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Dstv extra view installation guide

Extra view dstv installation diagram. Dstv extra view setup. How to install dstv extra view. Dstv extra view installation guide pdf.

XtraView is a way to keep the whole family happy.With XtraView, you can link either two or three decoders together under ONE subscription (and only pay a monthly Access Fee for the other decoders).When linking two decoders, you will pay your normal monthly subscription plus ONE Access Fee. If one of the decoders is a PVR, you are already paying an Access Fee, so don't need to pay any more - this means that monthly viewing on your second decoder is FREE!When linking three decoders, you will pay your normal monthly subscription plus TWO Access Fees.Important XtraView information When linking 2 decoders you can use a combination of 11 series single view decoders, DStv HD Decoder, SD PVR, HD PVRs (all models) and the DStv Explora. Please check website for allowable combinations.When linking 3 decoders you can use a combination of the DStv Explora and the DStv HD Decoder.



The primary decoder when linking 3 together MUST be a DStv Explora.We recommend the use of a DStv Accredited Installer for all XtraView installations. They will assist with the physical linking of your decoders. To ensure correct billing, you will also need to contact us to link the decoders on your account.The recommended installation for most XtraView installations is a DStv Smart LNB together with an 80cm satellite dish.When linking decoders in XtraView, you cannot have different packages on the different decoders.Example : You cannot subscribe to DStv Premium on the one decoder and have DStv Compact on the other one.When linking decoders in XtraView, the channels available on the linked decoders are the same. Example : if you're subscribed to both DStv Premium and DStv Indian, you'll get all the DStv Premium and all the DStv Indian channels on all linked decoders.Each decoder operates independently.Example : if you rent a BoxOffice movie on a PVR linked in XtraView, it will only be available for viewing on that one decoder.Similarly, if you have multiple DStv Explora's linked in XtraView and want to connect them to the internet, each of them would need their own connection to the internet.Which decoder will be switched off if I don't pay the second Access Fee? When setting up XtraView, you'll be asked to choose the primary decoder and also nominate which decoder should be the one that gets switched off if the second Access Fee is not paid. You can, however, also nominate which one you want switched off when scheduling your disconnection - just let us have the smartcard number of the one you want disconnected.Is the Access Fee payable on the same date as my subscription? What are the allowed XtraView Combinations and costs? 11 series + 11 series:DStv Subscription + Access Fee11 series + Single View DStv HD Decoder: DStv Subscription + Access Fee11 series + 4 tuner HD PVR: DStv Subscription + Access Fee11 series + HD PVR 2P/2U: DStv Subscription + Access Fee11 series + DStv Explora: DStv Subscription + Access FeeSingle View DStv HD Decoder + DStv HD Decoder: DStv Subscription + Access FeeSingle View DStv HD Decoder + 4 tuner HD PVR: DStv Subscription + Access FeeSingle View DStv HD Decoder + HD PVR 2P/2U: DStv Subscription + Access FeeSingle View DStv HD Decoder + DStv Explora: DStv Subscription + Access Fee4 tuner HD PVR + SD PVR*: DStv Subscription + Access Fee4 tuner HD PVR + 4 tuner HD PVR: DStv Subscription + Access Fee4 tuner HD PVR + HD PVR 2P/2U: DStv Subscription + Access Fee4 tuner HD PVR + DStv Explora: DStv Subscription + Access FeeHD PVR 2P/2U + SD PVR*: DStv Subscription + Access FeeHD PVR 2P/2U + HD PVR 2P/2U: DStv Subscription + Access FeeHD PVR 2P/2U + DStv Explora: DStv Subscription + Access FeeDStv Explora + DStv Explora: DStv Subscription + Access FeeDStv Explora + SD PVR*: DStv Subscription + Access FeeDStv Explora + DStv Explora*: DStv Subscription + Access Fee + Access FeeDStv Explora + DStv Explora + Single View DStv HD Decoder*: DStv Subscription + Access Fee + Access FeeDStv Explora + DStv HD Decoder + Single View DStv HD Decoder*: DStv Subscription + Access Fee + Access Fee* SD PVR can only be the secondary decoder. ** Primary decoder must be a DStv Explora.What happens if one of my decoders is faulty? You can contact us to disconnect the faulty decoder. If you have three decoders linked in XtraView, the remaining two decoders will stay linked. If the faulty decoder is the primary decoder, you will need to change cabling to link the two remaining decoders.What happens if I want to take one of my decoders on holiday? You can contact us to remove that decoder from your XtraView set-up. If you have three decoders linked in XtraView, the remaining two decoders can stay connected in XtraView. If the decoder being taken on holiday is the primary decoder, you will need to change cabling to link the two remaining decoders.What is the importance of the primary and secondary roles in an XtraView set-up? In XtraView, the primary decoder is the one which sends the "heartbeat" to the secondary decoder(s).When decoders are connected in XtraView, there is no difference in their functionality, is the features remain the same regardless of whether primary or secondary.When linking three decoders together, the primary decoder MUST be a DStv Explora.If linking the SD PVR in XtraView, this decoder cannot be the primary decoder.When linked in XtraView, the secondary decoder(s) will NOT work if the primary decoder is removed or switched off, or if the heartbeat is no longer received for any reason (the heartbeat can also be impacted by interference or cabling errors).The primary decoder continues to work even if the secondary decoder is not working or if the link is broken.If you regularly take one of your decoders on holiday, it's recommended that you select that decoder as the primary.As a break in heartbeat, for whatever reason, disables the secondary decoder(s), it's best to make your HD PVR or DStv Explora the primary decoder to avoid losing recordings when you are not home (this applies to any XtraView set-up which includes either a DStv Explora or HD PVR.)If you are only linking two decoders and your XtraView set-up includes a DStv Explora, we recommend making it the primary one. That will make it easier to add a third decoder at a later stage.Customers normally prefer to have the primary decoder near the TV on which they do the most viewing. You are here because you have a question or two about DStv extra view.



