

## TRX 15, TRX 1500, TRX 1520

Add a New Satellite	Missing Odd or Even Channels
Fine Tune a Satellite	Initial Set Up
Delete a Satellite	Main Functions List
Parental Control	Missing Subscription Channels
Satellite Memory Realignment	Troubleshooting Guide

### Add a New Satellite

1. Refer to a current Satellite Television Guide. Locate the satellite channel chart pages. This chart shows you where the satellites are and what channels are active. Move the dish to a programmed, known satellite nearest to the desired new satellite.
2. Turn off the Parental Control.
3. Put the receiver in Program Mode.
  - a. Press FUNCTION.
  - b. Select No 4, Receiver Mode.
  - c. Select No. 2, Program.
  - d. Press ENTER. The receiver is now in Program Mode.
4. Turn on the Channel Scan and the Auto Tune.
  - a. Press FUNCTION.
  - b. Select No. 1, Set-Up.
  - c. Select No. 2, Channel Scan.
  - d. Use the EAST or WEST key to turn the Channel Scan ON.
  - e. Select No. 3, Auto Tune.
  - f. Use the EAST or WEST key to turn the Auto Tune ON.
  - g. Press VIEW.
5. Use the EAST or WEST keys to line the dish up on the new satellite. The receiver scans the channels, alternating polarities, until it finds a strong signal.
6. Use the Channel up and down keys to view the channels on the new satellite.
7. Be sure this is the new satellite. Refer to your satellite chart for the channel listing.
8. Press C-SAT (Ku-SAT, if a Ku satellite).
9. Enter the 2-part alphanumeric name. If a letter is not available, use "O" for Other, or any unused name. Since the remote does not have a "W", use "O" for the W satellites.
10. Press ENTER. The receiver automatically fine tunes the new satellite position. The "Auto-Skew" and "Auto-ANT." messages flash on screen. The flashing stops when the process is complete.
11. Put the receiver back in Auto Mode.
  - a. Press FUNCTION.
  - b. Select No 4, Receiver Mode.
  - c. Select No. 1, Auto. Verify the arrow is pointing to "Auto."
  - d. Press ENTER. The receiver is now in Auto Mode. The new satellite can now be selected by its two-part alphanumeric name, like other programmed satellites.

### Fine Tune a Satellite

If you must use your East or West keys to obtain a clear picture on a certain satellite, every time you view that satellite, it is necessary to fine tune that satellite. Perform the following steps.

1. Move to the satellite in question.
2. Use the EAST and WEST keys to obtain the best possible picture.
3. Follow the steps in the **Add a New Satellite** procedure, as if you are entering this satellite as a new satellite.

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If you must frequently fine tune a particular satellite, there may be problems with your out door unit. Contact your local satellite dealer/installer for assistance.

### **Delete a Satellite**

As older satellites go out of service and new satellites are launched, you may need to delete old satellite names to make room for new ones. Perform the following steps.

1. Turn off the Parental Control.
2. Put the receiver in Program Mode. (It does not matter what satellite you are currently watching.)
  - a. Press FUNCTION.
  - b. Select No 4, Receiver Mode.
  - c. Select No. 2, Program.
  - d. Press ENTER. The receiver is now in Program Mode.
3. Press C-SAT (or Ku-SAT). The on screen display reads "Satellite Memory."
4. Press CANCEL. The satellite memory list appears.
5. Use the EAST or WEST keys to scroll the arrow through the list of satellites. Move the arrow to the satellite name you wish to delete. Be sure this is the satellite name you wish to delete.
6. Press CANCEL. This satellite name and location are erased from the memory.
7. Put the receiver back in Auto Mode.
  - a. Press FUNCTION.
  - b. Select No 4, Receiver Mode.
  - c. Select No. 1, Auto. Verify the arrow is pointing to "Auto."
  - d. Press ENTER. The receiver is now in Auto Mode. If you have no picture, move to another satellite.

### **Parental Control**

If you can not put the satellite receiver in Program Mode, the Parental Control may be on. Perform the following steps to turn off the Parental Control:

1. Press FUNCTION.
2. Select No. 3, Parental Control.
3. Enter your password. If you can not remember your password, please call Customer Service.
4. Press ENTER.
5. Select No. 1, PL.
6. Use the EAST or WEST key to select "Disable."
7. Press VIEW. Parental lock is now off.

