User Manual

SAORVIEW

Connect

DXD7025SVC
Saorview Connect set top box
Version 2 November 2018

PowerPoint

Welcome!

Welcome to Saorview Connect. We are pleased you bought this Saorview Connect box. Included in this box:

- Saorview Connect box with terrestrial and satellite tuners with Ethernet and Wi-Fi to connect to broadband

- Free TV channels from RTÉ, Virgin Media, TG4 and Oireachtas TV, and radio stations

- Access to an additional 100+ free TV channels if connected to a satellite dish

- Picture perfect High Definition on selected channels

- A selection of on demand services including RTÉ Player and TG4 Player with more to come in the future

- Catch up on the last 7 days of TV on Saorview channels with the roll-back TV guide, where available

- Spotlight (specially selected editorial TV picks)

- Programme title search for Saorview channels

- Connect an external hard drive for recordings and to pause / play live TV

- Extra features when you download our FREE Saorview app

- Easy plug and play set-up

- Free, expert customer support

If you need any help getting going then we are here to help.

Call the friendly Saorview team on 1890 222 012 or 01 258 3540, open from 10am to 9pm Monday to Friday and from 10am to 6pm at weekends.

Visit the Saorview website at saorview.ie for how-to videos, live help, FAQs, and to download the Quick Start Guide and this User Manual.

facebook.com/saorviewirl
@saorview

For product support, call PowerPoint on 01 409 2260 or email help@shomar.ie

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Importer Shomar Ltd
9 Western Industrial Estate,
Dublin 12, Ireland
01 409 2260
www.shomar.ie

Safety information

- Power off all devices during connection set-up to prevent electric shock.

- Unplug the power adapter from the wall socket to completely disconnect the product from the mains.

- Do not place sources of naked flames, such as lit candles, on the product.

- Opening the product results in loss of warranty and can cause electric shock.

- Condensation can be produced within the product, e.g. if the product is brought from a cold to a warm environment. Wait for about one hour before operating the product. After that time, the condensation will normally have evaporated.

- The product has feet on its bottom side. Since the surfaces of furniture are made of very different materials that a wide variety of care products are used on, we cannot exclude the possibility of some of these substances or their ingredients softening or otherwise damaging the feet. Place a non-slip mat under the feet, as appropriate.

- If the batteries are not used for a long period, they should be removed from the remote control unit. Replace the batteries at least once a year to prevent them from leaking.

- Do not expose the batteries to extreme conditions or excessive heat, for instance, radiators, sunshine, fire or the like. This will result in an increased risk of leakage or explosion.

- Never try to reactivate used batteries with heat, charging or other methods.

- Batteries must not be dismantled and short-circuited.

- When inserting the batteries, observe the correct polarity (+/-), otherwise there is danger of damage.

WARNING: To reduce the risk of fire or electric shock, do not expose this apparatus to rain or moisture.

WARNING: The batteries shall not be exposed to excessive heat such as sunshine, fire or the like.

Do not throw batteries in the bin or on a fire. Make sure that you dispose of batteries safely at a local recycling centre. You can also recycle batteries at many supermarkets.
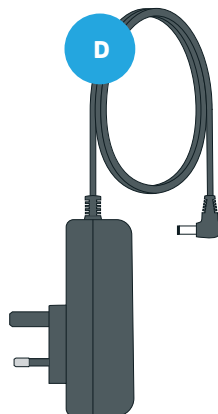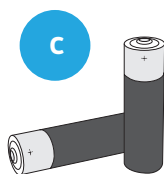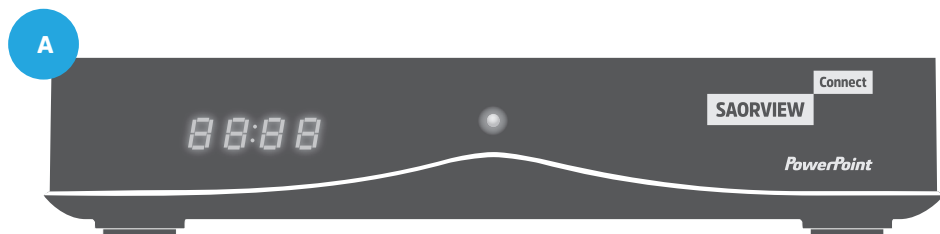
Your receiver's power adapter requires a 100V to 240V AC ~ 50/60Hz mains supply and is fitted with a moulded plug. If the plug or cable breaks or becomes damaged do not use the receiver. Do not attempt to open or repair the power unit under any circumstances, due to risk of electric shock.

Contents

In the Box

In your Saorview Connect
box you should find the
following items:

A   Saorview Connect set top box

B   Saorview remote control

C   Batteries for the remote control

D   Power adapter

E   HDMI cable to connect the box to a TV

F   Ethernet cable to connect to your broadband router

G   Quick Start Guide

E

F

Quick Start Guide

Connect

SAORVIEW

G

DXD7025SVC   **PowerPoint**
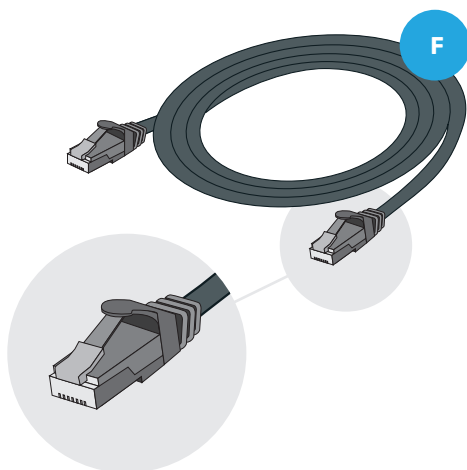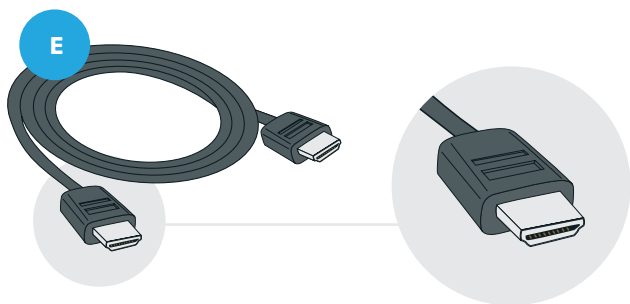
Your Saorview Connect Set Top Box

A LCD display
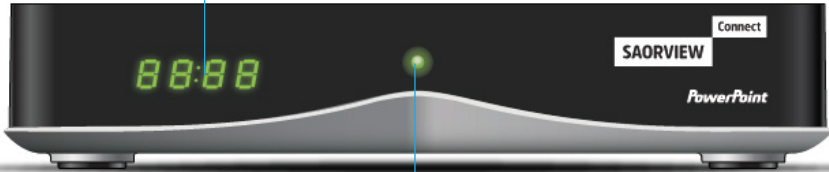
B Power indicator light

A LCD display
Shows the number of the channel being received, and displays information about operation of the set top box.

B Power indicator light
The power indicator light illuminates to show the power status of your Saorview Connect box. RED means that the unit is plugged in, and in standby mode (power save and active). The light changes to GREEN when the unit is on.

C ETHERNET
Network socket for connecting to broadband router.

D Power port
Use the power adapter to connect to a mains plug socket.

E HDMI
Use the HDMI cable to connect to your TV.

F USB
Connect an external hard drive to the USB for recordings and to pause / play live TV. (For best performance, it is recommended that you use a USB3 hard drive with a large amount of storage, i.e. more than 500GB).

K AV OUT   **J** S/PDIF   **G** RF IN   **E** HDMI

C ETHERNET   **I** SAT IN 2

D Power port   **H** SAT IN 1   **F** USB
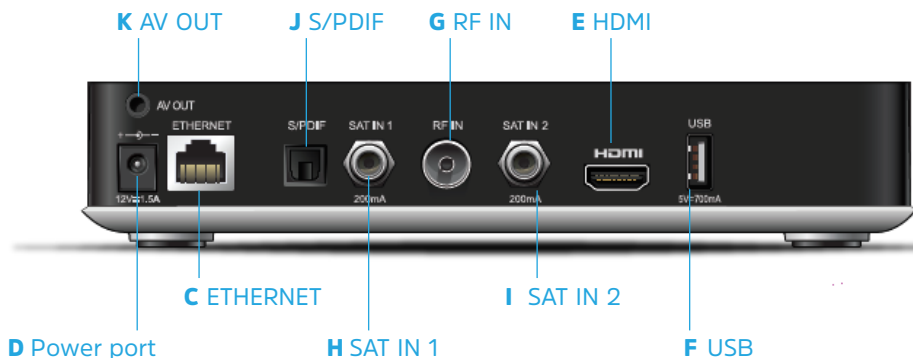
G RF IN

Connect an aerial to receive the Saorview TV channels. Saorview recommends the use of a professionally installed UHF roof aerial to receive Saorview. It may be possible in some areas to use an attic aerial, and in some instances it may be possible to use an indoor set-top aerial. A good local installer will be aware of the best aerial solution for your particular location and can ensure that it is correctly and safely installed.

H SAT IN 1

Connect to your satellite dish to receive additional free channels.

I SAT IN 2

Connect a second satellite cable to this input in order to record one satellite channel while watching another satellite channel.

J S/PDIF

Optical audio output for connection to a digital audio system.

K AV OUT

3.5mm AV socket for connecting to a TV that requires an analogue input. Only use cable as described in Specifications (page 45). Cable is available from your local electrical retailer.

Your Saorview Remote Control

Power
Put the box into standby, and on again.

TV
Your Saorview remote control can be used to operate your TV. See page 14 for how to programme your remote control.

Recordings
Go straight to your recordings.

Search
Title search for programmes on Saorview channels.

Home
Bring up the home screen and the menu.

Mute
Turn off the volume.

Volume up and down
Increase or decrease the volume.

Up Down Left Right arrows
Move around the Guide and menus.

OK
Confirm your selection.

Back
Go back one step.

Rewind
Rewind recordings and On Demand programmes.

Record
Record what you're watching or set a recording in the TV guide.

Info
Press for more information when you see the i icon on the screen.
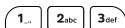
Number buttons
Use the number buttons to enter channel numbers.

Subtitles
Turn subtitles on or off on Saorview channels when available.

AV
Change your TV's AV input setting. See page 14 on how to programme your remote control.

Spotlight
The Saorview team's picks of the best programmes to watch this week on Saorview channels and On Demand.

On Demand
Bring up the On Demand menu.

Programme Guide
Open up the Guide for Saorview channels.

Channel up and down
Scroll through channels.

Exit
Take you back to live TV.

Play / Pause
Pause live TV, recordings and On Demand playback, and play.

Fast forward
Fast forward recordings and On Demand programmes.

Stop
Stop playback of a recording and On Demand playback.

Text
View Digital Teletext on Saorview.

Colour buttons
Give you more options on-screen.

Audio Description
Turn audio description on or off on Saorview channels when available.

Programme your remote control to work with your TV

You can use your Saorview remote control to control your TV as well as your Saorview Connect box.

To **automatically** programme the Saorview remote control, follow these steps:

01 Turn on your TV with its remote control.

02 On the Saorview remote control, press and hold both the RECORDINGS and the AD key for 3 seconds to enter programming mode. The red LED on your Saorview remote control will remain lit once in programming mode.

03 For automatic programming, press and release the main Power key on the Saorview remote control.

04 Press and release Channel up and down key on the Saorview remote control until the TV switches off.

05 Once TV switches off, press the OK key on the Saorview remote control.

06 Press the EXIT key on the Saorview remote control to exit programming mode. Your Saorview remote control will now control your TV's volume and power on/off functions.

To **manually** programme your Saorview remote control, follow these steps:

01 Press and hold both the RECORDINGS and AD keys for 3 seconds to enter programming mode. The red LED on your Saorview remote control will remain lit once in programming mode.

02 Using the numeric keypad on your Saorview remote control, enter 4-digit code beginning with 0 followed by product code for your TV. A list of the most common product codes are listed in the section 'Remote Control Programme Codes'. The red LED on your Saorview remote will blink for each key press, and will show a longer blink when the last digit is entered. If programming is not successful, the LED will flash on and off eight times.

03 Check that the remote control is programmed successfully by pressing the TV button. Your TV should power on and off, and you should be able to adjust your TV's volume with the Saorview remote control.

To **reset** your remote control to its default setting, do the following:

01 Press and hold both the RECORDINGS and AD keys for 3 seconds to enter programming mode. The red LED on your Saorview remote control will remain lit once in programming mode.

