

| Error Message | Display on TV Screen | Possible Reasons | Trouble shooting Tips |
|---------------|----------------------|---|---|
| | No Signal | Heavy Cloudy Conditions or Rainfall Dish alignment problem Faulty Cable or Connectors Loose cable connection from Set Top Box | <ol style="list-style-type: none"> 1. Check Weather condition (Problem would be temporary if there is a windstorm, rain or thunderstorm). 2. Please check and remove any obstruction around the STB. 3. Check all cable connections. 4. Restart the Set Top Box by switching power Off and then On. 5. If unable to view Channel 097 (Landing Channel) please call Helpline 93 88 800 800 |
| Error Message | Display on TV Screen | Reason | Trouble Shooting tips |
| Error | No Signal | Heavy cloudy conditions, windy or rains. Dish Alignment problem. Faulty Cable or connector. Loose cable connection from STB | <ol style="list-style-type: none"> 1. Check Weather condition (Problem would be temporary if there is a windstorm, rain or thunderstorm). 2. Please check and remove any obstruction around the STB. 3. Check all cable connections. 4. Restart the Set Top Box by switching power Off and then On. 5. If unable to view Channel 097 (Landing Channel) please call Asianet Digital TV helpline 93 88 800 800 |

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| Error | No Sound/ Video OK | | Check Audio connection. Check TV audio / Mute control. |
| | No Video / Sound Ok | | Check Video connection/ TV |

| Error Message | Error on TV screen | Reason | Trouble shooting tips |
|---------------|--|---|---|
| Error | Initializing – Checking, Frequency | | Check Input Cable is plugged into STB. If not, pls call helpline at 93 88 800 800 |
| Error | Error message on Screen | Reason | Trouble shooting tip |
| Error | Not Authorized. This channel is not subscribed by you (Error :) | Your current subscription does not include this channel. | To add desired channel, top-up and recharge suitably with adequate amounts through online, www.myasianet.in Contact nearest Asianet office Or Franchisee. Or contact helpline At 93 88 800 800 |
| Error | Error message on TV screen | Reason | Trouble shooting |
| | Account is suspended due to low balance | When the Subscriber account has become negative due to not recharging | Please recharge your Asianet Digital TV subscriber account. Keep the STB switched ON for atleast 20 minutes or so after recharge. Pls call 93 88 800 800 for further assistance. |

Troubleshooting tips

Read these troubleshooting tips in case you have a problem using your equipment.
Do check the following before you call us. It is easier than you think.

| Problem | Possible Cause | Action |
|--|---|--|
| No picture, No Sound and no front panel display | Set-Top box is not plugged into the mains or is not switched on. | Check mains connections. Press to ON/OFF button on the front of the STB. |
| No Picture, No Sound but the front panel shows the display. | The receiver is on Standby. | Press on the power button stb on the Remote control to bring the Set-Top box out of standby. |
| No Picture, No Sound but the indication on the front panel of the Set-Top box is correct | <ol style="list-style-type: none"> 1. You are watching TV through your cable operator, Aerial connection or VCD, DVD player. 2. The AV connection are wrong. 3. The connections are right, but the TV is not connected up to external AV source [AV1, AV2 or DVD] 4. The cable connections are may be faulty [damaged, broken] or missing | <ol style="list-style-type: none"> 1. Press the AV button on your remote. 2. Check the AV connection in the STB. 3. Check the TV's AV connection. 4. Check all your connection and consult or call us. |
| Irregular or bad reception | Problem with cable connections. [damaged, broken connection or wires] | <ol style="list-style-type: none"> 1. Check all the connections and cables. 2. Contact customer service. |
| A blank screen comes when you choose some services. | You are watching a encrypted service or program | <ol style="list-style-type: none"> 1. Choose another service or program 2. Contact customer service |

| Problem | Possible Cause | Action |
|---|---|---|
| The remote works with the TV & not with my STB. | 1. You need to reset your remote control. | 1. Press STB on your remote control to control your STB 2. Refer this guide to program your remote |
| The remote control does not operate. | 1. Your STB may be off. 2. There are no batteries or the batteries may have become flat. | Make sure you point your remote directly towards your STB and nothing is between the two. The remote command light on your STB and on your remote control should flash each time you press a remote key. If neither light flashes, check batteries in you remote and if your STB is plugged to mains. |
| I have forgotten my PIN | | Call customer care to have your PIN reset |
| I cannot close the electronic programme guide | | Press  exit key on remote. |

Upgrade your existing Set Top Box to HD box

Turn Smartphone to a remote

Your smartphone doubles up as your remote and your gamepad. Just download the Smart Remote App.