AUGUST®

User Manual

DPT800

8 Inch Digital TV Photo Frame

TV Numerique 8 Pouces et Cadre Photo

8 Zoll Digitaler TV und Bilderrahmen

User Manual

Thank you for buying our August TV. You may already be familiar with using a similar product but please take time to read these instructions carefully. It is designed to familiarise you with the product's many features and to ensure that you get the very best from your purchase.

Safety

To ensure your safety and the safety of others, please ensure you read the Safety Instructions before you use this product.

Disposal

Please ensure the product and its accessories are disposed in compliance with WEEE (Waste Electrical and Electronic Equipment) Directive and other regulations. Please check with your local authority for disposal regulations.

Customer Service:

If you need help, please contact our Customer Service:
Telephone: +44 (0) 845 250 0586
Email: service@augustint.com

Quick Start Guide
DPT800

1. It is suggested that you use a roof top aerial when scanning for TV channels for the first time, if any signal is detected, the channel information will be saved on the TV, you may then switch back to the portable antenna supplied and change your location to find the best place to receive the signal.

2. To turn on the device, connect it to the mains power, switch the power button on the side of the device to ON.

3. When turning on the device for the first time, "Initial Install" will show, follow the instructions to select OSD Language and Area, then press ENTER, it will ask whether to install, select YES, the auto search will then start. Once the search has finished, press ▲ , ▼ or EPG to select channels. Press TV/RADIO to switch between Freeview TV and Radio channels.

4. If you have already done an initial installation, and would like to scan for additional Freeview channels, or if you have moved to a different region and need to rescan for channels, press MENU, select "Digital TV" by pressing ENTER, select "Installation", then select "Area Search", press ENTER to start the search. Once the search has finished, press ▲ , ▼ or EPG to select channels. Press TV/RADIO to switch between Freeview TV and Radio channels.

5. To play video, music, or photos on an SD card or memory stick, insert the SD card or memory stick into the card slot or USB port, press MENU to select "Movie", "Music", or "Photo", press ENTER to start playing, press MENU to stop and exit to the main menu. During photo playback, press ▲ for the previous photo, press ▼ for the next one, press ▶ to rotate clockwise, press ◀ to rotate anticlockwise, press ENTER for photo slideshow, the selected folders photos will play through continuously.

6. Please note the included portable antenna may only be used in areas where signal is very strong. There are difficulties in receiving signal with the portable antenna in some regions at present, this is due to the fact that Freeview (www.freeview.co.uk) is yet to operate in full power in the UK. The government aims to achieve a full switchover by 2012, which will occur in stages, region by region between 2008 and 2012, at present the quality of Freeview reception varies in different regions across the UK.

As mentioned on the Freeview website, only some households might be able to use a set top aerial at present. This only applies if you live in an area with coverage close to a transmitter, but reception would still be unreliable and they strongly recommend that you use a roof top aerial for good reception.

The reception will improve along with the progress of the Digital Switchover Program. Reception may also be affected by various factors such as how close you are to transmitters, tall buildings, thick walls, ceilings and weather etc.
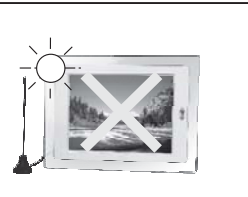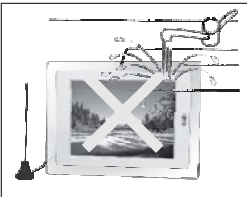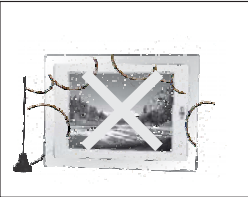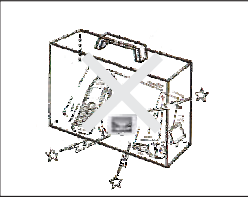
7. For any further queries, please telephone August International Ltd helpline +44 (0) 845 250 0586 or email service@augustint.com
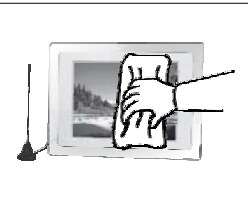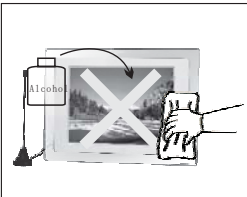
Contents

1. Safety Instructions

■ Storage and Use

	Keep this device away from extreme temperatures. The storage temperature of this machine is -20~ 60℃, the application temperature of this machine is 5~ 35℃.		Keep the TV set away from water or damp environments.
	Never expose the TV set to moisture,dust oil or smoke.		Avoid dropping or exposing to impacts.
	Never put this machine in containers that are unstable as this may cause damage.		Never strike or scratch this machine with sharp objects.

■ Maintenance

Please unplug all connected wires before starting to clean this machine.

	Please wipe the display screen and buttons with a soft cloth. Only clean the screen with professional LCD TV screen cleanser.		Never wipe this machine with an abrasive cloth, detergent powder, alcohol and benzene etc. various propellants or chemical cleaning products.

