

# SAMSUNG DSR 2700

## Channel Is Not Entitled

**Cause:** Channel is not entitled message is displayed on the screen when SMC can not descramble the encryption on the channels. This can occur in three ways.

**Case 1** -> When the SW of the receiver is not up to date.

**Case 2** -> When a SMC is not activated. (Cancelled Accounts, Cut Accounts and New Accounts)

**Case 3** -> When there is a glitch in the reception between the SMC and the satellite.

### **Solution:**

**Case 1** -> SW Version of Samsung DSR 2700 must be 1.83, 1.84 or 1.85 for activation. If the SW of the receiver is not up to date, receiver must be sent to DFH Laguna Hills Service Center for a SW Upgrade. All software upgrades are under warranty.

In order to find out the current SW version of the receiver please follow the instructions below.

- Press **MENU** on the remote control.
- You will see 7 menu options starting with **CHANNEL DATA SCAN**.
- Using the channel down button on the remote control move down the green highlight to option # 6 **SYSTEM SET UP** and press **SELECT**. (You can also press #6 on the remote control to select this option)
- You will see another set of menu options starting with **SET TV TYPE**.
- Using the channel down button on the remote control move down the green highlight to option # 3 **SYSTEM DIAGNOSTICS** and press **SELECT**. (You can also press #3 on the remote control to select this option)
- On this screen you will be able see the receiver SW Version of the receiver.

**Case 2** -> In order to activate a SMC for Samsung DSR 2700, receiver must have the current SW and proper signal quality values. If the system is ready for activation you can activate the service by following the activation policy and procedures.

**Case 3** -> If the account is already active and paid for all subscription fees; there may be a glitch on the satellite in order to descramble the encryption. In this case you can follow the instructions below.

- Please make sure that the SMC # in the receiver matches the one in the account. Please make sure you are examining the correct account, equipment or customer. If you confirm the accuracy of the information in the account,
- Simply click on the Resend button in customers' account and send a reactivation authorization to the satellite. If this does not solve the problem,
- You must scan the DFH Digital transponder.
- In order to scan the transponder, simply press **MENU**.
- You will see 7 menu options starting with **CHANNEL DATA SCAN**.
- Press **SELECT** on **CHANNEL DATA SCAN**.

- You will see the satellite name Tel-Star 5 with a green highlight on it and the list of transponders starting with DFH Digital.
- By pressing the **VOLUME UP** button move the green highlight to **SCAN&ADD** section on the upper left corner of the screen and press **SELECT**.
- You will see the **SIGNAL STRENGTH** and **SIGNAL QUALITY** values on the screen.
- In order to scan the transponder, press **SELECT**.
- You will see two red bars on the screen indicating that the system is processing the channels.
- When the transponder scan is over, red bars will disappear and menu will go back to **CHANNEL DATA SCAN** screen.
- Press **CLEAR** twice to get back to the channel line up to see the channels.
- Unplug the receiver from the power outlet and make sure the lights on the front panel are off. Plug the receiver into the power outlet again. You will have the picture on the screen.

## One Channel Only

**Cause:** One Channel Only problem occurs when there is only one DFH channel picture is on the screen where the rest of DFH channels shows **Channel Is Not Entitled** message on the screen. This problem occurs when SMC can only descramble one channel at that time.

### **Solution:**

**Case 1** -> In order to solve the problem please follow the instructions below in the given order.

- Press **MENU** and you will see the menu screen where the green highlight is on **CHANNEL DATA SCAN**.
- Press **SELECT** and you will see the channel data scan screen where green highlight is on **TELSTAR-5**
- By using the volume up button move the green highlight to **SCAN & ADD** and press **SELECT**.
- **Signal Strength** and **Signal Quality** bars will appear on the screen.
- Press **SELECT** one more time to scan DFH Digital transponder.
- When the scanning is finished, screen will go back to channel data scan screen.
- Press **CLEAR** two times to exit the menu options.
- Check the channel line up to see if you have all 3 DFH channels.

