

Error message	Possible cause	Suggested solution
Please insert your NJOI Smart Card.	Your NJOI Smart Card is not inserted in the smart card slot of your NJOI decoder	Please insert your NJOI Smart Card into the smart card slot.
Invalid smart card.Please insert your NJOI Smart Card or insert your Astro Smart Card correctly.	The smart card is not inserted properly.	Turn off decoder (Power Reset) and wait for 10 seconds. Remove and clean the smart card with a clean & soft material. Re-insert the smart card correctly gently and firmly with the gold chip facing up. Ensure satellite cable is securely connected.
	There is a mismatch in the customer type of the NJOI Smart Card inserted in your NJOI decoder	Please insert the NJOI Smart Card that came with your NJOI decoder
	The smart card in your NJOI decoder box is not an NJOI Smart Card.	
This channel is not included in your subscription. To subscribe, please call customer service.	You are not subscribed to the channel, please purchase the channel using a prepaid top up card in order to watch.	Please go to www.njoi.com.my for a list of dealers that sell NJOI prepaid. Upon topping up, you may select and buy the channels based on your preferred duration. For more information please go to channel 200.
Your smart card is inactive. Please call NJOI customer service to activate.	Your NJOI Smart Card has not been activated or has been deactivated.	Please contact NJOI Customer Service to activate your smart card. Leave your smart card in your NJOI set top box, and ensure that it is powered up with the signal locked on.
	The NJOI Smart Card has not been in your decoder for several months.	Leave your NJOI Smart Card inside your decoder for a couple of hours, and ensure that your decoder is powered up with the signal locked on.
You have inserted the wrong smart card.Please insert the correct smart card.	You have inserted a smart card from another set top box.Your NJOI decoder will work only with the NJOI Smart Card that it came paired with.	Insert the NJOI Smart Card that came paired with your NJOI decoder.
Please insert the correct smart card or contact customer service for assistance.	The smart card may be a brand new card, or it was previously used in another set top box.	Please send an email to (wecare@astro.com.my) detailing the issue faced and the message on the screen along with your IC number, full name, contact number and account number and we will respond to your query within the next 24 hours via email or phone if necessary.
Services currently not available.	The satellite input is not connected properly.	Ensure that the satellite input cable is connected properly.
	The dish is not aligned properly.	Have an authorized installer align the dish properly.
No favourite channels found.	You have not assigned any channels to your favourite channels list.	You can access the Home screen using the Home button on your remote control.You can assign favourite channels by navigating to: Settings > User Settings > Edit Favourites.

On-screen message	Possible cause	Suggested solution
This channel is blocked under parental control.	You have blocked this channel using the Channel Block function under Parental Control.	You can either enter the correct PIN code to view the channel or switch to another channel.
The display on the front panel does not light up/is not lit.	Your NJOI decoder is not connected.	Make sure the lead from the 12 V power supply unit is properly plugged into your NJOI decoder. Check that the 12 V power supply unit is properly connected to the mains supply, and that the mains supply is switched on.
There is no sound and picture on your TV, but the NJOI decoder's front panel shows the time.	Your NJOI decoder is still in standby.	Press the standby button on your remote control or your NJOI decoder's front panel. Make sure that your TV is out of standby and you have selected the correct AV input on your TV.
Your remote control does not operate your NJOI decoder.	Your NJOI decoder is still in standby.	Press the standby button on your remote control.
	Something is blocking the path between your remote control and your NJOI decoder's front panel.	Ensure that nothing is blocking the path.
	Your remote control's batteries need replacing.	Replace all the batteries in your remote control. Never throw used batteries into a fire. Dispose of them in an environmentally-responsible way
There is no sound or picture, or the picture is of poor quality or looks blocky.	Your satellite dish is not connected properly to your NJOI decoder.	Make sure that your satellite dish is connected properly to your NJOI decoder.
	Your TV is not connected properly to your NJOI decoder.	Make sure that your TV is connected properly to your NJOI decoder, your TV is out of standby and you have selected the correct AV input on the TV.
	Your satellite dish is not pointing in the right direction or has a faulty LNB. NOTE: Severe weather and heavy cloud cover can cause this problem.	Check the signal-level indicator. If it is low, please send an email to (wecare@astro.com.my) detailing the issue faced and the message on the screen along with your IC number, full name, contact number and account number and we will respond to your query within the next 24 hours via email or phone if necessary.
There are smart card error messages.	Your NJOI set top box cannot detect or recognise your smart card.	Make sure that you have the correct NJOI Smart Card and that it is properly inserted. If the messages persist, please send an email to (wecare@astro.com.my) detailing the issue faced and the message on the screen along with your IC number, full name, contact number and account number and we will respond to your query within the next 24 hours via email or phone if necessary.
You have forgotten your PIN code.		Please send an email to (wecare@astro.com.my) to have the PIN reset

Signal issues	Severe weather and heavy cloud cover	Please wait for the weather to improve and try again later
	Signal settings in decoder requires configuration	Go to LNB settings screen, choose LNB as universal Select Entry Point -1 MEASAT3(VL) If there is a signal level, press OK If there is no signal level, switch off power supply and ensure satellite cable is securely connected, then switch on power supply
Audio issues	Audio settings require configuration	Go to Home > Settings > Your Settings > Digital Audio Settings There is 2 options at Digital Audio Settings page: - If you are using audio from TV/STB , please select <Stereo >Analogue and Digital - If you are using Home theater system, please select <Dolby Digital 5.1> Once changes has been made, press blue button to Apply Changes Press Back button to exit. If issue still persists, please send an email to wecare@astro.com.my detailing the issue faced and the message on the screen along with your IC number, full name, contact number and account number and we will respond to your query within the next 24 hours via email or phone if necessary

Contacting Us at We Care:

If you are having difficulties with any technical issues, please do email us at wecare@astro.com.my stating the nature of your issue faced. Please include your IC number, full name, contact number and account number and we will respond to your query within the next 24 hours via email or phone if necessary.