



Creative Broadcast Solutions Ltd

Cinema Event Reception FAQs

Here is a list of the commonly asked questions we encounter when operating digital cinema event helplines. If you are having difficulties with reception you must go through these tips before you call a Helpline. Further information is available on our [website](#) or you can read our [blog](#) where we immediately publish any transmission issues that may be affecting you collectively. You can also follow us on [twitter](#).

I have a Lansat automated receiver, who do I call for help?

You need to contact the Lansat helpline on +44 203 026 9730.

I have an Arqiva/ Ymagis automated receiver, who do I call for help?

You need to contact the Ymagis helpline on +44 203 695 8480.

No Reception, what do I do?

First, is the dish is pointing at 1 degree West (for IS10-02) and is the antenna is connected to the receiver? Seek local assistance to confirm this.

Is the system working? Can you see any of the [permanent](#) channels on IS10-02? e.g.

If you can see [permanent](#) channels, check you are tuning in at the right time. Some people are confused with the time references GMT / BST. In the UK our clocks are set to GMT (Greenwich Mean Time) **except** between 27th March to 30th October (in 2016). During these dates the UK clocks are set to BST (British Summer Time). If you have any doubt of what the time is now, check [here](#) or [here](#).

If you can see [permanent](#) channels and you are tuning at the right time, now check the parameters for the event you are looking for. Do you have the right frequency, polarisation, FEC? Make sure the modulation is set correctly. DVB or DVBS (they are the same thing) - or DVBS2. The other parameter to check is QPSK or 8PSK.

If you can't see the permanent channels (i.e. you are getting nothing at all on your receiver) then there is a fundamental problem. Check the antenna connections, reboot the receiver or change to a spare receiver. If it's still unserviceable contact your in-house support.

Signal Breaking Up:

Do you have bad weather? Is your dish aligned? Is your receiver overheating?

For help and assistance with signal breakup, call the PowWowNow helpline for assistance. 08444 737373 in UK (PIN to access the conference is usually: 270661. Other access numbers for PowWowNow are [here](#).

Icencrypt scans but doesn't find channel:

This is usually due to the receivers channel database being full. To correct this you need to clear all of your saved channels for the satellite you are using. The user manual refers, if you don't have the manual you can download a copy from the [satfacts](#) website. Go to the [FAQ](#) page.

Fortec Star scans but doesn't find channel:

This is usually due to the parameters being already stored in a channel memory. Go to channel menu and select each stored channel one by one, eventually you will find what you are looking for. (Assuming the system is working in the first place). Also see 'No Reception'

Out of Sync:

The usual fix is, tune down then up a channel, then tune back, (a bit like changing channels on your TV at home) thus making the receiver re lock to the content. This usually sorts it. If not, ask yourself which type of receiver it is: Humax HDCI 2000 appears to be less stable than other common receivers.

No Audio (but pictures):

Check connections and Cinema audio system. Try to confirm audio is coming out of receiver (using the analogue outputs). Try a receiver reboot (power off then back on a gain after a minute or so), this will often sort it.

No Pictures (but audio):

Check connections out of receiver and routing to projector. Try the analogue video out on a separate monitor. If there are still no pictures, reboot the receiver.

Wrong in vision subtitles:

This will almost always be because you have the wrong parameters, or you have not selected the correct channel after you have scanned. Ideally, you should **delete all your old saved channels before you start an event** to prevent this issue. If you haven't, go through the saved channels until you find the correct signal, it will usually be on the highest channel number. To get there quickly, select channel 1 then press the channel down button.

Wrong in closed or embedded subtitles:

Use the subtitle button (below button 7, bottom left of your remote) to access the subtitle menu, select the language you need.

I don't know how to tune my receiver:

If you have not been trained to tune your receiver and you need to, you can download a tuning guide [here](#).

Last updated February 2016.