

# ● Error Codes

- **0 of 0 Tuners in Use**

- **Meaning**

- Receiver is in a fail state

- **Cause**

- Cable issues, make sure receivers are activated, hard drive failure

- **Recommended Resolution**

- Check the cable as it could be a MoCa issue
- If not, reboot receiver using front panel Reset button or by unplugging power cord
- Wait for the receiver to reboot and then verify tuners are available

- **002**

- **Meaning**

- Partial Signal Loss

- **Cause**

- Signal loss due to inclement weather
- Misaligned or damaged dish antenna
- Failure of component
- Improperly installed component in signal path

- **Recommended Resolution**

- Using a signal meter, check signal at the receiver location and work back toward the dish antenna
- Check signal at each connection point
- Examine coax cable, connectors and components for proper installation and approved parts
- Correct signal issue at dish antenna

- **004**

- **Meaning**

- Channel Signal Loss

- **Cause**

- This error will appear if there is a problem with the multi-dish switch
- This can also be caused by using incompatible or malfunctioning equipment between the receiver and the switch

- **Recommended Resolution**

- Run a check-switch test on the receiver to verify connectivity to the switch/LNBF and availability of satellites
- Examine coax cable, connectors and components for proper installation and approved parts

- **005**

- Meaning
  - Programming Not Authorized
- Cause
  - Current channel is not authorized on the receiver
- Recommended Resolution
  - Verify the receiver is active on the customer account
  - Confirm the receiver and smart card numbers on the account match the physical receivers
  - Verify desired programming is active by checking OFSC or by contacting the call center
  
- **010**
- Meaning
  - Receiver unable to connect to Internet using internal Wi-Fi
- Cause
  - Incorrect settings or a problem with the Internet connection
- Recommended Resolution
  - Reboot receiver using front panel reset button or by unplugging power cord
  - On the receiver access MENU > SETTINGS > INTERNET > WIRELESS SETUP and verify the desired WiFi network is selected and the password has been entered correctly
  - If this doesn't work, adding a HIC can be beneficial or reset the WiFi settings by pushing INFO > RECAL when in the network diagnosis screen
  
- **013**
- Meaning
  - Authorization
- Cause
  - Programming isn't authorized on the receiver
- Recommended Resolution
  - Verify the equipment is activated in OFS
  - If the receiver is active in OFS contact DASH to verify receiver/smartcard number and programming
  
- **015**
- Meaning
  - Complete Signal Loss
- Cause
  - Signal loss due to inclement weather
  - Misaligned or damaged dish antenna
  - Obstruction blocking satellite signal
  - Failure of component
  - Improperly installed component in signal path
- Recommended Resolution
  - Using a signal meter, check signal at the receiver location and work back toward the dish antenna
  - Check signal at each connection point
  - Examine coax cable, connectors and components for proper installation and approved parts
  - Verify dish antenna is installed and aligned in accordance with installation standards

- **015D**
- Meaning
  - Weather Related Signal Loss
- Cause
  - Receiver is not receiving satellite signal but can still detect the LNBF or switch in the check switch result
- Recommended Resolution
  - Verify satellite signal by running a check-switch test on the receiver and or checking signal with a satellite meter
  - This message is common during a weather related signal event
  - Remove snow from dish antenna when possible or wait for weather event to pass
  
- **019**
- Meaning
  - Authorization
- Cause
  - This message will display if the smartcard is not inserted correctly, the receiver's software is outdated, or the card or receiver's card reader is defective
- Recommended Resolution
  - Confirm the software on the receiver is current
  - Remove the smartcard and check for any damage to the card
  - Reinsert the card into the reader. If this does not resolve the issue, replace the receiver
  
- **021**
- Meaning
  - Authorization
- Cause
  - The smartcard was removed from the receiver, or if there is a problem with the smartcard reader of the receiver
- Recommended Resolution
  - Confirm the software on the receiver is current
  - Remove the smartcard and check for any damage to the card
  - Reinsert the card into the reader. If this does not resolve the issue, replace the receiver
  
