

# Chapter 5

## Reference

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### TROUBLESHOOTING TABLES

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Use these tables if you have problems using the system *before* calling the Customer Service Center. Many problems arise from misunderstandings of how the system works, especially when you are just becoming familiar with it. These tables cover many problems, usually with a simple solution for each one. To solve a particular problem, do the following:

1. Review the section in this *Guide* that relates to the problem.
2. If you cannot find a solution, then find the section in the following tables that relates to the problem.
  - Read the *What's Happening* column until you find the problem.
  - Read the information in the *Possible Reason* column.
  - Try each of the suggested solutions in the *What to Do* column.
3. For more information, call the Customer Service Center at 1-800-333-DISH (3474), or see [www.dishnetwork.com](http://www.dishnetwork.com).

**Note:** Before calling the Service Center, have ready the date of purchase and either your customer account number, the receiver conditional access number, or the receiver model number. Display the *Important System Information* menu to find these numbers (See *Ordering your Programming*). Also, write down any error messages that the receiver displays on the television screen.

### ON-SCREEN MESSAGES

This table describes some on-screen messages in the order of their *message numbers*. Find the message number in the upper right corner of the message displayed on your TV screen, and then find the matching number in this table.

Message Number	Possible Reason	What to Do
001	There may be a problem with the multi-dish switch.	Check the coaxial cables and their connections to and from the multi-dish switch. Make sure that all required cables are in place, and check that all cable connections are tight and dry (for outdoor cables). If this does not work, call the Customer Service Center for help.
002	Heavy rain, snow, or cloud cover may be interfering with transmission of the satellite signal, or there may be other interference.	Note the local weather conditions. Remove any snow or other debris which may have collected on the satellite dish. Make sure that the satellite dish has a clear line of sight to the satellite. Check whether branches or leaves have grown into the line of sight. Make sure that the satellite dish is aimed at the satellite. Check the strength of the signal using the <b>Point Dish/Signal</b> menu. Consult your installer to re-aim the dish, if necessary, to obtain the strongest possible signal.
003, 004	The wrong type of coaxial cable may be used in the system, or the cable run length may be too long. Or, there may be a problem with the multi-dish switch.	Make sure the system uses RG6 coaxial cable; if not, call your dealer or installer. Check the dish-to-receiver cable run length; if it is over 200 feet on your DishPro system, (100 feet with a Legacy system) call your dealer or installer. Check the coaxial cables and their connections to and from the multi-dish switch. Make sure that all required cables are in place, and check that all cable connections are tight and dry (for outdoor cables). If this does not work, do the <b>Check Switch</b> test.
005	The receiver may not yet have been electronically linked with the Smart Card, via the satellite signal. The satellite dish may have moved so that it is no longer picking up the satellite signal. The cable connections may have loosened or have moisture inside. There may be an interruption of the satellite signal.	If you have authorized the receiver, wait a few minutes to see if the message is removed. Make sure that all required cables are in place, and check that all cable connections are tight and dry (for outdoor cables). Make sure that the satellite dish has a clear line of sight to the satellite. Check whether branches or leaves have grown into the line of sight. Check that the <b>Signal Strength</b> bar in the <b>Point Dish/Signal</b> menu is green and displays the word <b>Locked</b> . If not, contact your installer to re-aim the satellite dish. If you have not authorized the receiver, call the Customer Service Center for help.
006	The receiver may not be connected to an active telephone line. The Smart Card credit limit may have been suspended.	You <i>must</i> connect the receiver to an active telephone connection at all times. If you install two or more receivers, you <i>must</i> connect <i>each</i> receiver to an active telephone connection at <i>all</i> times. Review your pay per view purchases to check the Smart Card credit limit.
008	Phone signal not working correctly.	If connected with DSL phone line, install a DSL filter between the receiver and the telephone wall jack. You can obtain the filter from your DSL provider.
011, 012	Viewers in specific areas are prohibited from watching certain programs. <i>For example</i> , viewers who live close to a particular football stadium may be prohibited from watching football games that are played in that stadium.	Remember that the program providers specify which programs are “blacked out” for which viewers, <i>not</i> DISH Network.
013, 014	You may have tried to tune to a program on a channel which you have not bought.	You <i>must</i> buy a channel <i>before</i> you can tune to a program on that channel. Call the Customer Service Center to buy the channel, or if you believe this message was displayed by mistake.