So, I took some time to describe the idea of DStv Xtraview in detail. This article explains what DStv Xtraview is, the costs involved, and the type of decoders you can use for this setup. In addition, we also show you how you can install extra view and problems you can expect in an extraview set up. So, without wasting time, let's get on with it. Connect 3 Decoders on XtraView Extra View is an economical and convenient way of watching different channels on different decoders under one DStv subscription. So, instead of having multiple DStv subscriptions for each decoder, you can link the decoders under one DStv subscription. To put it in simple terms, let's assume that we have family members who may want to watch different TV channels at the same time. This can cause family members to squabble over the remote control. So, extra view solves this problem by allowing each family member to watch a different channel. To add to that, you and your family can record different shows on separate decoders. When using Extra view, you can watch up to 3 live TV channels at the same time. In order to use DStv extra view, you have to pay your regular DStv subscription fee plus a monthly access fee of R105 per month for each extra decoder in the setup. The cost of installing a DStv extra view varies with the complexity of the DStv set up.



On average, the cost ranges between R350 and R400 if you have all the required accessories. However, the type and number of decoders determine the price. In some cases, you may need to use splitters if you have a mixture of old and new decoder models in your extra view setup. As a result, this may increase the cost of your extra view installation. The latest decoder models require less cabling than old decoders since they do not use the communication cable. In this situation, the communication between the extra view decoders goes through the smart LNB. So, if you have the latest decoders, the prices tend to be cheaper. Extra view works by linking one or two secondary decoders to a primary decoder. This enables the decoders to share a single subscription.



But, you can only link a maximum of two secondary decoders to a primary decoder. The primary decoder sends a heartbeat signal to the secondary decoder every 90 seconds through a communication cable or a smart LNB. If you are living in a building that uses a single dish or a communal system then you might not have access to the smart LNB.