- **024**
- Meaning
  - Miscellaneous
- Cause
  - A feature that relies on guide information such as favorites, timers, DVR events etc. is being used and the receiver does not have access to the hard drive
- Recommended Resolution
  - Reset the receiver and attempt a manual guide update
    - If there is error 311 occurring on the receiver as well, the hard drive failure is causing the error
  
- **031**
- Meaning

- Miscellaneous
- Cause
  - Ordering a program that is not available for purchase
  - If the channel is listed as "Off Air" in the guide, this attention message appears when the channel is not scheduled to show programming
- Recommended Resolution
  - Educate the customer that this channel is not currently showing any content so no PPV events can be purchased
- **058**
- Meaning
  - Checkswitch in Progress
- Cause
  - The receiver is performing a checkswitch
- Recommended Resolution
  - Allow the checkswitch to finish and review the results
- **120**
- Meaning
  - Outside Of Viewing Area
- Cause
  - This message is displayed when a customer accesses a Spot Beam channel after moving their receiver to a new location that is outside of the coverage area
  - If they then go directly to a non-DMA channel, they may also get this message
- Recommended Resolution
  - Verify satellite signal by running a check-switch test on the receiver and or checking signal with a satellite meter
  - Explain to the customer that local channels are restricted to certain geographic areas
    - This message is common when a customer moves from one location to another and has not yet updated locals on the account. If this appointment is a DISH mover, contact DASH to ensure the correct locals are on the work order and have the agent send an authorization hit to begin receiving the new locals
  - Confirming the locals are correct on the account is a good best practice on all work orders when this error message appears
- **122**
- Meaning
  - Smartcard Communication Error
- Cause
  - An internal communication failure has been detected
- Recommended Resolution
  - Press "select" on your Remote Control to reset your receiver
  - If resetting the receiver does not work, you'll need to replace it
- **145**
- Meaning

- Connectivity
- Cause
  - This message appears when the customer accesses On Demand without an Internet connection
- Recommended Resolution
  - Connect the receiver to the internet using a direct ethernet connection, WiFi or HIC
- **303**
- Meaning
  - Hard Drive
- Cause
  - The normal initial software download
  - The receiver will update the screen with instructions as it completes this process
  - If the receiver is disturbed, the download process may have to start over again
- Recommended Resolution
  - Allow the receiver to finish downloading software
- **311**
- Meaning
  - Hard Drive Failure
- Cause
  - This message appears when the receiver is unable to mount the hard drive (internally) or the receiver detects a fatal failure
- Recommended Resolution
  - Confirm the outlet providing power is wired correctly
  - To prevent this error ensure the receiver is in a well ventilated area and do not move the receiver while it is plugged in
  - Replace the receiver
- **349**
- Meaning
  - Smartcard Incompatible
- Cause
  - The smartcard inserted could be a past generation that is not compatible or damaged
- Recommended Resolution
  - Check the smartcard number associated with the receiver on the account and confirm whether it matches the number on the smartcard in the slot on the left-hand side of the receiver
  - If the smartcard does not match the receiver number, remove the smartcard from the slot and hold the power button down for 5 seconds until it resets
  - If the smartcard matches the receiver number, remove the smartcard from the slot and hold the power button down for 5 seconds until it resets, then wait for the receiver to come back online and reinsert the smartcard
  - If the error is still occurring, replace the receiver
- **371**
- Meaning

- Programming Not Authorized
- Cause
  - This message appears when tuning to a channel that is not currently a part of the programming authorized on the account
- Recommended Resolution
  - Validate that the customer does not subscribe to this channel
  - Educate the customer on their channel package and how to upgrade if they would like to begin receiving this channel
- **457**
- Meaning
  - The remote has reached the pairing limit
- Cause
  - This message appears when the Dish remote has been paired with 4 or more TVs in a 24 hour period
- Recommended Resolution
  - Wait 24 hours then pair the remote
  - If you need to pair the remote to the TV today, the only resolution is to get a new remote
- **514a**
- Meaning
  - Inactivity Standby
- Cause
  - The receiver is about to go into standby mode due to inactivity
- Recommended Resolution
  - Inactivity standby allows the receiver to take essential software updates
  - The length of time can be increased/decreased based on the customer's preference in the settings menu
  - Turning the inactivity standby off completely is not recommended
- **535**
- Meaning
  - Acquiring Signal
- Cause
  - This message appears when the receiver has lost signal and is in the process of reacquiring
  - This may occur after a reset
- Recommended Resolution
  - Allow the progress to complete to resume viewing
  - If signal is not restored then perform signal path troubleshooting
  - Verify the DISH antenna is installed and aligned in accordance with installation standards
- **536**
- Meaning
  - Local Channels Interrupted
- Cause
  - Local channels temporary outage

