

Hopper Receiver Troubleshooting

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HOPPER TROUBLESHOOTING - NEW UI

- The majority of the time, Joeys are not the cause of the problem. Remember, Joeys receive software from the Hopper and they do not have internal tuners or hard drives.
- When working with coax, always unplug any Hoppers, powered switches, and Subscriber's router
- If the issue is resolved at any point, go to Final Quick Checks

STEPS:

1. Initial Troubleshooting
2. Receiver Check
3. Troubleshooting at Joey Location
4. Continue System Inspection
5. Symptom Flows
 - Broadband
 - MoCA
 - Software Download
 - Hard Drive/Hardware
 - Satellite Signal
 - Remote
6. Final Quick Checks

Step 1: Initial Troubleshooting

1. Use the voltage detector to confirm that the Hopper is safe to touch
 - If the voltage detector beeps rapidly, unplug every receiver, TVs and other interconnected items in the system
 - Use the receptacle tester and voltage detector to find the outlet(s) that are causing the system to be unsafe
1. 1. • When you find the unsafe outlet(s), inform the Subscriber of the issue and try another location. If there are no outlet solutions, or the Subscriber does not approve, notify your FSM of the situation and then work to cancel or reschedule the work order based on the Subscriber's desire to resolve the electrical issue.
2. To reboot the system, perform a hard reset at the Hopper, the Subscriber's router, and any powered switches
3. While the system is rebooting, perform basic troubleshooting
 - Verify all devices (receiver, TV, HIC) are plugged in and properly turned on
 - If unable to power on, try another outlet
 - Verify TV is on the correct input, video resolution, format, and is working properly

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- TV may be the cause of the issue; confirm by trying another input, connection method (HDMI, component), or source (Blu-Ray, DVD) and inform the Subscriber if the TV is the issue

4. Ensure all interior connectors are hand-tightened

Step 2: Receiver Check (While Hopper is Rebooting)

1. Verify that all receivers are activated and listed on the account in OFSC

- If not, activate via OFSC or DASH

2. Run STBH Mobile App once live TV is displayed

- If issues are displayed, troubleshoot the corresponding section(s)
 - If the issue is Joey specific, continue to Step 3
- If no issues are displayed, continue to Step 4

Step 3: Troubleshooting at Joey Location

1. Reboot the Joey

2. Perform basic troubleshooting

- Verify all devices (receiver, TV, HIC) are plugged in and properly turned on
 - If unable to power on, try another outlet
- Verify TV is on the correct input, video resolution, format, and is working properly
 - TV may be the cause of the issue; confirm by trying another input, connection method (HDMI, component), or source (Blu-Ray, DVD) and inform the Subscriber if the TV is the issue

3. Ensure all interior connectors are hand-tightened

4. Continue to System Inspection

Step 4: Continue System Inspection

1. If the issue has not been resolved, unplug all Hoppers and any powered switches then inspect the system between all Hopper/Joey locations and the node/hub

- Cable is approved rating and in good condition
- Lines do not exceed 200 feet between any two receivers (Joey to Hopper, Hopper to Hopper)
- Barrels are high frequency
- Stingers are between 1/16" and 3/16" in length
- Connectors are hand tight indoors and torqued to 30 in lbs outside

2. Inspect the node/hub

- Cable is approved rating and in good condition
- Lines do not exceed 200 feet between any two receivers (Joey to Hopper, Hopper to Hopper)
- Barrels are high frequency
- Stingers are between 1/16" and 3/16" in length
- No components are in line between the LNBF and the node/hub
- No line-of-sight issues
- Connectors are hand tight indoors and torqued to 30 in lbs outside

3. Inspect the system between the node/hub and the LNBF

- The system is properly grounded
- Stingers are between 1/16" and 3/16" in length
- Unused ports on the node/hub are terminated
- Connectors and terminators are torqued to 30 in lbs

Step 5: Symptom Flows

1. To reboot the system, plug the receivers and any powered switches back in

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2. If the issue has not been resolved, check the SYSTEM STATUS screen (MENU > SETTINGS > DIAGNOSTICS > STATUS > CHECK STATUS)
3. Follow the appropriate flows below based on
 - Any items that are not green or OK
 - Symptoms or issues explained by the Subscriber
 - Error codes displayed

