

DStv

QUICK START GUIDE



Welcome to DStv!

Congratulations on buying the best Pay TV in Africa!

Let's get you started:

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DStv HD Features

1. View 1 channel at a time (no PVR functionality)
2. HD capable
3. Content Discovery (including multiple search options)
4. 8 Day TV guide
5. Reminders
6. 24 hour i-Plate
7. Parental Control
8. Surround Sound
9. XtraView Capable (compatible with selected XtraView decoders)
10. Widescreen Capable
11. Hearing Impaired Subtitles (when available)

Welcome to our world of extraordinary entertainment!

Congratulations on the purchase of your new DStv HD decoder!

Your TV viewing experience will be extraordinary, the moment you connect your DStv HD decoder! Watch your favourite shows in crystal clear HD, enjoy the rich colours and a picture so clear, you can see every blade of grass on the pitch.

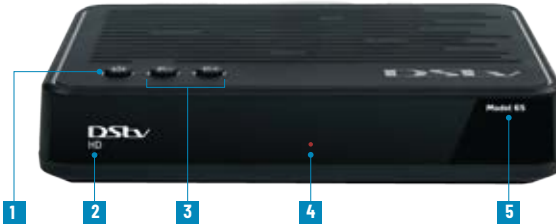
If you have an existing XtraView capable decoder (other than the SD PVR), you can link your new DStv HD Decoder to it in order to enhance your viewing experience.

Get started by using this Quick Start Guide to help you with installation and to familiarise yourself with the new remote control as well as the functions and features this decoder has to offer.

We've also made it really easy to manage your own account. Visit **dstvafrica.com** and register for your login details. You can then update your account information, find out out how much you have to pay, clear error codes and more.

An extraordinary world of entertainment awaits...

Front and Top Panel



- 1. Reset button** Press once to switch the decoder in and out of standby
Press and hold for a few seconds to reset (reboot) the decoder
- 2. DStv HD** This is the name of the decoder
- 3. P- button** Goes to the previous channel
P+ button Goes to the next channel
- 4. Red, Amber, Green LEDs** This LED is used to indicate various states that the decoder may be in;
Flashing **AMBER** = unread mail message
GREEN blink = the decoder has received a command from the remote
Solid **RED** = the decoder is on standby mode
Solid **AMBER** = the decoder is downloading software
Solid **GREEN** = the decoder is tuned to an audio or video channel
Flashing **RED** = error
- 5. Model 6S** This is the model number. Please remember to give us this information when calling us with any technical queries

Back Panel



1. **LNB in** Connect the cable from the satellite dish to this input
2. **USB** Used for technical support
3. **HDMI** Used to connect the decoder to a HD TV
4. **AV Out** Used to connect the decoder to a non-HD TV
5. **Power input** Connect the power supply to this input

Installation

For a new installation, we highly recommend that you use an Accredited Installer. For a full list of Accredited Installers please visit **dstvafrica.com**. All installations completed via an Accredited Installer comes with a warranty.

Select Your Package

DStv has a range of packages for you to choose from - to suit your entertainment needs, as well as your pocket! You have an option to move between packages depending on your need*.

The logo for DStv Premium, featuring the text "DStv" in a large, white, sans-serif font above the word "Premium" in a smaller, white, sans-serif font, all set against a dark grey rectangular background.

DStv
Premium

DStv Premium

You want the full package? It doesn't get better than DStv Premium, with all the latest and greatest shows from around the world in crystal clear HD. It's everything you expect and much more.

The logo for DStv Compact Plus, featuring the text "DStv" in a large, white, sans-serif font above the words "Compact Plus" in a smaller, white, sans-serif font, all set against a teal rectangular background.

DStv
Compact Plus

DStv Compact Plus

Who doesn't love a little something extra? Enjoy more sports, like the UEFA Champions League, more entertainment and more mates wanting to bring the party to your place.

The logo for DStv Compact, featuring the text "DStv" in a large, white, sans-serif font above the word "Compact" in a smaller, white, sans-serif font, all set against a yellow rectangular background.

DStv
Compact

DStv Compact

Never miss a match! With the best football coverage, like the English Premier League plus loads of great local entertainment. This package is for serious sports fans.

