

What to do if you are having encryption problems

Blank screen

For this error a complete reboot of the system is required.

A complete reboot involves switching the decoder box off and unplugging the decoder box from the electricity socket. It is not enough to switch off the electricity mains switch. Once the box has been disconnected from its power supply, it should remain so for at least 15 minutes.

Once the reboot is complete and the decoder box is on again, the service should resume. If not, there are a few other things that need to be checked:

1. All of the wires behind the decoder box should be plugged in firmly. There is either an AV or an RF wire connecting the box to the television, a satellite cable connecting the box to the satellite dish and a power cable that plugs into a power point.
2. Make sure that the box is switched on. Try the button on the decoder box itself and also the power button on the remote control.

If your service doesn't resume at this point, please email us through <http://australianetwork.com/about/contact.htm>.

Four Dashes or The Time Appears on The Decoder Box Display

This error usually occurs when the decoder box has been switched off from the remote control but is still on from the box itself.

To resolve the issue, the power button on the remote control needs to be pressed.

Blank Screen with Sound

Is there a message on the screen?

Yes:

Chances are that the decoder box has been switched onto radio mode. The 'TV' button on the remote control needs to be pressed to bring the decoder back to Australia Network.

No:

Please check the AV wire behind the decoder box. All three coloured wire-heads need to be plugged into the correct sockets. If the wire is plugged in correctly, but there is still no picture, the AV wire may need to be replaced.

If replacing the wire, and/or putting the box back on 'TV' mode does not resolve the problem, please email us through

<http://australianetwork.com/about/contact.htm>.

No sound

Make sure that the 'mute' button has not been pressed on either the television or the decoder box remote controls. Check that there is an appropriate volume level on both (please keep in mind that the volume on your decoder box should always be as high as it can be. For optimum performance, the volume should only be adjusted on the television set)

Check the AV wires behind the decoder box. The yellow wire is for picture, but the white and red are for sound.

If partial sound can be heard, but not everything (e.g. ground sound at a Rugby match, but no commentary) switch around the white and red wires behind the decoder box.

If you continue to experience sound difficulty, please email us through <http://australianetwork.com/about/contact.htm>.

No Light In Decoder Box

If only a red light can be seen at the front display of the box, in most cases it means that the box has been switched off from the remote control. Pressing the red ('power') button on the remote should turn the box on again.

If there is no light at all, please double check that the power cable is plugged in. If your service doesn't resume at this point, please email us through <http://australianetwork.com/about/contact.htm>.

E48 No Signal

For this error a complete reboot of the system is required.

A complete reboot involves switching the decoder box off and unplugging the decoder box from the electricity socket. It is not enough to switch off the electricity mains switch. Once the box has been disconnected from its power supply, it should remain so for at least 15 minutes.

Once the reboot is complete the service should resume. If your service doesn't resume at this point, please email us through <http://australianetwork.com/about/contact.htm>.

Searching for signal

For this error a complete reboot of the system is required.

A complete reboot involves switching the decoder box off and unplugging the decoder box from the electricity socket. It is not enough to switch off the electricity mains switch. Once the box has been disconnected from its power supply, it should remain so for at least 15 minutes.

Once the reboot is complete the service should resume. If your service doesn't resume at this point, please email us through <http://australianetwork.com/about/contact.htm>.

Scanning

For this error a complete reboot of the system is required.

A complete reboot involves switching the decoder box off and unplugging the decoder box from the electricity socket. It is not enough to switch off the electricity mains switch. Once the box has been disconnected from its power supply, it should remain so for at least 15 minutes.

Once the reboot is complete the service should resume. If your service doesn't resume at this point, please email us through <http://australianetwork.com/about/contact.htm>.

E05 Unknown Card

This usually means that the card is inserted the wrong way. The smart card needs to be removed from the box and re-inserted. For some boxes the golden chip on the card needs to be facing the floor. For others it needs to be facing the ceiling. For all boxes the chip should be closer to the inside of the box (i.e. away from you).

If the problem still persists, remove the card and clean it with a soft non-abrasive cloth while your system reboots. In this case, a complete reboot involves switching the decoder box off, removing the smart card from the decoder box and unplugging the decoder box from the electricity socket. It is not enough to switch off the electricity mains switch. Once the box has been disconnected from its power supply, it should remain so for at least 15 minutes.

If your service doesn't resume at this point, please email us through <http://australianetwork.com/about/contact.htm>.

E16 Service is Currently Scrambled

This error is usually displayed if you have had your account voluntarily suspended.

If you are certain that neither is the case, then you will need to do some troubleshooting to get your services running again.

The first step of troubleshooting is rebooting the system.

A complete reboot involves switching the decoder box off, removing the smart card from the decoder box and unplugging the decoder box from the electricity socket. It is not enough to switch off the electricity mains switch. Once the box has been disconnected from its power supply, it should remain so for at least 15 minutes. During this time, it is important to remove the card and clean it with a soft non-abrasive cloth.

Once the reboot is complete the service should resume. If your service doesn't resume at this point, please email us through <http://australianetwork.com/about/contact.htm>.

E07 Checking Smart Card

For this error a complete reboot of the system is required, along with the removal of your smart card.

A complete reboot involves switching the decoder box off, removing the smart card from the decoder box and unplugging the decoder box from the electricity socket. It is not enough to switch off the electricity mains switch. Once the box has been disconnected from its power supply, it should remain so for at least 15 minutes. During this time, it is important to remove the card and clean it with a soft non-abrasive cloth.

Once the reboot is complete the service should resume. If your service doesn't resume at this point, please email us through <http://australianetwork.com/about/contact.htm>.

E-38 Channel Not Running

For this error a complete reboot of the system is required.

A complete reboot involves switching the decoder box off and unplugging the decoder box from the electricity socket. It is not enough to switch off the electricity mains switch. Once the box has been disconnected from its power supply, it should remain so for at least 15 minutes (if possible, leaving it disconnected overnight is a good idea too).

Once the reboot is complete the service should resume. If your service doesn't resume at this point, please email us through <http://australianetwork.com/about/contact.htm>.