AFN7500HD Decoder Troubleshooting Guide

IMPORTANT DECODER UPDATE

This guide contains a solution for the vast majority of the issues related to the acquisition of AFN programming encountered by our customers since the availability of the new decoder.

AFN has learned that a software glitch in the AFN7500HD operating system is preventing the decoder from properly locking onto the AFN Ku-band satellite signal. This guide steps you through the correct procedures for installing the AFN7500HD decoder, including some simple troubleshooting steps for correcting issues encountered due to multiple satellite dish and dish Low Noise Blocker (LNB) combinations used by AFN customers worldwide.

To begin these steps please ensure the following cables are connected: power, HDMI from the decoder to the TV, the cable from the satellite dish LNB to the decoder. Additionally, ensure the decoder is powered on before proceeding.

You will need a formatted USB thumb drive with a minimum capacity of 8GB that does not contain any files. If you have a USB thumb drive with files, please copy those files to your computer and ensure no files exist on the thumb drive.

Operating System Update and Installation Steps

1. Insert the thumb drive into your computer.
2. Click on the link below or copy and paste the entire link into your web browser.

   https://cloud.afnbc.net/index.php/s/gWOWFO1YeqPBhOU

3. Two files will appear at the link, "sky_usb.bin" and "sky_usb.cfg"
4. Download these two files to your USB thumb drive and then eject the thumb drive from your computer.
5. Insert the USB thumb drive into the USB port on the back of the AFN7500HD.
6. Disconnect the power cable from the back of the AFN7500HD.
7. While pressing the "UP" arrow key on the circular navigation wheel on the front of the decoder, re-insert the power cable to the back of the decoder and continue to hold the "UP" arrow until you see "USB" displayed on the decoder and a file loading percentage bar on the TV screen. The appearance of the percentage bar indicates the decoder software is being updated.
8. After the software upload is complete the AFN7500HD decoder will automatically reboot.
9. Remove the USB thumb drive from the back of your decoder.
10. Once the decoder completes the reboot it automatically takes you to the "Select Time Zone" page where you enter the time zone for your area.
11. Once your time zone is entered, you'll be taken directly to the "Select Satellite" page in the setup menu.

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Automatic Decoder Setup Steps

The "Select Satellite" screen (below) allows you to automatically load pre-set satellite configurations for your area. The gray bar, displayed below, highlights the current selection. The left and right arrows on the gray bar allow you to scroll through the various satellites used by AFN to deliver programming worldwide. Using the circular navigation wheel on your decoder remote control, select the satellite you use from the list below. Once the correct satellite is selected, press the "continue" button and the proper settings should automatically load and your decoder should work.
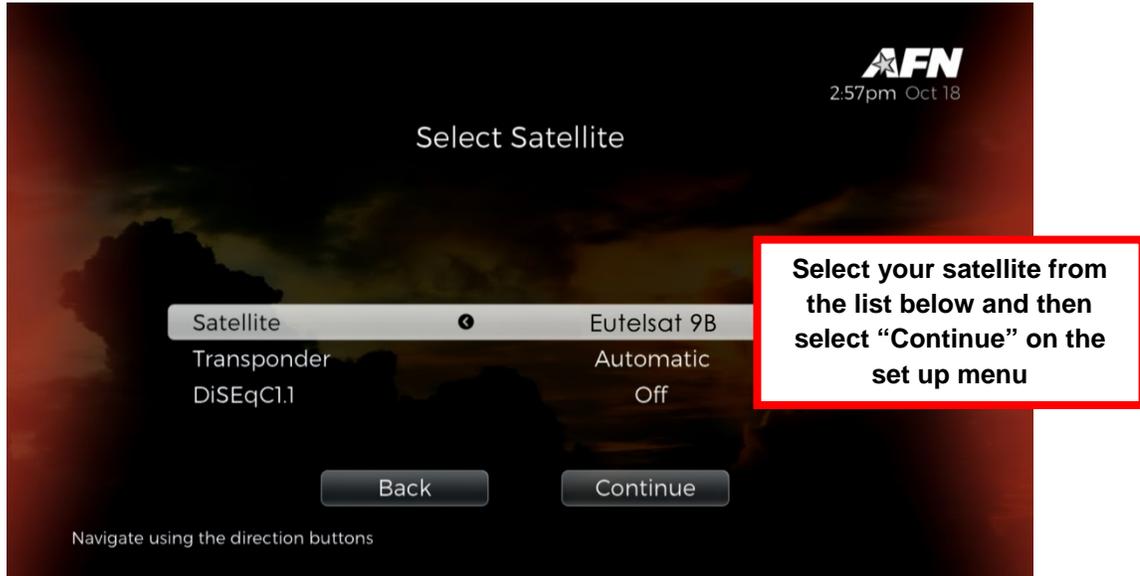
Note: You do not need to adjust the DiSEqC1.1 settings.