- Recommended Resolution
  - Perform all standard signal troubleshooting to ensure installation is functioning normally
  - Validate that there is an outage by checking Compass real time updates or calling DASH
  - Notify the customer that there is an issue outside of their dish installation and service will return after the issue is corrected
- **833**
- Meaning
  - Signal
- Cause
  - Invalid or missing installation summary is detected, a check switch is run during a period of low signal or in a faulty installation, a check switch was not properly run during initial installation
- Recommended Resolution
  - Let the check-switch test complete and follow normal satellite signal troubleshooting including using a satellite meter to verify signal is adequate
  - Inspect coax cable, connections, components and dish antenna for proper installation
- **835**
- Meaning
  - Signal
- Cause
  - The Auto Checkswitch completes and encounters an error
- Recommended Resolution
  - Verify orbitals are being received using a satellite meter
  - If orbitals are missing, check LOS and cable path
  - Run a checkswitch once any issues have been addressed
- **836**
- Meaning
  - Equipment
- Cause
  - This message appears after a check-switch test when the receiver detects fewer satellites than before
  - This message is common when one satellite that was previously available is not detected
    - This can occur when a weather event, obstruction temporarily impact signal or a change in orbitals used at the dish (Arc Swap)
- Recommended Resolution
  - Perform signal path troubleshooting
  - Verify dish antenna is installed and aligned in accordance with installation standards
  - If you are expecting fewer orbitals than originally were on the STB, save the results
- **890**
- Meaning
  - High-bandwidth Digital Content Protection (HDCP)
- Cause

- This message appears when selecting an HD Premium Channel, PPV, VOD, or DishONLINE event to order, AND the customer's TV is NOT HDCP-capable AND they are connected with an HDMI or DVI cable
- Recommended Resolution
  - This is typically caused by out of date firmware on the customer's TV
  - Advise the customer to have the TV firmware updated
  - This can usually be accomplished through the manufacturers website which will have any available firmware updates listed by model number
  - Try a different TV in the customer's home to ensure the receiver is displaying the content
- **908**
- Meaning
  - Remote
- Cause
  - The remote is not in SAT mode
- Recommended Resolution
  - Press the SAT button on the remote to remove this pop up
- **910**
- Meaning
  - Connectivity
- Cause
  - When viewing a program at the same time as it is downloading, this message will appear when the playback catches up with the download progress
- Recommended Resolution
  - Allow the receiver time to build up buffer space again
- **915**
- Meaning
  - Account
- Cause
  - This message is prompted when a customer tries to order a PPV using the remote
- Recommended Resolution
  - Connect the receiver to the internet using a direct ethernet connection, WiFi or HIC
  - If internet is not available the customer can order PPV events through the DISH customer service phone number
- **981**
- Meaning
  - Boot Recovery
- Cause
  - The receiver has detected a failure with the internal hard drive. To prevent this error ensure the receiver is in a well ventilated area and do not move the receiver while it is plugged in.
- Recommended Resolution
  - Allow the receiver to finish the boot recovery process
    - If the receiver doesn't progress, replace the receiver



