

First Installation – “Quick“ Installation

1. Before the decoder's first installation, please make sure that the signal is received from the **Astra4A/SES5** satellite, on orbital position **5.0 ° East**. The satellite dish needs to have a **minimum diameter of 90 cm**, and must be aligned and installed by a professional technician or specialist.

Important Information for your Installer:

Satelio is broadcasting on the same satellite position as well known PayTV provider “Starsat South Africa” (ex TOP-TV) or OpenViewHD!

The factory default settings of the “Satelio-Decoder” are programmed in such a way that the following antenna configurations should work without any further changes:

- Astra 4A/SES 5 5,0°E Single / Twin / Quattro Switch / Quattro-Universal LNB
- Astra 4A/SES 5 5,0°E Multiswitch operation or SCR

Note: smaller antenna sizes can lead to reception problems - especially when it rains!

2. Remove the “Satelio-Decoder” from the box.

The decoder comes with a

- a. HDMI cable → to connect to Flat & Plasma screens
- b. Chich cable → RCA cable for connection to older CRT TVs
- c. Power supply

3. Plug in the antenna cable into the “F-connector”. The “Satelio-Decoder” must be switched off.

4. Connect the correct TV cable (HDMI or RCA cable) between the “Satelio-Decoder” and your TV set.

5. Connect the power supply to the power terminal of the “Satelio-Decoder”.

6. Once everything is connected, you can plug the AC adapter into the socket to power up the “Satelio-Decoder”.

7. On the front panel of the “Satelio-Decoder”, a red LED light should come on.

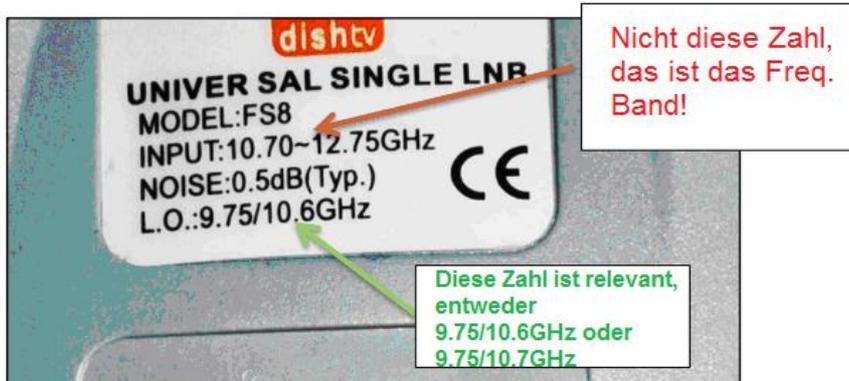
8. When the “Satelio-Decoder” is "booted up" and ready for use, the LED light on the front panel will turn blue.

9. Now select the correct input source on your TV-set where your “Satelio-Decoder” is connected to.

10. If your antenna is correctly pointed to Astra SES5, the "Satelio Info-Channel" (Channel No 06) should automatically come up. Please continue with chapter 11, if you now receive the pre-installed Info-Channel.

In case you have no audio/ video on Channel No 6 and the error message “Kein Signal” still appears, please continue with the instructions as detailed from a.) to c.viii).

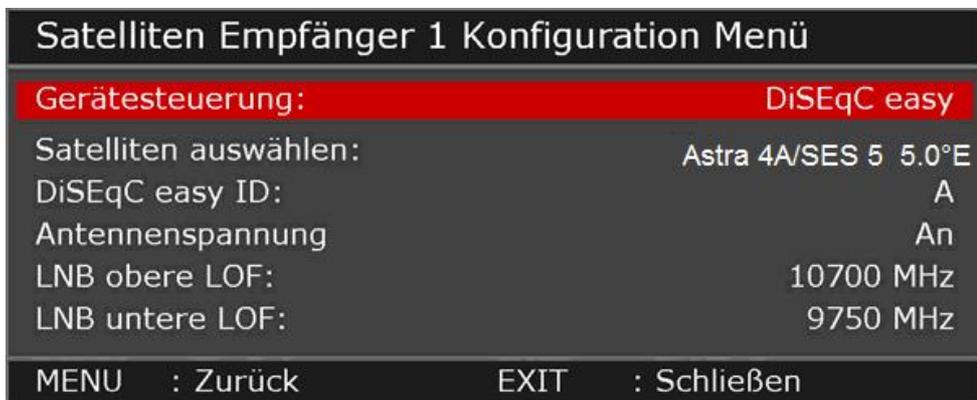
a.) This could be due to a wrong LNB setting in the "LNB upper LOF" setup of the decoder not corresponding to your LNB mounted on your antenna. The value varies across southern African LNBs from 10,600 MHz to 10,700 MHz, depending on the LNB model.



b.) By default the "Satelio-Decoder" is programmed with an "LNB upper LOF" of 10,700 MHz (10.7 GHz), which is used mainly in southern Africa.

c.) Enclosed you will find brief instructions on how the "LNB upper LOF" can easily be manually changed to 10,600 MHz (10.6 GHz).

