

# Shaw Direct Service Bulletin

**If your older-model satellite receiver is stuck on one channel (with or without signal), please perform the following steps to restore service:**

## 1. Perform a Factory Reset

*Please note that performing a factory reset will erase all system settings, timers, and customizations from your satellite receiver.*

- A. Press **OPTIONS** on your remote control to bring up the on-screen Options menu.
- B. Press the following numbers on your remote control: **6 7 7 8 6**
- C. The screen will ask if you want to reset your receiver. Press **ENTER** to confirm reset.
- D. After about a minute, walk up to your satellite receiver and press the power button on the front panel to turn it back on.
- E. You should now be on channel 255 with a “Please wait a moment” message on your TV screen.

## 2. Obtain satellite signal

- A. Press **2 5 2** on your remote control. If the satellite signal indicator on the front of your receiver turned green, proceed to step 3.
- B. If the signal light on the front of your satellite receiver *didn't* turn green, press **2 8 4** on your remote control. The satellite signal indicator on the front of your receiver should turn green.

*If you don't have satellite signal on channel 252 or 284, please visit [Support](#) for signal troubleshooting.*

## 3. Refresh your satellite receiver

- A. Log into [My Account](#) and select the “Receiver Refresh” option. Click **Submit** to refresh your receiver. *Alternately*, if preferred you can call us at 1-888-554-7827 and follow the prompts to send an automated service refresh to your receiver.
- B. Within about a minute of sending the refresh signal, the onscreen clock should update to the correct time.
- C. Within about 20 minutes, the channel number showing at the top of the screen should change to “0”.

*If the “0” does not appear and you are unable to change channels after waiting at least 20 minutes, unplug the power cord for your satellite receiver and then plug it back in.*

## 4. Verify your channels and wait for guide data

- A. Press **2 9 9** on your remote control to change the channel.
- B. You should now have sound and picture back. Try tuning directly to your favourite channel by entering the number on the remote control.
- C. Leave your satellite receiver on one channel for about 45 minutes and Guide data should reload automatically.

*If these steps did not restore service, please repeat them from the start or else call [Shaw Direct at 1-888-554-7827](#) for more assistance.*