

Chapter 5

Reference

TROUBLESHOOTING TABLES

Use these tables if you have problems using the system *before* calling the Customer Service Center. Many problems arise from misunderstandings of how the system works, especially when you are just becoming familiar with it. These tables cover many problems, usually with a simple solution for each one. To solve a particular problem, do the following:

1. Review the section in this *Guide* that relates to the problem.
2. If you cannot find a solution, then find the section in the following tables that relates to the problem.
 - Read the *What's Happening* column until you find the problem.
 - Read the information in the *Possible Reason* column.
 - Try each of the suggested solutions in the *What to Do* column.
3. For more information, call the Customer Service Center at 1-800-333-DISH (3474).

Note: Before calling the Service Center, have ready the date of purchase and either your customer account number, the receiver conditional access number, or the receiver model number. Display the *Important System Information* menu to find these numbers (See *Ordering your Programming* on page 2). Also, write down any error messages that the receiver displays on the television screen.

ON-SCREEN MESSAGES

This table describes some on-screen messages in the order of their *message numbers*. Find the message number in the upper right corner of the message displayed on your TV screen, and then find the matching number in this table.

Message Number	Possible Reason	What to Do
001	<ul style="list-style-type: none"> There may be a problem with the multi-dish switch. 	<ul style="list-style-type: none"> Check the coaxial cables and their connections to and from the multi-dish switch. Make sure that all required cables are in place, and check that all cable connections are tight and dry (for outdoor cables). If this does not work, call the Customer Service Center for help.
002	<ul style="list-style-type: none"> Heavy rain, snow, or cloud cover may be interfering with transmission of the satellite signal, or there may be other interference. 	<ul style="list-style-type: none"> Note the local weather conditions. Remove any snow or other debris which may have collected on the satellite dish. Make sure that the satellite dish has a clear line of sight to the satellite. Check whether branches or leaves have grown into the line of sight. Make sure that the satellite dish is aimed at the satellite. Check the strength of the signal using the Point Dish/Signal menu. Consult your installer to re-aim the dish, if necessary, to obtain the strongest possible signal.
003, 004	<ul style="list-style-type: none"> The wrong type of coaxial cable may be used in the system, or the cable run length may be too long. Or, there may be a problem with the multi-dish switch. 	<ul style="list-style-type: none"> Make sure the system uses RG6 coaxial cable; if not, call your dealer or installer. Check the dish-to-receiver cable run length; if it is over 100 feet, call your dealer or installer. Check the coaxial cables and their connections to and from the multi-dish switch. Make sure that all required cables are in place, and check that all cable connections are tight and dry (for outdoor cables). If this does not work, do the Check Switch test.
005	<ul style="list-style-type: none"> The receiver may not yet have been authorized. The satellite dish may have moved so that it is no longer picking up the satellite signal. The cable connections may have loosened or have moisture inside. There may be an interruption of the satellite signal. 	<ul style="list-style-type: none"> If you have authorized the receiver, wait a few minutes to see if the message is removed. Make sure that all required cables are in place, and check that all cable connections are tight and dry (for outdoor cables). Make sure that the satellite dish has a clear line of sight to the satellite. Check whether branches or leaves have grown into the line of sight. Check that the Signal Strength bar in the Point Dish/Signal menu is green and displays the word Locked. If not, contact your installer to re-aim the satellite dish. If you have not authorized the receiver, call the Customer Service Center for help.
006	<ul style="list-style-type: none"> The receiver may not be connected to an active telephone line. The credit limit may have been suspended. 	<ul style="list-style-type: none"> You <i>must</i> connect the receiver to an active telephone connection at all times. If you install two or more receivers, you <i>must</i> connect <i>each</i> receiver to an active telephone connection at <i>all</i> times. Review your pay per view purchases to check the credit limit.
008	<ul style="list-style-type: none"> Maybe the receiver is connected to a DSL (Digital Subscriber Line) phone line. 	<ul style="list-style-type: none"> Install a DSL filter between the receiver and the telephone wall jack. You can obtain the filter from your DSL provider.
011, 012	<ul style="list-style-type: none"> Viewers in specific areas are prohibited from watching certain programs. <i>For example</i>, viewers who live close to a particular football stadium may be prohibited from watching football games that are played in that stadium. 	<ul style="list-style-type: none"> Remember that the program providers specify which programs are “blacked out” for which viewers, <i>not</i> DISH Network™.