02 Press HOME followed by the RED button, and hold RED for 5 seconds (until LED blinks once).

Connecting to Broadband

TV   Ethernet cable   Broadband router

Aerial

Saorview Connect
set top box
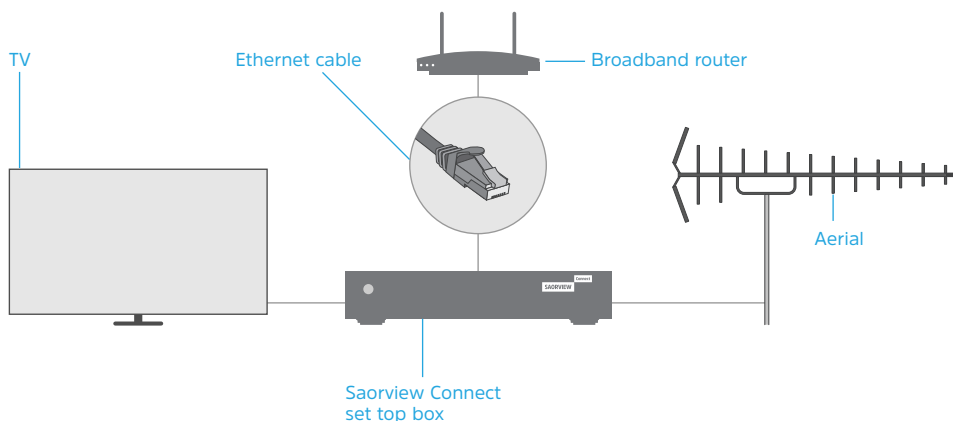
Connecting your Saorview Connect box to your broadband gives you access to On Demand players and brilliant features like Spotlight recommendations and the roll-back guide. Minimum 2Mbps broadband speed required.
The best way to do this is with an Ethernet cable (provided). Alternatively, you can connect to your Wi-Fi network once the box is switched on and during set-up.

Connect using an Ethernet cable
Connecting your Saorview Connect box to your router with an Ethernet cable will give you the best performance when watching On Demand content.

For most domestic routers, the connection process is simple.

Just plug one end of the Ethernet cable into the Ethernet socket on your Saorview Connect box, and the other into an Ethernet socket on your router. The router will automatically detect the box and create the necessary settings, and you will then be able to access On Demand and other content via broadband.

Some routers require you to manually set up the connection between the Saorview Connect box and the router. To manually adjust internet connection settings, press HOME and navigate to Settings. Select Internet connection and press OK. Select Network set-up to enter the manual configuration screen. NOTE – only take this step if you are familiar with how to manage network settings.

If you have already connected your Saorview Connect box to your router, you will see a message on screen saying 'Great, you're already connected via an Ethernet Connection'. If not, the message will say 'No Ethernet or Wi-Fi connection is detected'.

You can connect your Saorview box to your broadband router with Wi-Fi if using an Ethernet cable is not possible.

Connect using Wi-Fi
To connect to the Internet using a secured Wi-Fi network, select Network set-up under Internet connection in Settings. You will be prompted to connect to your preferred Wi-Fi network and to enter your password. (Remember that passwords are case-sensitive). Once you've entered your password, follow the on-screen instructions to complete the set-up.

If you want to change your Wi-Fi connection at any time, from the Home screen menu go to Settings then Internet connection and the box will show you available wireless networks.

First Time Installation

Make sure the power is turned off before you begin.

Place your Saorview Connect box on a suitable shelf near your TV set. Ensure that there is sufficient ventilation around the box, and do not block the ventilation holes.

Connect the cable from your TV aerial into the port – RF IN.

If you have a satellite dish and want to use it to access additional free channels, screw its cable into the port - SAT IN 1. Connect a second satellite cable to SAT IN 2 in order to record one satellite channel while watching another satellite channel.

Connect the box to your TV using the HDMI cable.

Next, you can connect the box to your broadband router with the Ethernet cable, or you can connect to Wi-Fi later once the box is switched on.

Connect the power adapter to the Power port, plug it in and switch it on at the socket.

Switch on your TV and select the correct HDMI input. If your TV does not have a HDMI input, connect your TV's AV input using an analogue cable (not supplied).

The box will take a little time to start up. During that time, the word 'BOOT' will appear on the front panel display. Follow the on-screen instructions to install your box.

If you see a prompt offering a software update, we reccommend you accept it. See section on software updates about updating the software on your Saorview Connect box.

During the install you will need to scan for Saorview channels. This can take about 3 minutes.

If you have not already connected your box to your broadband router with the Ethernet cable, you will be asked to connect to Wi-Fi. Select your preferred secure Wi-Fi network and enter your password.

You will be asked if you will be happy to provide usage data from your Saorview Connect box. Providing this usage data helps Saorview to make improvements to Saorview Connect.

Your Saorview Connect box can display either English or Irish language where available. Select your preference. You can change your choice at anytime by going to Settings and selecting Language & accessibility.

Finally, if you do not already have a Saorview ID and would like to register for one, enter your email address and an email will be sent to you with a link for you to complete your registration at a later time on the Saorview website.
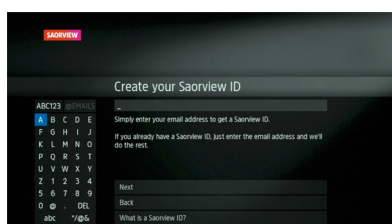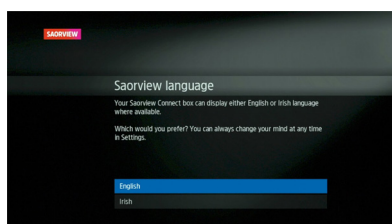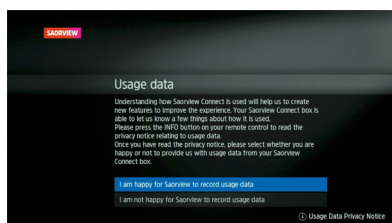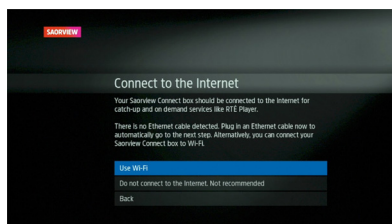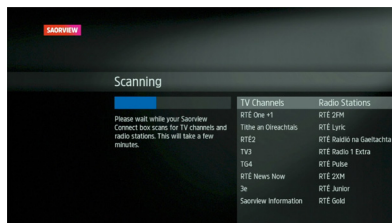
Home Screen and Menu
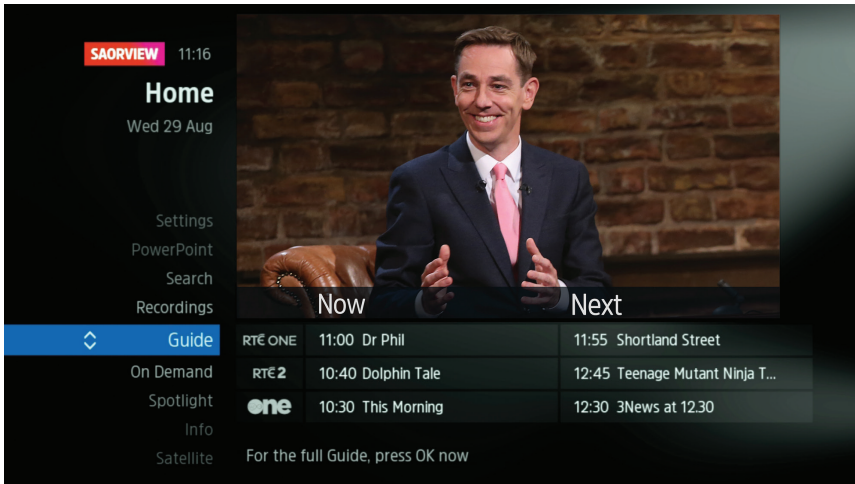
Press the HOME button on the remote control to open up the Home screen. Use the up and down arrow keys to move through the menu.

Guide Full 7 day TV guide for the Saorview channels. Browse programmes and set reminders. Scroll left for the roll-back guide and watch programmes that you missed (where available).

On Demand Catch-up TV players ready when you are. Your Saorview Connect box will need to be connected to broadband to use them.

Spotlight The Saorview team's picks of the best programmes to watch this week on Saorview channels and On Demand.

Satellite If you have connected your box to a satellite dish, you will be able to access additional free channels via satellite. This is not part of the Saorview Connect offer but is an additional feature provided by PowerPoint, the manufacturer. When you select Satellite for the first time you will be prompted to scan for satellite channels. You will need to enter your box PIN - default option is 0000. Your box PIN can be changed at any time from Settings.

PowerPoint A range of free and pay on demand apps provided by PowerPoint. Available apps subject to change.

Search Find a programme on one of the Saorview channels quickly, and set a reminder.

Recordings If you have connected an external hard drive to the USB socket at the back of the box, you can record programmes. Select Recordings to manage all your recordings and planned recordings. (If you do not connect a hard drive, Recordings will not be listed in the menu).

The Guide for Saorview Channels
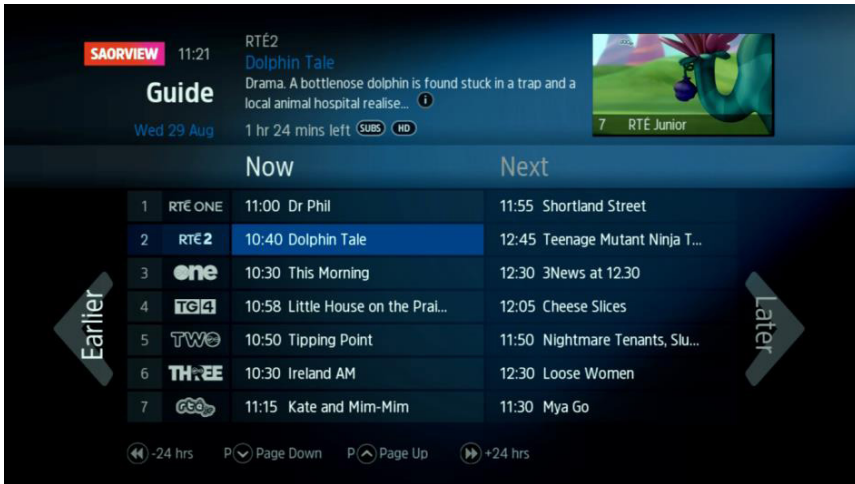
To access the TV guide for Saorview channels press GUIDE on your remote control or select Guide from the Home menu.

Use the arrow keys on your remote control to explore the Guide.

Now & Next What's on now and next for Saorview channels. To move through the channels use the Up and Down arrows. Use the Channel up and down arrows to scroll through a page at a time. To move forward and back 24 hours press the fast forward and rewind buttons.

Earlier Press the left arrow on your remote control to see what was on over the last 7 days with the roll-back guide, and click to watch what you missed (where available).

Later Press the right arrow on your remote control to see what's coming up over the next 7 days.

Press OK on a programme in the Guide and all the available options for that specific programme will be listed.

So if a programme is on live TV now, highlight it in the Guide, press OK and the Action Menu will be displayed. Select About to see information about the programme and select Watch now to watch the programme.

If the programme is on later, you'll be able to either set a reminder for when the programme starts or record the programme.

Press the Up and Down arrows on the remote control to scroll through the options and OK to select.

Watching Something On Earlier

You can catch up on the last 7 days of TV with the roll-back guide. This is available on selected Saorview channels. Look out for the Earlier arrow highlighted in the Guide where this is available.

Press the Left arrow on the remote control to see programmes from earlier on today and you can go back up to 7 days by continuing to press the Left arrow.

Highlight a programme you want to watch and press OK. The programme will then play (requires connection to broadband).

To go back to Now & Next continue to press the Right arrow.

To go back to watching live TV press the EXIT button.

Planning What to Watch Later
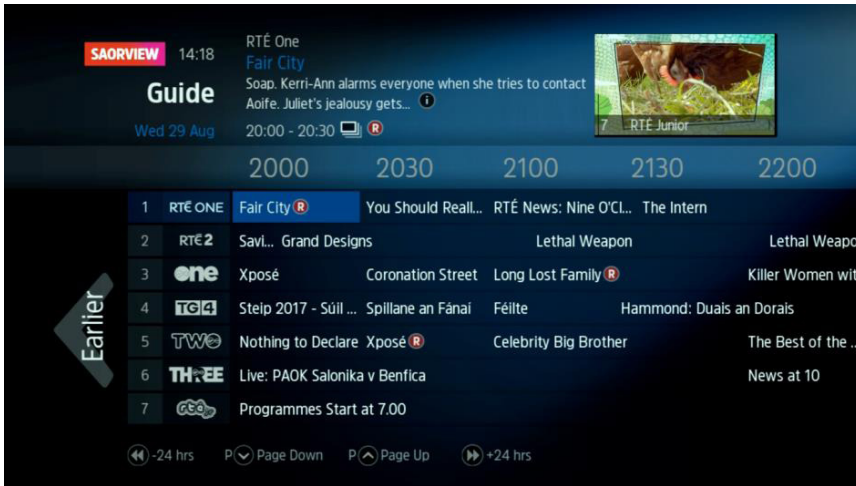
To plan your viewing a bit further ahead, the full Guide has listings for the next 7 days for the Saorview channels. Use the Right arrow to browse programmes that are on later.

To move forward and back, press the Left and Right arrows. To jump forward or backwards by 24 hours, press the Fast Forward and Rewind buttons on your remote control.

You can plan your viewing for up to a week in advance, setting reminders.

To clear the Guide press EXIT.

Browsing Whilst Watching TV

You don't have to stop watching TV to see what else is on. For a quick snapshot of what's on now and next, you can press any of the arrow keys or the OK button.

Alternatively if you press the INFO button twice, this will show Now & Next and information about the current programme.