- Run STBH checking for hard drive failure
- Check electrical with receptacle tester making sure power is okay
- Check cable connections
- Replace receiver
- **1158**
- Meaning
  - Your Wireless Joey is not connected to a Wireless Joey Access Point
- Cause
  - The Wireless Joey and Access Point (AP) have lost the connection due to an installation issue such as a disconnected AP
- Recommended Resolution
  - Unplug AP and Wireless Joey then power on to re-establish connections. Follow on screen instructions to reconnect the Wireless Joey to the AP
  - Reposition AP and Wireless Joey closer together and away from other electronic devices such as routers
  - Verify the Wireless Joey is active on the account and linked to the Hopper
- **1228/875**
- Meaning
  - Connectivity
- Cause
  - This message appears when the customer resets the network in SETTINGS > DIAGNOSTICS > NETWORK
  - Message 875 is the equivalent in other receivers
  - "Hopper is configuring the network to provide Joeys with connectivity. This will briefly disrupt the use of the Joeys and other network access."
- Recommended Resolution
  - Allow the receiver to finish configuring the network
- **1243a**
- Meaning
  - Connectivity
- Cause
  - This message appears when the customer accesses On Demand or another feature that requires Internet connectivity when the receiver is not connected to the Internet
- Recommended Resolution
  - Connect the receiver to the internet using a direct ethernet connection, WiFi or HIC
- **1259**
- Meaning
  - Connectivity
- Cause
  - This pop-up occurs when the receiver is unable to join a Broadband network
- Recommended Resolution
  - Use a different connection method, Ethernet, WiFi or HIC

- **1303**
- Meaning
  - Looking for server/Hopper
- Cause
  - Coax cable to Joey is damaged or incorrectly connected or Joey is not authorized on account
- Recommended Resolution
  - Inspect the signal path starting at the Joey and working back toward the Hub/Node
  - Check all connections and coax cable to verify correct installation of connectors and components
  - Inspect coax cable for damage and replace as necessary
  - Verify the Hopper is correctly connected to Hub/Node
  - For multiple Joey installations, the Joeys can be swapped to test if a particular location is the problem or if the problem follows the Joey
  
- **1304**
- Meaning
  - Broadband Connection Lost
- Cause
  - Poor MoCA Signal
- Recommended Resolution
  - Perform a front panel reset on the Joey and Hopper
  - Ensure the Joey is linked to the Hopper in SETTINGS > WHOLE HOME
  - Inspect the signal path starting at the Joey and working back toward the Hub/Node
  - Some routers can interfere with MoCA signal, to solve this attempt a different broadband connectivity method including installation of a HIC
  
- **1305**
- Meaning
  - Broadband connection lost
- Cause
  - Hopper is disconnected from internet or incorrectly connected. Router is not compatible with Hopper system
- Recommended Resolution
  - Attempt a connectivity method that is different from the current method
  - If a router is not allowing Joeys to connect to a Hopper then the Hopper Internet Connector (HIC) is advised
  
- **1309**
  
- Meaning
  - Joey connection to the Hopper has been lost
- Cause
  - Cabling issues
  - Installation configuration issues

- Network issues
- Recommended Resolutions
  - Check all cable runs for issues, failed components
  - Ensure Client connections are correct
  - Enable Wireless-Ethernet Bridging (WET)
    - IF the router has a setting for WET (many routers may not), this should be ENABLED
  - Increase DHCP Lease Time
    - DHCP Lease Time in the router settings should be set for 24 hours or longer
    - This is often set in minutes, with 1440 minutes equaling 24 hours
  - Disable DHCP when 2 routers are on the same network
    - If there are 2 routers on the network (for instance, the customer has a gateway provided by their ISP and also a mesh Wi-Fi system), disable DHCP on the first router
    - Bridge Mode should also be turned off for the router that you are disabling DHCP on
  - Create a 2nd Subnet
    - Install a 2nd router to create a separate subnet with only the Hopper system connected to it
    - This process is outlined in Receiver Broadband Connectivity
- Best practices
  - Have the customer log in to the router and navigate/change settings themselves
  - Perform a web search for "default username and password" and "router login url" and include the ISP and model of the customer's router in the search
    - This will tell you which IP address/URL to navigate to in the browser in order to log in to their router
    - NOTE: The router login is often set to the default (often "admin" and "password") but may have been changed by the customer
  - NOTE: Changing DHCP, WET, and Bridging settings will vary by router model but are often found in the "Advanced" section of the router settings menu
- **1333**
- Meaning
  - Looking for Hopper
- Cause
  - Joey is not linked to Hopper due to a connection issue or authorization issue
- Recommended Resolution
  - Verify the Joey is active on the customer account
  - Perform a front panel reset on the Joey and Hopper
  - Ensure the Joey is linked to the Hopper in SETTINGS > WHOLE HOME
  - Inspect the signal path starting at the Joey and working back toward the Hub/Node
- **1503**
- Meaning
  - A problem has been detected with the Super Joey
- Cause