Message Number	Possible Reason	What to Do
013, 014	<ul style="list-style-type: none"> You may have tried to tune to a program on a channel which you have not bought. 	<ul style="list-style-type: none"> You <i>must</i> buy a channel <i>before</i> you can tune to a program on that channel. Call the Customer Service Center to buy the channel, or if you believe this message was displayed by mistake.
015	<ul style="list-style-type: none"> You may have just plugged in the receiver, and it is acquiring the satellite signal. Or, the receiver may have temporarily lost the signal. 	<ul style="list-style-type: none"> Wait a few minutes to see if the message is removed. Make sure that all required cables are in place, and check that all cable connections are tight and dry (for outdoor cables). Make sure that the satellite dish has a clear line of sight to the satellite. Check whether branches or leaves have grown into the line of sight. Check that the Signal Strength bar in the Point Dish/Signal menu is green and displays the word Locked. If not, contact your installer to re-aim the satellite dish.
018	<ul style="list-style-type: none"> The receiver may not be connected to an active telephone line. The credit limit may have been exceeded. 	<ul style="list-style-type: none"> You <i>must</i> connect the receiver to an active telephone connection at all times. If you install two or more receivers, you <i>must</i> connect <i>each</i> receiver to an active telephone connection at <i>all</i> times. Review your pay per view purchases to check the credit limit. Call the Customer Service Center for help checking the credit limit, and/or to get authorization to make a purchase.
022	<ul style="list-style-type: none"> The receiver may not yet have been authorized. The satellite dish may have moved so that it is no longer picking up the satellite signal. The cable connections may have loosened or have moisture inside. There may be an interruption of the satellite signal. 	<ul style="list-style-type: none"> If you have authorized the receiver, wait a few minutes to see if the message is removed. Make sure that all required cables are in place, and check that all cable connections are tight and dry (for outdoor cables). Make sure that the satellite dish has a clear line of sight to the satellite. Check whether branches or leaves have grown into the line of sight. Check that the Signal Strength bar in the Point Dish/Signal menu is green and displays the word Locked. If not, contact your installer to re-aim the satellite dish. If you have not authorized the receiver, call the Customer Service Center for help.
026	<ul style="list-style-type: none"> The receiver may have temporarily lost the satellite signal. 	<ul style="list-style-type: none"> Wait a few minutes to see if the message is removed. Make sure that all required cables are in place, and check that all cable connections are tight and dry (for outdoor cables). Make sure that the satellite dish has a clear line of sight to the satellite. Check whether branches or leaves have grown into the line of sight. Check that the Signal Strength bar in the Point Dish/Signal menu is green and displays the word Locked. If not, contact your installer to re-aim the satellite dish.
028	<ul style="list-style-type: none"> The receiver may need to get new software before you can use it to order pay per view programs. 	<ul style="list-style-type: none"> Turn the receiver off. Doing this allows the receiver to "download" new software via the satellite signal. The download may take several minutes; do <i>not</i> disturb or unplug the receiver during this time. When the download is done, you will be able to use it to order pay per view programs.
032	<ul style="list-style-type: none"> You may have tried to set a <i>VCR Event Timer</i> without having set up the receiver to control the VCR. 	<ul style="list-style-type: none"> You <i>must</i> set up the receiver to control the VCR <i>before</i> you can set a <i>VCR Event Timer</i>. See the <i>Using the System</i> for instructions.
059	<ul style="list-style-type: none"> You may have tried to close an installation menu without having done the Check Switch test. 	<ul style="list-style-type: none"> If your setup includes a multi-dish switch, you <i>must</i> do the Check Switch test.
060	<ul style="list-style-type: none"> You may have aimed the satellite dish at one satellite, but selected the option for another satellite on the Point Dish/Signal menu. 	<ul style="list-style-type: none"> Make sure that you have selected the option for the right satellite on the Point Dish/Signal menu. Make sure that the cable(s) for the satellite you have selected are connected to the LNBF that receives signals from that satellite. Re-aim the satellite dish at the right satellite.

