NDS KDG

CIPLUS CAM FAQ

Catalogue

1. Introduction

This spec provides a product troubleshooting checklist and frequently-asked questions and answers. If you experience any problem when operating your NDS KDG CI PLUS CAM, the following troubleshooting guide may help you to resolve the problem. If you are unable to resolve the problem after consulting this Troubleshooting checklist, please contact your local service provider for assistance, or contact SMiT Customer Support Center.

2. Questions and Answers

Q: If you insert the CAM to a CI Plus standard compliant iDTV / STB for the first time, but no authentication banner displaying on the TV screen, what can be done?

A: Normally, when you insert the CAM to a CI Plus standard compliant iDTV / STB for the first time, there will be some authentication banner displaying on the TV screen, e.g. "CI+ Authentication start…", "CI+ Authentication - step 1/5 completed". If there is not any banner, please try to remove the CAM from the TV and re-insert. After the CAM authenticated with the iDTV/STB successfully, the message as above will not popup.

Q: If the authentication failed, what can be done?

A:

1. Please check if the signal connection of the TV is OK. If the signal connection is OK, please try to remove the CAM from the TV and re-insert.

2. Make sure the TV has scanned KDG services, and please try to remove the CAM from the TV and re-insert.

Q: If the authentication failed just after step 3/5 or pop up message of "CI+ ERROR: Host Certificate Invalid-Expired, Please tune to DTV service - 17", what can be done?

A: Please check whether the signal connection is OK, and check whether the TV time setting is the current time.

Q: If the authentication failed just after step 3/5 or pop up message of "CI+ ERROR: Host Certificate Invalid-Expired, Please tune to DTV service - 16", what can be done?

A: Please check whether the signal connection is OK, and check whether the TV time setting is the current time. If the TV has set to current time, that means the CI+ certification has something wrong, please contact TV service center.

Q: How to change the PIN code of the smart card?

A: Step 1. Make sure that the smart card is inserted into the CAM correctly.

Step 2. Make sure that the CAM is inserted into the TV correctly.

Step 3. Select the common interface menu of the TV, then select "Service menu" and then select "Change Parental Control PIN".

Note: Regarding how to find out the common interface menu of the TV, please contact the TV Customer Support Center.

Q: How to change the language of the CAM?

A: Select the common interface menu of the TV, then select "Service menu" and then select "Language Settings". Currently, the CAM support German and English.

Note: Regarding how to find out the common interface menu of the TV, please contact the TV Customer Support Center.

Q: If the CAM requires the PIN code for the service, what can be done?

A: Please enter the PIN code of the smart card.

Q: If the service is not descrambled, what can be done?

A: Please find the popped up Message or Error Banner, and refer to *Section 3* below.

Q: If TV/STB is not a CI+ TV/STB, what can be done?

A: If TV/STB does not support CI+, the message, Access to services or single events can be limited because your TV set is not CI+ compatible, will displayed. It means some CI+ services would not be viewed. Please use a CI+ TV/STB to watch such services.

Q：If the CAM can't be recognized by TV/STB, what can be done?

A: Please read user manual of CAM, make sure the CAM has been inserted with correct direction. Please note, front label of the CAM should be the same direction as panel of TV.

Q：If the message of Warning320 always display, what can be done?

A: Please contact KDG customer support hotline and replace the CAM.

Q: If the service can't descramble, what can be done?

A: Please make sure the service has been entitled by your smartcard. If the service has been entitled, please wait about 1 minute after your insert the CAM the first. If there is not video yet, please contact KDG customer support hotline.

3. Message and Error Banner

CA Error Banner	What to do

Warning 303 - Please insert your smartcard with the golden chip face to the back side of the CI+ module.	Please insert the smart card into the CAM or check if the smart card is inserted correctly.
Warning 305 - This channel uses an unknown conditional access system. Please contact your customer support hotline.	Please check whether the TV channel is on correct KDG services.
Warning 308 - There is an incorrect smartcard in your CI+ module.	Please check whether the smart card is an official KDG smart card with entitlement.
Warning 9 - Your smartcard has not been authorized or has expired	If it is the first time you use the smart card, please wait for the smart card activating for some minutes, or contact KDG customer support hotline.
Warning 310 - Your smartcard is not authorized for this broadcast. If you subscribed to this channel or ordered this program please stay tuned to this channel. If not please tune to a channel you subscribed to. If you cannot receive a TV picture after max. 60 minutes please contact your customer support hotline.	If it is the first time you use the smart card, please wait for the smart card activating for some minutes, or contact KDG customer support hotline.
Warning 320 - Your smartcard can not be read. Please insert your smartcard with the golden chip face to the back side of CI+ module. If this message continues to appear then please contact your customer support hotline.	Please check if the smart card is inserted correctly.
Warning 321 - The inserted smartcard is no longer valid. If you have not received a new smartcard please contact your customer support hotline.	Please contact KDG customer support hotline.
Warning 322 - Your smartcard is currently not authorized. Please contact your customer support hotline.	If it is the first time you use the smart card, please wait for the smart card activating for some minutes, or contact KDG customer support hotline.

Warning 325 - Your smartcard is not authorized for this broadcast. If you subscribed to this channel or ordered this program please stay tuned to this channel. If not please tune to a channel you subscribed to. If you cannot receive a TV picture after max. 60 minutes please contact your customer support hotline.	Please contact KDG customer support hotline.