- Super Joey and Hopper have different satellite matrices, Super Joey was turned off during Check Switch Test, Cable to Super Joey is damaged or not correctly connected
- Recommended Resolution
  - Restart the Hopper and Super Joey
  - Re-run the check switch on the Hopper
  - Check the signal at the Super Joey with the SAT meter
  - Check the cable configuration making sure it's all hooked up correctly
    - Cable to LNB is connected to the right port
    - Port 1 is on port 1 and port 2 is on port 2
  - Make sure the cable and connectors are approved and in good shape
- **1553**
- Meaning
  - Wireless Joey disconnected from Access Point
- Cause
  - This issue occurs when the Wireless Joey is not connected to the Access Point (AP)
- Recommended Resolution
  - Unplug AP and Wireless Joey then power on to re-establish connections
    - Follow on screen instructions to reconnect the Wireless Joey to the AP
  - Reposition AP and Wireless Joey closer together and away from other electronic devices such as routers
- **1592**
- Meaning
  - Snap component failing
  - Hopper USB port failing
- Cause
  - This issue occurs when the Hopper Snap device is not connected/working or the USB port is not functioning correctly
- Recommended Resolution
  - Replace the Snap, if the error persists replace the receiver
- **2501**
- Meaning
  - HDMI Connection No Longer Working Properly
  - This screen will appear on the Hopper and indicates that you need to move the HDMI connection from the Hopper to the Hopper Plus
- If it does not show after 5 minutes
  - Move HDMI to Hopper Plus, it may be on Android Recovery Screen and will need to be replaced
  - If not on Android Recovery, reboot Hopper and Hopper Plus
    - **Note:** When you reboot the Hopper, the Hopper Plus will automatically reboot
- Recommended Resolution

- In order to exit Hopper Plus mode and the 2501 screen, hold the Black Power Button (not Red Reset) on the front panel until the Hopper reboots
  - It should not return to 2501 when following this process

- **2505**

- Meaning
  - Caused by either connectivity or activation issues
- Recommended Resolution
  - Check if activated and numbers were entered correctly in OFS
  - Check USB cable and connection
  - Reboot Hopper Plus
  - If the Hopper is connected to Wi-Fi and Ethernet, remove one method of connectivity after taking out of Hopper Plus mode. More information in Receiver Broadband Connectivity
  - If these steps do not resolve, red button reset on Hopper

- **3000**

- Recommended Resolution
  - The USB process must be used for ALL new connect installations
  - Receivers are not targeted for IP downloads for new installs (NC)
    - On upgrade work orders, the Download ATV Files button may be used

- **9999**

- Meaning
  - Refresh In Progress
- Cause
  - The User Interface detected that a refresh was needed.
- Recommended Resolution
  - Please wait for the receiver to complete the Refresh

- **Common Issues**

- **Android Recovery Screen**

- If this appears on a Hopper Plus or Joey 4, it will need to be replaced

- **App Issues, Joeys Unlinking, Pixelating/Freezing Video**

- The customer's ISP-provided modem/router may interfere with the Hopper's network connection or MoCA network and cause these symptoms:
  - Pixelating
  - Freezing video
  - Hopper Plus/Joey 4 Unlinking
  - Apps not loading or streaming interrupted
- Verify there is only a single broadband connection
  - If connected to both Wi-Fi and Ethernet, issues may occur with Joeys linking and apps may not work

