

# Conrad Anderson

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## Satellite TV - Frequently Asked Questions

### **What is the difference between Dome satellite systems and folding-dish satellite systems?**

Dome systems have a satellite dish enclosed in a dome, (e.g. Tracvision R4), while folding dishes or clam-shell systems (e.g. Oyster) are open to the elements. For this reason the dome has an advantage if the wind is high, whereas the clam-shell systems can suffer damage if care is not taken.

### **Do I need to have a Sky subscription?**

You don't need a Sky subscription. A Sky digibox can be used without a viewing card to watch BBC, ITV, Channel 4, Film 4, More 4, E4 along with many more. The only channels you won't receive are Channel 5, and the Sky channels. There are also Free-to-Air (FTA) satellite digiboxes, which you can use to see all BBC, ITV, Channel 4, Film 4, More 4, E4 along with many more. These digiboxes can also decode signals from other satellites from which you can receive BBC World News, and Euronews in English.

### **Can have BBC Freesat in my vehicle?**

Yes, using a BBC Freesat Digibox, costing around £70. The broadcast is from the same satellite as Sky and can use the same dish, including any of the mobile dish systems on the Conrad Anderson Website.

### **Can I get High Definition (HD) channels in my vehicle?**

Yes. You need a HD ready TV and a HD ready digibox connected with a HDMI cable. You can use a Sky HD digibox, or now you can use a HD ready Freesat digibox, costing around £200.

### **Which channels can I get in my van?**

You can watch any channels in your van, the same as from any fixed location i.e. at home. This includes all the free channels (BBC, ITV, Channel 4, Film 4, More 4, E4 along with many more) and Sky channels (if you have a Sky viewing card).

### **Can I watch UK TV in Europe and where?**

The bigger the satellite dish, the further from the UK you can watch UK TV channels. From the Astra 2 satellite a 40cm dish will enable UK TV in the UK, a 50cm dish enables France to Bordeaux/Lyon and Holland; 65cm dish South of France and Germany and an 85cm dish to Barcelona/Madrid in Spain and North of Rome in Italy.

If you can't receive Astra2 Northern beam you can swap to Astra 2 Southern beam however, there are limited channels available.

### **What is the difference between Freeview and Freesat?**

Freeview works from a terrestrial signal, received via an aerial and requires a freeview set-top box; Freesat is a service introduced by BBC and ITV to give a digital satellite TV service without any monthly subscription, received via a satellite dish that requires a Freesat digibox. The freesat channels are from the same satellite as the Sky channels. <http://www.freesat.co.uk>.

### **I am receiving signal strength but no quality, how do I put it right?**

This is from pointing the satellite dish at the wrong satellite, for most UK channels or if using a Sky or Freesat digibox you need to point at Astra 2 satellite found at 28.2 E.

### **I am receiving mostly foreign channels, I want to receive UK channels, what I am doing wrong?**

The dish is pointing at one of the many satellites which broadcast around Europe, Astra 1 @ 19.2E – mostly German channels or Hotbird @ 13E – mostly Italian channels. For most UK channels or if using a Sky or Freesat digibox you need to point at Astra 2 satellite found at 28.2 E. For more details on satellites available see: <http://www.lyngsat.com>.

### **How do I know which satellite I am pointing at?**

If you have a universal digibox that can decode signals from the satellite you are pointing at, the satellite details will be on the digibox itself once the channels are downloaded. There are sophisticated satellite finders available that can tell you this information however, they are not cheap and usually not necessary as a compass, a satellite signal strength meter and some background reading will do the trick.

### **Which satellite should I be pointing to for UK channels?**

For most UK channels or if using a Sky or Freesat digibox you need to point at Astra 2 satellite found at 28.2 E.

## **What is the difference between a Sky Digibox, a Freesat Digibox and a Universal Digibox?**

**Sky digibox:** enables you to watch Sky television including any subscription channels (as long as you pay for a subscription). Interactive services and HD broadcasting are available. A Sky digibox can be used without a viewing card to watch the free channels however Channel 4, Film 4, more 4, E4 and Channel 5 are not available. You can only watch channels from the Astra 2 satellite.