After performing the desired programming, you may wish to re-enable the Parental Control. Put the receiver back in Auto mode and repeat the above process, selecting "Enable" at step 6.

### **Satellite Memory Realignment**

If all satellites are misaligned in the same direction and by the same amount, the dish has most likely been shifted by high winds or other force. This function allows you to realign your dish to match the already stored satellite positions without having to reprogram or fine tune all of the satellites individually.

Use this function **ONLY** if all of your satellites are misaligned in the same direction (east or west) and by the same amount.

1. Call up or move to a satellite you are familiar with.

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2. Choose a known active channel on that satellite. Use a channel easy for you to identify, though the picture may be poor or missing.
3. Press FUNCTION.
4. Select No. 2, Change Program.
5. Select No. 7, Realign Sat. Memory. The name of the satellite and the channel is displayed. Verify these are what you chose in steps 1 and 2.
6. Use the EAST and WEST keys to obtain a good, clear picture that matches the satellite and channel you chose.
7. If this is the correct satellite and channel, press ENTER. The entire satellite memory has been realigned to your dish.
8. Call up other satellites and verify they are aligned correctly. Repeat the above steps, if necessary.

If you must frequently realign the satellite memory, there may be problems with your out door unit. Contact your local satellite dealer/installer for assistance.

### **Missing Odd or Even Channels**

If you are missing the odd or even known active channels on any or all satellites, perform the following steps.

1. Move to the satellite with missing channels. Select the missing channel.
  - a. If the picture is black, the problem may be a missing subscription channel. Refer to the “Missing Subscription Channel” flowchart near the end of this booklet.
  - b. If the picture is scrambled or very snowy, continue with step 2.
2. Turn off the Parental Control.
3. Check the Receiver’s Input Mode.
  - a. Put the receiver in Program Mode.
    - 1) Press FUNCTION.
    - 2) Select No. 4, Receiver Mode.
    - 3) Select No. 2, Program.
    - 4) Press ENTER. The receiver is now in Program Mode.
  - b. Press FUNCTION.
  - c. Select No. 1, Set-Up.
  - d. Select No. 2, Channel Scan.
  - e. Press the WEST key once to turn the Channel Scan OFF.
  - f. Select No. 4, Input Mode.
  - g. Verify the input mode is “C/Ku.”
  - h. If not, press the WEST key once to change the input mode to “C/Ku.”
  - i. Press VIEW.
  - j. Go through the channels.
  - k. If this solved the problem, put the receiver back in Auto Mode, and you are done. To put the receiver in Auto Mode.
    - 1) Press FUNCTION.
    - 2) Select No. 4, Receiver Mode.
    - 3) Select No. 1, Auto.
    - 4) Press ENTER. The receiver is now in Auto Mode.
- l. If this did NOT solve the problem, change the Input Mode back to what it was. Put the receiver back in Auto Mode, and proceed to step 4. (To put the receiver in Auto Mode, follow the instructions in step 3.k.)

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4. Perform the Skew Adjustment. Refer to page 42 of your Owner's Manual (page 45 for the TRX 1500.)
  - a. Press FUNCTION.
  - b. Select No. 2, Change Program.
  - c. Select No. 1, Change Polarity/Skew.
  - d. Select No. 2, Skew. Write down the current Skew number. You may need to reset this value later.
  - e. Use the EAST and WEST keys to run the Skew number all the way down to zero and all the way up to 80.
  - f. If the picture does NOT come in clear somewhere in this range, set the skew number back to what is was in step 4.d. Press VIEW and proceed to step 5.
  - g. If the picture DOES come in clear somewhere in this range, adjust the skew for the best picture.
  - h. Select No. 3, CH. Use the EAST or WEST keys to view the other channels on this satellite.
  - i. If all the channels are now OK, press ENTER, and you are done. If NOT, repeat the above steps to adjust the skew to what it was in step 4.d. Proceed to step 5.
5. Check the polarization wires. Refer to page 3 of your Owner's Manual (Page 4 for the TRX 1500.) At the bottom of the page is a picture of the back panel of your receiver. Locate terminals number 14, 16, and 18 (Numbers 17, 18, and 19 for the TRX 1500.) Check the connections in these terminals. The wires are usually colored black in 14, white in 16, and red in 18 (black in 17, white in 18, and red in 19 for the TRX 1500.) Reconnect any loose wires. Check all the channels again. If this solved the problem, you are done. If not, proceed to step 6.
6. The problem is likely the polar rotor, at the out door unit. Contact your satellite dealer/installer for assistance.