When viewing the Now & Next bar if you press the Up arrow this will show you Now & Next information for the current channel and the next two channels in the Guide.

Use the arrow keys and the OK button to select programmes. You can find out about programmes and set reminders.

To go back to watching live TV full screen, press EXIT.

Finding Out More About a Programme

Programmes come with extra info to help you decide whether to watch them.

To see the programme info, highlight the programme in the Guide and a short description will then show in the info area next to the mini TV.

To see more information about the programme, press INFO, or press OK and select About. Here you'll find a longer description of the programme including when the programme is on again and other episodes.

Setting a Reminder
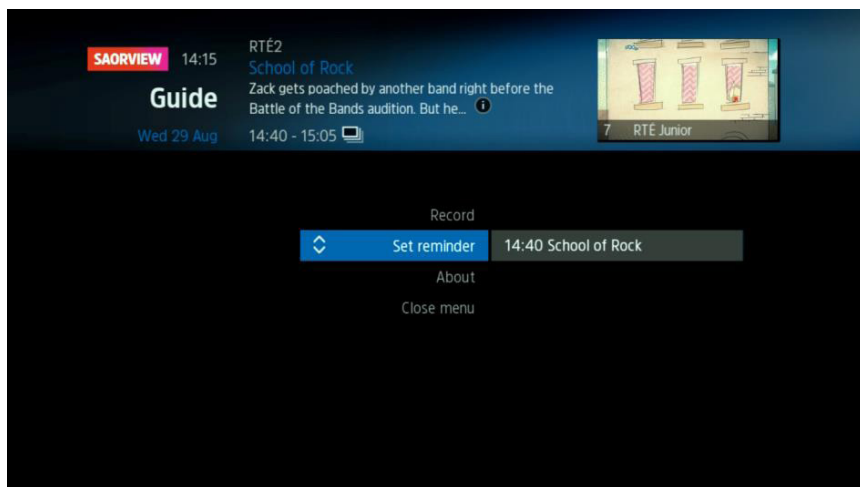
Worried you'll miss a programme on one of the Saorview channels? Well worry no more. You can set a reminder from the Guide or while watching live TV.

Highlight the programme you want to set a reminder for, press OK and from the available options, select Set reminder.

The reminder prompt will appear on screen before the programme starts, and will then auto tune to the channel.

If you want to cancel a reminder, press BACK when the prompt is on screen.

If you want to remove a reminder, from the Guide select the programme with the reminder set, press OK, and then select Remove reminder.

On Demand

Find hundreds of hours of programmes ready to watch whenever you want.

To visit On Demand, press the ON DEMAND button on your remote control or select On Demand from the Home menu.

Use the arrow keys on your remote control to browse through the On Demand services and press OK to select.

Whilst watching an On Demand programme, you can use the playback buttons on the remote control.

On Demand does not work if you are not connected to broadband.

There are additional on demand services in the PowerPoint area. To access these, select PowerPoint from the Home screen by pressing HOME on the remote control.

Spotlight

The Saorview team's picks of what to watch this week on the Saorview channels and what's available On Demand.

To visit Spotlight, press the SPOTLIGHT button on your remote control or select Spotlight from the Home menu.

Spotlight is divided into two sections.

On the left are programme picks you may have missed and are available to watch On Demand.

On the right are upcoming shows that you may want to watch, or set a reminder for.

Use the arrow keys to explore the Spotlight picks.

Select a programme and press OK. You'll then have the option to watch a programme from On Demand. From the On TV section, you can either set a reminder or select to record the programme.

Search
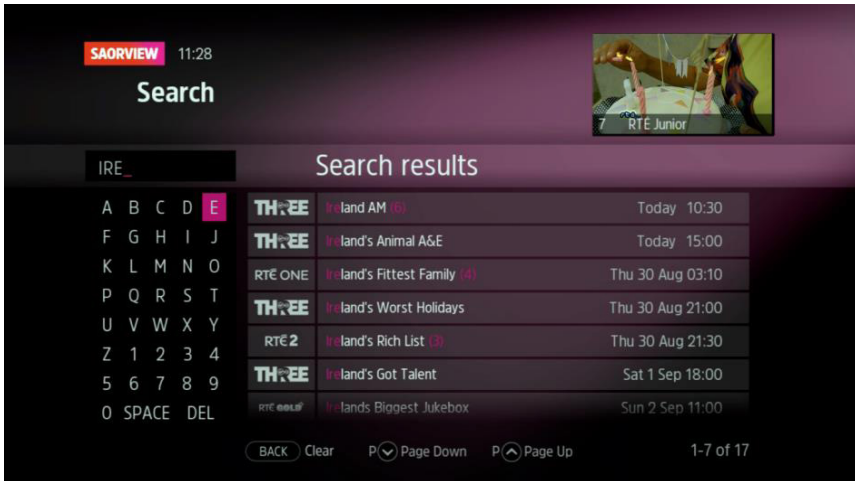
With so much great TV to choose from, we've made it easy to find the programmes you want to watch on the Saorview channels.

To visit Search, press the SEARCH button on your remote control or select Search from the Home menu.

Use the arrow keys to highlight a letter and press OK to select.

Results will appear once you've entered three letters. You can continue to select letters if you want to narrow the search results.

You can leave out common words from the search like: the, a, an, and, of.

There is no need to include hyphens or apostrophes.

Once you've found the programme you're looking for, highlight it and press OK. You'll be given all the options available for that specific programme, including Watch now and Set a reminder and Record the programme.

To clear the search bar and start again, press BACK to delete letters.

Recordings
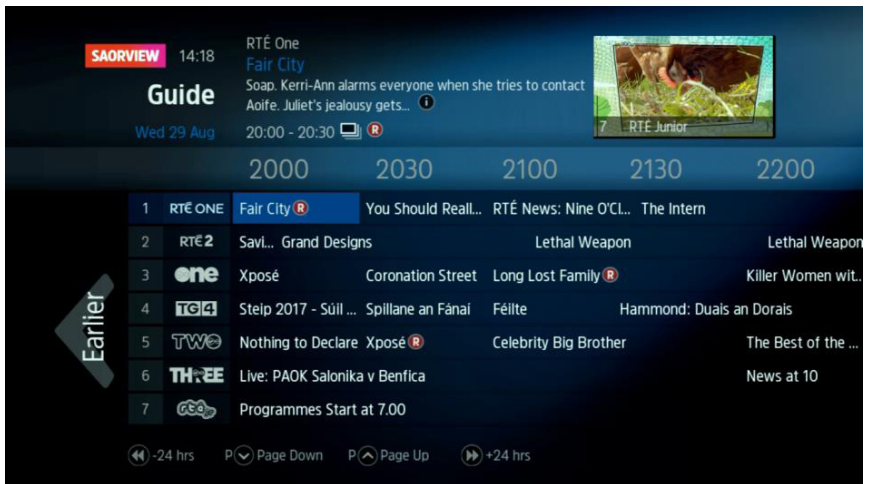
There are different ways you can set a recording for a programme on the Saorview channels:

From live TV. Press the Record button on your Saorview remote control to record the programme you're watching now.

From the Now & Next banner. Highlight the programme you want to record and press the Record button on the remote control.

From the Guide. Highlight the programme you want to record, press Record.

From Spotlight. Record any of the upcoming programmes in Spotlight by pressing OK and selecting Record.

From Search. Record straight from the Search results, by pressing OK and selecting Record.

If the programme you want to record is part of series, you will be asked whether to set the whole series to record. (Only available on the Saorview channels).

If you want to record programmes, you will need a dedicated USB hard drive for this. For best performance, it is recommended that you use a USB 3.0 hard drive with a large amount of storage, i.e. more than 500GB.

Connect the USB hard drive to the USB port at the back of your box. Once a hard drive is connected to your Saorview Connect box and formatted for recordings, it won't be able to play recorded content on other devices. If you choose to reformat the USB hard drive later for use on another device, all your recordings will be wiped.

If you want to unplug your USB hard drive you must safely remove it from within the Settings menu before disconnecting it. When the drive is disconnected you will not be able to access your recordings. As soon as you plug the USB hard drive back in they will reappear.

Your Saorview Connect box can record one channel while you watch another. For example, you can record one channel on Saorview, whilst watching a channel on satellite (if connected to a satellite dish).

If you want to record satellite channels, the box will need to be connected to the satellite dish with two cables. If you only use one satellite cable, recordings won't be available.

Pressing standby while recording won't stop the recording. Your Saorview Connect box will go into standby when the recording has finished.

Planned Recordings

Press Recordings on your Saorview remote control and then scroll up or down to get to Planned. All the programmes you have set to record are listed chronologically by the recording date.

From the Planned screen you can set a manual recording. For Saorview channels this could be at a time after the 7 day schedule listed in the Guide, or for any programme on a satellite channel.

To set a manual recording, use the arrow keys on the remote control to navigate through the options. You need to select the name of the channel, the month, the day, the start time, the duration, and whether the recording is to be repeated. Once you have selected all the information, highlight Record and press OK.

On the next screen, you have the option to create your own title for the recording.

Find and Watch a Recording

To access your recordings, press Recordings on your Saorview remote control.

All the programmes you have recorded are stored here. You can choose how they're listed.

Select A-Z to see your recordings listed alphabetically.

Select Most recent to see your latest recordings.

Select Still to watch to see recordings that you have not yet watched.

Select Series to see recordings grouped by series.

Select Kept to see recordings that you have marked to be kept and not deleted. To keep a recording, select the recording, press the OK button and select Keep from the options.

Select Deleting soon to see recordings that are going to be deleted. When more than 90% of your USB hard drive is full, the oldest watched recordings that have not been kept, will be deleted in order to free up space on your hard drive for new recordings.

Select HD to see all your recordings of HD programmes.

To watch a recording, highlight the programme you want to watch, press OK and select Watch now.

If you want to go back to a recording you stopped halfway through, highlight the recording and press OK. You'll have the option to either watch from the start or resume from where you left off.

Managing your recording space
You can see how much space there is left for new recordings using the bar at the top of the Recordings screen. It's worth remembering that HD programmes use more recording space than standard definition programmes.

Your Saorview Connect box will automatically delete the oldest watched recording if there's not enough space for a new recording. Programmes that are next in line to be deleted are listed under Deleting soon.

To delete a recording, highlight the recording you want to delete, press OK and select Delete from the list. If the recording is part of a series you also have the option to delete all recorded episodes.

Pause Live TV

The phone will always ring just as things get interesting. Now you can pause the action and pick up where you left off.

To pause the programme you're watching, press the Pause button on the Saorview remote control.

You can pause live TV for up to one hour, depending on how much free space there is on your hard drive.

When you're ready to watch again, press Play.

If there is an active recording, pause live TV will not be possible.
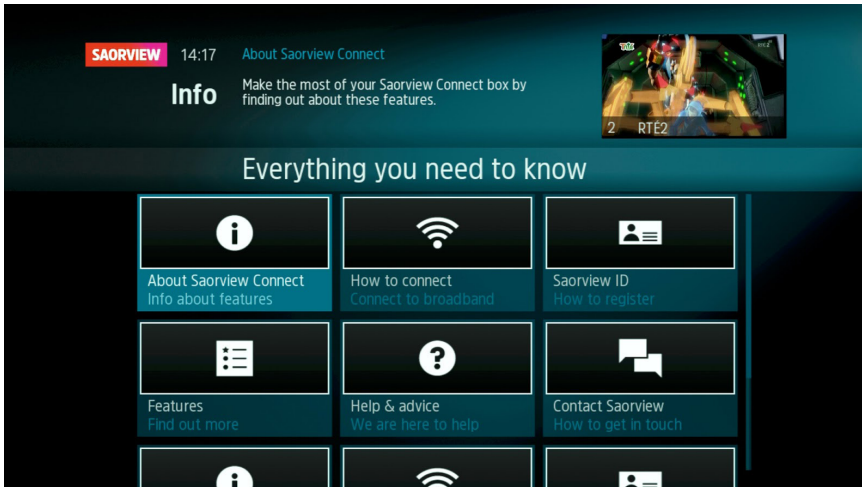
Info

To visit Info, select Info from the Home menu.

There are six areas in Info providing information, help and advice on Saorview Connect and details on how to get in touch. The first six sections are in English, and the second six sections are in Irish.

About Saorview Connect Find out more about features including the Roll-back Guide, On Demand, Spotlight, Recordings and the Saorview app.

How to connect Information about connecting to broadband using Wi-Fi and Ethernet.

Saorview ID What Saorview ID is and how to register. With a Saorview ID it is possible to pair with your box and use the Saorview app as a remote control, and to remote record.

Features Information about a number of the features including remote record, series link, programme title search, subtitles, audio description and accessing satellite channels.

Help & advice Latest news about Saorview Connect, details on how to rescan for channels, how to change language preferences and what icons mean.

Contact Saorview If you need to get in touch, contact details for calling, emailing and on social media.