Message Number	Possible Reason	What to Do
061	<ul style="list-style-type: none"> You may have set up the receiver to accept a transmission (a "download") of the latest operating software via the satellite signal. 	<ul style="list-style-type: none"> It is <i>very</i> important for the receiver to get the latest operating software, so let the receiver do so. The "download" may take several minutes. <i>Do not</i> disturb or unplug the receiver during this time.
074	<ul style="list-style-type: none"> The receiver gives you three chances to enter the correct password. If you fail to do so, the receiver "times out" and will not allow you to try again for several minutes. 	<ul style="list-style-type: none"> Wait a few minutes and then try again to enter the password. Note: The "time out" feature is designed to prevent someone from trying password after password until he or she happens to guess the right one and so gains unauthorized access to the receiver.
078, 079, 080	<ul style="list-style-type: none"> You may not have connected the receiver to an active telephone line. Or, the telephone line may be defective. Maybe the receiver is connected to a DSL (Digital Subscriber Line) phone line. 	<ul style="list-style-type: none"> Connect the receiver to an active telephone line. Make sure that the telephone line to which you connect the receiver is working properly. Note: To be able to order pay per view programs, you <i>must</i> keep the receiver connected to an active telephone line at all times. If your setup includes more than one receiver, this applies to <i>each</i> receiver. The receiver uses the telephone line to make toll-free calls, usually in the middle of the night, to send information to the Customer Service Center. Install a DSL filter between the receiver and the telephone wall jack.
093	<ul style="list-style-type: none"> You may have set up the receiver to reset itself back to the "factory defaults," <i>that is</i>, the settings it had when it was shipped from the factory. 	<ul style="list-style-type: none"> If you want to reset the receiver to its factory default settings, select the Yes option. If not, select the No option.

DISHPRO TWIN LNBF

What's Happening	What's Wrong	What You Can Do
When you run Check Switch, you do not see "Twin" identified as a Device or LNB. All entries show "X"s.	<ul style="list-style-type: none"> The DishPro Twin LNBF may not be properly connected. Cables may be too long, over 200 feet. Cables may not be rated for 2150 MHz. You may have DishPro Adapter installed on a DishPro receiver. May have a non-DishPro switch or LNB or incompatible accessory device* in the system. 	<ul style="list-style-type: none"> Check all cable connections in your system and run Check Switch again. Make sure cable length between receiver and DishPro Twin does not exceed 200 feet. Rerun check switch. Make sure cable is rated for 2150 MHz. Rerun check switch. Remove the DishPro Adapter; this device is only for non-DishPro receivers. Rerun check switch. Remove any non-DishPro switches/LNBs or incompatible accessory devices* from the system. All LNBs and switches must be DishPro. Rerun check switch.
When you run Check Switch, you see "Twin" identified as the Device/LNB and Satellite shows "Conn" but you do not see "Satellite Reception Verified".	<ul style="list-style-type: none"> The DishPro Twin LNBF is connected but no satellite signal is present. 	<ul style="list-style-type: none"> Check the point dish/signal screen to confirm you have satellite signal. If not, check your dish antenna to ensure the DishPro Twin is installed properly, the dish is pointed/peaked on the satellite signal and there is nothing blocking the signal path to the dish. Rerun check switch.
When you run Check Switch, you see "Satellite Reception Verified" but you see "Feed" instead of "Twin" identified as the Device/LNB.	<ul style="list-style-type: none"> The DishPro Twin is connected but something in the system may be blocking the switch commands. 	<ul style="list-style-type: none"> Check the cable path between the DishPro Twin and the receiver and remove any incompatible accessory devices*. Rerun check switch.

