

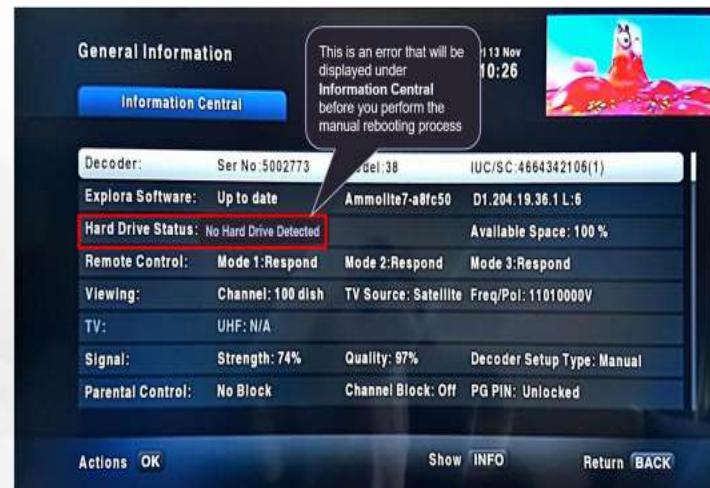


DStv Explora Ultra “Corrupt Hard Drive” Pop-up Error



Important Information

You will notice a “*Corrupt Hard Drive*” error message on the screen when trying to pause, play back or load Catch Up. The screens below display what one will see when experiencing this issue. You are required to format the Hard Drive by following the steps from number 1 - 7 below:



HDD Front Panel Formatting Process

- 1) Remove the power cable
- 2) Hold down the **P+** button on the front panel of the decoder (do not release the button).
- 3) While **P+** is pressed down – Insert the power cable (Power Up decoder).
- 4) Release the **P+** button only when the word “**CODE**” appears on the top right side of the TV screen.
- 5) Quickly press the following sequence of buttons **P- P+ P- P+**
- 6) The TV screen will display “**CODE: 0101**” on the top right side of the TV screen.
- 6) The decoder will start formatting the HDD.
- 7) After the HDD formatting process is complete, the decoder will reboot on its' own and revert to the last watched channel.



THANK YOU

