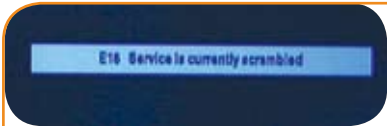


## EQUIPMENT QUICK-FIX TIPS



**'E16 Service is currently scrambled' message remains on the screen after the test screen should have come up.**



- change the decoder to channel 3 – you should see SBS from Western Australia on the television screen



- change the decoder back to channel 4 – you should now see the Aged Care Channel test screen or our live program



**There is a yellow bar across the bottom of your television screen (perhaps with the word 'radio' in it) and the test screen/program has not come up.**



Your decoder may be in radio mode.

To fix this:

- press the TV/🎵 button on your decoder once

### Volume is too low

If your television is set at normal volume but the sound isn't loud enough ...

- use the volume buttons on your decoder or its remote control to increase the volume to maximum
- for more details on changing volume see your Users' Guide



### You're still not seeing the program.

- unplug the power cord from the back of the decoder
- wait about 10 seconds



- plug the power cord back in
- the decoder should now go through its start-up routine and re-set itself



**Need more help?** Please call our support line on 02 9450 2992 – we're happy to help.