On Screen Icons

(G)	May contain material with adult themes	**(R)**	Recording set
(SUBS)	Subtitles are available	**R**	Series recording set
(AD)	An audio description is available	**◉**	Unwatched
(SL)	Shown with sign language	**◐**	Part watched
🖵	Part of a series	**①**	To be deleted soon
(HD)	High definition	**K**	Kept (Not to be deleted)
((•))	Available in surround sound		
🎬	Film		

Language and Accessibility

Language preference
Your Saorview Connect box supports both English and Irish. You can select your language preference by accessing Settings and choosing Language & accessibility.

Subtitles
Your Saorview Connect box supports subtitles on the Saorview channels and the satellite channels. To turn on subtitles press the SUBS button on your remote control.

While watching live TV, press the SUBS button once to switch on subtitles. Pressing the SUBS button a second time will switch them off.

To check if a programme on a Saorview channel has subtitles, press the INFO button on your remote control while watching the programme and look for the SUBS icon.

Audio description
Your Saorview Connect box supports audio description on the Saorview channels. To turn on audio description press the AD button on your remote control.

While watching live TV, press the AD button once to switch on audio description. Press the AD button a second time to switch it off.

To check if a programme on a Saorview channel has audio description, press the INFO button on your remote control while watching the programme and look for the AD icon.

Signed programmes
Some broadcasters provide a signed version of programmes for hard of hearing viewers. Look out for SL icon in the Guide which indicates it is a signed programme.

Saorview ID

Saorview ID helps you make the most of your Saorview Connect box by allowing you to pair your box with the Saorview mobile app. This will then allow you to set recordings for programmes on Saorview channels and manage your recordings wherever you are.

You can register for a Saorview ID in the following ways:

- Through the Saorview website at saorview.ie.

- Within the Saorview mobile app available on iOS and Android.

- Via the Saorview ID section in Settings on your Saorview Connect box - from the Home menu select Settings and then Saorview ID.

- During installation of your Saorview Connect box.

Saorview App
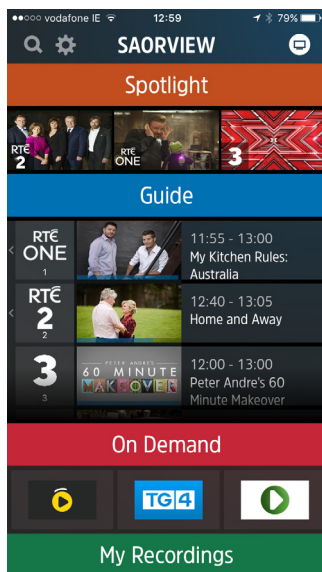
With the Saorview mobile app you can plan your viewing with the Guide, get inspiration for what to watch with Spotlight, record on the go and manage your recordings, and use the app as a remote control.

The Saorview app is available on phones and tablets with iOS and Android. Download from the App Store and Google Play. Minimum specification for iOS is iOS9.0 and for Android it is v 4.1 (Jelly Bean).

How to pair
Pair your Saorview Connect box with the Saorview app to find and record great TV wherever you are. Follow these simple steps to get set up:

01 If you do not already have a Saorview ID register for one (see page 33).

02 Make sure your Saorview Connect box is connected to the Internet and then go to Settings and choose Saorview ID. Select Get Code to generate your unique pairing code.

03 Then log in to your Saorview ID via the Saorview website or Saorview app and enter the code. You'll now be able to control your box using the remote control in the app, and remotely set recordings from the Saorview channels.
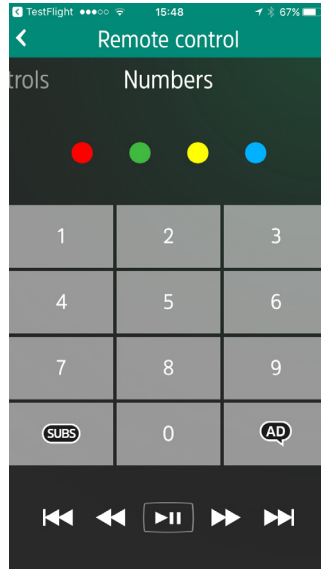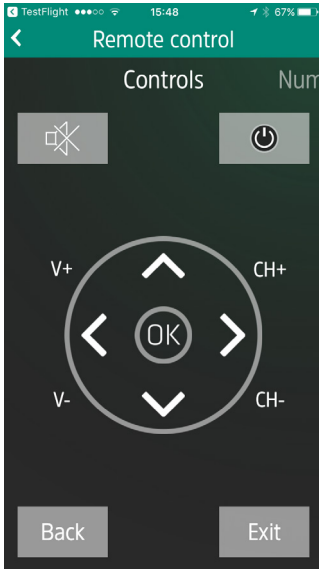
Use the Saorview app as a remote control

With your phone or tablet paired to your Saorview Connect box you can take control of your viewing without needing to use the remote control or affecting what's on screen.

To connect to your box, make sure your device and box are on the same broadband network. Then go to Settings and choose scan for boxes. It will list all of the boxes on the network for you to choose from. Once you have connected to a box, it will automatically connect to it in the future.

Record on the go from the Saorview app

Once you have paired your Saorview Connect box with your Saorview app, you can set recordings on the go from your mobile or tablet, so you will never miss an episode of your favourite shows again.

GET IT ON Google Play

Download on the App Store

Satellite

Satellite 14:26

Settings

Satellite channels

You need to do a channel scan before you can watch satellite channels.

To do this, make sure your box is connected to a satellite dish and choose Continue.

Continue

Back to Saorview
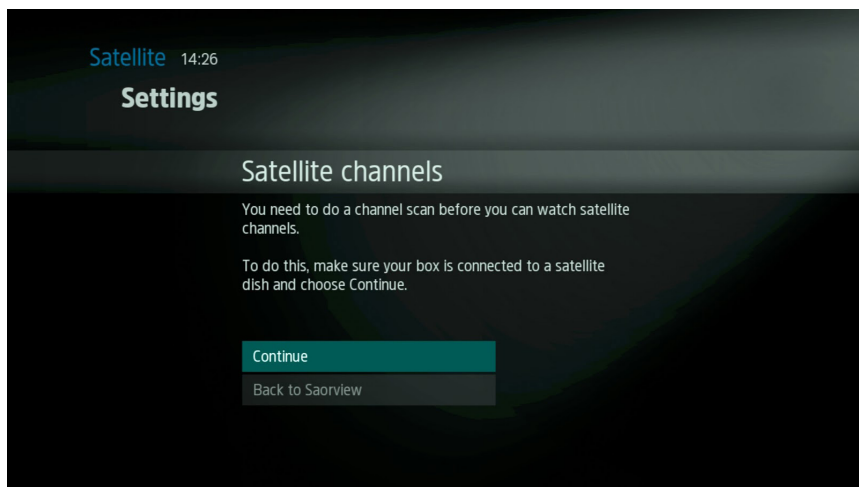
You can connect your Saorview Connect box to a satellite dish allowing you to receive additional free TV channels. Please note that satellite channels are not part of Saorview, so the Saorview Connect features are not available when the box is in satellite mode.

To connect your Saorview box to a satellite dish, plug the satellite cable into the connector at the back of the box marked SAT IN 1. Connect a second satellite cable to the input marked SAT IN 2 in order to record

one satellite channel while watching another satellite channel.

If you don't have a satellite dish installed at your home, we recommend that you contact your local retailer or a professional installer to install a dish if you wish to access satellite channels.

First time installation

To set up satellite channels for the first time, press the HOME button on your remote control to access the Home screen and then select Satellite. Follow the on-screen instructions to tune in satellite channels.

On the first screen that is displayed select Continue.

You then have a choice of either doing an automatic scan or a manual scan.

The simplest option is the **Automatic scan**. Select Start auto scan and press OK. You will be prompted to enter your PIN. The default PIN is 0000, but you can change this at any time in the Settings menu.

Once you have entered your PIN, the automatic scan will start. The scan can take several minutes and scans all available channels. During the scan, a progress bar will appear, and a list of the channels found is shown on the right of the screen. Please do not power off or operate your Saorview Connect box during the satellite channel scan.

You can also set up a **Manual scan** if you want to scan for a particular transponder and have that information to hand.

We recommend that you leave **Network scan** on as it allows your receiver to pick up channels that may not be transmitting at the time of scan, but which you may want to watch later.

Note that 7 day listings and Saorview Connect features are not available while viewing satellite channels.

You can re-order, hide, and retune satellite channels to suit your preferences.

Re-ordering satellite channels

From the HOME menu in satellite mode, select Settings and use the arrow keys to select Satellite channels.

Select Edit channels and press OK. You will be prompted to enter your PIN. Select the satellite channel you wish to move and press OK. Use the up and down arrows on the remote control to move the selected channel by one position at a time, or use the channel up or down arrows to move the selected channel by five positions at a time. When the channel is moved to the desired position, press OK to deselect the channel.

When you have finished reordering channels, press BACK on your remote control to store the new channel positions or press EXIT to view satellite channels.

Hiding satellite channels

From the HOME menu in satellite mode, select Settings and use the arrow keys to select Satellite channels.

Select Hide channels and press OK. You will be prompted to enter your PIN.

Use the up and down arrows on the remote control to navigate channels by one position at a time, or use the channel up or down arrows to navigate to the next page of channels in the listing. Use the OK button to select a channel to be hidden. A tick mark will appear beside each channel selected. To deselect a channel press OK again, and the tick mark will disappear. Press the BACK button to store the new setting, and press EXIT to view satellite channels.

Settings
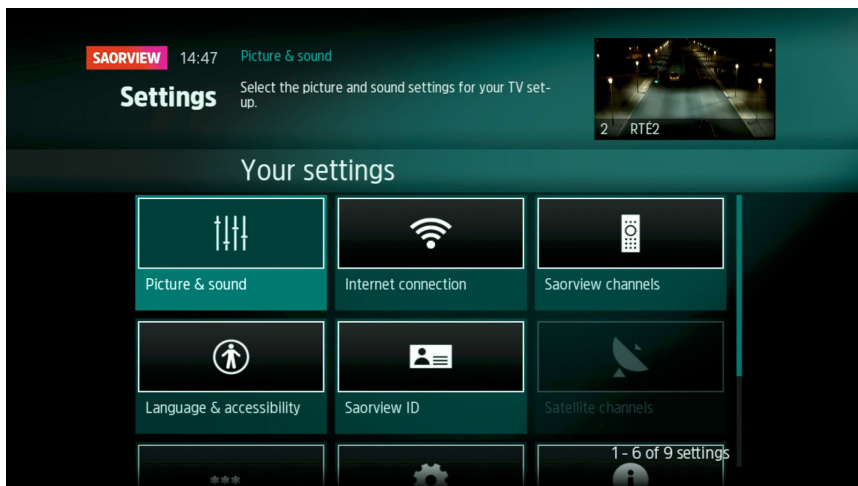
You can change settings for picture, sound and other options from within the Settings menu. From the Home menu, select Settings.

Picture & sound
Adjust settings for TV screen aspect ratio, display format and resolution.

Select audio settings for TV (mono, stereo and surround) and for digital audio outputs using SPDIF (stereo and surround).

Adjust lip sync in case of delay between picture and sound (for example in the event that a soundbar or other audio system is connected).

Internet connection
Select network set-up to connect to a Wi-Fi network, or to change or disable a Wi-Fi network.

View information about your network connection.

Saorview channels
(Only accessible in Saorview mode) You can scan for Saorview channels by either choosing an automatic scan or a manual scan.

Select Hide channels if you want to remove Saorview channels from the channel list. Hiding channels means that they will not appear in the Guide. To hide a channel press the OK button. If a channel is ticked it means it is hidden. To unhide a channel, press OK and the tick will disappear.

Language & accessibility
The user interface of your Saorview Connect box can be displayed in either English or Irish. Select Saorview menu language and select your preference. In this section you can also switch subtitles on or off and switch audio description on or off.

Saorview ID

(Only accessible in Saorview mode) Register for a Saorview ID. Type in your email address and an email will be sent to you with a link that you can click on to complete your registration on the Saorview website. To find out how we will use your email address select How we'll use your information.

If you already have a Saorview ID you can pair your Saorview Connect box with your Saorview ID.

Satellite channels

(Only accessible in satellite mode) Perform a manual scan to discover new satellite channels (assumes knowledge of satellite transponders and associated channels). In this section you can perform an automatic satellite channel scan, edit (reorder) satellite channels (requires PIN) and hide selected satellite channels (requires PIN).

Recordings

Manage the settings for your recordings. You can add up to an extra 10 minutes to both before and after a programme with the padding feature.

You can choose to automatically delete recorded programmes after you have watched them. The default option is Off.

You can manage the external drive that you connected to your Saorview Connect box. If you choose to format the drive you will be prompted for your PIN. To safely remove your drive, select the option to Safely remove.

PIN

The default PIN for your Saorview Connect box is 0000. If you want to change the PIN select Change PIN, and be sure to write down your new PIN, as certain box functions are not accessible without it.

You can disable PIN protection for box reset (factory reset) and for accessing satellite channels. The default option is On.

System settings

Select Factory reset to clear all stored channels and restore the Saorview Connect box to first time install condition. If you select Factory reset you can choose to do a reset and keep your recordings or do a reset that removes all recordings. In both cases you will be asked for your PIN before the reset is actioned.

Select Clear cache to clear data from the box. This can be useful if some functions are not working as expected.

