

ZGemma Basic User Guide – Wooshbuild v6



The below guide is based on the standard 'skin' installed when the box is originally set up. Whilst some of the contents might not be relevant all users are encouraged to learn about 'Common Problems and Fixes', 'Recording a Series' and 'No Program Guide Info (CrossEPG)'. These are the most basic issues people encounter. The guide was designed around the h2s model but should be the same for all the ZGemma models.

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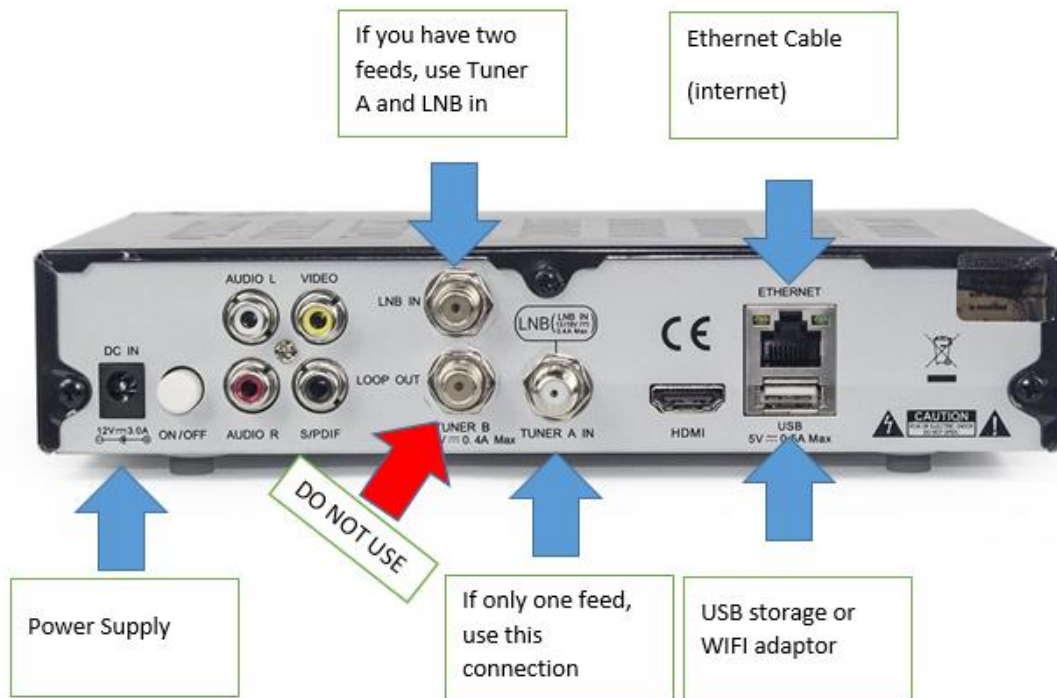
The Remote



These are the most commonly used buttons on the remote. Most problems occur when you select things in menus without understanding what they do. If you end up in a screen other than 'TV Guide' just keep pressing the 'EXIT' button until you go back to live TV.

If you need to restart the box hold down the red power button in the top left for about 5 seconds until a menu comes up on the screen. From this menu you can select to restart the box.

Connections



- The white ON/OFF next to the Power Supply can be used to force the box off but is not recommended as it can cause crashes. Only use if your box has completely frozen.
- The box must always be connected to the Internet for SKY channels to work so make sure the Ethernet cable is plugged in to your router.
- Make sure the sky cables from your dish are connected to LNB IN and TUNER A IN only.

Upgrading From Wooshbuild v5

If you are using a previous version of Wooshbuild you can easily upgrade to version 6 by following these steps:-

- From live TV press the PORTAL button on the remote control.
- Select 2 --WB Config-- and press OK.
- Scroll to the bottom of the list and select UPDATE TO WOOSHBUILD v6.000 and press OK.
- You will then get a message listing the 4 steps. Simply press the GREEN button to START UPDATE.
- You will then get a warning message asking if you need to update settings. Select YES and press OK.
- Press GREEN button to confirm flashing.
- Press GREEN button again to DO IT NOW.
- It will then automatically download the 95430k worth of data.
- Sometimes the screen will look like it has frozen but be patient and wait.



- The box will then reset several times. When it finally goes back to live TV with no messages you need to restore all your previous settings as this is not done automatically.
- Press PORTAL on the remote. Select 2 --WB Config-- and press OK. Scroll down to RESTORE SETTINGS and press OK. Select YES and press OK again. The box will restart the network adapter and restore everything else.
- When the box restarts please remember to run a software update as well.

