

ALDEN FULLY AUTOMATED SATELLITE SYSTEM

FAQ



FAQ

Q: I already have a terrestrial Antenna fitted to my RV. Should I remove this to fit the ALDEN Satellite system.?

A: No, it is Recommended that both systems are used in conjunction with each other, as Local terrestrial broadcast may offer different viewing options.

Q: What advantages will the ALDEN Satellite System offer, over the local Terrestrial broadcast?

A: The ALDEN Fully Automated Satellite System is able to receive Satellite TV reception Australia wide, where the Terrestrial signals are only broadcast in capital cities and Major town centers. The Terrestrial signal will not reach Remote areas in Australia. (Even in Parts of Sydney, Terrestrial TV signals weaken as you travel further away from the Television Transmitter towers, resulting in poor to No Terrestrial reception)

Q: Can I use my 'PAY TV' Satellite Service that I have at home with the ALDEN Fully Automated Satellite System?

A: Yes, The ALDEN Fully Automated Satellite System is compatible with Most 'PAY TV' Providers in Australia. As long as your existing satellite decoder/LNB, uses a 10.7 GHz LO. ('Low Noise Block' mounted on the arm of your dish at home).

PLEASE NOTE: CUSTOMER SHOULD CHECK WITH THEIR 'PAY TV' PROVIDER, AS MANY PROVIDERS CAN ONLY OFFER SATELLITE SERVICE TO THE PLACE THAT THE SYSTEM WAS REGISTERED AT (HOUSE IT WAS INSTALLED ON) MOST PAY TV PROVIDERS SYSTEMS ARE 'MARRIED' SO BOTH CARD AND DECODER BOX WOULD BE REQUIRED TO BE COMPATIBLE WITH THE ALDEN SATELLITE SYSTEM

Q: If I use my 'PAY TV' Decoder box and Card from home, Can I use the same Functions with the 'RECORD' option (Record One channel, & Watch another at the same time)??

A: NO, The ALDEN Satellite system only has a 'Single' LNB

Q: Can I use the ALDEN Fully Automated Satellite System while I am 'Free Camping'?

A: Yes, all components within the system runs from a 12V DC source.

Q: If I choose to leave my current camp site, and I forget to close the Satellite dish will it be damaged in while driving in the up right position?

A: The 'SSC' Satellite Search Control Unit, has a built in safety feature, when wired to the +12v Ignition System of the Motor home or Caravan, the unit will automatically lower to the closed position to prevent the dish being damaged in transport.

Q: I have noted that the 'SELECTV' Smart card is supplied in the complete system. I only travel for 2 months of the year, Do I have to 'Lock in to' or Sign a 1 or 2 year contract?

A: NO, With Selectv you only pay for the service you require, sign up as you head off and once you return, you can place your account on hold until you wish to use it again for Another trip.

Q: What size dish is used on the ALDEN Fully Automated Satellite System?

A: Dish size is 85cm, this will work Australia Wide.

Q: When folded down (In its closed position) How high off the roof is the system?

A: 230mm. Lower than most of the 'LOW' Profile Air conditioners on the market.

FAQ

Q: How Heavy is the system?

A: The weight of the ALDEN Fully Automated Satellite System is 11.8Kg (Lighter than most 120W (@12Kg.) solar panels available on the market).

Q: Can I connect my Video/ DVD Recorder to the system so I can record if I don't want to miss some of my favorite shows.

A: Yes, you can connect your Video/ DVD Recorder, and record, though the Strong SRT4664X Satellite decoder unit has PVR Ready function, Simply connect a USB Flash drive/Portable HDD (up to 1TB) and simply record, pause Live TV, Rewind & Time shift.

Q: What will the Optus Aurora Smart card offer me while I am travelling?

A: The Optus Aurora network was designed for Rural Australia, as many of these areas across Australia do not receive any Terrestrial Television reception. You will have access to

*** ABC TV, (Either WA, SA, QLD, NT & South Eastern)**

*** SBS TV, (Either WA, QLD, SA & South Eastern)**

*** EXPO, 24hour home shopping channel.**

*** NITV, National Indigenous Television (NITV) is a new 24 hour television service established by Aboriginal and Torres Strait Islanders**

*** 7CENTRAL, (similar to Channel 7/PRIME Network, This is for All Areas in Australia, Except for WA) You can apply for this service when travelling through the Respective License Areas in Australia.**

*** Imparja TV (Similar to Sydney Channel 9/WIN Network, This is for All Areas in Australia, Except for WA) You can apply for this service when travelling through the Respective License Areas in Australia.**

(NOTE IF REQUIRED, A \$55-00 PER YEAR FEE APPLYS TO IMPARJA SERVICE)

*** GWN TV (Similar to Channel 7/Prime Network, THIS IS FOR WA RESIDENTS/TRAVELLERS ONLY), You can apply for this service when travelling through the Western Australian Area.**

*** WIN TV (Similar to Channel 9, THIS IS FOR WA RESIDENTS/TRAVELLERS ONLY), You can apply for this service when travelling through the Western Australian Area.**

*** Westlink (WA ONLY) GOVERNMENT Talkback, Education & training service. You can apply for this service when travelling through the Western Australian Area.**

Also Radio services are Available on OPTUS C1:

***ABC RADIO *SBS RADIO BBC RADIO * NIRS (National Indigenous Radio Service)**

*** UCB (United Christian Broadcasting)**

Q: Do I have to Climb on the roof of my RV to adjust any of the ALDEN satellite system?

A: NO, if you should need to change the Required Satellite/Zones, this is all done from the inside of the RV on the 'SSC' (Satellite Search Control) by a Touch of a Button.

Q: In What Country is this ALDEN system made?

A: The Satellite system is made in France, ALDEN is one of the Major Manufactures of Satellite equipment sold through out Europe.