<p><b>015</b></p>	<p>You may have just plugged in the receiver, and it is acquiring the satellite signal. Or, the receiver may have temporarily lost the signal.</p>	<p>Wait a few minutes to see if the message is removed. Make sure that all required cables are in place, and check that all cable connections are tight and dry (for outdoor cables). Make sure that the satellite dish has a clear line of sight to the satellite. Check whether branches or leaves have grown into the line of sight. Check that the <b>Signal Strength</b> bar in the <b>Point Dish/Signal</b> menu is green and displays the word <b>Locked</b>. If not, contact your installer to re-aim the satellite dish.</p>
<p><b>018</b></p>	<p>The receiver may not be connected to an active telephone line. The Smart Card credit limit may have been exceeded.</p>	<p>You <i>must</i> connect the receiver to an active telephone connection at all times. If you install two or more receivers, you <i>must</i> connect <i>each</i> receiver to an active telephone connection at <i>all</i> times. Review your pay per view purchases to check the Smart Card credit limit. Call the Customer Service Center for help checking the credit limit, and/or to get authorization to make a purchase.</p>
<p><b>022</b></p>	<p>The receiver may not yet have been electronically linked with the Smart Card, via the satellite signal. The satellite dish may have moved so that it is no longer picking up the satellite signal. The cable connections may have loosened or have moisture inside. There may be an interruption of the satellite signal.</p>	<p>If you have authorized the receiver, wait a few minutes to see if the message is removed. Make sure that all required cables are in place, and check that all cable connections are tight and dry (for outdoor cables). Make sure that the satellite dish has a clear line of sight to the satellite. Check whether branches or leaves have grown into the line of sight. Check that the <b>Signal Strength</b> bar in the <b>Point Dish/Signal</b> menu is green and displays the word <b>Locked</b>. If not, contact your installer to re-aim the satellite dish. If you have not authorized the receiver, call the Customer Service Center for help.</p>
<p><b>026</b></p>	<p>The receiver may have temporarily lost the satellite signal.</p>	<p>Wait a few minutes to see if the message is removed. Make sure that all required cables are in place, and check that all cable connections are tight and dry (for outdoor cables). Make sure that the satellite dish has a clear line of sight to the satellite. Check whether branches or leaves have grown into the line of sight. Check that the <b>Signal Strength</b> bar in the <b>Point Dish/Signal</b> menu is green and displays the word <b>Locked</b>. If not, contact your installer to re-aim the satellite dish.</p>
<p><b>028</b></p>	<p>The receiver may need to get new software before you can use it to order pay per view programs.</p>	<p>Turn the receiver off. Doing this allows the receiver to “download” new software via the satellite signal. The download may take several minutes; do <i>not</i> disturb or unplug the receiver during this time. When the download is done, you will be able to use it to order pay per view programs.</p>
<p><b>059</b></p>	<p>You may have tried to close an installation menu without having done the <b>Check Switch</b> test.</p>	<p>If your setup includes a multi-dish switch, you <i>must</i> do the <b>Check Switch</b> test.</p>
<p><b>060</b></p>	<p>You may have aimed the satellite dish at one satellite, but selected the option for another satellite on the <b>Point Dish/Signal</b> menu.</p>	<p>Make sure that you have selected the option for the right satellite on the <b>Point Dish/Signal</b> menu. Make sure that the cable(s) for the satellite you have selected are connected to the LNBF that receives signals from that satellite. Re-aim the satellite dish at the right satellite.</p>
<p><b>061</b></p>	<p>You may have interrupted the transmission (a “download”) of the latest operating software via the satellite signal.</p>	<p>It is <i>very</i> important for the receiver to get the latest operating software, so let the receiver do so. The “download” may take several minutes. Do <i>not</i> disturb or unplug the receiver during this time.</p>
<p><b>074</b></p>	<p>The receiver gives you three chances to enter the correct password. If you fail to do so, the receiver “times out” and will not allow you to try again for several minutes.</p>	<p>Wait a few minutes and then try again to enter the password. <b>Note:</b> The “time out” feature is designed to prevent someone from trying password after password until he or she happens to guess the right one and so gains unauthorized access to the receiver.</p>

