

Basic Troubleshooting for True Life Plus FreeView

	Troubleshooting
Remote control does not work	<ul style="list-style-type: none"> - Check if remote control is turn on - Check if battery is in remote control
Monitor does not show any signals	<ul style="list-style-type: none"> - Check if the power cord is well plug in
Monitor shows red light	<ul style="list-style-type: none"> - Press (Power) button on the remote control as it is a ready-to-use mode (the green light)
The receiver does not respond to any functions	<ul style="list-style-type: none"> - Turn off then turn on again - Unplug and wait for 5-10 minutes and plug in again
All channels have lines on screen TV receiver is on and off	<ul style="list-style-type: none"> - Check if the AV signal wire (Yellow) is loose, or requires a wire change - Check if TV is well functioned. - Please contact True Visions Care (02-725-2525) or your nearest agent
Image signal is on and off (under normal weather condition)	<ul style="list-style-type: none"> - Check if the satellite receiver has been moved or relocated or not. - Check if the wires connected to the terminal are loose or not. - Please contact True Visions Care (02-725-2525) or your nearest agent for signal check, or follow instructions in TV receiver manual
No sound/no image signal	<ul style="list-style-type: none"> - Check if the MUTE function on the remote control is on - Check the volume level on the remote control and TV - Try to change to the other channels. - Check the audio and visual signal wires. (Red, white, and yellow). - Remove and insert a smart card. - Remove the plugs and try to reconnect.
Screen monitor shows "low signal" and "searching for signal" (under normal weather condition)	<ul style="list-style-type: none"> - Check if any obstructions in front of the satellite receiver - Please contact True Visions Care (02-725-2525) or your nearest agent

Preliminary Troubleshooting Instructions for TrueLife FreeView customers

Code	Menu Thai/English	Causes	Basic Troubleshooting
E-04	Please Insert Smart Card No Smart Card	-No smart card inserted or smart card is unclean or loose -Not fully inserted smart card	1. Turn off IRD receiver, press Stand By button 2. Insert smart card correctly by pulling smart card out, then insert it into IRD receiver with Stand By button
E-05	No Smart Card or Unknown Card Smart Card not functioning	-Dust on the metal part of smart card -Smart card is malfunctioned	1. Turn off IRD receiver , press Stand By button 2. Insert smart card correctly by pulling smart card out, softly clean the metal part of smartcard with dry clean cloth, then insert it into IRD receiver at the arrow direction
E06-04	Smart Card Failure	-Incorrectly insert smart card -Insert wrong smart card to the IRD receiver	1. Turn off IRD receiver , press Stand By button 2. Check if the smart card is inserted correctly, if not reinsert it by pulling smart card out, then insert it into IRD receiver at the arrow direction 3. If complete all troubleshooting, and problems still exist, please contact True Visions Care for our technical team to check your problem

Code	Menu Thai/English	Causes	Basic Troubleshooting
E-10 E-13 **E-16 **E16-04 E-19 E-30 E-32	Encoded Channels Not able to view	-Pending service fee payment -Unplug IRD receiver for too long -Receiver status is on Radio mode	1. Check if the channel lists are the same as the registered package 2. Make a payment or top up on mobile phone number that is registered with TrueVisions DStv or TrueLife FreeView, then signal will be automatically on, by turning on IRD receiver and set channel to 1, and wait for signal 3. Plug in IRD receiver for 10 minutes and set channel to 1, the signal be will automatically on. If no signal, please contact True Visions Care for resending the signal
E-42	Parental Lock	Age is limited for this channel, so unable to view	Follow receiver system instruction manual (Age Limit)
E-45	Service not Allowed	-Unplug too long	-Reset the receiver according to the receiver system instruction manual -Unplug and try insert again
E-48	No Signal	-Signal receiver is malfunctioned or signal satellite is deviated - F-Connector attached to IRD receiver or F-	1. Check if F-Connector from RG 6 signal wire is firmly attached to IRD receiver 2. In case problems still exist, please contact True Visions Care or nearest agents for the technical service

		Connector attached to signal receiver is loose, lost, cut or bent.	
E-49	LNBF Over Load	Wire is cut/electric shock or LNBF is malfunctioned	1. Check around wire spot area if the wire is cut or has electric shock 2. Contact True Visions Care (02-725-2525_ or nearest agents
E-52	Searching for Satellite Signal	-Low satellite signal due to bad weather condition or rain or the relocation of the satellite receiver from previous position	1. Check when normal weather condition or check the location of satellite receiver 2. In case problems still exist, please contact True Visions Care or nearest agents for the technical service

**E16 or **E16-04 Signal Transmission Check by yourself

For an automatic system contact to solve the problems, please follow our instructions below:

1. Prepare True member number or Smart Card number checking from bar code 11 digits for Smart Card Truelife ID
2. Turn on IRD receiver and insert Smart Card in, just change channel to 1 to be ready to use
3. Contact True Visions Care at 02 725 2525 (automatic)
4. Press 3 Automatic signal check by inserting True member number or Smart Card number or Truelife ID number, the system will check the signal:
 - 1 Press 1 to confirm information, press 2 to edit information
 - 2 Select reasons to resubmit the signal for signal repair
 - E16 press 1 - E19 press 2
 - E32 press 3 - E34 press 4
 - E38 press 5 – Free TV press 6
5. System will inform you that “Currently, the system has already retransmitted the signal to your receiver, please kindly insert Smart Card and turn on the receiver within 5 minutes, if signal problems still exist, please contact our team”

If you cannot solve the problems, or have other problems than these identified ones, please contact True Visions Care call 02 725 2525, please do not attempt to fix or change the signal receiver system by yourself.