

## TROUBLESHOOTING

If any problems are encountered when operating the decoder, make use of the following guidelines to assist in solving the problem. The decoder will automatically detect and diagnose many decoder and transmission related problems. Where possible, the errors will be communicated via messages on the TV screen and/or the decoder display panel.

Locate either the corresponding error number and message or the description of your problem in the troubleshooting table and follow the advice provided.

If you have tried the appropriate remedy and still have difficulty in operating your decoder, please call the appropriate helpline.

Troubleshooting			
Decoder Front Panel	Message or Display on TV Screen	Possible Cause	Remedies
---	Any menu is displayed	Normal operation. The decoder is in menu mode	Press the Menu button to return to normal viewing
Blank	Blank screen (TV is switched on)	No mains power to decoder	Ensure that the mains lead for the decoder is securely plugged into a mains supply outlet and that the mains switch is ON
Small Green Dot	Blank screen (TV is switched on)	Normal operation. The decoder is in standby mode	Press standby on the RCU to return to normal viewing
No small flashing Green Dot when a button on the RCU is pressed	Any	RCU does not work	Check if the RCU batteries are inserted correctly Replace the batteries and test again
		No Audio / Noisy Audio	Check PAL I/BG setting
Any number	Terrestrial channel	Incorrect TV channel selected to view the decoder	On the TV, select the channel allocated to the decoder
	Incomplete video recording - a portion of a satellite service has not recorded	You have switched the decoder to standby mode or to a different service while you were recording	Do not make any adjustments or selections with the RCU while recording
---	Interrupted video recording - Menus or other text appear on a recorded satellite programme, or the sound level fluctuates	You have pressed a button on the RCU while recording	Do not make any adjustments or selections with the RCU while recording
Blank	Security Check screen followed by Program Blocking Menu	You have not entered the correct blocking PIN code	Refer to the section dealing with Program Blocking in this manual. If you have forgotten your PIN code contact the Service Provider
Any number	Programme at incorrect Program Blocking level	You have set your Program Blocking function incorrectly	Refer to Program Guidance menu
3 Flashing dashes and Error Dot (red)	TV picture breaks up and eventually "NO SIGNAL" banner is displayed	Heavy thunderstorm is in progress and the signal is affected	Wait until the storm subsides
Any number	Moving lines	Faulty installation	Check the UHF antenna installation and connections Retune the TV to the decoder Change the decoder output channel and retune the TV to the decoder
Three flashing dashes and Error Dot (red)	"NO SIGNAL" or "SEARCHING FOR SIGNAL AT 12517 MHZ"	Faulty installation Signal problem Heavy rain ( Normal operation will resume as soon as the rain subsides)	Check, repair or replace cables Check decoder installation settings Realign the dish Replace with an approved model dish Call the Service Provider
Error Dot (red)	E03 CA Module Failure	The CAM is malfunctioning	Call the Service Provider

## Troubleshooting

Decoder Front Panel	Message or Display on TV Screen	Possible Cause	Remedies
Error Dot (red)	E04 Please insert Smart Card	The Smart Card is not inserted	Reinsert Smart Card Call the Service Provider
Error Dot (red)	E05 Unknown Card	The Smart Card is not applicable to this system	Reinsert the Smart Card Call the Service Provider
Error Dot (red)	E06 Smart Card Failure	The Smart Card is damaged.	Call the Service Provider
Error Dot (red)	E07 Checking Smart Card	The decoder is briefly checking the Smart Card	If after 30 seconds the message is still displayed, reinsert the Smart Card Call the Service Provider
Error Dot (red)	E08 CA Module Failure	The CAM is malfunctioning	Call the Service Provider
Error Dot (red)	E09 CAD EEPROM error	The Smart Card is malfunctioning	Reinsert the Smart Card Call the Service Provider
Error Dot (red)	E11 Updating CAD EEPROM	The decoder is briefly checking the Smart Card	If after 60 seconds the message is still displayed, reinsert the Smart Card Call the Service Provider
Error Dot (red)	E12 CAM failure	The CAM is malfunctioning	Call the Service Provider
Error Dot (red)	E13 CAM failure	The CAM is malfunctioning	Call the Service Provider
Error Dot (red)	E14 Service is currently scrambled	There is a problem with the transmission	Wait for resumption of transmission
Error Dot (red)	E15 Smart Card error	Smart Card damaged	Call the Service Provider
Error Dot (red)	E16 Service is currently scrambled	Access to service denied	Call the Service Provider
Error Dot (red)	E17 Service is currently scrambled	Access to service denied	Call the Service Provider
Error Dot (red)	E18 Unknown card	The Smart card is not applicable to this system	Insert the correct Smart card Call the Service Provider
Error Dot (red)	E19 Service is currently scrambled	Access to service denied	Call the Service Provider to renew subscription
Error Dot (red)	E20 Service is currently scrambled	Access to service denied	Call the Service Provider
Error Dot (red)	E21 Service is currently scrambled	Access to service denied	Call the Service Provider
Error Dot (red)	Event purchased		
Error Dot (red)	Preview period		
Error Dot (red)	E24 Service is currently scrambled	Access to service denied	Call the Service Provider
Error Dot (red)	E25 Event already purchased	Attempt to re-purchase an event	
Error Dot (red)	E26 Event for sale - cheap	Special of the day	
Error Dot (red)	E27 No further purchases possible	Event limit reached	Call the Service Provider
Error Dot (red)	E28 Credit limit reached	Entitlement Credits in Smart Card exhausted	Contact the Service Provider to add extra credits
Error Dot (red)	E30 Service is currently scrambled	Access to service denied	Call the Service Provider
Error Dot (red)	E31 Service is currently scrambled	Access to service denied	Call the Service Provider
Error Dot (red)	E32 Service is currently scrambled	Access to service denied	Call the Service Provider
Error Dot (red)	E34 Service is currently scrambled	Access to service denied	Unplug and reinsert CAM Call the Service Provider
Error Dot (red)	E35 Service is currently scrambled	Access to service denied	Call the Service Provider

## Troubleshooting

Decoder Front Panel	Message or Display on TV Screen	Possible Cause	Remedies
Error Dot (red)	E37 Service unknown	System error	Call the Service Provider
Error Dot (red)	E38 Service is not currently running	The service is being used for a special event	Consult the EPG
Error Dot (red)	E39 Locating service	The decoder is busy locating a service	Wait briefly while service is located
Error Dot (red)	E40 IRD memory full	System error	Call the Service Provider
Error Dot (red)	E41 Service is not currently available	The programme has been blocked by means of Program Blocking	Reassign blocking level
Error Dot (red)	E42 Parental Control Lock	The service has been blocked	Reset blocking level if required
Error Dot (red)	E45 Service not allowed	The satellite dish is not receiving a signal	Check that the satellite frequency has been correctly set Check the installation Call the Service Provider
Error Dot (red)	E46 Reading satellite information		
Error Dot (red)	E47 No soundtrack available	An unavailable language has been selected	Select an available soundtrack
Error Dot (red)	E49 LNB Overload detected	Installation faulty	Check installation for short circuits Consult dish installer
Error Dot (red)	E50 No Services available		
Error Dot (red)	E53 Incorrect PIN		
Error Dot (red)	E54 IPPV OK		
Error Dot (red)	E55 No event information found		
Error Dot (red)	E56 CAM not compatible		
Error Dot (red)	E64 Invalid tuning parameters		