Broadband

Applications not working; receiver can't connect to the Internet

1. Ensure bridging is enabled
 - If bridging has been disabled due to compatibility issues, install a HIC for Internet connectivity
2. Ensure only one IP connection is active
 - Go to NETWORK within Diagnostics
 - Cycle through NETWORK DETAILS (only one should display green OKs)
 - If multiple connections are detected, select Reset Network and reconfigure connectivity
3. Ensure all connections are secure and cabling is in good condition (CAT5, coax to HIC, wireless adapters)
4. Try using another connection type (Ethernet vs. wireless)
5. Verify there is no issue with the Subscriber's ISP (Internet Service Provider)
6. If the issue is still not resolved, place the Hopper in Exception Mode by going to the WHOLE-HOME screen, then pressing INFO > RECALL > INFO > RECALL on the remote
7. Install a new Joey at the problem location
 - If the issue is not replicated on the new Joey, activate the receiver and reboot the Hopper
 - If the issue is replicated on the new Joey, start replacing components, then cabling
8. If additional issues are experienced, go back to step 6: Symptom Flows. If no more issues are experienced, go to step 6: Final Quick Checks.

MoCA

Common Error Codes: 1303, 1305, 1318; pixelated or no picture at Joey; missing tuners

1. Go to the MoCA Diagnostics screen at the Hopper by going to MENU > SETTINGS > DIAGNOSTICS > WHOLE HOME > MOCA DETAILS
2. Identify any fields that are not green within the grid
 - If any fields are not green, unplug all Hoppers and any powered switches
3. At the problem location identified on the MoCA DETAILS screen, replace any unapproved or damaged components or cabling
4. To reboot the system, plug Hoppers and switches back in
5. Based on the system configuration, select the appropriate option below:
 - Single Joey Installation
 - Install Tap at the Hopper
 - Connect the Joey to the Tap using jumper and attempt to re-link
 - Multiple Joey Installation
 - Swap Joey locations and attempt to re-link
 - Multiple Hopper Installation
 - Swap Hopper locations and attempt to re-link
6. Follow the appropriate resolution below:

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- If the issue follows the receiver, go to step 3 below
- If the issue does not follow the receiver, start replacing components working from the receiver to the node/hub, then replace cabling

7. If the issue is still not resolved, place the Hopper in Exception Mode by going to the WHOLE-HOME screen within DIAGNOSTICS, then pressing INFO > RECALL > INFO > RECALL on the remote

8. Install a new Joey at the problem location

- If the issue is not replicated on the new Joey, activate the receiver and reboot the Hopper
- If the issue is replicated on the new Joey, start replacing components, then cabling
 - If not resolved, start replacing components, then cabling

9. If additional issues are experienced, go back to step 5: Symptom Flows. If no more issues are experienced, go to step 6: Final Quick Checks.

Software Download

Common Error Codes: 1573

1. To upgrade software:

Menu > Settings > Diagnostics > Tools > Upgrade Software or Press Home 3 times > Tools > Upgrade Software

If issues are experienced during install:

Exit install wizard by skip back > recall > skip back > run manual check switch. Reboot the receiver after the test completes.

Hard Drive/Hardware

Common Error Codes: 311, 355; receiver rebooting; missing recordings

1. Based on the system configuration, select the appropriate option below:

- Single Joey Installation
 - Install Tap at the Hopper
 - Connect the Joey to the Tap using jumper and attempt to re-link
- Multiple Joey Installation
 - Swap Joey locations and attempt to re-link
- Multiple Hopper Installation
 - Swap Hopper locations and attempt to re-link

2. Follow the appropriate resolution below:

- If the issue follows the receiver, go to step 3 below
- If the issue does not follow the receiver, start replacing components working from the receiver to the node/hub, then replace cabling

3. If the issue is still not resolved, place the Hopper in Exception Mode by going to the WHOLE-HOME screen, then pressing INFO > RECALL > INFO > RECALL on the remote

4. Install a new Joey at the problem location

- If the issue is not replicated on the new Joey, activate the receiver and reboot the Hopper
- If the issue is replicated on the new Joey, start replacing components, then cabling

5. If additional issues are experienced, go back to step 5: Symptom Flows. If no more issues are experienced, go to step 6: Final Quick Checks.

