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www.dennetworks.com/wecare



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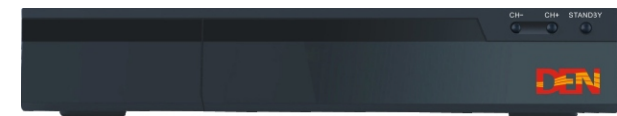


DIGITAL ENTERTAINMENT NETWORK

World Class
Digital Cable TV Service

User Handbook

Digital Set Top Box



Please read the entire handbook thoroughly
and retain it for future reference.

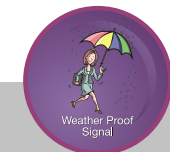
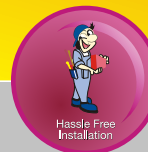


Table of Contents

Welcome.....3

Safety Information.....4

1. Before You Begin.....6

1.1 Package Contents.....6

1.2 Front Panel.....7

1.3 Rear Panel.....8

1.4 Remote Control Unit.....9

2. Connections.....11

3. Basic Operation.....12

3.1 Set Top Box Power On and Standby.....12

3.2 Tuning to Channels.....13

3.3 Viewing Experience.....14

4. Menu Overview.....17

4.1 Menu Instruction.....17

4.2 Menu Options.....17

5. Menu Operation.....19

5.1 Guide.....19

5.2 Excite.....21

5.3 Cinetime.....22

5.4 Favourite.....22

5.5 Messages.....23

5.6 Settings.....24

5.7 Help.....29

6. Viewing Information.....30

6.1 Viewing Event Information.....30

6.2 Set Reminders.....31

Technical Specifications.....36

Additional Information.....38

A.1 Troubleshooting.....38

A.2 Helpline.....39

Welcome to the Digital world of DEN Networks Limited

Experience and Enjoy Entertainment Digitally.

Please read this handbook carefully to be able to safely install, use and maintain this Set Top Box at its maximum performance level. Keep this handbook next to your Set Top Box for future reference. The information in this handbook is subject to change without notice.

Warnings, Cautions and Notes

Throughout the entire manual, please pay special attention to the following marks that indicate hazardous situations.



Caution

Indicates a situation which, if not avoided, could damage the equipment or apparatus.



Warnings

Indicates a hazardous situation which, if not avoided, could result in serious injury.



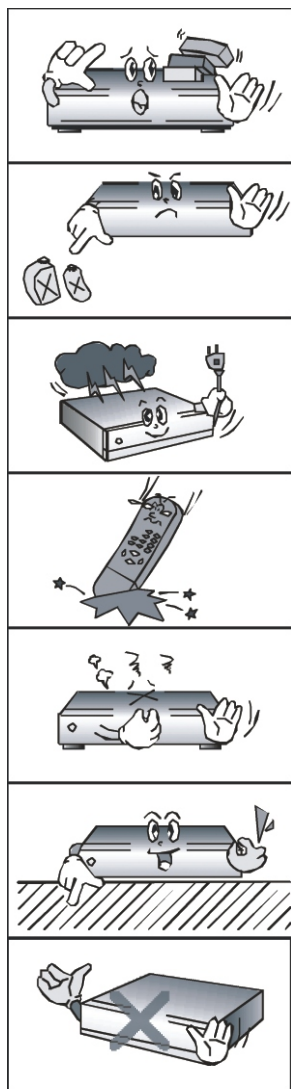
Note

Indicates additional information to the user to make the user aware of possible problems and information of any importance to help the user to understand, to use and to maintain the installation.

Safety Information

This digital cable set top box has been manufactured to comply with international safety standards. Please read the following safety precautions carefully.

Safety Instructions and Precautions



Avoid placing heavy things on the set top box that can block the ventilation passages. Passage blocking can cause fire.

Avoid scrubbing the surface with Benzene or Volatile gasoline. Colour can be damaged.

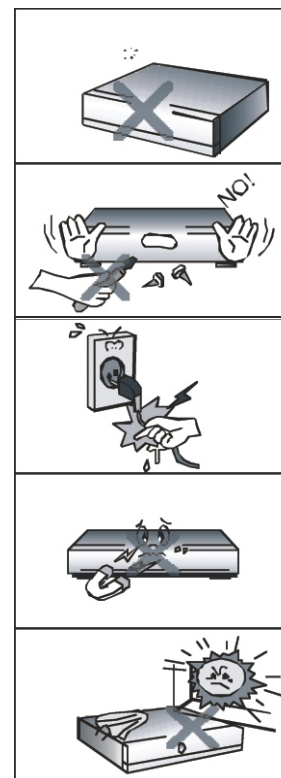
Turn the power and the antenna off during thunder storm.

Avoid dropping the Remote Control Unit as it can lead to its damage.

If there is smoke or burning smell, turn off & un-plug the set top box immediately and contact WE CARE@DEN / your local cable operator immediately

Avoid placing the set top box on slippery and slant surface.

Keep away from water.



Keep the STB box clean as Dust or Metallic particles can cause fire and electric shock.

Avoid dissembling and assembling. Do not open the set top box.

Do not play with the cable.
Do not move the set top box while power cord is plugged in.

Keep distance from Magnetic items and Audio Speaker.

Place the set top box away from the direct sunlight and humidity.

