

Symptom	Possible Cause	Suggested Remedy
Nothing is showing on the front display panel of MyStar.	There is no power running to your MyStar.	<ul style="list-style-type: none"> • Check to see that all the leads are securely plugged in and all power is switched on. • If nothing lights up on the front panel display of MyStar, there may be a problem with your power supply. Check that the power point you are using has power. • If it does and your MyStar still won't work call 132 432 as the plug or power lead to your MyStar may be faulty.
The display panel shows a channel number but the picture on the TV screen is fuzzy or slightly out of focus.	Your TV may not be tuned in correctly.	<ul style="list-style-type: none"> • Check you are on the correct channel on your TV. Adjust the TV tuning. Follow the instructions detailed in your TV's manufacturer manual.
Your TV is only showing AUSTAR TV channels (you are not getting any free-to-air channels).	Your free-to-air antenna system has been disconnected, is faulty or storm activity has damaged your equipment.	<ul style="list-style-type: none"> • Check all cabling is secure and correctly installed. • If it is – then call your local free-to-air channel/broadcaster to see if they are having transmission problems.
You are trying to change channels – the display panel on your MyStar indicates a change in channel but the picture on the TV remains the same.	Your TV may not be tuned in correctly to AUSTAR or your local free-to-air channels.	<ul style="list-style-type: none"> • Check your channel settings under 'Important Tuning Information' on the inside front cover of the MyStar User Manual the installer left with you. • Then ensure your TV is tuned to the correct channel.
The MyStar box feels hot (but everything seems to be working OK).	It's just the high speed microprocessors in MyStar that makes it hot – don't worry it's normal.	<ul style="list-style-type: none"> • You can help by ensuring your MyStar is in a place where it has adequate ventilation. It's best not to put it on top or under other equipment which also gets hot.
I have a message on my TV screen that says 'E16-4 MESSAGE'.	<p>This suggests the channel you are trying to watch is either not part of your package, or is not available to you at this time.</p> <p>The other reason you can get this message is if your AUSTAR service has been disconnected.</p>	<ul style="list-style-type: none"> • Check to make sure the channel you are trying to watch is actually part of your package or that your account isn't overdue.

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I have a message on my TV screen that says 'E04-4 MESSAGE'.	Your AUSTAR Smartcard is damaged or not properly inserted into MyStar.	<ul style="list-style-type: none"> Check that it is an AUSTAR Smartcard you are using, that it is not damaged and that you have inserted it the correct way around.
I have a message on my TV screen that says: 'Press select to unlock this program'.	A parental lock has been enabled which block you from watching this program.	<ul style="list-style-type: none"> Press [select] on your remote then enter your 4 digit Parental Control PIN to unblock the channel. It's 1234 unless you have created your own personal PIN.
Unable to lock or change the program which has triggered my parental lock.	The classification has not been changed to 'No Lock'.	<ul style="list-style-type: none"> If you have forgotten your PIN or are still experiencing difficulties call 132 432.
I'm able to see a program that should be blocked by parental lock.	<p>The parental lock has not been set correctly or you have forgotten to reset it after viewing part of the program.</p> <p>Note: The parental lock does not apply to your local free-to-air channels.</p>	<ul style="list-style-type: none"> Ensure that you have correctly set up your parental blocking. Re-set your parental lock: <ol style="list-style-type: none"> Press [active] on your remote. Go to (highlight) SETUP and press [select]. Go to PARENTAL CONTROL and press [select]. Go to (highlight) CLASSIFICATIONS and press [select]. Enter your 4 digit PIN (it's 1234 unless you have set your own). Highlight each censorship classification you'd like to block and press [select].
MyStar is showing the incorrect time on the front panel display.	You're MyStar is set to the wrong time zone.	<ul style="list-style-type: none"> To set it to the right time zone: <ol style="list-style-type: none"> Press [setup] on your remote. Go to (highlight) INSTALLATION then press [select]. Go to DECODER then press [select]. Go to TIME then press [select]. Choose your correct time zone.
I have a message on my TV screen that says: 'E52 MESSAGE'.	It seems like there may be an interference with your reception of the AUSTAR signal.	<ul style="list-style-type: none"> Sometimes storms or heavy weather may interfere with the signal passing between the satellite and your AUSTAR dish. Press the [RESET] button on the front panel of your MyStar. If problems persist, call 132 432.

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MyStar display panel shows a channel number but the picture on the TV screen is black.		<ul style="list-style-type: none"> • Check you are on the correct channel on your TV. • If you are, press the [RESET] button on the front panel of MyStar.
The time in the on screen TV Guide is not right (for my area) and/or the programs do not start at the time shown.	Your MyStar is set to the wrong time zone for where you live.	<ul style="list-style-type: none"> • Press the [RESET] button on the front panel of MyStar. If this fails to fix the problem, you may need to manually adjust the time zone your MyStar is set to: <ol style="list-style-type: none"> 1. Press [setup] on your remote. 2. Go to (highlight) INSTALLATION then press [select]. 3. Go to DECODER then press [select]. 4. Go to TIME then press [select]. 5. Choose your correct time zone.
The MyStar front panel shows the time, and the picture on the TV screen is black.	Your MyStar is in standby mode.	<ul style="list-style-type: none"> • Press the power button on your remote or on the front of your MyStar.
The MyStar front panel is showing a channel number, but the TV has an information bar on an otherwise blank screen.	MyStar may be undergoing a remotely activated self-service update.	<ul style="list-style-type: none"> • Press the [RESET] button on your MyStar. If the problem persists, call 132 432.
Unable to operate MyStar at all using the MyStar remote control.	The MyStar remote control is not functioning properly.	<ul style="list-style-type: none"> • Ensure that the MyStar remote control is pointed directly at your MyStar and that nothing is blocking MyStar's display panel. • Check whether the light in the front panel of MyStar flashes when you press the remote buttons: if it does not, the remote control batteries may be dead or inserted incorrectly. Replace the batteries. • If the problem continues, call 132 432.
There is no sound (or poor sound) on AUSTAR TV and Radio channels.	MyStar or TV may be muted.	<ul style="list-style-type: none"> • Check that the volume is turned up or the mute has not been turned on. • Double check all cabling is secure and correctly installed.
The display panel shows incomplete numbers.	MyStar is currently being enhanced with new software upgrades.	<ul style="list-style-type: none"> • Wait until the message light goes out – this may take up to 20 minutes if MyStar is being enhanced with new software upgrades.