

Optus Aurora Smart Card Activation Problems

Problem	Solution
Cannot contact Optus by phone	Keep trying. Consider also fax 1300 555 221 or email sss@otpus.com.au
Contacted Optus with my details but still no pictures	Make sure your card is in your receiver with the receiver turned on and tuned to one of the Optus Aurora Channels (such as ABC WA.) The activation process is normally completed within 24 hours.
On Screen messages	<p>E05 Unknown smartcard</p> <p>smart card is probably not inserted correctly in receiver</p> <p>If you have a HUMAX satellite receiver make sure the smart card gold contacts are facing up (ignore the “insert this side up” message on the smartcard).</p> <p>The activation process will not be completed while you have this error message</p>
	<p>E16 Service is currently scrambled</p> <p>Either your card has not been activated or you do not have rights to view this service.</p>
	<p>E48 no signal</p> <p>Change to Tune 156° channel usually Channel 1. This channel is not encrypted and therefore does not require a smart card. If you do not get a picture then there is a problem with your dish or receiver installation. Please contact your installer</p> <p>The activation process will not be completed while you have this error message</p>
	<p>E52 Searching for signal</p> <p>same solution as E48 no signal</p>
	<p>E04 Please insert smartcard</p> <p>Insert Smart card</p> <p>If you have a HUMAX satellite receiver make sure the smart card gold contacts are facing up (ignore the “insert this side up” message on the smartcard).</p> <p>The activation process will not be completed while you have this error message</p>
	<p>E07 Checking</p> <p>Smart card has been accepted by receiver.</p>
	<p>E30 Service is currently scrambled</p> <p>Either your card has not been activated or you do not have rights to view this service</p>

SMART CARDS

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