



DStv Explora Ultra “Corrupt Hard Drive” Pop-up Error

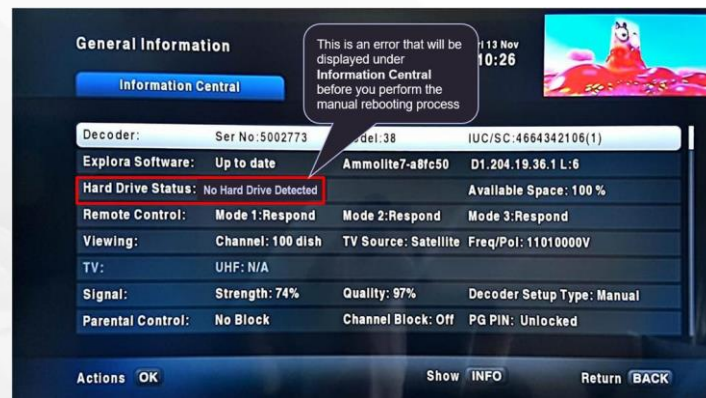
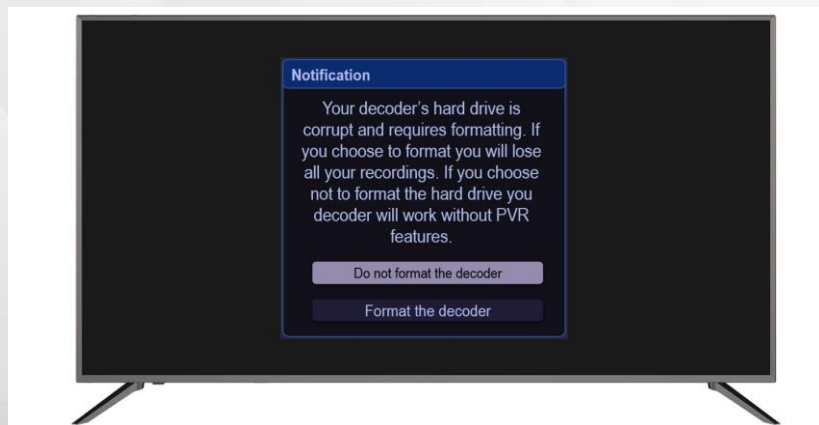


Important Information

The new Explora Ultra decoders might be experience a message on a the screen when trying to use playlist or Catch up.

HDD Faulty Hard drive Popup is due to an intermittent factory process on first batch.

This will only affect a small number of new decoders.



HDD Front Panel process

- 1) Remove Power Cable.
- 2) Hold down the P+ button on the front panel of the decoder (do not release button).
- 3) Insert Power Cable.
- 4) Release the P+ button when the word “CODE” appears on the top right of the TV screen.
- 5) Press the following sequence of buttons P- P+ P- P+ , the TV screen will show “CODE: 0101” on the top right of the TV screen.
- 6) The decoder will start Formatting the HDD.
- 7) After the HDD Format completes, the decoder will reboot on its’ own and go to the last watched channel.



THANK YOU