What's Happening	What's Wrong	What You Can Do
When you run Check Switch, you do not see "Twin" identified as a Device or LNB, but odd transponders are detected only on one satellite.	<ul style="list-style-type: none"> You may have DishPro Adapter installed on a DishPro receiver. May have a non-DishPro switch or LNB in the system 	<ul style="list-style-type: none"> Remove the DishPro Adapter; this device is only for non-DishPro receivers. Rerun check switch. Remove any non-DishPro switches/LNBs from the system. All LNBs and switches must be DishPro. Rerun check switch.
When you run Check Switch, you see "Twin" identified as the Device/LNB but you only have signal confirmed from one satellite.	<ul style="list-style-type: none"> The DishPro Twin LNBF is connected but the dish may not be pointed to receive signal from both 110 and 119 satellites. 	<ul style="list-style-type: none"> If the check switch summary screen shows "119 W" on Dish Input 2, you need to point you dish 9 degrees to the east and repeak your dish. Rerun check switch. If the check switch summary screen shows "110 W" on Dish Input 1, you need to point you dish 9 degrees to the west and repeak your dish. Rerun check switch. Make sure the skew setting is correct for a Dish 500 installation at your zip code. Rerun check switch.
When you run Check Switch, you see "Twin" identified as a Device or LNB, but only odd transponders are detected.	<ul style="list-style-type: none"> Cables may not be rated for 2150 MHz. 	<ul style="list-style-type: none"> Make sure cable is rated for 2150 MHz and all accessory devices are compatible. Rerun check switch.
Getting receiver messages that signal is lost or being acquired	<ul style="list-style-type: none"> Check the weather conditions to see if heavy rain or snow could be temporarily block the signal. Check for any obstructions in way of the dish like new growth on trees 	<ul style="list-style-type: none"> Wait for weather to clear up and restore signal. Clear obstructions from the signal path.

* Compatible accessory devices must pass 2150 MHz signals, 22 KHz signals both directions (per DiSEqC 2.0 specifications), and pass DC power.

USING THE REMOTE CONTROL

What Is Happening	Possible Reason	What to Do
You cannot find the remote control.	<ul style="list-style-type: none"> N/A 	<ul style="list-style-type: none"> Use the receiver front panel Control Buttons to control the receiver until you find the remote. If the remote control is permanently lost or too damaged to use, call the Service Center to order a replacement.
When you press a button on the remote control, the receiver does not do what you expect.	<ul style="list-style-type: none"> The remote control may be missing batteries, the batteries may be incorrectly placed in the remote, or the batteries may be weak or dead. The remote control address may be incorrect. 	<ul style="list-style-type: none"> If the batteries are missing or dead, insert fresh AAA-size batteries. If the remote has fresh batteries, check whether they are placed according to the label diagram. If not, remove them and place correctly. If you are using a DISH Netwrok 4-service database remote control unlike the remote control which came with your receiver, open the Important System Information screen and press the RECORD button on your remote control.
When you press the remote control Power button to turn the receiver ON, the receiver front panel Power light does not light up.	<ul style="list-style-type: none"> Other lights are too bright. Remote control not operating properly or the batteries are weak or dead. The receiver power cord not plugged into a power outlet, or there may be a problem with the power. 	<ul style="list-style-type: none"> Try other remote control buttons to see if the receiver is responding. Replace the remote batteries with fresh ones. Check that the receiver power cord is not damaged, and that the plug is inserted correctly into the outlet.

HEARING A PROGRAM

What Is Happening	Possible Reason	What to Do
The receiver front panel Power light is on and there is a good picture on the TV set, but you do not hear any sound.	<ul style="list-style-type: none"> You may have muted the sound, or set the volume so low that you cannot hear it. 	<ul style="list-style-type: none"> Check the volume level on the TV or audio device. Turn off the mute or turn up the volume, as required.
You hear a foreign language with a program.	<ul style="list-style-type: none"> You may have set the receiver to an alternate audio language. 	<ul style="list-style-type: none"> Use the Alternate Audio Language menu to select the language that you prefer.