■ Operation Precautions

1.Use only the supplied power adaptor with this device. Failure to do so can cause damage to the device and risk personal injury.
2.For the sake of safety, when you do not intend to use the display, please switch off the AC adaptor.

■ Earphone Operation Precautions

1. Please do not set your headphones/earphones to high volumes, as it may lead to ear damage.
2. When using earphones with an open design, to avoid annoying those close by, please set to a low volume.
3. If you start to develop tinnitus, please stop using the headphones to listen to this machine.
4. It is recommended by aurists that the earphones should not be used continuously for a prolonged period.
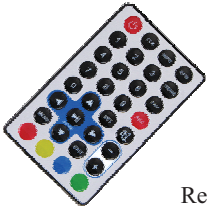
⚠ Warning

For the sake of safety for yourself and others, please do not watch the TV while driving.

⚠ Special Notice

A few highlights or dark spots may appear on the LCD screen. It is a very common phenomenon of active matrix display technology, and does not mean any defects or faults. Never try to repair this machine by yourself. In case of any fault or failure, please turn off the display at once, and notify our Company or the corresponding dealer. The display is made up of many precision electronic components. Any disassembly or modification may lead to further damage.

2. Accessories

AC/DC adaptor	Remote control
Stand	Digital TV antenna
User manual	

3. Part Names and Functions

3.1 Front

1

2

1. LCD display

2. IR receiver window

3.2 Back

1 2 3 4 5 6

7

8

8

1. Left   5. Up

2. Right   6. Down

3. Set   7. Stand

4. Menu   8. Speakers
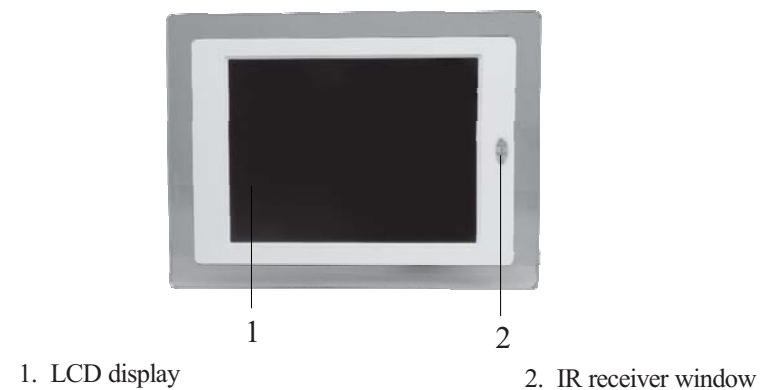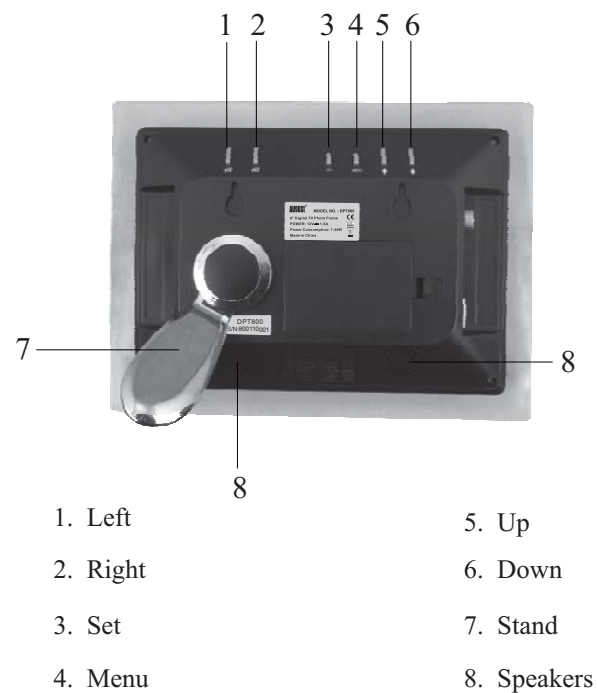
3.3 Left
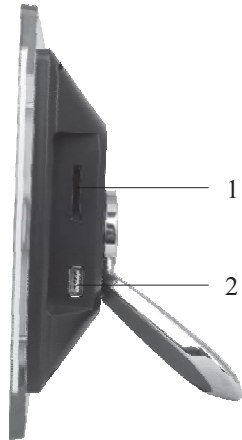
1. SD/MMC card slot   2. USB jack