The Set Top Box is manufactured for usage in normal conditions. Present-day furniture is coated with various kind of lacquer abrasive and plastic materials which contain elements that can affect and soften the rubber feet. The rubber feet of the set top box which are modified by these contaminants can leave undesirable stains on the surface.

DEN Networks Limited or Skyworth are not liable for any such damages. Therefore please use especially for new furniture or for furniture which are treated with lacquer abrasive a non slip mat for your Set Top Box.

1. Before You Begin

1.1 Package Contents

- Set Top Box
- Audio/Video cable
- User Manual
- Remote Control Unit (RCU)
- AAA dry cell battery x 2
- Smart Card

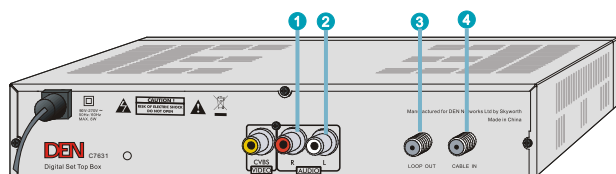


1.2 Front Panel



- | | |
|------------|--|
| 1. CH - | Changes channels in viewing mode and moves the cursor up during the menu operation. |
| 2. CH + | Changes channels in viewing mode and moves the cursor down during the menu operation |
| 3. STANDBY | Standby key. |

1.3 Rear Panel



1. VIDEO

Connect Yellow connector to VIDEO port of TV.

2. AUDIO

Connect White and Red connector to Audio L/R or connect Black connector to Audio Mono.

3. LOOP OUT

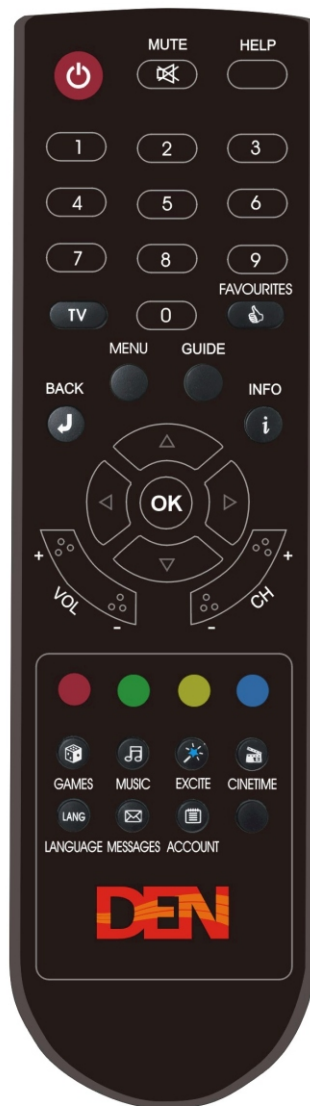
An output port of the signal from CABLE IN

4. CABLE IN

Connect to the digital signal cable.

1.4 Remote Control Unit

All Set Top Box features can be controlled with the remote control.

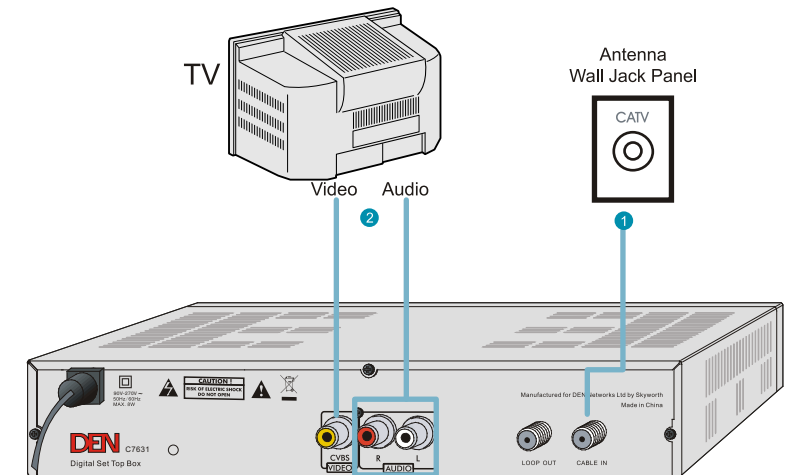


1. To switch the Set Top Box ON or place it on stand by.
2. MUTE To turn the audio on or off
3. HELP To display the screen help information
4. NUMERIC KEYS To select the channel or enter the PIN code
5. TV () To view TV
6. FAVOURITES () To select and view the group of favourites
7. BACK () To return or exit from the current menu and move to the previous channel
8. MENU To display the main menu on the screen or return to the previous menu
9. GUIDE To display the programme schedule
10. INFO () To display the programme banner
11. To move the cursor up/down on the menu
12. To move the cursor left/right on the menu
13. OK () To confirm the choice and/or select the highlighted menu item
14. VOL+/VOL- To change the volume level in the viewing mode
15. CH+/CH- To change the channel in the viewing mode
16. COLORED KEYS To function as the corresponding color option shown on screen
17. GAMES () To display the game menu

18. MUSIC (🎵)	To display the music menu
19. EXCITE (🌟)	To display the interactive menu
20. CINETIME (🎬)	To display the Cinetime menu
21. LANGUAGE (🗣️)	To set the audio language option
22. MESSAGES (✉️)	To display the message sent to your Set Top Box
23. ACCOUNT (💰)	To view the account status

2. Connections

- Install the Set Top Box in a horizontal position.
- Do not place any heavy object - such as a TV set - on the Set Top Box.
- Do not install the Set Top Box in following environments: vibration, direct sunrays, excessive humidity, extreme high or low temperatures, no ventilation, etc.



