


Error Message	Display on TV Screen	Display on TV Screen	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 0484 4200 800 or by WhatsApp to the WhatsApp Chatbot number 75919 25 925 (Start WhatsApp chat by simply typing 'Hi')
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Error	No Signal	Heavy doudy 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 0484 4200 800 or by WhatsApp to the WhatsApp Chatbot number 75919 25 925 (Start WhatsApp chat by simply typing 'Hi')


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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 0484 4200 800 or by WhatsApp to the WhatsApp Chatbot number 75919 25 925 (Start WhatsApp chat by simply typing 'Hi')
Error	Error message on Screen	Reason	Trouble shooting tips
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 suit ably with adequate amounts through online, mydtv.in Contact nearest Asianet office Or Franchisee. Or contact helpline 0484 4200 800 or by WhatsApp to the WhatsApp Chatbot number 75919 25 925 (Start WhatsApp chat by simply typing 'Hi')
Error	Error message on Screen	Reason	Trouble shooting tips
	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 0484 4200 800 or by WhatsApp to the WhatsApp Chatbot number 75919 25 925 (Start WhatsApp chat by simply typing 'Hi')

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  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.