



Explora Ultra Upgrade Process Smart LNB LMX 502W in standalone installations





Important Information

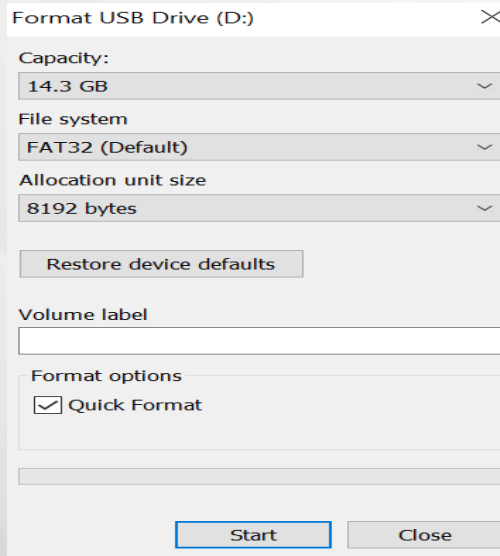
The Smart LNB LMX502W model as per the picture above, cannot be used with the Explora Ultra unless it is installed in XtraView currently.

There is a limitation on the Explora Ultra in a standalone installation, where the tuner will not lock and this will require a software upgrade to resolve the limitation.

A software fix is available should you have this Smart LNB on site, that will resolve the issue by means of a manual software upgrade, which will have to be executed serially via USB.

USB/Serial Upgrade Process

- The latest software is available on the Installer portal
- Access the portal via the link:
<https://smartclient.multichoice.co.za/FEFDeployment/Softwares>
- Download the file, Unzip and save on a clean formatted USB



USB/Serial Upgrade Process

- Once the format is completed, download the software into the USB Flash Drive.
- After the software download to the USB stick is complete, remove the USB Flash drive safely and insert into the Explora Ultra USB port.
- After inserting - Reboot the Explora Ultra at the mains.
- The upgrade will take approximately 15 minutes.
- Once upgrade is completed, remove the USB and reboot the Explora Ultra.
- Follow the installation wizard as normal and you are good to go!

Smart LNB models that will work on an Explorer Ultra standalone installation without a software upgrade

Smart LNB Models



LMX500

Manufactured by Zinwell

01



LMX501

Manufactured by Zinwell
and Inverto

02



LMX502Z

Manufactured by Zinwell

03



LMX502W

Manufactured by WNC

04

Important Information



The LMX 502 W Smart LNB will work with the Explora Ultra once the upgrade to load version L-6 is executed. Should you experience any issues – Please contact your regional support team or email - CSSUD@multichoice.co.za



THANK YOU