Satellite Name	Location	Service Specifics
Eutelsat 9B (Ku-band)	Europe, Central and Southwest Asia	Eight-channel Direct to Home
Koreasat 5A (Ku-band)	Japan, Korea, Philippines and Eastern China	Eight-channel Direct to Home
Galaxy 16 (C-band)	Canada, Greenland, Central America, Caribbean	Eight-channel AFN Satellite Network (SATNET)
Intelsat 10-02 (C-band)	Europe, Western Asia, Africa, Eastern South America	Eight-channel AFN Satellite Network (SATNET)
Intelsat 18-1 (C-band)	Eastern and Southeast Asia	Eight-channel AFN Satellite Network (SATNET)
Intelsat 18-2 (C-band)	Pacific Ocean Region	Three-channel Direct to Sailor
Intelsat 35e (C-band)	Atlantic Ocean Region	Three-channel Direct to Sailor
Intelsat 906 (C-band)	Indian Ocean Region	Three-channel Direct to Sailor

► **The new AFN Channel Lineup for all viewing areas is on the last page of this guide.**

► **You may have to reboot your decoder multiple times for the settings to take. To reboot the decoder, remove the power cable for one minute before reconnecting power to the decoder.**
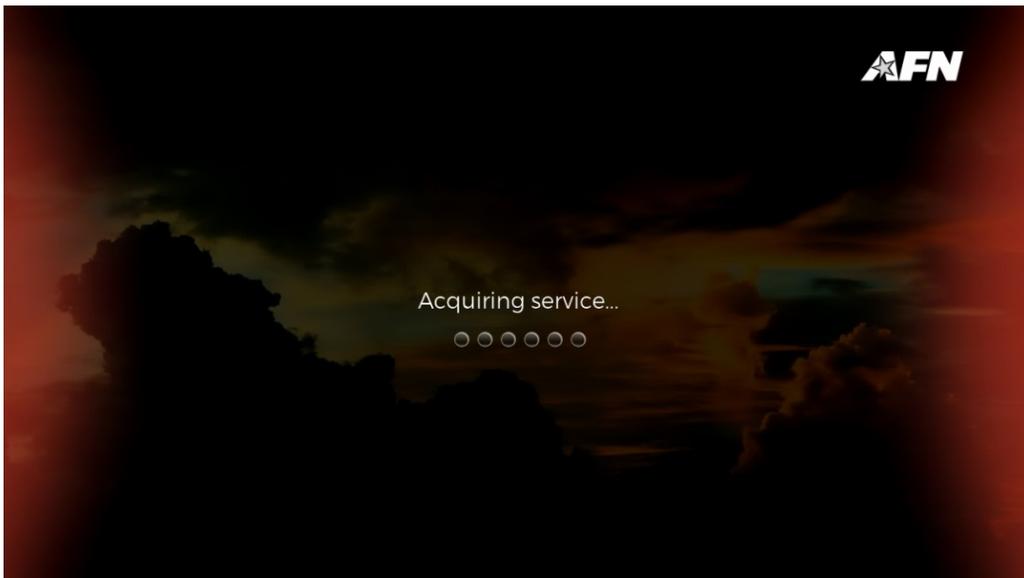
The "Progress" screen will display, indicating the decoder is completing the decoder configuration.