The logo for DStv Family, featuring the text "DStv" in a large, white, sans-serif font above the word "Family" in a smaller, white, sans-serif font, all set against a pink rectangular background.

DStv
Family

DStv Family

We've got your whole family's entertainment covered, from the little one's favourite cartoons to series entertainment for mom and dad. This package is for any family.

Select Your Package

The logo for DStv Access, featuring the word "DStv" in a large, white, stylized font above the word "Access" in a smaller, white, sans-serif font, all set against a solid green rectangular background.

DStv Access

If you're on a budget, this package is for you. Start enjoying more movies, news, religion and lifestyle shows today with the most affordable way to get DStv.

Get even more entertainment with our selection of Add On Packages:

The logo for DStv Indian, featuring the word "DStv" in a large, white, stylized font above the word "Indian" in a smaller, white, sans-serif font, all set against a solid orange rectangular background.

DStv Indian*

DStv Indian combines North and South Indian channels into a single package. Get the best of television entertainment.

The logo for DStv Portuguesa, featuring the word "DStv" in a large, white, stylized font above the word "Portuguesa" in a smaller, white, sans-serif font, all set against a solid purple rectangular background.

DStv Portuguesa*

DStv Portuguesa offers an extensive coverage of Portuguese and Brazilian football, telenovelas, news and magazine shows.

The logo for DStv French, featuring the word "DStv" in a large, white, stylized font above the word "French" in a smaller, white, sans-serif font, all set against a solid light blue rectangular background.

DStv French*

We offer two French packages that can be added to an active English or Portuguese DStv package at any time. Choose from DStv French Touch and DStv French Plus.

* Terms and conditions apply.

Select Your Package

DStv also offers Value Added Services for you to get the best value out of your subscription.

DStv
App



The DStv App*

You can enjoy the best live TV and Catch Up content anywhere, anytime! The DStv App lets you live-stream a selection of the best DStv channels, including M-Net Movies and SuperSport (based on channels available on your selected package). DStv Catch Up allows you to also watch episodes of your favourite shows, you might have missed, whenever you want or binge an entire season in a single go. Download the DStv App for free from your app store today!

XtraView

Xtraview allows you the ultimate flexibility of linking two decoders under the same subscription to cater for everyone in your family. Please visit **dstvafrica.com** for more information on how to set up XtraView.

* Visit **dstvafrica.com** or contact your nearest MultiChoice Office or Agent to check the availability of Add-On packages and pricing in your country.

Open Your Account / Update Your Existing Account

If you're new to DStv:

Visit your nearest agent or dealer, or call us, and have the following ready:

1. Your personal details (contact numbers and your email address)
2. The serial number and IUC/Smartcard number of your new decoder (HD 6S decoder - check the label at the bottom of your decoder); and
3. The DStv Package you would like.

If you already have a DStv account:

Contact your nearest DStv Call Centre with:

1. The IUC/Smartcard number (HD 6S decoder - check the label at the bottom of your decoder) and;
2. The DStv Package you would like.

Make Payment

Now that you're all set up, the final step in getting DStv is making your first payment.

To make it easy for you, there are a number of ways to pay:



Visit **dstvafrica.com**
and select
'Make a Payment'



Visit your
nearest
MultiChoice office
or Agency



USSD



SMS

Details for payment varies per country, so be sure to check **dstvafrica.com**. Refer to pages 11-14 for your local USSD/SMS details or contact your nearest MultiChoice Office or Agency for full details.

NOTE: All payments must be made paid one month in advance.
If you pay your full 12 month's subscription upfront, you qualify for a discount of one month.

DStv Self Service

Did you know that you can use our website to manage your account easily and conveniently? Simply visit **dstv africa.com**.

Self Service using **dstv africa.com** allows you to do the following:

- Access your account information
- Update your personal information
- Make a payment
- Check your payment history
- Clear error codes - E16, E19 and E32

SMS "Due" + IUC/SMARTCARD NUMBER to the following numbers:

ANGOLA	43788	MOZAMBIQUE	93788
BOTSWANA	1771	NAMIBIA	3788
ETHIOPIA	8881	NIGERIA	30333
GHANA	1779	TANZANIA	15727
KENYA	22788	UGANDA	6060
LIBERIA	1270	ZAMBIA	4333
MALAWI	53788	ZIMBABWE	33788

* Standard rates apply. Free SMSs do not apply.

