

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
 1. 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:
 1. Clear the existing Wi-Fi network from settings:

- Diagnostics > Network > Internet Settings
 - Press INFO > RECALL on the remote
2. 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:
 - 1. All equipment activated?
 - 2. Hopper has the Android software available?
 - Hopper Plus Software Update Process
 - To confirm the latest ATV software, visit the USB Software Updates page
 - 3. Hopper is on Live TV?
 - 4. 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
 - 1. On the Hopper, access Diagnostics > Settings > Network > Internet Settings
 - 2. Press INFO > RECALL
 - 3. 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