Common Problems and Fixes

Most issues are caused by user error. The biggest problems tend to be caused when people end up in menus they don't understand and change things without realising. If you end up in a menu that you shouldn't be in or don't understand just press the EXIT button on the remote and keep pressing it until the screen clears and you end up with a live TV program on the screen. Sometimes settings get changed so much that it's impossible to correct them all. In these cases you will need a copy of your 'line/gift' and to re-flash the box. There are plenty of guides online or at www.techkings.org that will help.

Sky/Premium Channels Don't Work or Keep Freezing

***** Update August 2017*****

Sky have managed to block a huge number of their channels. It's likely that you can now only get a handful of channels and just get a black screen for movies and sports. There is absolutely no way around this at the moment. Your only options are to switch to a Virgin feed but would need a ZGemma H2h or pay for an IPTV subscription. There are many people who provide this and their service can be integrated with the EPG.

A common problem is that you can watch Free channels such as the old terrestrial channels like BBC1, ITV1 etc but all of your Sky channels have suddenly gone black or keep freezing/jumping a lot.

This can be caused by a supplier problem which there is nothing you can do about other than contact them or the box could be having a few issues. Before you contact your supplier try these steps to see if it can be fixed. They are generally referred to as:-

RESTART NETWORK - RESTART CAM - RESTART BOX

1. Restart the Network – Hold down the BLUE button for 5 seconds until the 'choose an extension' menu appears.

2. Select 1 – Restart network and press OK. A warning message will appear and then go after about a minute
3. Restart the Cam – Single press the BLUE button to bring up the QUICK LAUNCH MENU. Scroll down to SOFTCAM and then right to SOFTCAM PANEL. Press OK.
4. Select Cam 1 should be highlighted so just press the GREEN button to restart.
5. Press exit twice to go back to live tv and now hold down the power button for 5 seconds. Select RESTART and wait to the box to reboot. Sky should now work. If not contact your supplier.

View what's on!

To view the Electronic Program Guide (EPG) simply press the EPG button on the remote. This will list all the channels in number order for that category. You can move across the various categories at the top by pressing the PREV and NEXT buttons (next to the numbered buttons) on the remote.

The screenshot shows the Sky TV EPG interface. At the top, there's a 'Home' button and several icons. Below that, a program description for 'News HQ at 6' is shown. The main part of the screen is a grid of programs. A blue callout box labeled 'Categories' points to the top navigation bar which includes 'Sports', 'News', 'Documentaries', 'Religious', 'Kids', 'Shopping', and 'Sky Box C'. The 'News' category is selected, and the 'News HQ at 6' program is highlighted in yellow. The grid shows programs for 'Today' and '18:00' to '19:00'. At the bottom, there are buttons for 'Options', 'Recordings', '-24 Hours', '+24 Hours', and 'Info'. A 'MENU' button is also visible.

Channel	18:00	18:30	19:00
401 Sky Sp NewsHQ	News HQ at 6		Sky Sports Tonight
402 Sky Sports 1	PL Legends: Neville	PL Legends: Shearer	Live Premier League Dart:
403 Sky Sports 2	Gilchrist: The Making Of A	ICC U19 World Cup Cricket	World Rugby
404 Sky Sports 3	Sky Sports Years-2012		Premier League Years 199
405 Sky Sports 4	Time Of Our Lives: Mexico '68		European Tour Golf
406 Sky Sports 5	Sporting Greats: Rafael N	Live ATP 500 Masters- Rotterdam	
407 Sky Sports F1	Legends of F1: Eddie Irvine		Tales From The Vault: Lot
408 Sky SpN HQ HD	News HQ at 6		Sky Sports Tonight

Adding Channels to Favourites

There are a lot of channels to choose from and you may find yourself going through the same ones. One of the categories you can scroll to is called FAVORITES. You can add channels to this list by:-

- From Live TV press the FAV button on your remote control. This will bring up a list called TV.
- Select the category the channel you are looking for is in and press OK. If you're not sure where it is just choose ALL CHANNELS.
- Scroll down until you find the name of the channel you want to add. It will probably have the name of the current program next to it but you can ignore it.
- Now press MENU button on the remote.
- Scroll down to 5 ADD SERVICE TO BOUQUET
- It will now look like you've been kicked out to the SKY menu. However, if you look carefully you will see a little search bar in the top left corner. Use the LEFT and RIGHT buttons on the pad next to OK on your remote to find "FAVORITES" and press OK.
- You'll now go back to your channel list menu. Just press EXIT until you're back on live TV.
- Now when you press EPG and scroll to the FAVORITES section your channels will have been added.