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<p><b>078, 079, 080</b></p>	<p>You may not have connected the receiver to an active telephone line. Or, the telephone line may be defective.</p> <p>Maybe the receiver is connected to a DSL (Digital Subscriber Line) phone line.</p>	<p>Connect the receiver to an active telephone line. Make sure that the telephone line to which you connect the receiver is working properly.</p> <p><b>Note:</b> To be able to order pay per view programs, you <i>must</i> keep the receiver connected to an active telephone line at all times. If your setup includes more than one receiver, this applies to <i>each</i> receiver. The receiver uses the telephone line to make toll-free calls, usually in the middle of the night, to send information to the Customer Service Center.</p> <p>Install a DSL filter between the receiver and the telephone wall jack.</p>
<p><b>093</b></p>	<p>You may have set up the receiver to reset itself back to the "factory defaults," <i>that is</i>, the settings it had when it was shipped from the factory.</p>	<p>If you want to reset the receiver to its factory default settings, select the <b>Yes</b> option. If not, select the <b>No</b> option.</p>

### DISHPRO TWIN LNBF

What's Happening	What's Wrong	What You Can Do
<p>When you run Check Switch, you do not see "Twin" identified as a Device or LNB. All entries show "X"s.</p>	<ul style="list-style-type: none"> <li>The DishPro Twin LNBF may not be properly connected.</li> <li>Cables may be too long, over 200 feet.</li> <li>Cables may not be rated for 2150 MHz.</li> <li>You may have DishPro Adapter installed on a DishPro receiver.</li> <li>May have a non-DishPro switch or LNB or incompatible accessory device* in the system.</li> </ul>	<ul style="list-style-type: none"> <li>Check all cable connections in your system and run Check Switch again.</li> <li>Make sure cable lengths between receiver and DishPro Twin do not exceed 200 feet. Rerun check switch.</li> <li>Make sure cables are rated for 2150 MHz. Rerun check switch.</li> <li>Remove the DishPro Adapter; this device is only for non-DishPro receivers. Rerun check switch.</li> <li>Remove any non-DishPro switches/LNBs or incompatible accessory devices* from the system. All LNBFs and switches must be DishPro. Rerun check switch.</li> </ul>
<p>When you run Check Switch, you see "Twin" identified as the Device/LNB and Satellite shows "Conn" but you do not see "Satellite Reception Verified".</p>	<ul style="list-style-type: none"> <li>The DishPro Twin LNBF is connected but no satellite signal is present.</li> </ul>	<ul style="list-style-type: none"> <li>Check the point dish/signal screen to confirm you have satellite signal. If not, check your dish antenna to ensure the DishPro Twin is installed properly, the dish is pointed/peaked on the satellite signal and there is nothing blocking the signal path to the dish. Rerun check switch.</li> </ul>
<p>When you run Check Switch, you see "Satellite Reception Verified" but you see "Feed" instead of "Twin" identified as the Device/LNB.</p>	<ul style="list-style-type: none"> <li>The DishPro Twin is connected but something in the system may be blocking the switch commands.</li> </ul>	<ul style="list-style-type: none"> <li>Check the cable path between the DishPro Twin and the receiver and remove any incompatible accessory devices*. Rerun check switch.</li> </ul>
<p>When you run Check Switch, you do not see "Twin" identified as a Device or LNB, but odd transponders are detected only on one satellite.</p>	<ul style="list-style-type: none"> <li>Your box may need a software upgrade.</li> <li>You may have DishPro Adapter installed on a DishPro receiver.</li> <li>May have a non-DishPro switch or LNB in the system</li> </ul>	<ul style="list-style-type: none"> <li>From point dish/signal screen, select 119 west satellite and an odd transponder greater than 10 (e.g., 11). Confirm satellite signal is present. Turn the receiver off and wait 30 minutes. Rerun check switch.</li> <li>Remove the DishPro Adapter; this device is only for non-DishPro receivers. Rerun check switch.</li> <li>Remove any non-DishPro switches/LNBs from the system. All LNBFs and switches must be DishPro. Rerun check switch.</li> </ul>

