

No	Error code	Meaning and Reason	Owner	Checkpoint	English	Indonesia
1	990	Indicates that the connection timed out.	client	Check the Network & Internet connection on the user/customer side. Network & Internet should have enough speed i.e 2.5 Mbps, or for better connection should have 5 Mbps speed. Check also DNS setting of the router and consult to authorized IT personnel to handle it.	Sign In ----- Sorry, seems there is error with your network connection. Please check your network connection status inside Setting/Network & Internet. You can try also connection to your mobile phone network through tethering. VOD (propose for next FW release at Mantis) ----- Sorry, the content you selected can't be played right now. Please check your Network & Internet status, it shall be well "Connected" and have enough network speed. Then, please try again in a few moment.	Sign In ----- Maaf, sepertinya ada kesalahan pada koneksi jaringan Anda. Silahkan periksa kondisi koneksi jaringan internet Anda pada Pengaturan/Jaringan & Internet. Anda dapat juga mencoba mengkoneksikan dengan cara tethering pada handphone Anda. VOD (propose for next FW release at Mantis) ----- Maaf, konten Anda tidak dapat kami tampilkan saat ini. Silakan periksa kondisi Jaringan & Internet Anda, pastikan terhubung dengan baik ke Internet dan memiliki kecepatan jaringan yang cukup. Kemudian, mohon coba kembali beberapa saat lagi.
2	991	Indicates that the connection could not be established.	client	Check the Network & Internet connection on the user/customer side. Network & Internet should have enough speed i.e 2.5 Mbps, or for better connection should have 5 Mbps speed. Check also DNS setting of the router and consult to authorized IT personnel to handle it.	Sign In ----- Sorry, seems there is error with your network connection. Please check your network connection status inside Setting/Network & Internet. You can try also connection to your mobile phone network through tethering. VOD (propose for next FW release at Mantis) ----- Sorry, the content you selected can't be played right now. Please check your Network & Internet status, it shall be well "Connected" and have enough network speed. Then, please try again in a few moment.	Sign In ----- Maaf, sepertinya ada kesalahan pada koneksi jaringan Anda. Silahkan periksa kondisi koneksi jaringan internet Anda pada Pengaturan/Jaringan & Internet. Anda dapat juga mencoba mengkoneksikan dengan cara tethering pada handphone Anda. VOD (propose for next FW release at Mantis) ----- Maaf, konten Anda tidak dapat kami tampilkan saat ini. Silakan periksa kondisi Jaringan & Internet Anda, pastikan terhubung dengan baik ke Internet dan memiliki kecepatan jaringan yang cukup. Kemudian, mohon coba kembali beberapa saat lagi.
3	992	Indicates that authentication failed.	client	Make sure your email and password match those registered at my.transvision.co.id / mytransvision.co.id when signing in.		
4	993	Indicates that the server responded with an error response.	client	An error occurred when the server (Headend) sent respond to the STB.		
5	994	Indicates that there was a network error when performing a request.	client	An error occurred on the internet connection.		
6	995	Indicates that the server's response could not be parsed.	client	An error occurred on the internet connection.		
7	800	Indicates that the content count is zero.	client	An error occurred on the internet connection.		
8	700	Indicates no information	client	An error occurred on the internet connection.		
9	301	Indicates email not register yet / invalid email address.	client	Error in e-mail address, not registered or incorrect e-mail address.	Sorry, we can't find your account with that password. Please try a different email.	Maaf, email Anda tidak terdaftar. Mohon coba kembali dengan email yang lain.
10	305	Indicates that you are not logged in	server	Make sure the customer signs in first.		
11	332	Indicates that username and password do not match	server	Make sure the customer registers the appropriate username and password to sign in to the STB.	The password you enter is incorrect. Please try again.	Password yang Anda masukkan salah. Mohon coba kembali.
12	414	Indicates that the STB is not registered	server	The customer has not registered at my.transvision.co.id / mytransvision.co.id.		
13	415	Indicates that the STB is not active	server	STB has not been activated on the system.		
14	416	Indicates that the STB is not assigned to user	server	STB has not been activated on the system.		
15	417	Indicates that the STB's owner is not activated yet	server	STB has not been activated on the system.		
16	422	Indicates that new Account sign in to paired STB.	server	The STB has been successfully paired with another Account previously. User/customer shall sign in to another new/unpaired STB.	Sorry, this decoder seems already paired with another account. Please use another new (unpaired) decoder and Sign In again. Call 15000 60 or visit www.my.transvision.co.id for further assistance.	Maaf, dekoder ini sepertinya telah terhubung dengan akun yang lain. Silakan gunakan dekoder baru (belum dipasangkan) yang lain dan Sign In kembali. Hubungi 15000 60 atau klik www.my.transvision.co.id.
17	423	Indicates that paired Account sign in to new STB.	server	The Account has been successfully paired with another STB previously. User/customer shall create new account (Email & Password) on my.transvision.co.id. Or, if the new STB is a replacement of broken STB, the Account shall be unpaired from its previous paired STB prior to sign in the new/replacement STB.	Sorry, your account seems already paired with another device. Please set another email to www.my.transvision.co.id and Sign In again.	Maaf, akun Anda sepertinya telah terhubung dengan dekoder lain. Harap buat email lain di www.my.transvision.co.id dan coba Sign In lagi.
18	426	Indicates that paired Account sign in to other paired STBs.	server	This case occurs when user/customer use the Account which has been paired with another STB previously, and also user/customer want to sign in to previously paired STB. User/customer shall not exchange the Account and STB. 1 Account is paired to 1 STB only.	Sorry, your account seems already paired with another device and this decoder seems also already paired with another account. Please set another email to www.my.transvision.co.id and use another new (unpaired) decoder. Then, Sign In again.	Maaf, akun Anda sepertinya telah terhubung dengan dekoder lain dan dekoder ini juga telah terhubung dengan akun yang lain. Harap buat email lain di www.my.transvision.co.id dan gunakan dekoder baru (belum dipasangkan) yang lain. Kemudian, coba Sign in lagi.
19	901	Indicates that there is an error in the request parameter.	server	Server (Headend) error occurred.		
20			client			