1. Connect the antenna (Wall jack panel) to CABLE IN.
2. Connect the Video and Audio of TV to the Video and Audio of the set top box.
Connect White and Red connector to Audio L/R, and Yellow to Video port respectively.

3. Basic Operations

3.1 Set Top Box Power On and Standby

3.1.1 Power On

1. Press <Power> key. The first channel will be automatically tuned.



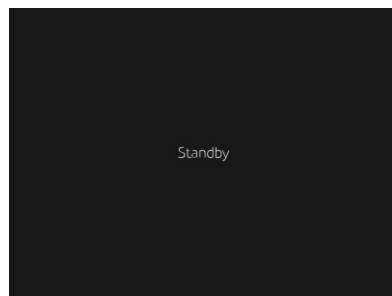
2. If any favourite channel has been setup, the favourite channel will be automatically tuned.



3.1.2 Standby

1. If you press <Power> key while watching the TV, your Set Top Box goes to standby mode.

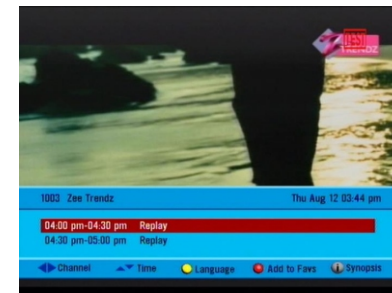
2. Pressing <Power> key again will take you back to previous screen from where it went to standby mode.



3.2 Tuning to Channels

3.2.1 RCU <CH+/-> keys

1. Press <CH+/-> key to change the channel while watching the TV. Programme banner is displayed when there is a successful channel change.



3.2.2 Direct Channel Access

1. For Direct Channel Access, please enter the channel number, using the numeric keys on the remote. If an invalid channel number is entered, the channel will not be changed.



2. Programme banner disappears when the channel number is entered.

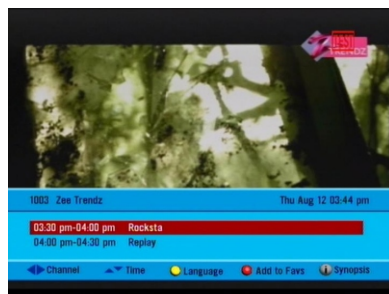


3.2.3 RCU <BACK> key

1. Pressing <BACK> key from Live TV will remove the programme banner.



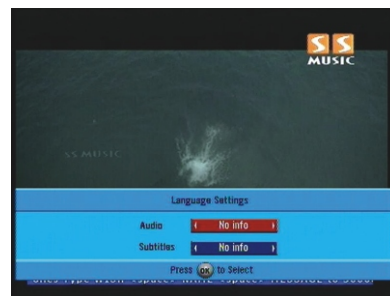
2. Pressing again <BACK> key from Live TV will tune to the last viewed channel.



3.3 Viewing Experience

3.3.1 Audio and Subtitle Language

1. Pressing <LANGUAGE> key toggles the display of "Audio and Subtitle Language" popup.
2. Language options are "English", "Hindi", "Tamil" and "None".
3. Use <◀ / ▶> key to change the highlighted language options.
4. Use <▲/▼> key to highlight the required options.
Available only when channels are available in dual language or with subtitles.



3.3.2 Volume and Mute

1. Press <VOL+/VOL-> key to increase or decrease the volume. A vertical volume bar is displayed.



2. Press <MUTE> key to turn the audio off. A Mute icon is displayed when the channel is on mute. In order to reactivate the sound press mute key again or press <VOL+/VOL-> key.



3.3.3 Screen Saver

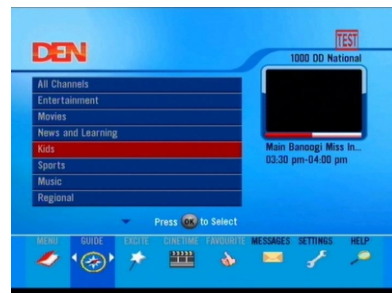
1. The screen saver appears after time out. Screen is disappeared until any key is pressed from the screen saver.



- The screen saver is not activated when full screen TV is viewed.
- The default time-out value is 5 minutes.
- The screen saver is configurable from [User Settings/Personal Settings menu].

3.3.4 Special keys from Live TV

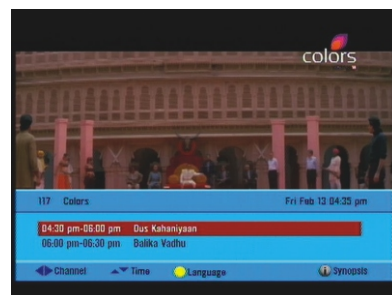
1. Pressing <GUIDE> key displays the “Programme Guide” screen and full screen video will tune quarter screen. By default current event is highlighted and respective synopsis is displayed at the bottom of the screen.