When you run Check Switch, you see "Twin" identified as the Device/LNB but you only have signal confirmed from one satellite.	<ul style="list-style-type: none"> <li>The DishPro Twin LNBF is connected but the dish may not be pointed to receive signal from both 110 and 119 satellites.</li> </ul>	<ul style="list-style-type: none"> <li>If the check switch summary screen shows "119 W" on Dish Input 2, you need to point your dish 9 degrees to the east and re-peak your dish. Rerun check switch.</li> <li>If the check switch summary screen shows "110 W" on Dish Input 1, you need to point your dish 9 degrees to the west and re-peak your dish. Rerun check switch.</li> <li>Make sure skew setting is correct for an antenna installation at your zip code.</li> <li>Rerun check switch.</li> </ul>
When you run Check Switch, you see "Twin" identified as a Device or LNB, but only odd transponders are detected.	<ul style="list-style-type: none"> <li>Cables may not be rated for 2150 MHz.</li> </ul>	<ul style="list-style-type: none"> <li>Make sure cable is rated for 2150 MHz and all accessory devices are compatible. Rerun check switch.</li> </ul>
Getting receiver messages that signal is lost or being acquired	<ul style="list-style-type: none"> <li>Check the weather conditions to see if heavy rain or snow could be temporarily block the signal.</li> <li>Check for any obstructions in way of the dish like new growth on trees</li> </ul>	<ul style="list-style-type: none"> <li>Wait for weather to clear up and restore signal.</li> <li>Clear obstructions from the signal path.</li> </ul>

\* Compatible accessory devices must pass 2150 MHz signals, 22 KHz signals both directions (per DiSeqC 2.0 specifications), and pass DC power.

## USING THE REMOTE CONTROL

What Is Happening	Possible Reason	What to Do
You cannot find the remote control.	N/A	Use the receiver front panel <b>Control Buttons</b> to control the receiver until you find the remote. If the remote control is permanently lost or too damaged to use, call the Service Center to order a replacement.
When you press a button on the remote control, the receiver does not do what you expect.	<p>The remote control may be missing batteries, the batteries may be incorrectly placed in the remote, or the batteries may be weak or dead.</p> <p>The remote address and the receiver address may not match.</p>	<p>If the batteries are missing or dead, insert fresh AAA-size batteries. If the remote has fresh batteries, check whether they are placed according to the label diagram. If not, remove them and place correctly.</p> <p>Press the <b>SYS INFO</b> button on the receiver's front panel to bring up the Important System Information screen. Aim the remote at the receiver front panel and press the <b>RECORD</b> button to match up the code on the remote with the one in the receiver.</p>
When you press the remote control <b>Power</b> button to turn the receiver ON, the receiver front panel <b>Off-Air</b> or <b>Sat</b> mode light does not light up.	<p>Other lights are too bright.</p> <p>Remote control not operating properly or the batteries are weak or dead.</p> <p>The receiver power cord not plugged into a power outlet, or there may be a problem with the power.</p>	<p>Try other remote control buttons to see if the receiver is responding. Replace the remote batteries with fresh ones.</p> <p>Check that the receiver power cord is not damaged, and that the plug is inserted correctly into the outlet.</p>