3.4 Right

1. Antenna input jack   3. 12V DC IN jack

2. Earphone jack   4. Power On/Off switch

3.5 Remote Control
3.5.1 Remote Button Functions
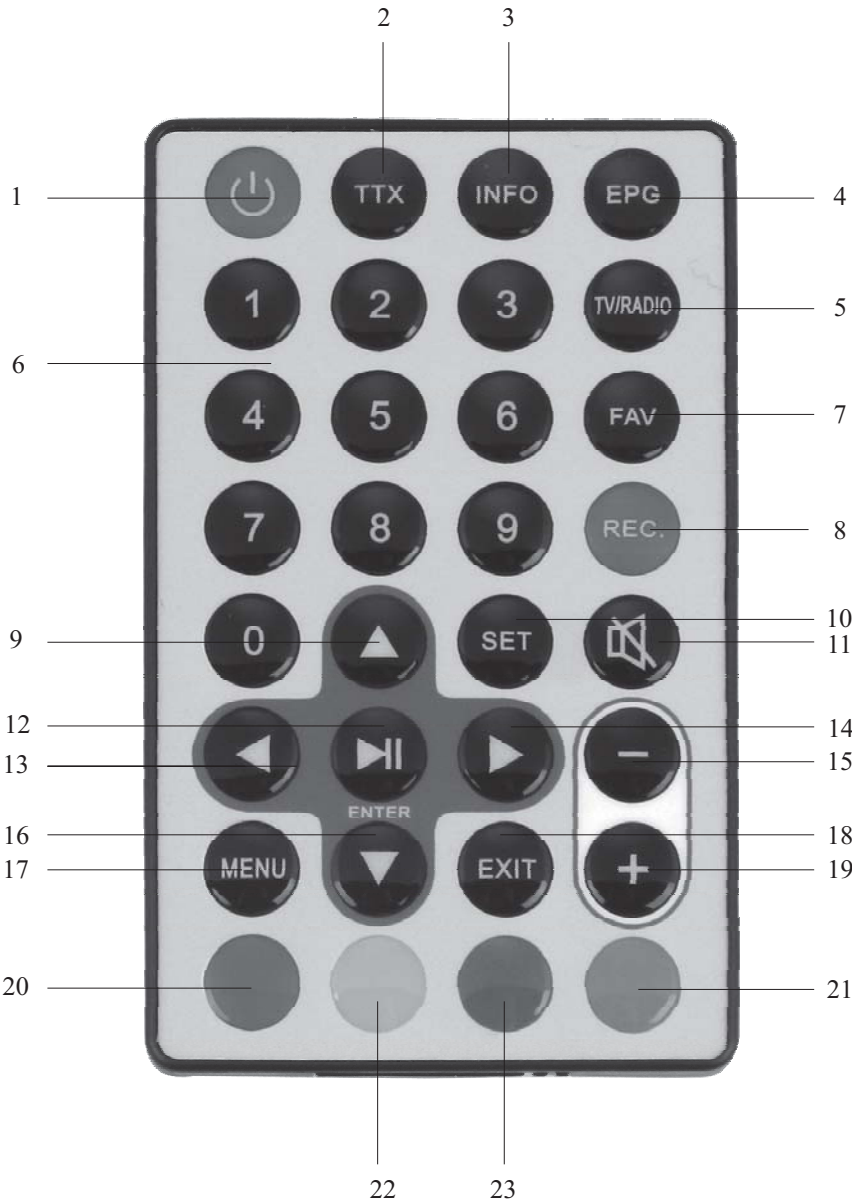
1. ⏻ Power on/off the device
2. TTX Teletext (not available in the UK)
3. INFO Freeview channel information
4. EPG Electronic program guide
   Press ▶ and ▲ / ▼ to view today's program information.
5. TV/RADIO Freeview TV and Radio switch
6. 0-9 Numbers
7. FAV Favourite channels list
8. REC. Start recording or stop recording
9. ▲ Up / Channel up / Previous
10. SET Press repeatedly to change the display settings of Brightness,
    Contrast, and Colour.
11. ◀× Switch off / on the sound
12. ▶ll/ENTER Enter/ Play/ Pause
13. ◀ Left
14. ▶ Right
15. − Volume down
16. ▼ Down/ Channel down/ Next
17. MENU Enter or exit main menu
18. EXIT Return to upper menu
19. + Volume up
20-23. RED/YELLOW/BLUE/GREEN: Used for editing channels

3.5.2 Use of the Remote Control

Please remove the PVC packaging before using the remote control for the first time.

1.Do not expose the remote control to direct sunlight or very strong/bright light.

2.Do not drop or step on the remote control or subject it to shocks.

3.Keep the remote control away from extreme hot or humid environment.

4.Keep the remote control away from water.

■ Operating range

1.The IR sensor on the remote control should be aimed directly at the front of the device.

2.Use the remote control no further than 5 meters away from the sensor.

3.The IR sensor has a receiving angle of 30º.

<5m   30 30
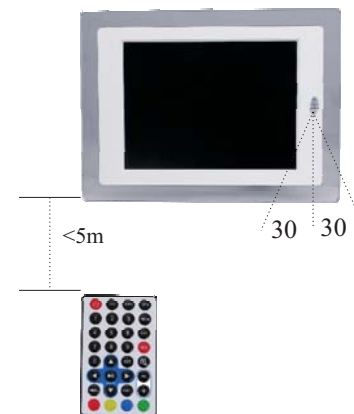
■ Replacing the battery

If the remote control does not function or if the operating range becomes reduced, replace the old battery with a new one.

b   a   Lithium battery(CR2025)

