

Dear Dream subscribers,

To be better prepared for the coming security system upgrade, Dream is going to replace receiver access cards for all subscribers. We are going to contact you for the new card deliveries. When you receive the new card, please do the following:

1. Switch off your receiver box; take out the old access card.
2. Insert the new access card and switch on the receiver box., if you message like: “the decoder can not communicated with the smart card”, or “upside down”, please re-insert it correctly, make sure it’s not upside down, you can also try to clean the card with dry cloth before inserting. Then you turn on the box.
3. You will see on the screen a message: "This Card Has Not Been Paired With Your Receiver:"  
SC: 09 2059 XXXX XX  
STB: 16 3370 XXXX XX  
Or: “Please use paired smart card only”.
4. Leave your receiver box on and contact us for unit activation, which could be done the same day as your feedback. Make sure the free channels are working properly, to justify that you have good dish signal reception. Please provide us your STB number, new smart card number and old smart card number if necessary, better via email communications.

Your subscription will not be changed after the card replacing, please continue to enjoy the Dream programs.

**Dream Satellite TV Shanghai Service Center ; 021-2730 9851**

**[www.dreamsatellite.com](http://www.dreamsatellite.com)**