Satellite Signal

Common Error Codes: 015, 002; no picture at Hopper, missing channels, signal loss

1. Set up a Limit Scan at the dish side of the node/hub

Hopper Receiver Troubleshooting

- If the scan passes, bypass the node/hub with the use of a barrel connector and go to step 2
 - If the scan fails, go to step 3
2. Work down the line performing a Limit Scan at each component
 - If the scan passes at the receiver, replace the node/hub
 - If the scan fails, replace the component at which the scan failed and continue down the line
 3. Ensure you have line-of-sight and the mount is level and secure
 4. Replace the LNBF if limit scan fails at LNBF location
 5. If additional issues are experienced, go back to step 5: Symptom Flows. If no more issues are experienced, go to step 6: Final Quick Checks.

Remote

Remote not communicating with TV or receiver

1. Verify the remotes are in the correct rooms with the remote locator
2. Replace batteries if needed
3. If not functioning properly, un-pair and pair the remote to the receiver using the RECEIVER screen within DIAGNOSTICS (press Menu twice on the remote)
 - To manually un-pair the remote, press and hold the SAT button until all mode buttons light up (SAT will blink)
 - Press and hold RECALL and 0 for three seconds, press SEARCH, then VOL+, then STOP
 - To manually pair the remote, press SYSTEM INFO, press SAT, press CANCEL, then press GUIDE
4. Program the remote to the TV
5. If additional issues are experienced, go back to step 5: Symptom Flows. If no more issues are experienced, go to step 6: Final Quick Checks.

Step 6: Final Quick Checks

1. Dish and mount: clear LOS, secure mount and lags, enough lag screws, level mast, ground mast, passing signal
2. Cabling and components: cable is approved rating and is in good condition, IHS approved hardware, all fittings secure and torqued, drip-loops installed properly
3. Grounding: approved ground source, grounding component installed properly
4. Connectivity: verify connectivity is present and functioning, ensure only one IP connection is active
5. Subscriber Education: review steps taken with the Subscriber, ensure the Subscriber is confident with the system/remote, quiz the Subscriber on five troubleshooting steps
6. Run the STBH Mobile app again to capture the system's information after resolving the issue
 - Connect the Mobility Device to the Hopper with the USB cable
 - Wait for the notification that the transfer has been completed (it will display on the TV screen)
7. Complete all necessary steps in OFSC and then end the job before departing

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Hopper Receiver Troubleshooting

- The majority of the time, Joeys are not the cause of the problem. Remember, Joeys receive software from the Hopper and they do not have internal tuners or hard drives.
- When working with coax, always unplug any Hoppers, powered switches, and Subscriber's router
- If the issue is resolved at any point, go to step 6: Final Quick Checks

STEPS

1. Initial Troubleshooting
2. Receiver Check
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4. Continue System Inspection
5. Symptom Flows
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6. Final Quick Checks

Step 1: Initial Troubleshooting

1. Use the voltage detector to confirm that the Hopper is safe to touch
 - If the voltage detector beeps rapidly, unplug all receivers, TVs, and other connected items in the system
 - Use the receptacle tester and voltage detector to find the outlet(s) that are causing the system to be unsafe
 - When you find the unsafe outlet(s), inform the Subscriber of the issue and try another location
 - If there are no outlet solutions, or Subscriber does not approve, notify your FSM of the situation and then work to cancel or reschedule the work order based on the Subscriber's desire to resolve the electrical issue
2. To reboot the system, perform a hard reset on the Hopper, the Subscriber's router, and any powered switches
3. While the system is rebooting, perform basic troubleshooting
 - Verify all devices (receiver, TV, HIC) are plugged in and properly turned on
 - If unable to power on, try another outlet
 - Verify TV is on the correct input, video resolution, format, and is working properly
 - TV may be the cause of the issue; confirm by trying another input, connection method (HDMI, component), or source (Blu-Ray, DVD) and inform the Subscriber if the TV is the issue
4. Ensure all interior connectors are hand-tightened

Step 2: Receiver Check (While Hopper is Rebooting)

1. Verify that all receivers are activated and listed on the account in OFSC (Oracle Field Service Cloud)
 - If not, activate via OFSC (Oracle Field Service Cloud) or DASH
2. Run STBH Mobile App once live TV is displayed
 - If issues are displayed, troubleshoot the corresponding section(s)
 - If an issue is Joey specific, continue to Step 3
 - If no issues are displayed, continue to Step 4