- Use the steps in the Dual Hopper Broadband Connections page to disconnect Wi-Fi when necessary
- If Voice Search, Streaming Apps, or On Demand is not working, try these steps:
  - Voice search or apps are not working:
    - Reset router and Hopper/Hopper Plus
    - If this does not resolve, the customer's router may be interfering with the connection and a HIC or 2nd Subnet may be needed
  - If the previous steps did not work, Install a HIC or Create a 2nd Subnet:
    - Install a HIC
    - If installing a HIC is not possible, create a 2nd subnet by connecting a second router:
    - Clear the existing Wi-Fi network from settings:
      - Diagnostics > Network > Internet Settings
      - Press INFO > RECALL on the remote
    - Once the second router is connected to their main router, connect the Hopper to the new router
- **Black Screen - Guide & Menus Accessible**
- Meaning
  - Receiver is in a fail state
- Cause
  - Receiver has temporarily malfunctioned
- Recommended Resolution
  - Check the cable and the software to make sure that it is current
  - If so, reboot receiver using front panel Reset button or by unplugging power cord
  - For Joeys, verify that the Joey is linked to the Hopper
  - If this does not solve the issue, check the HDMI
- **Black Screen - No Guide**
- Meaning
  - Guide is incomplete or not showing
- Cause
  - HDMI issue
  - No signal
  - Customer hit cancel download on VIP receiver
  - Customer did not let download happen
  - DVR was set causing download to skip
- Recommended Resolution
  - Run check switch, let guide download, check software version
- **Channel is Missing in Guide**
- Meaning
  - One or more channels are not appearing in the Electronic Program Guide
- Cause
  - Receiver has partial or complete signal loss or programming is not authorized
- Recommended Resolution
  - Verify programming is active on account

- Additionally, verify that the favorites tab is not selected as this will only show the selected channels (not all of the subscribed channels)
- Perform a check-switch test at the receiver location
- Using a satellite meter, check signal at the receiver location and work back toward the dish antenna
- Check signal at each connection point
- Examine coax cable, connectors and components for proper installation and approved parts
- **Factory Test Mode**
- Meaning
  - Receiver in factory test mode
- Cause
  - Receiver was not set to normal operating mode when it left factory
- Recommended Resolution
  - Reset to factory defaults in DIAGNOSTICS > TOOLS > RESET to factory defaults
- **Forced Download Failed**
- If any of the software versions say “Failed” during the Force Download: Restart Hopper and then restart download
- **Google Sign-in Issues**
- Meaning
  - Customer is unable to sign into their Google account on the Hopper or Joey
- Recommended Resolution
  - Wait 10 minutes before rebooting the ATV device
- **Hopper Plus or Joey 4 not Downloading**
- Ready to install Hopper Plus and Joeys Checklist:
- All equipment activated?
- Hopper has the Android software available?
  - Hopper Plus Software Update Process
  - To confirm the latest ATV software, visit the USB Software Updates page
- Hopper is on Live TV?
- Hopper is IP-connected and bridging enabled?
- Verify there is only a single broadband connection
  - If connected to both Wi-Fi and Ethernet, issues may occur with Joeys linking and apps may not work
  - Use the steps in the Hopper Broadband Connections
  - On the Hopper, access Diagnostics > Settings > Network > Internet Settings
  - Press INFO > RECALL
  - Select Clear Settings to disable the wireless connection to the network
- After the above steps are verified but the products are still not downloading, reboot the Hopper Plus/Joey that is having the issues WITHOUT rebooting the Hopper.
  - After these steps, the Hopper Plus may stall at 50% but should continue within 10 minutes
    - Rebooting the Hopper while the Hopper Plus is flashing software may cause failure