**Case 2** -> In most cases this solution maybe the only solution however it is risky. There is always a chance for an IRD to become defective after this procedure. This procedure is called **HARD RESET (HR)**.

- Unplug the receiver from the power outlet and plug it back.
- You will have all 3 channels on the screen.

## **Channel Data Is Invalid**

**Cause:** Channel Data is invalid means that there are no channels stored in the channel memory of the receiver. These channels may be deleted manually or channel scan is done when there is no signal quality.

### **Solution:**

**Case 1** -> If Channel Data is Invalid message is on the screen you will see “0000” on the front panel of the receiver. Please follow the instructions below to diagnose the problem.

- Press **MENU** and you will see the menu screen where the green highlight is on **CHANNEL DATA SCAN**.
- Press **SELECT** and you will see the channel data scan screen where green highlight is on **TELSTAR-5**
- By using the volume up button move the green highlight to **SCAN & ADD** and press **SELECT**.
- If you see signal quality on the signal bars press **CLEAR**.
- The screen will show the **SCAN & ADD** section with a green highlight.
- By using the channel down button move the green highlight to **DEL&AUTO** and press **SELECT** two times.
- Receiver will start scanning all transponder listed in its memory and will organize the channel line up.

**Case 2** -> In this case you may either have a signal problem, connection or equipment problem.

- Press **MENU** and you will see the menu screen where the green highlight is on **CHANNEL DATA SCAN**.
- Press **SELECT** and you will see the channel data scan screen where green highlight is on **TELSTAR-5**
- By using the volume up button move the green highlight to **SCAN & ADD** and press **SELECT**.
- Please refer to **BAD SIGNAL** if you have signal strength and signal quality at “0”.

## **Bad Signal**

**Cause:** If there is a Bad Signal message on the screen, this means that either the dish is not receiving the signal from the satellite (dish alignment) or equipments are not receiving the signal from the dish (connection or equipment problem). In order to find out where the problem is you need to follow the instructions below for both cases.

- Press **MENU** and you will see the menu screen where the green highlight is on **CHANNEL DATA SCAN**.
- Move the green highlight to **Menu #6** or simply press the **#6** on the remote control to select **STSTEM SET UP** option.
- On this screen you will have **SET TV TYPE** as the first option with a green highlight.
- Move the green highlight to **Menu #5** or simply press the **#5** on the remote control to select **LNB SET UP** option.
- On this screen, you will see the **LNB FREQUENCY** and **LNB POWER**.

**LNB FREQUENCY = 10750**  
**LNB POWER ON = ON**

- Press **CLEAR** two times to go back to main menu.
- Select **CHANNEL DATA SCAN** on the main menu.
- You will see the channel data scan screen where green highlight is on **TELSTAR-5**
- By using the volume up button move the green highlight to **SCAN & ADD**.
- Press **SELECT** to check the signal strength and signal quality values.

### **IF**

**Case 1 ->**

**SIGNAL STRENGTH: 35**  
**SIGNAL QUALITY: 00**

This indicates us that the dish is not receiving the signal from the satellite. In this case, dish needs to be re-aligned or re-adjusted. Please provide the azimuth and elevation degrees and set up instructions to customers.

**Case 2 ->**

**SIGNAL STRENGTH: 00**  
**SIGNAL QUALITY: 00**

This can be an indication of a problem on the LNB, cable line or receiver. Please follow the instructions below.

- Check the cable connection between the dish and the receiver.
- Dish cable must be connected tightly to **IN FROM DISH** receptacle on the receiver and must be connected to the LNB on the dish side.
- If there is an extension on this cable line that must be checked as well.
- If the connection is correct, please ask the customer to test the receiver at another location and ask customer to call us from the test location.

- If the receiver show the same SS:00 & SQ:00 values the receiver must be sent to DFH Laguna Hills service center for repair. **Please refer to RMA procedure.**
- If the receiver works at the test location customer must test the cable line and the LNB. **Please consult your supervisor for this procedure.**