WATCHING A PROGRAM

What Is Happening	Possible Reason	What to Do
The receiver front panel Power light is on, but the TV image: is black (no picture), is frozen, has breakups, has "snow," or shows small squares of various colors.	<ul style="list-style-type: none"> The TV set may not be working properly. If the TV and the receiver are working properly, there may be interference with the satellite signal. The TV may be wired to the wrong input. 	<ul style="list-style-type: none"> Make sure that the TV set is plugged into an electrical outlet. Make sure the outlet has electrical power. Make sure that the TV is turned on. Make sure that the TV is tuned to channel 3 or 4 (whichever works best in your area) and that the receiver modulator setting is set to the same channel as the TV. Make sure that the TV brightness and contrast are adjusted correctly. Make sure that the TV is connected properly to the receiver. Make sure that the TV's text mode and closed captioned features are turned off. Check that the system has been installed correctly. Make sure that all required coaxial cables are in place, and check that all cable connectors are tight and dry (for outdoor cables). Make sure that the satellite dish has a clear line of sight to the satellite. Check whether branches or leaves have grown into the line of sight. Make sure that the satellite dish is aimed at the satellite. Check the strength of the signal using the Point Dish and Signal Strength menu. Consult your installer to re-aim the dish, if necessary, to obtain the maximum possible signal strength. Note the local weather conditions. Heavy rain, snow, or cloud cover may be interfering with transmission of the satellite signal. Remove any snow or other debris which may have collected on the satellite dish.
The receiver front panel Power light is on, and there is a picture on the TV screen, but the picture: has sparkles or is grainy, has a herringbone pattern, lacks color or vertical hold, or wobbles, or looks "washed out" or fuzzy.	<ul style="list-style-type: none"> The TV set may not be working properly. There may be a strong local broadcast on the same channel, or a channel adjacent to the one to which the TV is tuned. There may be interference from other nearby electrical devices (such as cellular telephones, computers, microwave ovens, radios, stereos, or TVs). 	<ul style="list-style-type: none"> Make sure that the TV brightness and contrast are adjusted correctly, and that the TV is working properly. Make sure that the TV is connected properly to the receiver. Check other nearby electrical devices as possible sources of interference. Check that all required coaxial cables are in place. Check for moisture or water leaking into all connections. Dry them out if needed, then seal them with coaxial cable sealant. Check the dish-to-receiver cable run length; if it is over 200 feet, call your dealer or installer.
A "black box" fills almost all of the TV screen.	<ul style="list-style-type: none"> You may have turned on the Closed Captioned feature on the TV, and put that feature into Text mode. 	<ul style="list-style-type: none"> Using the TV remote control and/or menus displayed by the TV (<i>not</i> the receiver remote control or the menus displayed by the receiver), turn off the closed captioned feature.

USING THE MENUS

What Is Happening	Possible Reason	What to Do
You were using a menu, and it suddenly closed.	<ul style="list-style-type: none"> The receiver has a time-out feature that closes any menu after several minutes of no activity. This will discard any changes you have made, but otherwise does no harm to the receiver. 	<ul style="list-style-type: none"> Start over again.

USING THE PROGRAM GUIDE OR THE BROWSE BANNER

What Is Happening	Possible Reason	What to Do
In the Program Guide , some channels have a red background.	<ul style="list-style-type: none"> Red means that you have not bought the program. You <i>must</i> buy a channel before you can tune the receiver to it. 	<ul style="list-style-type: none"> If you want to buy a channel, call the Customer Service Center at 1-800-333-DISH (3474).
You try to display future programs in the Program Guide or Browse Banner , but find you cannot.	<ul style="list-style-type: none"> The Program Guide and Browse Banner can display programs scheduled for an extended, but not unlimited time beyond the present. 	<ul style="list-style-type: none"> Try displaying the Program Guide again later. By that time, it may show programs for the time and date you want. Turn the receiver off for about ten minutes.
You try to display programs that have ended in the Program Guide or Browse Banner , but find you cannot.	<ul style="list-style-type: none"> The Program Guide and Browse Banner can display <i>only</i> programs that have not yet ended. These features <i>cannot</i> display a time earlier than the present. 	<ul style="list-style-type: none"> Contact the program providers for details on past programs.
When you are using the Program Guide or Browse Banner , some channels are missing.	<ul style="list-style-type: none"> You may have applied a Favorite List other than the list named All Chan. You may have set up the Program Guide so that when the receiver is locked, the Guide hides adult channels. If your setup includes a multi-dish switch, you may need to do the Check Switch procedure. 	<ul style="list-style-type: none"> You can change the applied Favorite List while using the Program Guide, by pressing the remote control Guide button. You can choose another custom Favorite List, the All Chan list, which includes all of the channels, or the All Sub list, which includes all subscribed channels. Unlock the receiver for the Program Guide to display adult channels. Do the Check Switch procedure (see the installation instructions for details).

