



HOME SATELLITE SYSTEM TROUBLESHOOTING INSTRUCTIONS

NO SIGNAL/SIGNAL PROBLEM

Bad Weather

- If you are experiencing bad weather, such as Thunderstorms, Heavy Rain, Wind or Snow in your area, allow weather to pass then check for signal.
- If your dish has accumulated snow or ice, brush off snow or use warm water to clear the dish. DO NOT USE ANY CHEMICALS. Note however that clearing the dish of snow or ice does not guarantee the elimination of the signal problem if bad weather continues.
- Make sure the connections on the receiver are all properly connected. The coaxial cable from the satellite dish should be connected on the back of the receiver to the connection labeled LNBIn. Remember to also inspect the cable or cable ends for any visible damages .If the signal problem persists after weather clears and you have checked connection, contact the WorldTV technical support line at 888-988-5288.

E16/ACCESS DENIED/ BLANK SCREEN

- Please make sure your bill is not more than 60 days past due. To view your bill statement online, please logon to www.globecastwv.com and manage YOUR ACCOUNT
- If you are experiencing heavy weather in your area, please be patient until the weather clears. Make sure there are no obstructions blocking the dish such as snow, branches or leaves.
- Confirm you are on the correct paid channel
- Confirm that the smartcard you have in the receiver is the latest version that was sent to you.

FOR ARION RECEIVERS

- Tune in to your subscribed channel
- Press MENU on the remote control, scroll down to SYSTEM MENU and press OK
- Scroll down to INSTALLATION then press OK
- Scroll down to SATELLITE SETUP then press OK
- Scroll down to TUNING STATUS then press OK. If Signal Level is at least 80% and the Signal Quality is at least 90%, press the blue button DONE on the remote control 2 times until you return to the INSTALLATION page
- Scroll down to RESET SETTINGS TO FACTORY DEFAULT then press OK
- Enter the Pin Code 1234, then press OK. You will also have to press OK to Confirm. The receiver will turn off
- LivewireOS will appear on the TV screen followed by Satellite Scan menu. Scroll up to SCAN FOR FREE-TO-AIR CHANNELS then press OK
- The Channel Manager screen will appear. Press EXIT button on the remote control and check for paid channel. If problem persists, please contact tech support at 1-888-988-5288

FOR EASTERN RECEIVERS

- Tune in to your subscribed channel
- Press MENU on the remote control and scroll down to SETUP
- Press the #3 on the remote control, select CHANNEL SEARCH
- The password is 0000
- Press the down arrow 2 times until Transponder and TP are highlighted in yellow
- Press the LEFT ARROW until TP1 appears in yellow
- Look on the right side of the screen, towards the bottom of the page you will find STREN.../QUALITY
- If **Stren...** is at least **80** and **Quality** is at least **40**, press the right arrow on the remote control to change to TP2. Verify that the Stren.../Quality are both sufficient amounts. Continue to check all TPs until TP12
- If Stren.../Quality are sufficient, press EXIT on the remote control
- Scroll Down to # 7: FACTORY DEFAULT then press OK. Scroll up to make sure OK is highlighted in yellow and CANCEL is Black. Then press OK on the remote control.
- Receiver will turn off. After a few minutes, the receiver will turn on again and the message WELCOME TO EEC will appear on TV screen followed by the SEARCH BY NETWORK screen. When the searching is complete, you will see channel 1 or channel 114. Proceed to check for your subscribed channel. If signal problem persists, please contact Tech Support at 1-888-988-5288

E37 SMART CARD NOT PAIRED / E6-SMART CARD NOT INITIALIZED or E7-S/C INITIALIZED WITH ANOTHER DECODER

- Confirm that the new Smartcard has been activated

HOME SATELLITE SYSTEM FACTORY DEFAULT PROCEDURE

The factory default will reset your set-top box to its original factory settings. This process may help you to regain reception in the case of technical difficulties. For additional technical assistance, please call the WorldTV Customer Service Center, toll-free at: 1 888 988 5288.

Press MENU.

You will see:
Program Guide,
Channel Manager,
SET-UP and INFO.

Scroll down to SETUP. You will get seven different options:

N-I-T Search,
Antenna Search,
Channel Search,
System Setting,
Parental Control,
Software Upgrade and
Factory Default

On the remote, press the number seven. You will automatically be taken to option seven and be prompted to enter the password.

Enter the password zero, zero, zero, zero. If you changed the password on your set-top box, enter seven, two, nine, one.

On the screen you will see OK and CANCEL.

Use your remote to scroll up to and highlight the word OK.

Press OK.

Let the set-top box do the rest. It will download the necessary information by itself. Use your remote control to go to your desired channel.