**Freesat digibox:** enables watching of the Free-To-Air satellite channels, BBC, ITV, Channel 4, Film 4, more 4, E4 (not including the +1 channels) and many others. HD broadcasting is available using the Freesat HD digibox and interactive services can be used e.g. ITV-HD, BBC and ITV-HD (Channel 4 HD not available on Freesat)

**Universal digibox:** Enables watching of Free-To-Air and subscription satellite channels (card interface slot required) from many satellites in Europe (reception subject to suitable dish size), Including UK channels from Astra 2, BBC World News on Hotbird 13E and Astra 19.2E.

## **I have a manual-search satellite dish, how do I find the satellite?**

These instructions are specific to Maxview units, but are similar to other manufacturers.

1. Connect the TV and Digibox and put it on the signal strength screen.
2. Using a satellite finder makes this much quicker; attach it inline with the LNB.
3. Turn the gain dial on the sat finder until it beeps, then twist back slowly so that the beep just stops.
4. Using the scale on the dish mount, set the elevation according to your latitude (our Maxview dish kits are supplied with a guide sheet).
5. Use a compass to find the direction of the satellite (Astra 2 – 28.2E for UK Channels, these values are degrees East of South)
6. Turn the dish to approximately point at the satellite, the sat finder should beep and light up.
7. Slowly adjust the direction of the dish until the sat finder beeps at a highest pitch and the most lights are on (the higher the pitch and the more lights the stronger the signal)
8. Turn the gain down on the sat finder until the beep stops and fine-tune the direction until the finder beeps again.
9. Adjust the elevation for the strongest signal.
10. Check on the TV screen that the signal strength and quality is showing in the status bar. If it shows strength but no quality, this usually means you are pointing at the wrong satellite.

## **Does my home Sky digibox work in my van? What about Sky+?**

Yes, you will just need 240v electricity in your van to power it. Sky digiboxes will work without a card and will receive all the free channels apart from Channel 4 and Channel 5. If you have any premium channels (Movies and Sports) you can move the digibox with the viewing card and watch the same channels in your van. (For premium channels the Sky digibox and the Sky viewing card are a matched pair, so you can't use the card in a different Sky digibox unless you re-initialise the card with the new box).

## **How can I watch British channels in Spain and South of France?**

British TV is available all over Europe as long as you have a big enough satellite dish.

**65cm dish:** will work to South of France to the South and Eastern Germany to the East.

**85cm dish:** will work to Barcelona, Madrid and Rome to the South and Eastern Poland to the East. (Signal is also available in Gibraltar, but not between Gibraltar and Madrid).

## **I am out of the Astra 2 footprint, how can I watch British channels?**

There are British channels broadcast on almost all satellites around Europe. These are news channels including BBC World News and Euronews broadcast on Astra1, and Hotbird.

## **Crufts is on and my dog can't bear to miss it, how can he watch it while I'm driving?**

The Tracvision R5 is a dome satellite dish system which automatically tracks the satellite while the van is moving, enabling anyone in the back to watch TV.

## **I want to watch Eastenders while my husband wants to watch sport, how can I do this?**

You need a satellite dish with a double LNB and a second digibox and TV, this will enable different channels on 2 TV's at the same time. Most of the automatic and manual systems can be upgraded to include a double LNB.

## **Which inverter do I need to run my TV and Digibox in my van?**

Most TV and digibox combinations can be run using a 300W inverter, if you want to use it for any other electrical items at the same time a larger one will be necessary.

## **I have an American motorhome with a satellite TV system already fitted; can I use it in Europe?**

If you have an American Tracvision system Conrad Anderson can adapt it to work in the UK. For any other system you will have to contact the manufacturer.

## **Can I watch Premiership football without subscribing to Sky?**

There are other packages available to see premiership football, none of them are free but they can be far cheaper than Sky. Please contact us for details.