

Trouble Shooting**Tel: +86-21-2730 9851**

There may be various reasons for the abnormal operation of the receiver. Check the receiver according to the procedures shown below.

If you can not solve the problem even after referring this trouble shooting, please contact the dealer. Don't open the receiver cover. It may cause a dangerous situation.

Symptom	Cause	Remedy
The front panel doesn't display any message	The power cord is not plugged in.	Check that the power cable is plugged in to the wall outlet.
No picture or sound	Wrong connection of the Audio/Video output of the receiver to TV.	Connect the Audio/Video output of the receiver to TV correctly
	Wrong connection of the satellite antenna	Correct the antenna cable correctly
	No or bad signal message appears.	Check other device connected between LNB and the receiver, or adjust the antenna position.
	Audio muting	Press the MUTE button
	TV power off	Turn TV on.
No picture	The receiver can't receive the signal	Check the antenna cable, replace the cable, or connect the cable to the receiver tightly.
	Incorrect values of some tuner parameters.	Set the values of tuner parameters correctly in the Installation menu.
No or bad signal	The satellite dish is not pointing at the satellite	Adjust the dish
	Signal too strong.	Connect the signal attenuator to the LNB input.
	Satellite dish is too small	Change to a larger dish.
	The LNB is faulty	Change the LNB
You have forgotten your PIN number		Connect your dealer, and the reset your receiver.
The remote controller does not operate.	The batteries of the remote controller are not inserted or exhausted.	Check whether the batteries are inserted correctly in your remote controller. Check and replace the batteries of the remote controller.
Poor picture quality; Less channels in scanning.	Low LNB power or signal loss in cable	Change the LNB power in dish set up menu to 14v/19v.