2. You can select programmes as per genres & upon selecting <OK> key programming guide is displayed.



3. Pressing <FAVOURITES> key will tune to the first favourite channel. Using FAV key will tune to next favourite channels available if any.



4. Menu Overview



4.1 Menu Instruction

1. Press <MENU> key to display the menu options.
2. You can select the sub menu using <◀/▶> key and the selected sub menu options become highlighted. You can navigate through these, by using <▲/▼> keys.
3. To select an option in the submenu, highlight the option & press <OK> key.
4. Pressing <BACK> key returns to the previous menu.
5. Pressing <MENU> key again returns to the channel being watched earlier.

- The channel name is displayed at top of programme banner.
- The channel event listing is listed below under the channel name.

4.2 Menu Options

Details of the menu options are listed below.

1. Guide - Displays different programme genres & programme options.

- All Channels
- Entertainment
- Movies
- News & Learning
- Kids
- Sports
- Music
- Regional
- Programme Reminders
- Programme Type Search

2. Excite - Games, Music (currently available in select cities only), Excite Lounge

3. Cinetime - Video on demand service (coming soon)

4. Favourite -

- Favourite channels
- Manage Favourite

5. Messages -

- Read Messages
- Account status

6. Settings

7. Help

5. Menu Operation

5.1 Guide

5.1.1 Guide

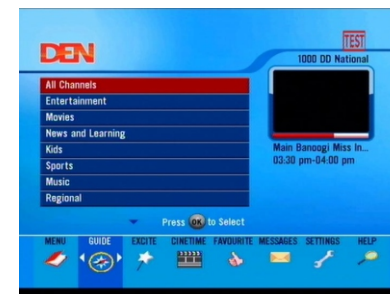
You can view the programme information on channels by time.

[MENU] > [Guide]

1. Use <▲/▼> key to navigate genre listings and press OK.

2. Use <◀/▶> key to navigate lists across a particular channel.

Use <▲/▼> key to navigate between channels.



5.1.2 Day wise Programme details

You can also view day wise listings for a particular channel by selecting green key.



5.1.3 Programme Reminder

Programme reminders indicate in advance with the help of a reminder alert that the set programme is about to start.

[MENU] > [Guide] > [Programme Reminder]

1. <CH+/CH-> key is used as page up/down when there long list of reminders booked.
<INFO> key is used for viewing info about the selected booked reminder. Pressing <INFO> or <OK> key displays the event info screen. Pressing <Red> key will cancel the booked reminders one at a time.

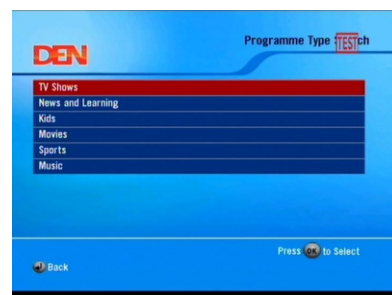


5.1.4 Programme Type

You can select the programmes by genre such as Movies, News/Current affairs, Show/Games, Sports and so on.

[MENU] > [Guide] > Programme Type Search]

1. Select your desired genre using <▲/▼> key.



2. If you press <OK> key on your desired programme type, "Programme Type Guide" screen lists all the events based on your selected programme type.



5.2 Excite

Den Network continues to provide a new dimension to TV entertainment through Excite. To access the Excite menu select Excite Key on your remote Or select Excite from Menu page of the Programming Guide

[Menu] > [Excite]



5.2.1 Games

To access Games press Excite Key on your remote and go to the Games option or directly select

Games from your remote.

[Menu] > [Excite] > [Games]

Games are classified under three categories:

- Brain Teasers (Selection of games to tickle your brain) Sudoku, Guess n Gather, Golden Eggs
- Shuffle Up (Selection of card game) Solitaire
- Fun on Board (Selection of Board game) Checkers

5.2.2 Music

India's first ever 24x7 Music Service is here and you can now enjoy uninterrupted music at your wish.

To access the Music press Excite Key on your remote and select Music option or directly select

Music from your remote.

[Menu] > [Excite] > [Music]

Next screen comes with names of 10 different genres of music for you to choose from. Each genre has a library of 2500 songs arranged in a bouquet of 10 extremely exhilarating genres viz.

Filmy Express, Purane Tarane, Global Rock/Pop, Classical Nirvana, Ghazal, Pop, Classical, Instru- mental Lounge and Devotional Music.

At any given point of time 10 songs in each genre are displayed.

The playlist is updated regularly to keep it fresh and to include the latest hits.

You can also get the complete information of a song viz. name of the singer, music composer, lyricist etc.

5.2.3 Excite Lounge

To access the Excite Lounge press Excite Key on your remote and select Excite Lounge.
[Menu] > [Excite] > [Excite Lounge]

Blog.telly

Blog.telly First interactive blogging application for digital TV platform.

Consumers can voice and share their thoughts and expression.