Remove the old battery, then insert the new battery into the battery holder   Push back the holder.
with the + side facing upwards.
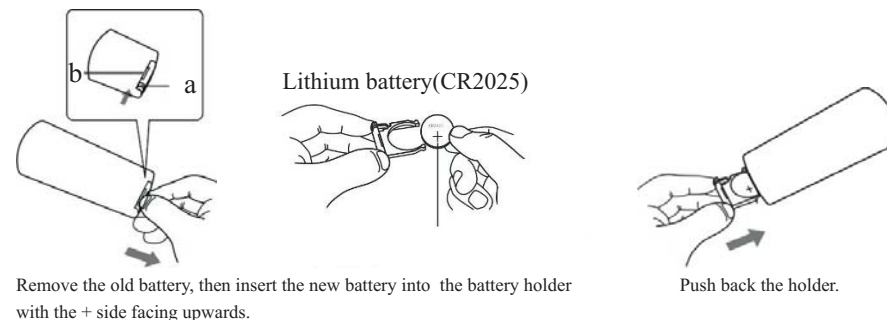
*Note:

1.Please ensure proper disposal of used batteries.

2.To prevent leakage of fluid from the lithium battery, remove the battery when not using the remote control for a long period of time. If the battery leaks fluid, carefully wipe it out of the battery case, then change to a new lithium battery.
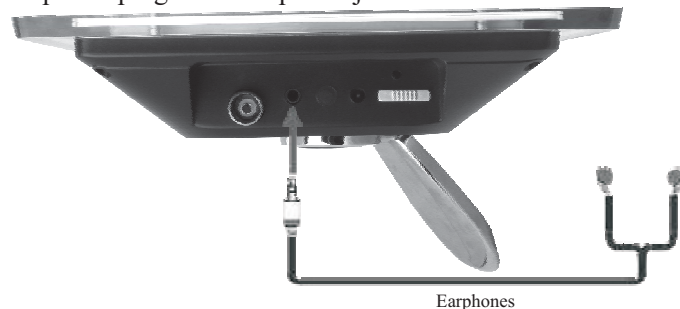
4.Connection

4.1 Connecting the power supply

1.Connect the DC output of the AC/DC adaptor to the DC IN 12V jack on the device.

2.Plug the power adaptor into the AC power socket.
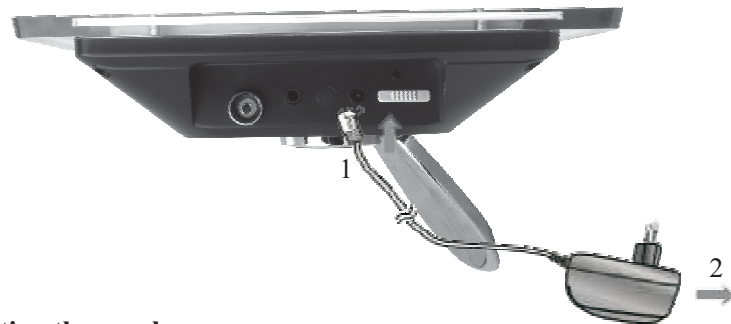
4.2 Connecting the earphones

Connect the earphone plug to the earphone jack on the device.

Earphones

*Note:

If earphones are used, sound is only transmitted through the earphones, and no sound is available from the stereo speakers of the device.

5. First Time Installation

5.1 Turning on/off the device

5.1.1 Turn power on

Connect the device to the mains power, switch the power button on the side of the device to ON.

If the device is on standby, press POWER on the remote to switch it on.

5.1.2 Turn power off

Switch the power button on the side of the device to OFF, or press POWER on the remote to switch to standby.

5.2 Initial installation

When turning on the device for the first time, "Initial Install" will show, follow the instructions to select OSD Language and Area, then press ENTER, it will ask whether to install, select YES, the auto search will then start. Once the search has finished, press ▲ , ▼ or EPG to select channels. Press TV/RADIO to switch between Freeview TV and Radio channels.

6. Digital Freeview TV (DVB-T)

Press MENU, select Digital TV, it has the following options:

6.1 Channel Manager

Channel Manager allows the user to sort, edit, delete, and classify the channels.

In Digital TV mode, select Channel Manager, press ENTER for the submenus.

6.1.1 Channel Organizer

Channel organizer is used to set favourite channels, change channel positions, lock and delete channels, and edit channel's name.
1. Channel Organizer can be accessed by selecting MENU -> Digital TV -> Channel Manager -> Channel Organizer.

2. If there is no channel saved on the TV, Channel Organizer can not be accessed, and it will show "Channel not available".

3. Use UP/DOWN to select the channel you want to edit.
   - Press YELLOW to delete or undelete a channel, it will ask you to enter the password, the system default password is 0000.
   - Press RED to select or cancel a favourite.
   - Press BLUE to set or cancel a channel's position change.
   - Press GREEN to lock or unlock a channel, it will ask you to enter the password, the system default password is 0000.

4. To change the channel name, use ▲ / ▼ to select the channel line, press ◄ / ► to enter the page to change the name, press RED/GREEN/YELLOW/BLUE to editthe name.
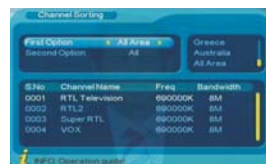

5. Press MENU to exit Channel Organizer.

6.1.2 Channel Sorting

It allows the user to sort the channels by area, alphabetically or by number sequence.
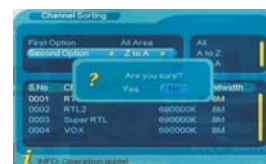1. Channel Sorting can be accessed by selecting MENU-> Digital TV-> Channel Manager->Channel Sorting.

