



# EXPLORA ULTRA Manual Upgrade Process

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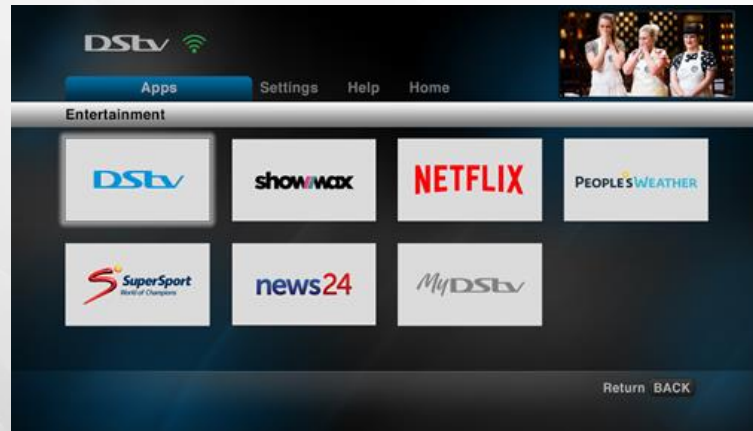
# Software Upgrade Process

Upgrade the Explora Ultra via USB (recommended method) or OTA  
Activate subscription via FSIA

After activation, confirm Video and Audio then Reboot the Explora Ultra at the mains.

The Apps will be available on the Explora Ultra approximately between 2 to 10 minutes after reboot.

Demonstrate the functions and Apps to customers.



# Manual Upgrade Process

The latest software will be available on the Installer portal for the Explora Ultra. It is recommended that the upgrade be done manually while the installation is being done to minimise the time spent after the installation is completed.

Unlike the current infield Explora's, users will not be allowed to exit the upgrade, as it is necessary to get the latest apps.

The upgrade takes approximately 30 minutes over the air and Manual upgrade approximately 15 minutes.

The Software is available on the installer portal for manual downloads.

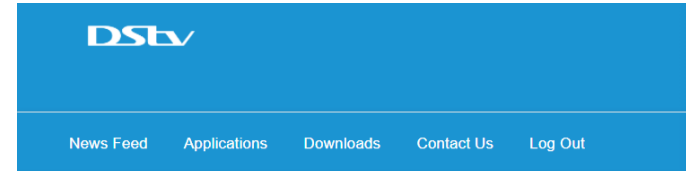
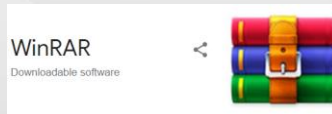
Installer portal Link <https://smartclient.multichoice.co.za/FEFDeployment/Softwares>

Any issues email [ccsuds@multichoice.co.za](mailto:ccsuds@multichoice.co.za)

# Upgrade Requirements

## Requirements for manual upgrade

- Access to the installer portal
- Minimum 2GB USB Flash Drive
- Internet access to download the file
- WinZip or WinRAR to unzip the file.

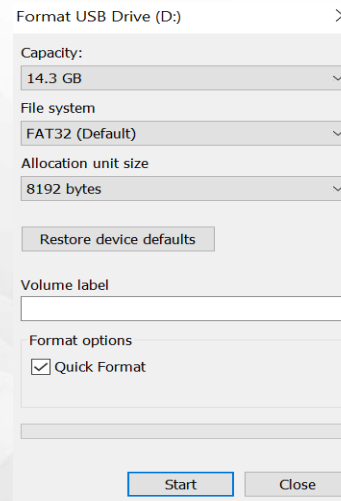


## Downloads

Decoder Software		
1	<a href="#">Formatting USB Drive Instructions</a>	<a href="#">Download</a>
2	<a href="#">PACE 2P - BE1</a>	<a href="#">Download</a>
3	<a href="#">Explora 3 - L41</a>	<a href="#">Download</a>
4	<a href="#">Explora 2 - L82</a>	<a href="#">Download</a>
5	<a href="#">Explora 1 - L136</a>	<a href="#">Download</a>
6	<a href="#">6S - Skyworth 4138 - L88</a>	<a href="#">Download</a>
7	<a href="#">5U - UEC 4137 - L88</a>	<a href="#">Download</a>
8	<a href="#">5S - Skyworth 4137 - L88</a>	<a href="#">Download</a>
9	<a href="#">4U UEC - 4136 - L88</a>	<a href="#">Download</a>
10	<a href="#">4S - Skyworth 4136 - L88</a>	<a href="#">Download</a>
11	<a href="#">4S2 - Skyworth 4136 - L88</a>	<a href="#">Download</a>

# Formatting the USB Flash Drive

- Insert the USB drive into your computer or laptop
- Right click on the removable disk/drive and then select Format
- Select Fat 32 from the drop down menu under File system
- Ensure that the removable disk/drive is formatted in Fat32



# Manual upgrade software process

- Once the format is completed, download the software from installer portal onto the USB Flash Drive.
- After the software has completed downloading, remove the USB Flash Drive safely and insert the USB Flash Drive into the Explora Ultra's USB port
- Reboot the Explora Ultra at the mains with the USB inserted, the upgrade will start as soon as the Explora Ultra powers up.
- The upgrade will take approximately 15 minutes.
- Once upgrade is completed, remove the USB and reboot the Explora Ultra.



**THANK YOU**

