



TROUBLE SHOOTING GUIDE

PROBLEM	POSSIBLE FIX
No sound	1. Press MUTE button (top middle button of remote) 2. On satellite receiver, change channel and go back. 3. Disconnect satellite receiver from power point and then re-connect.
No picture	1. On satellite receiver, change channel and go back. 2. Disconnect satellite receiver from power point and then re-connect.
Message: E48 No Signal	1. Check weather conditions – in heavy cloud or rain signal may be lost temporarily. 2. Disconnect satellite receiver from power point and then re-connect. 3. Check dish cable connection at back of receiver.
Message: E04 Please insert smart card	Insert card. Check it is right way up. Check satellite receiver is on the correct channel
Message: E16 Service currently scrambled	1. Check it is the correct channel. Check card is correctly inserted. 2. If you have turned off the power of the satellite receiver for a few days, it may take upto about 30 minutes for the receiver to be re-activated.
Remote control not working	Check batteries are correctly inserted, or replace batteries.
Message: E52 Searching for signal	Check cable from satellite dish is connected properly. Note that in heavy cloud or rain signal may be lost temporarily.
Picture breaks up, / freezes / drops out	Signal may be temporarily affected by heavy rain or cloud cover.

If problems are not resolved, please call the Customer Centre on Freecall **1800 196003** or email info@japantv.com.au for further assistance.



Buttons to change channel on receiver



AUD button on remote

AUDIO SETTINGS

Some programs, including main new bulletins and specials like Sumo, have both Japanese and English audio. The Left audio channel is always Japanese. To select LEFT only, use the satellite receiver remote control and press AUD button at bottom of remote. Get close to the screen – it's hard to see.



On screen a bar will appear (for a short time). At the left are little arrows (one to the left and one to the right).

By pressing the AUD button again, you can both or only one of the little arrows highlighted. Press AUD button until only the left arrow is highlighted. Then you will hear the Japanese audio only. If you want the English language only, press the AUD button until only the right arrow is highlighted.