### **Initial Set Up**

Initial Set Up was performed during the original system installation and should not have to be repeated. However, if the receiver has been removed for repair or major repairs have been made to the out door unit, the Initial Set Up should be repeated.

1. Put the Receiver in Program Mode.
  - a. Press FUNCTION.
  - b. Select No. 4, Receiver Mode.
  - c. Select No. 2, Program.
  - d. Press ENTER. The receiver is now in Program Mode.
2. Check the Actuator wiring. Confirm that when the EAST key is pressed, the dish moves to the east. If not, reverse the connections on M1 and M2 on the rear panel of the receiver. Check again.
3. Set the Input Mode.
  - a. Press FUNCTION.
  - b. Select No. 1, Set-Up.
  - c. Select No. 4, Input Mode.
  - d. Press the EAST or WEST key to select the input mode for your system. The majority of systems are "C/Ku." If you are not sure, contact your local satellite dealer/installer for assistance.
  - e. Press VIEW.

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4. Clear all data memory. CAUTION. This will clear all the receiver memory. This is necessary only when an Initial Set Up is required.
  - a. Press FUNCTION.
  - b. Select No. 3, Installation.
  - c. Select No. 4, All Data Clear.
  - d. Select No. 1, Yes.
  - e. Press ENTER. The screen will now display, "Satellite Memory is all cleared. Move dish to East Limit (EL). Then ENTER."
5. Set the Antenna limits.
  - a. Press and hold the EAST key until the screen displays, "Error. No Return Pulse." To avoid possible damage to the actuator or other out door components, have an assistant near the dish to warn you when the dish is reaching its limit.
  - b. Release the EAST key when the "No Return Pulse" message is displayed.
  - c. Press and hold the WEST key for about 1 to 2 seconds.
  - d. Press ENTER. The screen now displays, "Move dish to West Limit (WL). Then ENTER."
  - e. Press and hold the WEST key until the screen displays, "Error. No Return Pulse." Have your assistant watch the dish to avoid any damage as the dish moves towards its western limit.
  - f. Release the WEST key when the "No Return Pulse" message is displayed.
  - g. Press and hold the EAST key for about 1 to 2 seconds.
  - h. Press ENTER. The antenna limits are now set.
6. Program the satellite positions. Refer to a current Satellite Television Guide. Locate the satellite channel chart pages. This chart shows you where the satellites are and what channels are active. Since the dish is at its West Limit, start with the furthest west satellite. At the time this booklet was written, that was Satcom C1 (F1).
  - a. Turn on the Channel Scan and Auto Tune.
    - 1) Press FUNCTION.
    - 2) Select No. 1, Set-Up.
    - 3) Select No. 2, Channel Scan.
    - 4) Use the EAST or WEST key to turn the Channel Scan ON.
    - 5) Select No. 3, Auto Tune.
    - 6) Use the EAST or WEST key to turn the Auto Tune ON.
    - 7) Press VIEW.
  - b. Press and hold the EAST key for 2 to 3 seconds. Allow the receiver to scan through the channels. The channel scanning will stop on a strong video signal. Press and hold the EAST key for another 2 to 3 seconds. Allow the receiver time to scan through all the channels again. Repeat short east moves until the receiver locks on a channel. The picture may be snowy or scrambled.
  - c. Use the Channel UP or DOWN keys to view other channels. The receiver may start scanning again. Wait until it stops scanning. Identify any active channel on this first satellite. You may need to use the EAST or WEST keys a little to get a clear enough picture.
  - d. When you are sure this is the desired satellite, press the C-SAT key (Ku-SAT, if a Ku satellite), followed by the alphanumeric name. (In this example, Satcom C1 can be called C 1 or F 1.)

