Viewer Access Satellite Television (VAST)

VAST provides digital television and radio services to viewers in remote areas of Australia. The VAST service has channels for the ABC, SBS and the Australian commercial television networks.

The VAST service is provided via an approved satellite dish & decoder which have been supplied by DPTI. Access to the service is managed by a smart card which has been supplied with the satellite decoder. DPTI have registered the smartcard number to enable access.

Please ensure the satellite dish; the decoder with remote control and the smartcard remain at the house.

The smart card

The smart card is inserted into the decoder. The smart card number is located above the barcode on the back of the card (Pages 3 & 4 show photos of the location of the decoder's smart card).

Please ensure the smart card has been correctly inserted into the decoder with the chip facing down and the arrow is on top pointing forward.

Resetting the smart card

The smart card has been activated to receive the VAST services, but if the services have been lost due to an unknown fault it may need resetting. This can be completed online at: http://www.mysattv.com.au/decoderrehit.aspx . This process refreshes the information on the smart card.

If you do not have access to the internet, please contact the DPTI helpdesk who can assist with resetting the smart card for you. Please ensure that you have the smart card number available. The DPTI helpdesk can be contacted on 1800 182 032.

Troubleshooting Guide

Common Error Codes

E50-32 or E52-32 No services found please rescan

These codes indicate that your decoder is not receiving any signal. This may be due to bad weather or a faulty connection in the installation. NOTE: This is not an issue with your smart card.

Please rescan the decoder. If the signal does not appear please contact the DPTI helpdesk for assistance.

E19-4 Subscription Status Expired

This code is a common error for viewers in remote locations, whose system has been activated and working, but the decoder may not have been used for some time. This issue arises due to the security information contained on the smart card expiring. There are two options to recover from this error.

1. Leave the decoder turned on and the information on the smart card will update to restore all of the activated services. The decoder usually recovers within a couple of hours.

2. Reset the smart card online http://www.mysattv.com.au/decoderrehit.aspx

If you do not have access to the internet, please contact the DPTI helpdesk who can assist with resetting the smart card for you. Please ensure that you have the smart card number available. The DPTI helpdesk can be contacted on 1800 182 032.

E107-4 The smart card is not fully authorized & E16-4 No permission to view this channel

Please reset the smart card online http://www.mysattv.com.au/decoderrehit.aspx or contact the DPTI helpdesk for assistance.

E06-4 Smart card Failure

Error is displayed if an invalid smart card is inserted or if the card is incorrectly inserted in the decoder. If you can confirm the smart card has been correctly inserted in the decoder, please contact the manufacturer for further troubleshooting.

If the fault cannot be rectified please notify the DPTI helpdesk 1800 182 032 as a new smart card may be required.

VAST Certified Decoder Manufacturers

Altech UEC www.uec.com.au

T: 02 9425 5777

E: support@uec.com.au

Click here for: **DSD4121** Basic viewers guide

Humax www.humaxdigital.com/au

T: 1300 737 937

E: ausupport@humaxdigital.com

Click here for: **HDR-1003S** User's manual

SatKing www.satking.com.au

T: 03 9553 3399

E: support@satking.com.au

Click here for: **DVBS2 800CA** User's manual

For further information visit the VAST website: http://www.mysattv.com.au/Default.aspx

The DPTI helpdesk can be contacted on 1800 182 032.

VAST decoder smart card location

Please refer to the photos below to view the location of the smart card slot on the decoder (for UEC, HUMAX and SatKing).

UEC DSD4121

UEC DSD4121 RV

UEC DSD4639

SatKing DVBS2-800CA

HUMAX HDR-1003S