## HEARING A PROGRAM

What Is Happening	Possible Reason	What to Do
There is a good picture on the TV set, but you do not hear any sound.	You may have muted the sound, or set the volume so low that you cannot hear it.	Check the volume level on the TV or audio device. Turn off the mute or turn up the volume, as required. Check the TV speakers or the sound system.
You hear a foreign language with a program.	You may have set the receiver to select an alternate audio language.	Press <b>MENU-6-2</b> and select the language that you prefer.

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#### WATCHING A PROGRAM

What Is Happening	Possible Reason	What to Do
A "black box" fills almost all of the TV screen.	You may have turned on the Closed Captioned feature on the TV, and put that feature into Text mode.  Receiver may have captions on and not set to Service1.	Using the TV remote control and/or menus displayed by the TV ( <i>not</i> the receiver remote control or the menus displayed by the receiver), turn off the closed captioned feature.  Turn off captions by pressing the MENU button, selecting <b>System Setup</b> , then <b>Closed Caption</b> or, reset default caption options using same menu.
The TV screen is all blue.	You may have connected the receiver to an input on the TV that is incorrect for the signal output from the receiver.	Check your TV owner's manual for the correct TV input to use for the signal output from the receiver.

#### USING THE MENUS

What Is Happening	Possible Reason	What to Do
You were using a menu, and it suddenly closed.	The receiver has a time-out feature that closes any menu after several minutes of no activity. This will discard any changes you have made, but otherwise does no harm to the receiver.	Start over again.

#### USING THE PROGRAM GUIDE OR THE BROWSE BANNER

What Is Happening	Possible Reason	What to Do
In the <b>Program Guide</b> , some channels have a red background.	Red means that you have not bought the program. You <i>must</i> buy a channel before you can tune the receiver to it.	If you want to buy a channel, call the Customer Service Center at 1-800-333-DISH (3474).
You try to display future programs in the <b>Program Guide</b> or <b>Browse Banner</b> , but find you cannot.	The <b>Program Guide</b> and <b>Browse Banner</b> can display programs scheduled for an extended, but not unlimited time beyond the present.	Try displaying the <b>Program Guide</b> again later. By that time, it may show programs for the time and date you want.
You try to display programs that have ended in the <b>Program Guide</b> or <b>Browse Banner</b> , but find you cannot.	The <b>Program Guide</b> and <b>Browse Banner</b> can display <i>only</i> programs that have not yet ended. These features <i>cannot</i> display a time earlier than the present.	Contact the program providers for details on past programs.
When you are using the <b>Program Guide</b> or <b>Browse Banner</b> , some channels are missing.	You may have applied a Favorite List other than the list named <b>All Chan</b> . You may have set up the <b>Program Guide</b> so that when the receiver is locked, the <b>Guide</b> hides adult channels. If your setup includes a multi-dish switch, you may need to do the <b>Check Switch</b> procedure.	You can change the applied Favorite List while using the <b>Program Guide</b> , by pressing the remote control <b>Guide</b> button. You can choose another custom Favorite List, the <b>All Chan</b> list, which includes all the channels, or the <b>All Sub</b> list, which includes all subscribed channels. Unlock the receiver for the <b>Program Guide</b> to display adult channels. Do the <b>Check Switch</b> procedure (see the installation instructions for details).

## USING LOCKS

What Is Happening	Possible Reason	What to Do
You set a lock ( <i>for example</i> , a lock on programs by ratings), but the lock does not take effect.	You may not have locked the receiver.	You <i>must</i> lock the receiver to apply any lock that you have set.
You forgot the password, so that you are unable to unlock the receiver.	You may not have written down the password, to keep it in a safe place.	Call the Customer Service Center. You <i>must</i> provide the following information: (1) your name; (2) your address; (3) your telephone number; (4) the receiver serial identification number; and (5) your Personal Identification Number (PIN), if you use one. The CSC will send an Unlock code, targeting your receiver.