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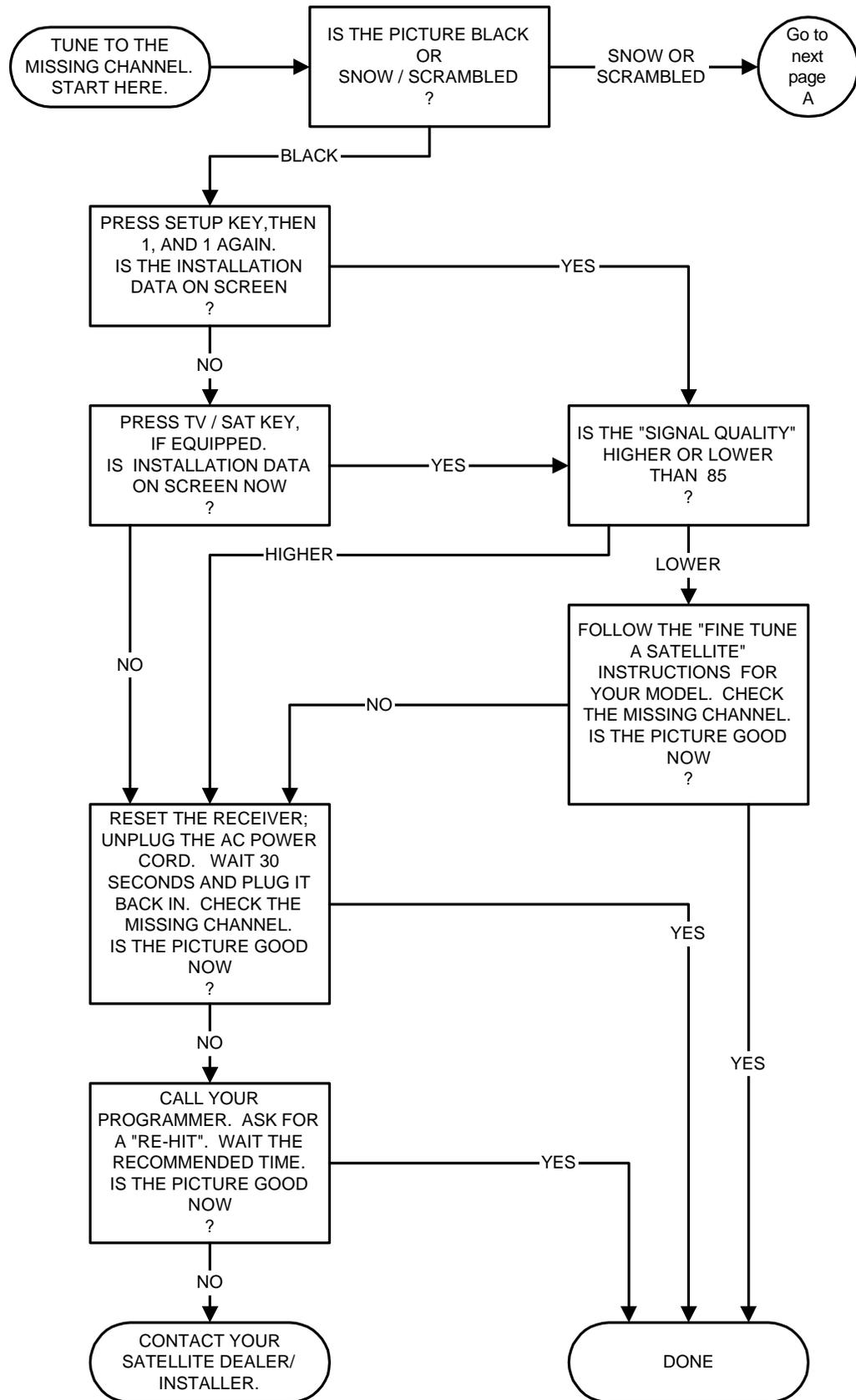
- e. Press ENTER. The receiver automatically fine tunes the new satellite position. The “Auto-Skew” and “Auto-ANT.” messages flash on screen. The flashing stops when the process is complete.
- f. Repeat steps 6.b through 6.e for each satellite in turn, moving eastward, until you have entered all the desired satellites. When the last satellite has been entered, the receiver must be put back in Auto Mode.
- g. Press FUNCTION.
- h. Select No. 4, Receiver Mode.
- i. Select No. 1, Auto.
- j. Press ENTER. The receiver is now in Auto Mode. Any of the programmed satellites may be called by pressing the “C-SAT” key (Ku-SAT, if a Ku satellite), followed by the 2 digit satellite name.