Blog.telly divided into 4 categories that are News View,

Movie Masala, GupShup and Sports Mania

To access the Blog.telly press Excite Key on your remote, select Excite Lounge then select

Blog.telly. *

[Menu] > [Excite] > [Excite Lounge] > [Blog.telly]

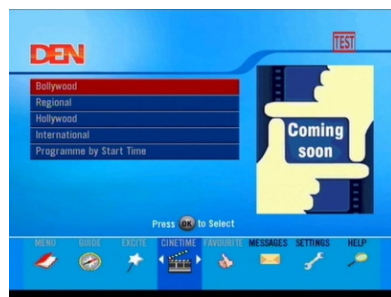
*Available in select cities only.

5.3 Cinetime

Cinetime will provide you the comfort of watching latest movies at your home.

Soon, this service will offer you movies on demand from Hollywood, Bollywood and Regional movies.

[MENU] > [Cinetime]



5.4 Favourite

This section helps you manage & see details on your favourite channels.

[MENU] > [Favourite]

> [Favourite Channels]

Use <▲/▼> keys to navigate through favourite channels and manage favourite options.

Favourite Channels :

Displays programme listings of your favourite channels.

Manage Channels :

Helps you set your favourite channels.

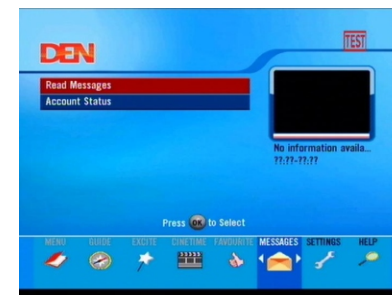


5.5 Messages

You can check the informative messages sent to your set top box regarding your account and various other information.

[MENU] > [Messages] > [Account Status]

1. Account Status: This screen displays your subscription details.



• Your read messages are indicated by right tick mark *✓* whereas unread messages are indicated by cross mark "X".

2. Select the message and press <OK> key to read.

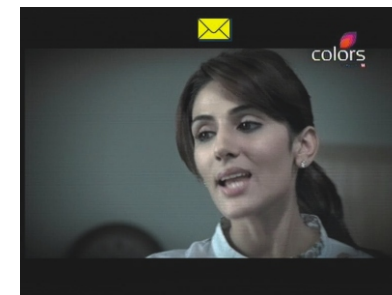
3. Press <Red> key to delete the message and then press <OK> to confirm the delete.

While watching the TV you can check the messages using <MESSAGES> key.

1. A message alert icon indicates that viewer has received a message if "Urgent Messages On/Off" option is "On". Press <MESSAGES> key to read the message.

2. For new message, pressing <MESSAGES> key will open the message screen and pressing < MESSAGES> key again continues reading next message.

3. If the entire messages have been read, pressing <MESSAGES> key will list the 'Message listing' screen. After reading a message, a message can be deleted using <Red> key.



5.6 Settings

5.6.1 System Setup

You can set the system parameters.

[MENU] > [Settings]

1. Signal Setup

(Since this setting should be changed only by an installation technician, please do not change the signal parameter as possible.)

(1) After entering your PIN, press <OK> key.

(2) Select the signal parameter to setup and press <OK> key.

(3) Press <OK> key to confirm the change.

2. Language Setup

(1) Select your desired languages to setup and press <OK> key. You can set the languages for “On-screen Language”, “Audio 1, 2 Language” and “Subtitle Language”.

(2) Press <OK> key to confirm the change. If you press <Red> key, the parameters reset to default.

3. Diagnostics

You can check the Set Top Box ID, the smartcard ID and the information about hardware & software.

4. Advanced Setup

(1) TV Setup : Select your desired Aspect Ratio as “4:3 Normal Screen” or “16:9 Wide Screen” and TV video standard as “PAL I, PAL K or PAL G” to setup, and then press <OK> key. If you press <Red> key, the parameters reset to default.

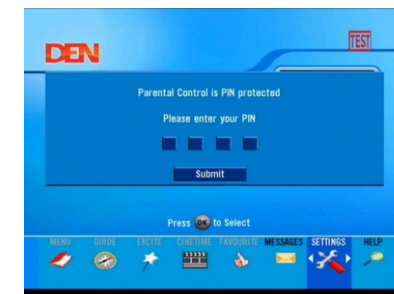
(2) A warning popup is displayed, press <OK> key to continue or press <BACK> to cancel the TV settings.

5.6.2 Blocked Channels

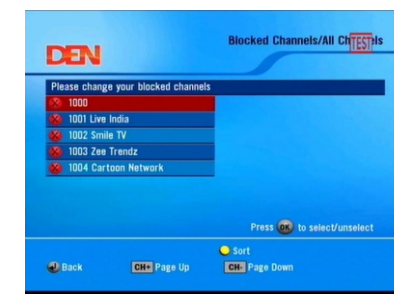
You can manage the blocked channels that you do not want others to watch.

[MAIN MENU] > [Settings] > [Parental Control] > [Blocked Channels]

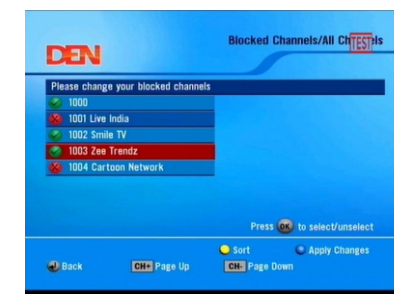
1. Enter your PIN. On a valid PIN entry, by default first channel is highlighted.