USING LOCKS

What Is Happening	Possible Reason	What to Do
You set a lock (<i>for example</i> , a lock on programs by ratings), but the lock does not take effect.	<ul style="list-style-type: none"> You may not have locked the receiver. 	<ul style="list-style-type: none"> You <i>must</i> lock the receiver to apply any lock that you have set.
You forgot the password, so that you are unable to unlock the receiver.	<ul style="list-style-type: none"> NA 	<ul style="list-style-type: none"> If you forget your password, you will need to speak with a Customer Service Representative. If you have a Personal Identification Number (PIN), you will need to give it to the Customer Service Representative. See page 44 for information on PINs.

CHANGING CHANNELS

What Is Happening	Possible Reason	What to Do
<p>You enter a desired channel number. The channel changes, but the new channel is not exactly the channel you entered. You are scanning up or down through the channels, and the receiver is skipping channels that you know you have bought.</p>	<p>You may have made a mistake entering the channel number, or the channel number you entered may be invalid.</p> <p>If so, the channel displayed is the closest possible to the channel you entered.</p> <p>If you entered the number for a channel that you have not bought, the receiver will change to the channel and allow you to buy the channel or display a message.</p> <p>If a Favorite List other than All Chan is applied, the receiver will skip channels that are not on the applied list.</p> <p>If you have set up the Program Guide to hide adult channels and the receiver is locked, the receiver will skip such channels.</p>	<p>Carefully retry entering the channel number you want.</p> <p>Press the remote control Recall button to return to the previous channel number. Select All Chan as the active Favorite List.</p> <p>Unlock the receiver so that it does not skip adult channels.</p> <p>If you want to buy a channel, call the Customer Service Center.</p>

USING FAVORITE LISTS

What Is Happening	Possible Reason	What to Do
<p>You press the remote Guide button while the Program Guide is displayed. You find that you can apply <i>only</i> the All Chan list or the All Sub list.</p>	<p>If you have not added channels to any custom Favorite List, you will be able to apply <i>only</i> the All Chan list or the All Sub list.</p>	<p>You <i>must</i> add channels to a custom Favorite List <i>before</i> you can apply it.</p>
<p>You try to change the All Chan list or the All Sub list. The receiver displays an ERROR message.</p>	<p>The receiver will <i>not</i> allow you to change the All Chan list or the All Sub list.</p>	<p>Choose another list to change.</p> <p>Note: You <i>can</i> change the All Sub list by changing what channels you buy.</p>
<p>You try to apply an empty Favorite List. The receiver displays an ERROR message.</p>	<p>The receiver will not allow you to apply an empty list.</p>	<p>Choose another list to apply, or add at least one channel to the empty list.</p>
<p>A Favorite List does not show channels that you know you have added to it.</p>	<p>If you have set up the Program Guide to hide adult channels and the receiver is locked, the Favorite List will not show such channels.</p>	<p>Unlock the receiver for the list to show adult channels.</p>

BUYING A PAY PER VIEW PROGRAM

What Is Happening	Possible Reason	What to Do
Someone orders a pay per view program without your permission.	You may have been away from the receiver, and someone else used it.	Lock the purchase of pay per view programs. <i>Remember that you are responsible for all pay per view purchases, whether or not you authorize such purchases.</i> If you lock pay per view purchases, then anyone who wants to order a pay per view program <i>must</i> enter the password.
You find that you are not able to order a pay per view program.	The receiver may not be connected to an active telephone line. The credit limit may have been exceeded.	You <i>must</i> connect the receiver to an active telephone connection at all times. If you install two or more receivers, you <i>must</i> connect <i>each</i> receiver to an active telephone connection at <i>all</i> times. Review your pay per view purchases to check the credit limit.
You find that you are not able to cancel a pay per view program.	You ordered a pay per view program, and then decided not to watch it.	You <i>cannot</i> cancel an order for a pay per view program, whether it was just ordered or ordered earlier.
Your setup includes more than one receiver. You order a pay per view program, but it does not appear via all of the receivers.	You ordered a pay per view program, and want it to be available via all the receivers in your setup.	If you want to watch a pay per view program on TVs connected to up to six receivers, you must <i>order</i> the program for <i>each</i> receiver but you only <i>pay</i> for the program <i>once</i> .

