



## Customer Services - Frequently Asked Questions

### PRODUCT FAQ

<b>Philex Product Code</b>	SM00575 / 82985		
<b>Product Description</b>	(MINI Digital) HD Portable Satellite System		
Line	FAQ	Answer	Date Added
1	The Only Satellite Listed is MBC at 0.0 Degrees East	Go to <a href="http://www.philex.com/downloads/">www.philex.com/downloads/</a> where an update is available which will show Astra 2 28.3 East as the first satellite, follow the instructions on the pdf to install.	28/03/2018
2	How do I adjust the polarization (skew) angle	The quickest way is looking at the face of the dish as if it were a clock, turn the cable at the bottom of the LNB to between the 6 and 8 o'clock position, if the LNB doesn't have a centre mark opposite the LNB connector, make a small mark at the top and follow the instructions on page 6 and 7 of the manual.	29/03/2018
3	No Signal Quality	Check Dish Alignment Elevation/Compass Direction	28/09/2017
4	No Signal	Most parts of the UK call for the dish face to be set Vertically	28/09/2017
5	German Channels, Only a few English Channels	Dish is probably aligned to Astra 1 Satellite which is 19 Degrees East, so move the dish East 10 Degrees (East is where the sun rises) and slightly down in elevation	25/10/2017
6	Satellite box reboot continually	Check the LNB Cable as it possibly has a Short Circuit (Braid touching signal wire)	25/10/2017
7	No BBC4 During Day and / or Children's BBC at Night	Children's BBC is transmitted up to 7pm (19.00) after this time BBC4 is broadcast.	25/10/2017
8	The Electronic Programme Guide (EPG) only shows a couple of programs	The Astra 2 Satellite 28.2 East used mainly in the UK and Ireland only transmits a Now and Next programme stream on each individual channel, Freesat and Sky have their own Programme Guide not available to a Free to Air System	25/10/2017
9	Can I use it in Central Europe and Spain	For English language channels the most popular satellite is Astra 2, however the broadcast is only strong enough for this dish over UK and Eire, Astra 1 and Hotbird are available over most of Europe but the majority of channels are not in English see	28/03/2018
10	What channels are available in the rest of the world on this system	It is a Ku Band Free to air satellite receiver, see the following websites <a href="http://www.lyngsat.com/">www.lyngsat.com/</a> and click on the four satellite regions, this will give a list of satellites, band and channels, free to Air channels are shown by a [F] in the 4th Column, also see <a href="http://www.dishpointer.com">www.dishpointer.com</a> for alignment information on the available satellites.	28/03/2018
11	I can't view the HDMI connection on my laptop	Most laptops will only send a HDMI signal from the laptop to an additional monitor, only a rare few allow the HDMI to be used as an input and display the HDMI content on the Laptop Screen	28/03/2018
12	Can it be run directly from a caravan or car battery	The unit has a 12 Volt input, so can be powered from a 12 Volt battery, however any direct connection should be switched, correctly fused and the cabling run safely.	29/03/2018