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 household 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 SLOT(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
69.9*7 HDD OR SSD
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 menu

- **Recording**
  - Press to start or stop recording media
  - STOP
  - Press to stop playing media
  - Play/Pause
- **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 provides

**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

<table>
<thead>
<tr>
<th>Reliability</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Operating Temp.</td>
<td>0 ~ 45°C</td>
</tr>
<tr>
<td>Relative Humidity</td>
<td>10% ~ 80% (non-condensing)</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>RF Reception</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>DVB-S2X</td>
<td>950MHz ~ 2150MHz</td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th>CPU</th>
<th>ARM Brahma15 1500Mhz</th>
</tr>
</thead>
<tbody>
<tr>
<td>RAM</td>
<td>1024MB</td>
</tr>
<tr>
<td>ROM</td>
<td>eMMC 8GB</td>
</tr>
<tr>
<td>OS</td>
<td>Linux version &gt;4.0</td>
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</tbody>
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#### Audio Decoder

<table>
<thead>
<tr>
<th>Dolby Digital (AC3)</th>
<th>Yes</th>
</tr>
</thead>
<tbody>
<tr>
<td>MPEG-1 L1/L2/L3</td>
<td>Yes</td>
</tr>
<tr>
<td>MPEG-2 AAC</td>
<td>Yes</td>
</tr>
<tr>
<td>MPEG-4 HE-AAC</td>
<td>Yes</td>
</tr>
<tr>
<td>Digital multi-lingual</td>
<td>Yes</td>
</tr>
<tr>
<td>WMA</td>
<td>Yes</td>
</tr>
<tr>
<td>DTS</td>
<td>Yes</td>
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</table>

#### Video Decoder

<table>
<thead>
<tr>
<th>MPEG-1</th>
<th>Yes</th>
</tr>
</thead>
<tbody>
<tr>
<td>MPEG-2</td>
<td>MP@HL</td>
</tr>
<tr>
<td>VC-1</td>
<td>AP@L3</td>
</tr>
<tr>
<td>H.264</td>
<td>HP@L4 (1080p 30fps)</td>
</tr>
<tr>
<td>H.265</td>
<td>2160p 60fps</td>
</tr>
<tr>
<td>WMV9</td>
<td>MP@HL</td>
</tr>
<tr>
<td>XVID</td>
<td>XVID Highdef (HD)</td>
</tr>
</tbody>
</table>

#### Video Display

<table>
<thead>
<tr>
<th>16 : 9, 4 : 3 Monitor Selection</th>
<th>Yes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Aspect ratio control (Normal, Wide, Zoom)</td>
<td>Yes</td>
</tr>
<tr>
<td>576i/576p/720p/1080i/1080p/2160p</td>
<td>Yes</td>
</tr>
</tbody>
</table>
## 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

[⑦ : 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 [⑦ : 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

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.

3.3 Language Selection
4. BASIC OPERATIONS

4.1 Switching 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.

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

You can adjust the audio volume by pressing VOLUME +/- key. You can also mute or unmute the audio temporarily by pressing MUTE key ( commodo).
Mute icon is on when the audio is muted.
4.3 Selecting Audio Track

[ 7 : 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

[ 7 : 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

[ 8 : 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 ( 8 ) 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

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)

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

[ ✔ : Press ►II key]
For your information, Timeshift is an instant recording of the current program that you are watching. Press ►II, 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 Timeshift 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

[ ✔ : 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

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.

- 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.

3 Stop Recording

NOTE : Press REC key > Select “Stop Recording”

4.11 Recording Play

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
4.12 Managing Recording Files

[⑦ : Press FILE LIST key > Press MENU key]
If you want to delete a recording file, press MENU key while Recorded file menu is on.
Select "Delete" and confirm OK to delete.

4.13 Media Player

[⑦ : MENU > Plugins > Media Player]
ZGEMMA H9 TWIN is a multimedia receiver capable of playing media contents. Using Media Player, you can enjoy Music, Photo and Video contents stored on the external HDD and/or a USB memory stick plugged into ZGEMMA H9 TWIN.
If you play Media Player, the following player will appear.
1. Go into any directory of the HDD or plugged USB.
2. Select a file to play and press OK
   * Supported formats are mainly JPG, MP3, AVI, M3U, etc.
3. In the same way, you can play the recording files stored on the HDD.

4.14 Plug-ins

[⑦ : MENU > Plugins]
ZGEMMA H9 TWIN is integrated with standard 10/100Mbps Ethernet with RJ 45 connector. You are recommended to use this network capability of ZGEMMA H9 TWIN to fully enjoy the system. If your ZGEMMA H9 TWIN’s network connection is established, you can directly download plug-ins from a designated website of ZGEMMA H9 TWIN.
1. Press MENU and select Plugins menu to active Plugin browser.
2. Press GREEN key to download a list of plug-ins available.
3. Once the download is done, a list of plug-ins will be displayed.
4. Select a plug-in to download.
5. You can check if the download is done properly on the Plugin browser.
From this site, you can check available plug-ins to download.
4.15 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.

- 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

[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

[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

[ 🕵️ : 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

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

5.2.1.5 Time zone

[ 🕵️ : 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

[† : 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

[† : 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

[† : 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

[可以通过MENU > Setup > Service Searching > Manual Scan]

如果了解并足够配置每个精确的设置，用于自动搜索服务，您可以通过手动扫描来完成。有许多参数值，您需要决定。

以下参数是您需要在进行手动扫描前决定的。

1 Tuner
您需要决定您将使用哪个调谐器进行手动扫描。

2 System Settings
这里有两种选项：DVB-S2X。

3 Frequency
您需要输入您想要扫描的上行器的精确频率。

4 Symbol Rate
您需要输入您想要扫描的上行器的精确符号率。

5 Modulation
选择64QAM或256 QAM Auto。

6 FEC (Forward Error Correction)
您需要输入您想要扫描的上行器的精确FEC值。

7 Network Scan
这里有两种选择：YES和NO。NO用于扫描您ZGEMMA H9 TWIN当前拥有的TP。YES用于扫描TP不仅基于现有的TP数据，还使用新的TP数据。

8 Clear Before Scan
YES用于在开始自动扫描前删除现有的频道列表。如果您想保留现有的列表，请选择NO。

9 Only Free Scan
这里有两种选择：NO和YES。如果您只想扫描Free to Air频道，而不进行任何加密，选择YES。否则，请选择NO以扫描所有FTA和CAS频道。

按OK以激活手动扫描。这将花费一些时间。随着扫描进行，您将看到进度条和新找到的服务在下面。
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

[.telephone: 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 Installation 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/flash/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 until flash completed
   4) continue flash until 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 device.
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 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.