USING THE TELEPHONE FOR VOICE/DATA/FAX

What Is Happening	Possible Reason	What to Do
While you are making a telephone call, you hear "clicks."	The receiver may have tried to call the Customer Service Center to send pay per view purchase information. When the receiver found that the telephone was busy, it automatically disconnected.	You do not have to do anything. You can always use your telephone line, because the receiver automatically hangs up if it finds the line is busy.
The receiver cannot connect to DISH Network.	Maybe the receiver is connected to a DSL (Digital Subscriber Line) phone line.	Install a DSL filter between the receiver and the telephone wall jack.
You pick up the telephone to make a call, but you do not hear a dial tone.	The receiver was calling the Customer Service Center to send pay per view information. When the receiver found that the telephone was busy, it automatically disconnected.	Hang up, and then pick up the telephone again to get a dial tone.
Your computer or facsimile (FAX) machine tries to send a FAX or modem transmission, but fails.	The receiver was calling the Customer Service Center to send pay per view information. When the receiver found that the telephone was busy, it automatically disconnected. The FAX or modem found that there was no dial tone, and cancelled the transmission.	Resend the FAX or modem transmission.
Your computer or FAX machine was receiving a FAX or modem transmission, but an error occurred.	The receiver may have tried to call the Customer Service Center to send pay per view purchase information during the FAX or mode call. When the receiver found that the telephone was busy, it automatically disconnected. This generated "clicks" that caused an error in the FAX or modem transmission.	Have the sender resend the FAX or modem transmission.

USING EVENT TIMERS

What Is Happening	Possible Reason	What to Do
You try to set up an event timer and the receiver displays a message noting that the program is locked.	You <i>must</i> enter the password <i>before</i> you can create an event timer for a locked program.	To be able to set up an event timer for the program, first enter the password.
You try to set up an event timer and the receiver displays a message noting that the program is a pay per view event.	You <i>must</i> order a pay per view event <i>before</i> you can create an event timer for it.	To be able to set up an event timer for the event, first order it.
You try to set up an event timer, but the receiver displays an Error message giving you the option to delete an event timer that was set up earlier.	You already have set up the maximum number of event timers.	To be able to set up a new event timer, delete one of the event timers you set up earlier.
You set up an event timer, but the receiver does not tune to the channel of the program, or does not record the program.	You may have set up a <i>Reminder Event Timer</i> but what you should have set up is an <i>Auto-Tune Event Timer</i> , or a <i>VCR Event Timer</i> .	Remember that a <i>Reminder Event Timer</i> just reminds you that the program is about to start. An <i>Auto-Tune Event Timer</i> reminds you and tunes the receiver to the channel of the program. A <i>VCR Event Timer</i> reminds you, tunes the receiver, and starts the VCR.
You set up an event timer for a program that is repeated (such as a regularly scheduled program), but the timer does not operate for a showing of the program.	You may have set up a timer with an incorrect frequency.	Remember that a <i>Once</i> event timer operates just one time. A <i>Mon.-Fri.</i> event timer operates Monday through Friday on the same channel at the same time. A <i>Daily</i> event timer does the same, Monday through Sunday. A <i>Weekly</i> event timer operates once a week on the same channel at the same time.
You set up an event timer, but the timer does not operate at all.	The program time may have changed so that the event timer overlapped another event timer. The program time may have changed by more than twenty-four hours.	If the receiver is ON and finds an event timer overlap, it will display the Event Timer Scheduling Conflict menu. You <i>must</i> edit or delete one of the overlapping event timers. No event timer will operate if the program time changes by more than twenty-four hours.
You set up a <i>Once</i> event timer, but the timer operates at a time different from what you expect.	The program time changed.	A <i>Once</i> event timer always operates at the actual time of the program.
You stop the operation of an event timer for one showing of a program that is repeated (such as a regularly scheduled program), but the timer operates for the next showing.	Stopping the event timer applies <i>only</i> to the current showing of the program.	To stop all operations of a repeated event timer, you <i>must</i> delete the event timer. Note: The receiver deletes a <i>Once</i> event timer when it operates.
You are testing a VCR code to see if the receiver controls a VCR. The VCR does not do the test.	The VCR may not be turned ON, there may not be a tape inserted, the tape may not be rewound, or the write-protect tab on the tape may have been removed. The code you are testing may not be valid for the VCR.	Make sure the VCR is turned ON, with a blank tape inserted on which you want to record, that the tape is rewound, and that the write-protect tab on the tape is intact. Try another VCR code from the VCR Codes table. The remote control user guide provides this table.