



## OpenView OVHD Decoder Guide

**OpenView HD** is compatible with any satellite dish.

The OpenView HD satellite TV service sits on both the IS-20 and SES-5 satellites, which means it is now even easier for you to get OpenView HD if you already have a satellite dish installed.

Simply put, if you have an installed dish, that has been used to receive DStv, Freevision, StarSat/Top TV or Vivid, you can now use the same dish to receive OpenView HD.

All you have to do is purchase an OpenView HD decoder for just R399 at Game Stores nationwide, without an installation voucher, and follow the 3-Step DIY Guide below to complete your installation and activation.

### **To connect your decoder to your dish:**

Connect the cable from the dish to the LNB-IN port and switch the OpenView HD decoder ON. The decoder will pick up the OpenView HD signal automatically.

You will need to activate the decoder by following the instructions in the box to start receiving your free entertainment.

To learn more about connecting your existing satellite dish and the OpenView HD decoder, go to our [FAQ section](#).

### **Existing Top TV dish:**

Connect the cable from the dish to the LNB-IN port and switch the OVHD decoder ON. The decoder will pick up the OVHD signal automatically.

The decoder must be activated using the cellphone by entering \*120\*6843\*1# and then follow the menu.

The following errors can be cleared by following the easy steps below:

**NO SECURE DEVICE**  
**20 - CHANNELS NOT SUBSCRIBED**  
**200 – CHANNELS NOT ACTIVATED**  
**ERROR E04**

If you receive any of these onscreen notifications you will need to reactivate your decoder:

1. Press the 'HELP' button on your Openview remote control to display the help screen.
2. Your STB number will then be displayed on the help screen. Please write this number down.
3. Press 'EXIT' on your remote control to return to channel 100.
4. Dial the number on the bottom right-hand corner of your screen using a cell phone and follow the prompts. Use your STB number to complete your decoder activation.
5. Your decoder may reboot and update its software during the activation. Please allow a few minutes for this.
6. Once your decoder has been activated, you can use the 'P+' and 'P-' or 'P↑' and 'P↓' buttons on your remote control to change channels.

**NO SATELLITE FOUND AUTOMATICALLY**  
**NO CHANNELS**

If you receive any of these onscreen notifications you will need to follow these step to restore your signal.

1. Disconnect the power and LNB (Dish) cables that are connected to your Openview decoder.
2. Once both cables have been removed from the decoder, reinsert the LNB cable first, followed by the

power supply cable and wait for the decoder to reboot automatically.

3. When the decoder has restarted, check to see whether there are any visuals appearing on the screen.

If all your channels have been restored you can now enjoy your Openview viewing.

If you can only see channel 100 you will need to reactivate your decoder:

Press the 'HELP' button on your Openview remote control to display the help screen.

Your STB number will then be displayed on the help screen. Please write this number down.

Dial the number on the bottom right-hand corner of your screen using a cell phone and follow the prompts. Use your STB number to complete your decoder activation.

Your decoder may reboot and update its software during the activation. Please allow a few minutes for this.

If you have no channels, press the HELP button on your Openview remote to check your signal strength and quality levels. These levels can be found at the bottom of the help screen.

The strength and quality levels need to be above 85% in order for you to enjoy uninterrupted viewing. If the signal strength and quality still appear as 0%, then follow the steps on page 16 or 18 of your decoder's user manual to do a factory reset so the device can be reset to its original settings. (This step is not necessary for brand new decoders, as they will still be on the factory settings).

## **DISH INSTALLATION PROBLEMS?**

Even though DStv and Openview use the same IS20 Satellite, they use different transponders/frequencies. To receive the Openview signal the dish needs to be turned to 68.5 degrees in a northeasterly direction. An installer may need to reposition your dish. Please note installers operate independently and charge extra for their services.

## **BAD WEATHER?**

When it rains in the uplink or downlink regions, there may be signal problems due to a phenomenon called rain fade. This is when the signal is being absorbed by moisture in the air. In this instance, viewers who have lost their Openview signal are advised wait for a day or two before contacting an installer. Please note installers operate independently and charge extra for their services.

***For further help WhatsApp 082 966 6429 or call the Openview Call Centre 0861 696 843.***