SMS short codes can differ per country. Please visit **dstv africa.com** or contact your nearest MultiChoice office or Agent to confirm the SMS short code for your country.

SMS Short Codes

SMS the applicable message to your local short code as follows:

To clear Error Codes E16, E19 and E32	SMS the word "RESET" + IUC/SmartCard number to your local short code, e.g. RESET 1234567890 to short code.
To determine your due date and due amount	SMS the word "DUE" + IUC/SmartCard number to your local short code, e.g. DUE 1234567890 to short code.
To get information about payment vendors in your area	SMS the word "PAY" to your local short code, and a list of payment vendors will be sent to you, e.g. PAY 1234567890 to short code.
To update your mobile number details	SMS the word "CELL" + IUC/SmartCard number to your local short code, e.g. CELL 1234567890 to short code.
To update your email address	SMS the word "EMAIL" + your email address + IUC/SmartCard number to your local short code, e.g. EMAIL email@dstv.com 1234567890 to short code.

SMS Short Codes

SMS the applicable message to your local short code as follows:

To get confirmation of your last payment made	SMS the word "PAYMENT" + IUC/SmartCard number to your local short code, e.g. PAYMENT 1234567890 to short code.
For other services	To get general information about DSTv, SMS the word "INFO" to your local short code, e.g. INFO 1234567890 to short code.
To get confirmation of the products you have subscribed to	SMS the word "PRODUCTS" + IUC/SmartCard number to your local short code, e.g. PRODUCTS 1234567890 to short code.
To get a list of installers near you	SMS the word "INSTALLER" + City to your local short code, e.g. INSTALLER Abuja to short code.

NOTE: Local SMS rates apply; please refer to your network provider for applicable rates.

Always make sure that your decoder remains switched on, and that your IUC/SmartCard number remains inside your decoder so that our systems can communicate with your decoder.

USSD Country Codes

Alternatively, you can use USSD, simply dial the USSD code relevant for your country and follow the easy steps.

NIGERIA	*288*2#	UGANDA	*206#
GHANA	*759#	KENYA	*423#
ZAMBIA	*688#	MOZAMBIQUE	*788#
NAMIBIA	*140*6688*2#	MALAWI	*570#

NOTE: USSD codes can differ per country. Please visit **dstvafrica.com** or contact your nearest MulticChoice office or Agent to confirm the USSD code for your country.

Information correct at time of going to print.

For updated information, go to **dstvafrica.com** (the "DStv website").

In the event of conflict between this information and the information on the DStv website, the information on the DStv website will prevail. E&oe (Dec 2020, V2.2)

Safety Information

This DStv HD Decoder (6S) meets International Safety Standards. Please read the following recommended safety precautions carefully.

Mains Supply

The DStv HD Decoder (6S) operates at 12 V DC and is connected to the mains supply using the supplied power supply, rated 100 - 240 Vac 50/60Hz. Connect the power supply unit to the decoder and the power cable to the power supply unit, before connecting the other end of the power cable to the mains wall socket. When disconnecting the power, switch off the power at the wall, and remove the power cable from the wall socket (rather than removing the power supply from the decoder). We recommend that you install the decoder close to the wall socket, with the wall socket being easily accessible.

Liquids & Spillage

Keep liquids away from the DStv HD Decoder and do not put anything on top of it which may spill (example: lit candles, plants or containers of liquid). Do not use the DStv HD Decoder in extreme temperature and humid conditions.

Ventilation

It is essential to keep the DStv HD Decoder cool to prolong the life of the hard disk. Do not block the ventilation holes and ensure that free airflow is maintained around the DStv HD Decoder. To maintain adequate ventilation of the decoder, ensure that there is at least 10cm of free space above and to the sides of the DStv HD Decoder. Never stand the DStv HD Decoder on soft furnishings or on carpet. Do not use, or store the DStv HD Decoder near a heater or where it is exposed to direct sunlight. Never stack other electronic equipment on top of, or below the DStv HD Decoder.

Cleaning

Before cleaning the DStv HD Decoder, first disconnect it from the mains. Use a dry cloth to clean the exterior.

Safety Information

Servicing

Do not attempt to repair the DStv HD Decoder yourself. You should also never remove the cover of the DStv HD Decoder. Any tampering with the DStv HD Decoder will invalidate the warranty. Refer all servicing to your local MultiChoice Office.