To remove a channel from FAVORITES:-

- From Live TV – FAV button – highlight FAVORITES and press OK.
- Highlight channel you want to remove and press MENU.
- Highlight 8 REMOVE ENTRY and press OK. YES to confirm.
- Press EXIT to go back to Live TV.

To Record a Program

- To record something you are already watching simply press the RED DOT RECORD BUTTON. A menu will appear with various options but just select number 1 – ADD RECORDING (STOP AFTER CURRENT EVENT) by pressing ok.
- To record a future program press the EPG button on the remote. Highlight the program you want so it goes yellow and press the RED DOT RECORD BUTTON. Press OK to select RECORD.

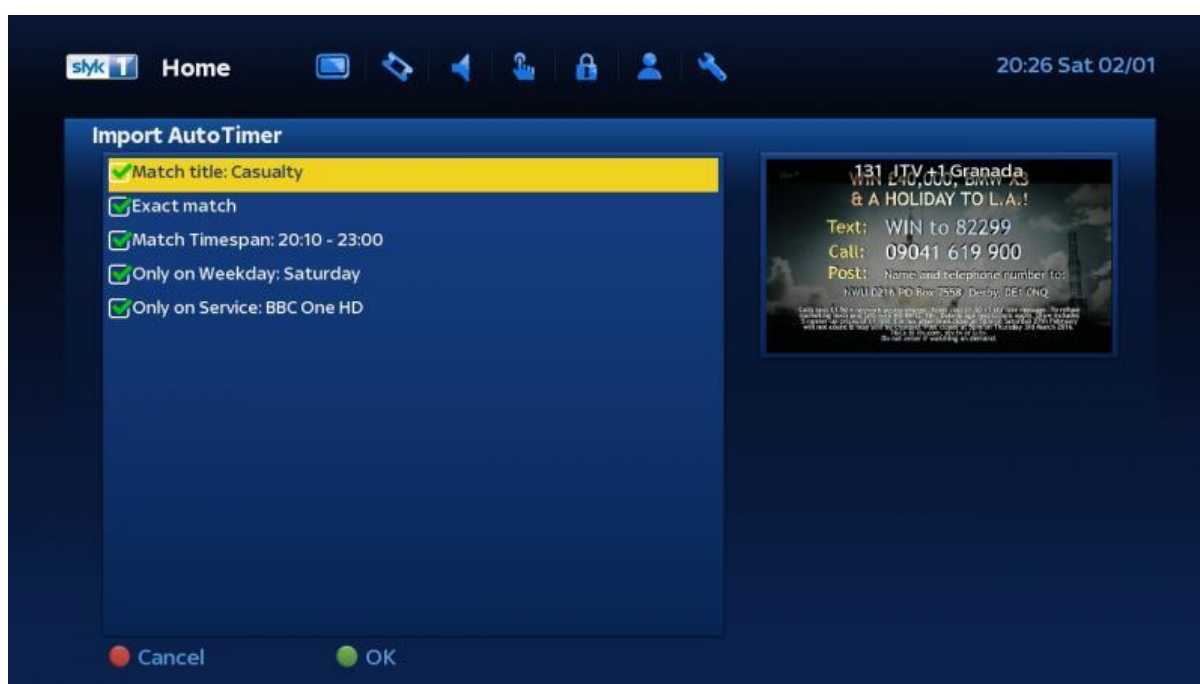
To Watch a Recorded Program

- Press EPG button on the remote -> GREEN Button to go to the PLANNER. A list of your recorded programs will come up. The titles at the top of the screen RECORDED, SCHEDULED, DELETED etc are just for show and can't be selected
- Alternatively, from live TV press the FILE LIST button on the remote.

Recording a Series

It's important to remember that the 'Series Link' isn't quite as sophisticated as the Sky one where you just press the button and it records all the right episodes!