You can change the power settings for your Saorview Connect box. The default setting for the box is to switch off after 3 hours if the remote control, buttons on the box or the mobile app remote control have not been used for that duration. You can set a longer time or disable this setting.

There are two standby modes. Active standby allows the box to start more quickly, but uses more power. Power save standby puts the box into deep sleep after a short interval to save power, but the box takes longer to restart.

Usage data. Understanding how Saorview Connect is used helps Saorview to create new features to improve the experience. Your Saorview Connect box is able to let us know a few things about how it is used. If you would like to provide us with usage data you can select Opt In. Otherise select Opt Out. Please read the privacy notice.

Manually check for a software update (see section on Software updates).

System information
See information on software version, box ID, network settings and signal strength.

Software Updates
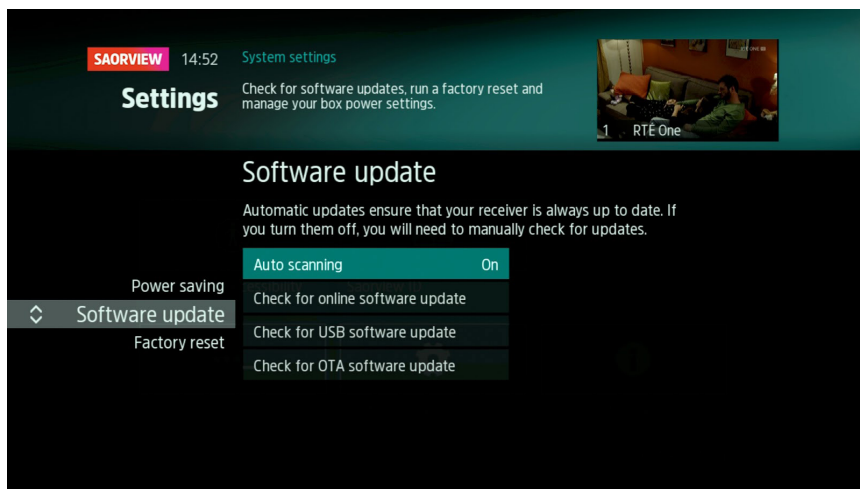
From time to time there will be software updates available for your Saorview Connect box. The updates will be necessary to provide your box with new functionality and features, and to improve the performance of your Saorview Connect box.

The software updates can be either downloaded over your broadband (as long as your box is connected to the Internet) or over the air via your TV aerial (if your box is not connected to the Internet).

A software download over broadband will take up to two minutes depending on the speed of your broadband, whilst it could take up to three hours over the air (OTA mode) through your TV aerial. Once the software has been downloaded the installation of the software will take about 2 minutes.

Checking for updates

Your Saorview Connect box will check for a software update at a random time between 3am and 5am in the morning.

If your box is in standby mode and an update is found, it is downloaded but not installed.

If your box is unplugged or switched off at the wall it will not be able to check for an update. The next time the box is in standby mode overnight, it will check for a software update.

If power is not supplied to the box between 3am and 5am, it does not check for a software update. The next time the box is in standby mode overnight, it will check for a software update.

If you do not want your box to automatically download software updates, you can switch off the auto-download option in System settings, in Settings accessed from the Home menu. If the auto-download option is switched off the box will not wake up overnight to check for updates. However, you can manually check for software updates in System settings, in the Settings menu.

Installing software updates
Each time the box is switched on from standby, it checks for downloaded software.

If software is found, you will be prompted to install it via an onscreen message. The message includes information about how long the install is likely to take and has three options:

01 Install now

02 Install later (the next time the box is put into standby)

03 Don't install

If there is no downloaded software available, the box checks to see if an update is available (provided the box is connected to broadband). If an update is found, you will be prompted to download and install it via an onscreen message with three options:

01 Download and install now

02 Download and install later (the next time the box is put into standby)

03 Don't install this update

Option to install software now
To install the software now, select the install now option using the OK button on the remote control.

During the installation process on screen messages will tell you about the progress of the installation. When the install is complete, a message is displayed to say that the new software has been successfully installed. The screen will then go blank and your Saorview Connect box will re-boot. This can take a minute or so.

If there is an issue installing the software update, a message is displayed to explain this.

Option to install software later
To install the software later, select the install next time option using the OK button on the remote control. The installation will take place after the box is switched into standby.

If the box is fully powered-off, the download and installation is done the next time the box is put in standby mode.

If the box is switched back on during the download / installation process a message will appear saying that a software update is in progress.

There is an option to either wait for the update to complete or to cancel the update and continue to TV. If cancelled, the box will try again the next time it is put into standby.

Option to not install
If the do not install option is selected the software will not be installed. You can choose to manually update your box at any time by accessing the Settings menu.

Manual update
To manually update the software of your box, or to check if new software is available, make sure the box is in Saorview mode and go to Home > Settings > System settings menu. Choose the Software update option, and select 'Check for online software update (this is the quickest method). If an update is available for your box, you will see a message on screen. Follow the on-screen instructions to complete software update. You can also update via OTA or USB if you are not in a position to connect your box to the Internet.

USB update
If, for any reason, it is not possible to update the software over the internet, or via broadcast, you can update using the USB port on the back of your Saorview Connect box.

Note: OTA updates are available via Saorview only, and are not available in satellite mode.

Troubleshooting

I can't see the picture on my TV screen.
Check that your Saorview Connect box is connected to your TV using the HDMI cable, and connected to the TV aerial. Ensure the correct input on your TV set is selected.

The image on my TV is breaking up.
Check your aerial and connections. Call us on 1890-222 012 for advice.

I am using an old TV that is not widescreen, and the picture is stretched out of shape. What can I do?
From the Home screen, select Settings and then go to Picture & sound. Change the aspect ratio to suit your TV.

The sound is out of sync with the picture. How do I fix it?
Sound and picture can sometimes go out of sync if the box is connected to a soundbar or other external audio system. Go to Settings, select Picture & sound and adjust the lip sync delay to correct the problem.

How do I connect the box to the Internet?
Connect directly to your router with the provided Ethernet cable, or if your router is too far away, connect using Wi-Fi. Your retailer can suggest other options if Wi-Fi signal to the box is weak.

I can't access any of the On Demand content.
Check that the Ethernet cable is connected to your Saorview Connect box and your broadband router. If using Wi-Fi, restart your router.

The box is locked up and will not respond to remote control clicks.
Unplug and leave unplugged for 1 minute, before plugging the power back in. Check for latest software updates in System settings, in the Settings menu.

The box takes a long time to boot up.
It can take a little while for your box to boot up from standby. To speed this up, you can change the standby setting from power save (which is the default) to active standby (which consumes more electricity). To change your standby select Settings from the Home menu, then System settings, and then Power saving.

My remote control isn't working.
Check batteries are inserted correctly. If batteries are exhausted, the remote control will become unreliable and will cease to operate. The red LED light at the top of the remote control illuminates during normal operation.

'No data' message is displayed on some satellite channels.
The Guide listings for free-to-air satellite channels may sometimes appear with 'no data' in the programme information. This is normal. Programme information is updated when the channel is selected.

My old TV does not have a HDMI input, what should I do?
Ask your electrical retailer to supply an adapter cable. Cables can be obtained for the analogue output to a TV with RCA inputs, or SCART input as needed. Note if your old TV only has an aerial socket, it is not suitable for Saorview Connect. Call the Saorview team on 1890-222 012 for help with connecting to different TV sets.

There is no sound, but the picture is OK.
Check that the volume is not turned down on your Saorview Connect box. If your remote control is set to control your TV, you can adjust the box volume settings using the buttons on the top cover. Also, check that the MUTE function is not enabled - see pages 12 and 13 for remote control buttons.

Box does not function normally, displays channels incorrectly, or exhibits other unexpected behaviour during use.
Check aerial, network, satellite and HDMI connections first.
If that does not resolve the issue, try removing the power supply and reinserting it in order to reboot. If that fails to work, normal operation can usually be restored by pressing HOME > Settings > System settings > Factory reset. You will be presented with two options:
- Clear cache, keep settings - this allows the box to partially reset but keep tuned channels and other settings in place.
- Factory reset - this completely clears all settings including stored channels, channel pre-ordering, and Saorview ID setting. Use this option as a last resort if the box fails to work normally.

Specifications

Tip   Ring 01   Ring 02   Sleeve
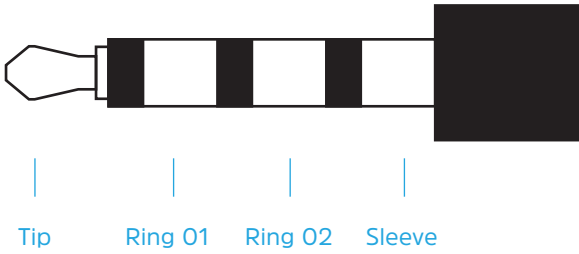
Pins	Signal	RCA plug colour
Tip	Left audio	White
Ring 01	Right audio	Red
Ring 02	Video	Yellow
Sleeve	GND	

Hardware Functions
IC
Type
3D Graphics
Process power (DMIPS)
DDR
Dual tuner with multi-format solution which supports DVB-S2 and DVB-T2
NOR Flash
NAND Flash
Resolutions
illuminati" Housing
Internal

Connectors

1 x F-Type connectors (DVB-S2)

1 x IEC Female connector (DVB-T/T2)

1 x HDMI 1.4a with HDCP

1 x Ethernet J45 Ethernet 10/100

1 x USB 2.0

1 x 3.5mm AV connector

1 x S/PDIF

1 x DC IN

User Control

Saorview Remote Control Unit (AAA Batteries)

Bi-colour LED(red/green) on front panel indicating on/off mode

Panel buttons x 5

Digit 7-segment LCD

Software features

Saorview Connect User Interface

Internet browser (solidBrowser)

USB PVR functionality via external HDR to be enabled in early 2018

DVB features

Teletext (ETS 300 472), Closed captions and subtitles

LCN support

3 to 7-day EPG - supports ISO 8859-5

Accessories

3 pin electrical plug 240V AC to 12V DC 1.0 A adaptor

1.5m HDMI cable

Ethernet cable

Power Supply
Power Type: External Adaptor
Power consumption: 12V 1.5A
Input Voltage: 100-240VAC ~ 50/60Hz

Physical Specification
Size (W x H x D): 198.5 x 35.5 x 122.8mm

EU Declaration of Conformity
We, Eagle Kingdom Technologies Ltd., acknowledge our sole responsibility that the set-top box DXD7025SVC is, in accordance with EMC Directive 2014/30/EU, is in compliance with the following norm(s) or document(s):

Technical regulations
EN 55032:2012_AC:2013
EN 61000-3-2:2014
EN 61000-3-3:2013
EN 55020:2007 + A11:2011
EN 55024:2010

&

in accordance with the Radio Equipment directive 2014/53/EU Article 3.2, is in compliance with ETSI EN 300 328 V2.1.1 (2016-11)

&

in accordance with the Radio Equipment directive 2014/53/EU Article 3(1)(b), is in compliance with Draft ETSI EN 301 489-1 V2.2.0/2017-03 & Draft ETSI EN 301 489-17 V3.2.0/2017-03

&

in accordance with the Low Voltage Directive 2014/35/EU, is in compliance with EN 60065: 2014

&

in accordance with the Ecodesign Requirements for Energy Related Products Directive 2009/125/EC, is in compliance with EC No. 1275/2008 & EC No 278/2009

Remote Control Programme Codes

See the section on Your Saorview Remote Control on how to programme your remote control to control your TV set (page 14). If you are programming manually then these are the codes you need.