## CHANGING CHANNELS

What Is Happening	Possible Reason	What to Do
You enter a desired channel number. The channel changes, but the new channel is not exactly the channel you entered. You are scanning up or down through the channels, and the receiver is skipping channels that you know you have bought.	You may have made a mistake entering the channel number, or the channel number you entered may be invalid. If so, the channel displayed is the closest possible to the channel you entered. If you entered the number for a channel that you have not bought, the receiver will change to the channel and allow you to buy the channel or display a message. If a Favorite List other than <b>All Chan</b> is applied, the receiver will skip channels that are not on the applied list. If you have set up the <b>Program Guide</b> to hide adult channels and the receiver is locked, the receiver will skip such channels.	Carefully retry entering the channel number you want. Press the remote control <b>Recall</b> button to return to the previous channel number. Select <b>All Chan</b> as the active Favorite List. Unlock the receiver so that it does not skip adult channels. If you want to buy a channel, call the Customer Service Center.

## USING FAVORITE LISTS

What Is Happening	Possible Reason	What to Do
You press the remote <b>Guide</b> button while the <b>Program Guide</b> is displayed. You find that you can apply <i>only</i> the <b>All Chan</b> list or the <b>All Sub</b> list.	If you have not added channels to any custom Favorite List, you will be able to apply <i>only</i> the <b>All Chan</b> list or the <b>All Sub</b> list.	You <i>must</i> add channels to a custom Favorite List <i>before</i> you can apply it.
You try to change the <b>All Chan</b> list or the <b>All Sub</b> list. The receiver displays an <b>ERROR</b> message.	The receiver will <i>not</i> allow you to change the <b>All Chan</b> list or the <b>All Sub</b> list.	Choose another list to change. <b>Note:</b> You <i>can</i> change the <b>All Sub</b> list by changing what channels you buy.

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You try to apply an empty Favorite List. The receiver displays an <b>ERROR</b> message.	The receiver will not allow you to apply an empty list.	Choose another list to apply, or add at least one channel to the empty list.
A Favorite List does not show channels that you know you have added to it.	If you have set up the <b>Program Guide</b> to hide adult channels and the receiver is locked, the Favorite List will not show such channels.	Unlock the receiver for the list to show adult channels.

### BUYING A PAY PER VIEW PROGRAM

What Is Happening	Possible Reason	What to Do
Someone orders a pay per view program without your permission.	You may have been away from the receiver, and someone else used it.	Lock the purchase of pay per view programs. <i>Remember that you are responsible for all pay per view purchases, whether or not you authorize such purchases.</i> If you lock pay per view purchases, then anyone who wants to order a pay per view program <i>must</i> enter the password.
You find that you are not able to order a pay per view program.	The receiver may not be connected to an active telephone line. Your credit limit may have been exceeded.	You <i>must</i> connect the receiver to an active telephone connection at all times. If you install two or more receivers, you <i>must</i> connect <i>each</i> receiver to an active telephone connection at <i>all</i> times. Review your pay per view purchases to check the Smart Card credit limit.
You find that you are not able to cancel a pay per view program.	You ordered a pay per view program, and then decided not to watch it.	You <i>cannot</i> cancel an order for a pay per view program, whether it was just ordered or ordered earlier.
Your setup includes more than one receiver. You order a pay per view program, but it does not appear via all of the receivers.	You ordered a pay per view program, and want it to be available via all the receivers in your setup.	If you want to watch a pay per view program on TVs connected to up to six receivers, you must <i>order</i> the program for <i>each</i> receiver but you only <i>pay</i> for the program <i>once</i> .