- Press EPG button and highlight the TV program you want to series link.
- Now press the RED button which is on the left of the RED/GREEN/YELLOW/BLUE buttons (NOT the RED DOT RECORD button).
- You will then see a little menu, select 3. SERIES LINK.
- You should then see a list of options. Uncheck 'Match Timespan' and 'Only on Weekday' then press the green button, on the next button just press the green button. The example below shows the screen for series linking the TV show Casualty. By unchecking 'match timespan' it will record the show even when it starts at different times on different days of the week. Soaps such as Emmerdale, East Enders and Coronation Street frequently start at different times during the week. Unchecking 'Only on Weekday' will also allow it to record on different days.



To delete a series link see the TIMERS section later on in the guide.

Restart or Standby

Useful if you want to force the box to restart (which can sometimes cure freezing or jumping issues) or put it in standby.

- Whilst watching TV press and hold the red POWER button on the remote for 3 SECONDS.
- STANDBY will put the box in low power mode.
- RESTART will completely restart the box
- RESTART GUI will reload the 'skin' or look of the menus.

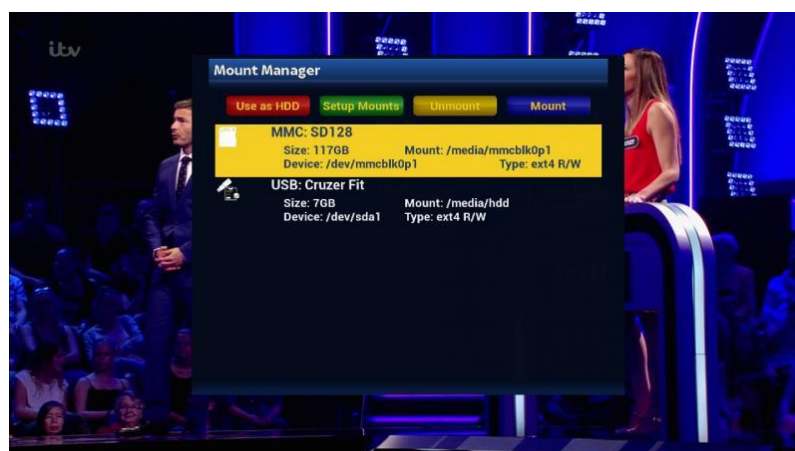
TV Aspect Ratio Not Right

Hold down GREEN button – Select 16_9_always or try the others until you get one that fits your TV.