Brands	Codes
A.R. Systems	009, 043, 045, 140, 149
Accent	009, 015, 149
Acer	117
Adcom	2
ADL	111
Admiral	005, 024, 031, 035, 052, 061
Advent	102
Adyson	037, 134
AEA	009, 149
AEG	129, 153, 171, 188
Agashi	024, 037, 134
Agef	31
Aiko	001, 009, 010, 015, 020, 024, 028, 037, 063, 134, 139, 149, 273
Aim	009, 014, 020, 045, 076, 081, 086, 093, 140, 142, 149, 153, 160
Aiwa	011, 033, 120, 159, 211
Akai	001, 009, 010, 014, 015, 020, 022, 024, 026, 028, 033, 037, 052, 055, 063, 065, 066, 073, 075, 077, 080, 083, 084, 086, 112, 126, 134, 139, 148, 149, 153, 161, 168, 196, 273
Akashi	015, 166
Akiba	009, 045, 055, 057, 149
Akira	035, 086
Akito	009, 030, 149
Akura	009, 015, 024, 026, 055, 057, 079, 142, 149, 213

Brands	Codes
Alaron	016, 037
Alba	009, 015, 026, 027, 028, 029, 032, 033, 035, 036, 037, 039, 052, 055, 079, 126, 149, 168
Alkos	010, 273
Allorgan	134
Allstar	009, 149
All-Tel	101, 181
Amplivision	027, 134
Amstrad	009, 015, 024, 028, 055, 063, 077, 142, 149, 168, 188, 213
Anam	004, 009, 015, 149
Anam National	004, 009, 149
Andersson	107, 171
Anglo	015, 024
Anitech	009, 015, 024, 057, 149
Ansonic	009, 015, 021, 027, 039, 052, 058, 062, 079, 140, 149, 192
Apollo	65
Arc en Ciel	51
Arcam	037, 134
Ardem	009, 026, 067, 149, 154
Arena	9
Aristona	009, 149
Arthur Martin	52
ASA	016, 019, 021, 031, 040, 050, 052
Asberg	009, 149

Brands	Codes
Asora	15
Astra	009, 149
Asuka	024, 037, 055, 057, 134
ATD	81
Atlantic	009, 037, 149
Atori	15
Auchan	52
Audiosonic	009, 015, 024, 026, 027, 051, 055, 067, 096, 134, 140, 149, 161, 185
Audioton	024, 027, 067, 134
Audioworld	81
Aumark	131
Autovox	031, 039, 134, 138
AVP	33
AWA	009, 012, 015, 024, 029, 037, 038, 119, 134, 140, 142, 149, 153, 241
Axxent	15
Axxon	26
B&D	111
Baier	102
Baird	014, 020, 047, 051, 110, 134, 137, 153, 279, 280
Bang & Olufsen	031, 072
Barco	52
Basic Line	009, 015, 045, 052, 055, 057, 079, 134, 136, 140, 149, 168, 275
Bastide	134
Bauer	015, 024, 081, 093, 160
Baumann Meyer	180
Baur	001, 009, 015, 120, 133, 138, 139, 145, 147, 149
Bazin	134
Beaumark	22

Brands	Codes
Beijing	214
Beko	009, 010, 026, 027, 035, 067, 094, 130, 149, 153, 161, 168
Belson	109, 259
Bennett	009, 149
BenQ	124, 227
Bensten	217
Beon	009, 035, 149
Berthen	079, 275
Best	27
Bestar	009, 027, 140, 149
Bestar-Daewoo	140
Bestwell	217
Binatone	134
Black Diamond	074, 086, 096, 149, 165, 168, 171
Black Star	39
Black Strip	10
Blackway	055, 057
Blaupunkt	001, 023, 029, 045, 054, 059, 133, 135, 147
Blue Media	235
Blue Sky	009, 026, 033, 036, 045, 055, 057, 079, 094, 109, 118, 149, 161, 168, 210, 244, 275
Blue Star	57
Bondstec	39
Boots	015, 030, 134
Bosch	59
BPL	009, 057, 149
Brandt	002, 013, 051, 060, 137, 150, 276, 277, 278, 279, 280
Brandt Electronique	013, 060, 276, 278

Brands	Codes
Brimax	244
Brinkmann	009, 035, 067, 079, 146, 149, 275
Brionvega	009, 031, 071, 149
Britannia	037, 134
Brother	24
Bruns	031, 067
BSR	052, 139
BTC	55
Bush	009, 014, 015, 024, 026, 028, 029, 030, 033, 036, 052, 055, 057, 061, 074, 078, 079, 081, 089, 112, 125, 129, 130, 134, 138, 139, 140, 146, 149, 168, 178, 207, 211, 217, 219, 242, 243, 255, 260, 262, 268, 272, 275, 282
Cameron	222
Canton	55
Capsonic	24
Carad	009, 041, 079, 149, 168, 275
Carena	009, 045, 149
Carrefour	009, 019, 029, 149
Carver	23
Cascade	009, 015, 149
Casio	009, 052, 138, 149
CAT	242
Cathay	009, 149
CCE	009, 134, 149
Celestial	095, 096, 165
cello	246
Centrex	090, 167, 225
Centrum	168
Centurion	009, 149
Century	031, 039

Brands	Codes
CGE	027, 035, 039, 048, 052, 132
Chimei	252
Chun Yun	243
Cimline	015, 055
Cinex	077, 129
Citizen	131
City	15
Clarivox	009, 019, 035, 149
Clatronic	009, 015, 024, 026, 027, 028, 039, 055, 077, 134, 149, 153, 171, 188
Clayton	168
CMS	37
CMS hightec	134
Cobolt	167
Combitech	33
Concorde	15
Condor	009, 015, 024, 027, 035, 037, 039, 052, 057, 062, 149
Conia	087, 096, 165, 222, 238, 243, 259
Conrac	94
Conrad	009, 149
Contec	009, 015, 024, 029, 037, 038, 149
Continental Edison	013, 036, 051, 276, 279
Cosmel	009, 015, 149
Crosley	031, 039, 048, 052, 132
Crown	007, 009, 014, 015, 026, 027, 035, 036, 067, 080, 082, 130, 136, 149, 153, 161, 168, 275
CS Electronics	037, 039, 055
CTC	39
CTX	124

Brands	Codes
Curtis Mathes	005, 053, 131
Cybertron	55
Cytronix	113
D.Boss	009, 128
Daewoo	009, 015, 026, 033, 037, 055, 076, 081, 101, 102, 104, 114, 122, 134, 140, 144, 149, 157, 170, 209, 210
Dainichi	037, 055
Daitsu	180
Dansai	009, 010, 014, 015, 024, 029, 037, 134, 149
Dansette	142
Dantax	026, 027, 033, 067, 153, 161
Datsura	14
Dawa	009, 015, 149
Daytek	024, 080, 081, 119, 160
Daytron	009, 015, 149, 140
de Graaf	014, 052, 061, 148
DEC	091, 166, 167, 217
Decca	009, 020, 030, 033, 134, 149, 170
Deitron	009, 055, 149, 140
Denko	24
Denver	009, 108, 149, 152, 153, 188, 244, 260
Desmet	009, 015, 031, 149
DGM	264
Diamant	009, 149
Diamond	015, 024, 028, 037, 080, 081, 096, 097, 106, 166, 241
DiBoss	009, 149
Digatron	009, 149
Digihome	107

Brands	Codes
Digiline	009, 050, 079, 149, 275
DigiLogic	009, 149
Digital Device	235
Digitek	244
Digitex	96
Digitor	009, 100, 149, 215
Digivision	139
DigiX	104
DiK	009, 149
Dixi	009, 015, 031, 039, 134, 149
DL	009, 090, 101, 118, 152, 167, 217
DMTECH	116, 127, 256
Domeos	009, 079, 168, 275
Domland	44
Doric	138
Dream Vision	17
DSE	096, 100, 129, 215, 242
DTS	15
Dual	009, 043, 044, 052, 075, 107, 134, 149, 137, 138, 146, 168, 170, 259, 280
Dumont	019, 020, 021, 031, 134
Dunai	52
Durabrand	009, 130, 149, 192
Dux	009, 149
D-Vision	009, 149, 213
DVX	167
Dynatron	009, 149
e:max	153, 188, 223
Easy Living	112, 178, 236, 244, 257
Ecco	081, 088, 160
Edison-Minerva	36

Brands	Codes
Elbe	001, 009, 027, 041, 052, 055, 058, 062, 134, 149, 139
Elcit	031, 039, 052
Electrion	228
Elekta	009, 015, 024, 057, 149
Element	243
Elfunk	168, 174
ELG	009, 149
Elin	009, 015, 021, 037, 050, 052, 149, 138, 139, 148
Elite	009, 055, 149
Elonex	248
Elta	015, 024, 037
Emco	39
Emerson	009, 016, 019, 022, 026, 027, 028, 031, 039, 052, 057, 067, 079, 149, 139, 210, 218, 275
e-motion	244
Emperor	57
Enzer	086, 088, 166
Erae	189
Erisson	242
Erres	009, 149
Esa	214
ESC	009, 134, 149
Estèle	52
Etron	009, 015, 046, 052, 096, 149
Eurofeel	024, 134
EuroLine	009, 260
Euroman	009, 024, 027, 037, 134, 149
Europa	009, 149
Europhon	009, 037, 039, 052, 134, 149

Brands	Codes
Evesham	112, 178, 225, 235
Evolution	124
Excel	009, 149
Expert	52
Exquisit	009, 039, 149
Fagor	009, 149
FairTec	109
Family Life	009, 149
Fenner	015, 140
Ferguson	002, 007, 009, 010, 012, 013, 021, 032, 033, 047, 051, 060, 149, 137, 139, 148, 150, 168, 211, 262, 276, 277, 278, 279, 280
Fidelity	009, 024, 028, 033, 037, 052, 061, 149, 139, 142, 145
Filsai	134
Finlandia	013, 014, 018, 020, 040, 052, 061, 137, 139, 148, 276, 280
Finlux	
Firstline	009, 014, 015, 020, 026, 037, 039, 052, 062, 079, 094, 109, 118, 122, 134, 149, 138, 139, 140, 168, 171, 185, 189, 210, 275
Fisher	014, 018, 020, 021, 027, 029, 031, 052, 134, 138, 139
Flint	009, 020, 024, 041, 045, 055, 149
Force	107
Formenti	009, 031, 037, 052, 067, 149
Formenti-Phoenix	37
Fortress	005, 031
Fraba	009, 027, 149
Friac	009, 015, 027, 041, 149, 144, 156

Brands	Codes
Frontech	015, 024, 039, 052, 061, 134, 138
Fuchsware	90
Fujicom	244
Fujimaro	101, 238, 243
Fujimaru	243
Fujitsu	009, 015, 016, 020, 043, 052, 099, 134, 149, 139, 274
Fujitsu General	015, 052, 134
Fujitsu Siemens	094, 112, 113, 171, 178, 206
Funai	016, 024, 079, 120, 142, 206, 218, 230, 249, 275
Furichi	166
Futronic	024, 081, 091, 166
Future	009, 149
Galaxi	009, 052, 149, 139
Galaxis	009, 027, 035, 149
Galeria	15
GBC	015, 052, 055, 061, 140
GE	002, 013, 022, 051, 057, 060, 137, 150, 276, 277, 278, 279, 280
Geant Casino	52
GEC	009, 020, 052, 134, 149, 138, 139
Geloso	015, 039, 052, 061, 140
General	013, 051, 276, 279
General Electric	013, 137, 276, 280
General Technic	15
Genesis	009, 015, 149
Genexxa	009, 015, 052, 055, 149, 142
Gericom	101, 104, 111, 113, 235, 245
Gevalt	189
G-Hanz	241

Brands	Codes
Giant	015, 134
Gold	246, 251
Goldfunk	079, 275
Goldhand	37
GoldStar	009, 015, 022, 026, 027, 037, 039, 045, 046, 051, 052, 061, 134, 149, 139, 153, 161, 279
Gooding	36
Goodmans	009, 010, 015, 016, 020, 024, 026, 028, 029, 033, 036, 055, 060, 066, 076, 079, 104, 107, 112, 119, 125, 134, 149, 137, 140, 144, 150, 152, 157, 168, 178, 185, 210, 238, 242, 243, 255, 262, 268, 275, 277, 278, 280
Gorenje	27
GPM	55
Gradiente	007, 009, 023, 149
Graetz	009, 026, 028, 052, 149, 136, 139, 171
Gran Prix	77
Granada	009, 012, 014, 018, 020, 025, 029, 052, 056, 060, 061, 065, 134, 149, 136, 137, 148, 150, 277, 278, 280
Grandin	009, 015, 026, 041, 045, 052, 055, 057, 079, 101, 104, 109, 149, 140, 161, 168, 275
Gronic	052, 134
Grundig	001, 009, 015, 019, 022, 027, 029, 032, 033, 036, 070, 119, 126, 133, 149, 137, 147, 152, 160, 175, 185, 189, 207, 211, 262, 264, 268, 280, 281
Grunkel	171
Grunpy	16
H&B	094, 256

Brands	Codes
Haaz	160
Haier	024, 081
Halifax	024, 037, 134
Hammerstein	024, 131
Hampton	037, 134
Hanimex	033, 055
Hanns.G	236
Hannspree	236, 248, 272
Hanseatic	002, 009, 015, 026, 027, 031, 044, 052, 057, 058, 067, 076, 094, 134, 149, 138, 139, 144, 146, 157, 256
Hantarex	009, 015, 116, 149
Hantor	009, 149
Harley Davidson	16
Harsper	101
Harwa	088, 110, 181
Harwood	009, 015, 036, 149, 142
Hauppauge	009, 149
HCM	009, 015, 024, 035, 055, 057, 134, 149, 142
Hedzon	009, 149
Hema	015, 134
Hemmermann	138
Heran	252
Hicon	113
Hifivox	051, 279
Higashi	37
Highlander	223
Highline	009, 024, 149
Hikona	055, 255
Hinari	009, 014, 015, 016, 024, 029, 032, 033, 036, 052, 055, 149
Hisawa	026, 033, 041, 045, 055, 057

Brands	Codes
HISense	014, 081, 118, 166, 167
Hit	31
Hitachi	008, 009, 012, 020, 022, 029, 050, 051, 052, 056, 061, 065, 066, 068, 076, 103, 107, 134, 149, 137, 138, 139, 143, 144, 145, 148, 151, 162, 168, 169, 170, 193, 197, 228, 268, 271, 272, 279, 280
Hitachi Fujian	009, 012, 056, 149
Hitsu	015, 041, 045, 055
HMV	31
Höher	026, 101, 129, 171
Home Electronics	153
Hornyphon	009, 149
Hoshai	045, 055, 057
Huanyu	037, 140
Hugoson	105, 111
Humax	226, 263
Hygashi	037, 134
Hyper	015, 037, 039, 134
Hypersonic	139
Hypson	009, 024, 026, 033, 045, 057, 067, 079, 134, 149, 161, 168, 275
Hyundai	009, 081, 086, 101, 102, 119, 122, 128, 129, 149, 160, 166, 215, 217, 223, 235, 241, 246
Iberia	009, 149
ICE	009, 015, 024, 028, 037, 055, 134, 149
iCEAC	234
Ices	037, 055
Ict	009, 149, 170
iDEAL	129