2. Press <OK> key to block the channels. <OK> key acts as a toggle key to block/unblock the highlighted channels.



3. After setting up the blocked channels, press <▶▶> key and <OK> key to confirm. If you press <Red> key, all channels will be unblocked.



5.6.3 Manage Favourites

Now Den Network presents a new feature Multiple Favourite wherein you can set your favourite channels for 4 users. From this service each of you in a family can be sure of keeping a record of your favourite channels and have a whale of a time watching TV.

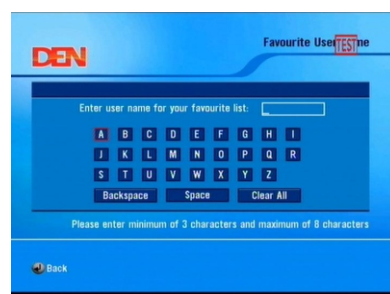
To avail of this service select Favourites from the Main Menu then select Manage Favourites.
[Menu] > [Favourite] > [Manage Favourite]



Now choose the Manage Favourites option and then select the User Key and press OK.

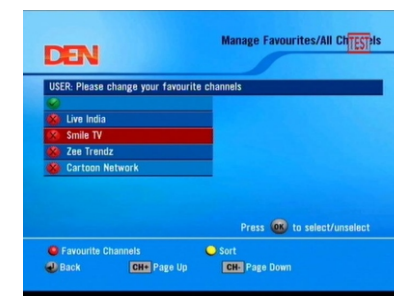


You will now be guided to a page of alphabets. Just press the alphabets and feed your name. Press OK to save it.



Next page comes with the names of the channels. Simply choose a maximum of 19 channels by marking a tick against each of them to manage your desired programmes.

This is now done for one user. Likewise, the remaining three users can also feed their favourite channels.



To access Favorite press Favourite key on you remote.

Each of the four users are allotted a particular color displayed against their names. You can find these colors on your remote viz. red, green, blue and yellow. Use them to change the channels and watch the programmes of your choice.

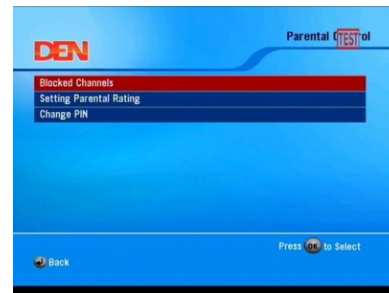


5.6.4 Parental Lock

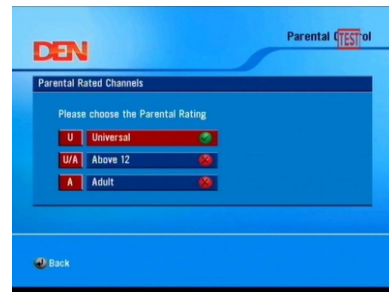
You can manage the blocked channels by the parental rating levels.

[MAIN MENU] > [Settings] > [Parental Lock]

1. Enter your PIN. On a valid PIN entry, "Parent Lock Level setting" screen is displayed.



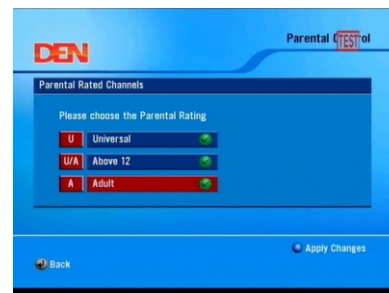
2. Select the required ratings and then press <OK> key to set the parental lock rating. To confirm press <►> key and then press <OK> key.



3. Similarly to unlock the parental ratings : press <OK>key to unlock the rating. To confirm press <►> key and then press <OK> key.

- Universal : All channels can be watched.
- UA : Channels are blocked under the age of 12.
- Adult : Channels are blocked under the age of 18.

4. On successful parental lock settings the quarter screen displays the message as "As per your request, this channel has been blocked". For viewing a PIN code is required.



5.6.5 Account Information

You can check your account status.

[MAIN MENU] > [Account Information]

It displays all information with regards to your account.

5.7 Help Menu

At any point if you are facing problem in operating the set top box, help menu provides you with useful informations.

[MAIN MENU] > [Help Menu]

1. Highlight the sub menu and press <OK> key. And then the help description screen is displayed.

< Available Help Tips >

- (1) Contact Information
- (2) Program Guide Help
- (3) Audio and Subtitle Help
- (4) Parental Lock Help



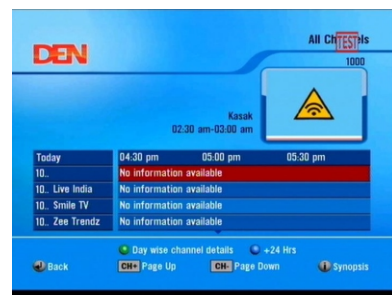
6. Viewing Information

6.1 Viewing Event Information

6.1.1 From Guide and Event Listing Screens

While watching TV or listening to Radio, you can view the channel list and its information.