Step 3: Troubleshooting at Joey Location

Hopper Receiver Troubleshooting

1. Reboot the Joey
2. Perform basic troubleshooting
 - Verify all devices (receiver, TV, HIC) are plugged in and properly turned on
 - If unable to power on, try another outlet
 - Verify TV is on the correct input, video resolution, format, and is working properly
 - TV may be the cause of the issue; confirm by trying another input, connection method (HDMI, component), or source (Blu-Ray, DVD) and inform the Subscriber if the TV is the issue
3. Ensure all interior connectors are hand-tightened
4. Continue to System Inspection

Step 4: Continue System Inspection

1. If the issue has not been resolved, unplug all Hoppers and any powered switches then inspect the system between all Hopper/Joey locations and the node
 - Cable is approved rating and in good condition
 - Lines do not exceed 200 feet between any two receivers (Joey to Hopper, Hopper to Hopper)
 - Barrels are high frequency
 - Stingers are between 1/16" and 3/16" in length
 - Connectors are hand tight indoors and torqued to 30 in lbs inside
2. Inspect the node
 - Cable is approved rating and in good condition
 - Lines do not exceed 200 feet between the LNBF and the Hopper
 - Barrels are high frequency
 - Stingers are between 1/16" and 3/16" in length
 - No components are in line between the LNBF and the node
 - No line-of-sight issues
 - Connectors are torqued to 30 in lbs outside
3. Inspect the system between the node and the LNBF
 - The system is properly grounded
 - Stingers are between 1/16" and 3/16" in length
 - Unused ports on the node are terminated
 - Connectors and terminators are torqued to 30 in lbs

Step 5: Symptom Flows

1. To reboot the system, plug the receivers and any powered switches back in
2. If the issue has not been resolved, check the SYSTEM STATUS screen (MENU > SETTINGS > DIAGNOSTICS > STATUS > CHECK STATUS)
3. Follow the appropriate flows below based on
 - Any items that are not green or "good"
 - Symptoms or issues explained by the Subscriber
 - Error codes displayed

Broadband

Applications not working; receiver can't connect to the Internet

1. Ensure bridging is enabled
 - If bridging has been disabled due to compatibility issues, install a HIC for Internet connectivity
2. Ensure only one IP connection is active
 - Go to NETWORK SETUP within SETTINGS, then BROADBAND
 - Cycle through Network Setup at the top left of the screen(only one should display green OKs)

Hopper Receiver Troubleshooting

- If multiple connections are detected, select Reset Network and reconfigure connectivity
3. Ensure all connections are secure and cabling is in good condition (CAT5, coax to HIC, wireless adapters)
 4. Try using another connection type (Ethernet vs. wireless)
 5. Verify there is no issue with the Subscriber's ISP (Internet Service Provider)
 6. Install a new Joey at the problem location
 - If the issue is not replicated on the new Joey, activate the receiver and reboot the Hopper
 - If the issue is replicated on the new Joey, start replacing components, then cabling
 7. If additional issues are experienced, go back to step 5: Symptom Flows. If no more issues are experienced, go to step 6: Final Quick Checks.

MoCA

Common Error Codes: 1303, 1305, 1318; pixelated or no picture at Joey; missing tuners

1. Go to the MoCA Diagnostics screen at the Hopper by going to MENU > SETTINGS > DIAGNOSTICS > SYSTEM STATUS > LINKED JOEYS > MoCA SUMMARY > MoCA DETAILS
2. Identify any fields that are not green within the grid
 - If any fields are not green, unplug all Hoppers and any powered switches
3. At the problem location identified on the MoCA DETAILS screen, replace any unapproved or damaged components or cabling
4. To reboot the system, plug Hoppers and switches back in
5. Based on the system configuration, select the appropriate option below:
 - Single Joey Installation
 - Install Tap at the Hopper
 - Connect the Joey to the Tap using jumper and attempt to re-link
 - Multiple Joey Installation
 - Swap Joey locations and attempt to re-link
 - Multiple Hopper Installation
 - Swap Hopper locations and attempt to re-link
6. Follow the appropriate resolution below
 - If the issue follows the receiver, go to step 6 below
 - If the issue does not follow the receiver, start replacing components working from the receiver to the node, then replace cabling
7. If the issue is still not resolved, place the Hopper in Exception Mode by going to the WHOLE-HOME screen within SETTINGS > NETWORK SETUP, then pressing INFO > RECALL > INFO > RECALL on the remote
8. Install a new Joey at the problem location
 - If the issue is not replicated on the new Joey, activate the receiver and reboot the Hopper
 - If the issue is replicated on the new Joey, start replacing components, then cabling
 - If not resolved, start replacing components, then cabling
9. If additional issues are experienced, go back to step 5: Symptom Flows. If no more issues are experienced, go to step 6: Final Quick Checks.