Brands	Codes
IISonic	119, 121, 236
Iiyama	105, 111
Imperial	009, 027, 035, 039, 048, 052, 062, 132, 149, 138, 139
Indiana	009, 149
Ingelen	026, 036, 041, 052, 139
Ingersoll	15
Inno Hit	009, 015, 020, 039, 055, 057, 134, 149, 171, 228
Innovation	009, 149, 146
Innowert	101, 113
Inotech	088, 096
Insignia	217
Interactive	009, 027, 031, 051, 052, 059, 062, 149, 139, 145, 279
Interbuy	009, 015, 024, 039, 149, 145
Interfunk	009, 027, 031, 039, 051, 052, 054, 059, 149, 138, 139, 145, 279
Internal	009, 149, 140, 144, 210
International	37
Intervision	009, 015, 024, 027, 028, 036, 039, 044, 045, 052, 055, 057, 067, 134, 149, 146
Irradio	009, 015, 028, 039, 055, 149
Isukai	009, 045, 055, 057, 149
ITC	134
ITS	009, 015, 024, 028, 037, 055, 057, 149
ITT	014, 016, 040, 041, 052, 065, 066, 136, 138, 139, 148
ITT Nokia	014, 016, 040, 041, 052, 061, 065, 066, 075, 136, 138, 139, 148, 153

Brands	Codes
ITV	009, 024, 039, 149, 140, 234
JDV	213
Jean	029, 121
JEC	10
JGC	244
JMB	009, 032, 033, 076, 149, 140, 144
JNC	102, 127, 225
Jocel	82
Jubilee	149
JVC	004, 005, 007, 028, 029, 035, 055, 153, 239
Kaisui	009, 015, 037, 045, 055, 057, 134, 149
Kamp	37
Kapsch	021, 052, 139
Karcher	009, 024, 026, 027, 041, 052, 057, 089, 129, 149, 153
Kathrein	009, 149
Kawa	28
Kawasho	37
KB Aristocrat	52
KDS	243
Kendo	009, 027, 039, 041, 052, 061, 062, 067, 077, 149, 145, 146, 168, 192, 228
Kennedy	52
Kennex	168
Kenwood	50
Keymat	217
KIC	134
Kingsley	37
Kiota	46

Brands	Codes
Kiss	92
Kiton	009, 079, 149, 275
Kneissel	009, 027, 033, 041, 058, 062, 149, 140, 144
Kobra	113
Kolster	009, 039, 055, 149, 138
Konichi	15
Konka	009, 026, 028, 035, 055, 087, 149, 152, 153, 233
Kontakt	36
Korpel	009, 149
Korting	027, 031
Kosmos	009, 149
Kotron	024, 125, 142
Koyoda	15
Kross	225
KTV	134
Kuba	052, 138
Kuba Electronic	052, 138
Kyoshu	024, 035, 142
Kyoto	037, 052, 134
L&S Electronic	026, 101
LaSAT	027, 067
Lava	128
Lavis	009, 052, 168
Leader	15
Lecson	009, 149
Legend	15
Lemair	62
Lenco	009, 015, 021, 052, 149, 140, 152, 168, 255
Lenoir	15
Lentec	223
Lesa	39
Levis Austria	009, 149

Brands	Codes
Lexsor	110
Leyco	009, 020, 024, 149
LG	009, 015, 022, 026, 027, 037, 039, 046, 051, 052, 081, 109, 134, 149, 139, 153, 161, 184, 191, 203, 205, 226, 241, 245, 263, 269, 279
Liesenk & Tter	009, 059, 149
Liesenkotter	009, 059, 149, 135
Lifetec	009, 015, 024, 026, 055, 079, 112, 149, 140, 145, 146, 156, 168, 170, 178, 256, 275
Local Chennai TV	216, 219
Lodos	107, 168
Loewe	009, 027, 031, 058, 149, 145, 154, 156, 164, 254
Logik	015, 024, 028, 038, 046, 081, 088, 104, 111, 131, 168, 238, 243, 253
Logix	079, 146, 275
Luker	213
Luma	009, 015, 052, 061, 062, 149, 140
Lumatron	009, 024, 047, 052, 061, 134, 149, 139
Lux May	009, 015, 149
Luxor	014, 016, 040, 052, 061, 065, 066, 068, 075, 134, 138, 139, 148, 168, 171
LXI	22
Madison	009, 149
MAG	243
Magnadyne	031, 039, 052
Magnafon	037, 047
Magnavox	009, 016, 029, 090, 149
Magnum	009, 026, 077, 149, 161, 183

Brands	Codes
Mandor	24
Manesth	009, 010, 024, 052, 061, 134, 149
Manhattan	009, 052, 079, 089, 102, 128, 149, 168, 180, 275
Maqma	113, 235, 244
Marantz	009, 149, 142
Marelli	31
Mark	009, 015, 026, 037, 134, 149, 140, 161
Marks and Spencer	246
Masuda	009, 015, 024, 028, 055, 134, 149
Matsui	001, 009, 010, 014, 015, 018, 020, 026, 028, 029, 030, 032, 033, 036, 038, 045, 052, 060, 061, 063, 104, 133, 134, 149, 138, 168, 206, 211, 258, 278
Matsushita	4
Matsuviama	152
Maxam	24
Maxdorf	024, 081, 088, 160
Maxim	129, 213
MCE	15
Medialine	127
Mediator	009, 149
Medion	009, 026, 033, 079, 081, 094, 104, 112, 125, 129, 149, 145, 146, 168, 170, 178, 183, 192, 211, 256, 275
Megas	41
Megatron	22
MEI	009, 149, 168

Brands	Codes
Melectronic	001, 009, 013, 015, 021, 026, 037, 039, 040, 050, 051, 052, 062, 066, 068, 076, 130, 133, 134, 149, 137, 138, 139, 140, 145, 157, 276, 279, 280
Memorex	004, 015, 022, 131
Memory	255
Memphis	015, 020
Mercury	009, 015, 024, 046, 081, 131, 149, 160
Merritt	052, 139, 148
Metz	001, 009, 031, 064, 079, 085, 133, 149, 141, 147, 152, 168, 171, 224, 275
MGA	009, 021, 022, 055, 149
Micromaxx	009, 079, 094, 149, 168, 188, 256, 275
Microspot	237
Microstar	94
MicroTEK	024, 081, 096, 160, 166
Mikomi	107, 162, 171
Minato	009, 149
Minerva	001, 012, 019, 036, 133, 147
Minoka	009, 149, 142
Mirai	206, 252
Mirror	125
Mitsubishi	005, 009, 012, 014, 022, 029, 031, 149, 145, 147, 168
Mitsuri General	52
Mivar	027, 037, 042, 058, 134
Monaco	15
Motorola	5
MTC	027, 037, 052, 131, 138, 139, 145
MTEC	30
MTlogic	026, 185, 260

Brands	Codes
Multitec	009, 067, 079, 129, 149, 168, 213, 275
Multitech	009, 015, 024, 027, 037, 039, 061, 067, 134, 149, 138
Murphy	020, 021, 037, 052, 257
Musikland	009, 039, 055, 149
Mx Onda	238, 243, 255
MyCom	022, 119
Myryad	009, 149
NAD	022, 052, 053, 139
Naiko	009, 149, 153, 213
Nakimura	009, 149, 140
Naonis	052, 061
Narita	213
NAT	25
National	25
NEC	007, 009, 015, 017, 023, 029, 038, 045, 134, 149, 140, 144, 152, 157, 159, 172, 182, 247, 252
Neckermann	001, 009, 027, 031, 035, 039, 052, 054, 059, 061, 062, 120, 134, 149, 138, 145
NEI	009, 028, 052, 149, 168
Neovia	101, 102, 116, 119, 127, 189
Nesco	016, 033, 039
Netsat	009, 149
Neufunk	009, 015, 026, 041, 055, 057, 149
New Tech	009, 015, 134, 149, 137, 280
New World	55
Nfren	92
Nicamagic	37

Brands	Codes
Nikkai	009, 010, 015, 020, 024, 029, 037, 055, 134, 149
Nikkei	26
Nikko	22
Nobliko	019, 037
Nogamatic	051, 279
Nokia	014, 016, 040, 041, 051, 052, 065, 066, 068, 075, 136, 138, 139, 140, 148, 153, 279
Norcent	229
Nordic	134
Nordmende	009, 013, 026, 051, 052, 060, 112, 133, 149, 137, 150, 167, 178, 228, 256, 258, 276, 277, 278, 279, 280
Norfolk	52
Normerel	009, 149
Novak	009, 149
Novatronic	009, 050, 149, 140
Novex	222
Novita	228
Nurnberg	052, 139
NU-TEC	009, 045, 081, 096, 149, 165
Oceanic	014, 052, 065, 066, 139, 148, 256
Odeon	24
Okano	009, 015, 020, 024, 027, 149
Olidata	119
Olivia	229
Omega	24
Omni	081, 090, 167
Onn	107, 244, 246
Onwa	028, 055, 063, 073

Brands	Codes
Onyx	244, 246
Opera	009, 149
Optimus	004, 053
Optonica	5
Orbit	009, 149
Orion	009, 015, 016, 024, 026, 032, 033, 038, 104, 110, 149, 142, 156, 211, 212, 256, 257, 258, 259
Orline	009, 055, 149
Ormond	009, 079, 149, 168, 275
Osaki	009, 020, 024, 030, 055, 134, 149, 140, 142
Osio	009, 149
Oso	55
Osume	009, 020, 029, 055, 149
OTIC	238, 243, 255
Otto Versand	001, 005, 009, 015, 025, 029, 039, 051, 057, 120, 133, 134, 149, 137, 138, 139, 145, 146, 147, 279, 280
Pace	33
Pacific	009, 026, 032, 149, 168, 170, 188
Packard Bell	128
Pael	37
Palladium	001, 009, 026, 027, 031, 035, 039, 052, 054, 059, 061, 062, 120, 134, 149, 138, 146, 156, 170
Palsonic	009, 024, 035, 046, 055, 081, 088, 089, 110, 134, 149, 142, 181, 217, 241
Panache	228
Panama	009, 015, 024, 037, 039, 134, 149
Panashiba	46

Brands	Codes
Panasonic	004, 009, 012, 022, 025, 046, 052, 099, 115, 131, 149, 139, 148, 202, 204, 274
Panavision	009, 062, 149
Papouw	009, 149
Pathe Cinema	027, 037, 052, 058, 138
Pathe Marconi	051, 279
Pausa	15
Perdio	009, 020, 037, 052, 057, 149
Perfekt	009, 149
Petters	222
Philco	009, 027, 031, 035, 039, 048, 052, 132, 149, 146
Philex	52
Philharmonic	134
Philips	001, 006, 009, 015, 031, 054, 124, 149, 137, 139, 140, 163, 194, 280
Phocus	026, 130, 183, 185
Phoenix	009, 020, 027, 031, 037, 052, 067, 149
Phonola	009, 031, 037, 149
Pilot	009, 082, 149, 160
Pioneer	009, 013, 023, 027, 034, 038, 051, 052, 053, 067, 149, 137, 139, 145, 158, 179, 220, 276, 279, 280
Pionier	027, 067
Plantron	009, 015, 024, 149
Playsonic	009, 026, 130, 134, 136, 161
Polaroid	217, 222, 232, 238, 243
Policom	019, 031, 048, 051, 052, 132, 139, 147, 279
Polytron	57
Poppy	15

Brands	Codes
Portland	140, 210
Powerpoint	009, 036, 081, 149, 246
Prandoni-Prince	039, 061, 139
Precision	134
Premier	015, 024
President	166
Prima	015, 024, 142, 181
PrimeView	235
Princess	081, 217
Prinston	168
Prinz	020, 138, 139
Profex	015, 052, 061, 139
Profi	15
Profitronic	009, 149
Proline	002, 009, 020, 062, 076, 119, 149, 236
Prosonic	009, 026, 027, 028, 037, 079, 134, 149, 140, 244, 246, 253, 256, 266, 275
Protech	009, 015, 024, 035, 039, 052, 057, 067, 079, 134, 149, 138, 168, 275
Proton	22
Proview	238, 243
Provision	009, 026, 149, 144, 168, 188, 223
PVision	102, 109, 256
Pye	009, 031, 149, 138, 140, 142
Pymi	15
Quadral	55
Quadro	217
Quasar	004, 015, 039, 101