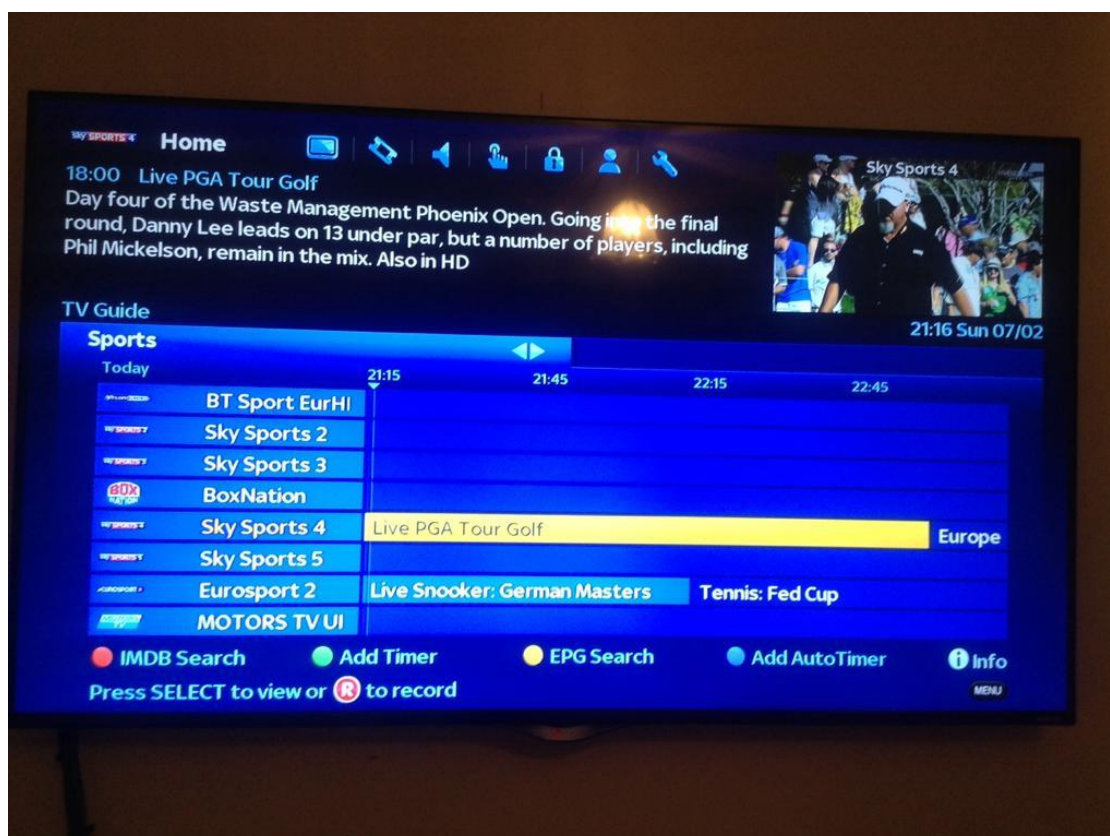
Check Storage Device

If you want to view the details of your storage device (USB or Hard Drive) follow the steps below. This can be useful if you want to check that your ZGemma box is correctly connected to your device.

- From live TV single press BLUE button.
- Select MOUNTS – DEVICE MANAGER



No EPG Channel Guide (CrossEPG)



A common problem so don't worry. If your channel list is completely blank or has quite a bit missing then it's likely it hasn't downloaded properly. Most boxes are set to download the lists every day in the early hours.

To Re-Load the Information:-

- Start off watching live TV.
- Press the PORTAL button on the remote.
- Select 5 CROSSEPG DOWNLOADER
- The screen will change to the Sky logo and a bar saying "READING CHANNELS" will scroll along the bottom. After around 5 mins the process should be complete.
- When it goes back to live TV press the EPG button on the remote to make sure it's loaded correctly. If it hasn't worked check the next section:-

To Check the Daily EPG Update:-



- If you want to make sure CrossEPG will download every day start from watching any liveTV channel with no menus and press MENU button on the remote.
- Select SETUP -> CROSSEPG -> CONFIGURE
- The first line is STORAGE DEVICE. Make sure your USB or Hard Drive is named in the right column or it says PORTABLE. If the box can't detect your storage device the EPG data won't save. If it says INTERNAL FLASH then your storage device isn't being detected which is why the EPG info won't save.
- SCHEDULED DOWNLOAD should be on ONCE A DAY
- SCHEDULED DOWNLOAD AT can be any time but I usually go for 04:30
- Press RED button to exit and then EXIT button 3 times to return to TV.

To Update your Box

Updating your box will make sure it has all the latest software. There will usually be around 30-40 updates. It is recommended to check once every week to keep everything in working order.

- BLUE button on Remote to bring up QUICK LAUNCH MENU
- Scroll right and select SOFTWARE UPDATE by pressing OK
- Check FEED STATUS in the top left is GREEN.
- Wait for it to check and then press GREEN button to update
- The progress bar will scroll along whilst it updates and then ask you to restart

To Change the 'Skin' or Look of the Menus

Some people like the traditional SKY menus and others like the more recent SKY Q look. To change and see which you prefer:-

- BLUE button on the remote -> SYSTEM -> SKIN SETUP
- Press OK and choose from the list. Press OK to activate that skin.

To Restart the 'CAM'

Sometimes the Sky TV channels will freeze or pause for no real reason. The most common cause for this is that the server you have your subscription from is having a few issues. It's important to get your subscription (also called a LINE or GIFT) from a good source. Some people will sell you one for a year only for it to switch off after a few weeks and there is nothing you can do about it. A good server will only cause channels to glitch on very rare occasions and only for a couple of seconds.

The CAM is where the details of your subscription are held and restarting this can sometimes help solve your problems. You should try this first before contacting your provider:-

- RED button on your remote -> SOFTCAM PANEL
- You will see Cam 1 and Cam 2. It's possible to have 2 subscriptions at the same time in case 1 has issues it will switch to the second. Most people just have 1.
- Select Cam 1 and GREEN button to restart.
- A warning message will come up and then it will restart
- If this doesn't work follow the guide for the Power Button to restart the box. Also try the power button guide for putting the box in deep standby before restarting. As a last resort press the white button on the back of the box to force it to turn off and on again. However, this should only be used if the box has frozen as this method can cause crashes.

Change Region or Re-Scan Channels

Sometimes you may wish to change your Sky region or want to re-scan your channel list if some have gone missing.