- If the issue persists, then reboot the Hopper
- WJ4:
  - Connect an ethernet cable between Hopper and Joey
    - Once WJ4 is connected via ethernet and linked to the Hopper, continue the installation wizard steps
  - Is the orange light on the WJAP staying illuminated?
    - If not, reboot the WJAP
  - If the WJ4 is downloaded but is repeatedly dropping from the WJAP, the customer's router may be interfering with the connection and a HIC or 2nd Subnet may be needed
- If the previous steps have been followed and issues persist, temporarily disconnect the Hopper from broadband
  - Attempt the software update process on the Hopper Plus/Joey 4 again
  - Once the update is complete, reconnect the Hopper to broadband
- **"Invalid" Software during USB Update**
- Meaning
  - Invalid error message displays when performing USB software update
- Cause
  - This is expected and does not cause issues with installation
- Recommended Resolution
  - Current factory software does not recognize the latest software versions on the USB drive
  - Once newer versions of factory software are released, this will be fixed
- **Joey Will Not Activate**
- If the Joey shows not activated in the Install Summary and RCAID has been verified active with dash, exit the install wizard
- To exit Install Wizard: Skip forward > recall > skip forward
  - If the Joey is still not showing activated once out of the Install Wizard, verify it is linked in Whole Home
- **Missing Guide Info**
- Meaning
  - Guide is incomplete or not showing
- Cause
  - No signal
  - Customer hit cancel download on VIP receiver
  - Customer did not let download happen
  - DVR was set causing download to skip
- Recommended Resolution
  - Make sure all channels are selected and not on favorite list
- **No Audio**
- Meaning
  - Video with no Audio
- Cause
  - HDMI
  - Faulty TV speakers



- Check Dolby audio settings on receiver if on turn off or vice versa
- Recommended Resolution
  - Check HDMI, make sure Soundbar is turned on
  - Reset box, try a different channel
  - select different source and see if audio comes out to eliminate TV being the main issue
  - If other source works replace receiver
- **Not Authorized**
- Meaning
  - Not authorized
- Cause
  - Receiver is not active on the account or the customer has unplugged their receiver
- Recommended Resolution
  - Verify receiver is active in OFSC or by calling and confirming with a call center agent, send a "HIT" from OFSC
- **Netflix**
- Meaning
  - Netflix buffers/will not load
- Cause
  - Video is Frozen - Buffering
- Recommended Resolution
  - Verify Hopper/Wally is connected to internet, Run speed check Netflix needs 3Mbps for SD(5Mbps for HD and 25 for 4K). Reset Netflix App. Install a Hopper internet connector.
- **"Playback Failed"**
- Meaning
  - Screen displays "Playback Failed"
- Cause
  - This issue has commonly been observed when the device is connected to the HDMI ARC port on the TV
- Recommended Resolution
  - Until a fix for this is identified, it is recommended to avoid connecting either a Hopper Plus, Joey 4, or Wireless Joey 4 to the ARC port
  - Note: Sound bars can still use the ARC port for audio
  - If the HDMI is not connected to the ARC port and the issue persists, inform the customer this is a known issue, a software fix is expected in the near future, and a reboot will temporarily resolve the issue
- **Receiver Reboots/Turns Off**
- Meaning
  - Receiver reboots or goes into standby
- Cause
  - Hard Drive failure, electrical problems, update or no activity within 4 hours causing stand by
- Recommended Resolution

- Run STBH checking for hardware failure
- Check cable is not damaged and braid is not touching stinger any short in the cable can cause a reboot
- Ask customer when the reboot happens, if reboot happens after an update this is normal
- Go into settings and change update time

- **Receiver Wont Turn on**

- Meaning
  - No power at receiver
- Cause
  - Hard Drive failure, electrical problems
- Recommended Resolution
  - Check electrical with receptacle tester making sure power is on
  - Plug power into another outlet. Verify outlet is not connected to wall switch. Replace receiver

- **Remote Not Pairing to Joey 4**

- Hold button on top of box for 10 solid seconds > Press SAT
- If this does not work, reset the receiver and try again
- Try a different remote
  - **Note:** You may need to replace the receiver if this does not work after multiple attempts

- **Trick Modes (Skip Forward/Back, Rewind/Fast Forward)**

- Customers may experience inconsistent responses when using the trick mode buttons on the remote (fast forward/rewind and skip forward/skip back)
  - Examples:
    - Pressing Skip Forward once or multiple times may not advance in the correct increments of 30 seconds
    - Fast forwarding may jump around and not progress smoothly through the show

- **Software Version P056, P057, P058, P060 in Diagnostics**

- The receiver did not go through the Install Wizard properly
- A Factory Reset will need to be initiated:
  - SETTINGS > DEVICE PREFERENCES > ABOUT > FACTORY RESET