



ESPN XDS SATELLITE TROUBLESHOOTING GUIDE

XDS Pro4R and Pro4Q Receivers

Features of the XDS Pro4R and Pro4Q satellite receiver:

- L-Band input (950 MHz – 1450 MHz). A Phase Lock Loop (PLL) LNB (Low Noise Block Downconverter) is required for nominal operation. A “digital-ready” LNB is not the same thing and may provide sub-standard performance.
- Four (4) audio ports are available on the back of the receiver
- Two (2) programmable Netcue relay ports available on the back of the receiver.

Receiver Condition	Indicators	Cause/Resolution
NORMAL	Green SIGNAL and POWER LEDs illuminated. LCD display reads: EB XX.X AG XX XDS PRO4R (where X = numerical value)	N/A
UNABLE TO FIND ESPN AUDIO PROGRAMS ON XDS CARRIER	Green SIGNAL and POWER LEDs illuminated. Yellow UPDATE LED flashing. LCD display reads: EB XX.X AG XX XDS PRO4R PLEASE ACTIVATE (where X = numerical value) Receiver logo other than ESPN (i.e. PRN logo) is displayed.	Receiver not set for ESPN frequency and symbol rate. Manually tune receiver to ESPN XDS carrier from SETUP / TUNER MENU . SES-11: FREQ: 01442500 kHz Symbol: 03333447 SPS
UNABLE TO ACQUIRE A CARRIER	Green POWER and red FAULT LEDs illuminated. LCD display reads: EB - - AG 0 XDS PRO4R	Invalid frequency or symbol rate settings. Tune receiver to ESPN XDS carrier from SETUP / TUNER MENU . SES-11: FREQ: 01442500 kHz Symbol: 03333447 SPS

Receiver Condition	Indicators	Cause/Resolution
UNABLE TO ACQUIRE A CARRIER	Green POWER and red FAULT LEDs illuminated. LCD display reads: EB - - AG 0 XDS PRO4R	Low input signal to receiver (if other non-ESPN XDS receivers have low Eb/No (i.e. Westwood at Eb/No of 6 or less). Correct dish alignment and/or RF cabling to improve input signal
UNABLE TO ACQUIRE A CARRIER	Green POWER and red FAULT LEDs illuminated. LCD display reads: EB - - AG 0 XDS PRO4R .	No LNB power. If other receivers show same symptom, or if this is only receiver, confirm LNB VOLTAGE in ON via SETUP menu.
INTERMITTENT DROPOUTS	Green SIGNAL, SYNC and POWER LEDs illuminated. LCD display reads: EB XX.X AG XX XDS PRO4R (where X = numerical value) EB value drops and red FAULT LED lights when dropout occurs.	RF interference affecting reception or intermittent coaxial connection. If other receivers on same antenna are affected, problem is between the dish antenna and the receivers. Check and replace any coaxial connections or L-band splitters for corrosion or damage. Check for any nearby RF source (cell phone tower, airport with radar, U.S. Air Force base). May require a bandpass filter. Check dish alignment and polarization for possible adjacent satellite interference.

XDS Signal Strength Readings:

- EB – Eb/No reading (Energy Bit/Noise) – In general, a higher number indicates better signal. Readings above 10 are good, below 8 is marginal and could result in dropouts. The receiver will start to lose lock below 5 dB.
- AG – Automatic Gain. A lower number indicates more gain being added to signal.
 - Below 20 – Signal needs improvement
 - 30 – 60 – Signal is Nominal
 - Above 70 – Too much signal; could result in reduced signal quality.