Lightning

If the DStv HD Decoder is installed in an area subject to intense lightning activity, protection devices for the power supply units mains connector are recommended.

Earthing

The earthing system must comply with local regulations.

Decoder Legal Matters

Introduction

This DStv HD Decoder (6S) is designed, manufactured and sold to receive MultiChoice satellite services only. It will therefore not be fully functional unless:

- it is used with a duly authorised DStv Remote;
- it is loaded with the latest software, duly authorised by MultiChoice;
- the appropriate subscriptions are active;
- it is used with the external power supply (supplied with the DStv HD Decoder (6S) at the time of purchase);
- the installation adheres to recommendations (as available on dstvafrica.com) to receive the MultiChoice signal; and deployed within the MultiChoice Africa broadcast footprint.

MultiChoice is entitled to amend the software incorporated in the DStv HD Decoder (6S) from time to time by means of software downloads for a number of reasons, including preventing the DStv HD Decoder (6S) from being used to receive services other than services authorised by MultiChoice.

Decoder Legal Matters

Intellectual property in the Skyworth mark and logo are the property of the owner thereof and the right to their use protected by law. Reference to the marks or names of other persons or products in this document does not infer a proprietary interest by Skyworth in such marks or names.

Shenzhen Skyworth Digital Technology CO., LTD. declares that the DSD 4138 Model 6S is in compliance with Directive 2014/53/ EU. The full text of the EU declaration of conformity is available at the following internet address: www.myskyworth.com/doc/dsd4137

ROVI

This product incorporates copyright protection technology that is protected by U. S. patents and other intellectual property rights. Use of this copyright protection technology must be authorised by Rovi Corporation, and is intended for home and other limited viewing uses only unless otherwise authorised by Rovi Corporation. Reverse engineering or disassembly is prohibited. Do not connect the unit through a VCR. Video signals fed through VCRs may be affected by copyright protection systems and the picture will be distorted on the television.

HDMI

HDMI, the HDMI Logo, and High-Definition Multimedia Interface are trademarks or registered trademarks of HDMI Licensing LLC in the United States and other countries.

OPEN SOURCE

This product contains some open source software. For a full list of this software and the associated copyrights and licenses, go to dstvafrica.com.

INTELLECTUAL PROPERTY (including copyright)

All intellectual property rights in the DStv HD Decoder (6S) as well as in the content received using this DStv HD Decoder (6S) are either owned and/or licensed by MultiChoice. Unless specifically authorised in writing, the subscriber shall acquire no right, title or interest in any of the intellectual property rights (including all

Decoder Legal Matters

rights in and to the content). No data, video or audio content received using this DStv HD Decoder (6S) and a MultiChoice conditional access Smartcard may be copied, re-transmitted, re-broadcast other than as permitted by MultiChoice in the Subscriber Agreement. The DStv HD Decoder (6S) does not allow copying or recording of content to any external device. Hiring out or selling any of the content received using this DStv HD Decoder (6S) is STRICTLY PROHIBITED.

Hacking of the conditional access system or facilitating anyone else doing so is STRICTLY PROHIBITED. Failure to adhere to this prohibition is a criminal offence.

General

- Unless specifically required by applicable legislation and/or applicable warranties, MultiChoice shall not be liable for failure of a Smartcard or decoder or any component thereof.

Product Warranty

The manufacturer and MultiChoice warrant that the DStv HD Decoder (6S) will be free from defects in design, materials and workmanship for a period of 12 months from the date of sale of the new DStv HD Decoder (6S) to the consumer. This warranty will not apply in the event of:

- The DStv HD Decoder (6S) being tampered with or being opened, worked on, repaired or modified, save by an authorised DStv Service Centre or Agency;
- The DStv HD Decoder (6S) not being installed or used in accordance with the manufacturer's specifications;
- The DStv HD Decoder (6S) not being used with the supplied power supply (i.e. supplied when originally purchased);
- Malfunctioning or damage caused by the use of the DStv HD Decoder (6S) in conjunction with equipment or smartcards not supplied by the manufacturer or MultiChoice;
- The DStv HD Decoder (6S) being used to receive services other than services authorised by MultiChoice.