If you want to simply re-scan the channel list:-

- Press the PORTAL key on the remote.
- Select 3 AUTOBOUQUETS DOWNLOADER
- A box will appear at the bottom of the screen saying “downloading bouquets”. Don’t worry if the blue circle to the left doesn’t move as it’s not supposed to! After about 3 minutes the box will go and live TV will re-appear.

To change the region:-

- MENU – SETUP – SERVICE SEARCHING – AUTOBOUQUETS (28.2E)
- This will bring up your current settings.
- Press the MENU button on the remote to make changes. Listed below are my preferred settings but you can change them to whichever you like.
- Local Area Selection – GRANADA (change to your local one)
- Numbering System – SD
- Scan Mode – Available HD
- Bouquet Channel Sort – LARGE 1ST AVAILABLE
- Channel Swap – YES
- Bouquet Display Style – Style 5
- Auto Updates – YES
- Time of Update to start – 07:00
- Repeat how often – DAILY

- Press the GREEN button to save.
- GREEN button again to start the scan.
- It will ask if you want to PERFORM A NIT SCAN. Select YES.
- After the scan completes you can go back to your EPG to confirm your new region (ITV normally shows the region name).

To View Your Satellite Signal Strength

This is useful if you want to check the signal from your satellite dish is working.

- MENU – SETUP – SERVICE SEARCHING – SIGNAL FINDER
- Press RIGHT and LEFT on the remote to switch between Tuner A and B. SNR will show anything around 70% and BER will generally be zero. A green tick will appear at the bottom next to the SIGNAL. Please note that the preview box in the top right corner will turn to a black screen .

Timeshift Settings

Timeshift is what allows you to pause and rewind live TV. It basically records a portion of the channel you are currently watching. The correct settings should already be installed but to check them:-

- MENU button -> SETUP -> RECORDINGS & TIMESHIFT -> TIMESHIFT SETTINGS
- The first heading is the location. Make sure it says something similar to /media/hdd/timeshift as the 'hdd' part will mean it's recording to the right place.
- ENABLE AUTORECORD = NO
- AUTOMATICALLY START = 2 seconds
- SHOW WARNING = NO
- SHOW STATUS = NO
- ACTION ON ZAP = DON'T SAVE
- STOP WHILST RECORDING = NO
- USE TIMESHIFT SEEKBAR = YES
- BUFFER LIMIT [IN HOURS] = 2
- LAST EVENTS LIMIT = 1
- CHECKING FOR OLDER FILES = 15
- CHECKING FOR FREE SPACE = 2GB
- DELETE AFTER ZAPPING = YES
- EVENT BASED = YES
- GREEN button to save

All these settings means that the box will keep 2 hours worth of live TV before deleting and starting again. It will wipe these files every time you change channel and always keep 2GB of free space on your storage device.

Recording settings

Again the correct settings should have already been input but you can check and change them to suit your needs:-

- MENU button -> SETUP -> RECORDINGS & TIMESHIFT -> RECORDING SETTINGS
- Check the default location is /media/hdd/movie to make sure your storage device is being used and not the internal box memory which is too small to record.
- PREFERRED TUNER should be set to AUTO
- I usually set MARGIN BEFORE and MARGIN AFTER (MINUTES) to '1' so that it doesn't record too much either side. It can sometimes cause problems when recording 2 channels at the same time.
- GREEN button to SAVE.

To Check your Internet Connection

The box must always be connected to the internet for it to check your subscription and keep your SKY channels working. You can check your internet connection like this:-

Method 1:-

- BLUE button for QUICK LAUNCH MENU
- Scroll down to NETWORK -> NETWORK INTERFACE -> Press OK
- You should then see various numbers similar to 192.168.1.7 under each heading under CURRENT SETTINGS which means it's connected

Method 2:-

- This will allow you to do a network test.
- MENU button -> SETUP -> SYSTEM -> NETWORK -> DEVICE SETUP
- At the top it will say LAN Connection and a green light next to LINK on the right hand side if everything is working.
- Select NETWORK TEST -> GREEN BUTTON to start
- Green ticks next to everything means it's working but if you get a red cross you'll know where the problem is.
- Press RED button to close and then exit out.

HDMI CEC Settings

Some TVs allow signals to be sent from the box via the HDMI cable so that when you switch the box on or off it does the same to the TV. This is called Consumer Electronics Control (CEC)

- MENU BUTTON -> SETUP -> SYSTEM -> HDMI CEC
- Selected ENABLED to YES and then change PUT TV IN STANDBY and WAKEUP TV to yes before GREEN button to save.

