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 occuring 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 inactivty
* 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 preforming 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 connecter.

## **"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