2. If there is no channel saved on the TV, Channel Sorting can not be accessed, and it will show "Channel not available".

3. Press ▲ / ▼ to select:
① First Option: Sorting by area, press ► to enter the area list, use ◄ / ► to select, press ENTER to confirm.

② Second Option: Sorting alphabetically or by number sequence, press ► to enter the option list, use ▲ / ▼ to select, press ENTER to confirm.

4. Sorting rules can be selected by pressing ► / ▲ / ▼ / ◄ .

5. After sorting rules is selected, press ENTER to confirm, it will ask "Are you sure?", select "Yes" to confirm and to proceed the sorting, or select "No" to cancel.
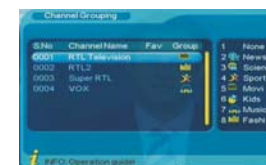

6. Press MENU to exit Channel Sorting.

6.1.3 Channel Grouping

It allows the user to sort channels into 8 different categories: News, Science, Sports, Movie, Kids, Music, Fashion and None.
1. Channel Sorting can be accessed by selecting MENU-> Digital TV-> Channel Manager->Channel Grouping.
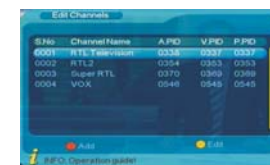

2. If there is no channel saved on the TV, Channel Grouping can not be accessed, and it will show "Channel not available".

3. Use ▲ / ▼ to select the channel, and then select the category by pressing the numbers (1-8).

4. After setting, press MENU it will show "Successfully updated".
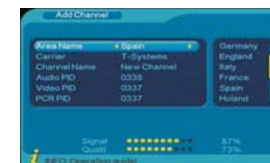
6.1.4 Edit Channels

It allows the user to add and edit channels.
1. Edit Channels can be accessed by selecting MENU-> Digital TV-> Channel Manager-> Edit Channels.


2. If there is no channel saved on the TV, Edit Channels can not be accessed, and it will show "Channel not available".

3. To add a new channel, press RED, and then press ▲ / ▼ to select between the 6 parameters as shown:

①Area Name: press ► to enter the area list, use ▲ / ▼ to select, press ENTER to confirm.
②Carrier: press ► to enter the carrier list, use ▲ / ▼ to select, press ENTER to confirm.
③Channel Name: press ► to enter the edit page, use RED/GREEN /YELLOW/BLUE to edit, press ENTER to confirm.
④Audio PID: can be changed by pressing the numbers.

⑤Video PID: can be changed by pressing the numbers.

⑥PCR PID: can be changed by pressing the numbers.

⑦Once finish the settings, press ENTER to confirm, it will show "Successfully updated" and return to Edit Channels.

⑧During setup, press MENU at any time to cancel and exit to Edit Channels.

4. To edit a channel, press YELLOW, and then press ▲ / ▼ to select between the 4 parameters as shown:
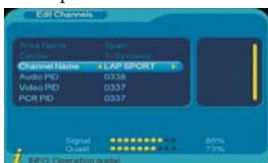
①Channel Name: press ► to enter the edit page, use RED/GREEN/ YELLOW/BLUE to edit, press ENTER to confirm.

②Audio PID: can be changed by pressing the numbers.

③Video PID: can be changed by pressing the numbers.

④PCR PID: can be changed by pressing the numbers.

⑤Once finish the settings, press ENTER to confirm, it will show "Successfully updated" and return to Edit Channels.

⑥During setup, press MENU at any time to cancel and exit to Edit Channels.

6.1.5 Delete All

To delete all the TV and Radio channels, select MENU-> Digital TV-> Channel Manager-> Delete All.

1. Use ▲ / ▼ to select TV channels, it will ask " Delete all TV channels?", select "Yes" to confirm and proceed the delete, select "No" to cancel.

2. Use ▲ / ▼ to select Radio channels, it will ask " Delete all Radio channels?", select "Yes" to confirm and proceed the delete, select "No" to cancel.

6.2 Installation

Installation is for searching TV and Radio channels, it can be accessed by selecting MENU-> Digital TV-> Installation

Press ENTER, it gives three search options: Area Search, Manual Search and Auto Search.


6.2.1 Area Search

Select Area Search, press ENTER, it will start the search. If you are in a different country, make sure you have selected the correct country setting before the scan.

6.2.2 Manual Search

If you know a channel's broadcasting frequency and bandwidth, using manual search to find the channel can be quicker.

Select Manual Search, press ENTER, it will ask you to provide two parameters:
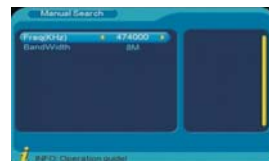
①Freq (KHz): scanning frequency, the default is 474000 KHz, use numbers or ◄ / ► to change.