The Timers Menu

There can be some confusion as to what all the different TIMERS do. This section will try to deal with the various options.

From LIVE TV press the MENU button. The 3rd option down is the TIMERS menu. Press this to bring up the 4 Timers:-

1. Timers
2. Power Timers
3. Cron Timers
4. Auto Timers

Timers

Timers is a difficult section to explain. When you set a Series Link following the method set earlier in this guide it will save all your options to the Auto Timers section. When the auto timer detects an upcoming program to record it will show it in the timers section. This can therefore be useful if you want to delete a program that will be recorded either that day or the next without effecting the series link.

Power Timers

Useful if you want your box to go in to standby after a few hours to save energy and keep it from getting too hot. Can also be used to put the box in Deep Standby which means it will completely boot up when you switch it back on.

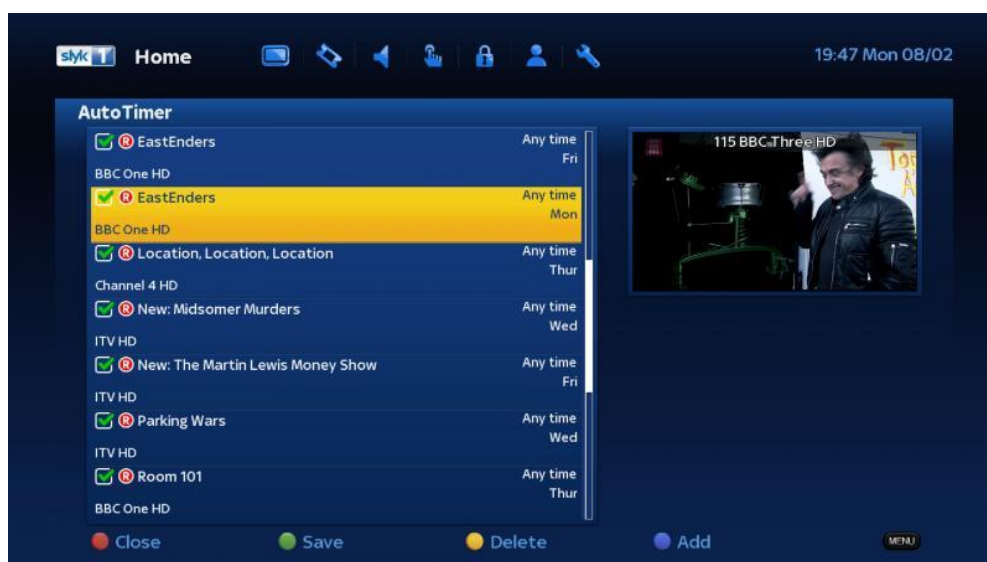
- MENU BUTTON -> TIMERS -> POWER TIMERS
- GREEN Button to Add
- Timer Type = AUTO STANDBY
- Sleep Delay = How long in minutes before it switches off (150)
- Repeat Type = Repeated
- Restrict the active time range = NO

GREEN Button to save

Cron Timers

For Advanced Users only. These timers run lines of code used to update various advanced settings and options.

Auto Timers



Auto Timers is where your 'series link' information will be. If you follow the section RECORDING A SERIES explained at the beginning of this guide the TV show will appear here. Basically Auto Timers will search the EPG for the show you want to record (usually for today or the day after). When it finds a show it moves it to the Timers menu to record later on.

- To stop a series link just select your show and press YELLOW button to delete it. Just select the option 1 to delete all timers generated by autotimer as well.
- If you highlight a show and press the OK button it will bring up the settings for that timer. The only one I tend to use is the 'Enabled' setting which can be selected to 'no' to temporarily disable the timer without deleting it. Press the GREEN button to save and you will noticed the green tick has gone from the show whilst it's disabled.

Adding a New USB/Hard Drive

All boxes should come with a USB storage device as standard. It allows you to store the channel EPG data (TV listings) and record TV programs. Some suppliers will only provide an 8GB which won't let you record much. If you want to upgrade to a larger USB device or get an even bigger hard drive then follow the guide below. Some people suggest getting an external HDD that is powered from the mains rather than through the USB port. This just means that your ZGemma box isn't having to power the HDD as well. Some sources say it puts more strain on the box having to power the HDD as well although there is no evidence to suggest this actually causes any issues and many people run USB powered HDDs with no issues.