1. Highlight a program in [Programme Guide] menu and press <OK> key to view.

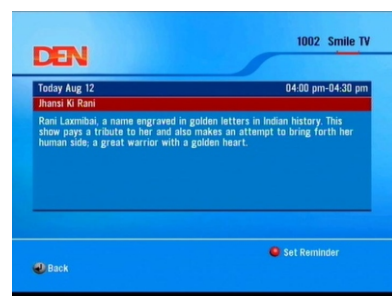


2. As Channels or events are scrolled up and down respective channel or event info is displayed at the bottom of the screen.



6.1.2 From Program Banner

1. Press <INFO> key for synopsis of the selected event.



6.2 Set Reminders

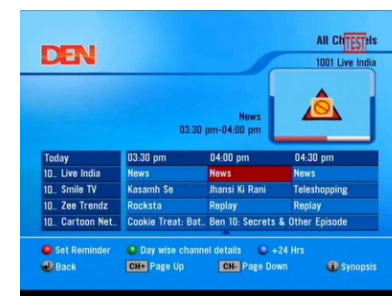
You can set reminders on your set top box which will remind you before the start of the programme.

6.2.1 From Guide Screens

1. Press <OK> key " in [Programme Guide] menu to view the current event



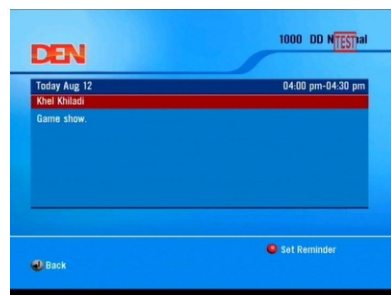
2. Highlight the future event in [Programme Guide] menu and press <OK> key to set the reminder. Whenever the future event is highlighted <Green> key will appear to set the reminder, and disappears whenever the current event is highlighted.



3. Press <OK> or <Green> key to set the reminder.



4. <CH+/CH-> key is used as page up/down when there is a long list of reminders booked. <INFO> key is used for viewing info about the selected booked reminder. Pressing <INFO> or <OK> key displays the event info screen. Pressing <Red> key will cancel booked reminders one at a time.

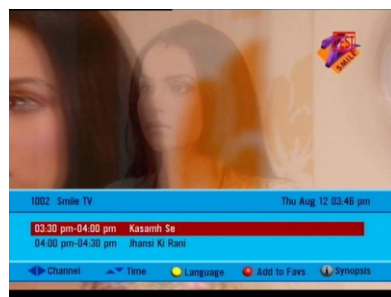


5. Press <BACK> key to return to the previous screen. A successful booking is indicated by the highlighted box.



6.2.2 From Program Banner

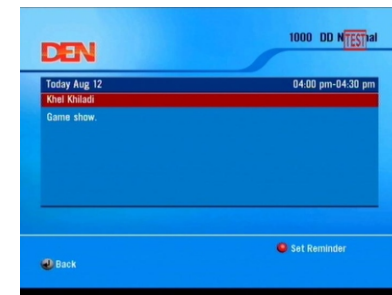
1. Press <OK> key in programme banner to view the current event.



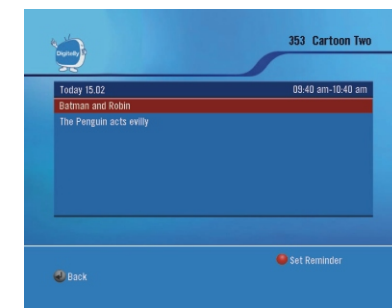
2. Press <▼> key to highlight future event in programme banner and press <OK> key to set the reminder.



3. Press <OK> key to set the reminder.



4. <CH+/CH-> key is used as page up/down when there is a long list of reminders booked. <INFO> key is used for viewing info about the selected booked reminder. Pressing <INFO> or <OK> key displays the event info screen. Pressing <Red> key will cancel booked reminders one at a time. Pressing <Back> key takes you to the Live TV.

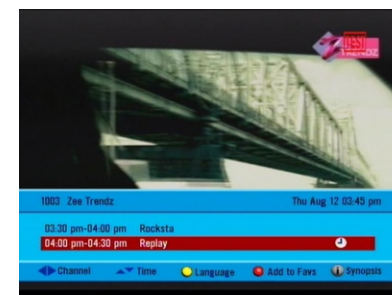


6.2.3 Reminder Alerts

1. Reminder Alert is displayed for 5 minutes(default time) before the start of the booked event. This value is configurable. Press <Red> key to cancel(reject) the reminder.



2. If user rejects the reminder, EPG cancels the reminder alert and continues with current channel/event at start time of the booked event.

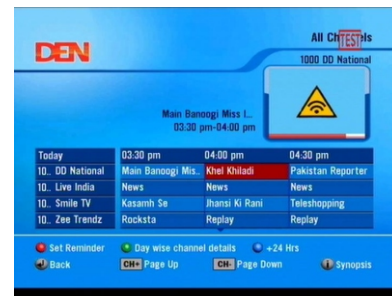


3. If the reminder is accepted, the TV automatically tunes to the booked event at the start of the programme.

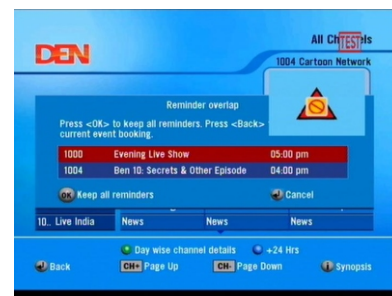


6.2.4 Reminder Overlapping

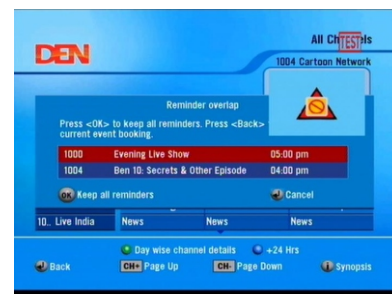
1. Highlight the future event and press <OK> key.



