



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.
- ▶ **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.
- ▶ **The remote control doesn't work properly. There are some non-working buttons.**
 - Please download the drivers for remote control from the product page in our website.
- ▶ **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.

LV5S

- ▶ **How can I surf on web "Internet via Satellite?"**
 - For Internet via Satellite, you need few things ready: PCI card, Satellite ISP account (you have to apply this account from Internet Service Provider), an analogue modem (for data uplink use). You can check the picture for Internet via Satellite here below.

