

TROUBLE SHOOTING

Why does rain affect my reception?

Yes, heavy rain may affect your signal. This phenomenon is known as "Rain fade" can occur due to weather at reception of signal or at the source causing rain fade. This is unfortunately a feature on all satellite systems worldwide.

Rain fade affects the signal in 2 key ways.

First, satellite signals become weaker as they pass through raindrops. This is a law of physics, that is, regrettably, beyond our control - and which no satellite company in the world has been able to get around.

Second, the location of the storm is important. Even though the storm may not be in your area, storms in other locations (basically, any place where our signals originate and transmit to and from) can still affect your signal.

My decoder says No signal, what can I do?

First check that your cable from the satellite dish is connected to "LNB in" port on your decoder. If it is and you are still experiencing this, please check the signal strength coming from your dish by pressing Menu. Go to Search and press OK. You will be on Auto Search. Check the signal percentage by checking intensity and quality percentage.

Intensity should be 70% and Quality 60%. If they are anything less than that, you will get these problems with the channels. Please contact the installer who setup your satellite dish to align the dish properly.

The signal is distorted/scratches a lot, what could be the problem?

Is it raining heavily? If not, check the signal from your dish by pressing Menu. Go to Search and press OK. You will be on Auto Search. Check the signal percentage by checking intensity and quality percentage.

Intensity should be 70% and Quality 60%. If they are anything less than that, you will get these problems with the channels. Please contact the installer who setup your satellite dish to align the dish properly.

How can I find the right angle for receiving a clear signal?

It is highly recommended you do not do this yourself. Please call the technician who installed your satellite dish.

My decoder says Insert Smartcard

Please make sure your smartcard is fully and correctly inserted in the smartcard slot of your decoder. The copper plate of the smartcard should be facing downwards and goes in first.

My decoder says Smartcard is inserted incorrectly

Please make sure your smartcard is fully and correctly inserted in the smartcard slot of your decoder. The copper plate of the smartcard should be facing downwards and goes in first.

My decoder says smartcard never paired

Your smartcard and decoder have not been registered or activated for services yet. If registration is done, please dial *150*50*5# and select, "Activate New Connection".

If you get an error that your smartcard is not registered, please contact the agent you bought your kit from to complete registration.

You can also contact us through 0764700222, 0784108000 or 022 550 8080. You can also send an SMS or WhatsApp message to 0788678797 or email us at info@azam-media.com

My decoder says pairing required

Your smartcard must be paired with a decoder. Make sure you are using a correct smartcard that was paired with your decoder. You can contact us on 0764700222, 0784108000 or 022 550 8080. You can also send an SMS or WhatsApp message to 0788678797 or email us at info@azam-media.com

Why I am getting an "Access Denied" message on my TV?

Please check if you have made payment for the right package. If yes, then check if this channel is available in your region. Also, you will get this message if you have set a parental control lock on it.

How do I activate parental control?

You will first need to know your password. Default password is 0000 but you have the option to change this to a 4 number PIN you can easily remember by pressing Menu, go to system and press OK. Press OK on Parameter Set and go to Password Setting. Press OK and follow the prompts. Once you are satisfied with your new password, you can then set parental control. Press Menu, go to Digital TV and press OK. Go to Channel Manager and press OK. Scroll to the channel you want and press Lock (the yellow button).

My decoder shows a flashing orange light, what can I do?

Your decoder is on "stand-by" mode. Press the Red "Power" button on your remote control to turn on your decoder.

I'm getting two audio sounds, (Either music, news, sports, movie, cartoons etc.) on a single channel, what can I do?

Press "Audio" on your remote control, then scroll left or right to get proper sound.

I'm not getting audio, only video, what can I do?

Press "Audio" on your remote control, then scroll left or right to get proper sound. If you have done this and still are not getting audio, please check that you have the audio cables connected properly if you are using AV cables (The audio cables will be white and red).

I can't play recorded video, what can I do?

Please make sure you have inserted your flash drive that has your recorded program and then press "Media" on your remote control.

I can't record any programs, what should I do?

Please make sure you have inserted a flash drive with enough disk space on your decoder. To record, press REC on your remote control.

The TV displays the AzamTV Logo with crystals' background and I can hear music, audio playing
Press the OK button and then press left or right arrow keys to go to the AzamTV Channel List.

The decoder displays the channel number but the TV is blank.

Reboot your decoder. If the problem persists, press Menu, go to search and press OK. On Auto Search, press OK twice to re-scan all the channels again.

How do I re-scan the decoder again?

Press Menu, go to search and press OK. On Auto Search, press OK twice to re-scan all the channels again.

I have done a re-scan, but I'm still missing some channels and/or getting only sound no picture.

You will have to set your decoder to factory settings. To do so, press Menu, go to system and press OK. Go to Factory Default and press OK twice. Do not switch off your decoder until the process is complete.

How do I set the decoder to factory default?

A factory default will set your decoder to factory settings. To do so, press Menu, go to system and press OK. Go to Factory Default and press OK twice. Do not switch off your decoder until the process is complete.