### USING THE TELEPHONE FOR VOICE/DATA/FAX

What Is Happening	Possible Reason	What to Do
While you are making a telephone call, you hear "clicks."	The receiver may have tried to call the Customer Service Center to send pay per view purchase information. When the receiver found that the telephone was busy, it automatically disconnected.	You do not have to do anything. You can always use your telephone line, because the receiver automatically hangs up if it finds the line is busy.
The receiver cannot connect to DISH Network.	Maybe the receiver is connected to a DSL (Digital Subscriber Line) phone line.	Install a DSL filter between the receiver and the telephone wall jack.
You pick up the telephone to make a call, but you do not hear a dial tone.	The receiver was calling the Customer Service Center to send pay per view information. When the receiver found that the telephone was busy, it automatically disconnected.	Hang up, and then pick up the telephone again to get a dial tone.
Your computer or facsimile (FAX) machine tries to send a FAX or modem transmission, but fails.	The receiver was calling the Customer Service Center to send pay per view information. When the receiver found that the telephone was busy, it automatically disconnected. The FAX or modem found that there was no dial tone, and cancelled the transmission.	Resend the FAX or modem transmission.

Your computer or FAX machine was receiving a FAX or modem transmission, but an error occurred.	The receiver may have tried to call the Customer Service Center to send pay per view purchase information during the FAX or mode call. When the receiver found that the telephone was busy, it automatically disconnected. This generated "clicks" that caused an error in the FAX or modem transmission.	Have the sender resend the FAX or modem transmission.
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## USING EVENT TIMERS

What Is Happening	Possible Reason	What to Do
You try to set up an event timer and the receiver displays a message noting that the program is locked.	You <i>must</i> enter the password <i>before</i> you can create an event timer for a locked program.	To be able to set up an event timer for the program, first enter the password.
You try to set up an event timer and the receiver displays a message noting that the program is a pay per view event.	You <i>must</i> order a pay per view event <i>before</i> you can create an event timer for it.	To be able to set up an event timer for the event, first order it.
You try to set up an event timer, but the receiver displays an <b>Error</b> message giving you the option to delete an event timer that was set up earlier.	You already have set up the maximum number of event timers.	To be able to set up a new event timer, delete one of the event timers you set up earlier.
You set up an event timer, but the receiver does not tune to the channel of the program.	You may have set up a <i>Reminder Event Timer</i> but what you should have set up is an <i>Auto-Tune Event Timer</i> .	Remember that a <i>Reminder Event Timer</i> just reminds you that the program is about to start. An <i>Auto-Tune Event Timer</i> reminds you and tunes the receiver to the channel of the program.
You set up an event timer for a program that is repeated (such as a regularly scheduled program), but the timer does not operate for a showing of the program.	You may have set up a timer with an incorrect frequency.	Remember that a <i>Once</i> event timer operates just one time. A <i>Mon.-Fri.</i> event timer operates Monday through Friday on the same channel at the same time. A <i>Daily</i> event timer does the same, Monday through Sunday. A <i>Weekly</i> event timer operates once a week on the same channel at the same time.
You set up an event timer, but the timer does not operate at all.	The program time may have changed so that the event timer overlapped another event timer. The program time may have changed by more than twenty-four hours.	If the receiver is ON and finds an event timer overlap, it will display the <b>Event Timer Scheduling Conflict</b> menu. You <i>must</i> edit or delete one of the overlapping event timers. No event timer will operate if the program time changes by more than twenty-four hours.
You set up a <i>Once</i> event timer, but the timer operates at a time different from what you expect.	The program time changed.	A <i>Once</i> event timer always operates at the actual time of the program.
You stop the operation of an event timer for one showing of a program that is repeated (such as a regularly scheduled program), but the timer operates for the next showing.	Stopping the event timer applies <i>only</i> to the current showing of the program.	To stop all operations of a repeated event timer, you <i>must</i> delete the event timer. <b>Note:</b> The receiver deletes a <i>Once</i> event timer when it operates.