



## TROUBLESHOOTING GUIDE

PROBLEM	SOLUTION
Receiver will not power up	Press the power button Verify power cord is seated in receiver and power receptacle Verify power strip for power Replace receiver
Channel displays screen saver DirecTV logo floating on screen	The screen saver activates after 5 minutes of inactivity- Press select button to remove
Channel displays "searching for satellite" (SFS)	<b>If all channels are SFS</b> Heavy rain or snow in area Wait for weather to clear Turn on dish heater <b>If single channel SFS</b> Reset receiver by pressing the red reset button on front of receiver (located behind access panel) Swap satellite in cable (black coaxial cable) with adjacent receiver If SFS moves to adjacent channel- defective multi-switch If SFS remains on same channel- defective receiver
Channel displays "Not Subscribed"	Press "INFO" button Verify proper DTV channel (upper left corner of screen) Tune receiver to proper DTV channel Reset receiver by pressing the red reset button on front of receiver Call to have receiver reauthorized
Channel displays wrong programming	Press "INFO" button Tune receiver to proper DTV channel Reset receiver by pressing the red reset button on front of receiver
Snowy/distorted picture on one channel	Verify power to modulator (red light on) reset modulator (unplug power cord for 10 seconds) move test TV coax cord to test port on front of modulator Defective modulator
Snowy/distorted picture on lower channels	<b>Reset entire H/E system</b> Locate main surge protector at bottom of right rack- switch to "OFF" wait 10-15 seconds and switch to "ON"
Snowy/distorted picture on higher channels	<b>Locate Mini-Mod chassis</b> Disconnect power cable from back of Power Supply (located on right side of chassis) wait 10-15 seconds and reconnect power cable into back of Power Supply Defective Mini-Mod Power Supply

For further assistance contact

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