②Band Width: use ◄ / ► to select.

After setting, press ENTER to start the search. After searching, the system will automatically exit the searching page, save program information and return to Installation menu, press MENU to exit.

6.2.3 Auto Search

This allows to search channels between a frequency range.

Select Auto Search, press ENTER, it will ask you to provide three parameters:
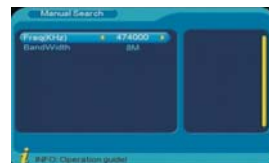
1) Start Freq (KHz): input the start of the frequency range.
2) End Freq (KHz): input the end of the frequency range.
3) Band Width: use ◄ / ► to select.

After setting, press ENTER to start the search. After searching, the system will automatically exit the searching page, save program information and return to Installation menu, press MENU to exit.

6.3 Configuration

Configuration menu has the following options: On Screen Display, TV, System Setup, Time and Parental Lock. It can be accessed by selecting MENU->Digital TV->Configuration.


6.3.1 OSD (On Screen Display)

Through OSD, you can set the interface pattern.

Left of the menu lists all the options under OSD. Press ▲ / ▼ to select an option.

1. OSD: supports 5 menu patterns, press ◄ / ► to select between Theme1-5.
2. OSD Timeout: sets the display time of an information dialog window, press ◄ / ► to select between 1-6 seconds, the system default is 3seconds.
3. OSD Trans: sets the diaphaneity of the menu, press ◄ / ► to adjust from 0%-60%.
4. OSD Language: the system supports multi-language user interface, press ► to enter the language list, use ▲ / ▼ to select, press ENTER to confirm.
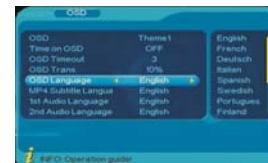
5. 1st Audio Language: press RIGHT to enter Audio Language list, use ▲ / ▼ to select, press ENTER to confirm.
6. 2nd Audio Language: press RIGHT to enter Audio Language list, use ▲ / ▼ to select, press ENTER to confirm.
7. After setting, press ENTER to confirm, press MENU to exit the setup, it will show "Successfully updated".

6.3.2 TV

This option allows the users to set their preferred TV output settings.
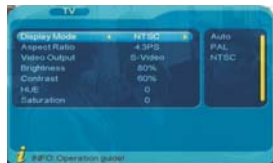
Left of the menu lists all the options. Press ▲ / ▼ to select an option.

1. Aspect Ratio: press ◄ / ► to select between 16:9, 4:3 Pan Scan, 4:3 Letter Box, press ENTER to confirm and exit the setting. Or press ▲ / ▼ to select another option.

2. Brightness: press ► to enter the list, use ▲ / ▼ to select, press ENTER to confirm, press ENTER again to exit the setting, or press ▲ / ▼ to select another option.
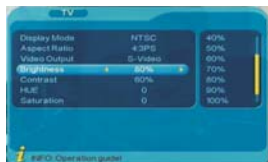
3. Contrast: press ► to enter the list, use ▲ / ▼ to select, press ENTER to confirm, press ENTER again to exit the setting, or press ▲ / ▼ to select another option.
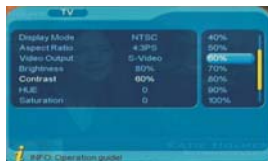
4. HUE: press ► to enter the list, use ▲ / ▼ to select, press ENTER to confirm, press ENTER again to exit the setting, or press ▲ / ▼ to select another option.

5. Saturation: press ► to enter the list, use ▲ / ▼ to select, press ENTER to confirm, press ENTER again to exit the setting, or press ▲ / ▼ to select another option.
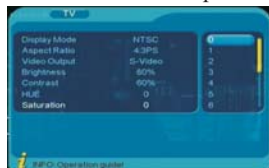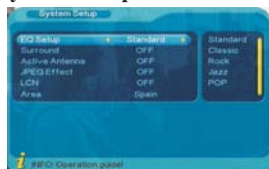
6. After setting, press ENTER to confirm, press MENU to exit the setup, it will show "Successfully updated".
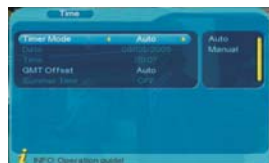
6.3.3 System Setup

You can set EQ Setup, Surround, JPEG Effect, JPEG Autoplay Duration,LCN (Logical Channel Number) and Area in System Setup. Press ▲ / ▼ to select an option, use ◄ / ► to change the settings.
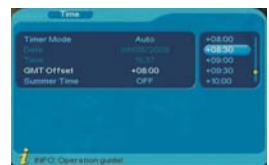After setting, press ENTER to confirm, press MENU to exit the setup, it will show "Successfully updated".

6.3.4 Time

You can set Timer Mode, Date, Time, GMT Offset, and Summer Time under Time menu. There are two Timer modes, one is Auto, and one is Manual.
The system default is Auto timer mode, press ▲ / ▼ to select Timer Mode or GMT Offset, use ◄ / ► to change.