Software Download

Common Error Codes: 1573

1. To upgrade software:

Menu > Settings > Diagnostics > Tools > Upgrade Software or Press Home 3 times > Tools > Upgrade Software

If issues are experienced during install:

Exit install wizard by skip back > recall > skip back > run manual check switch. Reboot the receiver after the test completes.

Hard Drive/Hardware

Common Error Codes: 311, 355; receiver rebooting; missing recordings

1. Based on the system configuration, select the appropriate option below:

- Single Joey Installation
 - Install Tap at the Hopper
 - Connect the Joey to the Tap using jumper and attempt to re-link
- Multiple Joey Installation
 - Swap Joey locations and attempt to re-link
- Multiple Hopper Installation
 - Swap Hopper locations and attempt to re-link

2. Follow the appropriate resolution below

- If the issue follows the receiver, go to step 3 below
- If the issue does not follow the receiver, start replacing components working from the receiver to the node, then replace cabling

3. Install a new Joey at the problem location

- If the issue is not replicated on the new Joey, activate the receiver and reboot the Hopper
- If the issue is replicated on the new Joey, start replacing components, then cabling

4. If additional issues are experienced, go back to step 5: Symptom Flows. If no more issues are experienced, go to step 6: Final Quick Checks.

Satellite Signal

Common Error Codes: 015, 002; no picture at Hopper, missing channels, signal loss

1. Set up a Limit Scan at the dish side of the node

- If the scan passes, bypass the node with the use of a barrel connector and go to step 2
- If the scan fails, go to step 3

2. Work down the line performing a Limit Scan at each component

- If the scan passes at the receiver, replace the node
- If the scan fails, replace the component at which the scan failed and continue down the line

3. Ensure you have line-of-sight and the mount is level and secure

4. Replace the LNBF if limit scan fails at LNBF location

5. If additional issues are experienced, go back to step 6: Symptom Flows. If no more issues are experienced, go to step 6: Final Quick Checks.

Remote

Remote not communicating with TV or receiver

1. Verify the remotes are in the correct rooms with the remote locator
2. Replace batteries if needed

Hopper Receiver Troubleshooting

3. If not functioning properly, un-pair and pair the remote to the receiver using the Remote Section within SYSTEM INFO (press Menu twice on the remote)

- To manually un-pair the remote, press and hold the SAT button until all mode buttons light up (SAT will blink)
- Press and hold RECALL and 0 for three seconds, press SEARCH, then VOL+, then STOP
- To manually pair the remote, press SYSTEM INFO, press SAT, press CANCEL, then press GUIDE

4. Program the remote to the TV

5. If additional issues are experienced, go back to step 5: Symptom Flows. If no more issues are experienced, go to step 6: Final Quick Checks.

Step 6: Final Quick Checks

1. Dish and mount: clear LOS, secure mount and lags, enough lag screws, level mast, ground mast, passing signal

2. Cabling and components: cable is approved rating and is in good condition, IHS approved hardware, all fittings secure and torqued, drip-loops installed properly

3. Grounding: approved ground source, grounding component installed properly

4. Connectivity: verify connectivity is present and functioning, ensure only one IP connection is active

5. Subscriber Education: review steps taken with the Subscriber, ensure the Subscriber is confident with the system/remote, quiz the Subscriber on five troubleshooting steps

6. Run the STBH Mobile app again to capture the system's information after resolving the issue

- Connect the Mobility Device to the Hopper with the USB cable
- Wait for the notification that the transfer has been completed (it will display on the TV screen)

7. Complete all necessary steps in OFSC (Oracle Field Service Cloud) and then end the job before departing

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