### Main Functions List TRX 15, TRX 1500, TRX 1520

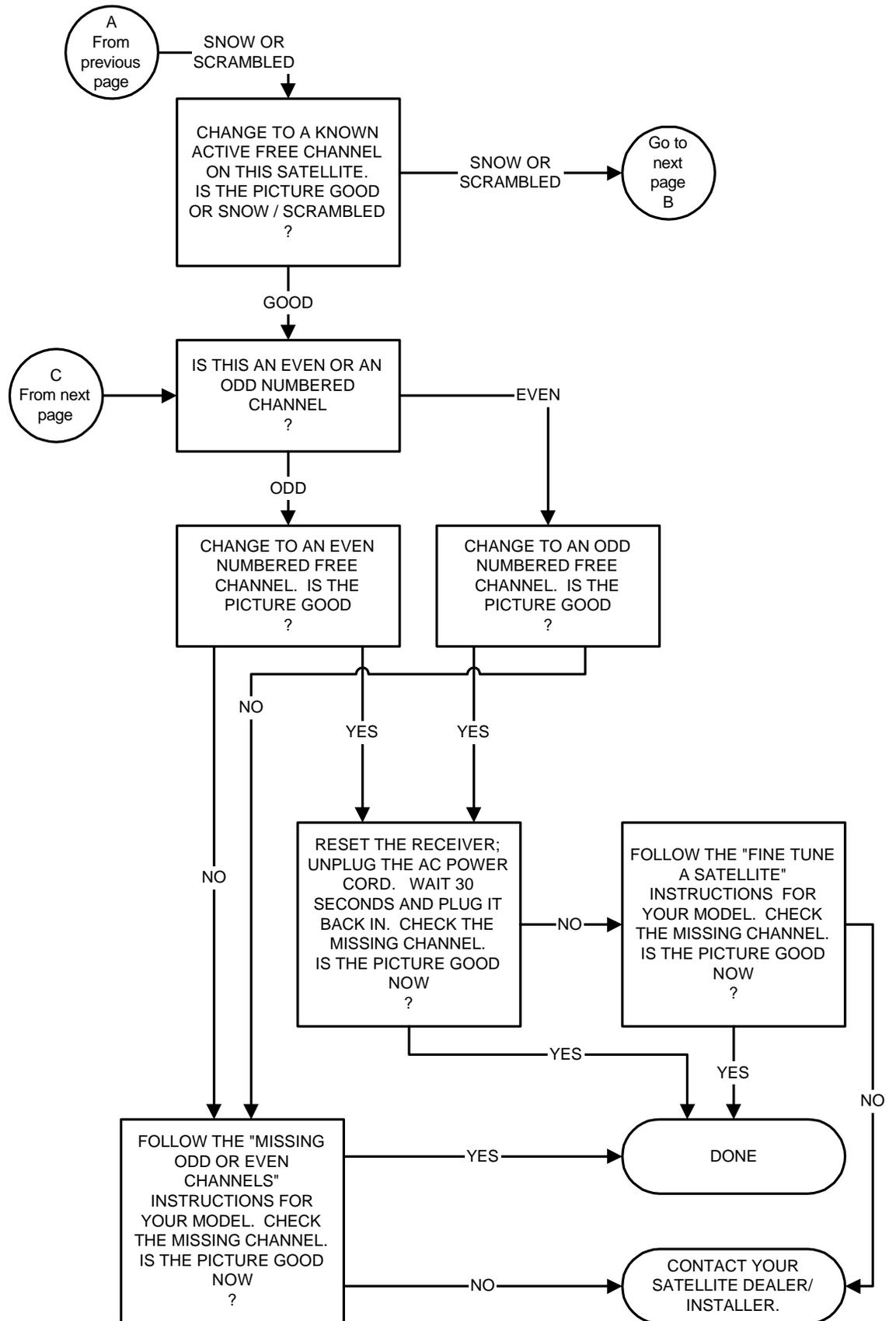
PROGRAM MODE	AUTO MODE
<b>1. SET UP</b> 1.1 Remote Ind. 1.2 Channel Scan 1.3 Auto Tuning 1.4 Input Mode	<b>1. CUSTOMER CHOICE</b> 1.1 Remote Ind. 1.2 Basic OSD 1.3 Antenna Move Blank 1.4 Skip Tuning
<b>2. CHANGE PROGRAM</b> 2.1 Change Polarity/Skew 2.2 TI Filter/Channel Fine 2.3 Change Antenna Limit	<b>2. CHANGE PROGRAM</b> 2.1 Change Polarity/Skew 2.2 TI Filter/Channel Fine 2.3 Channel Skip 2.4 Audio Program 2.5 Category Selection 2.6 Favorite Program 2.7 Realign Satellite Memory
<b>3. INSTALLATION</b> 3.1 Ku-Sat Format 3.2 Calibrate Ku Channel 3.3 Rem Noise Sensor 3.4 All Data Clear	<b>3. PARENTAL CONTROL</b> 3.1 PL Enable/Disable 3.2 Antenna Lock 3.3 Channel Lockout 3.4 Change Password
<b>4. RECEIVER MODE</b>	<b>4. RECEIVER MODE</b>

