

BBC entertainment

SMARTCARD INFORMATION

RECEIVING THE CHANNEL

Here are the settings you need to receive BBC Entertainment. We recommend using the “manual search” or “manual installation” of BBC Entertainment on your receiver, as an ‘automatic’ option may find other frequencies for ‘BBC Entertainment’ which your smartcard will not work with.

You must ensure that you have correctly configured your receiver / decoder using the following parameters.

Satellite:	Eurobird 9	Beam:	Wide
Position:	9° East	Polarisation:	Vertical
Encryption:	Viaccess 4.0	FEC:	3/4
Frequency:	11996 MHz	Modulation:	QPSK
Symbol Rate:	27.5		

PROTECTING YOUR SMART CARD

Your smartcard should give many years service. To keep it in good working order:

- Do not bend or twist your smartcard, or touch the gold chip
- Do not expose the smartcard to heat or sunlight, to electrical pulses or magnetic fields
- Do not clean the smartcard with fluids – only use a soft dry tissue
- Please keep your smartcard away from children and pets

COMMON PROBLEMS

- Your receiver must be Viaccess compatible, and if you are using a Conditional Access Module (CAM) this should have a red label. You can check that your equipment is authorised and supported by Viaccess at viaccess.com.
- Your satellite dish must be correctly aligned and directed at Eurobird 9 at 9° East.
- If you get a ‘**No Signal**’ or ‘**Poor Signal**’ message, this means the receiver is not getting a suitable signal from your satellite dish. This doesn’t concern the smartcard. It is imperative that the dish has been carefully aligned and the skew adjusted to give maximum signal strength. You need to check the installation and if necessary consult a qualified installer or engineer. Slight changes, sometimes due to wind or weather, can affect reception.
- If you see a message such as ‘**Insert Card**’ after your card has been inserted, please check you have put it in the right way up and right way round for your receiver – consult the manual for more details.
- If you see ‘**No Rights**’ or ‘**Not Authorised**’ please check that you have tuned to the correct frequency. Automatic tuning will usually find two channels called ‘BBC Entertainment’. Your smartcard will **ONLY** work with **11996 MHz**. Use the on–screen menu to ascertain that you are tuned to this frequency. See your manual for help.
- If you were not able to install your smartcard soon after delivery, or if you haven’t watched BBC Entertainment for a while, your card may not have received its monthly authorisation update. Please contact Customer Relations for assistance. Have the smartcard number to hand, but leave it installed in the receiver.
- If you lose the BBC Entertainment signal in the future, you should always first try ‘rebooting’ your receiver: please disconnect it from the mains supply (remove the plug from the wall socket) for around two minutes before reconnecting. You could also try removing the smartcard fully and reinserting it. Consult the above checklist.

 www.bbcentertainment.com