Extra View Explora 3A Connection Diagram



In such a case, you can use a DStv smart switch to link your decoders. If the secondary decoder does not receive the heartbeat signal it displays an E143 error message. But what exactly is a primary and secondary decoder? The primary decoder is the main decoder that has the subscription. Likewise, the secondary decoder is the decoder that shares a subscription with a primary decoder. So, secondary decoders in an extra view setup can watch the same TV programming that is available to the primary decoder. For example, if a primary decoder has a premium DStv subscription then the secondary decoders will also have access to the DStv premium subscription. In order to successfully install your extra view, you need to know basic DStv set up connections. If you are techy then you will find it easy to do the job without any hassles. Otherwise, leave us a message on our contact form and we will send you a reliable DStv installer to help you with the set up. You can use all the new and old decoder models from Multichoice for extra view connections. That is all Explora, HD, and SD decoders. However, for the triple view set up, you cannot use HD PVR and SD decoders. As a general rule of thumb, if you want to connect three decoders in an extra view set up then one of the decoders needs to be an Explora. However, there are instances where I have seen three HD decoders connected in an extra view installation. If you have the latest decoders (Explora 1, 2, or 3 and HD decoders 5s or 6s) then you can either use a smart LNB or a smart switch for your extra view set up. But, for old decoder models, use a universal twin LNB or a DStv smart switch. Also, make sure that you are using an 80cm dish for the best signal reception. DStv Extra view installation diagram The picture above shows the DStv extra view connection diagram for a smart LNB. Each decoder needs to receive good DStv signal strength and quality for extra view set up to work. First, connect the coaxial cable of each decoder to the smart LNB. If you have recent or newer decoder models then use the uni-cable ports on the smart LNB. Otherwise, if you have old decoder models then you can use the universal port. Remember Explora decoders use the uni-cable ports, HD decoders can use both uni-cable and universal ports. Once you connect all the decoders to the LNB, proceed to link the decoders using a heartbeat or communication cable. The primary decoder uses a heartbeat cable to send a heartbeat signal every 2 - 3 minutes to a secondary decoder to confirm the connection. If there is no heartbeat signal then the secondary decoder will display the E143 error. If you are using a smart LNB then you don't need to connect a heartbeat cable between the decoders. Here is why: all new decoders can send and receive the heartbeat through the DStv smart LNB or smart switch. We call this setup Uniview installation. So, don't freak out when you see decoders that do not have an RF-out port at the back. If you are using a universal twin LNB then you will need to connect a communication cable from the RF port of the primary decoder to the RF ports of the secondary decoders. The communication cable will allow the heartbeat signal to move from the primary decoder to the secondary decoder. If you want to link 3 decoders and additional TV points then you can use a triple view splitter. Remember the primary decoder should always be on at all times for the extra view to work. Otherwise, the secondary decoders will display an error message that says "waiting for communication from the primary decoder". Make sure that everything is working correctly before you begin the process of activating your DStv extra view. First, check if all the decoders are playing channel 100. Then check if the primary decoder is sending a heartbeat signal to the secondary decoders after every 2 - 3 minutes. Likewise, the secondary decoders must be receiving the heartbeat signal coming from the primary decoder. Otherwise, the secondary decoders will display the E143 error which means there is no communication between the decoders. You can easily check the extra view status of a decoder by doing

the following steps: Press the "Help" button on the remote control Scroll to "General Information" Then go to "Extra View" If everything is working fine then call Multichoice on 011 289 2222 (South Africa only) to activate your DStv extra view. Otherwise, call the nearest DStv agent in your country to activate your extra view.

If you need technical help in setting up your extra view then contact our accredited installers. E143 error message: "Waiting for communication from primary decoder". This type of error message means your secondary decoder is not receiving a heartbeat signal from the primary decoder. A faulty communication cable or incorrect decoder settings can cause this issue.

In order to fix the problem make sure that the primary decoder is switched on. Also, make sure that the heartbeat cable is attached correctly on both decoders on the RF ports. What is DStv Xtraview? DStv Xtraview is a way of linking 2 to three decoders under a single subscription. You pay an additional R105 for each decoder in the extra view. All decoders can watch different channels at the same time.

Which decoders are XtraView capable? All new decoder models are capable of Xtraview. That is all versions of the Explora decoder and HD decoders. Older decoder models may present problems. Can I connect 3 DStv decoders? Yes, you can connect up to 3 decoders in Xtraview. It can be any combination of Explora or HD decoders. We call this connection "Triple View".

Explora Decoders losing pictures intermittently If you are using Explora decoders for your extra view and the signal comes and goes then there must be a problem in the setup of the decoders. Each decoder is supposed to use different userband on the LNB. So, if your setup is done incorrectly then your decoders will clash and lose the signal. This can easily be fixed by correcting the userband numbers the settings menu. However, when using the latest decoder models, use the installation wizard to specify the decoder number.