and scan once more.

▶ **I do find some channels, but this time I get fewer channels than last time**

- i. Maybe you moved antenna's position or angle, try to find the better position and keep the antenna vertical
- ii. The weather also can also affect your receiving signal quality, if the weather is bad today, that is the reason
- iii. In some new start DVB-T broadcasting area, the provider of DVB-T broadcasting may change their broadcasting power day by day, try to find the best power strength.
- iv. If you put a CAN of cola on the antenna, that will make signal weak, please move them away.

▶ **When I watch program, Screen blacked out when playing or freezes on first picture.**

- Unfortunately, you are in a weak signal condition.

▶ **Video playing but Audio failed**

- Please check the sound card or the volume setting.