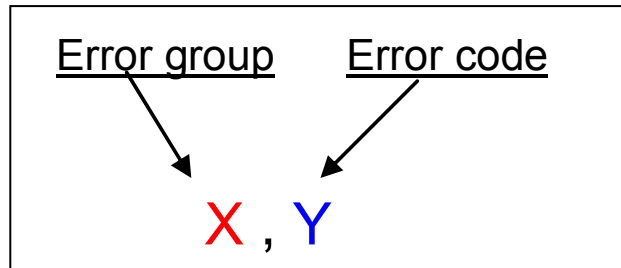


## TDH 700 Error code label

When an error occur the user receive an OSD message showing a X.Y number with the error group description for helping the technical persons to identify and solve the problem.

Errors in the TDH system are described as **X.Y** number where X is represented as a number describing the **error group** and Y is represented as a number describing the **error code**.



### Error group:

Error group number:	Description:
1	Service error
2	Signal error
3	Configuration error
4	Hardware error

Error group Number:	Name	Error code Number ID	Description:
1	Service	1	Service not found,
2	Signal	2	Audio not OK
2	Signal	3	Video not OK
2	Signal	4	Signal corrupted
2	Signal	5	Signal serious corrupted
2	Signal	6	Tuner not locked
3	Config.error	7	Module not configured
3	Config.error	8	Slave could not detect master
4	Hardware error	1	I2C error
4	Hardware error	2	Hardware initialization error
4	Hardware error	3	Common interface error
4	Hardware error	4	TDHP arbitration error
4	Hardware error	5	TDHP Prime Header Read error

If more then one error occurred then is only the error with the highest showed.

TDH 700 Error code tabel

**Suggestions on how to solve the problem and remove the showed error codes:**

Error group Number ID:	Name	Error code Number ID	Description:
1	Service	1	“Service not found”:
			The Audio/Video service was not found
			<p>Error possibilities</p> <p>The service(s) has moved</p> <p>How to remove the error:</p> <ol style="list-style-type: none"> <li>1. Wait 2 minutes and the TDH will make a new search.</li> <li>2. Make a new search</li> </ol>
2	Signal	2	“Audio not OK”
			No Audio decoding
			<p>Error possibilities and solutions:</p> <ol style="list-style-type: none"> <li>1. Audio is scrambled → Descramble the service via a CAM module</li> <li>2. Audio ID has changed → Make a new search.</li> <li>3. Audio is missing from the broadcaster → wait and observe</li> </ol>
2	Signal	3	“Video not OK”
			No Video decoding
			<p>Error possibilities and solutions:</p> <ol style="list-style-type: none"> <li>1. Video is scrambled → Descramble the service via a CAM module</li> <li>2. Video ID has changed → Make a new search.</li> <li>3. Video is missing from the broadcaster → wait and observe</li> </ol>
2 2 2	Signal	4 5 6	“Signal corrupted” & “Signal serious corrupted” “Tuner not locked”
			The input signal to the TDH module is not OK.
			<p>Error possibilities and solutions:</p> <ol style="list-style-type: none"> <li>1. Check signal strength and quality.</li> <li>2. Wrong adjustment of the Dish or Aerial</li> <li>3. Phase noise from LNB</li> <li>4. Bad connectors, cable, etc.</li> </ol>

TDH 700 Error code tabel

Error group Number:	Name	Error code Number ID	Description:
3	Configuration error	7	<p>“Module not configured”</p> <hr/> <p>The TDH module is not configured correct.</p> <p>Error possibilities and solutions:</p> <ol style="list-style-type: none"> <li>1. No settings has been made.</li> <li>2. The settings have not been saved → remember to press the “Save and exit” button.</li> </ol>
3	Configuration error	8	<p>“Slave module cloud not detect master”</p> <hr/> <p>The TDH slave module can not detect a TDH master module.</p> <p>Error possibilities and solutions:</p> <ol style="list-style-type: none"> <li>1. No TDH master module mounted before the TDH slave module. The TDH master module has to be mounted at a lower address then the TDH slave module. The number of the addresses can be seen at the back plain.</li> </ol>
4 4	Hardware error	1 2	<p>“I<sup>2</sup>C error “</p> <p>“ Hardware initialisation error”</p> <hr/> <p>The HW is not running correct at the TDH module</p> <p>Error possibilities and solutions:</p> <ol style="list-style-type: none"> <li>1. Try to restart the module. If the error is seen again, then contact the TRIAX service department.</li> </ol>
4	Hardware error	3	<p>“Common interface error”</p> <hr/> <p>No communication at the common interface to the CAM</p> <p>Error possibilities and solutions:</p> <ol style="list-style-type: none"> <li>1. The CAM does not answer → wait some minutes and the TDH will restart the CAM.</li> <li>2. The CAM does not answer → restart the CAM by disconnect the CAM and connect it again.</li> </ol>

TDH 700 Error code tabel

Error group Number ID:	Name	Error code Number ID	Description:
4 4	Hardware error	4 5	<p>“TDHP arbitration error:” “TDHP Prime Header Read error:”</p> <hr/> <p>The communications between the TDH modules are not working correct.</p>
			<p>Error possibilities and solutions:</p> <ol style="list-style-type: none"> <li>1. The cable used between the TDH racks is not OK.</li> <li>2. One TDH module is not OK try restart the TDH modules.</li> </ol>