


Chapter 10. FAQ

10.1 Why Windows does not recognize Match Box Pro?


☆Driver may not be correctly installed.
★Follow steps in Chapter 2.2 to reinstall driver. Successfully installed driver should have these characters: When plug Match Box Pro into computer, a  icon will show on bottom right of your windows desk accompanying one "tington" sound. You can find "MatchBox DVBS TV Tuner" in "Device Manager" as mentioned in page 13.

10.2 Why "Find new Hardware Wizard" still appears even after successful installation of driver?

☆You plugged Match Box Pro into another USB port of computer, not the one in which you installed driver.
★Follow steps in page 12 to reinstall driver.

10.3 Why BlazeDTV signal strength bar is indicating 100%, but still no signal locked?

☆If all settings are correct, normally BlazeDTV signal strength bar should be indicating from 30% to 98%. If it's 100%, that means BlazeDTV didn't choose right device to play. You may have other digital video devices in your computer.

★Find  icon on control panel, right click on it and choose play from "DVB-S: MatchBox DVBS Tuner".



10.4 Why BlazeDTV signal strength bar is indicating 2%?

☆If all settings are correct, normally BlazeDTV signal strength bar should be indicating from 30% to 98%. If it's 2%, that means no signal from your satellite dish into Match Box Pro.

★Check if all hardware connections are correct and dish is aligned in the right direction.

★Check if the "LNB setting" is correct and each satellite is programmed with corresponding LNB, make sure "OK" is clicked after setting. For details of setting, please refer to **Chapter 3.1 Scan Channels**.

10.5 Can I browse internet via satellite and watch satellite TV at the same time?

☆No, you can't run M-IPdata and BlazeDTV at the same time.

10.6 Why red LED blinks?

☆Red LED blinks indicating there is short circuit. Match Box Pro is protecting hardware from damage.

★Check LNB, cable connection or switch to find the short circuit.

10.7 Why can't I find my satellite in satellite list?

☆There are many new satellites launched every year. If you can't find your satellite in satellite list, no problem, find your satellite transponders information at <http://www.lyngsat.com>, choose one of any satellite in the BlazeDTV list, edit transponder parameters manually, then scan.

10.8 Why can't I get any channels by scanning?

☆Check LNB settings and transponder parameters. Program providers change transponder parameters from time to time. If you scan without checking transponder parameters, you may not get any channel. Contact program providers for latest transponders information or you can check at <http://www.lyngsat.com> or <http://www.satcodx.com> .