To access any of the functions, put the receiver into the desired mode (Auto or Program), then press the FUNCTION key. If you can not access the Program Mode, you must disable the Parental Control.

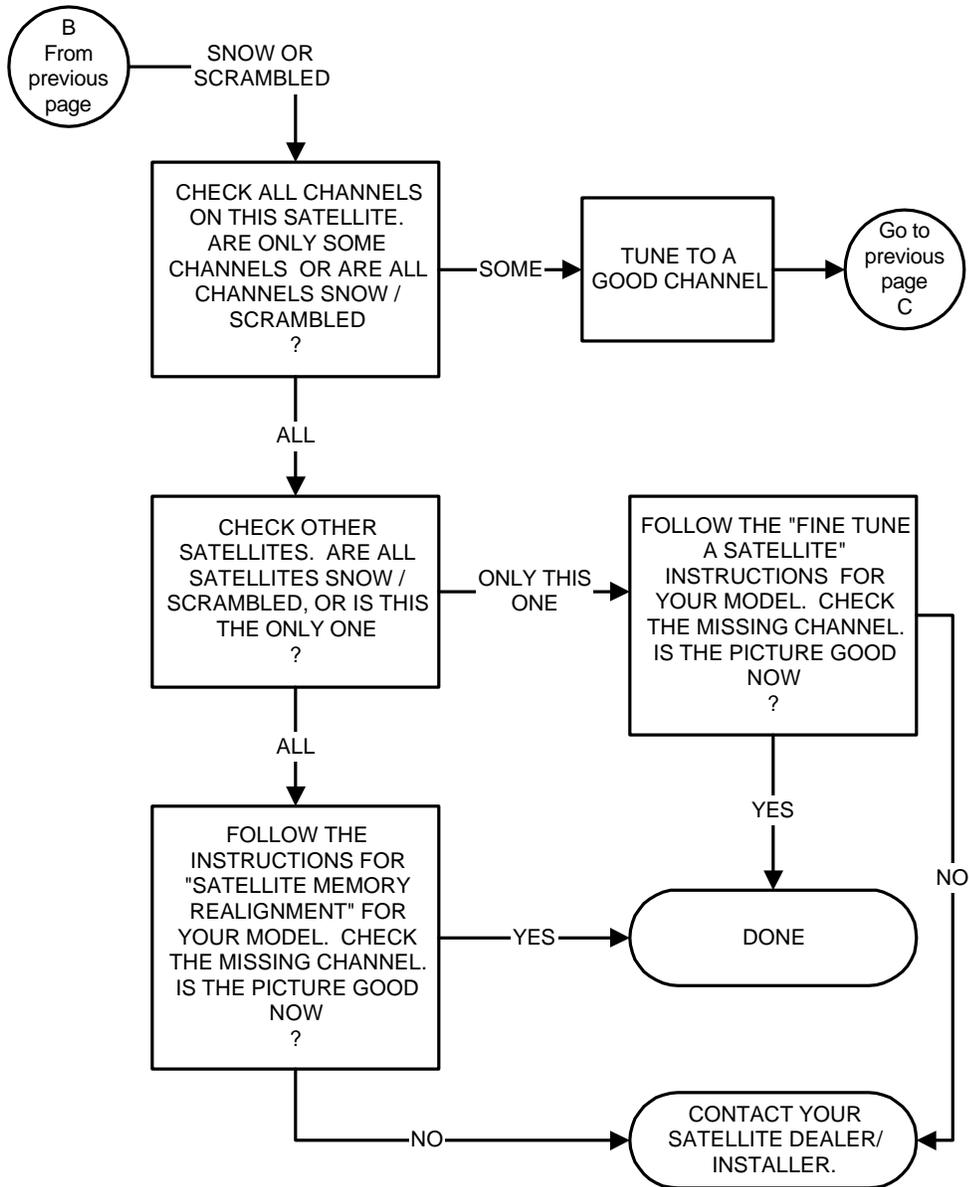
# MISSING SUBSCRIPTION CHANNELS, 1



# MISSING SUBSCRIPTION CHANNELS, 2



# MISSING SUBSCRIPTION CHANNELS, 3



## **QUICK REFERENCE TROUBLESHOOTING GUIDE**

- Problem: **Missing pay channels or missing any channel.**  
Solution: See the "Missing Subscription Channels" flow chart.
- Problem: **Strange computer type graphics appear on all pay channels, resulting in no video or audio.**  
Solution: Reset the receiver. Unplug the AC power cord, wait 30 seconds , and plug it back in.
- Problem: **Cannot access setup menu for VideoCipher module.**  
Solution: See the "Missing Subscription Channels" flow chart.
- Problem: **Cannot authorize VideoCipher module for Pay Per View (PPV).**  
Solution: Check signal quality on that channel. Check telephone jack and cable by connecting a regular telephone. If these are OK, do a receiver reset and try again to authorize.
- Problem: **Forgot your ratings ceiling or purchase passwords.**  
Solution: Call your program provider or the **Satellite Video Center at 1-800-54-VIDEO.**
- Problem: **Cannot put the receiver in Program Mode.**  
Solution: Confirm the Parental Control is off. See the "Parental Control" instructions for your model receiver.
- Problem: **Forgot your receiver's parental control password.**  
Solution: Call our Customer Service at 1-800-631-3811.
- Problem: **The receiver will not accept any new satellite names.**  
Solution: The receiver's memory may be full. Push the "C-SAT" key two times to see a list of programmed satellites. Delete some old or unwanted satellite names. See "Delete A Satellite" instructions for your model receiver.
- Problem: **Unusual operation and loss of function control.**  
Solution: Reset the receiver. Unplug the AC power cord, wait 30 seconds, and plug it back in.
- Problem: **The receiver is responding poorly or intermittently to your UHF controls.**  
Solution: See the "Troubleshooting The UHF Remote Control" on the next page.