When configuration is complete, the next screen will show that the decoder is acquiring the AFN services.
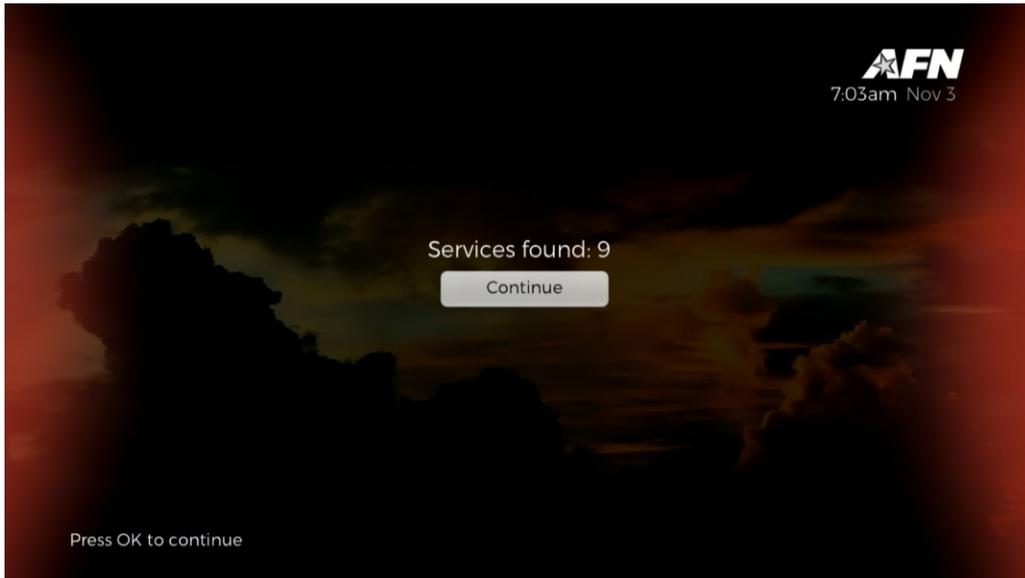
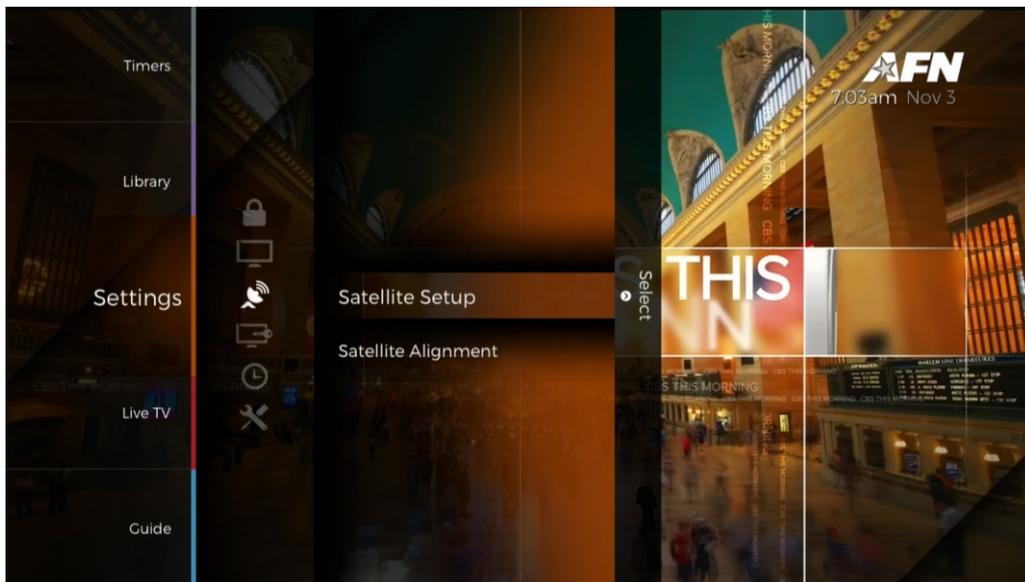When you see Services found: ## (shown below), press "Continue."

Note: The number of 'Services found' will vary depending upon your location and the specific satellite you are receiving the signal from.

Press OK to continue, and the decoder will return to the Satellite Setup menu, with the channel image displayed behind the menu.

You can either press Menu twice, or press Exit, and your TV will go to programming … and you're done!

Problems? Contact our AFN Broadcast Center Technologists at DSN: (312) 348-1339; commercial: +1 (951) 413-2339; or email: sathelpdma@mail.mil.

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Direct to Home (DTH) and AFN Satellite Network (SATNET)

The eight-channel DTH service TV programming package includes the following channels

AFN Pacific TV Services		AFN Europe TV Services	
Decoder Channel	**Service**	**Decoder Channel**	**Service**
02	AFN|prime Atlantic	102	AFN|prime Atlantic
03	AFN|news	103	AFN|news
04	AFN|sports	104	AFN|sports
05	AFN|prime Pacific	105	AFN|prime Pacific
06	AFN|spectrum	106	AFN|spectrum
07	AFN|sports 2	107	AFN|sports 2
08	AFN|family	108	AFN|family
09	AFN|movie	109	AFN|movie
401	Decoder Expired	401	Decoder Expired
402	Test Pattern	402	Test Pattern

Direct to Sailor (DTS)

The three-channel DTS service TV programming package includes the following channels

DTS Pacific Ocean Region		DTS Atlantic & Indian Ocean Region	
Decoder Channel	**Service**	**Decoder Channel**	**Service**
202	AFN|prime	302	AFN|prime
203	AFN|news	303	AFN|news
204	AFN|sports	304	AFN|sports

► **For customers in the Eutelsat 9B and Koreasat 5A satellite footprints, you *may* have to change the polarization from "Vertical" to "Horizontal" if the signal is not acquired. Do this only after you've rebooted the decoder several times.**

To change the polarization of your satellite dish LNB, go to the "Configure Transponder" page and select "Polarization." Use the left and right arrows on the highlighted gray bar to change the setting.

Highlight "Polarization" to change the setting between horizontal and vertical