1. Hold the POWER button on the remote for 3 seconds and select DEEP STANDBY. Then insert your USB or HDD cable into the rear USB socket of your ZGemma.
2. Press the POWER button on the remote to turn the ZGemma back on. The front of the box will say "BOOT" and then scroll through some numbers up to 100%.
3. Press the BLUE button on your remote control to open quick launch menu and navigate to "Harddisk Setup" at the bottom of the page. Press right and highlight Initialisation and press OK.
4. Select the new drive you have inserted from the list and press OK and then 'ok' to initialise (this will erase anything saved on the drive). The process will run automatically and set it up for you.
5. You can check it has been successful by going to DEVICE MANAGER (BLUE button – MOUNTS – DEVICE MANAGER) which should show the name of your storage device and size.
6. Hold down POWER button on your remote and select RESTART.
7. Now follow the section below to create a swap file as well.

SWAP Files

Now you need to create a “SWAP file”. This is a small section on your storage device reserved for your Zgemma box to help free up memory and allow it to run a bit quicker. You should always create a SWAP file after installing a new storage device.

You can check that you have a SWAP file by starting from live TV.

- Single press the RED button.
- Select PLUGINS – SWAP MANAGER
- It will show a green tick, SWAP size (should be 256mb) and show the status as ACTIVE.

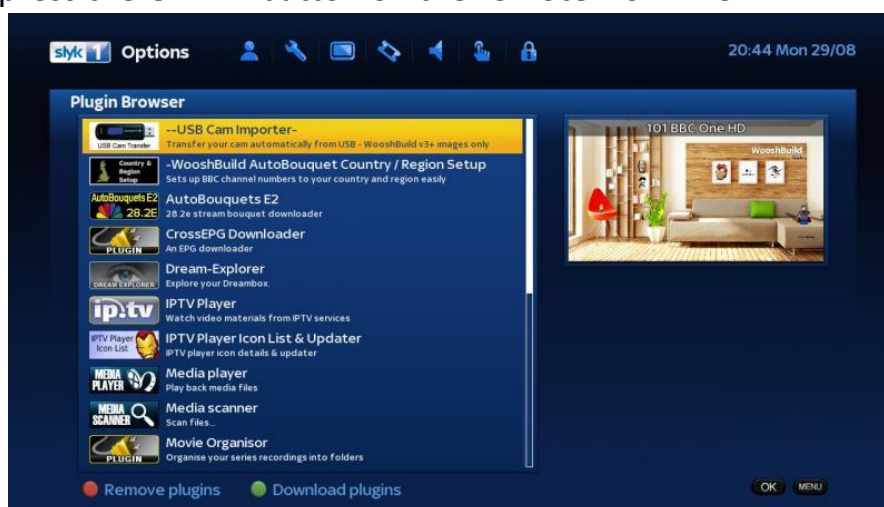
To create one:-

- Single press the RED button from Live TV.
- Select PLUGINS – SWAP MANAGER
- GREEN button to create – OK button
- Highlight 256mb and press OK.
- Text will say “please wait while creating swap file”
- After a few minutes the text at the top of the window will change to “Enable SWAP at startup”.
- Press RED button to ACTIVATE and the status should turn to green and say ACTIVE.
- Press YELLOW button to AUTOSTART.

Importing Your “Line/Gift” Subscription

You “Line” is a line of coding or text that allows the ZGemma to decode the satellite signal to watch encoded channels. Sky have managed to block a huge number of these channels permanently but your subscription will still work on a small number of channels such as a few documentary ones and BT Sports.

1. Using the guide above put the box in to STANDBY. You Line/Gift supplier has probably emailed you a file with you gift. You need to load this on to a spare USB and put this in the front port of your ZGemma.
2. Power the box back on.
3. Single press the GREEN button on the remote from live TV.



4. This will bring up the PLUGIN BROWSER and you need to select USB CAM IMPORTER and press OK.
5. Select IMPORT A LINE OR VIEW IT'S CONTENTS
6. You then need to select the name of your USB stick and choose the file to import.



7. The most common file name for a line/gift is NEWCAMD.LIST. You can then press OK to import the file or GREEN button to view the coding.
8. After the import is done you will need to remove your USB stick from the front and restart the box.
9. There is also a method to add lines without the need for a USB stick but this is a bit more technical and won't be detailed in this guide.