Any repairs made in the first 12 months must be made by the DStv Repair Centre. Should you experience issues outside of your warranty period, we recommend a DStv Repair Centre.

Disclaimers

Other than as set out in this document, the most up-to-date Subscriber Terms & Agreements, the latest DStv HD Decoder (6S) information (available on dstvafrica.com) and applicable legislation, the manufacturer and MultiChoice make no warranties, either expressed or implied, and including, but not limited to, implied warranties of merchant ability and fitness of the DStv HD Decoder (6S) for a particular purpose. This extends to the hardware, software, the DStv HD Decoder (6S) User Guides and any other written materials accompanying the DStv HD Decoder (6S) at the time of its sale.

The manufacturer and MultiChoice specifically make no warranties, expressed or implied, that the DStv HD Decoder (6S) is capable, or in the future, will be capable, of receiving services other than MultiChoice services.

Despite anything to the contrary, and save for the above-mentioned remedy in relation to the DStv HD Decoder (6S) which does not function during the period covered by this warranty certificate, the manufacturer and MultiChoice will bear no liability whatsoever, whether in contracts, delict or otherwise, for injury, loss or damage, including any loss of business profits or any other consequential damages arising out of the installation, use or operation of the DStv HD Decoder (6S) or any defect therein.

MultiChoice will not be held responsible for any damage resulting from installations, whether by its agents, DStv Accredited Installers, through do-it-yourself or through incorrect usage of equipment.

Obsolescence Disclaimer

Digital Satellite Technology is rapidly evolving. As a result of this, it is not possible to predict what the requirements will be in a few years' time. MultiChoice cannot guarantee that this DStv HD Decoder (6S) will be able to receive all available services in future.

DIY Installations Disclaimer

A DStv Accredited Installer or the supplier / manufacturer of the specific equipment should be consulted if any doubt exists when doing an installation. Please refer to the manuals provided with your satellite dish and any additional equipment used in the installation of the DStv HD Decoder (6S) if you decide to do the installation yourself.

Decoder Legal Matters

Installations Indemnity

Each and every installer acts as an independent contractor and is not an employee, subcontractor or agent of the manufacturer or MultiChoice. The manufacturer and MultiChoice are therefore not liable for any loss and/or damage of any nature whatsoever caused by the conduct of the installer, including, but not limited to:

- Any direct, indirect or consequential damages, loss of profit or other special damages of any nature which the user may suffer as a result of any breach by the installer of any of its obligations to the user;
- Any loss and/or damage to the property of the user and/or any third party, situated on the user's premises, as a result of an act and/or omission on the part of the installer.

Unless specifically provided otherwise in this certificate and/or required by applicable legislation (including the Consumer Protection Act), the manufacturer and MultiChoice do not directly or indirectly warrant or guarantee or make any representations whatsoever with regards to any equipment, including, but not limited to, any dish, LNB, switch or cabling used by the installer.

The recommended installation for the DStv HD Decoder (6S) is an 80cm satellite dish with a Single LNB (not included). This decoder may not be compatible with existing installations/set-ups. If linked to more than one TV, linked to other decoders or used in a complex with a shared dish or distributed installation, requirements need to be confirmed with a DStv Accredited Installer.

Subject to any express warranty or guarantee given by the manufacturer or MultiChoice, in writing, the manufacturer and MultiChoice do not:

- Give any warranty or guarantee or make any representation whatsoever in respect of any work carried out by any installer (including accredited installers);
- Accept any liability for any latent or other defect in any work carried out by any installer (including accredited installers).

Subscriber Terms & Conditions

Visit **dstvafrica.com** for a copy of your Subscriber Terms & Conditions.

Features of the DStv HD Decoder (Model 6S) and how it works may differ based on the active subscription as well as software changes. Graphics and decoder images may vary per decoder model / software version. Information correct at time of going to print. For updated information, go to **dstvafrica.com** (the "DStv Website"). In the event of conflict between this information and the information on the DStv Website, the information on the DStv Website will prevail.

E&oe (Dec 2020, V2.2)

For Your Records

We recommend you complete the following information for your records:

DStv HD Decoder	
Serial Number	
Purchaser's Name	
Purchaser's Address	
Authorised Dealer's Name	
Dealer's Address	
Date of Purchase	



dstvafrica.com