- i. Press "Menu" on your remote control.
- ii. Select "Konfiguration" and press OK.
- iii. Select "Empfang" and press OK.
- iv. Now enter the configuration setup as shown in the following screenshot:



- v. Scroll down to "LNB upper LOF" until highlighted in red.
- vi. Now enter the numbers 1-0-6-0-0 on the remote control and you should see the newly entered value immediately. Press "Exit" to save the changes.
- vii. The message "Kein Signal" should **disappear** and the correct time should be displayed in the info banner.

You should now be able to receive the "Satelio Info-Channel" in audio&video (i.e. see the info slides and be able to listen to "Hitradio Namibia")

11. Remain on the "Satelio Info-Channel" to receive your authorisation (activation) via the transmitted signal. This may take a few minutes.

Please note, you must close all windows from the Decoder menu with “Exit”, otherwise the Decoder will not receive any commands.

12. If available, the “Satelio-Decoder” automatically starts an “on-air“ update for a new software upgrade. This update takes only few minutes.

13. After the successful software update, the “Satelio-Decoder” will search for the latest “Channel List” and request the download of that list.

Confirm with "OK" or wait for the automatic update. The decoder will restart thereafter.

If the new “Channel List” download is not shown within 3 minutes, please restart the decoder or unplug the decoder from the power supply and plug back in again.

The download of the new “Channel List” will start automatically as “Aktualisierung...” after a few minutes.

14. Once the Decoder has downloaded the latest software and “Channel List”, it might download a third file - the configuration file.

DO NOT interrupt the update process as detailed from 11.) to 14.)

15. The “Satelio-Decoder” is now ready for operation.

Should you need any assistance or further information, you can always contact the e-mail support or CallCentre below:

E-Mail Support: Namibia: support@satelio.com
South Africa: info@deukom.co.za or 0218512543

Operation on a so-called single cable system SCR (EN 50494, SCR, Unicable)

Satelliten Empfänger 1 Konfiguration Menü

Gerätesteuerung: Einkabelsystem

Satelliten auswählen: Astra 4A/SES 5 5.0°E

Auswahl der Satellitenposition: A

Antennenspannung An

UB Nummer: 1

UB Frequenz: 1284 MHz

MENU : Zurück EXIT : Schließen

- Select the device control: "Gerätesteuerung - Einkabelsystem".
- Choose the satellite on which you are receiving the signal
- If you receive the signal on more than just one satellite, choose the appropriate mapping A or B.

At the moment the single cable standard EN50494 supports only 2 satellite positions.

- Select the channel (UB number) assigned to you.
- Select by means of the numeric keypad of the selected channel frequency assigned to you (UB frequency).

Please make sure that you do not use any frequency or channel already assigned to another participant in the distribution system.

If several participants use identical data in this system, malfunctions will occur. If you are not sure or have not installed the receiver, check with the installer or operator who can give you the necessary information.

Parallel operation of two decoders, e.g. DEUKOM/ Satelio & DStv

Satelio and DStv broadcast on two different satellite positions! If you want to subscribe to both, you need two independent satellite antennas.

Satelio broadcasts on Astra 4A/SES 5 satellite on orbital position 5,0°EAST, as does OVHD, Starsat South Africa (ex TOP-TV).

DStv Mulitchoice broadcasts on orbital position 68,5°EAST.

Please contact your local installer for further assistance and information.

1. Your Decoder displays the error message “**Kein Signal**” (no signal).

Explanation:

Your “Satelio-Decoder” receives **no signal** or the **signal is too weak!**

How to fix this issue:

- Please check if all cables are connected correctly. It may be that the antenna cable is not properly or loosely connected.
- Stormy weather may have shifted your antenna, in which case an installer has to check if the antenna needs to be re-aligned.

2. Your Decoder displays the error message “**Keine Berechtigung**“

Explanation:

Your “Satelio-Decoder” is **not activated** for these channels.

How to fix this issue:

- If you have an audio/video reception on the “Satelio Info-Channel”, wait for a few minutes and then switch to any other channel, e.g. “Das Erste HD”.
- In case the error message “**Keine Berechtigung**“ still appears on your TV screen, please unplug the Decoder from the power supply, wait for approx. 1 minute and plug back in again.
The Decoder's reboot will take about 20 seconds.
- Go back to Channel 06. If you have an audio/ video reception on the “Satelio Info-Channel”, wait for a few minutes and then switch to any other channel, e.g. “Das Erste HD”.

If the message “**Keine Berechtigung**“ still appears, please start a factory reset by following these instructions:

- Press “Menu” on your remote control.
 - Select “Konfiguration“ and press OK.
 - Scroll down and select “Werkseinstellungen”, until highlighted in red. Then press OK.
 - A new pop-up window appears on the TV screen.
IMPORTANT → please press the **red** button below the “Info” button on your remote control.
 - After a few seconds, press OK
 - Press OK again once the unencrypted “Satelio Info-Channel“ appears in audio&video.
 - Stay on this channel until the Decoder loads the latest “Channel List” from the satellite signal “Aktualisierung...” .
 - Once the latest “Channel List” is loaded, everything should work again!
- In case all fails and your “Satelio-Decoder” continues to display the error message “**Keine Berechtigung**“, kindly contact your support team:

E-Mail Support: Namibia: support@satelio.com

South Africa: info@deukom.co.za or 0218512543