**See your Owner's Manual for additional troubleshooting hints.**

If the tips in this operations and troubleshooting video and booklet do not help solve your problem, please consult your local satellite Dealer/Installer. Look in your local telephone directory under SATELLITE, or call the C Band Industry Group at:

**1-877-CBANDTV (1-877-222-6388)**

for assistance in locating your nearest C band Satellite Dealer/Installer.

## **TROUBLESHOOTING THE UHF REMOTE CONTROL**

If you are experiencing problems with poor range or intermittent operation of your UHF remote control, try the following steps.

1. Put new batteries in the remote control.
2. Check that the UHF antenna is securely fitted on the remote sensor connector on the back panel of the satellite receiver.
3. Check for possible UHF noise or interference in the your receiver's environment. Do a Remote Sensor test. The steps are different for each model receiver. Refer to your owner's manual.
4. If this test indicates interfering noise is present, try the following remedies.
  - A. While watching the Remote Noise display, unplug surrounding equipment, one piece at a time. If the noise suddenly disappears when a certain piece of equipment is unplugged, you have located the offending source of the interference.
  - B. Relocate the offending noise source or relocate the Receiver's UHF antenna.
  - C. To relocate the antenna, connect a short piece of coaxial cable to the remote sensor connector on the receiver back panel. Connect the antenna to the other end of this cable. You may need a barrel connector. Move the antenna to various locations, while watching the Remote Noise display.
  - D. Permanently mount the antenna in the best location.
5. Put the receiver back in AUTO MODE when you are finished.

For help locating your nearest Satellite Dealer/Installer, the C Band Industry Group may be able to help you. Call toll free at **1-877-CBANDTV** (1-877-222-6388) or visit their web site at **www.cbandtv.com**.

For Toshiba America Consumer Products Customer Service Center, call **1-800-631-3811**. Visit our web site at **www.toshiba.com**.