

Troubleshooting for defects

No Numbers Appearing on Front Panel No Picture / Blue picture appearing	<ol style="list-style-type: none">1- Make sure that the power cord is plugged in correctly2- Make sure the receiver is turned on.3- Check and see if the connections are correct.
Bad Picture	<ol style="list-style-type: none">1- Check the Signal level by pressing on the blue button on the remote control. The dish needs to be redirected if the signal is low. Please contact your dealer or EConet.
No Audio	<ol style="list-style-type: none">2- Check the volume level on the TV set and the receiver.3- Check if the Mute button is pressed.4- Check if the Volume cords are plugged in correctly.
Remote control unit does not work	<ol style="list-style-type: none">1- Aim the Remote Control unit directly toward the receiver.2- Check and or change the batteries, and make sure that nothing is blocking the front panel.
No Signal. A dish sign along with a red X mark appears on the upper left hand of the screen	<ol style="list-style-type: none">1- Check the connection of the Cable between the dish and the receiver.2- Check the signal level if it is extremely low, the problem is either from the dish itself or the LNB. In this case please contact your dealer or EConet.
You do not remember the Pin Code.	<ol style="list-style-type: none">3- Press on the color buttons in sequence "RED-GREEN-YELLOW-BLUE" so that the pin code returns to the factory settings "0000".
Insert Smart Card.	<ol style="list-style-type: none">4- Remove the Smart Card and insert it again correctly "Arrow Up" and in case that did not work you should return the receiver to the company for maintenance
"ECOcrypt" word appears on the screen	<ol style="list-style-type: none">5- Press on the Info blue button to see the signal level:<ol style="list-style-type: none">a- Press on the Scan button to complete the channel search process.b- Disconnect the electric cord from the receiver. Remove the smart card and reinsert it. If the signal level is still low, please contact your dealer or EConet.
"No Access" word appears on the screen	<ol style="list-style-type: none">6- Check the smart card number and the number of the receiver.7- Check to see if the subscription period is correct.8- Request "Direct activation Via SMS"
"No Access other card" appears on the screen	<ol style="list-style-type: none">1- Check to see if the smart card is paired correctly with the receiver; because each receiver has its own smart card. If you have 2 receivers, the smart cards might have been exchanged.
Receiver is turned on but does not change channels	<ol style="list-style-type: none">1- Check if the green light on the screen of the receiver is working each time you press on the remote control unit, if not you should do the following:<ol style="list-style-type: none">a- Change the batteries.b- If the light is working properly, that means there is a short in either the RG6 cable or the LNB. In this case, the numbers are erased from the front screen of the receiver; thus a maintenance team should be sent to fix the cable and or the LNB.
Black picture while the receiver is working	<p>The "Test" Channel might be selected, please select another channel. Please select the AV channel of the TV set.</p>
The receiver does recognize the smart card "Insert other card"	<ol style="list-style-type: none">1- If you have multiple subscriptions then the smart cards might have been exchanged by mistake.2 - In case of one receiver only, then please call EConet immediately.
Frequent disruption of picture	<ol style="list-style-type: none">1- Check the signal level, if it is too low, the dish should be redirected. Please contact your dealer or EConet.2- If the signal level is too high press P.STD so that Pal word appears on the upper right side of the screen.
"System Error" appears on the screen.	<ol style="list-style-type: none">1- Disconnect the power from the receiver. And remove the smart card and reinsert it.2- In case the problem is not resolved:<ol style="list-style-type: none">a- Press on the blue info button to check the signal level, if it is 0%, then a change in the programming of the receiver occurred; therefore, you should reprogram the receiver after you perform a "Factory Reset"b- If that did not solve the problem, this means that there is a malfunction between the cable and the dish, which requires a maintenance call. Please contact your dealer or EConet.
Fewer Channels	<p>Press on the Scan button to search for the missing channels. If that does not solve the problem then:<ol style="list-style-type: none">a- The dish might not be pointed in the right direction in order to receive all the channels, and that requires a maintenance call to readjust the dish in the right direction.</p>

Fewer Channels

b- The LNB might be the wrong one. The problem might be resolved if you check the LNB frequency. To do that you should:
aa- Press Channel Search
bb- Press the Green button to see if all the channels are there (TP001-TP012). Thus adjusting them accordingly.

Too Many Channels

This means that a channel search was done in more than one location (ECONet 3D-ECONet 4D). In this case all the channels has to be erased and reprogrammed after performing a "Factory Reset".
It is normal if the receiver is connected to more than one dish i.e. Hot Bird, Nile Sat.

The Word "No AV" appears on the screen

This means that you have chosen another satellite other than ECONet like Hot Bird or Nile sat channels. In this case you should only select an ECONet satellite; the receiver could be used then with another satellite after getting a picture from ECONet satellite.

Steps used to reprogram the digital receiver:

Press Menu
Press Installation the enter the Pin code "0000"
Press "Factory Reset"
Press OK twice
Press Exit twice
Press Menu again
Press Installation the enter the Pin code "0000"
Press Channel Search, and choose the ECONet where you receive the highest Signal Level.
Press on Sub Text Red button, then the word Network appears.
Press Ok.
After you finish the Channels Search process, press the OK button to confirm your selection, and thus you would have finished the reprogramming procedure of your ECONet Digital Receiver.