DIGIQUEST CAM4KTIVUSAT

DIGIQUEST CAM Tivùsat 4K Ultra HD + Smartcard

MODEL: CAM4KTIVUSAT

1. Product Overview

The DIGIQUEST CAM Tivùsat 4K Ultra HD is a Conditional Access Module (CAM) designed to enable viewing of Tivùsat satellite channels, including 4K Ultra HD, HD, and SD content. This CAM supports an advanced content protection and security system known as ECP, ensuring secure access to encrypted broadcasts. It offers a straightforward installation process with no additional clutter or cables.

This product is ideal for users experiencing terrestrial digital signal issues or those who wish to enjoy high-quality satellite broadcasting without a monthly subscription.



Image 1: DIGIQUEST CAM Tivùsat 4K Ultra HD with accompanying Smartcard.

2. What's in the Box

Upon opening your DIGIQUEST CAM Tivùsat 4K Ultra HD package, you should find the following items:

- 1 x DIGIQUEST CAM Tivùsat 4K Ultra HD Module
- 1 x Tivùsat Smartcard
- 1 x User Guide





Image 2: The DIGIQUEST CAM Tivùsat 4K Ultra HD product packaging, showing the CAM, Smartcard, and user guide.

3. Setup and Installation

Follow these steps to correctly install and set up your DIGIQUEST CAM Tivùsat 4K Ultra HD:

1. **Ensure TV Compatibility:** Your television must be certified Tivùsat 4K Ultra HD or lativù compatible.
2. **Satellite Dish Setup:** A satellite dish oriented towards Hot Bird 13° East (the same orientation as Sky) is required.
3. **Perform Satellite Channel Scan:** Before inserting the CAM, ensure your TV has correctly scanned for satellite channels. The tuning process may vary depending on your TV model. Many certified TVs offer facilitated scanning and channel search with Tivùsat LCN. If your TV is not certified or facilitated, the channel list will be complete but may not be in order.
4. **Tune to an Encrypted Channel:** After the channel scan is complete, navigate to an encrypted channel, such as Channel 5 HD, or any other encrypted channel. At this point, a message like 'No CAM module' will appear on the screen.
5. **Insert the CAM Module:** Carefully insert the CAM module into your TV's CI+ slot. Ensure the CAM is inserted without the smartcard initially. The TV will display 'Encrypted program' and then 'Loading CI info' as it recognizes the CAM.
6. **Activate the Smartcard:** While the CAM is initializing (you may see a progress percentage), activate your Tivùsat smartcard. This can be done online at tivusat.tv or by phone.
7. **Insert the Smartcard:** Once the CAM initialization is complete and the smartcard is activated, insert the smartcard into the CAM module as shown in the image below. Ensure it is inserted correctly with the chip facing the right direction.
8. **Enjoy Tivùsat:** If the smartcard is active and correctly inserted, you will immediately be able to enjoy Tivùsat programming.



Image 3: A close-up view of the DIGIQUEST CAM Tivùsat 4K Ultra HD module.



Image 4: Illustration showing the correct orientation for inserting the Tivùsat Smartcard into the CAM module.

Installation Video Guide:

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Video 1: This video demonstrates the installation process for the DIGIQUEST CAM Tivùsat. It covers performing a satellite channel scan, tuning to an encrypted channel, inserting the CAM module without the smartcard, activating the smartcard via the Tivùsat website or phone, and finally inserting the activated smartcard into the CAM. The video highlights on-screen messages and steps for successful setup.

4. Operating Instructions

Once the CAM and smartcard are correctly installed and activated, operating your Tivùsat service is straightforward:

- **Channel Selection:** Use your TV remote control to browse and select channels. Tivùsat channels will be integrated into your TV's channel list.
- **Accessing Encrypted Channels:** The CAM automatically decrypts authorized channels when you select them, provided your smartcard is active and valid.
- **Information Display:** Your TV may display information related to the CAM and smartcard status. Refer to your TV's user manual for details on accessing CI (Common Interface) module information.

5. Troubleshooting

If you encounter issues, consider the following troubleshooting steps:

- **"No CAM module" or "Encrypted program" message:** Ensure the CAM is fully inserted into the CI+ slot. If the message persists, remove and re-insert the CAM.
- **Channels not decrypting:** Verify that your Tivùsat smartcard is correctly inserted into the CAM module (chip facing the correct direction). Confirm that your smartcard has been activated on the Tivùsat website or by phone.
- **No signal or poor signal quality:** Check your satellite dish alignment. Ensure it is correctly pointed to Hot Bird 13° East. Verify all cable connections from the dish to your TV.
- **Channel list issues:** Perform a new satellite channel scan on your TV. If channels are not in order, your TV might not be Tivùsat certified for LCN (Logical Channel Numbering) ordering.
- **CAM initialization problems:** Power cycle your TV (turn it off, unplug, wait 30 seconds, plug back in, and turn on) and try inserting the CAM again.

6. Specifications

Brand	DIGIQUEST
Model Number	CAM4KTIVUSAT
Color	Black
Connectivity Technology	HDMI (for TV connection)
Item Weight	50 Grams
Audio Output Mode	Stereo
Compatible Devices	Televisions (Tivùsat 4K Ultra HD certified or lativù)
Supported Audio Format	Dolby Digital, DTS, AAC, MP3, PCM
Satellite Service Description	Tivùsat
Video Output Resolution	4K
Supported Standards	DVB-S2, H.265, ECP, 4K Ultra HD, HD, SD
Screen Format	16:9
Smart Home Compatibility	Not compatible with smart home systems

7. Warranty and Support

Warranty: This product comes with a 24-month manufacturer's warranty. Please retain your proof of purchase for warranty claims.
Support: For technical assistance, product inquiries, or warranty support, please contact DIGIQUEST customer service. Refer to the contact information provided in the packaging or visit the official DIGIQUEST website for the most up-to-date support details.