2. Press <RED> key to set the reminder.



3. Press <RED> key to keep both reminders.



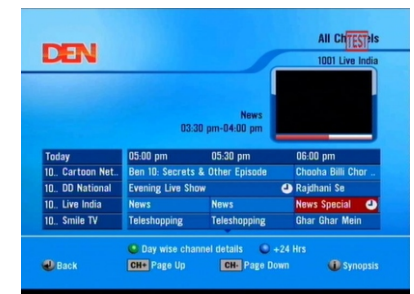
< Reminder overlapping error is displayed in the following scenarios >

- The reminders are set for the same start.
- One reminder event starts when the other reminder event is currently tuned to.
- One reminder event starts during the end of the other reminder event which is currently tuned to.

4. Pressing <OK> key shall keep both the reminder and pressing <BACK> key shall cancel the booking of overlapping event.



5. Booked events are indicated by "highlighted box"



Technical Specifications:

MAIN FEATURES

Video decoder Decoding Standard Frequency Range Input Voltage	MPEG-2 DVB-C 47~862MHz 90V~270V 50Hz/60Hz
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SOFTWARE GENERAL FEATURES

Support NDS CORE

REAR PANEL

Input Impedance CABLE IN LOOP OUT Video Output Audio Output AC POWER	75Ω IEC169-24 IEC169-2(M) 1 x RCA 2 x RCA 90V~270V 50Hz/60Hz
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FRONT PANEL

LED	Operation Mode (Green) Standby (Red) Remote control command received (Green Blinking)
KEY	1. Standby 2. Volume up 3. Volume down 4. Select(OK) 5. Channel up 6. Channel down, 7. Menu 8. Exit.

MEMORY

FLASH Memory NVRAM	8MByte 32MByte 16KByte
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TUNER

Connector Type Input Frequency Input Impedance	IEC169-24 47~862MHz 75Ω
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CHANNEL DECODING

Decoding Standard Demodulation Symbol Rate	DVB-C (ETS 300 421) 16,32,64,128,256 QAM 7.252Msps MAX
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TS DEMULTIPLEXER

Standard Symbol Rate(MAX)	ISO/IEC 13818-1 120Mbit/s
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VIDEO DECODER

Video Decoder Video Format Resolution	ISO/IEC 13818-2 MP@ML 4:3, 16:9 720x576 (PAL) MAX
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AUDIO DECODER

Audio Decoder Output Sampling Frequency	ISO/IEC 13818-3 LAYER I&II Stereo/RIGHT/LEFT 32KHz、44.1KHz、48KHz
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AUDIO/VIDEO/DATA INPUT AND OUTPUT

Video Output Video Output Impedance Video Output Level Audio Output Audio Output Frequency Range Audio Output Impedance	CVBS(PAL) 75Ω 1.0 Vp-p 2xRCA(Left and Right) 20~20KHz 600Ω
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ENVIRONMENT

POWER Power Consumption Temperature Humidity	AC 90V~270V, 50Hz/60Hz 8W MAX(Working) 0~50℃ <95%
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Note: Specifications subject to change without prior notice

Additional Information

A.1 Troubleshooting

There may be various reasons behind the Set Top Box problems. Check the Set Top Box according to the procedures described below.

If you can not solve the problem even after following the troubleshooting procedures, please contact WECARE@DEN. Do not open the Set Top Box cover. It may cause a dangerous situation.

Symptom	Cause	Remedy
The front panel doesn't display any message	The power cord is not plugged in.	Check that the power cable is plugged in to the wall outlet.
No picture or sound	Wrong connection of the Audio/Video output of the Set Top Box to TV.	Connect the Audio/Video output of the Set Top Box to TV correctly.
	Wrong connection of the antenna.	Connect the antennal cable correctly.
	No or Bad signal message appears.	Check other device connected between Antenna and the Set Top Box, or adjust the Antenna position.
	Audio muting	Press <MUTE>key.
	TV Power off	Turn TV on.
No picture	The Set Top Box can't receive the signal	Check the antenna cable, replace the cable, or connect the cable to the Set Top Box tightly.
	Incorrect values of some tuner parameters.	Set the values of tuner parameters correctly. Refer to the Installation menu.
No or bad signal	Signal too strong.	Connect the signal attenuator to the signal input.
	Antenna is too small.	Change to a larger antenna.
The remote controller does not operate	The batteries of the remote controller are not inserted or exhausted.	Check whether the batteries are inserted correctly in your remote controller. Check and replace the batteries of the remote controller.
Poor picture quality	Signal loss cable.	Change the antenna power in Antenna menu.
Less channels in scanning		

A.2 Helpline

Press the Menu key on your remote control and select Help Menu.

In the Main menu to view helpline numbers for customer care or email us at wecare@denonline.in