In Manual timer mode, press ▲ / ▼ to select an option, use ◄ / ► or numbers to change the Date, Time, GMT Offset or Summer Time.

After setting, press ENTER to confirm, press MENU to exit the setup, it will show "Successfully updated".

6.3.5 Parental Lock

User can change system password under this option.

Enter the old password, if it is correct, the cursor will move to Enter New Password option, enter and confirm the new password. The system will show "Password changed".

The system default password is 0000.

6.4. Software Upgrade

This function is for manufacturer use only.

6.5 Factory Default

To restore the system configuration to factory default, press MENU, select Digital TV-> Factory Default, press ENTER.

It will ask whether you want to perform the factory default, select [No] to cancel or select [Yes] to confirm.

6.6 Version

This provides the hardware, software and system information.

7. Digital TV Recording

The device supports recording Freeview TV to a USB memory stick or external hard drive (FAT32, USB2.0) via the USB port. Before starting the recording, connect a USB stick or external hard drive, which has sufficient space left, to the device first.

Press REC on the remote to start the recording, it will show "REC" on the screen, press REC again to stop the recording, it will ask "Do you want to stop recording", choose "Yes" to stop or "No" to carry on recording.

Press YELLOW during the recording, it allows you to set the duration of the recording, press RIGHT to choose: 15 min, 30 min, 45 min, 60 min, 75 min, 90 min, 105 min, 120 min or disable, press ENTER to confirm and exit. Press INFO during the recording, it will show how long the device has been recording for, the name of the channel, and how many space has left on your USB stick or external hard drive, press INFO again to exit.

The recorded program is saved in a new folder "PVR" in your USB stick or external hard drive and is in MPG video format. It can be viewed by pressing MENU then selecting Movie.

Press MENU, then select Disk Manger, it shows all the recorded programs stored in the USB stick or external hard drive, press GREEN repeatedly to select Play/Delete One / Delete All/ Rename a recorded program, press ENTER to confirm, press MENU to exit at any time.
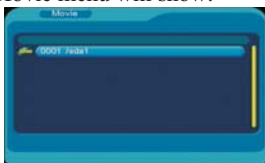
8. Card Reader & USB Functions

This player has built-in SD/MMC card reader and USB port. It supports the playback of MP3, JPEG and MPEG4 (AVI) files.
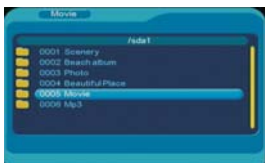Insert a SD/MMC card or an USB memory stick to the card slot or USB port on the player.
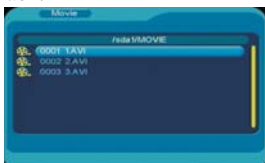
8.1 Movie
Press MENU, select Movie, press ENTER, the Movie menu will show:
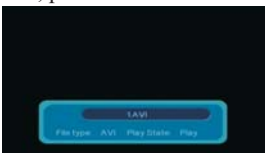

Use ▲ / ▼ to select a subtrack.

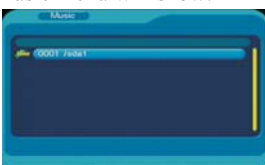Press ENTER to view the video files in the subtrack.

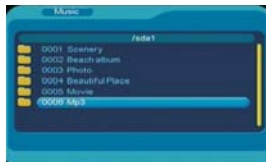Use ▲ / ▼ to select a movie you want to watch, press ENTER to confirm.
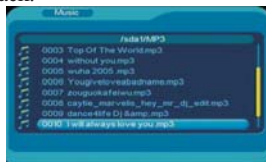

8.2 Music
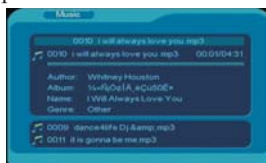Press MENU, select Music, press ENTER, the Music menu will show:

Use ▲ / ▼ to select a subtrack.

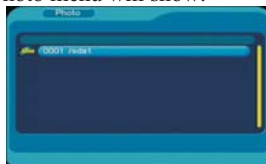Press ENTER to view the music files in the subtrack.

Use ▲ / ▼ to select a file you want to play, press ENTER to confirm.

8.3 Photo
Press MENU, select Photo, press ENTER, the Photo menu will show:

Use ▲ / ▼ to select a subtrack.
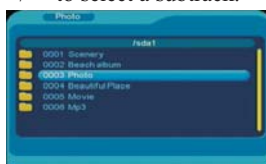
Press ENTER to view the photo files in the subtrack.
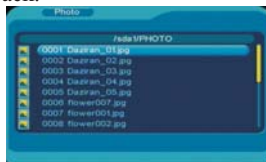
Use ▲ / ▼ to select a file you want to play, press ENTER to confirm.

During the photo playback, press ▲ for the previous photo, press ▼ for the next one, press ► to rotate clockwise, press ◄ to rotate anticlockwise, press ENTER for photo slideshow, photos in the selected folder will show repeatedly.

9. Games
Games can be accessed by selecting Menu ->Game-> Native Games.

Press ▲ / ▼ to select the game you want to play, press ENTER to confirm. The games are played using ▲ / ▼ / ◄ / ► . To exit the game, press ENTER to pause, and then select Exit Game.