Brands	Codes
Quelle	001, 009, 015, 019, 021, 024, 029, 038, 039, 040, 048, 050, 051, 054, 059, 079, 120, 132, 133, 134, 149, 135, 138, 139, 145, 147, 168, 275, 279
Questa	29
Radialva	009, 013, 051, 052, 055, 149, 276, 279
Radiola	009, 134, 149
Radiomarelli	009, 031, 039, 149
RadioShack	009, 022, 149
Radiotone	009, 015, 024, 027, 035, 077, 079, 149, 142, 168, 275
Rank	19
Rank Arena	029, 073, 086
RBM	19
RCA	002, 005, 060, 086, 097, 137, 150, 277, 278, 280
Realistic	22
RealiTV	180
Reality	180
Recor	009, 035, 149
Rectiligne	009, 149
Rediffusion	029, 040, 139, 148
Redstar	009, 149
Reflex	009, 079, 149, 168, 275
Relisys	101, 102, 103, 113, 119, 122, 228, 238
Reoc	026, 076, 210
Revox	009, 027, 149
Rex	024, 039, 052, 061, 062
RFT	009, 020, 024, 027, 031, 058, 067, 149
Rhapsody	37

Brands	Codes
Ricoh	009, 149
Rinex	024, 035, 081, 088, 160
R-Line	009, 052, 149
Roadstar	009, 015, 024, 026, 035, 055, 057, 079, 108, 125, 149, 168, 211, 217, 275
Robotron	31
Rodex	009, 149
Rolsen	189
Rover	029, 103
Rowa	009, 015, 024, 037, 081, 082, 134, 149, 152, 160, 219
Royal	035, 097, 153
Royal Lux	027, 060, 142, 278
Rukopir	009, 149
Saba	002, 004, 013, 026, 031, 051, 052, 060, 069, 137, 139, 148, 150, 229, 276, 277, 278, 279, 280
Sagem	000, 041, 045, 057, 098, 187, 231
Saisho	015, 024, 038, 052, 076, 134, 140
Saivod	009, 079, 082, 149, 168, 171, 213, 275
Sakaï	52
Sakyno	45
Salora	014, 052, 061, 066, 075, 136, 138, 139, 148
Salsa	060, 278
Samsung	000, 002, 005, 009, 014, 015, 020, 022, 024, 027, 037, 052, 131, 134, 149, 146, 152, 155, 176, 177, 186, 198, 200, 201, 214, 261, 265
Sandra	037, 134

Brands	Codes
Sansui	009, 028, 045, 073, 083, 086, 100, 149, 156, 160, 189, 215, 216, 223, 241
Santon	15
Sanyo	009, 012, 014, 015, 018, 020, 021, 023, 027, 029, 037, 038, 052, 058, 067, 134, 149, 136, 168, 174, 228
Save	009, 149
Saville	33
SBR	009, 149
Schaub Lorenz	026, 067, 109, 138, 139, 140, 148, 153, 188
Schneider	009, 019, 026, 028, 033, 039, 043, 044, 052, 055, 077, 079, 134, 149, 137, 138, 139, 146, 168, 170, 210, 211, 213, 275, 280
Scotland	52
Scott	016, 022, 108, 255
Sears	016, 022
Seaway	76
Seelver	009, 149, 168
SEG	009, 015, 024, 026, 029, 036, 037, 039, 052, 055, 076, 079, 134, 149, 138, 168, 171, 192, 210, 275
SEI	009, 031, 052, 120, 149, 138
Sei-Sinudyne	009, 031, 120, 149
Seitech	111
Seleco	024, 028, 029, 040, 052, 061, 062
Sencora	15
Sentra	010, 015, 055, 138
Serino	005, 037, 041, 045

Brands	Codes
Sharp	005, 007, 029, 034, 054, 171, 173, 190, 199, 240, 272
Shintoshi	009, 149
Shivaki	009, 022, 032, 149, 140
Shorai	16
Show	009, 015, 020, 024, 035, 081, 160
Siarem	031, 052
Siemens	001, 009, 054, 059, 133, 149, 135, 139, 147
Siera	009, 149, 152
Siesta	27
Silva	009, 037, 077, 149, 139
Silva Schneider	129
Silver	009, 016, 029, 045, 052, 149, 139, 161
SilverCrest	009, 149, 168
Singer	009, 015, 031, 039, 052, 060, 149, 196, 278
Sinotec	035, 081, 088, 153
Sinudyne	009, 031, 033, 052, 120, 149, 138, 139, 153
Sky	009, 022, 057, 104, 121, 122, 149, 235, 236, 237, 247
Skymaster	50
Skysonic	86
Sliding	092, 101, 104, 188
SLX	079, 275
Smaragd	36
S-Media	111
Soemtron	101, 113
Sogo	260
Solavox	009, 020, 052, 149, 139, 148
Sonawa	55
Soniko	009, 149

Brands	Codes
Soniq	113
Sonitron	014, 027, 134, 136
Sonneclair	009, 149
Sonoko	009, 015, 024, 057, 134, 149
Sonolor	014, 052, 057, 120, 139, 148
Sontec	009, 015, 027, 149
Sontech	255
Sony	003, 005, 009, 023, 029, 038, 048, 120, 149, 208, 250
Sound & Vision	009, 055, 149, 140
Soundesign	016, 022
Soundwave	009, 035, 149, 161
Soyea	88
Soyo	244
Spectra	15
Spectroniq	243
Ssangyong	15
Staksonic	15
Standard	009, 015, 055, 134, 149, 140, 168
Starlite	009, 015, 024, 052, 149, 142
Stenway	055, 057
Stern	024, 052, 061, 062
Stevison	129, 213
Strato	009, 015, 024, 149
Strong	009, 107, 149, 168, 171
Stylandia	134
Sunic Line	009, 149
Sunkai	009, 036, 041, 045, 055, 101, 149
Sunstar	009, 015, 024, 028, 149
Sunstech	256

Brands	Codes
Sunwatt	45
Sunwood	009, 015, 149
Superla	037, 134
Supersonic	014, 015, 024, 045, 081, 093, 149
SuperTech	009, 015, 037, 055, 149
Supervision	024, 081
Supra	009, 015, 022, 140
Supratech	270
Susumu	013, 055, 060, 276, 278
Sutron	15
SVA	024, 045, 081, 093
Svasa	014, 024, 081, 093, 160
Swedx	235
Swissline	39
Swisstec	101, 104, 119, 121, 122, 235, 236, 237, 247, 248, 264
Sydney	037, 134
Sylvania	218
Sysline	009, 149
Sytong	37
T+A	64
Tactus	30
Tandberg	051, 052, 062, 139, 279
Tandy	005, 020, 039, 052, 055, 134
Targa	189
Tashiko	023, 029, 037, 052, 061, 134
Tatung	009, 020, 030, 033, 038, 109, 112, 124, 129, 149, 134, 178, 189, 232
TCM	026, 094, 183, 256

Brands	Codes
Teac	009, 015, 022, 023, 024, 026, 035, 045, 057, 079, 081, 082, 107, 118, 123, 149, 134, 138, 142, 145, 160, 168, 192, 210, 238, 244, 246, 259, 275
TEC	009, 015, 039, 052, 060, 149, 134, 139, 278
Tech Line	009, 079, 149, 171, 192, 275
Tech Lux	108
Techica	55
Technica	213
Technics	4
Technika	228, 253, 255, 259, 264, 266
TechniSat	009, 052, 149, 156, 180
Technisson	026, 130, 183
Techno	228
Technol Ace	016, 024, 037, 076, 081, 140
Technosonic	009, 104, 149, 144, 188, 217, 259
Technotrend	223
Techvision	223, 244, 259
Techwood	171
Tecnimagen	149
Teco	222, 243
Tedelex	009, 014, 015, 035, 081, 149, 134, 152, 153, 160, 167, 196, 223, 241, 244
Teiron	15
Tek	009, 015, 081, 096
Teknika	016, 131
Tele System	102
Teleavia	013, 051, 137, 276, 279, 280

Brands	Codes
Telecor	009, 044, 052, 055, 149, 134
Telefunken	002, 009, 013, 026, 040, 047, 048, 049, 051, 060, 067, 069, 081, 082, 087, 090, 095, 096, 106, 129, 132, 149, 137, 150, 152, 165, 167, 225, 241, 276, 277, 278, 279, 280
Telefusion	009, 149
Telegazi	009, 024, 052, 055, 149
Telemeister	009, 149
Telesonic	009, 149
Telestar	009, 015, 149, 142
Teletech	009, 015, 039, 079, 149, 168, 275
Teleton	029, 052, 061, 134, 138
Televideon	037, 052
Teleview	009, 149
Tempest	009, 015, 024, 149
Tennessee	009, 149
Tensai	009, 015, 021, 028, 039, 050, 052, 055, 149, 134, 140, 161, 168
Tenson	15
Tesla	009, 275
Tevion	009, 026, 077, 079, 094, 101, 112, 113, 129, 149, 146, 168, 170, 178, 183, 228, 238, 243, 259, 275
Texet	015, 037, 055, 134, 140
Thomson	002, 009, 013, 037, 051, 060, 149, 137, 138, 150, 229, 276, 277, 278, 279, 280
Thorn	009, 010, 012, 018, 019, 020, 021, 029, 030, 038, 047, 048, 049, 051, 056, 060, 120, 132, 149, 137, 139, 140, 144, 145, 147, 278, 279, 280

Brands	Codes
Thorn-Ferguson	010, 012, 021, 047, 051, 060, 139, 144, 278, 279, 280
Tiny	110, 181
Tiny Digital	78
TMK	22
Tobishi	55
Tokai	009, 015, 020, 052, 079, 149, 134, 140, 168, 275
Tokaido	168
Tokyo	010, 037
Tomashi	055, 057
Tongtel	090, 152
Top Show	015, 024, 035, 081, 088, 160
Topline	079, 168, 275
Toshiba	000, 001, 004, 009, 010, 015, 017, 019, 026, 029, 033, 051, 070, 081, 126, 129, 131, 133, 134, 171, 183, 195, 211, 220, 279
Tosumi	246
Towada	134, 138
Toyoda	015, 024, 028
Trakton	015, 024, 134
TRANS-continents	009, 067, 079, 101, 134, 149, 168, 275
Transonic	009, 015, 024, 035, 045, 081, 082, 145, 149, 152, 217
Transtec	37
Triad	009, 015, 055, 149
Trident	134
Trio	238, 243
Tristar	024, 055
Triumph	009, 040, 149
Tsoschi	57

Brands	Codes
TVTEXT	149
Uher	009, 027, 035, 066, 067, 140, 149
Ultravox	009, 031, 037, 039, 052, 140, 149
UMC	121, 235, 237, 247, 264, 266
Unic Line	009, 045, 065, 138, 149
United	009, 026, 033, 149, 152, 161, 168, 211, 213, 246, 255
Unitron	241
Universal	009, 026, 149
Universum	000, 009, 015, 019, 021, 023, 024, 027, 029, 035, 038, 039, 040, 048, 050, 051, 052, 054, 059, 062, 065, 066, 068, 075, 079, 107, 120, 132, 133, 134, 135, 138, 139, 147, 149, 168, 171, 192, 275, 279
Univox	009, 031, 052, 149
Utax	52
V7 Videoseven	022, 104, 111, 119, 123, 206
Venturer	253
Venus	217
Vestel	009, 052, 079, 134, 149, 168, 171, 207, 228, 275
Vexa	009, 015, 149
Vibrant	30
Victor	7
Videologic	037, 055
Videologique	037, 055, 134
Videosat	39
VideoSystem	009, 149
Videotechnic	037, 134, 140
Videoton	52
Vidtech	022, 029

Brands	Codes
Viewpia	102
ViewSonic	123, 229, 267
Visiola	37
Vision	009, 024, 134, 149
Vistar	139
Visual Innovations	266
Vito	252
Vivax	217, 244
Vivo	259
Vortec	009, 149
Voxson	009, 022, 031, 035, 052, 061, 149
Vue	216
Walker	9
Waltham	009, 013, 032, 035, 051, 052, 079, 134, 149, 168, 275, 276, 279
Wards	16
Watson	009, 015, 033, 044, 052, 055, 059, 079, 112, 119, 146, 149, 168, 178, 192, 275
Watt Radio	037, 052, 138
Wega	009, 029, 031, 149
Wegavox	009, 015, 149
Welltech	26
Weltblick	009, 134, 149
Weltstar	168
Weston	009, 149, 219
Wharfedale	009, 081, 100, 106, 129, 146, 149, 160, 166, 167, 188, 207, 236, 241, 255
White Westinghouse	009, 037, 149, 210
Windsor	079, 168, 275

Brands	Codes
Windstar	57
Windy Sam	149
Wintel	26
World-of-Vision	101, 103, 104, 105, 111, 113, 183, 235
Worldview	018, 045
Woxter	223
Xenius	76
Xiron	255
XLogic	081, 166
XMS	219
Xomax	246
Xoro	110, 111
Xrypton	009, 149
X-View	109
Yakumo	236
Yamaha	004, 197
Yamishi	009, 045, 055, 057, 134, 149
Yokan	009, 149
Yoko	009, 015, 024, 027, 037, 039, 055, 134, 136, 149
Yorx	55
Yoshita	97
Ytawaï	223
Yüsmart	236
Zanussi	061, 134
Zenith	210
Zenor	136
Zepto	228
ZX	33

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