10. Disk Manager
This allows you to view/play/edit files on a USB stickwhich is connected this device.

Press ▲ / ▼ to select the file you want to view, press ENTER to start the playback.

Press ▲ / ▼ to select the file you want to edit, press YELLOW repeatedly, it offers: Delete One, Delete All, Rename, and Play. Press ENTER to confirm your selection.

11. Partition Format
This allows to format or partition-format a USB memory stick or external hard drive which is connected to this device.

12. Specifications

LCD Display	Screen size: 8 Inch Resolution: 800X600 pixels Aspect Ratio: 4:3 Brightness: 250 cd/m² Contrast: 150:1
DVB-T Decode Standard	MHEG2
DVB-T Band Width	6, 7 ,8
DVB-T Frequency	VHF: 174~230 MHz UHF: 470~862 MHz
Antenna Input	Impedance: 75ohm
Card Reader	Support SD/MMC card up to 8GB
USB Port	USB 2.0 host (5v, 800mA)
Built-in Speaker	2 x1W, 8 ohm
Power Adaptor	AC 100~240V 50~60 Hz DC 12V/1.5A
Power consumption	7.5W
Dimensions	242x182x10.7mm
Net Weight	670g

Media Formats

	File Type	AVI,MPG,ASF,VOB
Video player	Video Type	MPEG1, MPEG2, MPEG4
	Audio Type	MPEG1/2, Layer 1/2/3, PCM, LPCM
	Audio bit Ratio	32Kbps ~ 320Kbps
	Resolution	Max. 720 x 480
	Frame Rate	Max. 30fps/25fps(PAL)
	Caption	DIVX(4.0, 5.0), XVID
Music player	File Type	MP3,WMA
	Bit Ratio	32Kbps~320Kbps
Photo viewer	File Type	JPG,JPEG(not include non--interlace)
	Resolution	Up to 4000 x 3000 pixels

13. Troubleshooting

Problems listed below do not necessarily signify a fault with the unit.
Please check this list before requesting repairs.

Problems	Possible Causes and Solutions
No picture and no sound	Check the connection with the AC adaptor. Use of an unauthorized power supply. Switch the power button on the side of the device to ON.
No image	Check the channel selection. Scan for channels again. Always rescan for channels in new locations.
No sound	Check the sound volume. If you are using earphones, test them on another item. Check the earphone cable is plugged into the earphone socket on the device.
Picture freezing, and/or sound distorting	Signal too weak, please check the aerial. Try to use a proper roof top aerial or an amplified aerial.
No signal	Signal too weak, please check the aerial. Try to use a proper roof top aerial or an amplified aerial.
Dark Picture	Please adjust Brightness and/or Contrast settings.
Snowstorm	Motors/Trains/High Voltage Lines and Neon Lights may affect the signal.
Achromatic/Flashing/No Colour	Please adjust the Colour Setting.

⚠ Warning

This operation instruction is only intended for reference. No further notice is available to any modification of all information contained therein. Due to continuing improvements, the features and design are subject to change without notice.

⚠ Warning

No user serviceable components are fitted inside this TV. Do not attempt any repairs, as this will invalidate the warranty. Any repairs must be carried out by either the manufacturer or their nominated service centre. Parts inside this set are subject to high voltage.

【✓ after some items in this manual means it is available with this function. 】

■ Warranty

This product is guaranteed for twelve months from the date of the original purchase. In the unlikely event of any defect arising due to faulty materials or workmanship, the unit will be either replaced or repaired free of charge (where possible) during this period. An alternative product will be offered in case the product is no longer available or repairable.

This warranty is subject to the following conditions:
- The warranty is only valid within the country where the product is purchased
- The product must be correctly installed and operated in accordance with the instructions given in the user's manual.
- The product must be used solely for domestic purposes.
- The warranty only covers the main unit, and does not cover the accessories.
- The warranty does not cover the damage caused by misuse, negligence, accident and natural disaster.
- The warranty will be rendered invalid if the product is resold or has been damaged by inexpert repairs. The manufacture disclaims any liability for incidental or consequential damages.
- Please consult our customer service before returning any product; we are not responsible for any unexpected product returns.
- Any faulty products must be kept and returned in the original packaging with all the accessories and the original copy of the purchase receipt.

The warranty is in addition to, and does not diminish, your statutory or legal rights.

Please note:

1. A LCD display panel comprises a very large number of pixels and each pixel contains three sub-pixels - red, green and blue. Due to the complex manufacturing process, occasional pixel anomalies may occur. Pixel anomalies cannot be fixed or repaired and can happen at any stage in the LCD's life. August products should not be deemed as faulty if there are no more than three bright and dark pixels respectively.

2. Portable TV antennas included in the box are for people to watch Freeview TV in areas where the signal is very strong and there may be difficulties in receiving signal with the included portable antennas in some regions at present. This is due to the fact that Freeview is yet to operate in full power in the UK. August TVs should not be deemed as faulty if it can receive Freeview by connecting to a proper digital rooftop aerial.

Customer Service:
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